



# Hospitality Management Solutions Release Notes for 2021

3.8.4

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### Publication Information

Release: Hospitality Management Solutions Release Notes for 2021

Publication date: May 13, 2021

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## About this document

This document provides information about the enhancements and changes in HMS. See the Resolved Issues document for the list of fixed issues that are included in this update.

## Related documents

You can find the documents in the product documentation section of the Infor Support Portal, as described in "Contacting Infor".

## Contacting Infor

If you have questions about Infor products, go to Infor Concierge at <https://concierge.infor.com/> and create a support incident.

If we update this document after the product release, we will post the new version on the Infor Support Portal. To access documentation, select **Search > Browse Documentation**. We recommend that you check this portal periodically for updated documentation.

If you have comments about Infor documentation, contact [documentation@infor.com](mailto:documentation@infor.com).

## Chapter 1 Compatibility information

See the [Online Compatibility Matrix](#) on the Infor Support Portal.

## Chapter 2 3.8.4

Infor continues to invest in technology and applications focused on the hospitality industry.

Our objective is to partner with you, our customer, to improve guest experiences in an evolving hospitality landscape.

This release includes enhancements in technology, functionality, and customer support applications. The focus is on automation of several processes, improved user experience, and continued integrations to our Infor Hospitality cloud solution and technology partners.

The industry continues to move towards a self-service and mobile based guest experience. We have continued to expand our mobile on-line check in and check out functions in this version.

To help hotels protect the privacy of VIP, or special types of guests, we enhanced our functions around alias name also known as our “incognito” functions. This function is designed to protect the privacy of a guest during the reservation life cycle so that only specific users can view the primary guest name.

In addition, we expanded our functions in upsell management, gaming integrations, and country readiness to support our customers around the globe. All functions and integrations are outlined in the product release notes.

### Online customer support chat

In this release, we have introduced an additional approach to customer support by offering a support chat window that allows customers to ask questions and collaborate directly with a support consultant. This enhancement is introduced by support consultants and implemented regionally over a period of several months. Additional information on this program is communicated directly to customers through support team members.

## Product Enhancements

### Alias name to provide guest privacy Incognito function

Hotels can protect the privacy of a guest by adding an alias name to the guest profile. This alias name is appended to the reservation when the reservation is associated with the guest profile.

If this functionality is implemented:

- The primary guest name is masked (protected from view) for users who do not have the security level to view reservations that contain an alias name.
- The reservation contains the 'NRG' (non- registered guest) symbol as a reminder that the guest prefers to protect the privacy when an alias name is set to active on the reservation.
- The security level to control view access can be configured on the user ID configuration screens.
- Alias names are supported through operational reports as the primary name is masked.
- Alias name functions are supported for Hotel Check In iPad.
- Alias name is supported using specific CRS Interfaces.

**Note:** The availability of some of these features is based on the external partners.

### Guest welcome message

Hotels can configure a guest welcome back message in the system. If this functionality is implemented:

- The application determines which welcome message must be displayed based on the primary guest.
- The welcome message appears on the Guest Stay, Stay 360 and Check In screens.
- The message considers if the guest is a first-time or return guest at that hotel based on guest profile statistics.
- The message considers if the guest has stayed globally through defined field in the WELCOMEBACKGLOBALFIELD property parameter.
- This functionality is extended to the iPad Hotel Check In.

**Note:** The availability of some of these features is based on the external partners.

## Rate shop enhancements – external partners

These enhancements have been added to the HMS Rate Shopping Screen. Some features noted are dependent on external rate shopping. Therefore, HMS is accessing an external system for rates and availability.

If this functionality is implemented:

- HMS rate shopping screen displays the guarantee and cancel policies defined in external systems on the Rate Shopping screen. This is available when EXTAVAIL property parameter is set to active.
- HMS includes the child counts by child category to external systems when external availability is enabled. This functionality allows the system to retrieve the appropriate price for adult and child.
- User is not compelled to select one or more room types when using the Rate Shopping screen with external availability active. No selection means all room types are to be searched and returned from the external partner.
- The application displays negotiated rates associated with an organization when a hotel uses an external partner for rate shopping for availability.
- The application invokes the rate shopping to an external partner for verifying information and return availability if an inventory or rate change is created using the guest stay wizard.
- Rate level restrictions are supported using the rate shopping and multiple property availability screens.
- The application retrieves the group availability by room type from SynXis and displays the information in the group column on the rate shopping screen when rate shopping to an external system for a group delegate reservation.
- HMS displays the value of the MLOS setting received from external partner.
- The rate details window on the rate shopping screen displays the comp details for player offers from the supporting casino management system interfaces.

**Note:** The availability of some of these features is based on the external partners.

## Upsell functionality

The Upsell functionality provides the room upgrade price for each room type available for the reservation's stay. The functionality has been enhanced in this release if implemented:

- An upsell can be recommended even if the reservation contains multiple rate plans.
- A default rate plan can be specified for upsell calculations rather than the rate plan that is on the reservation.
- The application can allow multiple upsell configurations to be active simultaneously.
- The application can allow the user to upsell a reservation with the pre-registered status.

## Lease Module enhancements

Hotels that use the leasing module can leverage off these enhancements.

If this functionality is implemented:

- The guest stay reservation associated with a lease can be reinstated if the reservation status is checked out and the arrival date is the same as the hotel date.
- Lease invoices can be moved to the signature capture app and viewed by the guest on the iPad. This function is supported from the lease schedule and upgrade screens.
- The decimal values for the room square footage set up in room configuration is supported.
- The guest search lookup is supported on the lease record view screen.
- Hotels can view the leasing revenue in guest profiles for guest stays that are associated with a lease. This statistical information is updated during the end of day process.
- The Lease GST reports can exclude or include specific lease schedules in the report.
- The un-invoiced lease schedules are updated when the tax status is updated on the leasing screen.
- User can adjust or reduce a lease non-room item consumption charge. This reduces the amount considered Consumed, against the item. Lease on room item consumption is not posted to the guest accounting folio and transfers directly to the lease when posted on a guest account.

## Lock exchange rate for group deposits

The ability to lock the exchange rate is possible when a group deposit is received. This allows postings to the accounts to maintain the same exchange rate used during the deposit process to eliminate fluctuations in posting amounts, if the exchange rate is changed during the life cycle of the group master.

If this functionality is implemented:

- The group delegate screen can support applying the group exchange rate to delegate reservations.
- The user can lock the exchange rate manually or at time of deposit for groups that use a foreign currency rate plan. The locked exchange rate can be applied to all group delegates.
- The charges posted to the group can use the locked exchange rate, if a group master has a locked exchange rate.
- The locked exchange rate is used for the guest stay when a creating a group delegate reservation and the group has a locked exchange rate. The locking type on the guest stay is Group. All charges applicable to the guest stay use the locked exchange rate. If the group exchange rate is not set when the delegate reservation is created, the exchange rate is applied to the delegate reservation at check-in.

## General enhancements

The general enhancements have been added to the application for hotel operations. These functions are related to guest stay, tax invoices, guest profiles, group delegates and accounts receivable.

If this functionality is implemented:

- The room type short description can be displayed in the stay details tile of stay 360 tile.
- The user can now re-authenticate the session when the session times out rather than the user being logged out completely. A user session can be idle for up to 8 hours.
- The entry of a cancellation comment in the cancellation reason window is now supported. The comment is printed on the cancellation report and displayed on the guest stay screen.
- The user can view the cancellation policy that is applicable to the reservation in the cancellation reason window. The user can invoke the application for applying the policy by posting a cancellation fee and payment or refund.
- The hotel can now configure a cancellation fee transaction code on the cancellation fee policy configuration screen. The transaction code can be used when a cancellation fee is posted as part of the reservation cancelation process.
- The hotel can now configure non room items including the related comment prompt message. If active, this message is displayed when an add-on is added to the reservation to indicate the user must specify a comment on the add-on.
- The application enables the user to change the primary guest on a reservation by selecting an additional guest that exists on the reservation. This changes the primary guest associated with the reservation based on the selection.
- The application enables the hotel to specify the minimum or maximum age of children for each child category. This is used for external availability shopping to receive child pricing from the external application as part of the rate shopping screen.
- The user can be linked to the guest profile record on the guest details screen using the link icon corresponding to the profile ID field.
- The application can be configured to require a user to search for a guest profile when creating a new reservation.
- Group delegate upload utility can include mobile phone numbers and search for existing guest profiles. If a guest profile is found, the profile ID is associated with the delegate reservation.
- Rate plans can be configured using the limited check box. When this check box is selected, this rate plan can be limited to the number of nights that rate plan can be booked by a guest or player in a specific time-period. The primary function is used to limit player comp reservations.
- The application can be configured to default the view to the property level when viewing availability using the multiple property availability screen.
- No-show charges can be posted automatically when reinstating the reservation when the AUTOPOSTNOSHOW parameter is set to reinstate.
- The application enables you to restrict a guest profile as part of the GDPR guidelines. This allows the profile to be temporarily restricted and made active, if required.

- The profile information summary window has been redesigned to tile format. In this release, this window is available with all implementations. The profile card window can be accessed from guest stay, stay 360 and guest profile.
- Housekeeping assignments have been enhanced to indicate if a room attendant is “at work”. There are additional search capabilities to find room attendants “at work”. On iPad Hotel check in, you can filter to room attendants that are ‘at work’.
- The application can be configured to track if a guest has signed the registration card using the signature capture app. This is accomplished through guest stay related data spy.
- The application can apply translations to global codes by invoking the translation action on the code value tab.
- A new package posting option has been introduced that allows the tax rate to be preserved at the package level using long tax amount for package processing. This new option works for both inclusive and additional taxes.
- Package processing is now possible when multiple consumption charges are posted for a package, the tax total is aligned with the package taxes, to eliminate rounding variances that cause accounting folio balances.

**Note:** If POS taxes are represented on the package, hotel must setup the tax write off account immediately after upgrade. Create a house account to use for the tax adjustments applied to POS charges and set the property parameter tax write off account to the account name. This house account is used to account for any adjustments made to POS taxes to reconcile the transaction totals between HMS and the POS system.

- The application enables a user to email tax invoices directly from the tax invoices screen.
- A user can now print and email invoices directly from the tax Invoice tile on the Stay 360 screen.
- A VIP icon is added in the additional guest tile of the stay 360 screen, the user can select this icon to view the VIP status of the guest.
- The application displays the hotel arrival time and hotel departure time on the guest details tab of the guest stay screen.

**Note:** These fields are hidden and must be displayed using the screen designer mode. These fields are also available in guest stay related data spy.

- The application displays the hotel arrival time and hotel departure time on the guest tile of the stay 360 screen.

**Note:** This field is hidden and must be displayed using the screen designer mode.

- The nationality of the guest is now displayed on the guest tile of the stay 360 screen.

**Note:** This field is hidden initially and must be displayed using Screen Designer.

- The A/R billing profile and/or guarantee type if specified is defaulted from the guest profile to the new reservation.
- The application enables the hotel to configure parameters to update the last cleaned date and time field when a status is changed to turndown or inspect. If the UPDATELASTCLEANED property parameter is set to turndown, the last cleaned field is updated when the room status is modified to turndown. If the UPDATELASTCLEANED property parameter is set to Inspect, the last cleaned field is updated when the room status is modified to Inspect.

- The guest stay data spy supports the fields of control segment, ADT, and MDV. These fields can be added and viewed in list grid views.
- The end of day process can extend the group booking end date and the status can be set to In house if the GROUPEXTENDENDDATE property parameter is set to true for delegates who stay past the group booking end date.
- The application enables a user to assign a room number to the reservation through the group delegate tab.
- Accounts Receivable – system has the option to calculate aging for transferred charges and payments based on the date the calculation has been originally posted. This is activated by the AGINGDAYSBASIS parameter that is set to 'charge'.
- In this release, the auto suite room assignment functionality has been extended to reservations created through rate shopping, if a reservation is created with multiple room types. And to stay wizard if the room type is changed on stay wizard.
- Distributed tax functions can be used with POS charges with payment tax invoicing.
- The religion field on the guest profiles and guest details are renamed to Passport UDF.

**Note:** A property can rename this field using screen designer.

## New and modified reports

These reports have been enhanced to provide additional information:

- Payment Report: This report has been added to display each payment transaction type posted during a specific time-period.
- Folio Report:
  - The show package inclusions, show package details, and show credits options are added to the folio parameter.
  - The show package consumption option has been added to the folio report, allows to include discounts and allowances and display credits in a separate column.
  - An option to display package inclusions at the bottom of the folio report has been added. The user may configure headers in the property forms, package tax of the rate and non-room item configuration. The user may also indicate that non-room items are not to be displayed in the package inclusion section.
- Arrival, departure, and inhouse reports (summary and detail): The include activities check box is added. If this check box is selected, the activity code, activity start date and activity start time fields are included in the report.
- Occupancy Statistics Report: The application displays subtotals at the end of each month contained in the report.
- Rate Discrepancy Report: The report displays the user that overrides the reservation rate.
- Group Guest List Report: The report now displays the total rate revenue for each guest in addition to the average nightly rate.
- Property Ledger Posting Journal: The report now displays the adjustment reasons.

- HMS Events Statistics Report: The application now supports an event statistics report for hotels using HMS Events.
- Miscellaneous and Forex receipts have been added to support the transaction code level receipt print. This is controlled by the new screen “form configuration”.

## Secure (mask) guest ID and passport number information

Securing guest information is an important component of the guest experience. This feature allows hotels to mask the guest ID numbers and passport numbers at the reservation and guest profile level. This function is controlled at the user security level. Only selected users can view guest ID number and passport numbers.

If this function is implemented:

- Hotels can authorize users who can view the guest ID and passport numbers on the guest detail and guest profile screens.
- Users who do not have access to view guest ID and passport numbers, this information is masked on the reservation and guest profile. This information is also masked on the currency exchange, cashier banking screen, scan document window, group delegate, stay 360, guest stay, check in and walk in screens.

## Tax Invoicing enhancements

Hotels can configure a default tax invoice payer for each folio with the separate tax invoice check box selected using the tax invoice configuration screen.

- Hotels can configure folios as a separate pending tax invoice.
- Pending invoices are now displayed on the tax invoicing tab based on the settings.
- The payer field is updated on the folio settlement for each folio with the separate Tax Invoice check box selected.

## Profile Information Summary card

Hotels can use the profile information summary card to view details of the guest profile.

If this functionality is implemented:

- The profile information summary card is accessible from stay 360 guest tile, guest stay and guest profile.
- The hotel can configure the tiles in the card to view the data including guest detail information, preferences, past stay details, stay information details and stay revenue details.

- The hotel can view additional stay statistics on a guest profile, if HMS Central is used to store additional guest data that is imported through an ICS initiated project. This data represents information that is collected from a third-party system prior to the implementation of HMS.
- Data can be displayed from selected external CRM systems. Note: This requires integration with third party systems.

**Note:** The availability of some of these features is based on the external partners.

## HMS mobile applications

This section explains the enhancements to the mobile apps:

### Online Check in

- Online check in invitation letters can be scheduled at a specific time of the day using a job scheduler instead of sending at the end of day.
- The application enables user to clear the Invited for online check-in check box. This process triggers a new online check-in invitation letter to be sent to the guest based on the configured job scheduler interval timer.
- The application enables the configuration of a default trace to be configured as part of online check in configuration. This allows a trace to be created with an email address that sends an email notification to a specified email address for tracking when a guest uses online check in. This inbox can be monitored for arrival times and requests.
- Online check in allows the guest to view the full room type description information.
- The application supports up to 4000 characters in all three signature fields.
- The application supports using the NameSuffix :NameTitle :FirstName :MiddleInitial :LastName :SecondLastName tags on all invitation letters to display the guest name.
- The application supports adding HTML text formats into the online check-in, online check-out, guest portal invitations and confirmations for the purpose of customizing fonts, formats, and text color.
- The application allows the hotel to hide the QR code on the check in confirmation page if the hotel does not utilize kiosks.
- The application displays the authorization amount that is associated with the selected credit card as part of the online check in function, during the guest online check in.
- Hotels that require a registration card at check in, the online check in displays the hotel registration card to the guest. The guest can accept the terms of the registration card and select a check box indicating the digital acceptance of the information on the registration card.

## Online Check out

- Online check out invitation letters can be scheduled at a specific time of the day through a job scheduler instead of sending at the end of day.
- The application allows user to clear the Invited for online check-in check box. This triggers a new Online Check-out Invite letter to be sent to the guest based on the configured job scheduler interval timer.
- Online check-out allows the guest to view the full room type description information.
- The application allows the configuration of a default trace to be configured as part of online checkout configuration. This allows a trace to be created with an email address that sends an email notification to a specified email address for tracking when a guest completes online checkout. This inbox can be monitored for departures.
- The application supports online check out for folios with a credit balance.
- The application displays the guest folio and incidental folio separately during online checkout.
- The application supports online checkout for hotels that utilize tax invoice functions.

## Hotel Check in application (iPad)

- Information related to scheduled room number change of guests during the stay, is displayed on the reservation when viewed through the Hotel Check in iPad.
- The application supports adding email and mobile telephone numbers for additional guests through Hotel Check In iPad.
- The application allows adding title for guest through Hotel Check in iPad.
- The application supports viewing second last name if the field is populated on the guest reservation.
- The application supports Upsell recommendation values for reservations with multiple rate plans.
- Registration cards can be generated for additional guests through Hotel Check In iPad app.
- The application supports printing final tax invoices in countries where the Fiskaltrust Interface is installed (Germany and Austria). The invoice includes the QR code.

## Housekeeper App (iPad and Android)

- The application supports viewing second last name if the field is populated on the guest reservation.
- Reservations that have a scheduled room change on the current date are displayed with a room change indicator on the Housekeeper App.

## Signature Capture application

The mobile app name in the apple store is changed from HMSRegCard-Folio Signature to HMS Guest Signature Capture.

- Tax invoices can be sent and displayed on the Signature Capture app accessed through iPad for viewing and confirming the charges. The function to send the tax invoice to the iPad is completed using the Tax Invoice tab of Guest Stay, Stay 360 and/or Checkout screens.
- Lease invoices can be sent to the Signature Capture iPad app and viewed by the guest. The function to send the lease invoice is completed using the lease schedule and upgrade screens.
- Report forms can be sent to Signature Capture app for the signature of the guest. These report forms include cash, paid out, petty cash, miscellaneous, payments, lease deposits, forex, and payment authorization forms.
- The Thai tax invoice can be sent to the Signature Capture app and viewed by the guest on the iPad for signature.

## Partner integrations and certifications

This section explains the enhancements related to partner integrations and certifications:

## Infinium back office system

- Revenue and payment amounts settled to the guest ledger and A/R ledger can now be separated into different journal entries to ease the reconciliation process.
- Same day comps can now display the full revenue amount in the cash revenue transaction and reclassify it to comp revenue.

## Mobile key integrations

The application now supports delivering a mobile key request to select key vendors.

**Note:** Hotel must have door locks and an integrated key vendor that supports mobile keys.

- The guest mobile numbers are defaulted on the Key Generation screen
- User can select the mobile numbers to be sent to a mobile key.
- Supported Vendors include:
  - Salto (HMS records the request and response message with the key vendor).
  - Ving Card (HMS records the request and response message with the key vendor).

- Saflok (HMS sends the request, but Saflok only acknowledges the request and does not indicate if key generation fails).

**Note:** The availability of these features is based on the external partners.

## AFD address verification

This integration introduces the ability to validate addresses from a vendor called AFD Software in multiple HMS screens. A portion of the address can be used to locate the full address to help maintain validated guest data in HMS.

**Note:** A separate license is required for AFD Software to activate this integration.

## Oasis Loyalty Casino Management System (CMS)

Integration between HMS v3.8.4 and Oasis Loyalty v1.2 is supported. The nConnect v1.7.4 is also required for this integration.

If implemented, the application supports these functions:

- Ability to look up player balances and use points or dollars to pay for charges on the folio.
- Ability to void or cancel unused issued comps on check out or cancelling a reservation.
- Ability to reserve offers while making a reservation, or unreserve offers when the reservation is cancelled.
- Ability to un-redeem, or void redemption, on a player offer if the offer is used by mistake. This is done from the view Comp Folio screen.
- Ability to redeem offers when offers are used to comp charges off a guest folio.
- Ability to unreserve offers upon cancelling a player reservation hence the offer can be booked for another reservation.
- Ability to reserve marketing offers for players hence the offer can't be used again.
- Ability to search for offers awarded to a casino player.
- Ability to look up offers that can be booked for players enrolled in the casino loyalty program.
- The system supports integration including sending check in and check out notifications to Oasis. This happens automatically by the system upon check in or check out.
- Ability to undo admin comps from the view comp folio screen when using the Oasis Loyalty integration.
- Ability to search for comps that are issued outside of HMS and use these comps to comp charges off a guest folio. Applies to both IGT and Oasis Loyalty.
- Ability to charge comp manually using a player bank, offer, or admin comps when using the Oasis Loyalty integration.

## Gaming integration (Pechanga Resort and Casino)

To avoid conflict while configuring comps on a reservation, the application clears the player bank if a user selects or clears an offer when selecting a player bank.

## Gaming integration - Aristocrat

The hotel can now configure folio comps with an admin comp and one of the redemption types when using the Aristocrat integration.

## Gaming integration - IGT

- When using the IGT integration, an issued comp with System Redeemed status cannot be selected.
- The hotel can now configure folio comps with an admin comp and any of the redemption types when using the Aristocrat integration.
- Casino hotels can now build player bank codes in HMS and cross reference these codes with the player bank codes in IGT. This allows customers to configure comp templates with a player bank and copy the templates to folio comp configuration.
- Workflow is improved for selecting and using player comps to comp charges when using the IGT integration:
  - Redemption Quantity must be protected and not be required when Redeeming only when issuing the comp.
  - Amount must not be protected.
  - Issue Comp option must be protected when Player comp is returned.
- When a user searches for player profile, the host name is displayed.
- The two-step workflow to redeem and settle a player point or dollar balance to comp charges has been simplified to a single step. The application now redeems and settles on the back end, based on the charges the user selected.
- The application enables the hotel to configure comp templates with a player bank that is copied to the folio comp configuration record, when using the IGT integration.

## IDeAS revenue management

HMS supports an IDeAS requested inventory message to support the count of suite rooms.

## Spa Soft integration

HMS supports the ability to accept the point of sale check image for an activity posting from Spa Soft using the SGI posting message. This interface message is unique to Spa Soft integration.

## Profile management (External systems)

- When an external CRM indicates that a guest's profile is removed using a GDPR requirement, the HMS guest profile is 'forgotten' and removed. This enhancement is supported through the OTA\_ProfileCreate Messages.
- When an external CRM initiates the guest profile merge message, HMS records the user ID from the external system that initiated the merge. This enhancement is supported through the inbound HTNG MergeProfileRequest message.
- Organization profiles lookup from HMS is supported for selected external applications.
- Booking agency profiles lookup from HMS is supported for selected external application.
- HMS allows booking agency profiles without an IATA number from selected partners.
- HMS has added the organization type for an organization profile in the outbound reservation interface message.

**Note:** The availability of some of these features is based on the external partners.

## Country readiness

This section explains the country specific enhancements.

## France - NF525

- The sequential line numbers required by French legislation, have now been added to the Tax Reporting Table P5TaxInvDetails.
- When a property has transaction codes with a tax group, however the tax group is not marked as Zero-VAT nor has details in terms of percentage and transaction code, the revenue on these transaction codes is now represented in the invoice totals and in the grand totals.
- French NF525 Archive Extracts includes details for Deposit.
- The Invoice printout does not count the number of lines, however prints the highest value of P5TaxInvDetails.TXD\_LineNum.

## Germany

Requirements for the German Fiscalization are supported through partner, FISKALTRUST.

Enhancements of the Fiskaltrust interface:

- Tax invoices are sent with different message types based on payment method and invoice payer: pos-receipt, b2b- or b2c-receipt.
- Internal enhancement to provide meaningful error messages in the Databridge message status for Fiskaltrust Interface.
- When a user must print a Fiskaltrust Special Report that is returned with error from Fiskaltrust interface, the report prints the related information accordingly.
- The application supports sending a new start or stop receipt for a new cashbox. This applies to hotels working with the Fiskaltrust Interface in Germany and Austria in the situation of ownership change.
- Interface receipts store the CashBoxID that is used during creation. This is required to enable the Start Receipt option when a new CashBox is used, for example, in case of ownership change at the hotel.
- The Fiskaltrust Mapping fields for deposit reversal are displayed using Screen Designer for German customers and inform customers to populate these fields for the Deposit Charge transaction code(s).
- The Deposit Charge transaction code is sent twice to Fiskaltrust. For the first time during the incoming deposit payment with the Deposit Tax Invoice and the second time when the deposit is transferred to Guest Ledger. In both cases, the same transaction code is used but a different Fiskaltrust code is required.
- Enhancement to the Fiskaltrust interface: A fallback solution for mapping values after tax changes is provided. Consequently, the Interface can now pass the correct mapping to Fiskaltrust based on the tax rate, even if the hotel changes the Fiskaltrust mapping in the transaction code later.
- For cashier banking activities (Currency Exchange without Commission, Cash Adjustment, Cash Check, Void of any of the before and Cash Bank Closing), a message is sent to Fiskaltrust.
- Cash Receipt Report and Shift Cash Report now print a section with information from Fiskaltrust Interface.
- Enhancement of the Fiskaltrust interface: Each posting is transferred immediately to Fiskaltrust as requested by the German government. Appropriate message types are used: info-internal, info-order, info-delivery-note and/or protocol.
- Enhancement of Fiskaltrust Interface: Improvement of failure status handling and avoiding of message duplicate sending.
- Germany Tax Invoice: The tax summary on printed tax invoices is not easy to read in certain regions of Germany. The issue is based on the special method of city tax calculation that is used in some cities: City tax is inclusive and subject to VAT. The order of appearance in the tax summary is changed to facilitate the city tax and accommodation tax in subsequent lines.

## Spain

Changes to the Spanish Nationality Extract include:

- Duplicate days are removed.
- The country code must be converted to three-character ISO codes.
- Calculation of entradas / salidas / pernoctaciones is modified.
- Provinces are (only) delivered for Spanish guests.
- Percentage of occupancy by source.
- Calculation of REVPAR is changed.

## Indonesia

The application supports the Indonesia Police Report Extract requirements.

## Thailand

The Immigration Guest List Report is enhanced.

## Turkey

Enhancements to the guest list with account balances report include:

- The report name is now the 'Official Daily Guest List' Report.
- The report displays the daily room rate, not the account balance.
- If the report is run for a past date, the report includes the guests that are in-house (stayovers) on the date selected.

## Italy

- As an alternative to the FatturaPA Interface which delivers the invoices directly to the government's portal, an interface is offered to Comarch (v1.2). Comarch is a third-party provider of accounting services and forwards the invoices as required to the government's portal.
- The success of sending invoices to Comarch (interface) is tracked on the Tax Invoice screen automatically. The user can also check the status of an invoice manually. The user can resend one of the invoices if an error occurs. For these purposes, an option is provided on the Tax Invoice screen.

- User can update fields such as Birth Country and Occupation located in the Passport Details section on the Guest Details tab, without populating the Passport Number field.
- The application calculates the Stamp Duty tax amount that is not subject to VAT and posts or adjusts the Stamp Duty transaction based on the folio settings on the Tax Invoice Configuration screen.

## Denmark

Tax invoice has been prepared to support 79 (80) mm wide paper rolls.

## Iceland

User can reprint a tax invoice in a guest currency on the Property A/R Accounts or Invoices, if the TAXINVCURRENCY property parameter is enabled.

## Hungary

- Hungary NTAK Integration v8.0 is supported.
- The latest version of the Hungarian Online Invoicing Interface NAV (version 3.0) requires a field indicating if the invoice payer is a private person. This can sometimes be deduced from the payer's account type, however sometimes this is not clear, for example, the payer of a group account's invoice can be a private person or a company. For a clear distinction, a private person check box has now been added to desktop and iPad app.

## LAOS

The Immigration Guest List Report is updated to accommodate the 2021 changes.

## Vietnam

- Hotels in Vietnam are to send documents using email with logo in the document. However, the printing version does not have a logo. The SHOWLOGOINEMAILS property parameter must be enabled.
- The electronic invoice transaction ID can be viewed on the AR Invoice tab and in the AR Post Payment window.

- The electronic invoice transaction ID can be printed in the AR Statement Report when the ARTAXINVUSAGE property parameter is set to True and E-Invoice ID check box is selected that is included on the report options.
- The transaction description can be viewed on the AR Payment tab.
- User can hyperlink to the AR account invoice tab from folio tab.

## Liaison v4c.03

Infor HMS v3.8.4 also aligns with the release of Liaison 4C.03 which includes the following enhancements:

## Mobile key support

- Multiple interfaces enhanced to support using guest mobile phone as key to access common areas and room.
- Salto KSS Interface (L083D) previous implementation based on UDF fields is removed and interface changed to use new mobile fields on HMS screens.
- Kaba/Saflok Webservice interface (L099D) added to support mobile keys.
- Vingcard KSS (L082D) added to support mobile keys.

## HTNG Distribution – Child Category information supported in reservation message (819Cx)

- Child category information supported in the OTA\_HotelResNotifRQ message. This allows a vendor to send and receive reservation related to child counts up to five different child categories.
- Two implementations are supported:
  - SynXis, as per the specification using new Age Bucket attribute.
  - For all others using new values in AgeQualifyingCode attributes.

## HTNG Distribution – Travelclick Stay-through LOS restrictions (819C3/819C4)

For the vendor Travelclick, Stay-through LOS restriction (Arrival LOS restrictions previously certified) is certified.

## HTNG Distribution – Provide overbooking values to vendors

The ability to provide explicit overbooking values is added to the generic interface. The values can be provided as overall and/or each room type.

## Generic Inquiry and Posting / Device interface (L042D)

- The REST or JSON option for inquiry or posting messages added.
- Verification or authorization message added. This allows vendor to verify that the guest has available credit before posting.
- Stay count included as options in the UDF field section.

## HOTSOS – Support for Incognito guests (L086D)

Send Alias guest name to HOTSOS for reservations that contains the Incognito flag.

## FIAS interface (L066D)

- Added missing features from the EIC interface to Liaison implementation.
- Added Stay counts as option to A0-A9 fields.
- Added Loyalty number and level as option to A0-A9 fields.

## Federal Computer Systems (FCS) Unicorn interface (L063D)

- Added stay counts as option to A0-A9 fields.
- Added loyalty number and level as option to A0-A9 fields.

## Infor Sales and Catering Interface (003S2)

- Multiple rate plans for a group is migrated.
- Comp rate plan migrated.
- Internal Travel agent identifiers migrated. This allows identification of agents across applications.

## Adyen Payment Gateway (L107D)

- Support for electronic registration cards (Terms and conditions).
- Support for Dynamic currency conversion (DCC).

## Liaison Framework / Installation enhancements

- Option to control how Tentative group blocks affects the HMS inventory.
- Increase default logfile sizes to more realistic values.
- Option to apply rate filters separately on restriction and rate messages.
- IDB synchronization is now scheduled.