First Data Merchant Solutions

Fiserv APAC Hospitality Integration with Oracle Payment Interface 19.1–Pay@Reception

First Data, now Fiserv, offers the hospitality industry a validated integration with Oracle Payment Interface that eliminates the need for extensive integration effort with Oracle Hospitality OPERA property management system (PMS). The solution delivers an elevated experience for guests and also enables hotels to manage payments centrally, simplifying the operations and reconciliation process for front line and back office staff.

COMPANY OVERVIEW

As a global leader in payments and financial technology, Fiserv helps clients achieve best-in-class results through a commitment to innovation and excellence in areas including account processing and digital banking solutions; card issuer processing and network services; merchant acquiring and processing solutions; payments; and e-commerce.

INTEGRATION OVERVIEW

Fiserv's hospitality solution for integration with Oracle Payment Interface is a middleware-based, private-cloud hosted omnichannel solution.

From the hotel's premises, the configuration targets Fiserv's data center in the APAC region—either securely over the internet or via dedicated routers. The smart terminals placed at the hotel's premises securely receive the requests from Oracle Hospitality OPERA PMS and deliver the transaction requests to Fiserv's acquiring authorization hosts in the Fiserv data centers. The token-based transactions are delivered from the Oracle Payment Interface or Token Proxy Service (TPS) servers directly to Fiserv's middleware to process the requests bypassing the terminals.

The validated integration provides a modern, seamless, highly scalable, and reliable solution with support for both single and multi-property configurations of the PMS while minimizing the deployments and changes for the property.

INTEGRATION DETAILS

Oracle Payment Interface communicates to Fiserv via middleware mode. The integration supports the following functionality:

- Pre-authorization
- Incremental authorization (top-up) and authorization release
- Purchase
- Sale completion
- Void and refund transactions

Oracle Validated Integration provides customers with confidence that a partner's integration with an on-premise Oracle application is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

- End of day settlement
- Get token transaction
- Get token (bulk)
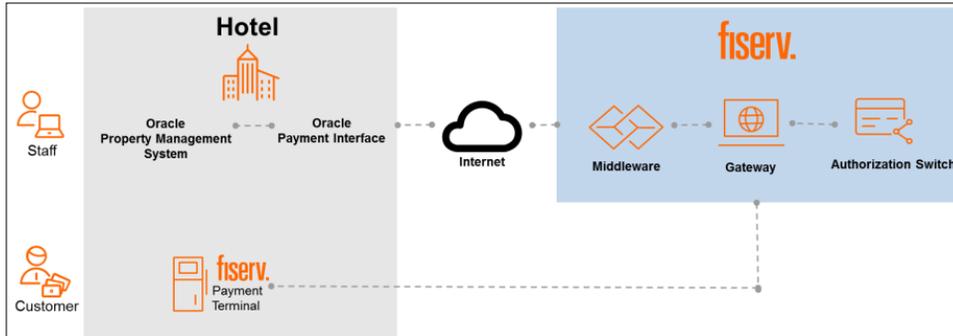- Get PAN (bulk)
- Transaction reversal

Figure 1. High-level architecture for the integration between Fiserv APAC and Oracle Payment Interface

TECHNICAL DETAILS	
Partner Environment	**Oracle Environment**
• Fiserv APAC Hospitality V 1.0	• Oracle Payment Interface 19.1 • Oracle Hospitality OPERA 5
Product ID (FKT)	**Description and Name**
• IFC_OPI_Fiserv APAC Hospitality_First Data	• Oracle Hospitality OPERA EFT Interface for Fiserv APAC Hospitality - First Data Merchant Solutions Hong Kong Private Limited
Supported Protocols	
• OPI via HTTPS (TLS 1.2 or higher)	

ORACLE
Validated Integration
Oracle Applications