

Oracle Hospitality

Connecting GloriaFood Online Ordering with OPERA Cloud



Release v 1.0
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November 2025

ORACLE®

Oracle Hospitality Product Name Connecting GloriaFood Online Ordering with OPERA Cloud Release v 1.0

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Preface

Purpose

This guide describes how to set up GloriaFood online ordering integration with OPERA Cloud which allows a hotel guest to place a food order and charge to room as a payment method.

Audience

This document is intended for those wanting to integration GloriaFood with OPERA Cloud.

Customer Support

To contact Oracle Customer Support, access the Customer Support Portal at the following URL: <https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/hospitality/>

Table 1 Revision History

Date	Description
November 2025	Initial Publication

1 Prerequisites and Notes

The integration between GloriaFood online ordering and OPERA Cloud allows a hotel guest to place a food order and select Charge to room as a payment method. The system will validate if the guest is checked in based on their last name and room number.

Prerequisites

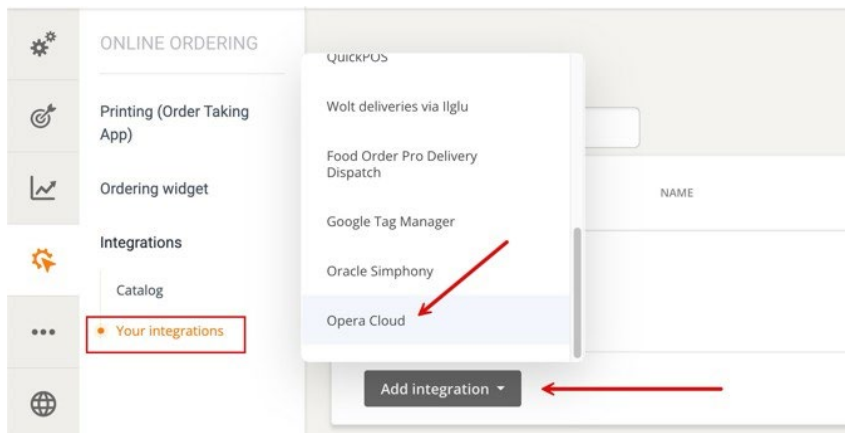
- Create a GloriaFood restaurant account
- Have access to the email associated to the GloriaFood account
- Have an OPERA Cloud account
- If you are using both OPERA and Symphony integrations for your restaurant, please be advised that the setup for the Symphony integration must be done before connecting GloriaFood with OPERA.

Notes

- Setting the integration requires collaboration between the OPERA Cloud customer and/or the Consultant performing the set up, and the GloriaFood Support team. Access to both the GloriaFood account and the email associated to it, as well as the OPERA Cloud account is required.
- This integration is only supported for GloriaFood online ordering, not for GloriaFood POS.

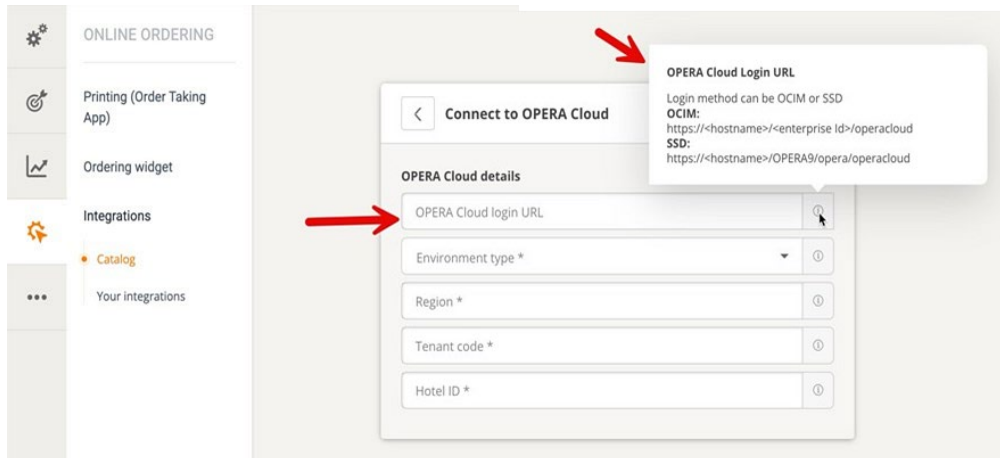
2 Enabling the Integration in the Restaurant Admin Panel

In your **GloriaFood** admin panel, find the **Online Ordering -> Integrations -> Your integrations**, click the **Add integration** button, and then choose **OPERA Cloud**.



Once you open the integration configuration, insert your OPERA Cloud details as follows:

1. Enter the OPERA Cloud Login URL (OCIM or SSD):



2. In the Environment type field, choose Production.

NOTE: You can select **Non-Production** if you want to test the integration first.

The screenshot shows the 'Connect to Opera' dialog box. On the left, a sidebar contains icons for 'ONLINE ORDERING', 'Printing (Order Taking App)', 'Ordering widget', 'Integrations', 'Catalog', and 'Your integrations'. The main dialog box has a title bar with a back arrow and a 'Connect' button. Below the title bar, the 'Opera details' section contains:

- 'Opera login URL' field with a red arrow pointing to it.
- 'Environment type *' dropdown menu with 'Production' selected.
- 'Production' and 'Non Production' options listed below the dropdown.
- 'Hotel ID *' field containing 'SAND01'.

 The 'Integration' section at the bottom has 'Username' and 'Password' input fields. A blue link 'Get login details' is next to the 'Integration' section header.

3. The following fields must be completed with:

- **Region** (the region in which the property's OPERA Cloud environment is running, (such as: Frankfurt/Ashburn))
- **Tenant code** (the property's tenant code used to target the correct tenant, especially in OPERA Cloud environments that host multiple tenants)
- **Hotel ID** (the OPERA Cloud internal ID of the property in the customer's tenant)
- If the integration is connected using OCIM, you do not need a username and password. If the integration is connected using SSD, then the username and password fields must be completed:

This screenshot shows the 'Connect to Opera' dialog box with several fields highlighted. In the 'Opera details' section, the 'Region *', 'Tenant code *', and 'Hotel ID *' fields are each enclosed in a red rectangular box. In the 'Integration' section, the 'Username' and 'Password' input fields are also enclosed in red rectangular boxes. A red arrow points from the 'Integration' section towards the 'Get login details' link. The 'Opera login URL' field is empty. The 'Environment type *' dropdown is empty.

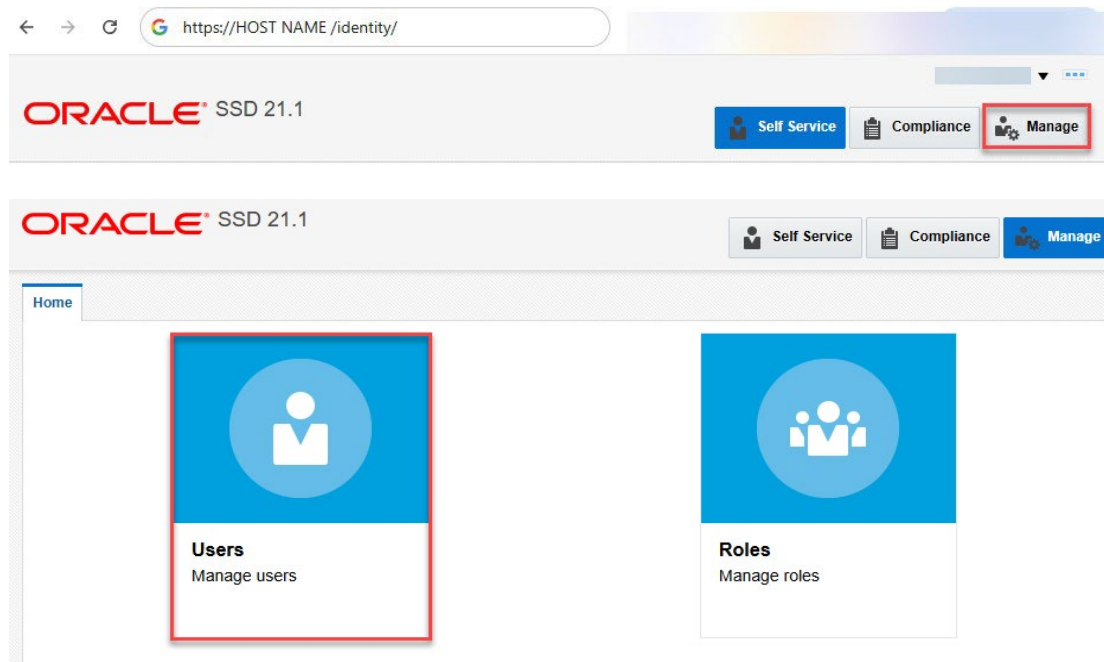
3 Getting the Login Details From OPERA Cloud

For the login details from OPERA Cloud, please select the link **Get login details** in the Integration section in the form, as in [the image above](#) in 2.3.

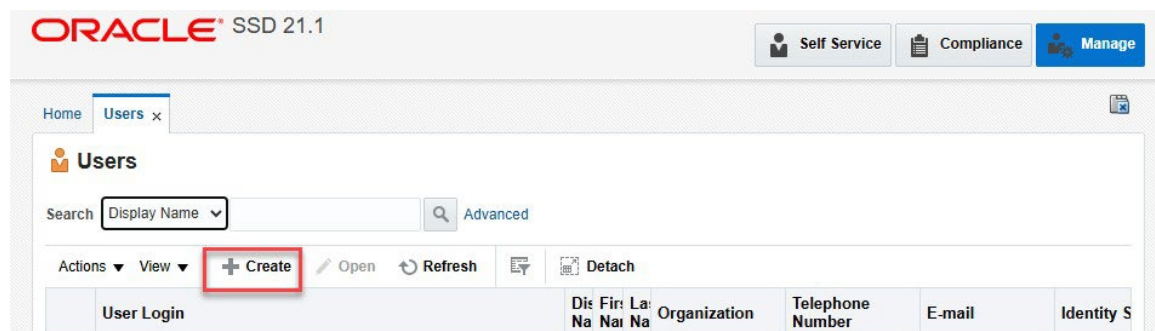
First, navigate to and log into the Oracle Identity Self Service portal.

NOTE: The Oracle Identity Self Service URL is listed in the Welcome Letter received by your designated OPERA Cloud Property Administrator.

Click on the **Manage** button, and then on the **Users** tile:



Click **Create**:



Then complete the required fields in the Basic Information section.

- First Name: Enter Room Ordering
- Last Name: Enter Your Restaurant Name
- E-Mail: Enter an email address you have access to
- User Type: Select apiuser

NOTE: The Tenant Code field autopopulates based on the Organization selected.

ORACLE[®] SSD 21.1

Self Service Compliance Manage

Home Users x Create User x

Create User Submit Save As... Cancel

Request Information

Effective Date

Justification

Basic Information

Tenant Code

* First Name

Middle Name

* Last Name

* E-mail

Manager

* Organization

* User Type

The Next step is to search and select the organization:

1. Click the **Organization** field search icon.
2. Enter i and click the **Search** button.
3. In the search results click your iOrg: **iOrganizationName**, and then click **Select**.

Example: **IOHIPCHAIN**

Search and Select: Organization

Search Saved Search: Search Organizations ▼

Match ☒ All ☐ Any

Organization Name: Starts with []

Type: Equals []

Organization Status: Equals []

Parent Organization Name: Starts with []

Certifier User Login: Starts with []

[Search] [Reset] [Save...] [Add Fields ▼] [Reorder]

Search Results

View [] [] [] Detach

Organization Name	Type	Organization Status
No data to display		

0

[Select] [Cancel]

4. Complete the information in the **Account Settings** section.

Create User [Submit] [Save As...] [Cancel]

Request Information

Effective Date: []

Justification: []

Basic Information

Tenant Code: []

* First Name: []

Middle Name: []

* Last Name: []

Account Settings

User Login: []

Password: []

Confirm Password: []

Multi-Factor Authentication: ☐

Account Effective Dates

Start Date: []

End Date: []

Password Policy

- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 13 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 4 previous passwords.
- Password must start with an alphabetic character.
- Password must not match or contain user ID.

- Enter User Login as 'CHAINCODE_INTEGRATION' (e.g. OHIPCN_INTEGRATION)
- Follow the applicable password policy rules when creating the password.

NOTE: The **password requirements** may be viewed by clicking the info tooltip.

NOTE: Store the **Username** and **Password** as you will need to fill them later in the restaurant admin panel.

- The User Login must be filled in **Integration - Username**.
- The Password must be filled in **Integration - Password**.

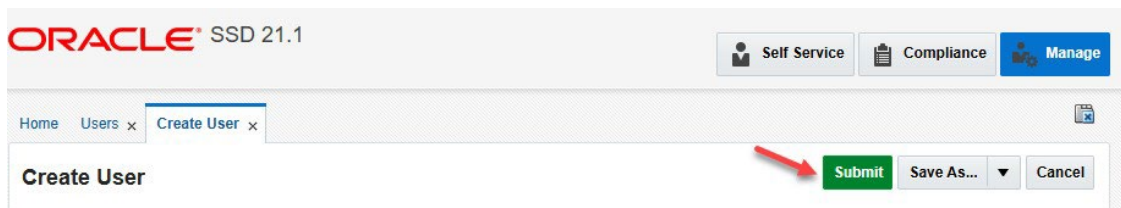
5. Click the **Submit** button when finished.

NOTE: After the request is approved the user email you entered will receive an automated message containing their username and password.

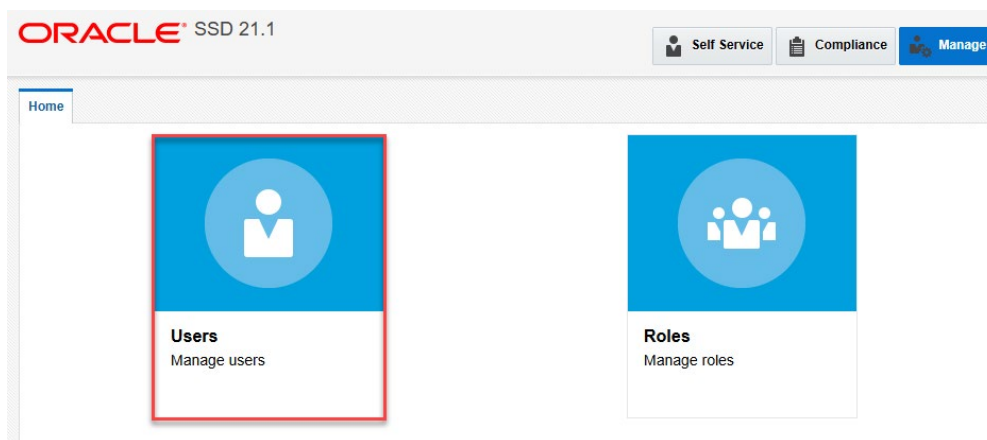
4 Attaching Users to Roles in OPERA Cloud

1. Navigate to and log in to the Oracle Identity Self Service portal and click the **Manage** button.

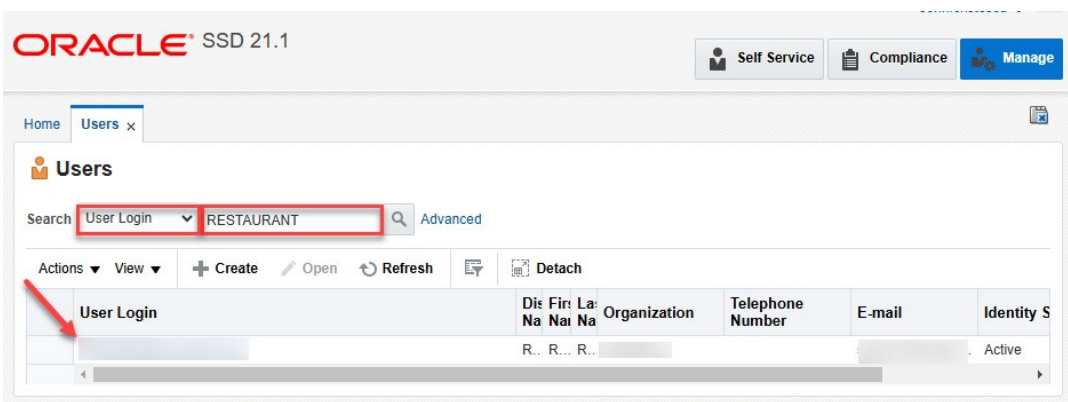
NOTE: The Oracle Identity Self Service URL is listed in the Welcome Letter received by your designated OPERA Cloud Property Administrator.



2. Click the **Users** tile.



3. Search for the user previously created (e.g. CHAINCODE_INTEGRATION). Click the **Username** to open in a new tab.



- Use the Search fields in the **Catalog** section to search for **CHAINCODE-WSACCESS** role and then click the **Add to Cart** button.

ORACLE® SSD 21.1

Self Service Compliance Manage

Home Users x Role Access Request x

Back Add Access Checkout Cancel Next

Search and select individual items from the Catalog tab. Sets of pre-bundled items commonly used in your organization can be selected from the Request Profiles tab.

Catalog Request Profiles

Search WS

Search

Categories Sort By Display Name

+ Add Selected to Cart

Select All

Role (5)

.WSACCESS

+ Add to Cart

- The Role(s) show in the **Selected categories** section with the text **In Cart**. Click the **Next** button.

Back Add Access Checkout Cancel Next

Cart 1

- Review the **Role Access Request** section for the role being added and click the **Submit** button.

Back Add Access Checkout Cancel Next

Cart 1

Cart Details

Request Information

Submit Save As...

5 Continuing the Setup from the GloriaFood Admin Panel

For this step, return to the integration screen in your GloriaFood restaurant admin panel and fill in the necessary details according to your login method.

- SSD - If your connection is done through SSD then you need the username and password that you previously saved.
- OCIM - If your connection is done through OCIM then connect without username and password (fill in the rest of the fields).

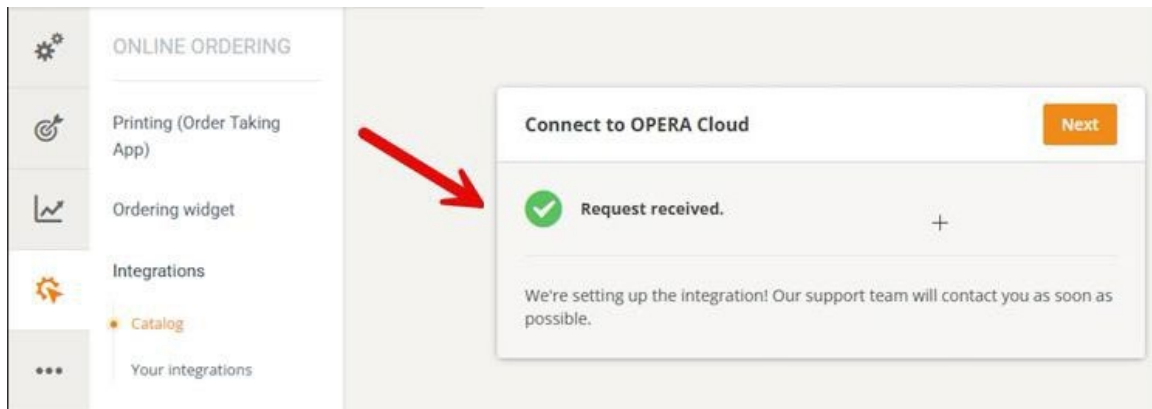
Regardless of the login method the following fields must be completed:

- OPERA Cloud login URL
- Environment type
- Region
- Tenant code
- Hotel ID

The screenshot displays the GloriaFood Admin Panel interface. On the left sidebar, the 'ONLINE ORDERING' menu item is highlighted with a red box. The main content area shows the 'Connect to Opera' integration screen. A red arrow points to the 'Connect' button in the top right corner of the form. The form includes the following sections:

- Opera details**: Fields for Opera login URL, Environment type *, Region *, Tenant code *, and Hotel ID *. Each field has an information icon (i) to its right.
- Integration**: Fields for Username and Password.
- Get login details**: A link located below the integration fields.

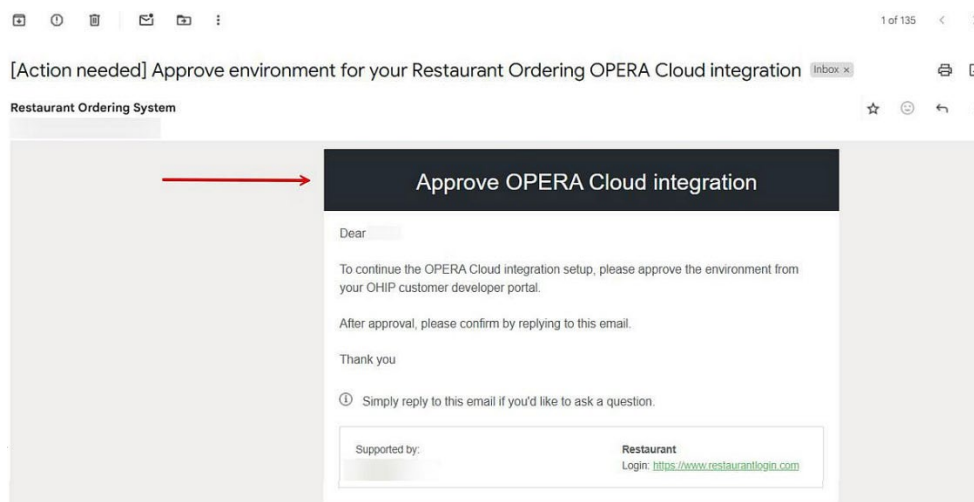
After the confirmation message that the request is received, the GloriaFood Support performs necessary configurations. This can take up to 24-48 hours.



After pressing **Next**, the status changes to “**Configuration in progress**”.

STATUS	NAME	API TYPE	DETAILS
☒	Opera Cloud	① OHIP APIs	Tenant code: Hotel Id: Configuration in progress
Add integration ▾			

After the initial configuration process, you will receive an email requesting the environment approval. You can approve it from your **OHIP customer developer portal**. Please reply to the email when you've approved the environment.



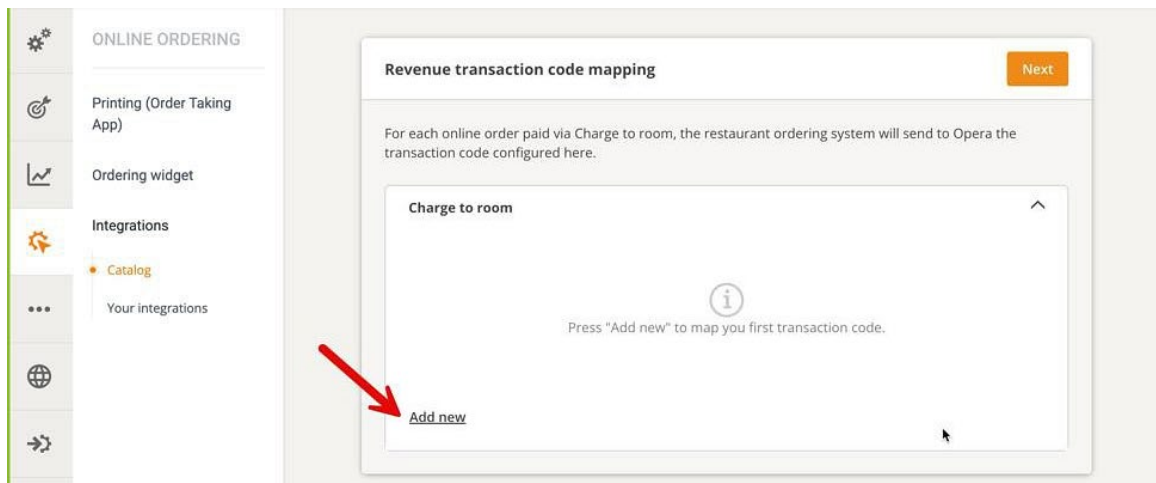
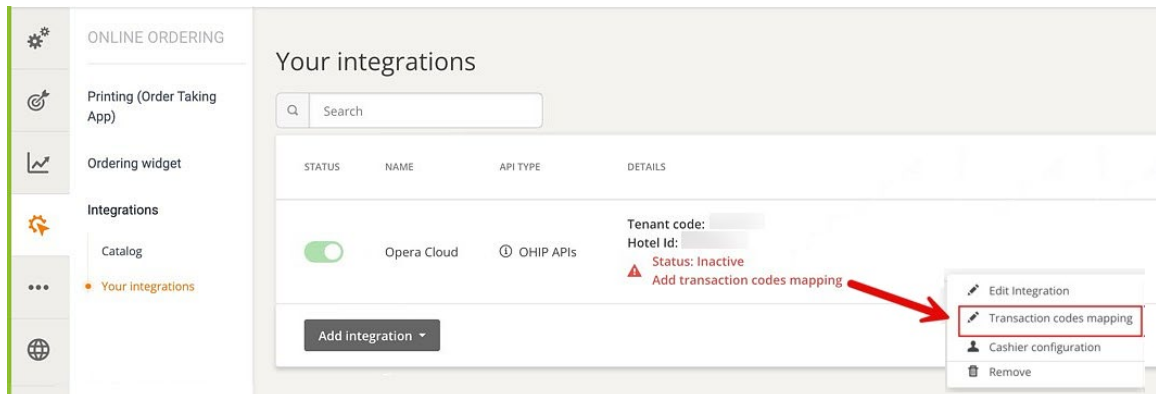
After your environment approval, the GloriaFood Support Team will continue setting up the integration and will contact you regarding the next steps. Please note during this time that the status of the integration shows **Inactive**.

The screenshot displays the 'Your integrations' section of the Oracle GloriaFood interface. On the left, a sidebar contains navigation options: 'ONLINE ORDERING', 'Printing (Order Taking App)', 'Ordering widget', 'Integrations' (selected), 'Catalog', and 'Your Integrations'. The main content area is titled 'Your integrations' and includes a search bar. Below the search bar is a table with columns: STATUS, NAME, API TYPE, and DETAILS. The table contains one entry for 'Opera Cloud' with a green toggle switch in the STATUS column. The DETAILS column shows 'Tenant code:', 'Hotel Id:', and a red warning icon with the text 'Status: Inactive' and 'Add transaction codes mapping'. A red arrow points to this warning message. At the bottom of the table is an 'Add integration' button.

STATUS	NAME	API TYPE	DETAILS
☒	Opera Cloud	OHIP APIs	Tenant code: Hotel Id: ⚠ Status: Inactive Add transaction codes mapping

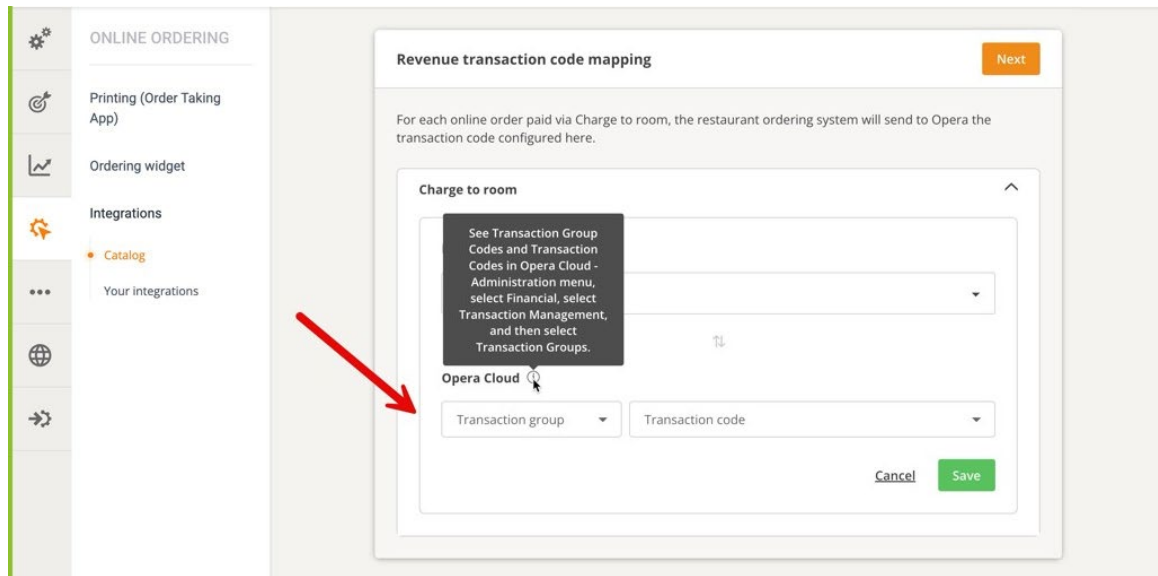
6 Transaction Code Mapping in the GloriaFood Admin Panel

The next step is Transaction code mapping. From the vertical ellipsis, select **Add transaction codes mapping**, and then click **Add new**.

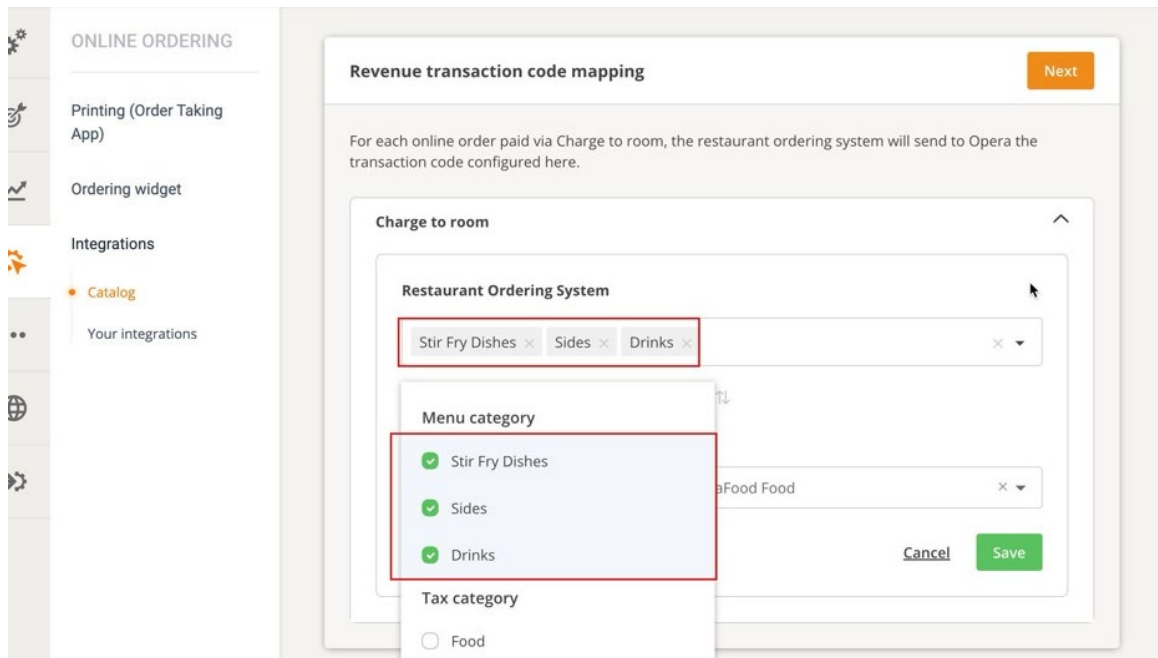


You must configure the transaction code mapping according to your transaction codes from the OPERA Cloud - Administration menu. See Transaction Group Codes and Transaction Codes in **OPERA Cloud – Administration menu**, select **Financial**, select **Transaction Management**, and then select **Transaction Groups**.

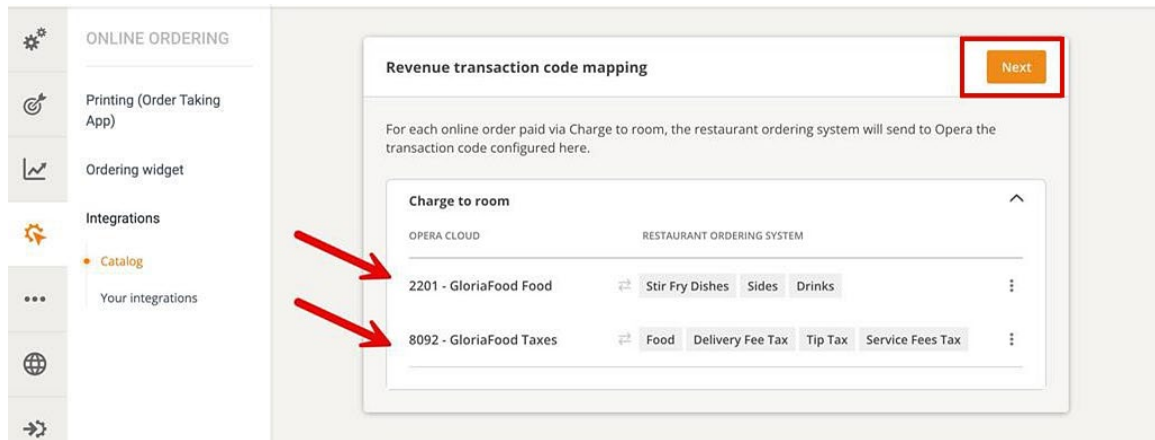
Each Menu item / Tax / Service fee will be sent to OPERA using the specific Transaction code mentioned for each category:



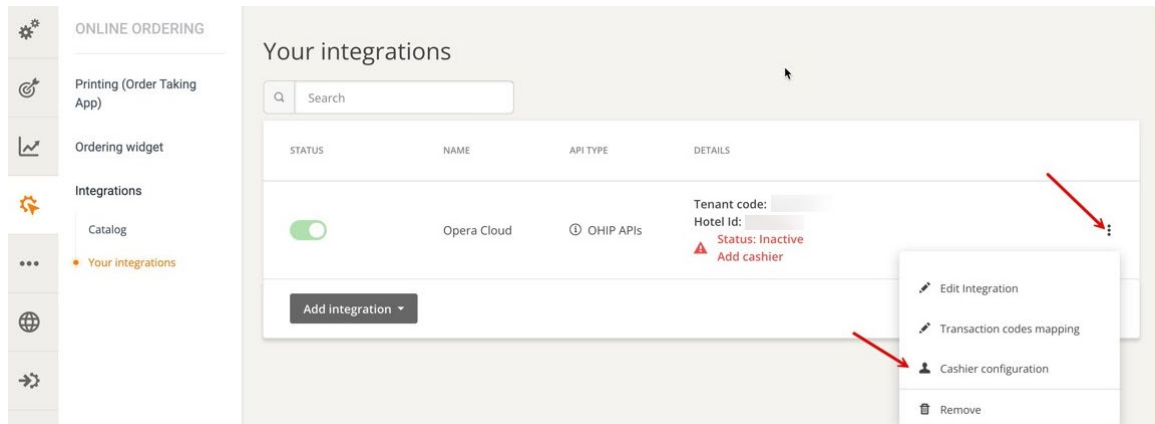
For each category (menu category, tax category, fees category, and so on) you need to assign its specific transaction group and transaction code to your GloriaFood - OPERA setup:



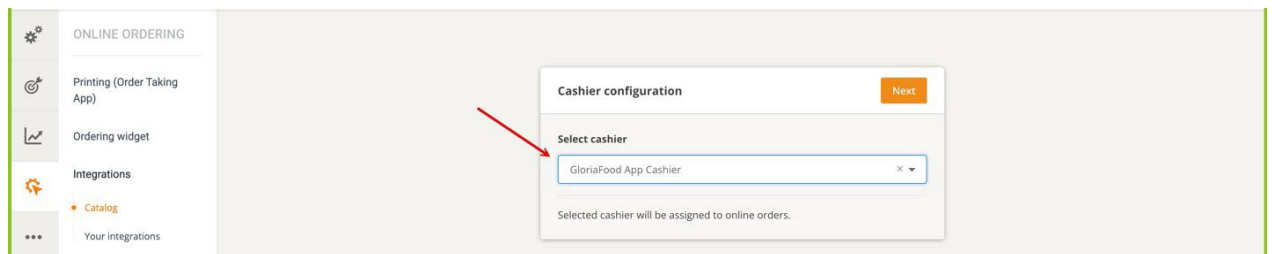
After **each** assignment click **Save** and continue with the next category until all are mapped into the system. After all of the categories are mapped, the **Add new** link will remove. Click the **Next** button at the top to finish the code mapping.



To finish the setup, add the cashier assigned to your OPERA account. Select the vertical ellipsis on the right of your integration screen and select Cashier configuration.



Select from the drop down list the designated cashier for your account.



Click **Next** to complete your integration process and the **Charge to room** payment option will be available for your guests using the on-premise ordering method:

ONLINE ORDERING

- Printing (Order Taking App)
- Ordering widget
- Integrations**
- Catalog
- Your integrations

Your integrations

STATUS	NAME	API TYPE	DETAILS
☒	Opera Cloud	OHIP APIs	Tenant code: OHIP5B Hotel id: SAND01 Transaction Code mapping: Done

[Add integration](#)

SETUP

- Restaurant basics
- Services & opening hours
- Payment methods & taxes
- Taxation
- Payment methods**
- Menu Setup
- Point of sale
- Taking orders

Payment methods

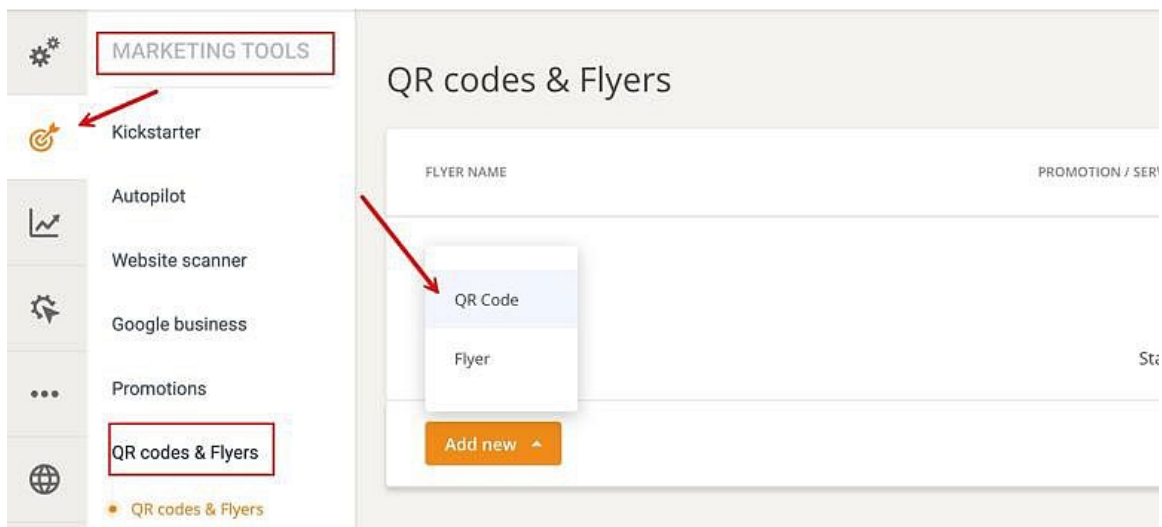
[Next](#)

- Cash
- Card (pickup counter, in restaurant)
- Call back and take card details via phone
- Charge to room
- On premise** ☒

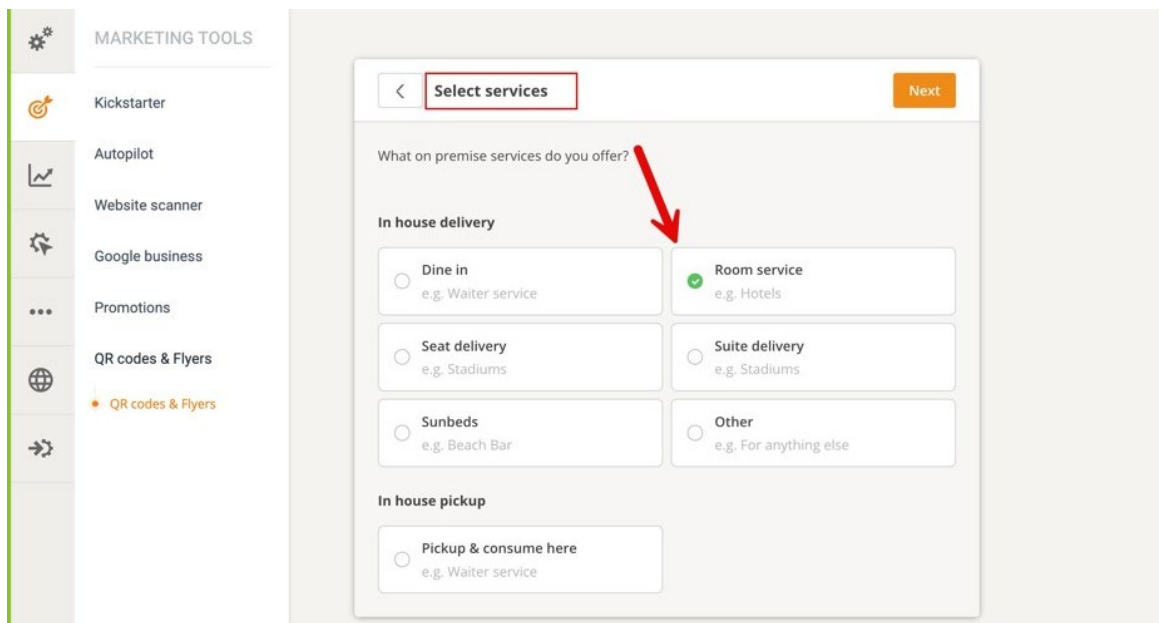
NOTE: This payment method will be available only for the on **premise** ordering method.

7 Setting up the On-premises QR Codes in GloriaFood Admin Panel

For each on-premise ordering method you can set up a QR code. The QR codes can be set by navigating to the **Marketing Tools** section of your admin panel and then select **QR codes & Flyers**. Click the **Add new** button, select **QR code**, and then click **Next**.



Choose the desired on-premise service (Room service) and then click **Next**.



NOTE: Multiple on-premise services must be set up one at a time.

There are two options to set up the QR code:

Option 1: Same QR code for all rooms. This option uses the same QR code for all guests who manually enter the room number when ordering.

OPERA TEST

CONTACT	ORDERING METHOD	ROOM NUMBER	PAYMENT METHOD
Add details	Room service	Add room number	Select payment method

Comments(Optional)

Qty	Item	Price
1x	Spring Rolls Size: 1 Spring Roll	
1x	Garlic Stir Fry Size: Regular Choose the meat: Pork Additional Toppings: Carrot Spice Level: Mild	+1.00
Sub-Total		
Sales tax (6%)		
Total		\$

By placing this order you accept the:

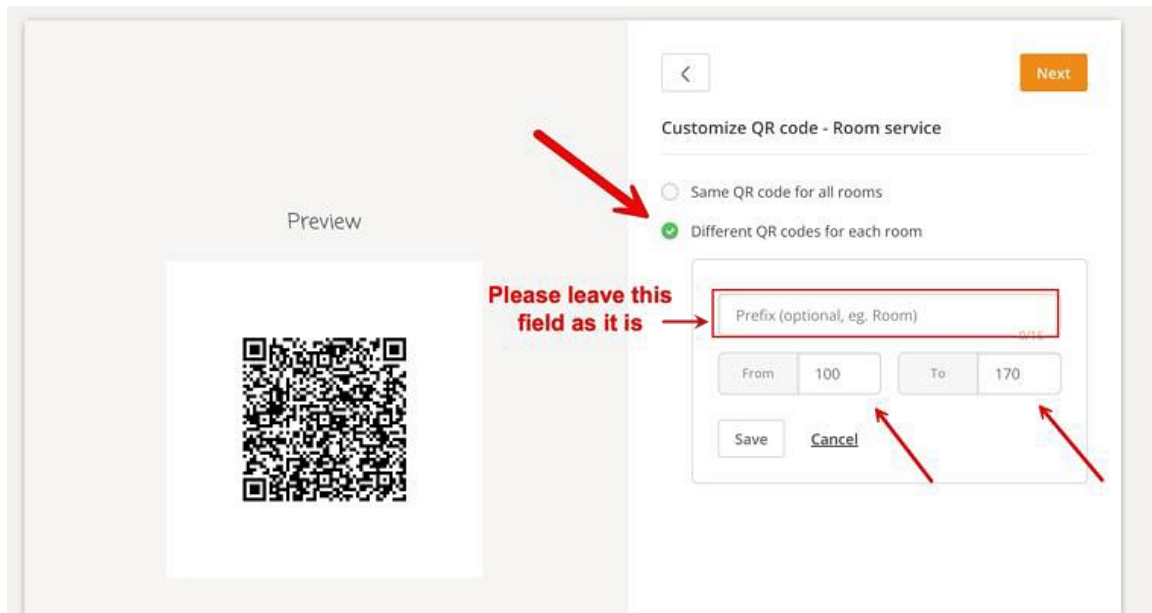
- [Oracle Restaurants eStore Privacy Policy](#)
- [Oracle Restaurants Online Ordering eStore Agreement](#)
- Restaurant: [Terms](#) - [Privacy Policy](#) - [Cookie Preferences](#)

TOTAL
\$

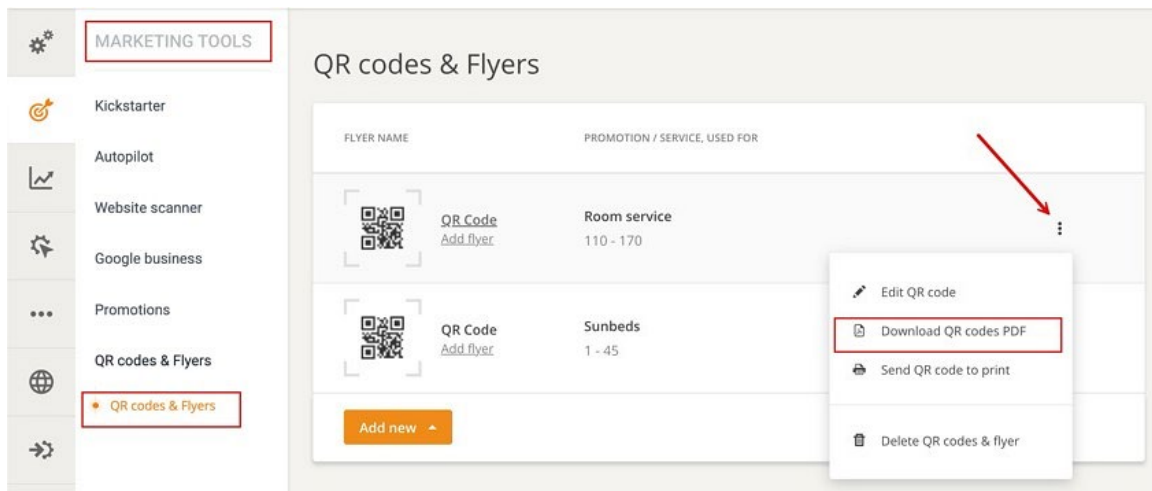
Place Order Now

Option 2: Different QR code for each room. This option uses one QR code for each room and the room number is pre-filled when **Charge to room** is selected as a payment method. Select the room number range according to your property's configuration.

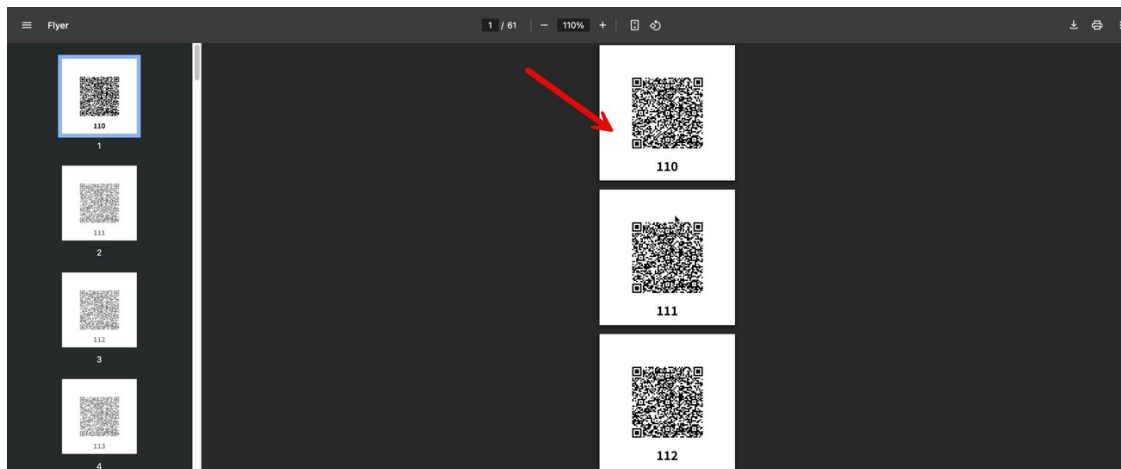
Our QR code functionality requires a prefix and a room number. However, for the OPERA Cloud integration to work correctly, please leave the prefix field blank (leave the field as it is).



Click **Next** and the QR codes will be created, and you can download the QR codes PDF by selecting the vertical ellipsis to the right of the QR code and selecting **Download QR codes PDF**.



The PDF contains all of the QR codes within the room range you selected when you created them, in a ready-to-print format.



NOTE: In the ordering widget, after scanning the QR code the room number is automatically pre-filled and cannot be changed.

OPERA TEST

CONTACT

Add details

ORDERING METHOD

Room service

ROOM NUMBER

110

PAYMENT METHOD

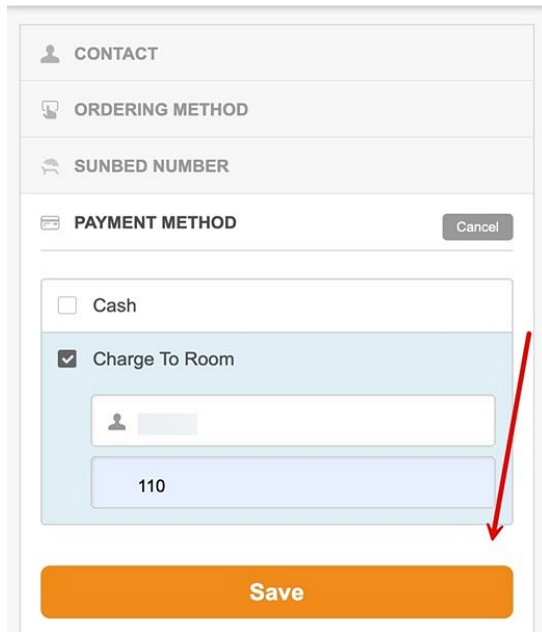
Select payment method

Comments(Optional)

Qty	Item
1x	Garlic Stir Fry Size: Regular Choose the meat: Beef Additional Toppings: Carrot Spice Level: Mild
1x	Chili Stir Fry Size: Regular Choose the meat: Pork Additional Toppings: Carrot Spice Level: Mild
Sub-Total	
Sales tax (6%)	
Total	

If your property has other areas that allow food ordering, QR codes can also be used to order and charge to room. Select another predefined area or Other to create additional QR codes, taking the same steps described above.

When clicking the **PAYMENT METHOD** tab, the guests can choose **Charge To Room** and prompted to insert the room number. After clicking **Save**, the information will be verified and then the guest can place the order.



The screenshot displays a vertical stack of tabs for a payment interface. The tabs are labeled: CONTACT, ORDERING METHOD, SUNBED NUMBER, and PAYMENT METHOD. The PAYMENT METHOD tab is currently selected and highlighted. To the right of the PAYMENT METHOD tab is a small 'Cancel' button. Below the tabs, there are two radio button options: 'Cash' (which is unselected) and 'Charge To Room' (which is selected). The 'Charge To Room' option is highlighted with a light blue background. Below this option, there is a text input field containing a person icon and a room number '110'. A red arrow points from the right side of the 'Charge To Room' section down to the 'Save' button. At the bottom of the form is a large orange button labeled 'Save'.

8 Testing if the Integration is Set Correctly

From the website where the widget is published, select several items and place an order to see how the order appears in OPERA Cloud.

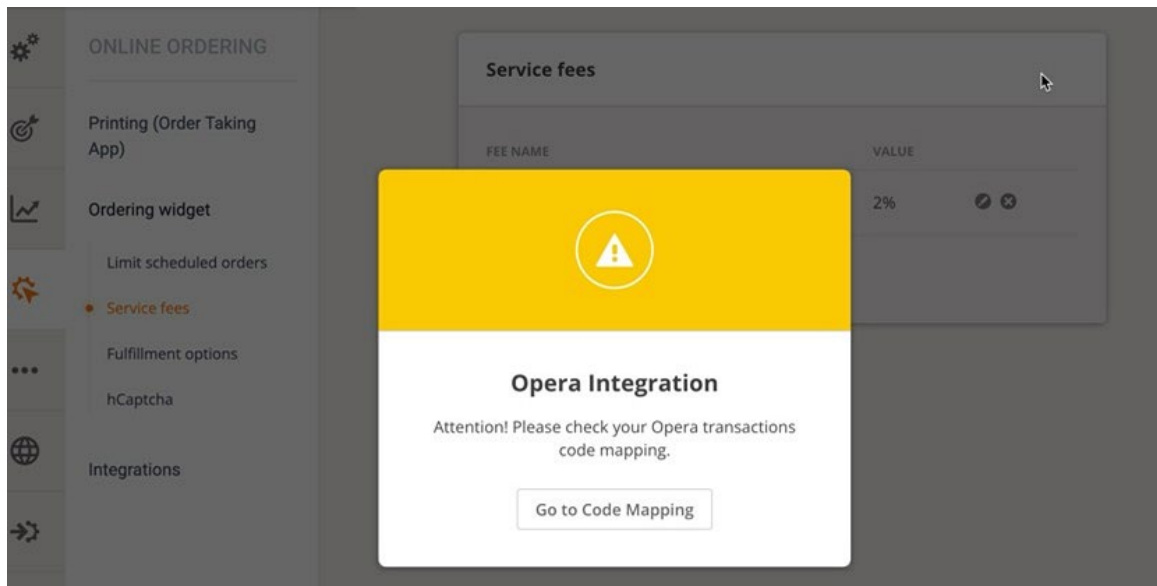
Scan one of the QR codes generated by the system (as explained in chapter 7), select the **Charge To Room** payment method in the widget, and place the order, and then see how the order is appears in OPERA Cloud.

9 Post Integration Changes

IMPORTANT: For each menu category, service, or taxes added after the initial setup, you will need to go back to the OPERA Cloud integration and map them in Transaction code mapping. After each modification, a screen pop-up informs you that you need to check your OPERA Cloud integration code mapping.

If you need to add multiple categories, services, or taxes, please note that the pop-up can be closed by tapping “Esc” (to avoid mapping after each added item).

NOTE: When adding a new category, service, or tax, the status of the integration switches to “Inactive” until you perform the code mapping.



NOTE: The mapping is very important; if the codes are not configured correctly, the guests may experience errors when trying to order.