

**Oracle® Hospitality Cruise Shipboard  
Property Management System**

Comment Card User Guide

Release 8.0

**E94036-01**

May 2018

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# Preface

As cruise lines seek to maximize repeat business and win over cruise Guests from competing lines, customer's feedback has never been more important. However, the processing and analysis of many hundreds of Comment Cards is labor-intensive, time-consuming and tedious.

The Comment Card module provides the Ship operators a customize field of reference for their survey forms and the ability to analyze the results, removing lengthy manual processing and thereby cuts the margin for error substantially. .

## Documentation

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

## Audience

This document is intended for application specialist and users of Oracle Hospitality Cruise Shipboard Property Management System (SPMS).

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: <https://support.oracle.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 and any associated log files
- 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/>

## Revision History

Date	Description of Change
June 2018	<ul style="list-style-type: none"><li>• Initial publication</li></ul>

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# 1 General Configurations

The supported scanner for comment card scanning is Panasonic KV-S202xC. Before you use the application, you have to ensure the scanner is properly connected to the computer and is switched on. Once the scanner is ready then you have to configure the scanner settings in the application.

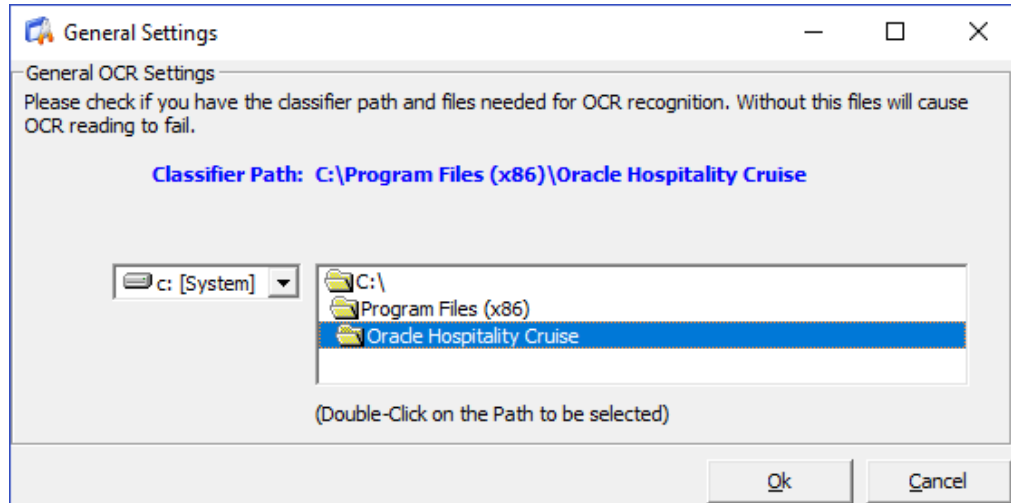
## Scanner Settings

1. At the Comment Card Module menu option, choose **Setup, Scanner Settings**.
2. Select a scanner from the list in **Select Source** and then click **Select**.
3. At the Scanner Setting window, check the **Set as Default** check box.
4. Check the **Enable Manufacturer Default Settings Dialog before Scan** check box. This enables the manufacturer settings dialog box pop-up before the scan image in Template Design, allowing you to confirm or modify the settings according to the selected comment card.
5. Select the most common paper from the drop-down list to determine the paper determines the scanning area.
6. Select the **Resolution (DPI)** from the drop-down list and the recommended DPI is 200. The greater the resolution, the better the reproduction. Do note that scanning at a higher resolution also increases scanning time and file size.
7. The scanning side function determines the scanning area. Both sides of the comment card are scanned at the same time in duplex scanning. The front side of the image/page is output first, the backside of the image/page is output next. Select the Simplex or the Duplex from the **Scanning Side** drop-down list.
8. Select the **Scan Mode** from the drop-down list to determine the scanning format, either black & white, grayscale, or color. The recommended format for comment card with the background color is grayscale, whereas the black & white is for those comment card printed from the printer.
9. Check the **Auto Brightness** check box for auto brightness and contrast adjustment or manually adjust using the slider bar. The Setting value for brightness is 1-250 and the default value is 0. The smaller the number, the darker the scan image and the recommended brightness is 164. The Setting value for the contract is 1-8 and the default value is four, and the recommended contrast is value three.
10. Check the **Deskew** check box for the application to straighten a slanted scanned image.
11. Click **Apply** to save the settings.

## General Options

This **General Settings** function determines the location path for the Imaging Optical Character recognition (OCR) classifier files on the client computer. These files are required to analyse the handwritten or printed characters during the OCR analysing process in the application.



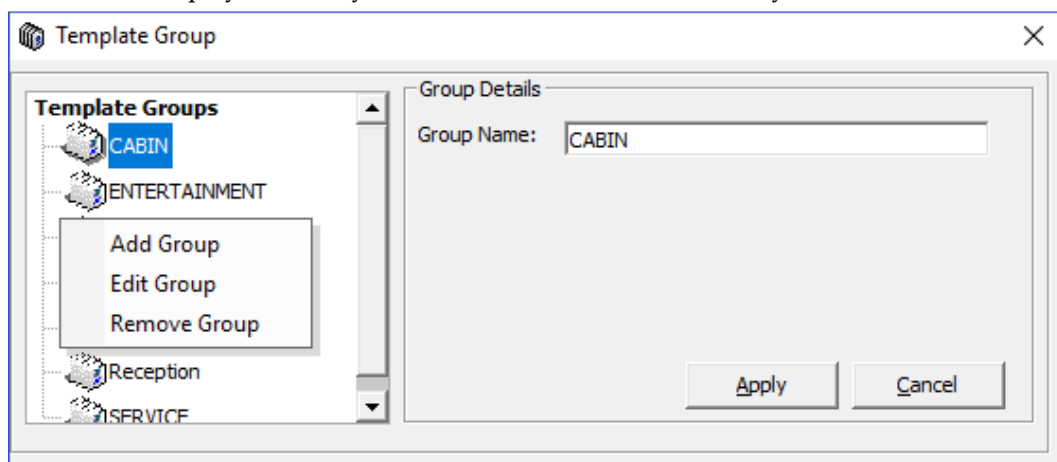


**Figure 1-1 - General OCR File path**

1. At the Comment Card module menu option, select **Setup, General Settings**.
2. Select a **drive** from the drop-down list and navigate to the path where these files are located.
3. The classifier files are not included in the SPMS setup file. Your system administrator has to obtain the files from Oracle Support and copy the files to the following path C:\Program Files (x64)\Oracle Hospitality Cruise\Classifiers\Data.
4. **Double-click** the path to select. Ensure the full path appears at the top of the window.
5. Click **OK** to close.

## Template Group

The **Template Group** function determines the grouping of the questions on a comment card, which displays the analysed results in the Statistic Summary function.



**Figure 1-2 - Template Group Setup**

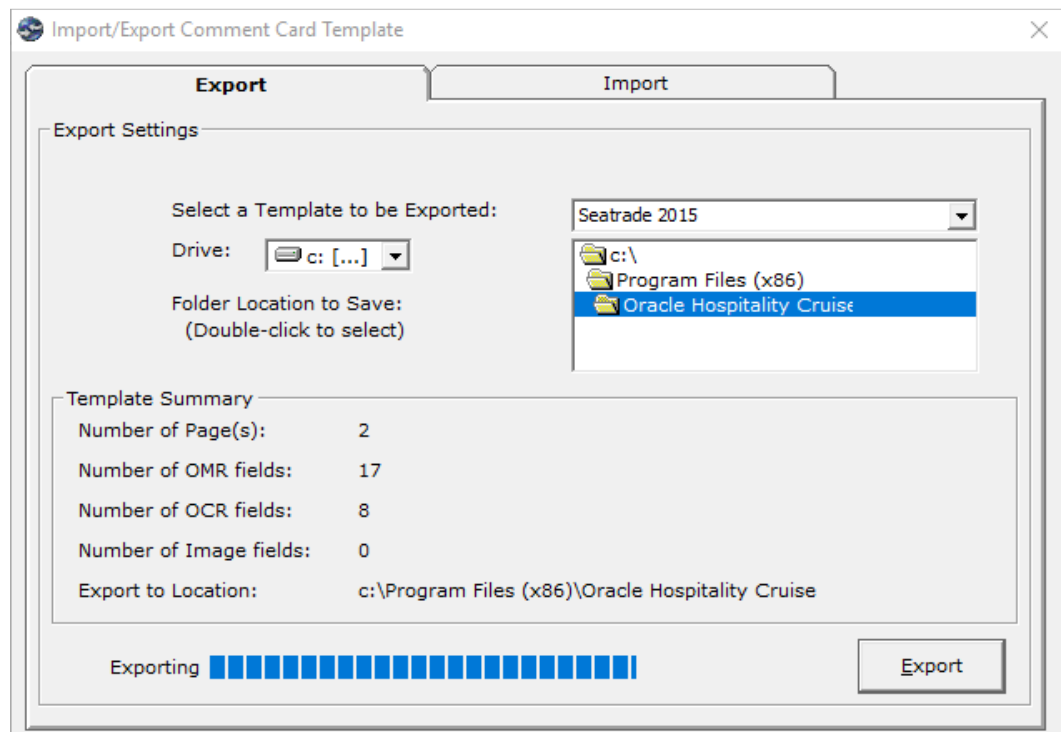
1. At the Comment Card Module menu option, select **Setup, Template Group**.
2. At Template Group window, right click on the left panel and select **Add Group**.

3. Enter the **template group name** in the **Group Name** field, and then click **Apply**.
4. To edit or remove the template group, highlight the template group and right click to select **Edit Group** or **Remove Group** options. Once the group is in use, you are not allowed to remove and the system prompts a warning message.

## Template Transfer

The Template Transfer function allows importing and exporting of the template from one ship to another.

### Exporting a Template



**Figure 1-3 - Template Export**

1. At the **Setup** menu option, select **Template Transfer**.
2. To export a template, select the **Export** tab.
3. At the **Select a Template to be Exported**, select a template from the drop-down list.
4. Select a folder location to save the file by double-clicking the folder name.
5. In the Template Summary, the details of the template is shown. Click the **Export** button to export the template.
6. At the Export Template prompt, click **OK**.

## Importing a Template

The screenshot shows a software interface with two tabs: 'Export' and 'Import'. The 'Import' tab is active. Under the 'Import Parameter' section, there is a field for 'Import File Location (Double-click to select):' with a dropdown menu showing 'c: [System]'. Below this is a file explorer view showing 'c:\' with subfolders 'Program Files (x86)' and 'Oracle Hospitality Cruise'. The path 'c:\Program Files (x86)\Oracle Hospitality Cruise' is displayed, and 'Number of Import File Set Found: 1' is shown. Below this is a 'Select Import File:' dropdown menu with 'CTM\_101\_53\_12022018.xml' selected. The 'Template Name:' is 'Seatrade 2015' and the 'Exported Date:' is '12 Feb 2018'. The 'Import File Details Summary' section contains a table with the following data:

<input type="radio"/> Use Original Template Name	<input checked="" type="radio"/> Other Name: <input type="text"/>
Page Data (CPG) File Exist:	Yes
Field (CFD) File Exist:	Yes
OMR Value (CFV) File Exist:	Yes
Template Group (CTG) File Exist:	Yes
Number of Pages:	2
Number of Fields:	25
Same Name Template Exists:	Yes

(Note: If Template with same name already exist, please from above select option to use Other Name and specify the new Name for the import Template)

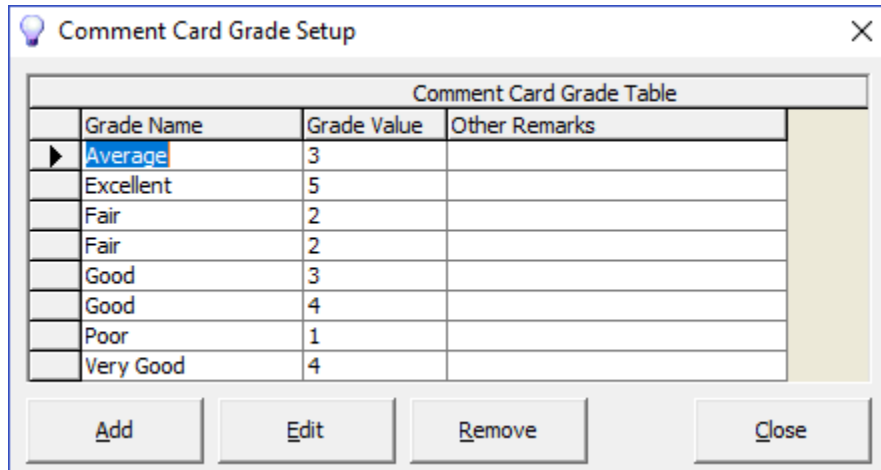
An 'Import' button is located at the bottom right of the 'Import File Details Summary' section.

**Figure 1-4 - Template Import**

1. From the **Template Transfer** option, select the **Import** tab.
2. At the **Import File Location**, browse the location of the file to import and then select the file from **Select Import File** drop-down list. The Template name and export date is displayed automatically.
3. A summary of the import file details is shown on screen. Click **Import** to proceed.
4. If the import template name exists, you have to specify another name using the **Other Name** field for new import template.
5. Click **Import** to import the template.

## Comment Card Grading

The **Comment Card Grading** function enables you to create the grade values for the comment card.



**Figure 1-5 - Comment Card Grading**

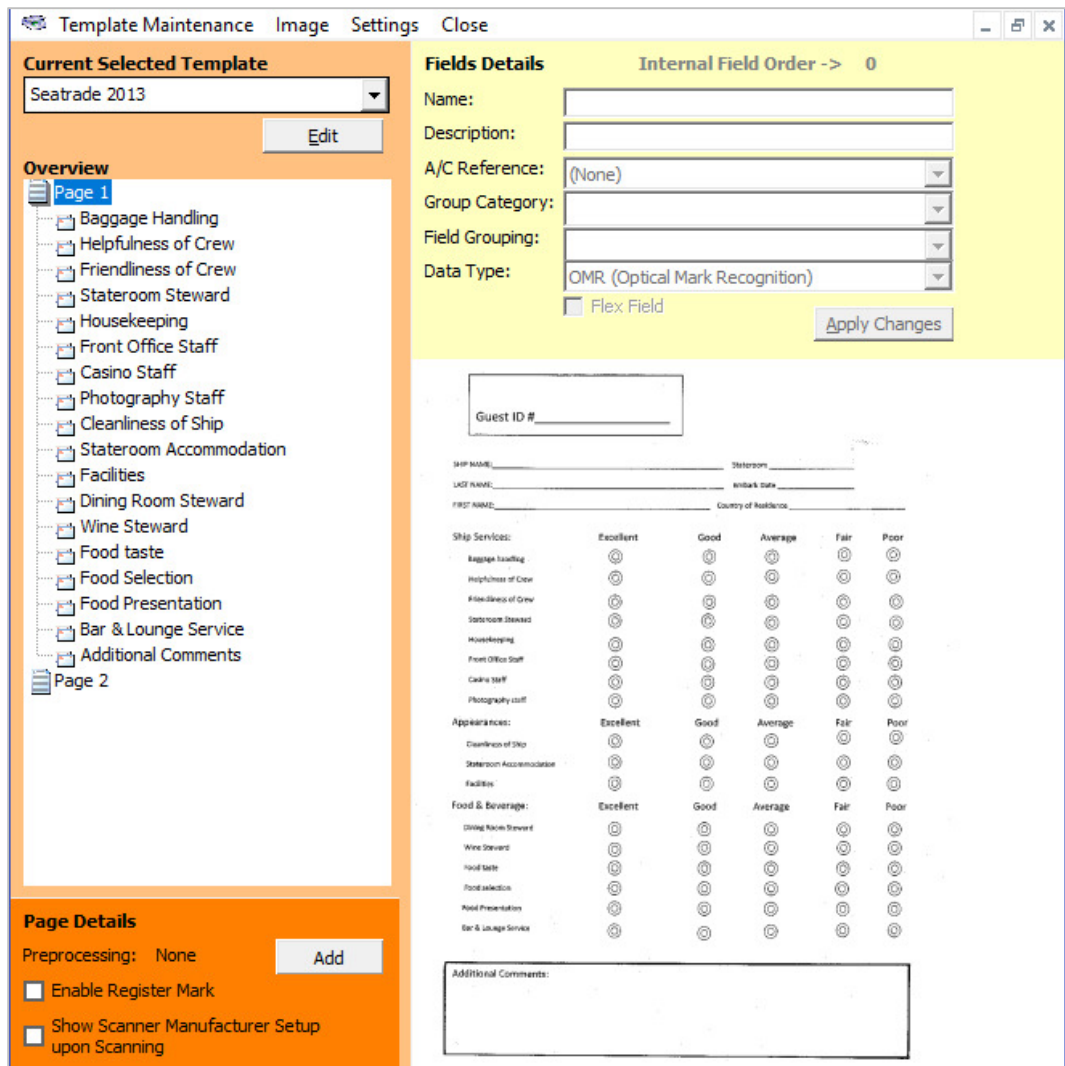
1. From the **Setup** menu option, select the **Comment Card Grading**.
2. Click **Add** to add a new grade or **Edit** to edit the existing grade.
3. Input the grade name to the **Grade Name/Description** field.
4. Input the grade value to the **Grade Rating Number** field, and any additional remarks in **Grade Remarks** field.
5. Click **OK** to apply the change, and **Close** to exit the setup.
6. Once the grade is already in used, removing the grade is not permissible. The systems will prompt a message box 'Cannot Remove Selected Grade Rating Group. It has already been assigned to comment card result' is displayed.

## Template Design

The **Template Design** function determines the bound area for the question's fields, field data type and the bubble values for each field. You can create multiple templates with different comment card images.

### Creating a new comment card template

1. From the **Setup** menu option, select **Template Design**.
2. At the Comment Setup window, select the **Template Maintenance** option, then **Create New Comment Card Template**.
3. At the Create/Edit Comment Card Template, input the **Template Name**, **Number of Pages**, and **Additional Remarks** field.
4. Click **OK** to save the changes.



**Figure 1-6 - Template Design**

5. Under the **Current Selected Template**, select the newly created template from the drop-down list. The number of pages is listed in the Overview column.
6. Check the **Enable Register Mark** to increase the accuracy on the form alignment while scanning.
7. Checking the **Show Scanner Manufacture Setup upon Scanning** will bring up the Manufacturer scanner settings dialog box before the Analyse function begins analysing to allow you to load and analyse comment card at the same time.

## Duplicating a Template

All the pages and the fields can be copied to the new template.

1. At the **Template Design, Template Maintenance**, select the template from **Current Selected Template** drop-down list.
2. At the **Template Maintenance** menu option, select **Copy New From Current Template**.
3. Enter the new template name in the Copy Template window and then click **OK**.

- 
4. Click **OK** to close the confirmation prompt.

## Removing a Template

A template can be easily removed from the system if there are not scanned form attached to the template. The system disallows removable of a template once there is a scanned form linked to the template.

To remove the template, select the template name from **Current Selected Template** drop-down list and then click **Remove Current Template** from the **Template Maintenance** option.

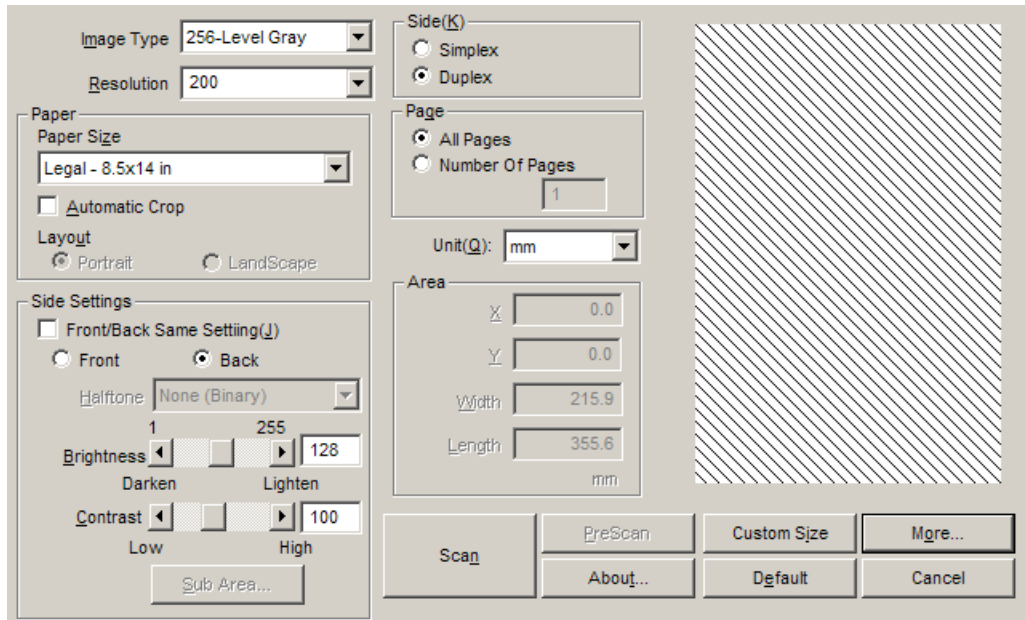
## Adding/Removing a Page to/from a Template

1. At the **Overview** section of the **Current Selected Template**, right-click and select **Add Page** to increase the page
2. To remove a page, select the page number and then right-click and select **Remove Page**.
3. Selecting **Yes** at the confirmation prompt removes the page.

## Scanning a Comment Card Template

Before you begin to create any fields, you must first scan the comment card and save the image into the database as a template.

1. Ensure the comment card is properly inserted into the scanner paper tray. If the comment card is a duplex, then ensure the first page is facing upward and the second page facing downward.
2. At the **Setup** option, select a template from **Template Design, Current Selected Template** drop-down list.
3. Ensure **Page 1** is highlighted in the **Overview** section.
4. At the menu option, select **Settings** menu and then select **Scanner Settings**. This allows you to modify the scanner settings before scanning the comment card.
5. At the menu option, select **Image** and then **Scan Image**.
6. Once the scanner and comment card is ready, click **Scan Image**.  
If you already have a comment card image file saved in Bitmap, JPEG or TIFF file format, select **Load Image from File** from the **Image** menu option to upload the image without scanning the comment card image again.
7. Select **Yes** to overwrite the existing image, if found.
8. If you are scanning a duplex comment card, the system prompts a dialog box "Scanner found with duplex enabled, do you want to scan duplex now?". Click **Yes** to confirm and this opens the TWAIN Driver setting dialog box.



**Figure 1-7 - Scanning Properties**

9. Below are some of the important settings to note.
  - **Image Type:** Setting in this field is the same as setting from **Scanner Settings**.
  - **Resolution:** Setting in this field is the same as setting from the **Scanner Settings** function.
  - **Paper Size:** Setting in this field is the same as setting from the **Scanner Settings** function.
  - **Side Settings:** If the comment card has a color background, we suggest that you setup the brightness and contrast field for the front and back separately. Otherwise, check the **Front/Back Same Setting (J)** check box.
  - **Side (K):** Setting in this field is the same as setting from the **Scanner Settings** function.
  - **Border Removal (Optional):** Check this check box to remove the black border line around the image, followed by checking the **Border Removal** from **More Settings** dialog box, **Basic Image** section.
  - **Deskew:** Check the **Deskew** check box from the **Basic Image** section in **More Settings** dialog box. Also check the **Smoothing** check box to smoothen the scan image.
10. Once the above settings are confirmed, click **Scan** to begin scanning.

**Note:** When the scanning completes and the image is shown vertically, manually rotate the image to the actual position.

**RACISSON SEVEN SEAS CRUISES**  
**GUEST QUESTIONNAIRE**  
 Complete fill in box with No. 2 pencil or blue or black ink pen.

GUEST NAME: KENNETHING  
 STATE/ROOM/SUITE: 1105  
 SAILING DATE: 08/02/2006 - 13/02/2006  
 SHIP: MARINER

**GUEST INFORMATION**  
 To assist us in creating your comments or if you would like us to review how you are on our sailing list, please provide the following information.  
 YOUR NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 TELEPHONE: \_\_\_\_\_  
 We would welcome any comments or recommendations.

**RESERVATIONS**  
 How was the following:  
 Accuracy of reservation information        
 Quality of personnel information provided        
 Quality of documents

**RECEPTION**  
 How was the following:  
 Did you find the services provided upon your embarkation of the vessel to be courteous and efficient?        
 Was your check-in on board well organized?        
 Was your luggage delivered promptly and efficiently?

**PLEASE MARK THE TWO MOST IMPORTANT FACTORS IN CHOOSING RACISSON SEVEN SEAS CRUISES!**  
 Itinerary  Price  
 Size of vessel  Ship facilities  
 Cruise length  Services  
 Time of year  Other (please list) \_\_\_\_\_  
 Number of ports

**HOW MANY CRUISES HAVE YOU TAKEN? (including the voyage)**  
 One  Two - Five  Five - Nine  Nine plus

**Is this your first time sailing with Racisson Seven Seas Cruises?**  
 Yes  No

**WHERE WILL BE YOUR NEXT CRUISE DESTINATION?**  
 Africa  British Isles  
 Alaska  Caribbean  
 Antarctica  China  
 Australia  India  
 Baltic  Mediterranean  
 New England/Canada  South Pacific (Tahiti)  
 New Zealand  Europe/Middle East  
 Down East Canal  United Kingdom  
 East Sea  Other (please list) \_\_\_\_\_  
 South America  Southeast Asia

**If you have any friends, relatives or colleagues who you feel would enjoy receiving information about Racisson Seven Seas Cruises, please list their names and address**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

11. Under the Overview pane, Page Details section, click **Add** to open the **Pre-process Action Available** dialog box.
12. Highlight the **rotation method** from the **Pre-Process Actions** section and click **Add (+)** to add to the **Preprocess Actions Added** section. You can add more than one rotation and if you wish to remove the selected rotation method, highlight the added rotation method and click **Remove**.
13. Clicking **OK** shall rotate the image according to the rotation defined in the above section.
14. Repeat steps 11 to 13 for Page two.



---

## Adjusting the image size

On the **Setup, Template Design, Comment Card Setup** dialog box, select a **template** from the **Current Selected Template** drop-down list to view the image size. The default zoom for page one is set to **Best Fit**.

To change the image size, right-click on the template and choose the zoom size.

## Creating a New Field

Once the template page is setup, all the fields and description stated on the comment card can be created accordingly.

The Comment Card application recognizes four types of data fields and they are:

- Optical Character Recognition (OCR) - Machine Printed
- OCR - Handwritten
- Optical Mark Recognition (OMR)
- Image

The OCR data type is used to recognize either machine printed characters or handwritten characters. The common fields are passenger's name, cabin number, ship name, remarks, and others. This enables the ships to either print the fields (passenger name, cabin number) nicely on the comment card or allow their passenger to write the details on their own.

The following is a list of fonts supported by OCR Machine Printed data type field. For best recognition, characters should be at least 15 pixels in height and it is not necessary to have the text bold.

- Times New Roman
- Courier
- Helvetica
- Verdana
- Arial

The **OMR** data type is used to recognize the checked boxes. The Image data type is processed internally by the comment card module to capture the marked area as an image and stores in the database as "BLOB" data type. It is used to store fields which are not recognizable by the OCR or OMR property. For example, remarks with cursive hand writing, the logo of certain forms or any special mark that is significant.

1. At the **Template Maintenance**, select a **template** from the **Current Selected Template** drop-down list.
2. At the **Overview** section, right-click to bring up the options box and then select **Add Field (After the last field)**. If this is the first field for the selected page number, then the **Add Field (After the last field)** is the only option available for selection.

3. Choosing the **Add Field (After the last field)** enables the Overview section, with allow you to input the details and the Field Details number always starts with 1.

Figure 1-8 - Comment Card Setup

### Setting up OCR Field

1. At the Comment Card Setup, Fields Details section, input the field name in the Name field, then press tab to navigate to the next field. The field name must not exceed 50 characters. For example: Guest Name or Cabin Number.

Figure 1-9 - OCR Field Setup

2. Insert the field description in the **Description** field. The field description must not exceed 100 characters.
3. At the **A/C Reference** drop-down list, select a reference. You must select a proper reference from the drop-down list that references to the new field name. Below are the reference fields:
  - **Account ID:** Refers to the Guest unique account id in the database.
  - **Cabin Number:** Refers to the guest cabin number.
  - **First Name:** Refers to the Guest first name.
  - **Last Name:** Refers to the Guest last name.

- 
4. If you have any of the field setup references to the Cabin, First Name and Last Name, then the system will use these reference fields to automatic link the analysed results to the respective Guest account.
  5. Select the **Group Category** from the drop-down list. The group category is defined in the Template Group setup and if the field does not belong to any template group, select **None** from the drop-down list. See [Template Group Setup](#) for more information.
  6. Select the **Field Grouping** from the drop-down list. The field grouping is defined when there is an OMR question.
  7. At the **Data Type** select OCR (Machine Printed) or OCR (Handwritten) from the drop-down list. This selection depends on the ship's operator comment card format. Refer to [Setting up OMR Field](#) and [Setting up Image Field](#)
  8. Select **Character Type** from the drop-down list in the OCR Settings section. The character selection set is determined by the type of characters used by the system to analyze the OCR data type fields. The default selection is **All Characters**, which includes all the available selections such as UpperCaseAlpha, LowerCaseAlpha, Digits and Currency.

In below example, check the following check boxes if:

- a. **UpperCaseAlpha**: For Guest name with machine printed in an uppercase format such as JOHN SMITH.
  - b. **LowerCaseAlpha** : For Guest name with machine printed in lower case format such john smith.
  - c. Both the **UpperCaseAlpha** and **LowerCaseAlpha**: For Guest name with machine printed or handwritten in both lower and upper case format (Alan Smith).
  - d. **Digits**: For numeric cabin number like 1101 with handwritten or machine printed.
  - e. **All**: For alphanumeric cabin number like A1101 with machine printed or handwritten.
9. Once all the fields are correctly inputted in the Fields Details section, mark the field selection area, enter the **OMR Setting** and **Data Type** for the selected field and then click **Apply**. If the field is without a marking, the system prompts a warning message "No field selection found on image".
  10. The page image can be enlarged using the Zoom option for better viewing and marking of the fields.
  11. On the image, hold and drag the cursor to draw a box indicating the mark area of the field. The red rectangular box will determine the field position (left and top), width and height of the marked area. See below examples for better illustration.

Figure 1-10 - OCR Mark Area Examples

- To modify the marked area, click the red rectangle box until you see the coordinate dots. To adjust the size and alignment, drag the coordinate dots.

- Click **Apply** to save. The new field you have created is now added to the selected page in the **Pages/Fields Details** section.

### Setting up OMR Field

- Repeat steps 1 to 6 of Setting up OCR field.
- Select **OMR (Optical Mark Recognition)** from the **Data Type** drop-down list to enable the input section.

Figure 1-11 - OMR Field Setup

3. At the **Mark Type** drop-down list, select Single Mark or Multiple Mark.
  - **Single Mark:** Refers to one OMR field allowed
  - **Multiple Mark:** Refers to multiple OMR fields allowed.
4. At the **Threshold Confidence** fields, insert the pixel density percentage used to determine the accuracy confidence value of the marked bubbles of a position. The recommended value for both Mark Type is 25. See below examples.

- **Single Mark OMR fields with Threshold Confidence of 25.**

<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Bad</b>	<b>Yes</b>	<b>No</b>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<input type="checkbox"/> One	<input checked="" type="checkbox"/> Two - Four	<input type="checkbox"/> Five - Nine	<input type="checkbox"/> Nine plus
------------------------------	--	--------------------------------------	------------------------------------

Threshold Confidence: 25

- **Multiple Mark OMR fields with Threshold Confidence of 25.**

<b>Friends</b>	<b>Newspaper</b>	<b>Magazine</b>	<b>Website</b>	<b>Agent</b>	<b>Brouchure</b>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<input checked="" type="checkbox"/> Itinerary
<input type="checkbox"/> Size of vessel
<input type="checkbox"/> Cruise length
<input checked="" type="checkbox"/> Time of year
<input type="checkbox"/> Number of ports

5. At the **Rows** field, insert the number of rows for the field area.
6. At the **Column** field, insert the total number of column for marked field area. See below examples.

- **Horizontal OMR field Setup**

<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Rows = 1 and Columns = 6

- **Vertical OMR Field Setup**

<input type="checkbox"/> Itinerary
<input type="checkbox"/> Size of vessel
<input type="checkbox"/> Cruise length
<input type="checkbox"/> Time of year
<input type="checkbox"/> Number of ports

Rows =5 and Columns = 1

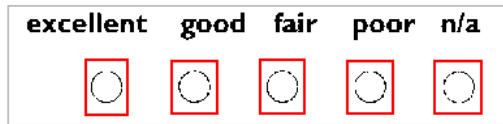
7. At the Bubble Values Settings, click the **Show Bubble Edit** button. The upper grid of the screen shows the field bubble value entry corresponding to the row and column value specified in the Row and Column field. The Copy From Existing section shows fields with similar rows and columns, that enables you to copy the bubble value.
8. If there is no same rows and columns with values detected in the "Copy From Existing" section, then you have to manually input the bubble value for each row and column from the Value Setting section.

Field ID	Row ID	A	B	C	D	E
1428	1	Excellent	Good	Fair	Poor	N/A
1430	1	Excellent	Good	Fair	Poor	N/A
1431	1	Excellent	Good	Fair	Poor	N/A
1443	1	1	2	3	4	5
885	1	Excellent	Good	Fair	Poor	N/A
1384	1	Excellent	Good	Fair	Poor	N/A
1409	1	Excellent	Good	Fair	Poor	N/A
1447	1	1	2	3	4	5

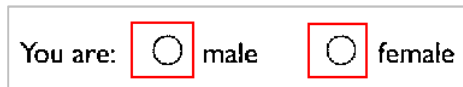
**Figure 1-12 - OMR Bubbles Values Editor**

9. To manually input the Bubble Value:
  - i. At the upper grid section, input the bubble value for all rows and columns.
  - ii. Click **OK**. The "Bubble Values" field will indicate as "Value Updated".
10. To copy the Selected Bubble Value:
  - i. Select a cell of the row you wish to copy from the "Copy From Existing" section.
  - ii. Click the **Copy Selected** button to populate the value on the upper grid section.
  - iii. Click **OK** and once updated, the field will indicate as "Value Updated".

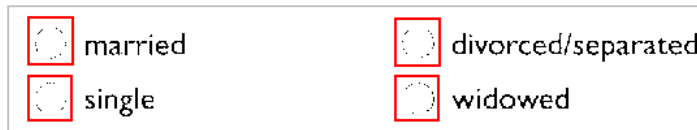
- Once all the fields in the Field Details and OMR Settings sections are complete, mark the field selection area in the scanned image and then click **Apply Changes**. Enlarge the page image for better view and field selection.
- On the scanned image, you have to allocate the mark field area and then draw a box to indicate the mark area for the field. The red box will determine the mark area field left position, field width, field top position and field height. Please refer to below example of the correctly marked area.



**Example 1: SingleMark Field**



**Example 2: SingleMark Field**



**Example 3: SingleMark Field**



**Example 4: Multiple Mark Field**

- The system uses the Flex Field check box in the Fields Details section to assign a flex question for different cruise day when creating a flex question. This is used to feed the ratings on certain ports of call back into the Fleet Management System (FMS) so that third-party system is able to evaluate which port is well received by customers and which is not. To create flex question on the comment card template, checked the Flex Field check-box of the selected comment card in Template Design form. Refer [Setting Up Flex Field](#) setup for configuration steps.
- Once all the field area is marked and confirmed, click **Apply Changes**. The newly created fields are now added to the selected page in the Pages/Fields Details section.

### Setting up Image Field

- Repeat steps 1 to 6 of Setting up OCR Field.

2. At the **Data Type** field, select **Image** from the drop-down list.
3. Once all the Field Details is filled, navigate to the Template Page Image Viewer Section and **mark** the area.
4. On the image, hold and drag the cursor to draw a box indicating the mark area of the field. The red rectangle box will determine the field position (left and top), width and height of the marked area. The page image can be enlarged using the Zoom option for better viewing and marking of the field.
5. Click **Apply Changes** to save.

### Modifying a field value

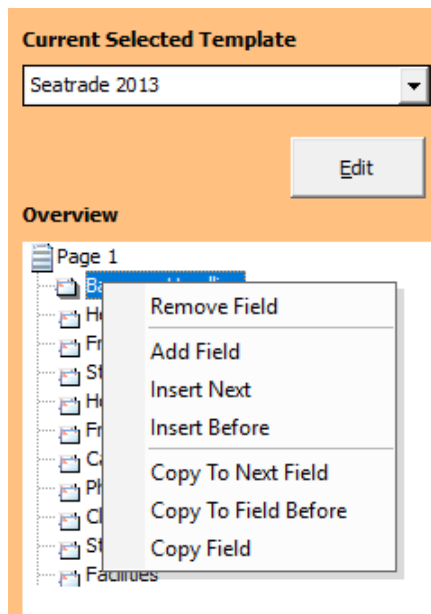
1. At the Overview section, select the field to modify. All fields in the Field's Details section are editable.
2. Modify field value and click **Apply** to save.

### Copying an existing field

Copying of an existing field can be done using the following method:

- **Copy Field:** Copy a selected field after the last field order number in a page.
- **Copy To Next Field:** Copy a selected field after the selected field order number in a page.
- **Copy To Field Before:** Copy a selected field before the selected field order number.

1. At the Overview section, select the field and then right-click to select the copy option.

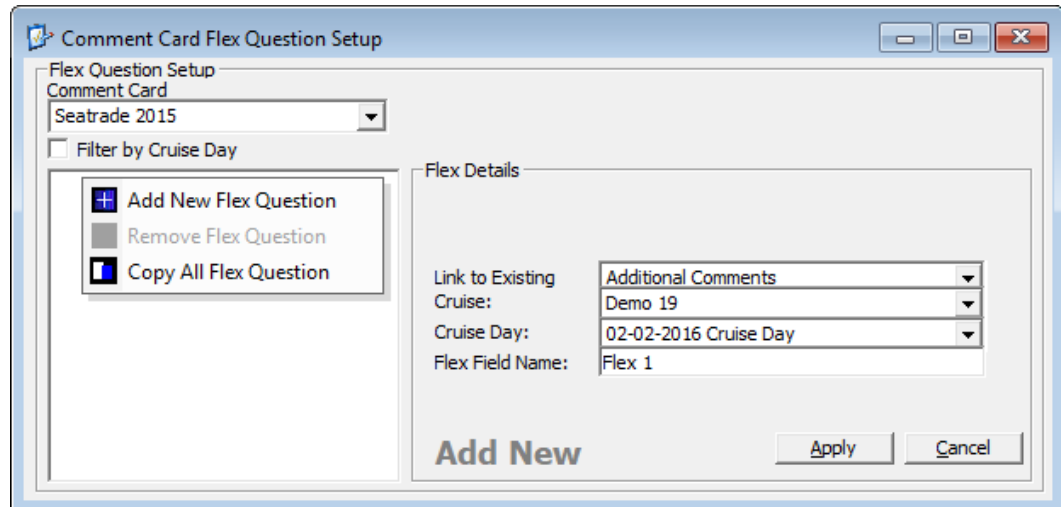


2. The values of the copied field and newly assigned field order is shown at the Field's Details section.



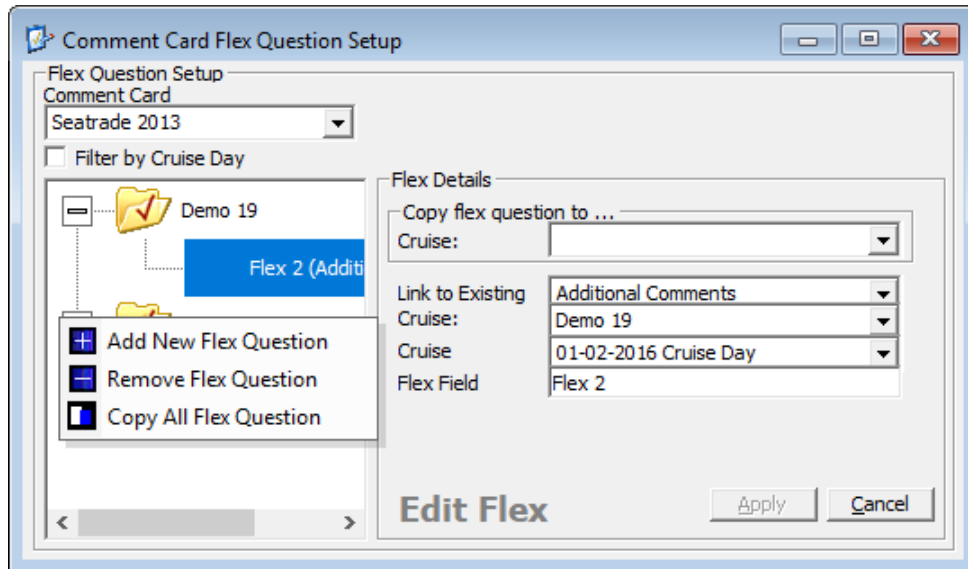
3. Modify the value accordingly, if needed and then click **Apply Changes** to save.

## Setting up Flex Field



**Figure 1-13 - Flex Field Setup**

1. From the **Setup** option, select **Flex Field Setup**.
2. At Flex Question setup window, select a Comment Card Template from the drop-down list.
3. Below the Filter by Cruise Day check box, right-click and select **Add New Flex Question** from the options menu.
4. At the Flex Details section, select from the drop-down list:
  - **Link to Existing Field:** Link the flex question to the comment card field
  - **Cruise:** Cruise number
  - **Cruise Day:** Cruise day on the selected cruise number
  - **Flex Field Name:** User define flex question description
5. Click **Apply** to create the flex question and place the question in the tree view on the left panel and grouped by cruise number.

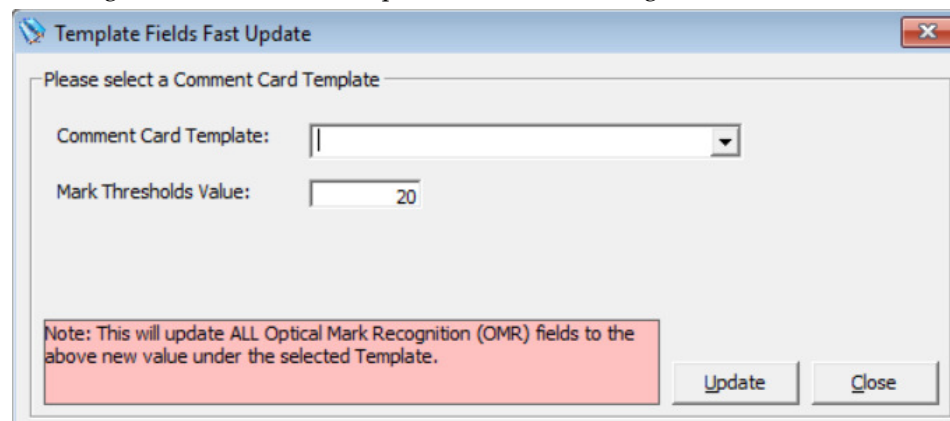


**Figure 1-14 - Comment Card Flex Question Setup**

6. The system allows questions to be duplicated to a **DIFFERENT** cruise day using the **Copy All Flex Question** option. Creating a flex question that links to the same comment card field of the same cruise date/day is not allowed and prompts a warning when saving.
7. Checking the **Filter by Cruise Day** check box groups the flex question by cruise day in a tree view.

## Express Field Edit

The Express Field Edit function updates all the Mark Threshold value for all OMR fields, be it single mark fields or multiple mark fields at one go.



**Figure 1-15 - Express Field Update**

1. From the **Setup** option, select **Express Field Edit**.
2. At the Template Fields Fast Update window, select a Comment Card Template from the **Comment Card Template** drop-down list.
3. Insert the value in the **Mark Threshold Value** field and then click Update.

---

## Cruise Segment Setup

The Cruise Segment Setup enables you to create a segment for a long cruise that is split internally into multiple segments, allowing the comment card reporting by segment basis when the segment is used in Load Survey function.

1. From the **Setup** option, select Cruise Segment Setup.
2. At the All Comment Card Cruise Segment section, right-click and select **Add New**.
3. Enter the **Segment Code, Description** and **Comments**.
4. Click **Apply** to save.

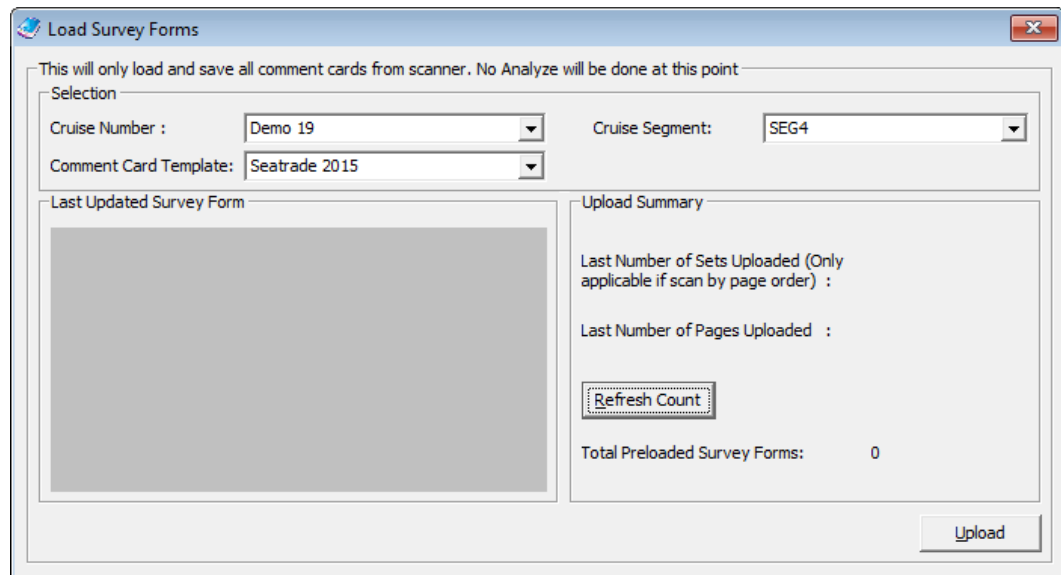
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## 2 Survey Forms

The Load Survey Forms function allow you to upload all the survey forms for analysis, thus minimizing performance issue, especially when you have to load and analyze the form at the same time. The survey forms may be uploaded in batches, with its status shown in the Load Survey Forms, Upload Summary section once the process completes.

### Loading Survey Forms



**Figure 2-1 - Survey Forms Loading**

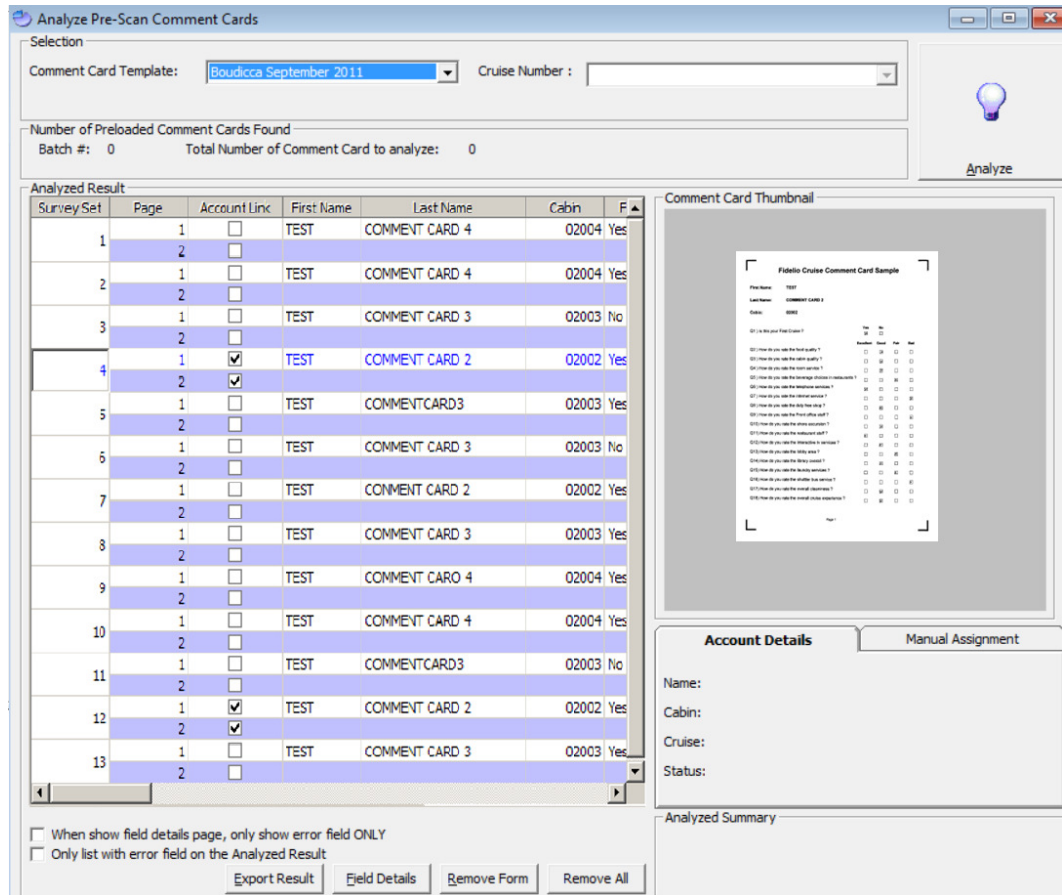
1. At the Comment Card Module menu option, choose **Survey, Load Survey Forms**.
2. The Cruise Number and Comment Card Template field populates the current active cruise number automatically. To change the **Cruise Number** and **Comment Card Template**, select from the drop-down list.
3. Select a **Cruise Segment** if applicable and click **Upload**.
4. Click **Upload**. The manufacturer default settings dialog box opens if you have the setting "Scanner UI During Analyze" enabled in the Template Design.
5. Ensure all scanner settings is properly configured before you begin scanning. The scanner settings are usually saved after you have configured for the first time.
6. Click **Scan**. This launches the scanning status dialog box, indicating the scanning status. Once the upload process finishes, it then returns to the Load Survey Forms dialog box on the left.
7. The last image of the survey form is updated in the **Last Updated Survey Form** section.
8. In the **Upload Summary** section,
  - **Last Number of Sets Uploaded:** Shows the total set of survey forms uploaded from the last batch. The number resets once the function is closed.

- 
- **Last Number of Pages Uploaded:** Shows the total pages of all survey forms uploaded from the last batch. The number resets once the function is closed.
  - **Total Pre-loaded Survey Forms:** Shows the total pages of all the survey forms that loaded in all batches.

## Analyze Pre- loaded

The Analyze Pre-loaded function analyzes all the pre-loaded survey forms that are saved in the database. Some of the features available in this function are:

- Ability to modify the analyzed results.
  - Manually assign the analyzed result to a selected Guest account.
  - Remove selected survey form or all survey forms.
  - Ability to export the analyzed results to Microsoft Excel or text file format.
1. On the Comment Card Module menu option, choose **Survey, Analyzed Pre-loaded**.
  2. At the Analyze Pre-Scan Comment Cards window, the cruise number field populates automatically as the current active cruise number and this field can be changed by selecting the cruise number from the drop-down list.
  3. The comment card template field is automatically populated but this field can be changed. Select comment card template from the **Comment Card Template** drop-down list.
  4. The **Cruise Segment** is select if applicable.
  5. Click **Refresh Count**. The system will calculate the total pages of all the survey forms that pre-loaded in the database.
  6. Click **Analyze** to begin. Results for each survey form is displayed in the **Analyzed Results** section and the system prompts a dialog box upon completion.
  7. Click **OK** to close the dialog box and return to the previous window.



**Figure 2-2 - Analyze Pre-Scan Comment Cards**

8. A summary of a total of survey forms analyzed and removed is shown in the Analyzed Summary section, located at the bottom right of the screen.
9. In the Analyzed Results window, if the **Account Link** column is checked, this indicates the first/last name and cabin number fields match the guest account in the database and the survey form is linked automatically.
10. Selecting a survey form from the **Analyzed Result** window shall display the uploaded image in the **Comment Card Thumbnail** section.
11. Right-click on the image allow you to enlarge the display using the Zoom selection.

## Viewing the comment card field details

**Figure 2-3 - Comment Card Field Details**

1. At the Analyzed Pre-scan Comment Cards dialog box, select any survey set, double-click or click on the **Field Details** button.
2. At the Show Field Details dialog box, clicking any of the field names places a red line on the selected field and shows a thumbnail image.
3. If the image is too small, right-click and select the Zoom%.
4. If the survey form is linked to any of the guest accounts, the guest name is shown in the Guest Name field.
5. The Comment Card Fields section can be modified by highlighting the field and then select a new value from the drop-down list.
6. In the Summary Section located at the bottom of the screen, the total fields on the page and total probable error are shown..
7. Checking the **Show Only Error Fields** check box will display the error fields detected during analyzing in the **Comment Card Fields** section, if any.
8. If the **When show field details page, only show error fields** check-box in Analyzed Pre-Scan Comment Card is checked, only fields with error will be populated in the Comment Card Fields section when opening the Show Field Details dialog box.
9. Clicking **Next** navigates to the next page of the same comment card and moved to the next comment card record when it reaches the end of the page. Similarly, clicking **Previous** returns to previous pages/record.

10. Selecting a field with an image from the Comment Card Fields section will show the image in **Selected Field Image Enlarge (Image Field)** section.

## Identifying and modifying error fields in Analyzed Result grid

The Turn Edit Mode On checkbox is disabled by default and this is enabled by double-clicking it. This feature is used to locate any error fields (column highlighted in Yellow color) and allow you to modify the value immediately without scrolling through every analyzed result set.

1. On the Analyzed Pre-Scan Comment Cards, Analyzed Results section, the error field column is marked in yellow.
2. Checking the **Turn Edit Mode On** check-box automatically brings you to the top of the survey set. Press **F3** function key to locate the first available error (null value) and the Comment Card Thumbnail section will update with the location of the page image.

Analyzed Result				
Duty Free Shop	Front Office Staff	Shore Excursion	Restaurant Staff	Interactive TV Ser
Good	Good	Excellent	Excellent	Good
Good	Excellent	Good	Good	Excellent
Excellent	Excellent	Excellent	Excellent	Excellent
Bad	Fair	<input type="text"/>	Fair	Fair
Good	Bad	Good	Excellent	Good
Good	Good	Fair	Fair	Fair

**Figure 2-4 - Error fields in Analyzed Result**

3. Update the actual value by selecting from the drop-down list. If the actual image is not marked, then select **Not Marked** from the drop-down list.

Analyzed Result				
Duty Free Shop	Front Office Staff	Shore Excursion	Restaurant Staff	Interactive TV Ser
Good	Good	Excellent	Excellent	Good
Good	Excellent	Good	Good	Excellent
Excellent	Excellent	Excellent	Excellent	Excellent
Bad	Fair	<input type="text"/>	Fair	Fair
Good	Bad	<input type="text"/> <ul style="list-style-type: none"> <li>Not Marked</li> <li>Excellent</li> <li>Good</li> <li>Fair</li> <li>Bad</li> </ul>	Excellent	Good
Good	Good		Fair	Fair

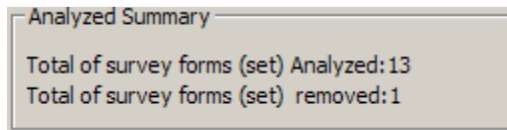
4. Use the **Tab** key to move to the next column and apply the changes.
5. Press the **F3** function key to locate the next error field until you reach the last survey set.



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## Removing selected survey form

1. Select a survey set in the "Analyzed Results" section. The selected survey set color changed to blue.
2. Click **Remove Form**. Message prompt 'Are you sure you want to remove this survey form? This will remove all the other forms that are in the same group / set'.
3. Click **Yes**. The selected analyzed survey set removed from the "Analyzed Results" section. The total of survey form removed gets updated in the "Analyzed Summary" section.



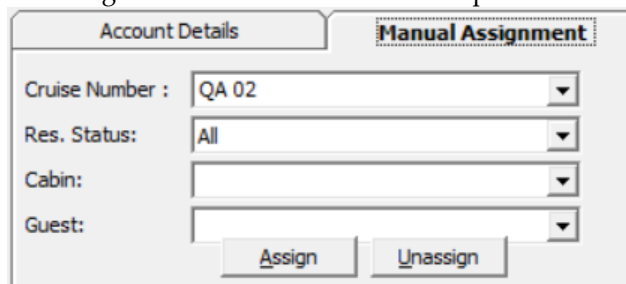
## Remove all survey forms

The Remove All buttons removes all the loaded forms and analyzed results from the database permanently. You are required to rescan, load and analyze the forms again if you choose to restore the data.

1. At the Analyzed Pre-Scan Comment Cards window, click **Remove All**.
2. At the message prompt 'Are you sure you want to delete ALL forms above? This is will remove all the above loaded forms and analyzed result permanently from the database. You will have to rescan / load and analyze the forms if choose to proceed.', click **Yes** to proceed.
3. The system prompts a confirmation message upon successful removal. Click OK to close the message and return to the previous screen.

## Manually assign analyzed results to a Guest account

1. Select a survey set from the **Analyzed Results** section. The selected survey set color changed to blue.
2. Navigate to the **Manual Assignment** section and input the cabin number into the **Cabin** field or select from the drop-down.
3. Select a guest name from the **Guest** drop-down list.



The screenshot shows a form with two tabs: "Account Details" and "Manual Assignment". The "Manual Assignment" tab is active. The form contains the following fields and buttons:

- Cruise Number : QA 02 (dropdown menu)
- Res. Status: All (dropdown menu)
- Cabin: (dropdown menu)
- Guest: (dropdown menu)
- Assign button
- Unassign button

Figure 2-5 - Manual assignment of analyzed results to guest account

4. Click the **Assign** button to assign the selected survey set to the Guest account. This places a check mark on the **Account Link** column and updates the survey form record in the database.

5. On the **Show Field Details** dialog box, the assigned Guest name is populated into the **Guest Name** field.

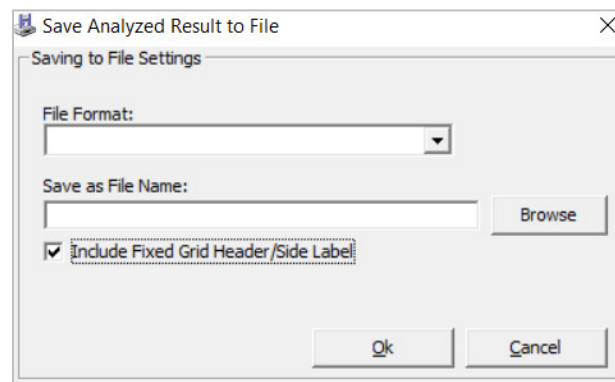
## Removing a Guest account from assignment

1. Select an assignment survey set from the **Analyzed Results** section. This changes the selected survey set the color to blue.
2. Click the **Unassign** button to remove the Guest account from the assignment. This removes the check mark at the **Account Link** column and updates the survey form record to Null in the database.
3. On the **Show Field Details** dialog box, the **Guest Name** field no longer exists.

## Export analyzed results to other file formats

Analyzed results are exportable to different file format and below are the supported format.

- Microsoft Excel spreadsheet.
  - Coma Delimiter Text File.
  - Tab Delimiter Text File.
1. At the Analyzed Pre-scan Comment Cards dialog box, click **Export Result** located at the bottom of the window to export the analyzed results.
  2. At the **Save Analyzed Result to File** dialog box, select the **File Format** from the drop-down list.



**Figure 2-6 - Saving Analyzed Result to file**

3. Click the **Browse** button to set the export file path and input the file name.
4. The **Include Fixed Grid Header/Side Label** check box is checked by default and this exports the header name for all columns and the side label name (i.e. Survey Set and Page). Uncheck the check box if you do not wish export the header and side label.
5. Click **OK**. Once the export completed, the **Save to File** dialog box opens.
6. Click **OK** again to close the dialog box closed and return to the previous screen.

## View Assign Image

The View Assign Image Result function defines the grade rating assignments for image result.



## View Pre-loaded Survey

The View Pre-loaded Survey function enable you to view all the Pre-loaded survey forms saved in the database and remove all or selected survey forms before you begin analysing the Pre-loaded survey forms in the Analyze Pre-loaded function.

1. At the Comment Card Module menu option, choose **Survey, View Pre-loaded Survey**.

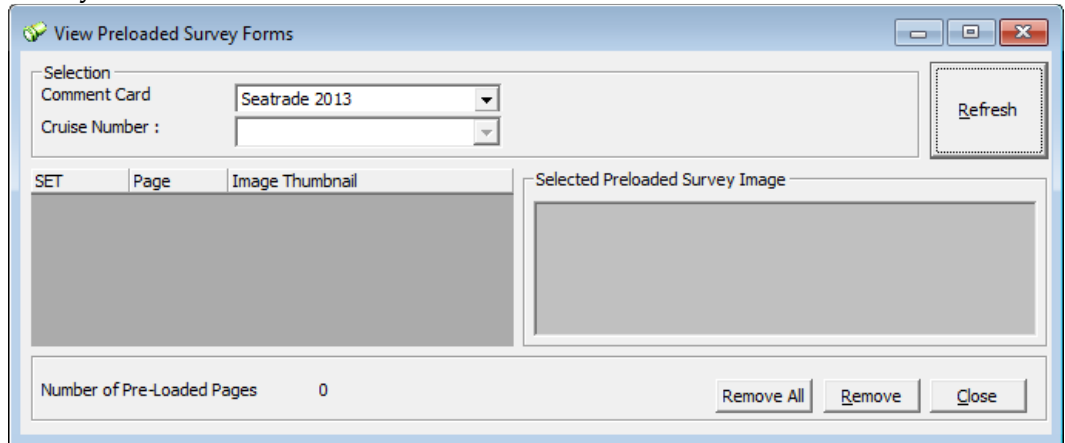
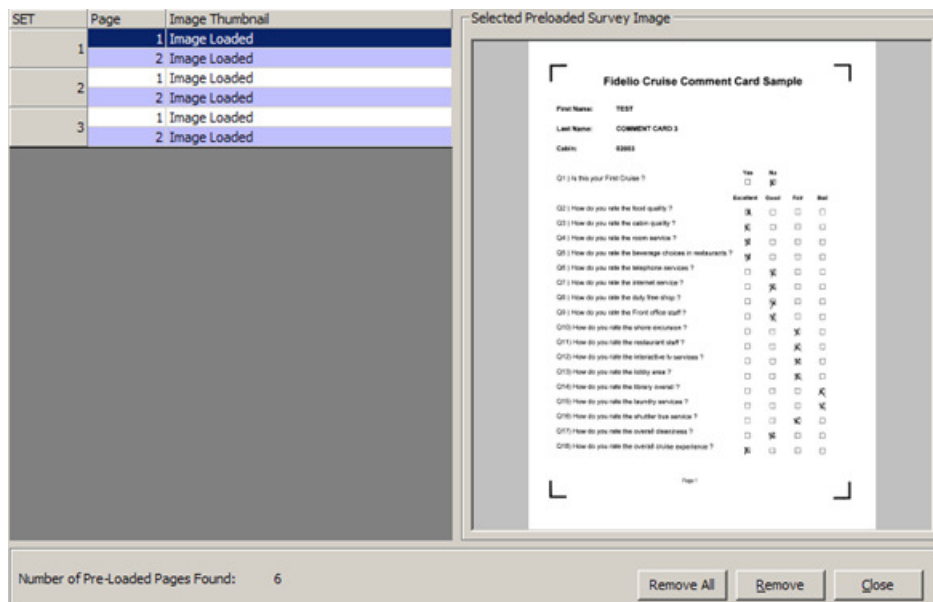


Figure 2-8 - Pre-loaded Survey Screen

2. The cruise number and comment card template fields populate automatically as the current active cruise number. To change, select the cruise number and template from the drop-down list.
3. Click the **Refresh** button to populate all the Pre-loaded survey forms onto the grid.
4. The **SET** column refers to the total set of survey forms and the **Page** column refers to the page numbers for a set of the survey form.
5. The **Number of Pre-Loaded Pages Found** located at the bottom left of the screen indicates the total number of pages for all the survey forms in the grid.



6. Selecting a page number from the grid displays the survey form in the **Selected Pre-loaded Survey Image** section.
7. Clicking the **Remove** button removes the selected survey form and **Remove All** removes all the survey forms from the database.
8. The system prompts a dialog box when one of this button is clicked. Read the message prompt and click **Yes** to proceed or **No** to return to the previous screen.

## View Survey

The View Survey function enables you to preview and export all the survey forms that are analysed and saved in the database. The analysed results are exportable to a Microsoft Excel or a text file format.

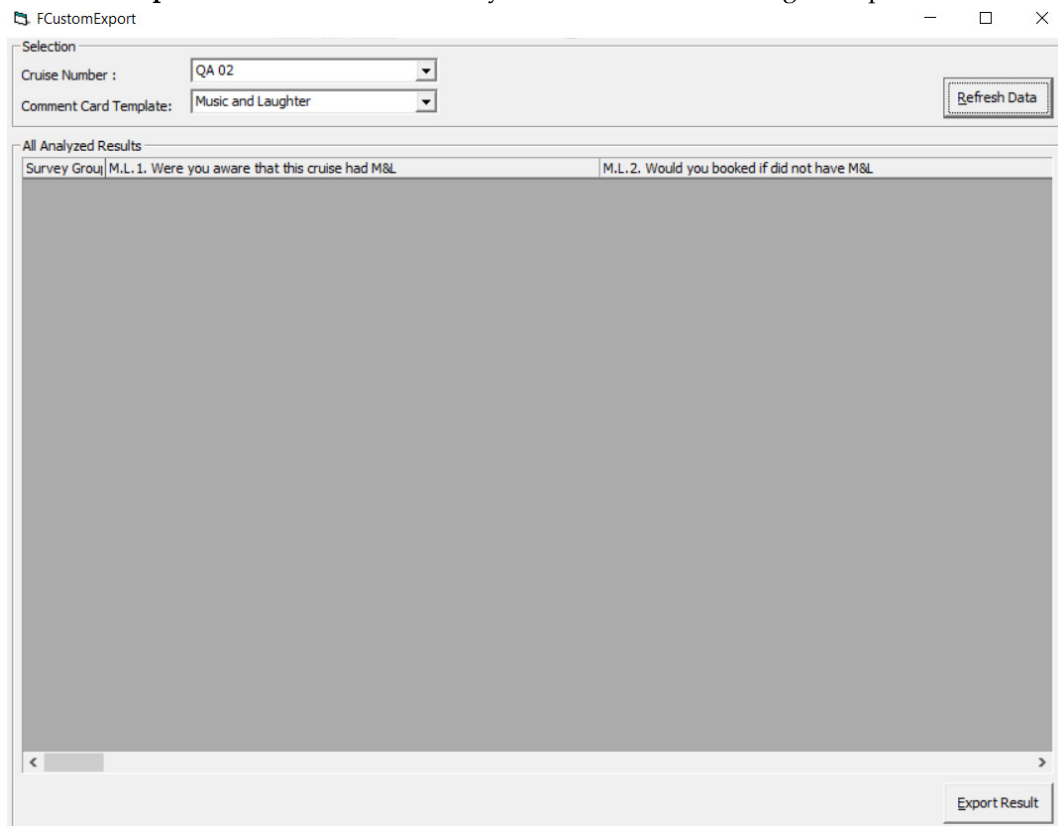
**Figure 2-9 - View Survey Form**

1. At the Comment Card Module menu option, choose **Survey, View Survey**.
2. The Cruise Number and Comment Card Template field populates the current active cruise number automatically. To change the **Cruise Number** and **Comment Card Template**, select from the drop-down list.
3. Check the **Show All With No Account Referenced** only if you want to see all forms without account link.
4. Click the **Get All Results** to populate the analyzed results into the **All Analyzed Results** section. The page 1 of the comment card image for survey set 1 is shown in the **Comment Card Thumbnail** section.
5. Clicking the **Reset Forms** resets the value on the form.
6. Clicking **Remove Form** removes the selected survey form and **Remove All** removes all the survey forms.
7. Clicking the **Export Result** exports the analyzed results to one of the file formats below.

- Microsoft Excel spreadsheet.
- Coma Delimiter Text File.
- Tab Delimiter Text File.

## Special Handling View Survey

1. At the View Survey dialog box, the analyzed results are populated to the "All Analyzed Results" section.
2. The cruise number field is automatically populated as the current active cruise number. But this field can be changed by select cruise number from the **Cruise Number** drop-down list.
3. The comment card template field is automatically populated but this field can be changed. Select comment card template from the **Comment Card Template** drop-down list.
4. Click **Export Result**. The "Save Analyzed Result to File" dialog box opens.



**Figure 2-10 - Exporting Analyzed Result**

5. Below are the available export file formats in Comment Card module.
  - Microsoft Excel spreadsheet.
  - Coma Delimiter Text File.
  - Tab Delimiter Text File.
6. Select a **file format** from the "File Format" drop-down list.
7. Click **Browse** to set the export file name path. The Open dialog box opens. Navigate to the export directory you want to save and input the file name.
8. Click **Open**. The export file name and path get populated to the "Save as File Name" field.

- 
9. The **Include Fixed Grid Header/Side Label** check box is checked by default. With this checkbox enabled, the export file will contain the header name for all columns and the side label name (i.e. Survey Set and Page). Uncheck the check box if you do not want the header and side label in your export file.
  10. Click **OK**. Once the export completed, the "Save to File" dialog box opens.
  11. Click **OK**. The dialog box closed and you return to the View Survey dialog box.

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## 3 Statistics

### Generate Graph/Chart (OMR Data)

The Generate Graph/Chart (OMR data) function generates a graph for selected OMR Legend group of the comment card.

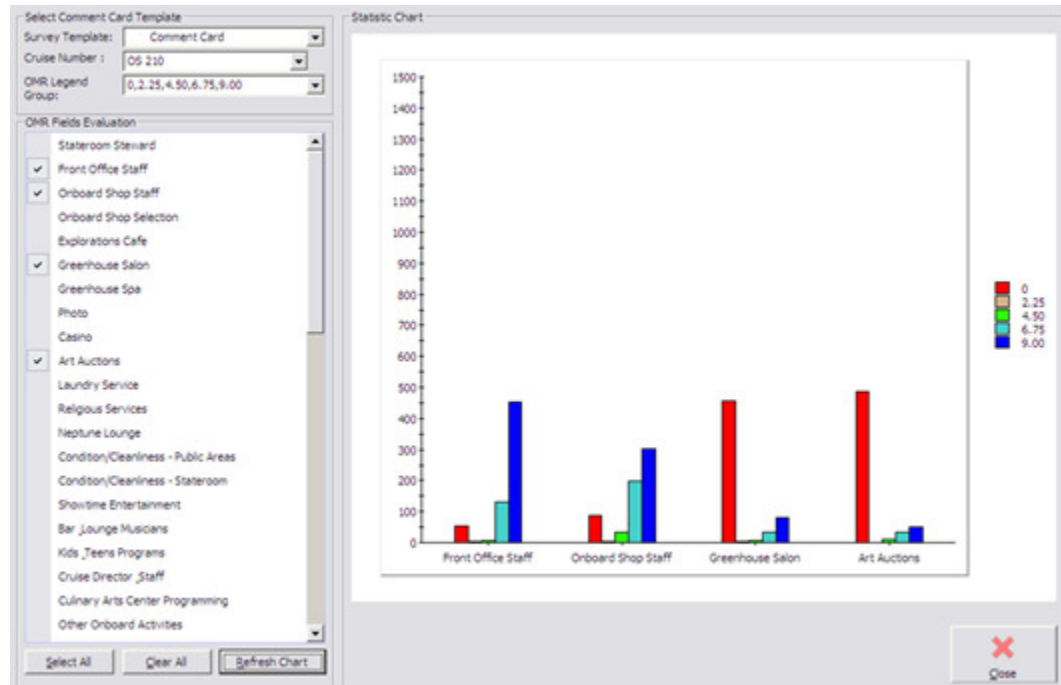


Figure 3-1 - Statistical Graph

1. At the Comment Card Module menu option, select **Statistic, Generate Graph/Chart (OMR data)**.
2. The **Cruise Number** and **Survey Template** fields populate automatically as the current active cruise number. To change, select the cruise number and survey template from the drop-down list.
3. Select the **OMR Legend Group** from the drop-down list and a list of OMR selection populates in the **OMR Fields Evaluation** panel.
4. The OMR can be selected individually or click the **Select All** button to select all selections.
5. Click the **Clear All** button to remove all the selection.
6. Click to Refresh Chart to refresh the statistics on screen. Repeat the steps when adding new selection.

### Statistics Summary

The Statistic Summary function generates the statistic for a comment card. The statistic can be generated by selecting all comment card fields or base on OMR legend group.



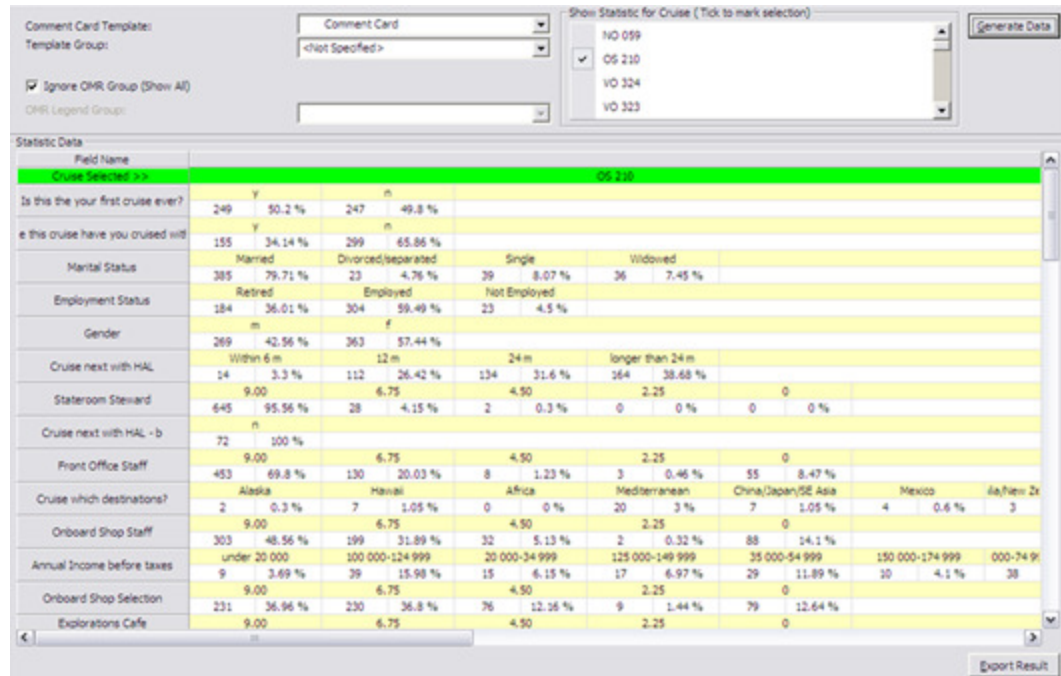


Figure 3-2 - Statistic Summary

1. At the Comment Card Module menu option, select **Statistic, Statistic Summary**.
2. Select a **Comment Card Template** from the drop-down list.
3. Select the **Template Group** drop-down list, if any.
4. Check the **Ignore OMR Group (Show All)** check box if you wish to see all OMR statistics. Otherwise, leave the check box unchecked.
5. Select the **OMR Legend Group** from the drop-down list to view statistic for the selective group.
6. At the **Show Statistic for Cruise** section, select a cruise.
7. Click the **Generate Data** to populate the data into **Statistic Data** section.
8. Click the **Export Result** to export the statistic data.
7. At the **Save Analyzed Result to File** dialog box, select the **File Format** from the drop-down list.
8. Click the **Browse** button to set the export file path and input the file name.
9. The **Include Fixed Grid Header/Side Label** check box is checked by default and this exports the header name for all columns and the side label name (i.e. Survey Set and Page). Uncheck the check box if you do not wish export the header and side label.
10. Click **OK**. Once the export completed, the **Save to File** dialog box opens.
11. Click **OK** to close and return to the previous screen.

## Analytical Tool

The Analytical Tool function allows you to filter the analyzed comment card results by different type of groups. For example, Age, Cabin and others. The filter question is setup in Comment Card Template setup and can be saved for future comparison. The comparison results are presented in graph or grid format and exportable into a file or

picture format. Usage of this feature would require additional setup in the Template Design Setup.

### Template Design Setup

In order to enable the pre-select fields to use for filtering, the **Use as Analytical Selection** check box in the **Comment Card Template, OMR Settings** must be checked. In the following scenario, we assume the guest account is linked to the comment card.

### Analytical Tool

In the following example, we assume the criteria fields in the Analytical form have been setup.

1. At Analytical Tool window, select the Comment Card Template from the **Name** field and the **Cruise Number** from the drop-down list.
2. The system automatically populates all the cabin numbers that are linked to the Analyzed Data and shows the data with the number of accounts in that cabin. This data will be used for further comparison when needed. Otherwise it is only for information purposes.
3. Under **Selection Criteria** section, you can pre-defined the data use for comparison.
4. Under the **Raters by Cabin (Only available if linked by Account)** section, you can mark the selection check box by the cabin number the cabin is included as part of the filter criteria.

Choose a Template and Cruise for Analyze

Name:

Cruise Number :

Selection Criteria

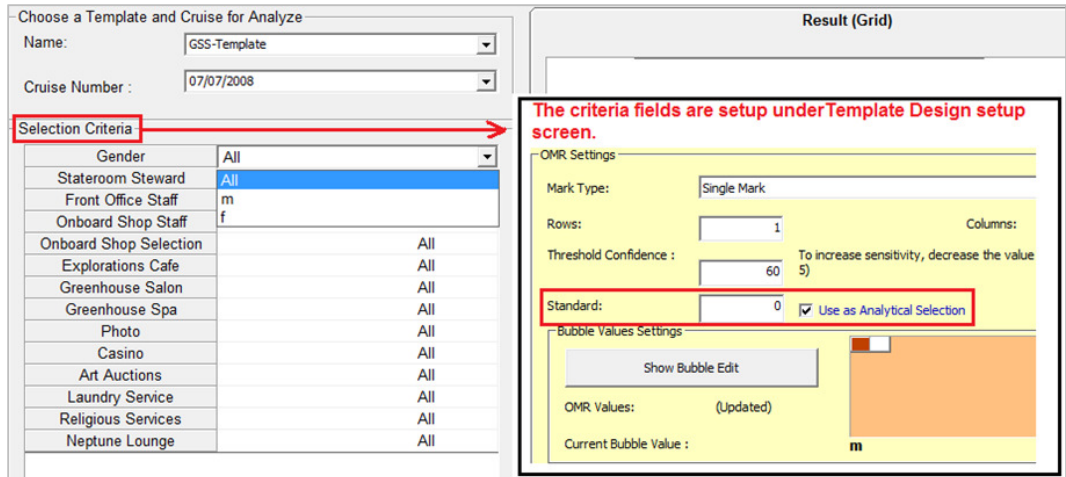
Gender	All
Stateroom Steward	All
Front Office Staff	All
Onboard Shop Staff	All
Onboard Shop Selection	All
Explorations Cafe	All
Greenhouse Salon	All
Greenhouse Spa	All
Photo	All
Casino	All
Art Auctions	All
Laundry Service	All
Religious Services	All
Neptune Lounge	All

Raters By Cabin (Only available if linked by Account)

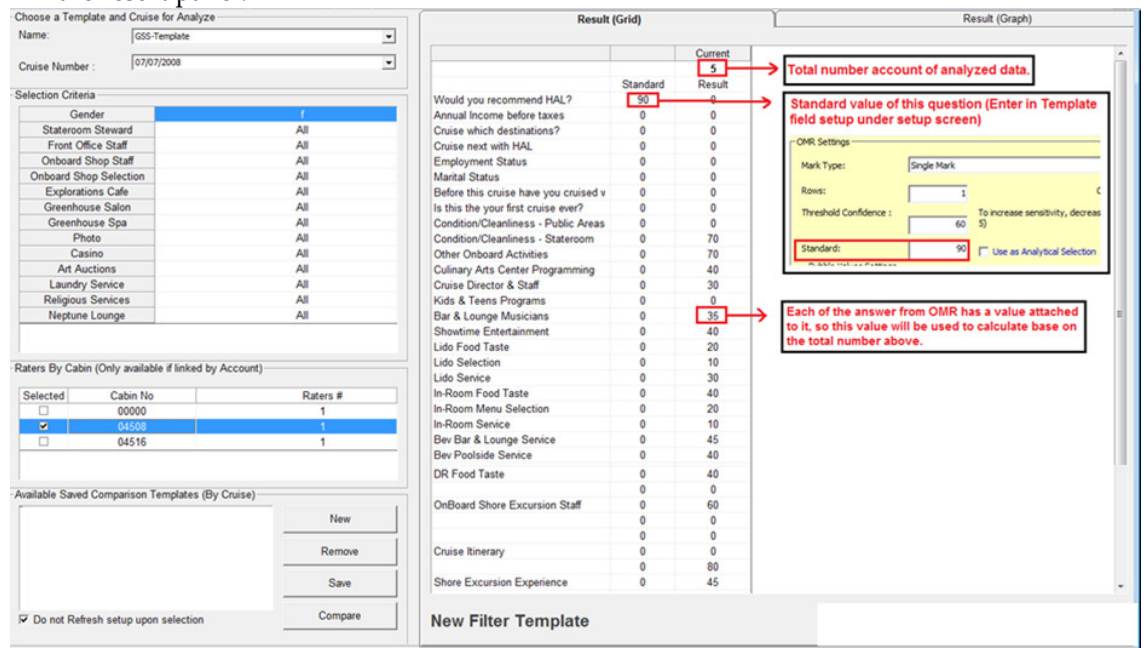
Selected	Cabin No	Raters #
<input type="checkbox"/>	00000	1
<input type="checkbox"/>	04508	1
<input type="checkbox"/>	04516	1

Figure 3-3 - Analytical Tool Form

5. You can choose the filter criteria from the drop-down list on each of selection field.

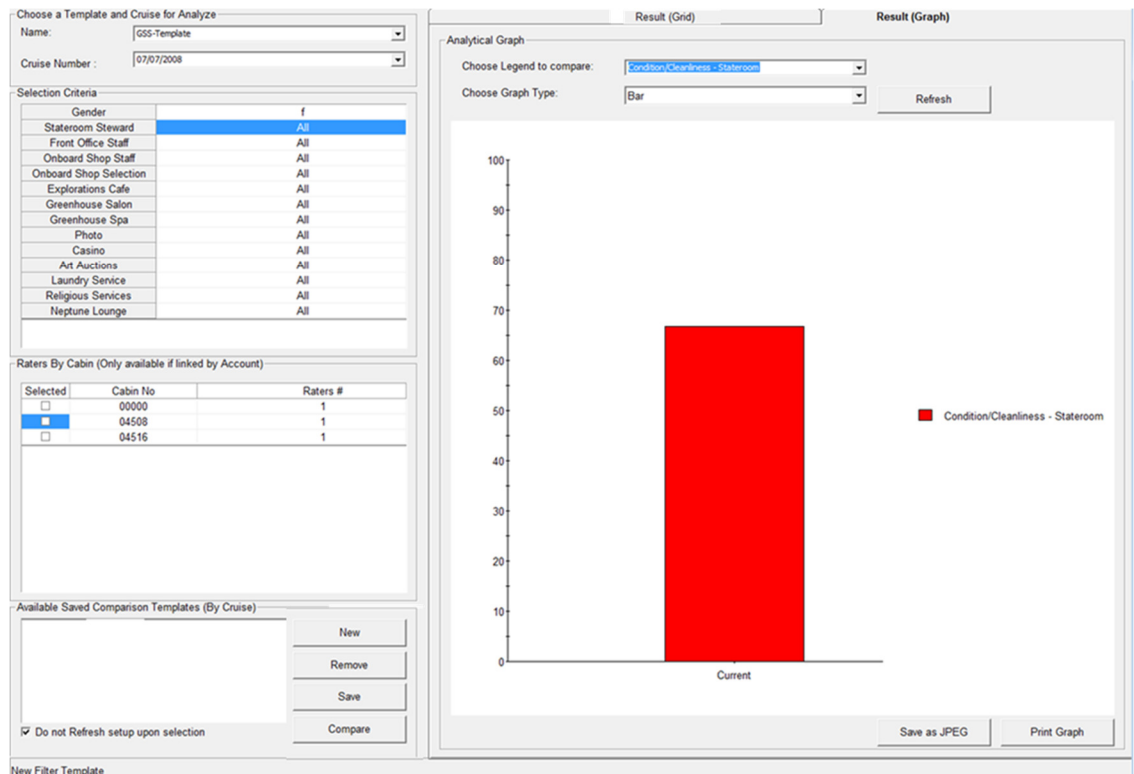


6. Clicking the **Show Current Selection** button shows the comparison result in **Result (Grid)** tab. Note: The select fields used as Criteria field will no longer be shown in the result panel.



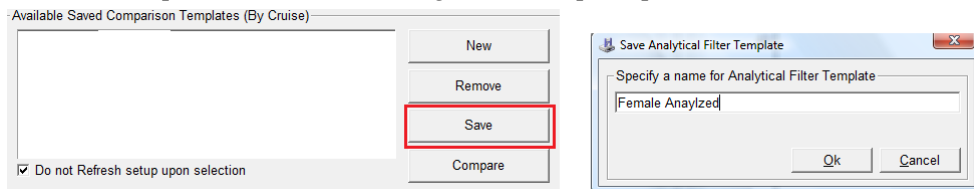
**Figure 3-4 - Analyzed Result by Grid**

7. Clicking the **Export** button at the bottom right of the screen exports the grid comparison result into excel or text delimited file.
8. To view the graphical analyzed result, navigate to **Result (Graph)** tab. You may change the graph type view to Bar, Stack and Line by select the graph type from the drop-down list and then click **Refresh**.



**Figure 3-5 - Analyzed Result by Graph**

9. You can also save the graph as a JPEG picture file or print the graph by clicking the **Save as JPEG** or **Print Graph** button at the bottom right of the screen.
10. From the **Save Graph Data window**, browse the location to save the graph data. Check the respective JPEG properties check boxes if needed and then click **OK**.
11. Pressing the **Save** button in **Available Saved Comparison Templates (By Cruise)** section saves the current selection as a template.
12. Enter the template name in the dialog box when prompt and then click **OK**.



13. Once the comparison template is saved, it will be shown under **Available Saved Comparison Template (By Cruise)** area and available for future use by check the check boxes.
14. To compare, simply click the **Compare** button.
15. Click the **Show Current Selection** to view the information on the screen. This feature only shows data that is currently selected and not a comparison of the saved templates.

Choose a Template and Cruise for Analyze

Name: GSS-Template  
Cruise Number: 07/07/2008

Selection Criteria

Gender	m
Stateroom Steward	All
Front Office Staff	All
Onboard Shop Staff	All
Onboard Shop Selection	All
Explorations Cafe	All
Greenhouse Salon	All
Greenhouse Spa	All
Photo	All
Casino	100
Art Auctions	All
Laundry Service	All
Religious Services	All
Neptune Lounge	All

Raters By Cabin (Only available if linked by Account)

Selected	Cabin No	Raters #
<input type="checkbox"/>	00000	1
<input type="checkbox"/>	04508	1
<input type="checkbox"/>	04516	1

Available Saved Comparison Templates (By Cruise)

- Female Analyzed
- Male - Casino Result

Buttons: New, Remove, Save, Compare

Do not Refresh setup upon selection

Filter Template Inserted

Result (Grid)

	Standard	Female Result 3	Male - Casino Result 2
Would you recommend HAL?	90	0	0
Annual Income before taxes	0	0	0
Cruise which destinations?	0	0	0
Cruise next with HAL	0	0	0
Employment Status	0	0	0
Marital Status	0	0	0
Before this cruise have you cruised with HAL	0	0	0
Is this the your first cruise ever?	0	0	0
Condition/Cleanliness - Public Areas	0	0	0
Condition/Cleanliness - Stateroom	0	66.67	75
Other Onboard Activities	0	83.33	50
Culinary Arts Center Programming	0	33.33	50
Cruise Director & Staff	0	16.67	50
Kids & Teens Programs	0	0	0
Bar & Lounge Musicians	0	25	50
Showtime Entertainment	0	33.33	50
Lido Food Taste	0	33.33	0
Lido Selection	0	16.67	0
Lido Service	0	16.67	50
In-Room Food Taste	0	33.33	50
In-Room Menu Selection	0	16.67	25
In-Room Service	0	16.67	0
Bar & Lounge Service	0	41.67	50
Dev Poolside Service	0	33.33	50
Items to be improved	0	0	0
PG Wine Service	0	16.67	0
PG Food Service	0	16.67	0
PG Menu Selection	0	33.33	0
PG Food Taste	0	41.67	50
DR Menu Selection	0	33.33	50
DR Food Service	0	41.67	50
DR Wine Service	0	41.67	50
DR Food Taste	0	50	25
OnBoard Shore Excursion Staff	0	33.33	100
Cruise Itinerary	0	0	0
Shore Excursion Experience	0	66.67	100
		33.33	62.5

New Filter Template

16. You can also generate a graph for selected question/field under the **Result (Graph)** tab.

Choose a Template and Cruise for Analyze

Name: GSS-Template  
Cruise Number: 07/07/2008

Selection Criteria

Gender	m
Stateroom Steward	All
Front Office Staff	All
Onboard Shop Staff	All
Onboard Shop Selection	All
Explorations Cafe	All
Greenhouse Salon	All
Greenhouse Spa	All
Photo	All
Casino	100
Art Auctions	All
Laundry Service	All
Religious Services	All
Neptune Lounge	All

Raters By Cabin (Only available if linked by Account)

Selected	Cabin No	Raters #
<input type="checkbox"/>	00000	1
<input type="checkbox"/>	04508	1
<input checked="" type="checkbox"/>	04516	1

Available Saved Comparison Templates (By Cruise)

- Female Analyzed
- Male - Casino Result

Buttons: New, Remove, Save, Compare

Do not Refresh setup upon selection

Filter Template Inserted

Result (Grid) - Analytical Graph

Choose Legend to compare: Lido Service

Choose Graph Type: Bar

Category	Value
Female Analyzed	16.67
Male - Casino Result	50

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## 4 User Security Rights

Below table lists the User Access Rights for Comment Card Module.

**Table 1 - User Security Rights**

Security Rights	Description
902	Analyze Preloaded Comment Card
905	Create New Comment Card Template
906	Remove Analyzed Comment Card
907	Assign/Unassign Comment Card to Account
908	Edit/Amend Comment Card Results
910	Edit Comment Card Template (Full Access)
911	Remove Comment Card Template
912	Remove Analyzed Comment Card
913	Assign/Unassign Comment Card to Account
914	Edit/Amend Comment Card Results
3199	Comment Card Template Access Setup
3200	Comment Card Template
3204	Comment Card Grading Setup
3206	Load Comment Card Forms
3208	View Peloaded Survey/Comment Card
4001 - 4050	Comment Card Template 1 to 50