

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

Document Return User Guide

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Preface

This document describes the setup and usage of Document Return module. The Document Return module is a program that track the movement of passenger passports when they are returned during disembarkation.

Audience

This document is intended for application specialist and end-users of Oracle Hospitality Cruise Shipboard Property Management System.

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
- 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
February 2018	<ul style="list-style-type: none">• Initial publication.

Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for the Document return module in Oracle Hospitality Cruise Shipboard Property Management System.

Prerequisites

- OHC Document Return
- OHC Management

Supported Systems

- Windows 32-bit System
- Windows 64-bit System

Compatibility

Oracle® Hospitality Cruise Shipboard Property Management System version 7.30.869 or later. For customers operating on version below 7.30.869, database upgrade to the recommended or latest version is required.

Document Return

This section describes the usage of Document Return module.

1. Accessing the Document Return

In the **OHC Launch Panel**, double-click the Document Return module to launch the program.



Figure 0-1 - Document Return

Table 1 - Field Definition of Document Return

Field Name	Field Definitions
Guest On-Board	Total count of guest currently on-board.
Returned	Total passport returned to guests.
Not Returned	Total passport not returned to guests.

On the main Document Return screen, the statistics of the document count is shown on the right panel. Clicking **Re-Calculate** will refresh the document count. Click **Exit** to close the program.

1.1. Returning A Passport With A Card Reader

At the end of the cruise, all passenger's passports must be return during disembarkation.

1. Obtain the passenger's cabin number and retrieve the passport from the passport tray.
2. Launch **Document Return** module.
3. Swipe the guest board card through the card reader. This updates the document status to Passport returned.
4. Swiping the passenger board card again will set the document status to '**Passport already returned**'.

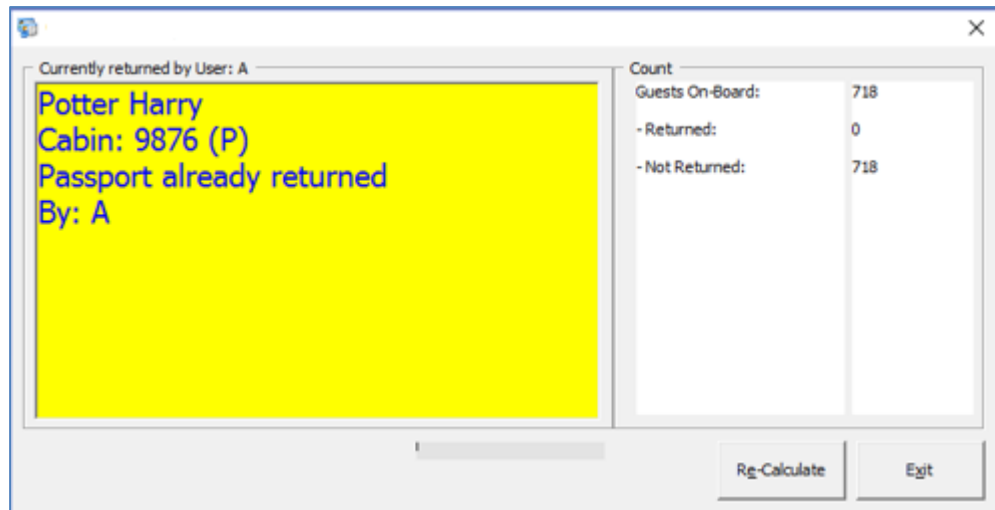


Figure 0-2 – Document Return (Passport Returned)

1.2. Returning A Passport With Faulty Card Reader

When the swiped board card is either faulty or invalid, the System will prompt a message **Guest does not exist** in the Document Return screen, and therefore user is required to manually update the status.



Figure 0-3 – Document Return (Invalid or faulty board card)

1. Repeat the above step 1 to 3.
2. When the **Guest does not exist** is shown, double-click on any area of the yellow box to launch the passenger/crew list.
3. In the Show Guest and Crew Document Not Returned window, select **Only Passenger**.
4. Double-click the passenger name will set the status as **Passport returned**.

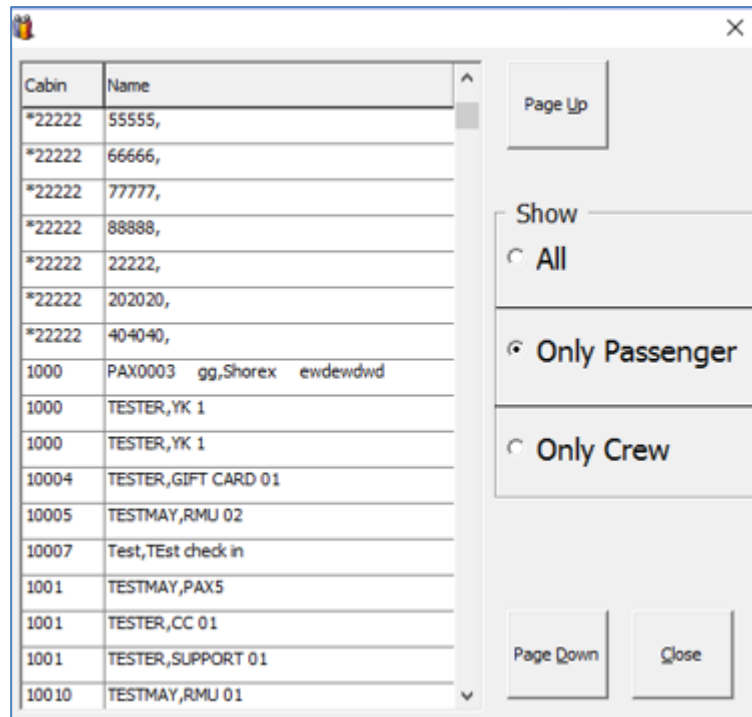


Figure 0-4 - Passenger List in Document Return

5. Click **Close** to return to the main screen.

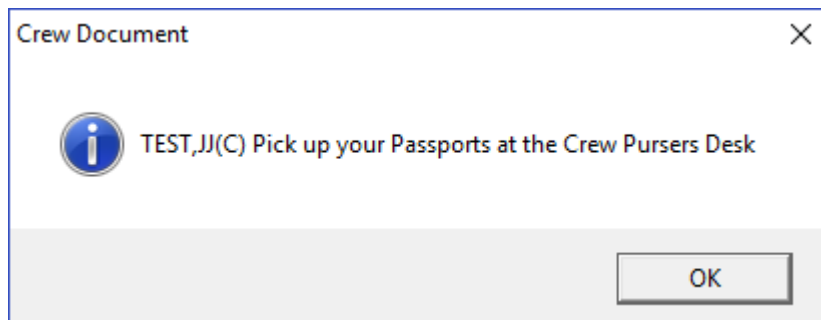


Figure 0-5 - Pick Up Passports

6. Once the selected passenger name is click, the chosen name will disappear from the list.

1.3. Returning A Passport of Unsettled Account

When the passenger account has an outstanding balance and with a parameter setting in place, returning a passport may be prohibited. For more details, refer *Appendix B – Parameters*.

1. Obtain the passenger’s cabin number and retrieve the passport from the passport tray.
2. Launch **Document Return** module.
3. Swipe the guest board card through the card reader.
4. System will prompt a warning message that passport returned is prohibited and passenger is required to settle their outstanding balance.

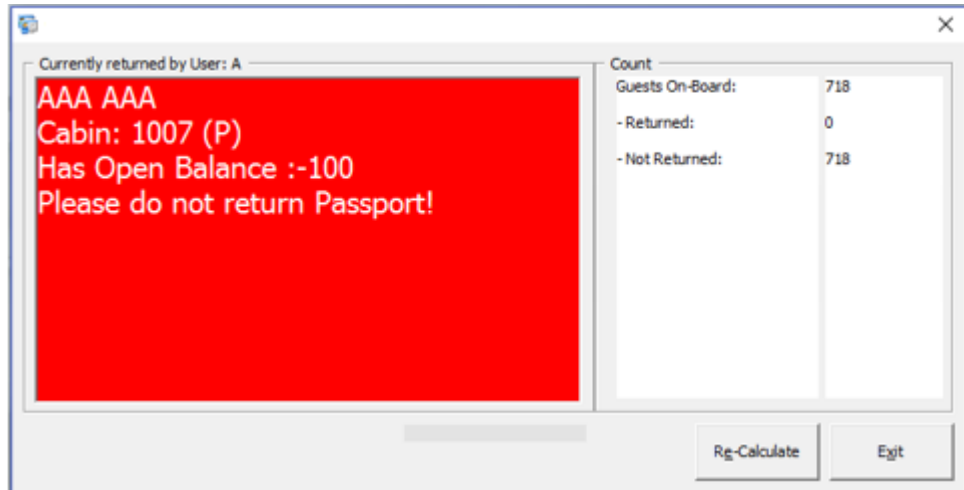


Figure 0-6 - Prohibited Passport Return

5. Click **Re-Calculate** to refresh or **Exit** to close the program.

1.4. Viewing Passenger Document status

Apart from viewing the document return status in Document Return program, it is also possible to view and reset the status within the passenger account.

1. In the **Management** module, from the menu bar select **Cashier, Guest**.
2. Swipe the passenger board card or manually look up the passenger by name/cabin number.
3. From the passenger list, select the account.
4. In the passenger account, select **More Guest Info** tab.
5. The status of the document is shown in Document Return section.

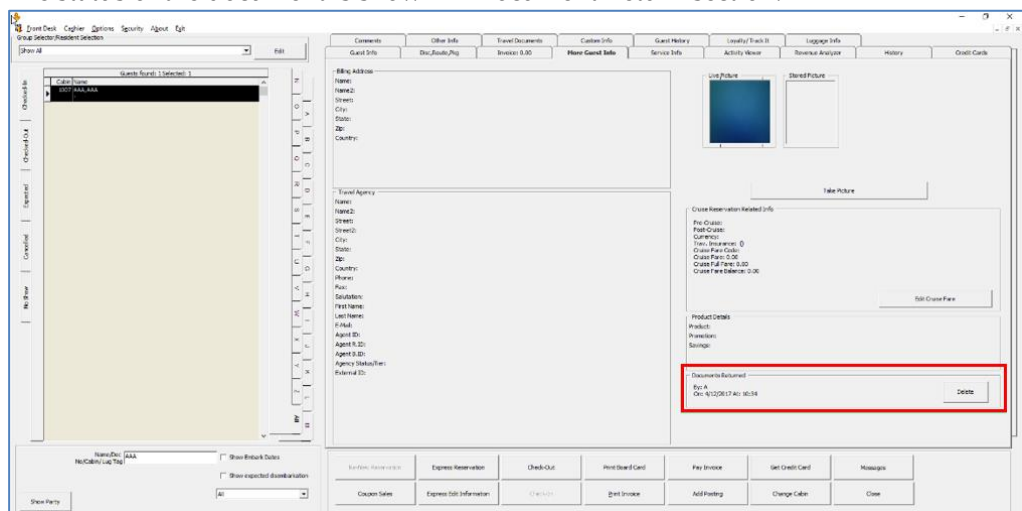


Figure 0-7 – Passport returned in Guest Handling screen

6. To reset the status to not returned, click **Delete**.

Appendix A. User Security Group

This section describes the user security access group for Document Return function in Management module, and these security privileges are assigned in the **User Security** module.

Table A-2 – Document Return Functionality Access Rights

Security Reference No	Description
3281	Return Document
3282	Delete Document Returned Info

Appendix B. Parameters

This section describes the **Parameters** available to the Document Return module, and they are accessible from **Administration** module, **System Setup, Parameter**.

PAR_GROUP General

Table B-3 - PAR Group General

PAR Name	PAR Value	Description
Doc Return Display OpenBalance	0, 1	Displays the Open Balance in Document Return 0 = No Balance Checking 1 = Balance Check
Doc Return Open Balance Check	0, 1	Check Open Balance in Document Return 0 = No Balance Check 1 = Balance Check