

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

Track It User Guide

Release 8.0

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Preface

The TrackIt is a program that manages prohibited and restricted items such as camping gear, hazardous items, and alcohol from being taken on-board by passengers, visitors or crews. The function includes, but not limited to Quick Collect, Quick Check-Out and Quick Return. These functions are design to handle collection/returning of restricted items, either by batch or individually.

Audience

This document is intended for application specialist and end-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
January 2018	<ul style="list-style-type: none">• Initial publication.

Prerequisites and Compatibility

This section describes the minimum requirements to run the SPMS Track It module.

Prerequisites

- TrackIt.exe

Compatibility

SPMS version 8.0 or later. For customer operating on version below 8.0 database upgrade to the recommended or latest version is required.

1 System Configuration

This section describes the required configuration prior to using the Track It module.

1.1. Accessing the Setup Page

The setup function is accessible by launching the **Track It** module, and then select the **Setup** tab on the main page.

1.2. Confiscate Item Location and Item Discard Method

The Confiscate Item Location is used to identify where the confiscated items are stored and the Item Discard Method records how the items were disposed. The configuration method is identical for both codes.

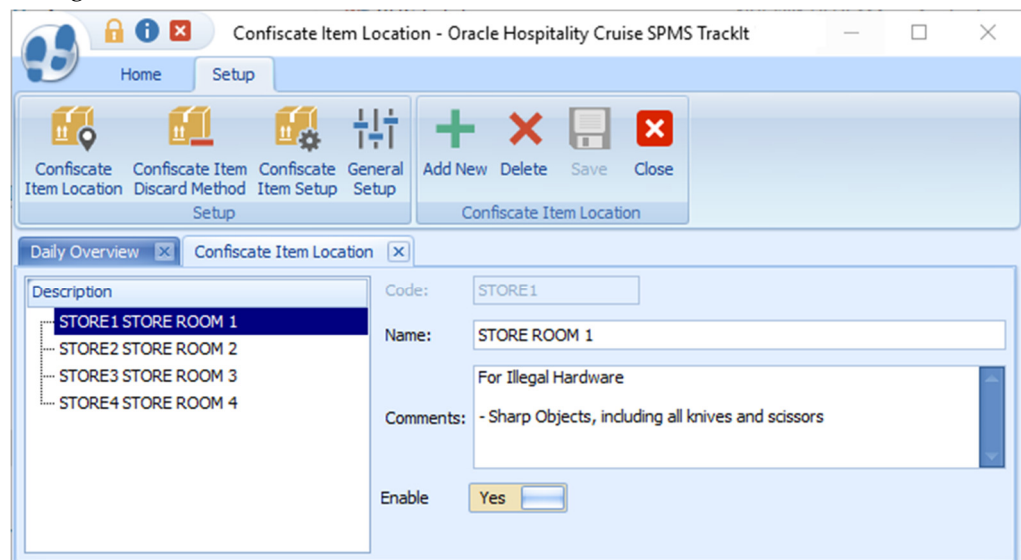
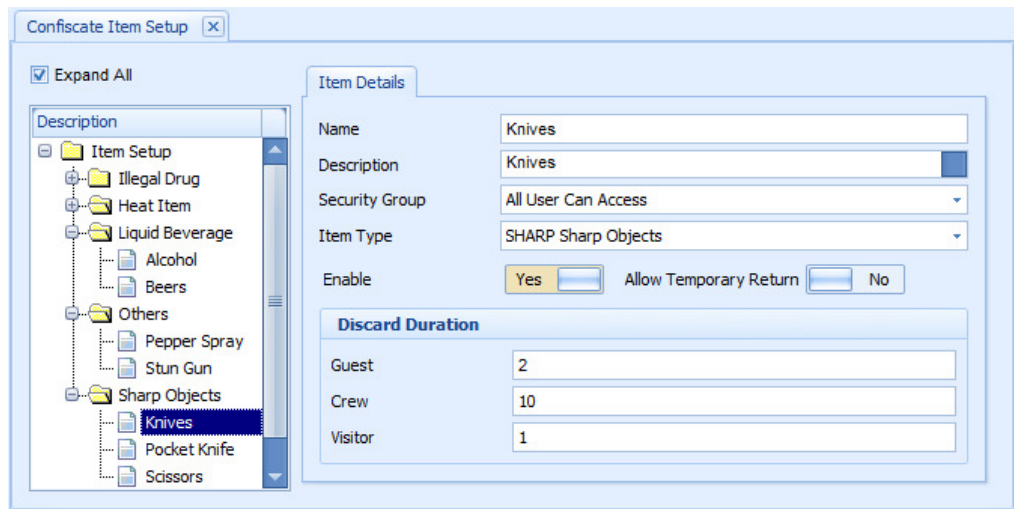


Figure 1-1 - Confiscate Item Location

1. From the **Setup** tab, click **Confiscate Item Location** or **Confiscate Discard Method Item** on the ribbon bar.
2. Select **Add New** to create a new record.
3. Enter the short code, description of the code and additional comments. For example, Stores Sharp Objects or Items Hand over to Customs.
4. The newly added code is “Enabled” by default. To disable the record, slide the menu to the left to switch the display to **No**.
5. Click **Save** to save the code.
6. To enter an additional item, repeat the above steps.

1.3. Setting Up the Confiscate Item

A Confiscate Item is a list of items prohibited or restricted on-board of the ship. These items are categorized into categories, depending on the nature of the items.



Creating a Confiscate Item Category

An Item Category is required before you begin creating the Confiscate Items list.

1. From the **Setup** tab, click the **Confiscate Item Setup** on the ribbon bar.
2. On the left pane of the screen, select Item Setup and then click **Add New** to create a new category.
3. Enter the Item Code, Name, and Description.
4. Click **Save** to save the new category.

Creating a Confiscate Item for each category

1. Select an **Item Category** from the tree view and then click **Add**.
2. Enter the **Item Name, Description**.
3. Select the **Security Group** from the drop-down list. The Security Group is defaulted to "All User Can Access" and this is set up User Security module. Refer [Appendix A. User Security Group](#) for more information.
4. The Item type is default to the selection from the tree view and is *enabled* by default.
5. By default, the **Allow Temporarily Return** is set to **No**. If the item allows for temporarily return, slide the button to the right to set it to **Yes**.
6. Under the Discard Duration section, define the **maximum** number of days to keep the item in the store. The default value is 0 = never discard.
7. Click **Save** to save the record.
8. To enter additional Confiscate Item, repeat steps 2 to 7.

1.4. Setting Up a Signature Capture Device

A Signature Capture device can be linked to enable signatures to be captured for items requiring acknowledgement.

1. From the **Setup** tab, click the **General Setup** button on the ribbon bar.
2. In the **General Setup** window, check the **Prompt signature when confiscate item** click the **Setup** tab.

3. Choose the Signature Device from the drop-down list. The commonly supported signature capture device is Signotec Omega.
4. Click **Save** to save the setting.

1.5. Setting Up a Barcode Scanning Device

A Barcode Scanning device may be used to scan items tagged with barcode and the setup is required only when the Ship uses a barcode tagging.

Figure 1-2 - Track It General Setup page

1. From the **Setup** tab, click the **General Setup** button on the ribbon bar.
2. In the **General Setup** window, **Barcode Reader (RS-232 connection)** check box.
3. Choose the device port number, speed, data bits, parity and stop bits.
4. Click **Save** to save the settings.

1.6. Setting Up the Report Printer

A set of standard Track It report is inserted into the SPMS Database during installation and they are:

- Track It Return Receipt
- Track It Label
- Tract It Receipt

In addition to the code and signature device setup, a report printer is required for report printing and this is setup in Management module.

1. Login to **Management** module and select **Options** from the menu.
2. Navigate to **Hardware** tab, **Report Printers** section.
3. Ensure **Labels** and **Receipts** type is assigned to a printer.

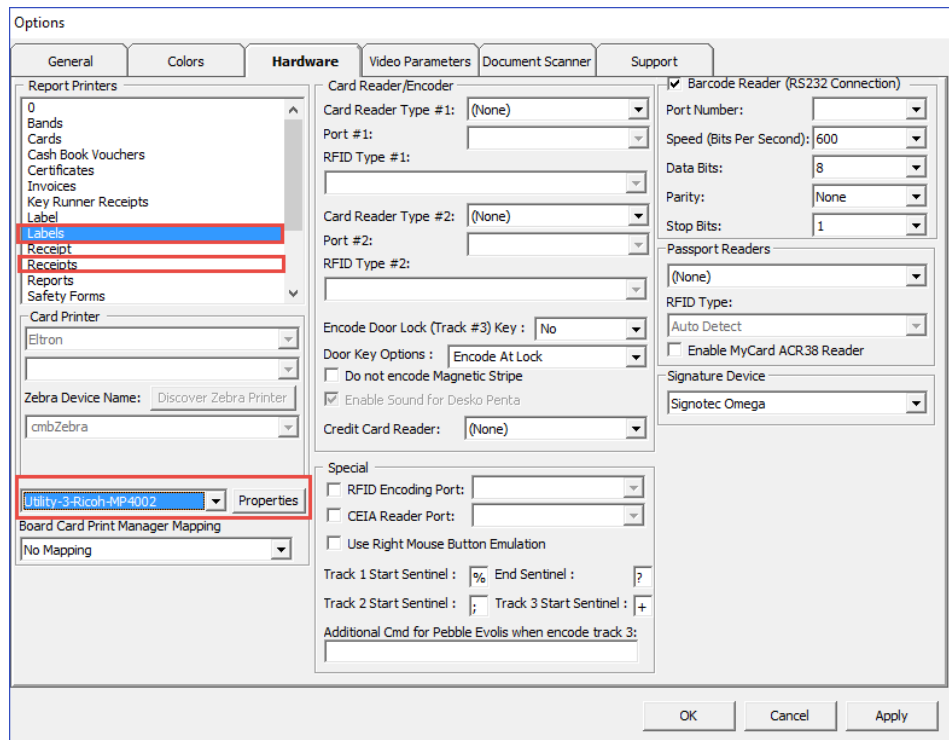


Figure 1-3 – Management Module Printer Configuration

1.7. Configuring the Database Sequence for Barcode Printing

For barcode label printing, the item ID *must* be at least 6 digits long. An adjustment to the start sequence from 100000 is imperative and running below script will recreate the Confiscated Item sequence.

```

DROP SEQUENCE FIDELIO.CNT_CIL;

CREATE SEQUENCE FIDELIO.CNT_CIL
    START WITH 100000
    MAXVALUE 1000000000000000000000000000000
    MINVALUE 1
    NOCYCLE
    CACHE 20
    NOORDER;

Commit;

```

1.8. Barcode Printing

For barcode printing, below are the prerequisite DLL's and fonts.

Copy these barcode DLL files and font files to folders C:\Windows\system32 and C:\Windows\SysWOW64.

DLLs:

- Barcode.dll

- u2lbcode.dll

Fonts:

- Interleaved2of5.ttf
- Interleaved2of5Thin.ttf

1.9. Setting Up System Labels

Labels such as *Confiscate* or *Confiscated* are configurable according to user requirement and this is setup in the **Administration** module.

1. Login to Administration module, select **Administration, System Setup, Labels Setup**.
2. Locate the label codes **CONF00** and **CONF01**.

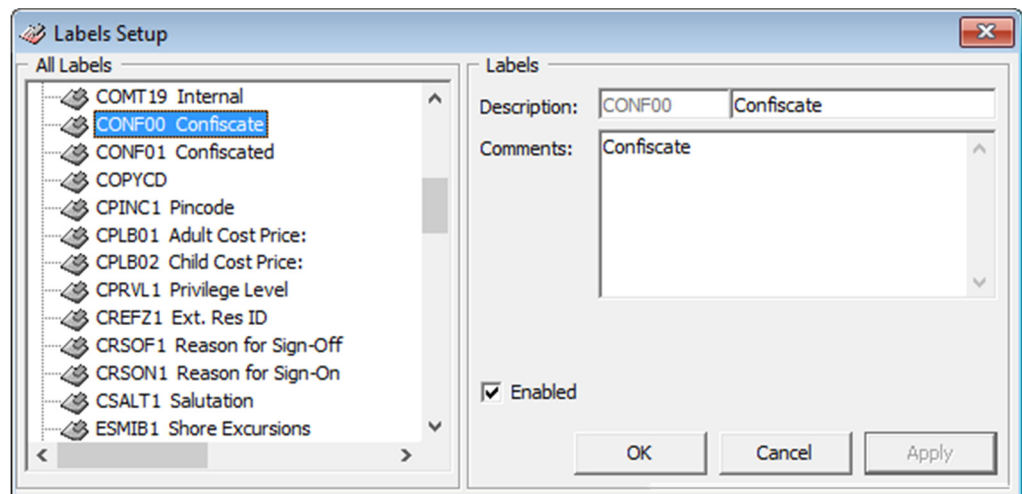


Figure 1-4 - Label Setup

3. Select the code and enter a new label description, and then click **OK** to save.

The label code "CONF00" refers to the word "Confiscate" and is displayed on the following screens:

- Setup menu ribbon bar
- General Setup: 'Prompt Signature Capture when...'
- Confiscate Item Setup
- Confiscate Item Discard Method
- Confiscate Item Location
- Ability to show for 'Button 'Confiscate Item' in menu Confiscate Item

The label code "CONF01" refers to the word "Confiscated" and is displayed on the following screens:

- Overview screen: Total Item Confiscated Today
- Overview screen: Top 10 most confiscated item
- Confiscate Item: Confiscated Item
- Management module: Loyalty/Track It tab, Confiscated Item section

2 Track It

The TrackIt is a program that facilitates users in recording the confiscated items, the location where it is stored and when it is returned to the passenger at the end of the cruise.

2.1. Overview Screen

The Overview screen is the first screen being displayed once log in. The screen shows the statistics total of items logged in a bar chart layout and they are:

- Item confiscated today
- Item to be returned today
- Item discarded today
- Item on hold, yet to return to passenger
- Top 10 most confiscated item

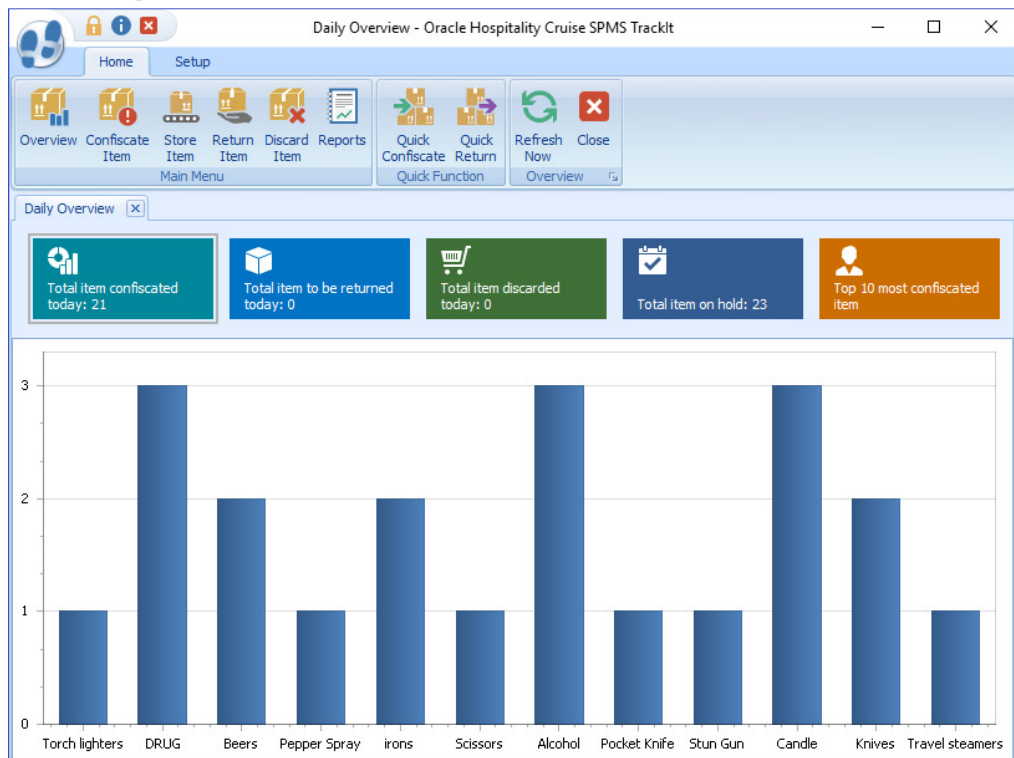


Figure 2-1 - Track It Overview screen

2.2. Recording Confiscated Item

The items confiscated from the passenger/crew are tagged and recorded before storing in the designed storeroom.

Adding a Confiscate Item

1. Click the **Confiscate Item** button on the ribbon bar.
2. In the **Account Search** section, search for a passenger's account by swiping the board card through the card reader, or manually enter the cabin number/name in the Account Search field. Press **F2** to reset the search information.

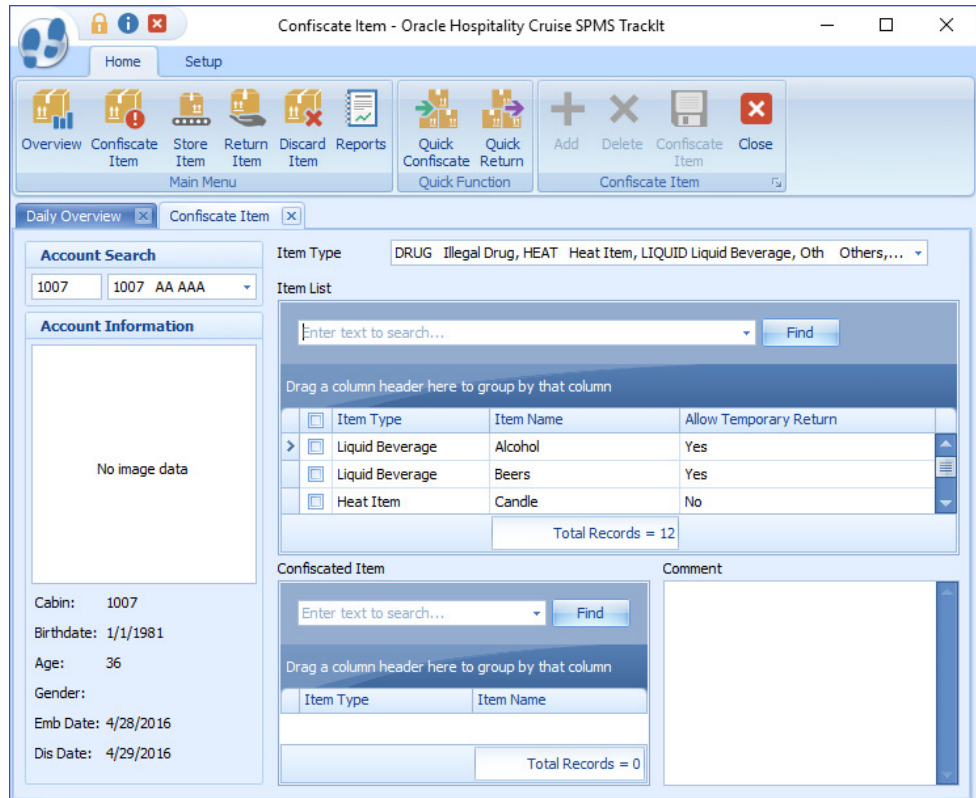


Figure 2-2 - Confiscate Item Account Search

3. In the **Item Type** field, choose the item category from the drop-down list, and then click **OK**. Alternatively, you may search using the keyword search function by entering the work in the **Item List** textbox, and then click **Find**.
4. Check the Item check box(es) and then click **Add** to add the item to the Confiscated Item list.
5. If the same item is added to the list, the system prompts a warning message.
6. Click **Yes** to add the same item to the list or click **No** to cancel.
7. Insert a comment/description for the item, and then click **Confiscate Item**.
8. If a signature device is connected, the system launches the **Signature Capture** dialog box. Allow the passenger to sign on the signature pad, and press the **Check** icon on the top right of the signature pad.



Figure 2-3 – Sample signature on check out item

9. If the signature device is not connected, then a warning message pops up and confiscate item is not allowed to be entered.
10. Once the item is added successfully, the barcode printer prints the item label and an item receipt for the passenger.

Deleting a Confiscate Item

To remove the item from the list, select the item, and then click **Delete**.

2.3. Managing Confiscated Items in Guest Handling screen

When a passenger has an item confiscated, details of the items and storage location is displayed in the Loyalty/Track It tab on the Guest Handling screen.

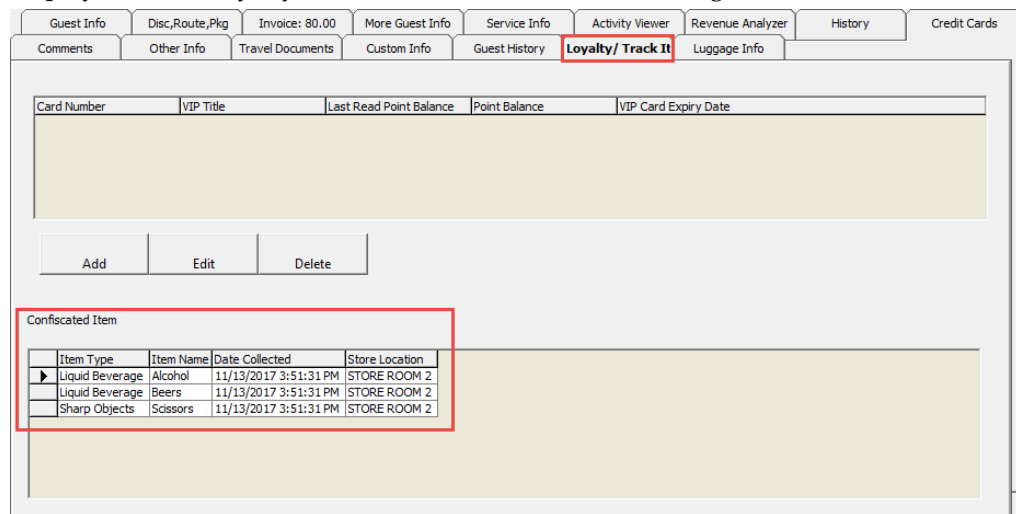


Figure 2-4 - Confiscated item in Guest Handling

The items are recorded/removed in Loyalty/Track It tab when:

- A confiscated item is checked-in by the passenger; the system **inserts** a record in the Confiscated Item section.
- A confiscated item is returned or checked-out temporarily to the passenger; the system removes the record from Confiscated Item section.

2.4. Confiscated Items in Security Gangway

The confiscated items can also be managed and tracked through the WPF Security module. Passengers leaving the ship are prompt to collect their items when the board card is swiped or vice versa.

At the list of items to return screen, choose the item to return and then click the **Return** button at the bottom of the screen. Clicking **Close** will not check out the item.

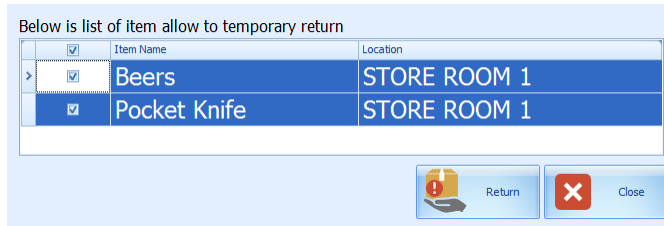


Figure 2-5 - Check-out handling at Security Gangway

If there are items to be collected upon the return to the ship, the system prompt for the item to check-in. Click **Collect** to check-in the item.

Below is the movement activity that occurs at the Security Gangway:

- **For passenger going ashore:** The system changes the on-board status to shore-side without prompting the confiscated item list if a passenger checks out the item from the store location.
- **For passenger returning on-board:** The system changes the status from shore-side to on-board without prompting the confiscated item list when confiscated items are checked in upon returning from shore-side.
- **For expected check out passenger leaving for shore-side that did not collect their confiscated item:** The system prompts a reminder at the gangway for items to be collected before status can be change.

The reminder prompt is configurable in **Administration, Security Alert Setup**.

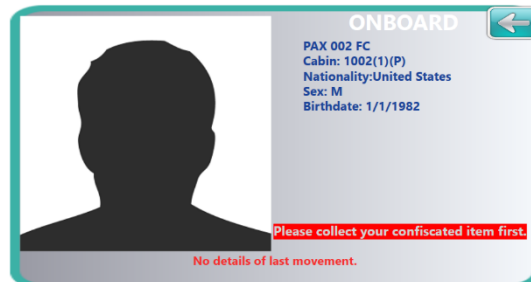


Figure 2-6 - Reminder for collection of confiscated item for Departing passenger

2.5. Storing an Items in Designated Store

The Stored Item allows you to identify the location of where the items to be stored. Items that do not have a designated store assigned are listed in the Item List grid, which then enables you to assign a storage location.

1. Click **Store Item** on the ribbon bar.

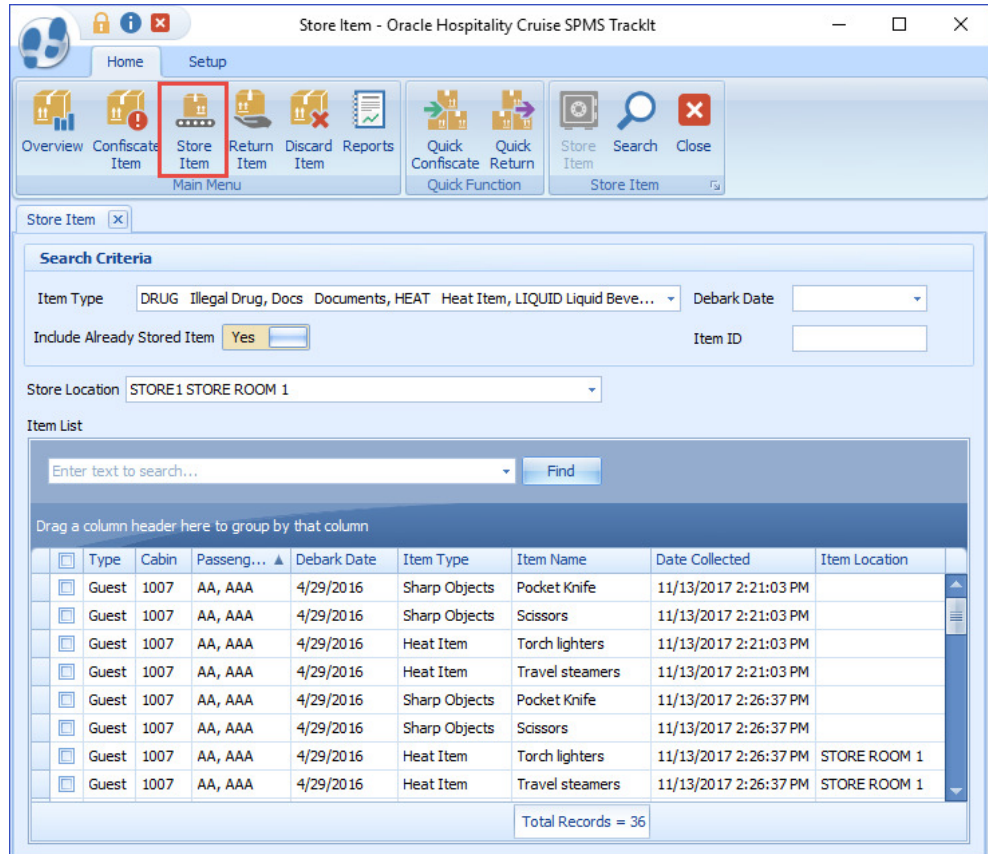


Figure 2-7 - Store Item Main Page

2. In the Search Criteria section, choose the following filter option and then click **Search**.
 - **Item Type:** Select the items to display from the drop-down list.
 - **Debarb date:** Select an item stored date from the calendar editor.
 - **Item ID:** Use the barcode scanner or manually enter the item ID in the textbox. When entering a barcode manually, the Type and Debarb Date option is disabled.
 - **Include Already Stored Item:** If the option is set to **Yes**, items stored will be listed in the grid including the store location.
3. Select the item(s) to store and then choose a store location from the drop-down list.
4. Click **Store Item**.
5. A confirmation prompt, click **OK** to close. The Store location is added to the **Item Location** field.

2.6. Returning Confiscated Items

Confiscated items may return temporarily to the passenger before they go ashore. A good example of this would be camping equipment or supplies such as cooking utensils.

1. Click **Return Item** on the ribbon bar.

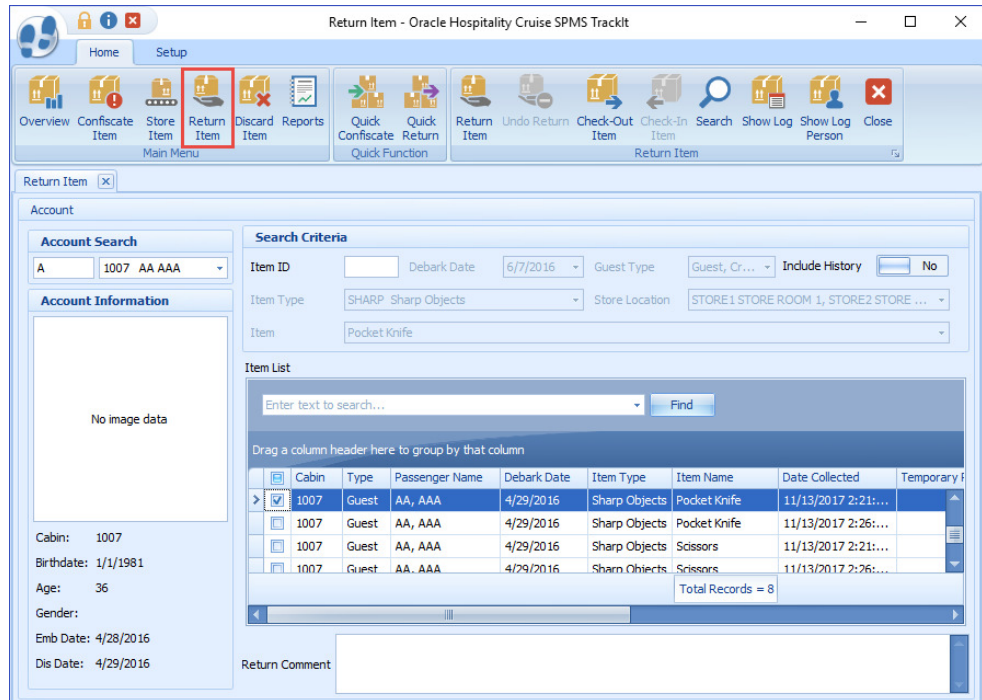


Figure 2-8 - Return Item Main page

2. In the Account Search section, search for the passenger account and choose the item to return. Items that are allowed a temporarily return is marked with “YES” in **Allow Temporary Return** column.
3. Click **Check-Out** to check out the item. The system prompts a confirmation indicating the number of items being check-out.
4. Click **OK** to close the prompt. The date/time the item checked out is recorded in the **Temporary Returned Date** column.

Undoing Returned Items

An item returned accidentally to a guest can be undone by the **Return Item** function.

1. In the Return Item screen, search for the passenger account.
2. Switch the **Include History** to “Yes” to display items returned to guests are displayed in the Item List grid with the date and time shown in the Date Returned/Discard column.
3. Select the item and then click the **Undo Return** button.
4. Click **OK** to confirm the number of returned items to undo and this resets the Date Returned/Discarded column to null.

2.7. Checking In Confiscated Items

Items that were checked-out temporarily must check back in when the passengers return from shore-side.

1. From the **Return Item** screen, search for the passenger’s account.
2. Slide the **Include History** to “Yes” to display previously checked-out item.

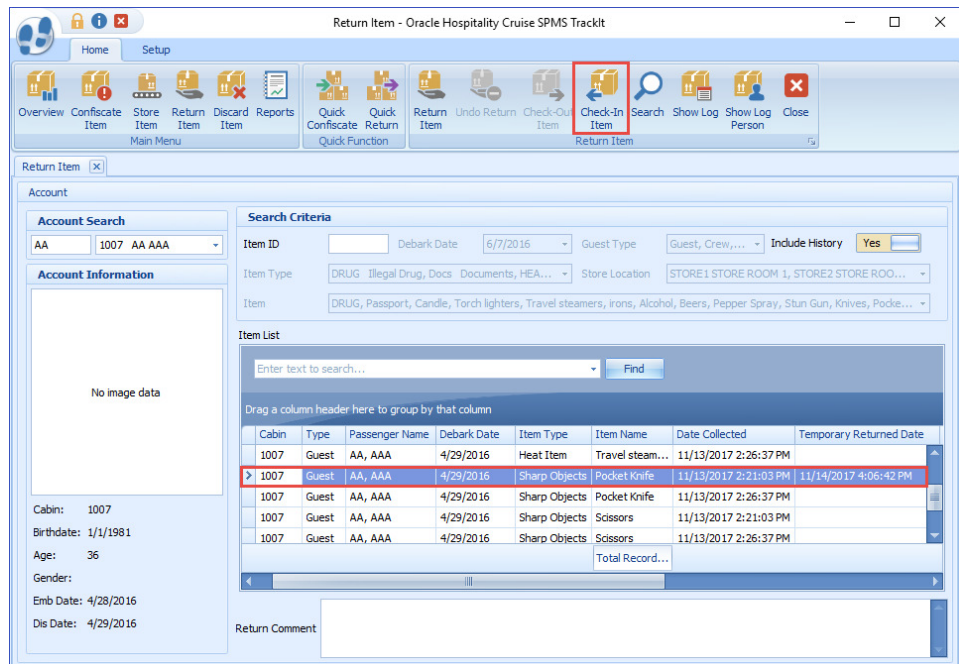


Figure 2-9 - Checked In item page

3. Select the item and then click **Check-In**.
4. The number of item(s) checked-in is shown in the confirmation prompt. Click **OK** to confirm and this resets the **Temporary Returned Date** to null.

2.8. Viewing the Activity Log

This function displays all activities logged for the selected item, by item or passenger or the person who log the item, depending on which type of log to show.

1. From the Return Item screen, search for the passenger account.
2. Select the item from the Item List grid and then click **Show Log** or **Show Log Person**.

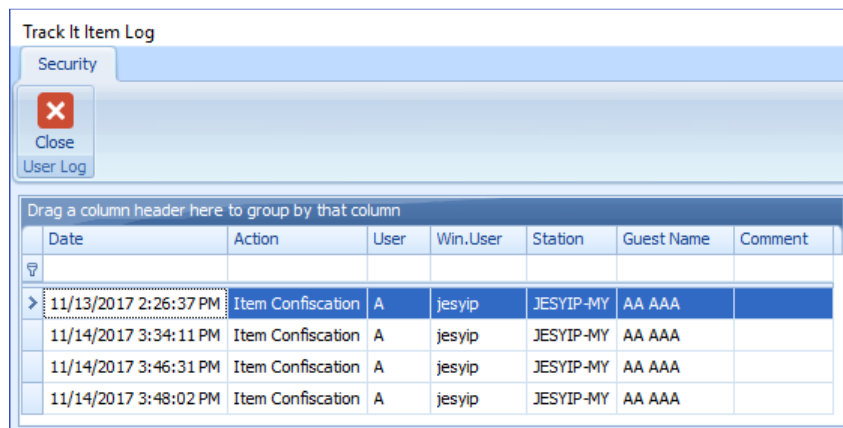


Figure 2-10 - Sample of Show Log by items

3. A Track It Item Log window opens, displaying the logged activities of the selected item. Click **Close** to exit.

2.9. Adding Confiscated Items by Batch

This Quick Confiscate function processes the confiscated items by batch instead of individually, and mainly use when collecting the passenger passport upon check-in.

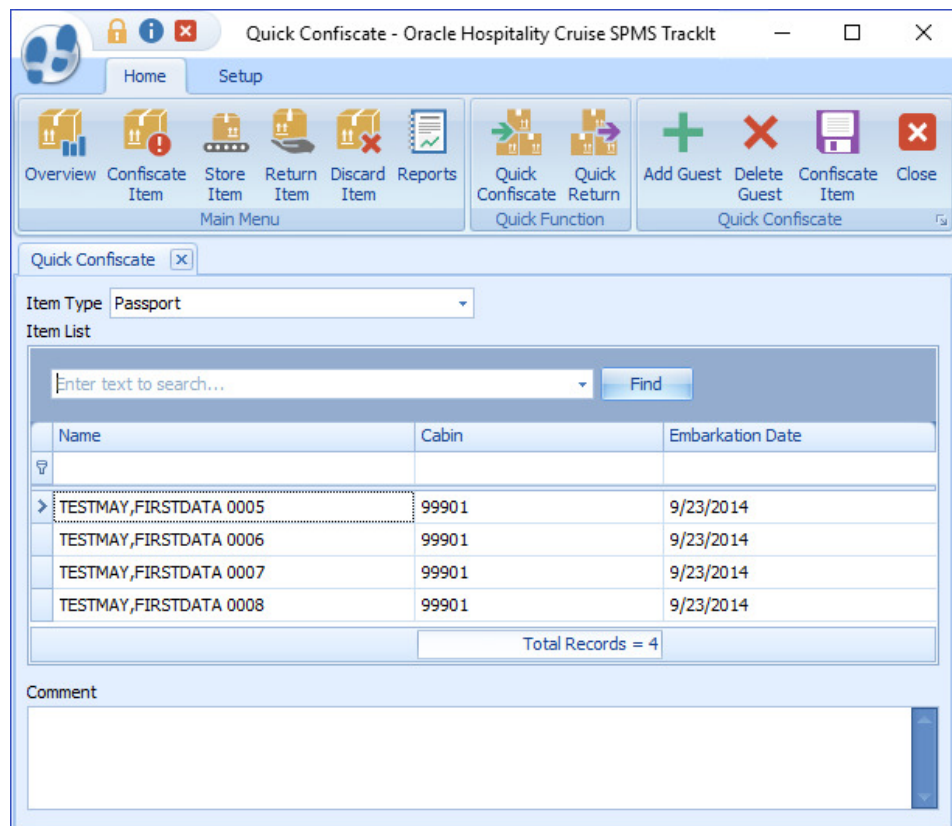


Figure 2-11 - Quick Confiscate

1. Click **Quick Confiscate** button on the ribbon bar.
2. Select the **Item Type** from the drop-down list.
3. Click the **Add Guest** button. This opens the Multiple Accounts Selection window.

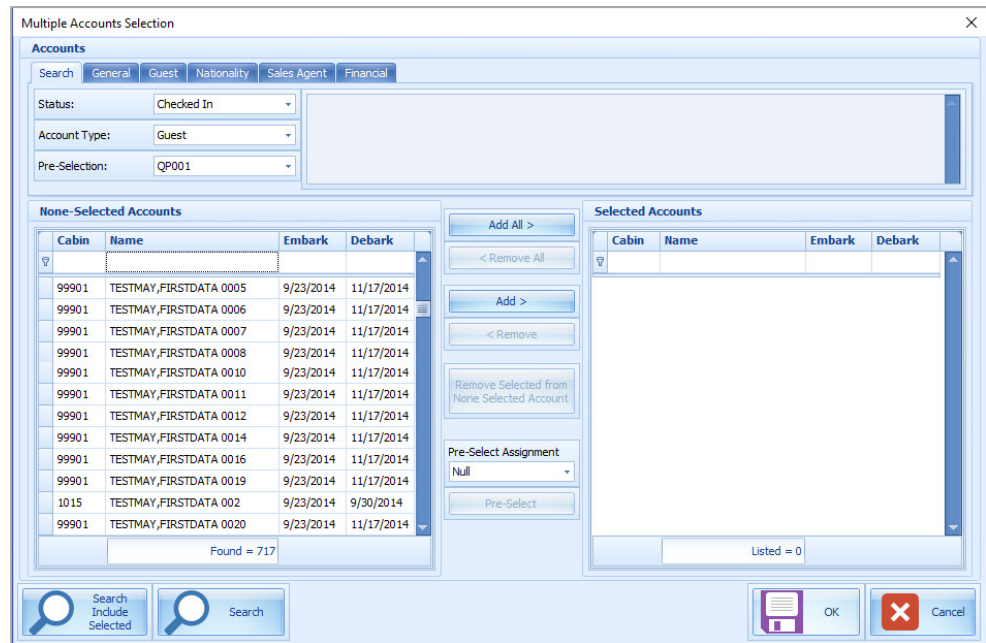


Figure 2-12 - Quick Confiscate Multiple account selection window

4. Use the available options to filter the list of passengers:
 - **Status:** Refers to the reservation status either Checked-In or Reservation.
 - **Account Type:** Refers to the type of accounts such as Guest, Crew, Group or System Account.
 - **Pre-Selection:** Refers to the Quick Posting Templates setup in Administration module. For Example: filter all passenger with nationality = US.
5. Account matching the selection is shown in the Non-Selected Accounts list. Click **Add All** or select the account from the grid, then click **Add** to transfer the account to the **Selected Accounts** window.
6. Click **OK** to confirm and return to Quick Confiscate screen.
7. Click the **Confiscate Item** button.
8. At the confirmation prompt, click **Yes** to complete the process. The system does not print the item receipt for such instance.

2.10. Returning/Checking Out Items by Batch

The Quick Return function enables items to be returned by batches.

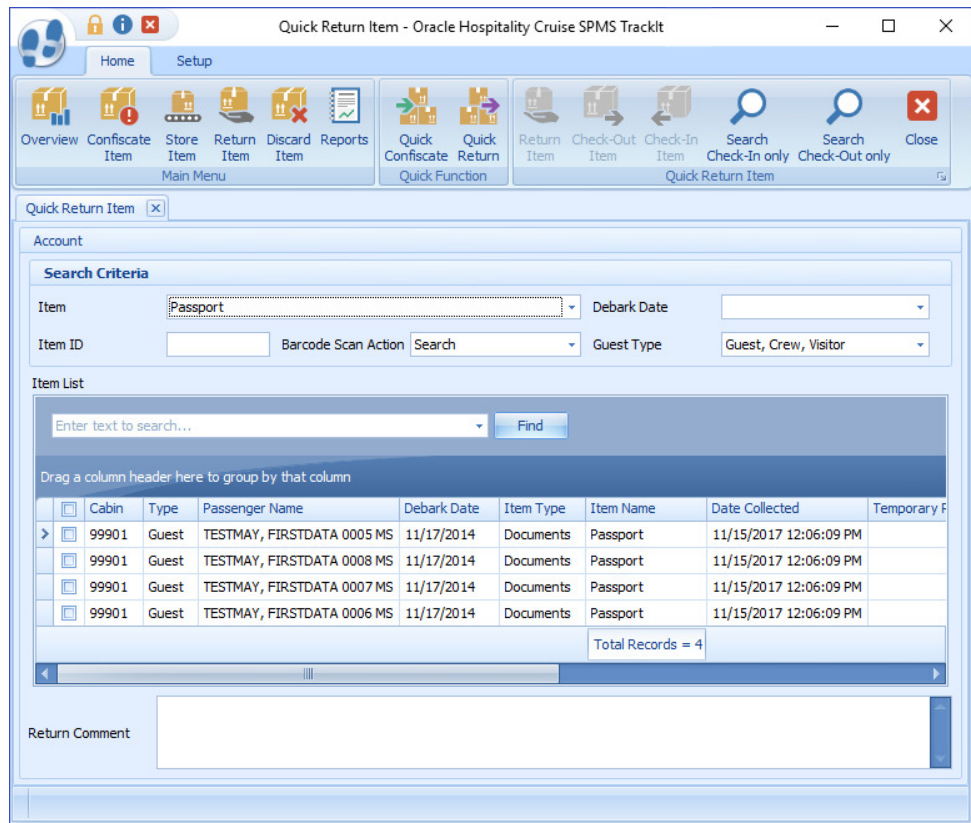


Figure 2-13 - Quick Return Item

1. Click the **Quick Return** button on the ribbon bar.
2. Select an item from the Item drop-down list.
3. Click the **Search Check-In Only** or **Search Check-Out Only** to display all the confiscate items base on checked-in/out status and the selected item.
4. You may also narrow down the search using the **Debarb Date** or **Guest Type**.
5. Select the guest by checking the check boxes besides the Cabin number and then insert a comment in the **Return Comments** textbox.
6. Click the **Return Item** and then c **OK** to confirm the total number of items returned. This updates the Date Returned/ Discarded column with the actual process date/time.
7. It is permissible to perform a mass check-out of the selected item by clicking the **Check-Out Item** button. This process updates the **Temporary Returned Date** column with the item check out date/time.
8. To return/check-out the item using a barcode scanner in Quick Return function, choose either the **Auto Check-in/Out** or **Auto Return** from the **Barcode Scan Action** menu, then scan the barcode label, and then click **OK** to confirm the date/time of the returned item.

2.11. Discarding Confiscated Items

This Discard Item function disposes the confiscated items from the Ship's store when its storage period expires.

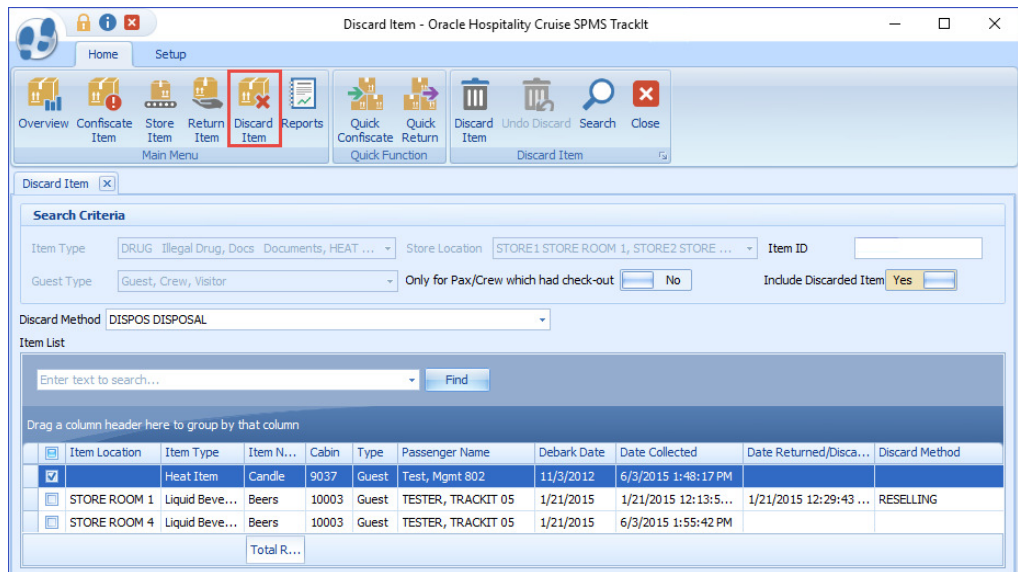


Figure 2-14 - Discard Item

1. Click the **Discard Item** on the ribbon bar to list all confiscated items that exceed the maximum storage duration.
2. In the **Search Criteria** section, select one of the following options and then click the **Search** button.
 - Select the type of information to display using the **Item Type**, **Store Location**, or **Guest Type**.
 - Slide the **Only for Pax/Crew which had check-out** to “**Yes**” to only show the passenger that has to check out.
 - To search the item with a barcode, enter the barcode in the **Item ID** field. To include items that were already discarded in the **Item List**, slide the **Include Discarded Item** to “**Yes**”.
3. Select the **Discard Method** from the drop-down list.
4. Choose the item to discard, and then click the **Discard Item** button.
5. At the confirmation prompt, click **Yes** to confirm.
6. Click **OK** to confirm the number of item(s) being discarded.
7. The **Date Returned/Discarded** and **Discard Method** column is timestamped with actual date/time system discard the items.

Undoing Discarded Items

1. To undo a discarded item, select a discarded item from **Item List**.
2. Click the **Undo Discard** button.
3. Click **Yes** to confirm and then click **OK** to confirm the total number of discarded items. This removes the timestamp in **The Date Returned/Discarded** and **Discard Method** column from the selected item.

2.12. Viewing, Printing, and Exporting Reports

Reports are added in Administration module under report group “Track It” and they are printable from Track It module.

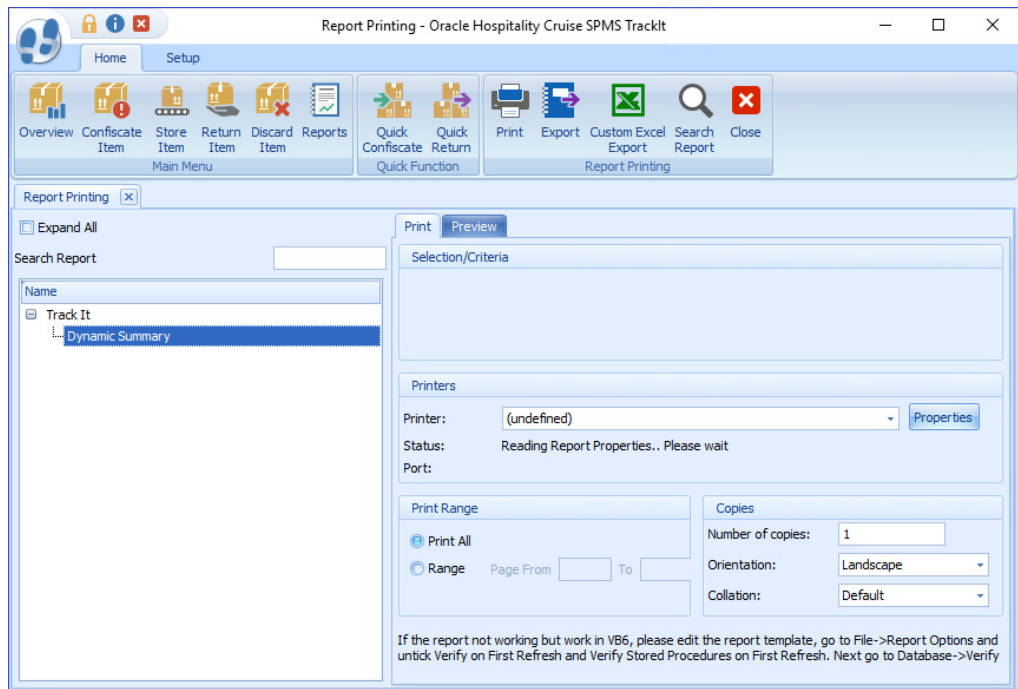


Figure 2-15 - Report dialog window

- To view the available reports, click **Reports**.
- To print a report, select the report, and, then click **Print**.
- To view a report, select the report, and then click on **Preview** tab.
- To export the report, select the report, and then click on **Export**.

Appendix A. User Security Group

This section describes the user security access group that manages the user access for the confiscated items in Item Type, Item and Item List in Confiscate Item, Store Item, Return Item, Discard Item, Quick Confiscate and Quick Return screen. These access groups coexist with Item configuration on the **Setup** tab. The security privilege is assigned in the **User Security** module.

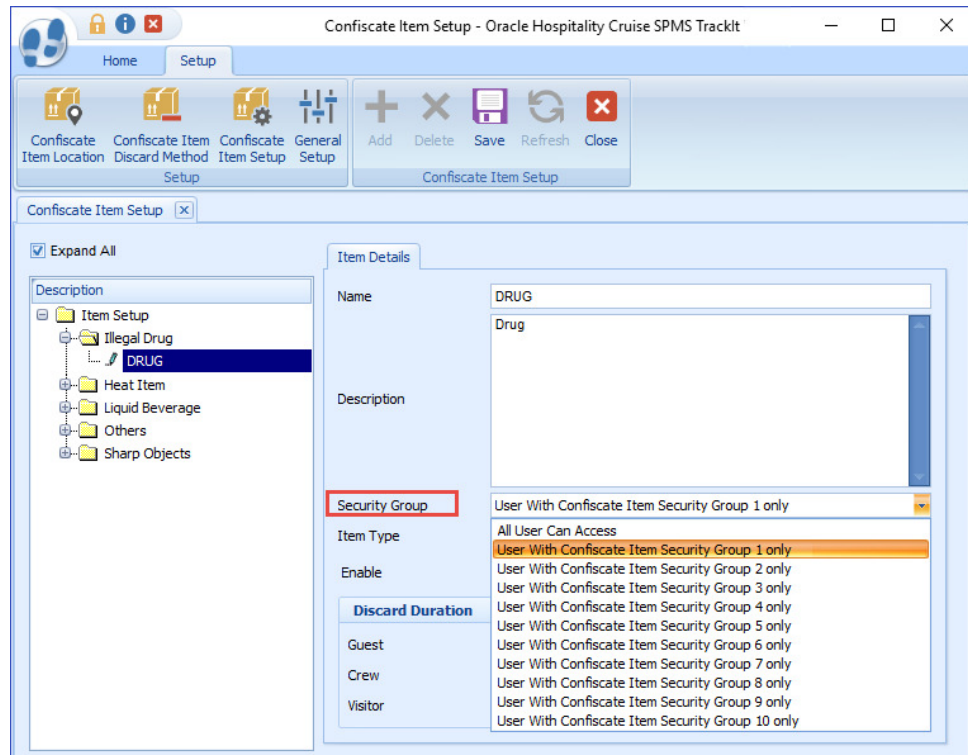


Figure 2-16 - User Access group assignment

Group	Privilege	Ref	Security Description
▶ Modules\FC Track It	<input checked="" type="checkbox"/>	4424	Confiscate Item
	<input checked="" type="checkbox"/>	4422	Confiscate Item Discard Method Setup
	<input checked="" type="checkbox"/>	4421	Confiscate Item Location Setup
	<input type="checkbox"/>	4411	Confiscate Item Security Group 1
	<input checked="" type="checkbox"/>	4420	Confiscate Item Security Group 10
	<input checked="" type="checkbox"/>	4412	Confiscate Item Security Group 2
	<input checked="" type="checkbox"/>	4413	Confiscate Item Security Group 3
	<input checked="" type="checkbox"/>	4414	Confiscate Item Security Group 4
	<input checked="" type="checkbox"/>	4415	Confiscate Item Security Group 5
	<input checked="" type="checkbox"/>	4416	Confiscate Item Security Group 6
	<input checked="" type="checkbox"/>	4417	Confiscate Item Security Group 7
	<input checked="" type="checkbox"/>	4418	Confiscate Item Security Group 8
	<input checked="" type="checkbox"/>	4419	Confiscate Item Security Group 9
	<input checked="" type="checkbox"/>	4423	Confiscate Item Setup
	<input checked="" type="checkbox"/>	4426	Discard Item
	<input checked="" type="checkbox"/>	4428	General Setup
	<input checked="" type="checkbox"/>	4425	Return Item
	<input checked="" type="checkbox"/>	4427	Store Item

Figure 2-17 - User Security Reference

For the users that do not have the access rights assigned, the system prompts a warning 'You have not access to view this item. Please consult your System Administrator for access' when searching or scanning for the confiscated item.

Table A-1 – Track It Item Security Access Group

Security Reference No	Description
4411	Confiscate Item Security Group 1
4420	Confiscate Item Security Group 10
4412	Confiscate Item Security Group 2
4413	Confiscate Item Security Group 3
4414	Confiscate Item Security Group 4
4415	Confiscate Item Security Group 5
4416	Confiscate Item Security Group 6
4417	Confiscate Item Security Group 7
4418	Confiscate Item Security Group 8
4419	Confiscate Item Security Group 9

Table A-2 – Track It Functionality Access Rights

Security Reference No	Description
4424	Confiscate Item
4422	Confiscate Item Discard Method Setup
4421	Confiscate Item Location Setup
4423	Confiscate Item Setup
4426	Discard Item
4428	General Setup
4425	Return Item
4427	Store Item

Appendix B. Parameters

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

PAR_GROUP Track It

Table B-3 - PAR Group Track It

PAR Name	PAR Value	Description
Prompt Signature during confiscate item	0, 1	0-No signature require,1-Signature require