

**Oracle® Hospitality Cruise Shipboard
Property Management System**
Document Return User Guide
Release 7.30.869

January 2016

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Contents

Contents.....	3
Tables.....	4
Figures	5
Preface.....	6
Audience.....	6
Customer Support	6
Revision History	6
1. Prerequisites, Supported Systems, and Compatibility	7
Prerequisites	7
Supported Systems.....	7
Compatibility	7
2. Document Return	8
2.1. Accessing the Document Return.....	8
2.2. Returning a Passport	8
Returning a Passport with a Card Reader.....	9
Returning Passport with Faulty Board card	9
Returning Passport of Unsettled Account.....	10
2.3. Viewing Passenger Document status.....	11
Appendix A. User Security Group	13
Appendix B. Parameters	14
PAR_GROUP General	14

Tables

Table 2-1 - Field Definition of Document Return 8

Table A-2 – Document Return Functionality Access Rights 13

Table B-3 - PAR Group General 14

Figures

Figure 2-1 - Document Return screen..... 8

Figure 2-2 – Passport returned screen 9

Figure 2-3 - Invalid or faulty boardcard..... 10

Figure 2-4 - Passenger List in Document Return 10

Figure 2-5 - Prohibited Passport Return..... 11

Figure 2-6 – Passport returned in Guest Handling screen 12

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 as they are being 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

Revision History

Date	Description of Change
January 8, 2016	• Initial publication.

1. 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

- FC Management
- FC Document Return

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.

2. Document Return

This section describes the usage of Document Return module.

2.1. Accessing the Document Return

In the **FC Launch Panel**, double click the **Document Return** to launch the program.

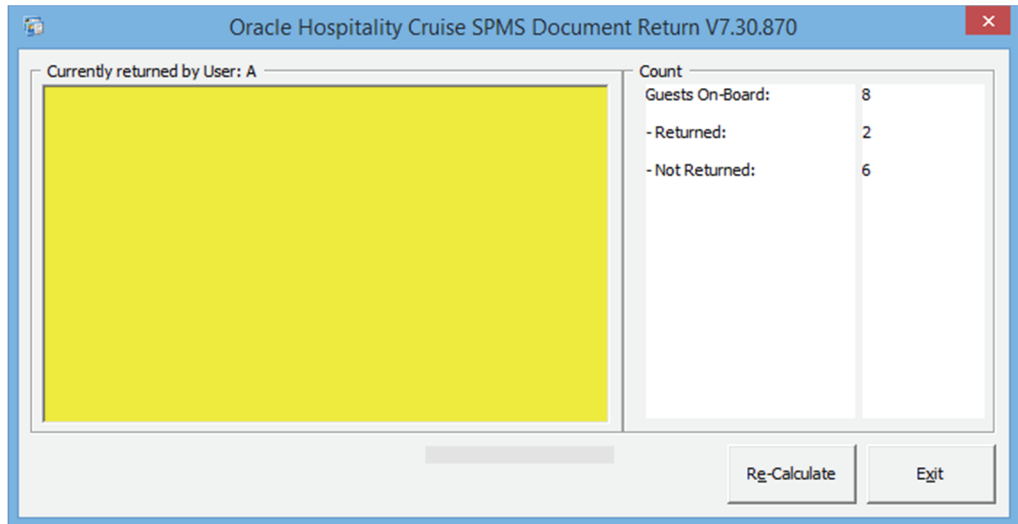


Figure 2-1 - Document Return screen

Table 2-1 - Field Definition of Document Return

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

On the main Document Return screen, statistic of the document count is shown on the right panel, and clicking **Re-Calculate** will refresh the count.

Click **Exit** to close the program.

2.2. Returning a Passport

At the end of the cruise, all passenger's passport *must* be returned during disembarkation, and this is performed through Document Return program.

Returning a Passport with a Card Reader.

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

The screenshot shows a software window titled "Oracle Hospitality Cruise SPMS Document Return V7.30.870". It features a yellow display area on the left and a white data area on the right. The yellow area contains the text: "Currently returned by User: A", "Mr John Doe", "Cabin: 10003 (P)", and "Passport returned". The white area contains a "Count" section with a table:

Guests On-Board:	8
- Returned:	2
- Not Returned:	6

At the bottom right, there are two buttons: "Re-Calculate" and "Exit".

Figure 2-2 – Passport returned screen

4. Swiping the passenger board card again will set the document status to '*Passport already returned*'.

The screenshot shows the same software window as before, but the status has changed. The yellow display area now contains: "Currently returned by User: A", "Mr John Doe", "Cabin: 10003 (P)", "Passport already returned", and "By: A". The white data area's "Count" section now shows:

Guests On-Board:	8
- Returned:	3
- Not Returned:	5

The "Re-Calculate" and "Exit" buttons remain at the bottom right.

Returning Passport with Faulty Board card

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

1. Repeat the above step 1 to 3.

- When the 'Guest does not exist' is shown, double click on any area of the yellow box to launch a passenger/crew list.

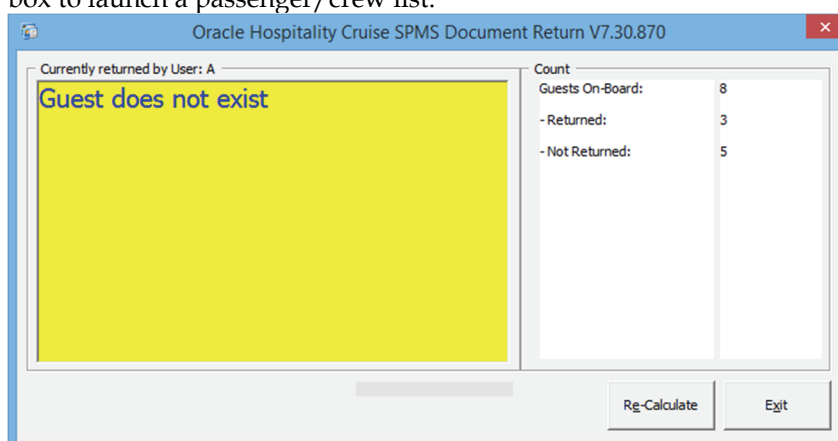


Figure 2-3 - Invalid or faulty board card

- In the Show Guest and Crew Document Not Returned window, select **Only Passenger**.
- Double clicking the passenger name will set the status as 'Passport returned'.

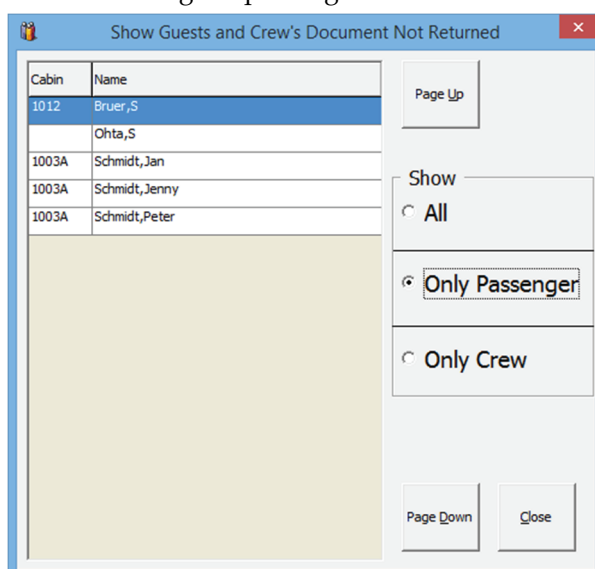


Figure 2-4 - Passenger List in Document Return

Note: Once the selected passenger name is clicked, it will disappear from the list.

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

Returning 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 detail, refer *Appendix B – Parameters*.

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

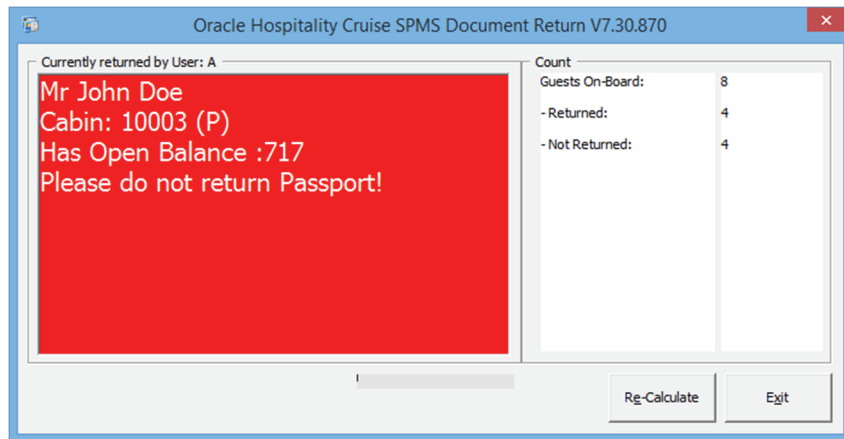


Figure 2-5 - Prohibited Passport Return

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

2.3. 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, select **Cashier**, then **Guest** from the menu bar.
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.

The screenshot displays the 'Guest Handling' software interface. On the left, a list of guests is shown with 'Ohta, S' selected. The main area contains various tabs: 'Credit Cards', 'Comments', 'Other Info', 'Travel Documents' (highlighted with a green box), 'Custom Info', 'Guest History', 'Loyalty/Track It', 'Service Info', 'Activity Viewer', 'Revenue Analyzer', and 'History'. The 'Travel Documents' tab is active, showing fields for 'Billing Address' and 'Travel Agency'. Below these, the 'Documents Returned' section is highlighted with a green box, displaying 'By: A' and 'On: 06/01/2016 At: 11:45' with a 'Delete' button. The bottom of the screen features a grid of buttons for various actions like 'Re-New Reservation', 'Express Reservation', 'Check-Out', 'Print Board Card', 'Pay Invoice', 'Get Credit Card', 'Messages', 'Coupon Sales', 'Express Edit Information', 'Check-In', 'Print Invoice', 'Add Posting', 'Change Cabin', and 'Close'.

Figure 2-6 – 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