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Preface

This document describes the setup and functionality of Maintenance Work Order function in Oracle® Hospitality Cruise Shipboard Property Management System (SPMS).

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 07, 2016</td>
<td>Initial publication.</td>
</tr>
</tbody>
</table>
1. Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for the Maintenance Module in Oracle® Hospitality Cruise Shipboard Property Management System (SPMS).

Prerequisites

- Administration.exe
- Maintenance.exe
- Management.exe

Supported Systems

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

Compatibility

- Oracle® Hospitality Cruise Shipboard Property Management System (SPMS) version 7.30.870 or later. For customers operating on version below 7.30.870, database upgrade to the recommended or latest version is required.
2. Setting Up Maintenance Work Order

This section describes the configurations required prior to using the Maintenance Work Order module.

2.1. Accessing the Setup Page

The setup function is accessible by launching the FC Administration module, and then navigate to Administration, Setup and select Maintenance from the drop down list.

2.2. Setting Up Maintenance Codes

2.2.1. Locations Code

The Location setup is use to define the Public Area or other locations that requires maintenance work outside of the cabins.
1. From the **Administration, Setup, Maintenance Setup** drop down menu, select **Locations**, and then **Public Locations**.

2. Right click on the left panel of the screen and select **Add New** to add a new location.

3. Enter a short code in the first column of the description field and a full description in the next field and a comment.

4. Click **OK** to save.

Apart from setting up the public locations, a Customized Locations may be added to further define the area by category.
1. Repeat step 1 to 3 of the above.
2. Click **Apply** to save the Location Category.
3. Select the newly created category, then right click and select **Add Location**.
4. Enter the short code, description of the field and comment, and then check ‘**Crew Supervision Assignment**’ if the category requires supervision.
5. Click **OK** to save.

### 2.2.2. Work Order Type

The Work Order Type defines the type of maintenance work required.

![Figure 2-4 - Maintenance Work Order Types Setup](image)

1. From the **Administration, Setup, Maintenance Setup** drop down menu, select **Work Order Type**.
2. Repeat step 2 to 4 of Locations Code.

### 2.2.3. Workers in Workgroup

The Workers in Workgroup is a sub-category of Work Order Type, where workers are grouped according to their expertise.
1. From the Administration, Setup, Maintenance Setup drop down menu, select Workers by Workgroup.
2. Repeat step 2 to 3 of Locations Code, then click Apply to save.
3. Select the newly created workers group, then right click and select Add Worker.

4. Select to Assign by Crew or Assign by Operation Position, then choose the staff name or position from the drop down list.
5. Enter the description if any, then click Apply to save and then OK to close the window.

2.2.4. Priority

Priority codes defines the priority order of the work order.
1. From the **Administration, Setup, Maintenance Setup** drop down menu, select **Priority**.
2. Repeat step 2 to 4 of Locations Code.

### 2.2.5. Task Code

The Task Code defines the task required, types, workers involved and the task priority.
1. From the **Administration, Setup, Maintenance Setup** drop down menu, select **Task Code**.
2. Repeat step 2 to 3 of Locations Code.
3. Select from the drop down list the **Work Types, Work Group** and **Priority**.
4. Click **Apply** to save the task code.

### 2.2.6. Location Usable Status

The Location Usable Status further describe whether the location under maintenance is usable or not.

**Figure 2-9 - Location Usable Status**

1. From the **Administration, Setup, Maintenance Setup** drop down menu, select **Location Usable Status**.
2. Repeat step 2 to 4 of Locations Code.

### 2.2.7. Items

Items Setup describe the items required for repair work, its cost and stock availability.
1. From the Administration, Setup, Maintenance Setup drop down menu, select Items.
2. Right click on the Item Setup window and select Add Item Type to add an item category.
3. Select the item category on the left panel, and right click and select Add Item.
4. Enter the Item Code, Description, Average Price and Stock in Hand, then click OK to save.
3. Maintenance Module

The Maintenance module records all maintenance work required on board of the Ship, be it a cabin or public locations.

3.1. Login to Maintenance Module

Launch the Maintenance program from Launch Panel. Functions available in Maintenance module are:

- Reports
- Add Work Order
- Overview
- Work Order Status
- View Location Work History

3.2. Adding Work Orders

Work Orders may be added singly or by batch using the Criteria Add function. Entry of the work orders is not limited to Maintenance module and this function is made available in Management module, Front Desk, Add Work Order.

![Add New Work Order form](image)

Figure 3-1 - Add New Work Order form

3.2.1. Adding Single Work Order

1. From the File menu, select Work Orders, Add Work Orders.
2. In the Add New Work Order form, Work Order Request No. field, enter the external document number, if any.
3. Select from the drop down list the **Work Order Type, Task Code** and enter the **Task Description** and **Comment**.

4. Select the **Priority** and **Location/Cabin Usable Status** from the drop down list and attach a picture file, if any.

Note: User may override the predefined **Priority** and **Location Usable Status** when adding or editing a work order.

5. In the Reported By section, select the **Cabin number** and enter the **Name of Person Reporting AVO**.

6. Select the Location Type, either **Cabin, Public** or **Others (Select Category)>>**, then navigate to Location section and select the exact locations from the grid.

7. Click **Add** to add the location to Location (Selected) section.

8. To de-select the location from Locations (Selected), mark the item to remove and then click **Remove(-)** or **Remove All**.

9. Click **OK** to save the work order.

### 3.2.2. Adding Work Orders by Batch

1. Repeat step 1 to 6 of the above.

2. Click **Criteria Add>>**, located between Locations (De-Select) and Locations (Selected) to launch the Cabin Selection window.

3. In the Cabin Selection window, navigate to **Search Criteria** section, select the criteria from the drop down list and check the required filter, and then click **Refresh** to update the information in the grid.

![Figure 3-2 - Cabin Selection Criteria](image-url)
4. Click OK to add the selection to Locations (Selected).
5. To de-select the location from Locations (Selected), mark the item to remove and then click Remove(-) or Remove All.
6. Click OK to complete the work order.

3.3. Work Order Overview

Work Order Overview provides user an overview of the number of work order completed, pending or in progress, as well as editing and printing of work orders, and assignment of work orders to the Maintenance team.

The Work Order Overview screen is comprises of:
- A grid view of all work orders by status and its corresponding count.
- Function to Delete, Edit and Print Work Order.
- A display selection criteria – by date, others and by No/Cabin/Location
- Detail information of the work order – General Info, Items needed, Changes and Work Order Assignment.

3.3.1. Searching for Work Order

Using the Search Criteria, work orders can be filtered date, other criteria or by external number, cabin or location.

1. From the Work Order Overview screen, navigate to Selection Criteria section.
2. Choose the filter from the available tab, and then click Refresh to refresh the information on the grid.
3. Information shown on the Overview grid are sortable by clicking only the column header and support columns are: Priority, Date, Time, Printed, Completion Date, Cabin, Location, %-Done, Code, Order no, Doc.No, Type and Description.
3.3.2. **Editing a Work Order**

1. Select the Work Order from the grid and click **Edit Work Order**.
2. In the Update Work Order form, edit the desire information and click **OK** to save the changes.

![Edit Work Order form](image)

**Figure 3-5 - Edit Work Order form**

3.3.3. **Rejecting a Work Order**

Submitted work orders may be rejected due to various reasons, e.g.: insufficient materials, against regulations, too costly or needs to wait for dry dock. Such work orders should be marked as rejected instead of completed.

1. Select the Work Order from the grid and click **Edit Work Order**.
2. Check the **Rejected** check box located on the left of Comment field, then click **OK** to save.
3. System places a check mark in the Rejected column on the Overview screen.

![Rejected Work Orders](image)

**Figure 3-6 - Rejected Work Orders**

3.3.4. **Deleting a Work Order**

1. Select the Work Order from the grid and click **Delete Work Order**.
2. On the confirmation prompt, click **Yes** to confirm deletion.
3. Enter the reason to delete the work order, and click OK to proceed.

3.3.5. **Printing a Work Order**

1. Select the Work Order from the grid and click **Print Work Order**.

2. At the Print Job confirmation prompt, select OK to print.

3.3.6. **Assigning/Editing/Deleting an Assignment**

1. Select the Work Order from the grid and then navigate to **Assignment tab** located at the bottom right of the screen.
2. In the Assignment tab, click **Assign Work Order**.
3. On the New Work Order Assignment form, Assign To section, select the **WorkGroup** and/or **Worker** from the drop down list and then click OK to confirm.
4. Status of the assigned work order will now change and appears under **In Progress** tab.

5. The Date, Time, Assigned By and Worker are shown in the **Assignment** tab of the work order.

![Figure 3-9 - Work Order Assignment](image)

6. To edit an assignment, select the item, click **Edit Assignment** and then click **OK** to save the changes.

7. To delete an assignment, select the item, click **Delete Assignment**.

### 3.3.7. Adding/Editing/Deleting Items Needed In a Work Order

Replacement parts used may also be added to the Work Order.

![Figure 3-10 - Items Needed](image)

1. In the Items needed of the selected work order, click **Add Items**.
2. Select the Item Type and Item from the drop down list, enter the required quantity and price if any.

3. Figure 3-11 - Add Items

4. Click OK to save.

5. To edit the items needed, select the item from the grid, click Edit Items and then click OK to save the changes.

6. To delete the items needed, select the item from the grid and click Delete Items.

3.3.8. General Information of the Work Order

In the General Info tab of the selected work order, information such as Internal ID, User, Priority Location, Time Needed and Completion % are shown.

![Figure 3-12 - General Info tab](image)

The total time needed is adjustable by clicking the Time Needed, then update the days(s) field and click OK to save.

3.3.9. Updating Progress Status of Work Order

As the work progresses, user is required to update the work order status progressively.
Figure 3-13 - Updating Progress/Completion Status

1. Under the **In Progress** tab, select the work order to update.
2. In the middle section of the Overview screen, enter the **completed date**, then set the **Status** using the (+/-) and click **Change**.
3. The ‘%-Done’ column are then update with its entry being log in **Changes** tab.

### 3.3.10. Marking Work Order as Complete

Upon completion of the work, work orders are to be set as Completed.

1. Under the **In Progress** tab, select the work order to mark as complete.
2. In the middle section of the Overview screen, click **Mark Completed (100%)**.
3. The work order will now appears in **Done** tab.

### 3.4. Work Order Status

The Work Order Status provides user a quick count of new work orders entered, in progress and completed. Such information is accessible from **File menu, Work Orders, Work Order Status** or Ctrl+S.
3.5. **View Location History**

The View Location History enables user to retrieve past work orders by location, users, type of work order or task description, and information’s are either filtered by date or completion status and is printable with this function.

![View Location History screen](image)

1. In the View History window, select one of the option from the drop down list, then navigate to Selection Criteria.
2. Select the criteria and then click **Refresh**.
3.6. **Reports**

Reports are added in Administration module under report group ‘Maintenance’ and they are printable from Maintenance module.

![Figure 3-16 - Report dialog window](image)

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

3.7. **Task Printers**

Printers may be defined according to the Task ID.
1. From the File Menu, select Setup and then Task Printer.
2. Select the Task ID then Printer name from the drop down list, then click **Apply**.

### 3.8. Other Setting

Colors of the work order Priority is definable according to the Ship’s standard and this is changed in Management module, Options, Colors.
Figure 3-18 – Work Order Priority color chart
Appendix A. User Security Group

This section describes the user security access group which will enable the users in accessing the Maintenance function. The security privilege is assigned to the user through the User Security module.

Table A-1 – Maintenance module User Access Rights

<table>
<thead>
<tr>
<th>Security Reference No</th>
<th>Description</th>
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<tbody>
<tr>
<td>342</td>
<td>Work Orders</td>
</tr>
<tr>
<td>343</td>
<td>Overview</td>
</tr>
<tr>
<td>664</td>
<td>Delete other user work order</td>
</tr>
<tr>
<td>669</td>
<td>Edit Work Order</td>
</tr>
<tr>
<td>670</td>
<td>Delete Work Order</td>
</tr>
<tr>
<td>671</td>
<td>Print Work Order</td>
</tr>
<tr>
<td>4477</td>
<td>Allow Edit Completed Work Order</td>
</tr>
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</table>
Appendix B. Parameters

This section describes the Parameters available to the Maintenance module. They are accessible the Administration module under System Setup, Parameter.

Table B-2 – PAR Group – Maintenance

<table>
<thead>
<tr>
<th>PAR Name</th>
<th>PAR Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allow Modify Work Order Date Time</td>
<td></td>
<td>Enable modification of work order date/time.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0 = Do not allowed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 = Allowed to modify work order reported date time</td>
</tr>
<tr>
<td>Default Tab for Work Overview</td>
<td>0</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>Done</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Not Started</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>In Progress</td>
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