**Oracle® Hospitality Cruise Shipboard Property Management System**
Management Module
Release 7.30.870

April 2016

ORACLE®

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# Preface

Management module is the core module within Shipboard Property Management System that maintains all passengers/crew's profile, reservations, billings and other requests during the voyage.

The following section describes the setup, usage of Management module.

## Audience

This document is intended for application specialist and 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 |
|------|----------------------|
| April 6, 2016 | • Initial publication. |

# Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirement for Management module.

## Prerequisite

- Management.exe

## Supported Systems

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

## Compatibility

- SPMS version `7.30.870` or later. For customer operating on version below `7.30.870`, database upgrade to the recommended or latest version is required.

# A. Front Desk Function

The Front Desk Menu comprises of functions that provides user a high level monitoring and overview of the operations such as Cabin Overview, Postings Overview and check in/check out status.

# 1.    Reports

The Shipboard Property Management System comes pre-installed with a set of operational reports, and additional user customize reports may be added through the **Administration module, System Setup, Reports Setup**.
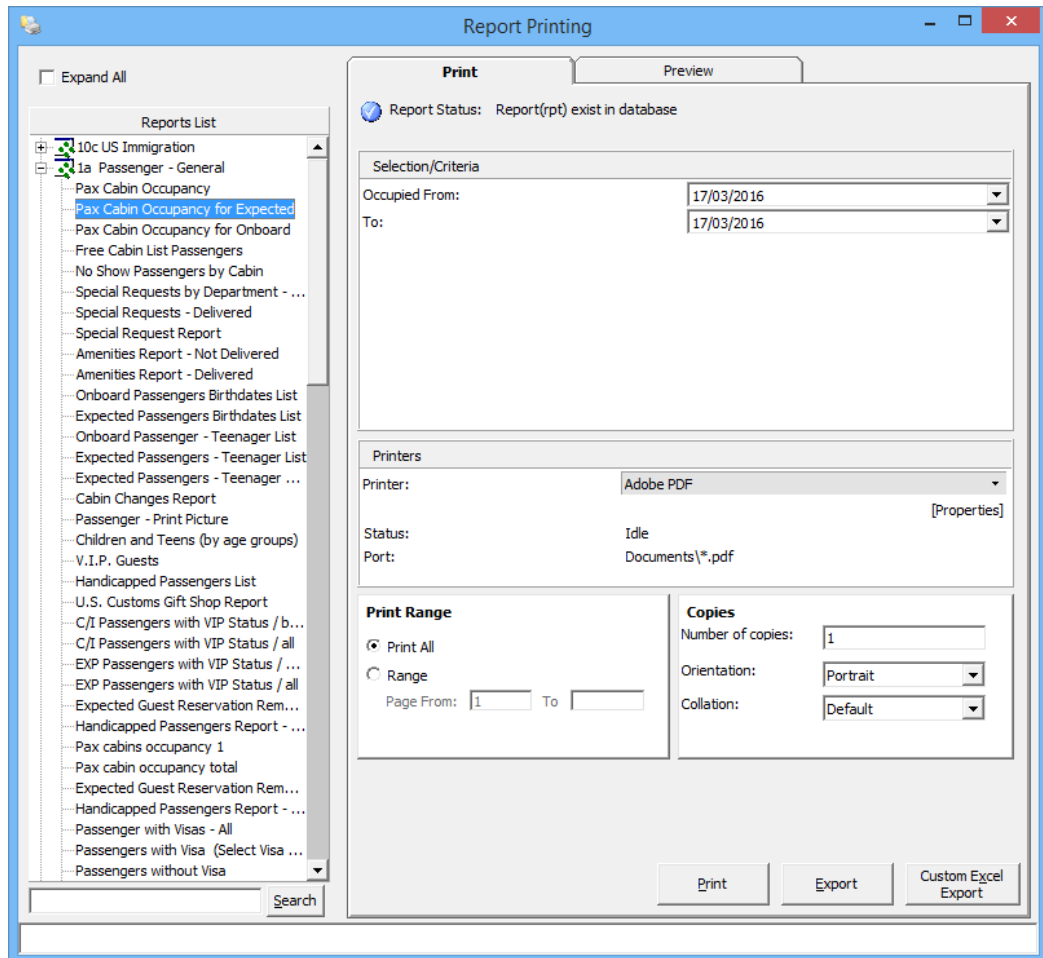


**Figure 1-1:  Reports List**

## 1.1.  Printing a Report

1. From the **Front Desk** File Menu, select **Reports** from the drop-down list.
2. In the Reports List section, click the (+) to expand the container, then select the report to print.
3. Navigate to the **Print tab** on the right and select the available **Selection/Criteria**.
4. Select a Printer, Print Range and Copies to print from its respective section, and then click **Print**.
5. To view a report before printing, repeat the above steps and then navigate to **Preview tab**.
6. To export the report, repeat the above steps, and then click **Export.**

## 1.2. Reports Batch Printing

The Reports Batch Printing prints a set of departmental reports by batch, and these reports are predefined in **Administration module, System Setup, Reports Batch Printing Setup**.
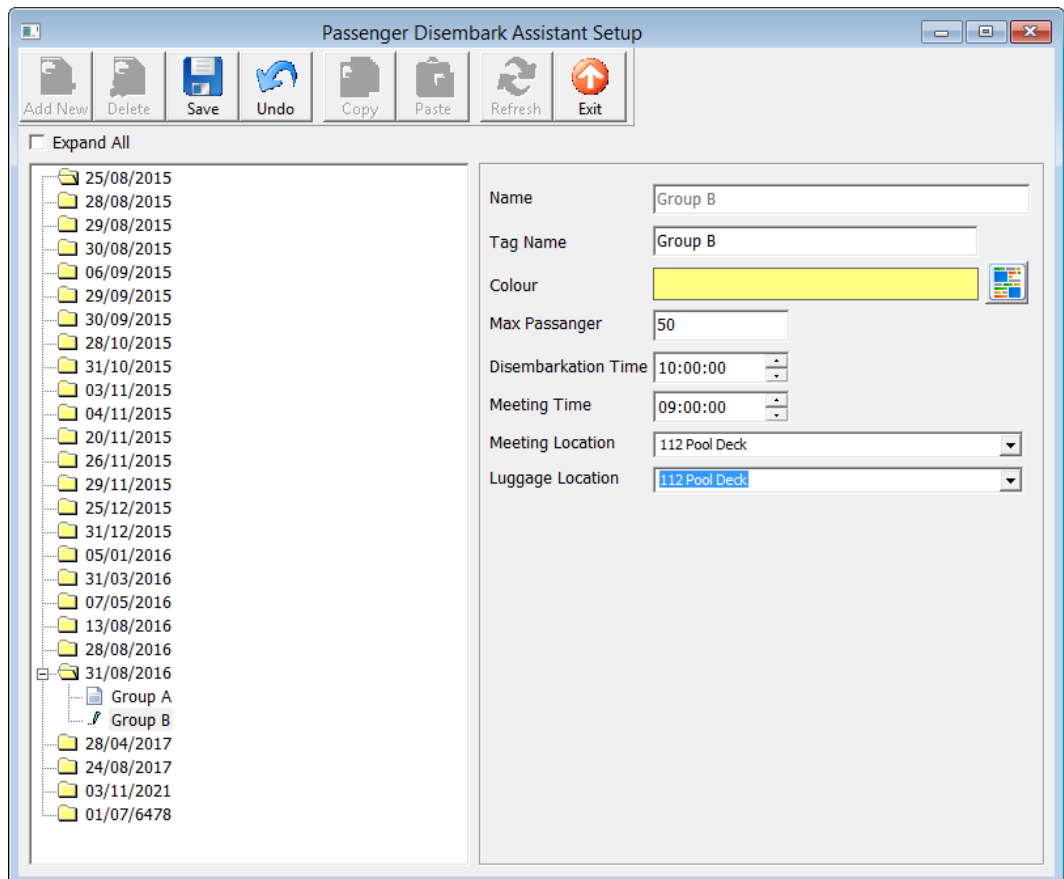
To print the report by batch,

1. Select **Reports Batch Printing** from the Front Desk drop down menu.
2. In the Batch Reports Printing window, select the batch number to print.
3. In the Printer selection section, select the **Printer** and then click **Run**.

# 2. Passenger Disembark Assistant Setup

The Passenger Disembark Assistant Setup is a tool use to organize and assist with debarkation in groups, and the setup is based on debarkation date.



**Figure 2-1: Passenger Disembark Assistant Setup**

## 2.1. Adding a Debarkation Group

1. In the Passenger Disembark Assistant Setup form, click **Add New.**
2. Enter the **Name, Tag, Max. Passenger** and select from the drop-down list the **Disembarkation Time, Meeting Time, Meeting and Luggage Location**, and then assign a **Colour** for this group.
3. Click **Save** to save the debarkation group, the click **Exit** to close the form.

## 2.2. Removing a Debarkation Group

1. In the Passenger Disembark Assistant Setup form, select the group to delete, and then click **Delete**.
2. At the delete confirmation prompt, select **Yes**.

**Note:** If the group has passengers assigned, deletion *is not* possible until all passenger is un-assigned.

# 3. Child Locator

The Child Locator function enables user in monitoring the location a child is checked in to, based on their reservation status - Expected, Check-In or Check-Out, and the guardian assigned to take care of the child.



**Figure 3-1: Child Locator**

## 3.1. Checking In a Child

1. From the **Front Desk** menu, select the **Child Locator** from the drop-down list.
2. Navigate to the **Check In** tab from the Children Locator window.
3. In the Selection section, select the **Event Location, Cabin/Name** and/or **Show All Expected**, then click **Refresh**.
4. Navigate to the Beeper section, select a beeper number from the drop-down list and click **Assign Beeper** if beeper is use.
5. Navigate to Current Check-In Location, select the **Event Location** from the drop-down list, and then click **Check-In**.

**Figure 3-2: Child Locator Pick Up**

6. In the **List of Passengers Pick Up** window, select the passenger name that will pick up the child, and the click **OK** to return to the Child Locator window. By default, *Passengers in the same cabin* is checked.

7. Information of the child is now shown in **Check-In** tab.

## 3.2. Checking Out a Child

1. In the Child Locator window, navigate to the **Check-In** tab

2. From the Selection section, select one of the option, then click **Refresh**.

3. Select the child name from the grid, and then click **Check-Out**.

4. At the Passenger to Pick Up Child window, verify the name and then click **OK** to confirm.

5. The child information will now transfer to Check-Out tab.

## 3.3. Changing Pick Up Person



**Figure 3-3: List of Passenger Picking Up the Child**

1. In the Child Locator window, navigate to the **Check-In** tab
2. From the name grid, right click on the child name and select **Change Pick Up Person**.
3. In the Show section, select the one of the option, then select the passenger name from the grid and click **OK**.

> **Note:** By default, the names shown are the Passengers in the same cabin.

For more detail on Child Locator setup and usage, refer to *Child Locator - User's Manual.*

# 4. Advance Board Card Printing

The Advance Board Card Printing is a function that prints board cards by batch, based on the template criteria configured in **Administration** module.



**Figure 4-1: Advance Board Card Printing screen**

1.  In the **Management** module, and select **Advanced BoardCard Printing** from the **Front Desk** drop-down menu.
2.  Select the **BCard Template** from the drop-down list to populate the predefined fields.

> **Note:** Selected field(s) can be change manually using the drop-down list.

3.  Click **Print** to print the board cards.

**Figure 4-2: Total Record to print**

4. Select **Yes** to confirm the total records to print when prompt.

5. In the Batch Board Card Printing window, status of the board card will be shown.


**Figure 4-3: Batch Board Card Printing**

# 5. BoardCard Wizard

The Board Card Wizard enables user to print board cards quickly and efficiently, by guest, crew, group, visitors or gift cards, through a selection of available filters.

1. From the **Front Desk** menu, select **BoardCard Wizard** from the drop-down list.

2. In the BCard Printing Wizard prompt, read and follow the instructions, then click **Next**.

3. In the following window, select the type of board card to print and click **Next**.

4. Select whether to encode with existing card number or newly generated a card number, then click **Next**.

5. Select whether to print cards for guest already on-board or future reservations. For future reservations, select the **Embarkation Date** from the drop-down list and click Next.

6. Check the Filter Age and enter the age From/To field, if any.

7. Select one or more options using the drop-down list, such as Nationality, Product, Pre-Product and Award Level, if any.

8. Enter the Names, Room numbers or Manifest from/to, if any, and then click **Next**.

9. The number of cards matching the selection is shown. Check if the cards should be sorted by Product when printing.

10. Check the preferred sort out to print, either by room number, name, room number descending or person name descending.

11. Click **Finish** to proceed printing the cards.

12. The number of cards printed successfully or failed are shown in the Batch Board Card Printing window.
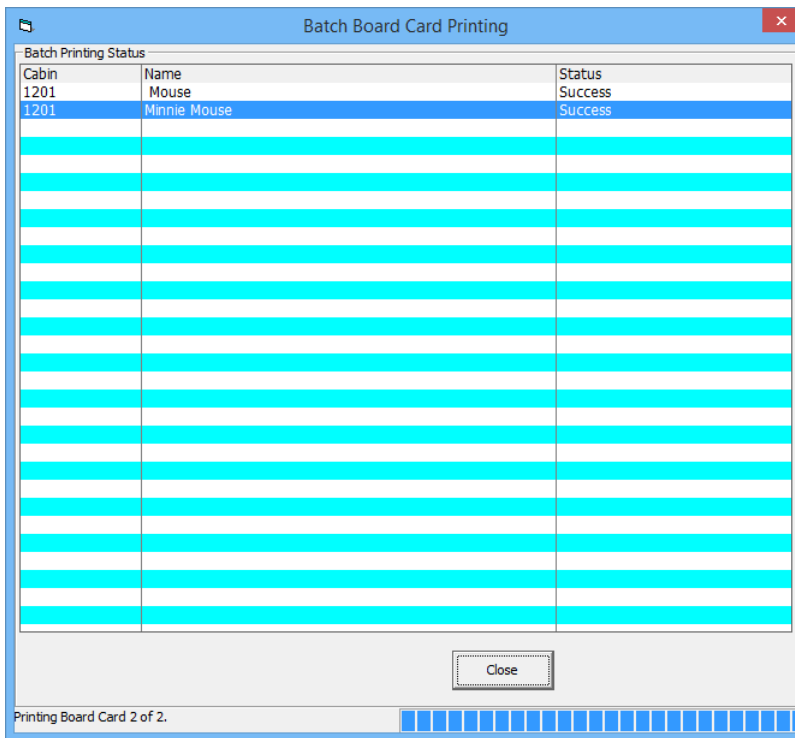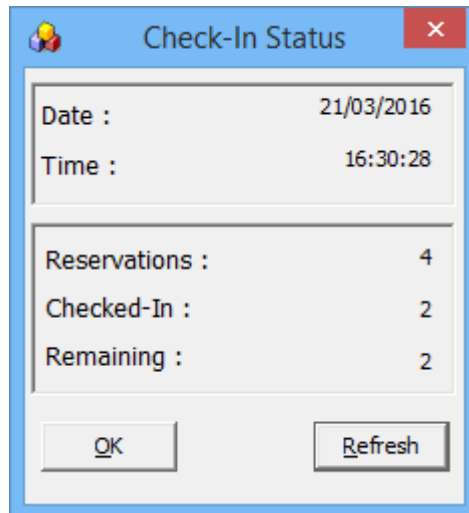


13. Click **Close** to exit and return to main menu.

# 6. Check In/Out Status

The Check In Status provides user a real time overview of the expected check in for the day. It displays the number of reservations for the day, number of checked in and remaining check in at the selected time.
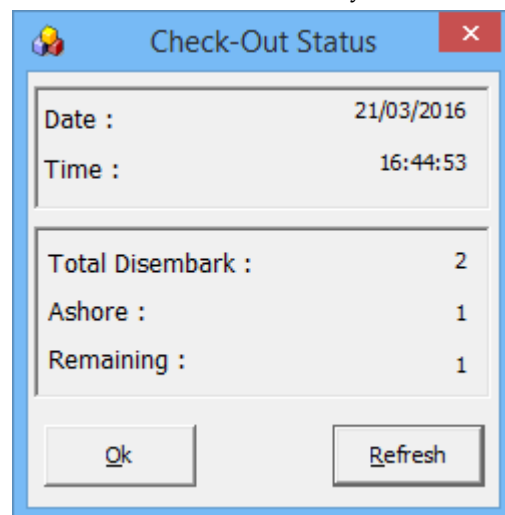


**Figure 6-1: Check In Status**

Similarly, the Check-Out Status shows the total of reservations checking out, number of reservation already when ashore and remaining.



**Figure 6-2: Check Out Status**

# 7.    Cruise Comment

The Cruise Comment field is made available to the Ship Operator for comments to be added pertaining to the cruise, and it can cater up to 4000 characters.

1.  From the **Front Desk** menu, select **Cruise Comment** from the drop-down list.
2.  Select the Cruise from the drop-down list.
3.  Enter the comment in the blank field and then click **OK** to save.

# 8. Cabin Availability

Cabin Availability provides user an overview of the available cabin by date, deck, category and/or features, and a view by deck plan. It also displays the current cabin cleaning status and the number of available berths.
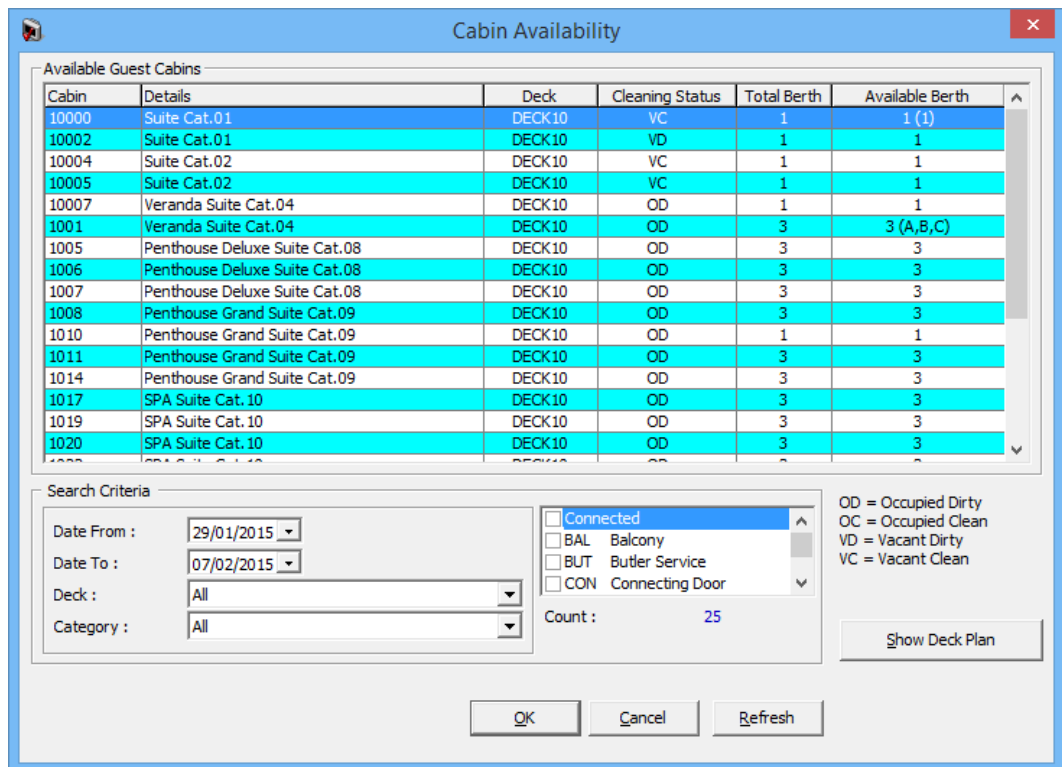


**Figure 8-1: Cabin Availability**

## 8.1. Searching for Available Cabin

1. From the **Front Desk** menu, select **Cabin Availability** from the drop-down list.
2. In the **Selection Criteria**, select the **Date From/To, Deck** and **Category** from the drop-down list.
3. Select the **Cabin Features** using the check box, if any.
4. Click **Refresh** to refresh the view.
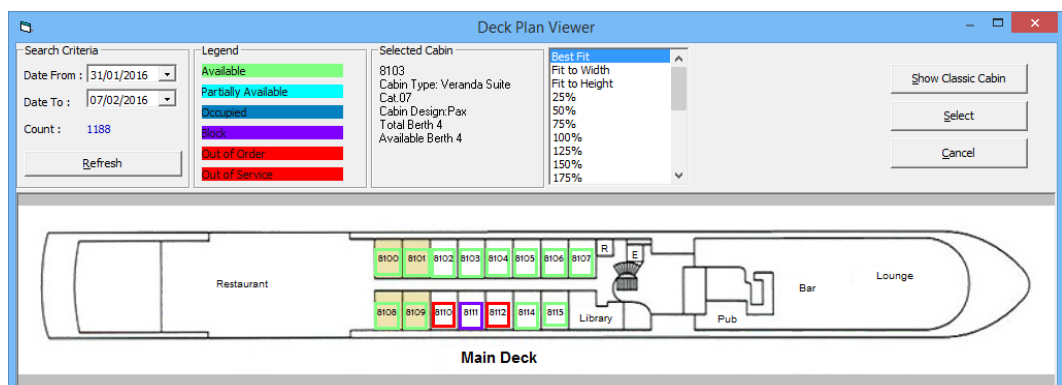


**Figure 8-2: Deck Plan Viewer**

## 8.2. Viewing Availability Using Deck Plan

1. From the **Cabin Availability** window, click **Show Deck Plan**.

2. In the Selection Criteria, enter the **Date From/To,** then click **Refresh.**

3. In the diagram, status of the cabin is reflected according to the color chart, and information of the selected cabin is displayed in Selected Cabin section.

# 9. Cabin Overview

Cabin Overview provides a quick view of all cabin status by date, category, cabin clean status and occupant's name.   It also has the capability in updating the cabin clean status by batch, and this function is accessible from **Front Desk** menu.
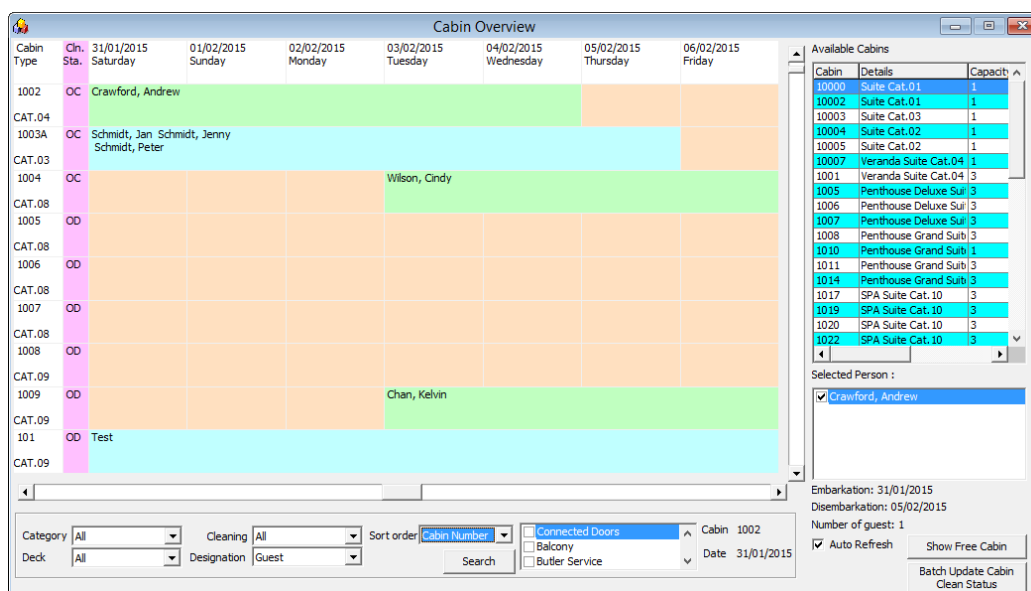


**Figure 9-1: Cabin Overview screen**

## 9.1.  Navigating through Cabin Overview

- From left to right of the Overview screen, the cabin number and category are shown, with its cabin cleaning status.
- If the cabin is *occupied* or *block for expected guest*, the passenger name is shown on the grid from the embarkation to disembarkation date.
- To search for specific category, cabin cleaning state, use the filter fields located at the bottom of the screen.
- To show the Available Cabins on the right section of the screen, select the guest name then click **Show Free Cabin**.

## 9.2.  Batch Update of Cabin Clean Status

This function allows user to update the cabin status by batch, using the available filters.
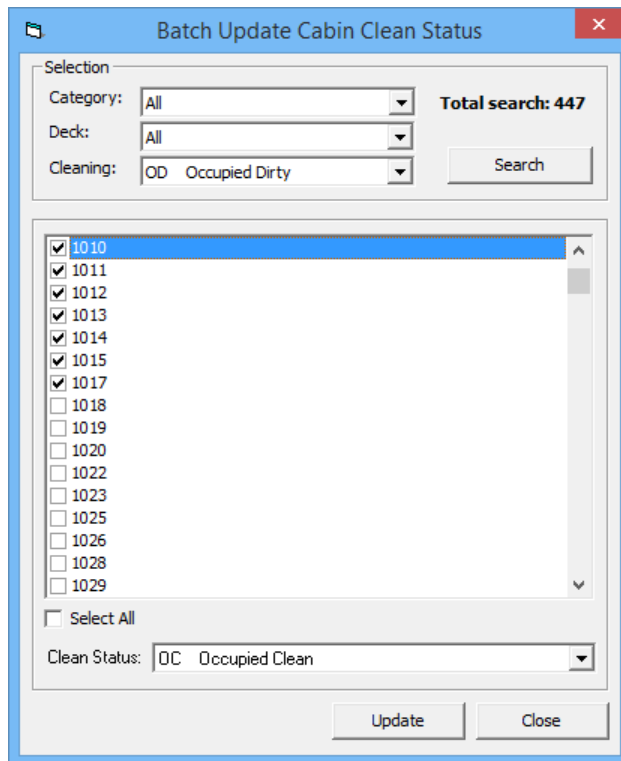
**Figure 9-2: Batch Update of Cabin Clean Status**

1. At the bottom right of the Cabin Overview screen, click **Batch Update Cabin Clean Status**.

2. In the Batch Update Cabin Clean Status window, choose the **category** or **deck**, followed by **cleaning status**, and then click **Search**.

3. Cabins matching the criteria will be shown. Select the cabin by checking the box beside the cabin number or use the **Select All** to update all cabins.

4. Select the **Clean Status** from the drop-down list, then click **Update**.

# 10. Cabin Status

The Cabin Status function sets the cabin into unavailable mode over a period of time, be it for servicing or maintenance purposes.



**Figure 10-1: Cabin Status Change**

1. From the Front Desk menu, select **Cabin Status** from the drop-down list.
2. In the Search Criteria, select the **Deck** and/or **Category**, then click **Search**.
3. Cabins matching the search criteria will be shown on the left of the screen. Select the cabin, then navigate to Cabin Status on the right of the screen.
4. Select the **Status** from the drop-down list, insert the **Block From/Until** date and the **Unavailability Reason**.
5. Click **OK** to proceed and this updates the status shown in the grid.

> **Note:** Blocked cabins are highlighted in light orange in the Cabin Overview screen.

# 11.   Postings Overview

This function displays a detailed postings by department code of the selected cruise and date.  Information shown includes Date, Total Discounts, Vat Tax, Payer, Buyer, User, Transaction ID, Check No and Posting Type (Manual or Automated).
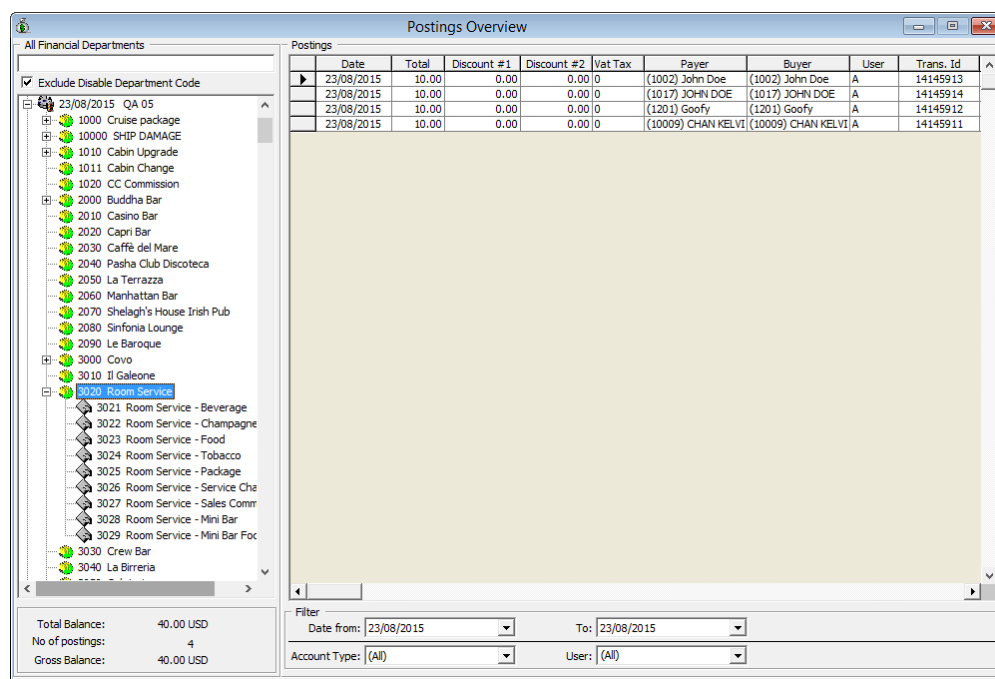


**Figure 11-1: Posting Overview screen**

1. From the Front Desk menu, select **Postings Overview** from the drop-down list.
2. Select the **Cruise Date** from the left panel of the screen.
3. Double click the date to expand the container.
4. Select the **Department code** to view.
5. Postings of the selected department code are shown on the right panel of the Overview window.
6. Double clicking on the transaction will open the posting details screen, where bill image may be viewed.

# 12. Amenities Overview

Amenities Overview allows user to view all the amenities requests in a single screen, be it pending delivery or delivered. It also has the capability in adding new amenities or editing existing ones.



**Figure 12-1: Amenities Overview screen**

## 12.1. Viewing Amenities Request

1. From the Front Desk menu, select **Amenities Overview** from the drop-down list.
2. In the **Selection Criteria**, choose from the available filters for information to be displayed, and then click **Refresh**.
3. Information matching the selection criteria will be displayed at the top section of the screen.

## 12.2. Adding/Editing/Delivering Amenities

Refer to *Cashier Function, Guest Handling, Service Info Tab*.

# 13.   Itinerary Overview

This function displays the Itinerary or daily activities available in each cruise by Location, Packages or Counselors.  These information's are entered in **System Cruise Setup, Itinerary Setup**.
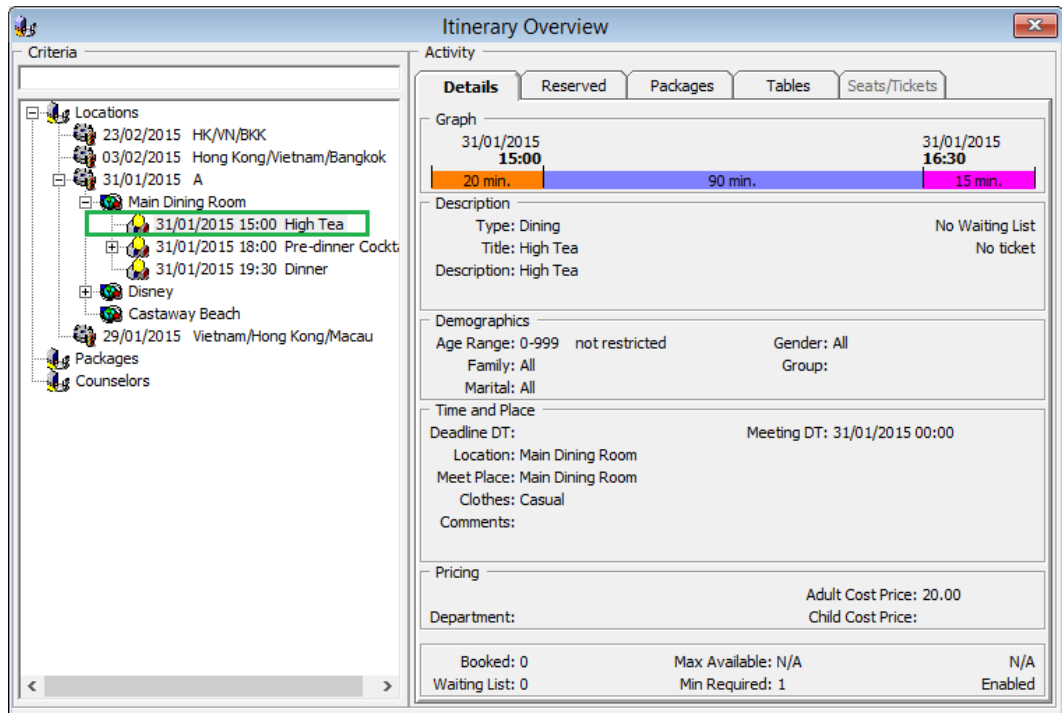


**Figure 13-1: Itinerary Overview**

1. From the Front Desk menu, select **Itinerary Overview** from the drop-down list.
2. Expand the **Locations or Packages** container, then double click on the **Cruise Date** to display available activities.
3. Expand the Activities to view the details, shown on the right panel.

# 14.    Flights Overview

This function allows user to plan and view the arrival or departure by flights, and organize ground transfers where necessary.



**Figure 14-1: Flight Overview screen**

## 14.1. Viewing of Flight Details

1.  From the Front Desk menu, select **Flights Overview** from the drop-down list.
2.  On the left of the Flights Overview screen, select the flight date to expand the date container.
3.  To view the Flight Information, select the **Flight Number** below the date.

## 14.2. Adding/Removing Flight Information
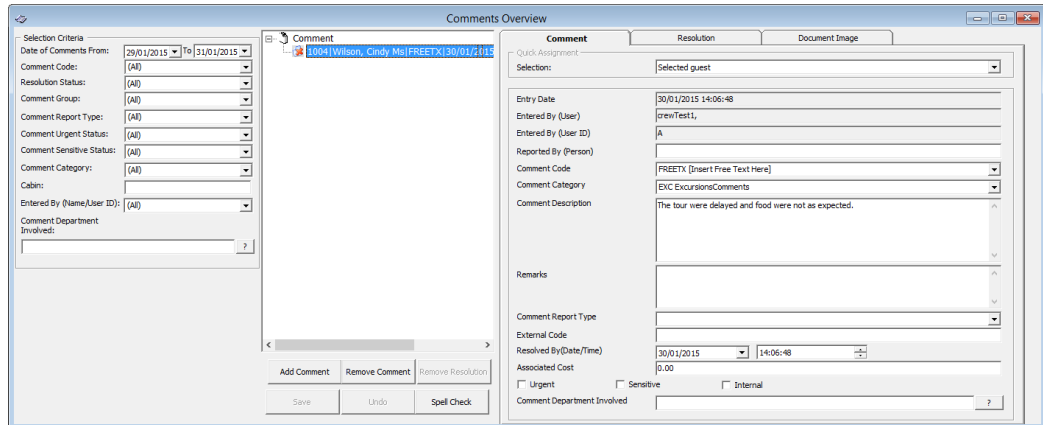
1.  In the Flight Overview window, select the date from the left panel.
2.  Right click and select **Add Flight**.
3.  Enter the **Flight Information** on the right section of the screen.
4.  Click **OK** to save.
5.  To remove the Flight information, select and right click the **Flight Number,** and then select **Remove Flight**.

# 15.    Comments Overview

Comments Overview allows user to view and edit all comments entered in Guest Handling module, as well as adding new comments.



**Figure 15-1: Comments Overview screen**

1.  From the Front Desk menu, select **Comments Overview** from the drop-down list.

2.  In the Selection Criteria, choose from the available filters for information to be displayed, and then click **Refresh**.

3.  Information matching the selection will be shown in Comment section located in the middle of the screen.

4.  To view the comment, select the comment from the Comment section.

Refer to *Cashier Function, Guest Handling, Comments Tab* for more information on how to add and remove comments.

# 16. Revenue Overview

The Revenue Overview provides user a comprehensive view of daily revenue per cruise.



**Figure 16-1: Revenue Overview screen**

1.  From the Front Desk menu, select **Revenue Overview** from the drop-down list.
2.  Select the **Cruise** to view the revenue by day.
3.  Click '**+/-**' to expand or collapse the information.
4.  Select the from drop-down menu, to further drill down the information by **User, Payer, Buyer** or **Transaction ID**.
5.  Check the box beside the code and click the check mark to refresh the information.
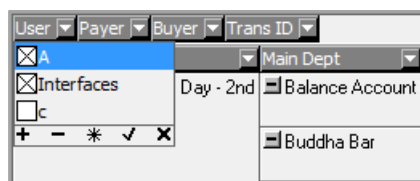
# 17. Add Work Order

This function records all maintenance work required on board the Ship, be it in a cabin or public locations.   Work Orders may be added singly or by batch using the Criteria Add function.



**Figure 17-1: Add New Work Order form**

## 17.1. Adding Single Work Order

1. From the Front Desk menu, select **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.

# 17.2. 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 17-2: Cabin Selection Criteria**

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.

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**Note:** Work orders entered through this function is viewable in *Maintenance Module, Work Order Overview.*

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# B. Cashier Function

The Cashier Menu is the most commonly used function in a Ship Operation, a function where the passenger profile, reservations, billing and stay histories are recorded and stored.

# 1.  Guest Handling

This section describe the various function in accessing guest data such as guest information, travel documents, invoice, guest history, group account and etc.  It also allow user to create, amend and cancel a reservation, post a charge and check out a guest/account.  These functions are access via **Management, Cashier** drop-down menu.



**Figure 1-1 – Guest Handling**

## 1.1.  Search Panel

The **Search Panel** function enables you to look up a reservation by status - Check In, Check Out, Expected, Canceled and No Show via the Guest Handling screen.

**Figure 1-2 - Search Panel**

**Table 1-1 - Search Panel list**

| Tab | Description |
|---|---|
| Checked-In | Tab list all registered passengers. |
| Checked-Out | Tab list all checked-out passengers of past and current cruise. |
| Expected | Tab lists all passengers due to arrive for current or future cruises. |
| Cancelled | Tab lists all cancelled reservations. |
| No Show | Tab lists all reservations that fail to show up or yet to register during System Date Change. |
| Show Embark Dates | To include guest embarkation/debarkation dates in the result list. |
| Show Expected disembarkation | Displays disembarking guest of selected date and cabin. |

### To search for a guest.

1. Select the **Status** tab on the left pane of the **Search Panel**.
2. On the right of the Search panel, select an alphabet corresponding to the reservations last name. If ALL is selected, this displays all reservations in alphabetical order.
3. You may narrow down the search using either the guest name, document number or cabin number and date.

Guest Handling

## 1.2. Guest Info Tab

The Guest Info tab is the main tab user access from the Guest Handling function. It provides users a single view of guest's vital information's such name, address, passport details, cabin information, etc., and enable user to further drill down into the reservation for more information.



**Figure 1-3 - Guest Info tab**

### New Reservation Function

The New Reservation function allow user to create a new reservation for guest that arrives without prior reservation. A reservation form is launched user click the **New Reservation** and below are the field definitions of the form.

**Figure 1-4 - New Guest Information screen**

**Table 1-2 - Field definition of Guest Information tab**

| Field | Description |
|---|---|
| **Name** | |
| Surname | Last name of the guest. |
| Forename | First name of the guest. |
| Middle Initial | Middle name of the guest. |
| Other Name | Other Last Name. |
| Other First Name | Other First Name. |
| Salutation | Salutation of the guest. |
| Title | Title of the guest. |
| Royality No | Additional Title.  User definable label. |
| Marital Status | Marital Status of guest.  Configurable system codes in **Administration, System Codes, Marital Codes.** |
| VIP | VIP classification of the guest.  Configurable system codes in **Administration, System Codes, VIP Codes**. |
| Classification | Classification/VIP flag. |
| Frequent No | Frequent Cruiser number.  User definable label. |
| Award Level | Frequent Cruiser Award Level. |
| Shore-Res.ID | External System Reservation ID.  User definable label. |
| Onboard Email | Email contact whilst on board. |
| Total No. of Cruise Days | Total Cruise days signed up. Information from data import. |

| Field | Description |
|---|---|
| Number of Cruises | Number of cruises purchase. Information from data import. |
| Disc Templates | Available discount templates. |
| **Passport Information** | |
| Passport No | Passport number of the guest. |
| Issue Date | Date travel document were issued |
| Issue Place | Place travel document were issued. |
| Issue Country | Country travel document were issued. |
| Expiry Date | Expiry date of travel document. |
| Birthdate | Birthdate of the guest. |
| Birth Place | Birth place of the guest. |
| Nationality | Nationality according to travel document. |
| Language | Language spoken by guest. |
| Profession | Profession of the guest. |
| Gender | Gender identifier. |
| Smoker | Smoker identifier. |
| Birth Nation | Original nationality of the guest if defer from Nationality field. |
| **Travel Information** | |
| Embarkation Date | Embarkation date. |
| Embarkation Port | Port of embarkation. |
| Port Comments | Additional comments of the port. |
| Debark Date | Debarkation date. |
| Debark Port | Port of debarkation. |
| Cabin | Cabin number assigned. |
| Muster Station | Muster Station assigned. Linked to Cabin number. |
| On Board | On/Off board identifier |
| Deny Boarding | Deny boarding identifier |
| Deny Reason | Reason boarding denied. |
| Telephone Pincode | Pin code setup for outgoing calls and access to Kiosk. |
| National ID | Local identification document, for example, ID or Driving License |
| Handicapped | Disability status of the guest. User definable label. |
| Handicapped Remarks | Disability remarks. |
| Manifest Printout | Default inclusion of guest in manifest print out. |
| Queue ID | Assigned queue ID during embarkation. |
| Shore.G-ID | Unique Identifier for FMS. User definable label. |
| Life Boat | Life Boat assigned. Linked to Cabin number. |
| **Documents** | |
| Documents | Confirmation check box of whether travel document is checked or collected. |
| **Dining Preferences** | |
| Table/Seating | Assigned table number and seating preferences for dining. |
| Location | Assigned dining location. |
| **Other Parameter** | |
| Resident | Indicator whether guest is a Resident. |
| Air/Sea operator | Indicator whether guest is a Air/Sea operator. |

| Field | Description |
|---|---|
| Intoxication | Intoxication identifier. |
| Express Check Out | Indicates guest require Express Check Out. |
| Group Leader | Group Leader identifier. |
| Non-inclusive Guest Type | Indicates that guest is not part of a package or all inclusion plan. |
| Charge for Checked-out Calls | Define whether checked-out calls to be charge. |
| Switch to Crew in Manifest | Indicates that reservation has been moved Crew manifest. |
| Stay overnight shoreside | Indicates that guest stays overnight at shore side. |
| **Guest Categories** | |
| Selection box | User configurable system codes in **Administration, System Codes, Guest Categories**. |
| **Payments/Remarks** | |
| Payment | Payment Department code for this reservation |
| Remarks | Additional remarks pertaining this payment. |
| PPD Type | Revenue per person per day tag. |
| Agent Information | |
| Agent Id | Additional Agent ID for external system |
| Booking Id | Additional Booking ID for external system |
| Reservation Id | Additional Reservation ID for external system |
| **Others** | |
| Document Image Snapshot | Displays snapshot of scanned passport. |
| Photo | Displays saved guest photo |

**Figure 1-5 - Guest Information Address/Other Info**

**Table 1-3 - Field definition of Guest Information Address tab**

| Field | Description |
|---|---|
| **Address / Temporarily Address** | |
| Address 1 | Address 1 |
| Address 2 | Address 1 |
| Street | Street name |
| Zip/City | Zip code/ Name of city |
| Country | Country |
| State | State |
| Phone | Phone number of guest |
| Email 1 | Email address of guest |
| Email 2 | 2nd Email address of guest |
| **Other Info** | |
| Permanent Resident ID | Permanent Resident ID of the guest |
| Common Access Area | Allowed common access area |
| Exclude from Quick Billing Printing | Indicator whether to exclude from Quick Billing printing. |
| **Encode Additional Cabin for Ving/Onity Door** | |
| Cabin 2 / 3 | Cabin number of joint cabin |
| **Emergency Contact Address** | |
| Name | Name of Emergency contact person |

| Field | Description |
|---|---|
| Relationship | Relationship of Emergency contact person and guest |
| Address | Address |
| Street | Street |
| Zip/City | Zip code/ City |
| State | State |
| Country | Country of Residency |
| Phone | Phone number of contact person |
| Mobile Phone | Mobile number of contact person |
| Email | Email address of contact person |
| Business Phone | Business phone number of contact person |
| **Travel Insurance** | |
| Description | User configurable system codes in **Administration, System Codes, Travel Insurance**. |
| Ins. Number | Insurance Policy Number. |
| **Minor Debark Authorization** | |
| Port Date/Name | Selectable port allowed for minor to debark. |

### 1.2.1. Creating New Reservation

1. Click **New Reservation** located in Guest Handling screen to open a New Guest Information form.
2. Enter all relevant information, particularly the mandatory fields.

> **Note:** Your operation may define other fields as mandatory if deem necessary. Please refer to your company standard operating procedure.

3. Click **OK** to save the form.
4. Saved information is updated and shown under **Guest Info tab** and categorized the guest as Expected Arrival.

### 1.2.2. Editing a Reservation

1. Search the reservation in **Search Panel**, then click **Edit Information** under Guest Info tab to open the existing Reservation Form.
2. Edit all relevant information, then click **OK** to save the changes.

### 1.2.3. Canceling Reservation

1. Search the reservation in **Search Panel**, then click **Cancel Reservation** under Guest Info tab.
2. Select **Yes** to cancel the reservation when prompt, and this places the booking under Cancelled tab.
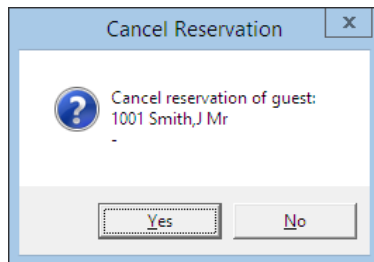
**Figure 1-6 - Cancel Reservation prompt**

## 1.2.4. Posting Status

The **Posting Status** is a function that assist user in managing cash paying guest or guest that may have exceeded their credit limit. This function *enable/disable* the postings from flowing through to the account.

### To Disable Posting

1. Retrieve the reservation from **Search Panel**, then click **Posting Status** in **Guest Info** tab.
2. Enter the reason to *disable* the posting when prompt, either by selecting a predefined reason from the drop-down menu or manually insert them.
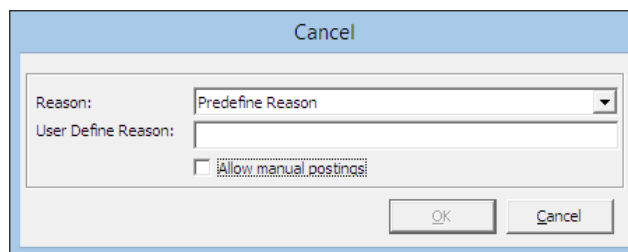


**Figure 1-7 - Predefined Reason to Disable Posting**

3. If **Allow manual postings** is checked, this will only *disable* postings via the interfaces and manual posting within **Guest Handling** screen is still *permissible*.
4. Press **OK** will set the posting status for the account to either **No** or **Manual**.
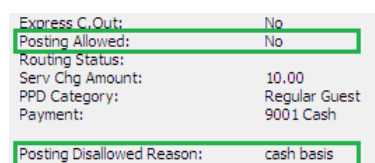


**Figure 1-8 - Posting Allowed status**
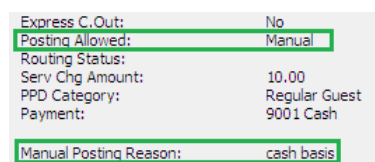


**Figure 1-9 - Manual Posting Allowed status**

### To Enable Posting

1. Retrieve the reservation from **Search Panel**, then click **Posting Status** in **Guest Info** tab.
2. System will prompt for a response to *enable* the account to accept postings.
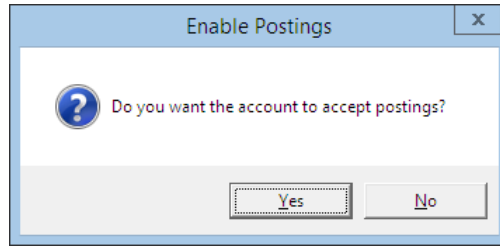
**Figure 1-10 - Enable Posting prompt**

3. Selecting **Yes** will reset the Posting status to *allowed*, whereas **No** will remain as unchanged.

## 1.2.5. Create a Party

This function manages and identify small number of persons traveling together that may not necessary be in the same cabin. In addition to identification purposes, person responsible for payment of accounts or main contact liaison can be made as "*primary*" passenger.

### To Create a Party

1. Search for the reservations in **Search Panel,** then use the **CTRL** key to select the names that make up a party.


**Figure 1-11 - Create Party Guest List**

2. Click **Create Party** located on bottom right of Guest Info tab.
3. System updates the guest in the same party with *Shore-Res.ID*.


**Figure 1-12 - Party Identifier**

## 1.2.6. Show a Party

This function displays all travel companions within a party when searched.

### To Show a Party

1. In the **Search Panel,** click **Show Party**.
2. The affiliated passengers of the searched party will appear in the list.

**Figure 1-13 - Party List**

## 1.2.7. Add to Group

A guest can be an individual traveler or part of the group.  If the guest has a reservation and were to become part of a group, user is able to link the reservation to the group account and displays all travel companion within a party when search.

### To Add to Group

1. Search the guest name in the **Search Panel**.
2. Mark the reservation(s), then click **Add to** Group in the Guest Info tab.
3. System will prompt for a response whether to assign selected guest(s) to the group.  Click **Yes** to proceed.
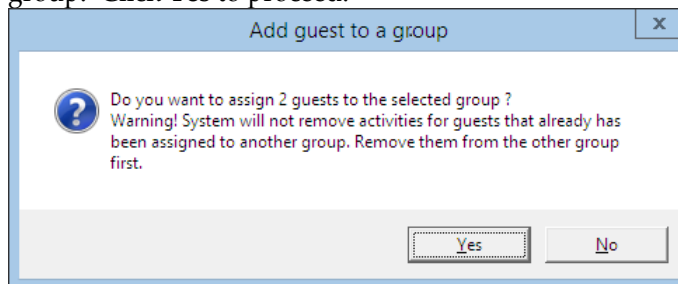

**Figure 1-14 - Add to Group prompt**

4. In the Group Selection window, select the group from the list.
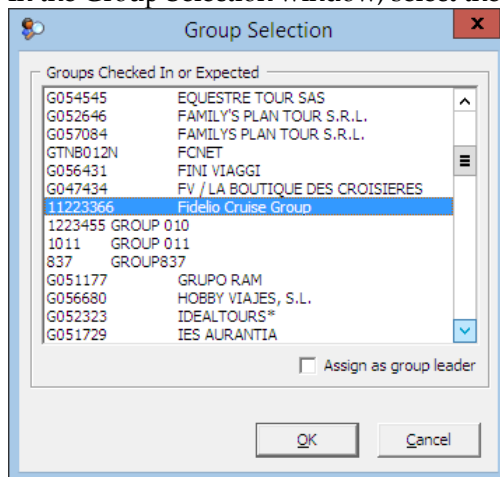

**Figure 1-15 - Add to Group selection**

5. If **Assign as group leader** is checked, this will make the guest as leader.  It is possible to have more than one leader in a group.
6. Once added, the group name is shown under *Member of Group* in **Guest Info** tab.  If the guest is a *Group Leader*, the word *(Leader)* appears after the group name.

**Figure 1-16 - Group Leader Identifier**

7.  Affiliated group guest is listed when search by group name in the Search Panel.


**Figure 1-17 - Group Guest List**

## 1.2.8. Remove from Group

Remove from Group function removes guest from an existing group and transform the reservation into an individual reservation.

### To Remove a guest from group

1.  Search the guest name using the **Search Panel**.
2.  Mark the reservation(s), then click **Remove from Group** in the Guest Info tab.
3.  System will prompt for a response to remove selected guest(s) from the group. Click **Yes** to proceed.
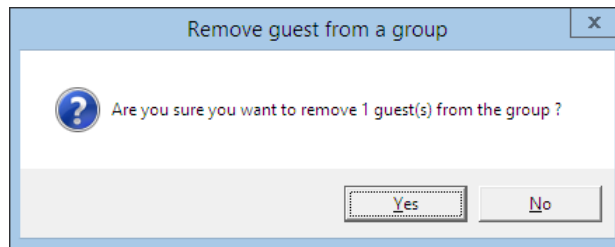
**Figure 1-18 - Remove from Group prompt**

4. This removes the group name is the **Guest Info, Member of Group**.

## 1.2.9. Primary Guest

In earlier mentioned topic **Create a Party**, one is able to designate a guest within a party as a primary guest, or the person in the party who will be in charge and responsible for accounts. Below are the steps to assign a *Primary* guest.

### To assign a Primary Guest

1. Identify the party by clicking **Show Party** button.
2. Highlight the name of the person to be designated as Primary.
3. Click **Primary Guest** to assign the selected person and the word *Primary* will appear in 'Cabin Information'.
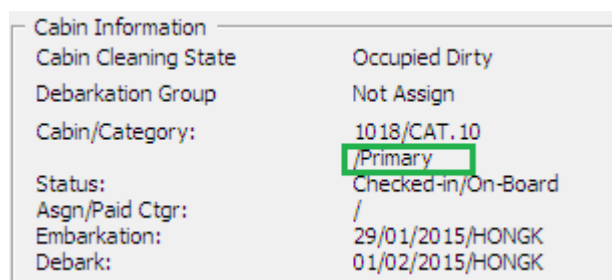


**Figure 1-19 - Primary Guest Identifier**

---

**Note:** This process supersedes earlier assigned Primary guest, if any.

---

## 1.2.10. Show Log

A chronological record of activities such as passenger movements, financial transactions, system events are logged by system to enable the reconstruction and examination of the sequence of events and/or changes made and such information's are viewable in the Show Log function.

### To Show Log

1. Retrieve the reservation from the **Search Panel**, then click **Show Log** in **Guest Info** tab.
2. System returns a list of events on screen, sorted by date/time order.

**Figure 1-20 - Show Log Events**

3. Press **Print** to send a copy of the log to printer.
4. Press **Export** to export the log into a supported file format.



**Figure 1-21 - File Export prompt**

## 1.2.11. Guardian Assignment

Depending on the Ship's policy and age set forth as a Minor, a guardian may be required to accompany a Minor for certain activities or in the absence of the parents. This function is available to accounts where the passenger age is below the *Minimum Adult Age* sets in Parameter table and process can be automated by enabling parameter, `General, Guardian Auto Assignment.`

### To assign a Guardian

1. Navigate to the **Guest Handling** screen and search for the **Minor's name/cabin**.
2. Click the **Guardian Assignment**.
3. The **Guardian Assignment** window will pop up, enabling the users to choose from the following options.
   - Passengers in the same cabin.
   - Passengers with same booking number.
   - Search Name/Cabin number.
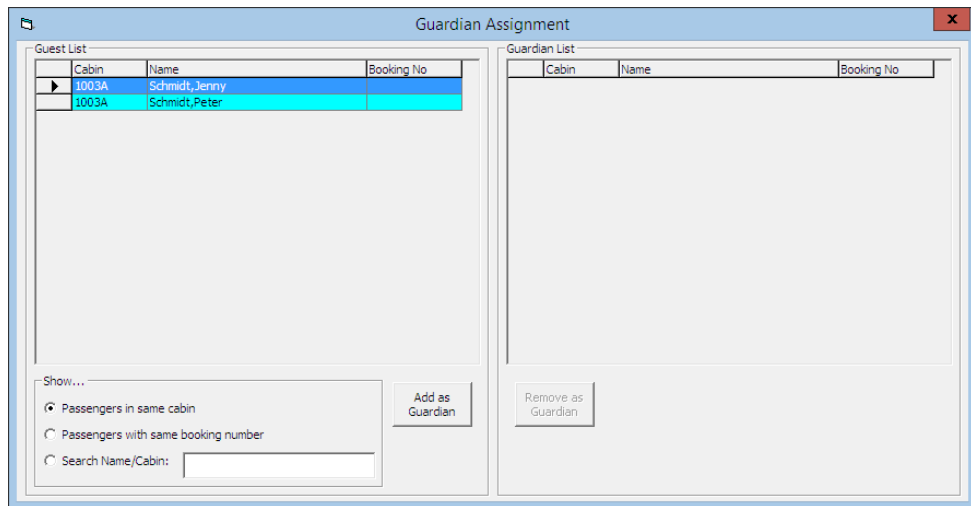
**Figure 1-22 - Guardian Assignment window**

4. Selecting one of the above option illuminates the **Add as Guardian** button.
5. Choose the name from the guest list, then click **Add as Guardian** to save the name to Guardian List.
6. The assigned guardian name will appear in the **Guest Info**, **Name/Address** section.

### To remove a Guardian Assignment

1. Retrieve the *Minor's* account and click **Guardian Assignment**.
2. Select the name of the guardian under the Guardian List, then click **Remove as Guardian**.
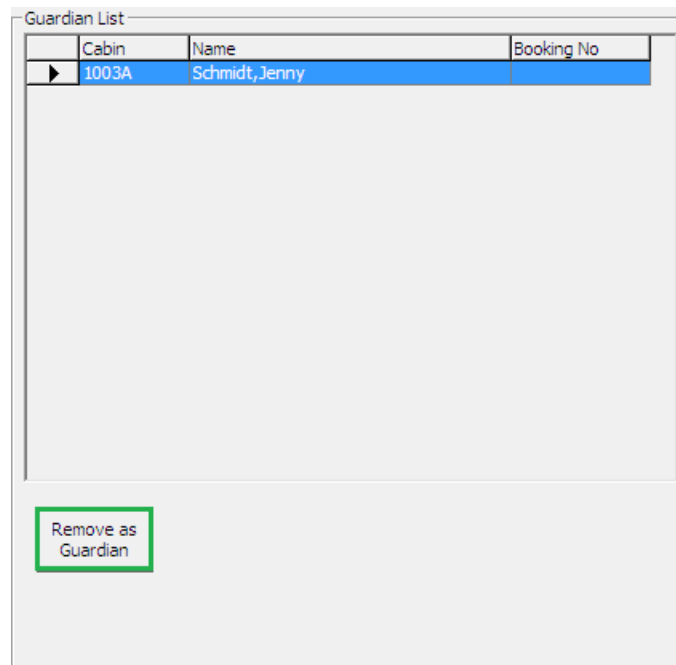


**Figure 1-23 - Guardian List**

### 1.2.12. Mark No Show

The Mark No Show function enables the user to change the guest status from **Expected** to **No Show** prior to *End of Day* process and is only permissible to users that are assign with such access rights.

#### To Mark No Show

1. Search for the guest name using the **Search Panel, Expected** tab.
2. Click **Mark No Show** located at the bottom right of the Guest Handling screen.
3. Click **Yes** in the Mark Guest to No Show prompt will change the reservation status from *Expected* to *No Show*.
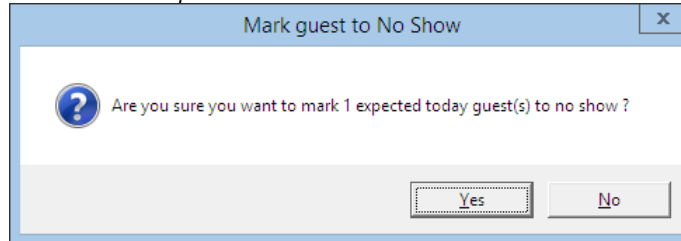


**Figure 1-24 - Mark No Show prompt**

4. The booking will now appear under the **No Show** tab.

### 1.2.13. Service Charge

The Ship may have set up a fixed Service Charge value to be posted automatically into the guest account and typically, posting is perform using Quick Service Charge Posting function instead of the regular Quick Posting functionality. The value of the Service Charge is managed by **Parameter: `Service Charge, Default Charge Amount`** and **`Minimum Passenger Age`**. The Service Charge function in Guest Handling enables user to post the service charge manually or disable the automatic posting.

#### Posting a Service Charge

1. In **Guest Info** tab of the selected account, click **Service Charge** located at the bottom of the screen to open the **Change Service Charge Posting Amount window**, then click **OK** to post.
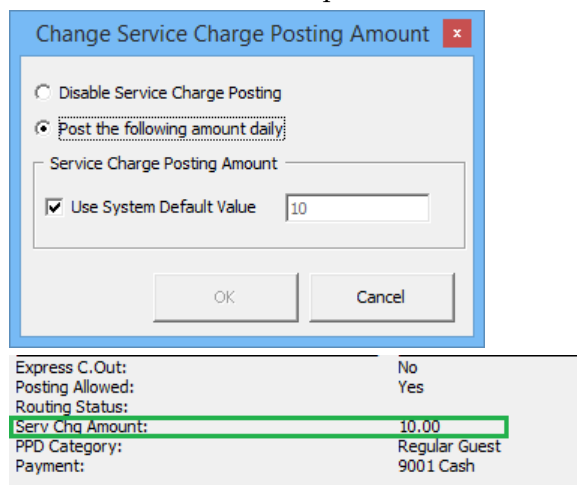


2. The service charge posted is shown in Guest Info tab.

### Altering Service Charge Value

1. From the **Change Service Charge Posting Amount** window, uncheck the **Use System Default Value**, then alter the value in the field.
3. Click **OK** to save and post.
4. In the Management prompt, select **Yes** to override the System default value.
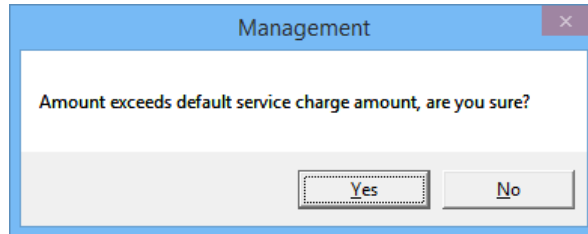


### Disabling Service Charge Posting

1. From the **Change Service Charge Posting Amount** window, select **Disable Service Charge Posting**, then click **OK** to save.
2. In the Guest Info tab, the Service Charge Amount are then changed to **No Service Charge Posting**.



## 1.2.14. Add to Disembark Group

**Add to Disembark Group** function allow user in organizing disembarking passengers to disembark in a group at a designated assembly location, departure time and luggage collection location.

1. In **Guest Info** tab of the guest account, click **Add to Disembark Group.**

2. In the selection window, select the available group from the grid and then click **Select**.



**Figure 1-25 - Debarkation Group Assignment**

3. At the **Add guest to debarkation group** prompt, click **Yes**.
4. The assigned debarkation group is shown in the **Guest Info** tab, Cabin Information section.



**Figure 1-26 - Assigned Debarkation Group**

### 1.2.15. Remove from Debark Group

When a passenger is assigned to a debarkation group wrongly, or they would like to depart with their friends, user is required to firstly remove the assignment and then56 reassign to the desire group.

To remove a passenger from the debark group, click **Remove from Disembark Group** in Guest Info tab.

## 1.3. Disc, Route, Pkg Tab

Discount, Route, Package function facilitates charges to be routed within the same invoice or to other guest prior to guest check in, setting up of allowable discounts in Fidelio and Micros and a view of Package Plan entitlement.

### 1.3.1. Routing

The Routing function is designed to automate transfer of charges within the guest account or to multiple accounts, hence consolidating a number of charges into one

Guest Handling

invoice/account. The use of this function is to facilitate the invoicing process at group reservations level or party/family traveling together. Depending on the requirements, the routing can be setup in one of this option - '**Pay for**' or '**Paid by**'.



**Figure 1-27 - Routing tab**

**Table 1-4 - Routing tab definition**

| Section | Description |
| --- | --- |
| 1 | Pays for - This section defines the payor account and whom the account is paying for. |
| 2 | For - This section defines where the assigned financial department is routed to. |
| 3 | Cabin number and name of guest payor is responsible for. |
| 4 | User who setup the routing and reason. |
| 5 | Financial Department code assigned. |
| 6 | Button to setup or remove routing instructions. |

> **Note:** Prior to moving/routing the charges, be sure to first check the current routing arrangements to avoid duplication of routing which will result to charges not being re-directed as planned.

### Pay for another party

Below are the steps to setup account/charge routing when guest A *pays for* guest B.

1.  Search the guest account and navigate to **Disc,Route,Pkg, Routing** tab.

2. Click **New Routing** to open the routing dialog box.
3. Select the **Invoice number** where charges will be routed to.
4. For charges within the same account, leave the cabin number and guest name as it is.
5. In the event where guest is paying **for** another account, change the cabin number and select the respective guest.



**Figure 1-28 - New Routing –'Will Pay For'**

---

**Note:** The screen shows **'Will Pay For'**.

---

6. Select the **Financial Department** group or codes to be routed and insert the routing reason.
7. Select the options where applicable:

**Table 1-5 - Definition of Routing options**

| Field | Description |
|---|---|
| Show Reservations | Include expected to embark and reserve bookings. Only display checked in bookings if it is un-checked. |
| Actual Postings | Actual postings will be routed. |
| Actual Payments | Actual payments will be routed. |
| Package Postings | Only route package postings. |

8. Click **OK** to save.
9. Once saved, the selected assignments is added to '**Pays for**' in the Routing tab.

**Figure 1-29 - Routing Pays For window**

### Paid by another party

Below are the steps to setup routing when guest B account/charges *is paid by* guest A.

1.  Search the guest account and navigate to **Disc,Route,Pkg, Routing** tab.
2.  Click **New Routing** on the right panel under **'For'** section to open the routing dialog box.
3.  Select the **Invoice number** where charges will *be routed to*.
4.  Enter the cabin number and select the respective guest name from the drop-down list.



**Figure 1-30 - New Routing To – 'Will Be Paid By'**

> **Note:** The screen shows **'Will Be Paid By'**.

5. Select the **Financial Department** group or codes to be routed and insert the routing reason.
6. Select the options where applicable:

| Field | Description |
|---|---|
| Show Reservations | Include expected to embark and reserve bookings. Only display checked in bookings if it is un-checked. |
| Actual Postings | Actual postings will be routed. |
| Actual Payments | Actual payments will be routed. |
| Package Postings | Only route package postings. |

**Table 1-6 - Field definition of Routing screen**

7. Click **OK** to save.
8. Once saved, the selected assignments is added to '**Pays for**' in the Routing tab.



**Figure 1-31 – Routing Paid By window**

## Advanced Routing

Below are the steps to setup routing for multiple guests, for example; group guest or parties travelling together.

1. Search for the guest account and navigate to **Disc,Route,Pkg, Routing** tab.
2. Click **New Routing** to open the routing dialog box.
3. In the dialog box, click **Advanced** located below the Invoice drop-down list to open the **Multiple Accounts Selection** window.



**Figure 1-32 - New Routing - Advanced**

4. Guests listed in the **Non Selected Accounts** section is based on default set in **Status** and **Account Type** criteria and this criteria can be changed according to the user requirement.



**Figure 1-33 - Routing Multiple Account Selection window**

5. To select all guests, click **Add All>** or individually select the guest, then click **Add>** to move the selection to the **Selected Accounts** pane.

6. Click **OK** to confirm the multiple accounts selection and this opens the New Routing window with the selected guest account listed on the right table.

**Figure 1-34 - Routing Multiple Account instructions**

7. On the left pane of the window, select the **Financial Department, Reason** and when routing will occur, then click **OK** to initiate the multiple account routing instructions.

8. During the assignment process, the status of the guest account will change to **OK**, followed by **Done** and the New Routing window will close automatically once the process completes.

### To delete existing routing

Below are the steps remove routing set up in a guest account.

1. Search the guest account and navigate to **Disc,Route,Pkg, Routing** tab.

2. Select either the **sub-financial department code** to delete the individual assignment, or the Main Financial Department to delete all, then click **Delete Routing**.

3. System prompts for response confirmation to delete the assignment.



**Figure 1-35 - Delete Routing prompt**

4. Press **Yes** to confirm or **No** to return to Routing screen.

## 1.3.2. Fidelio Discount

The Fidelio Discount function enables the users in assigning eligible discount either by percentage or value to a guest account.

### To assign a Discount

1. Look up the guest account and navigate to **Disc,Route,Pkg, Fidelio Discount** tab.
2. Click **New Discount** to open the discount dialog box.
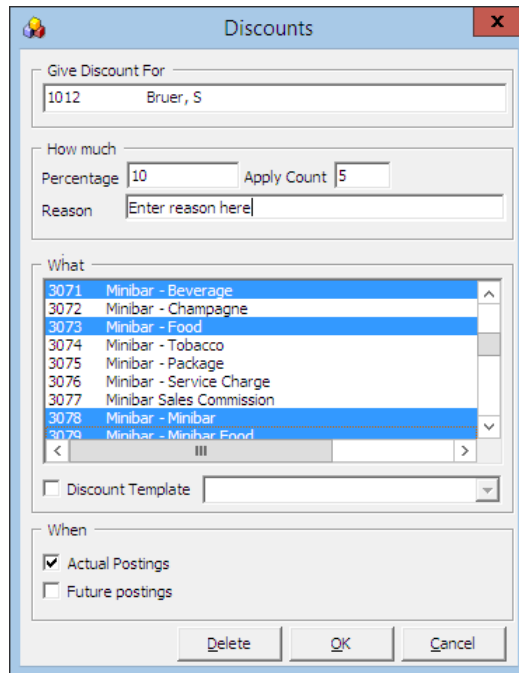


**Figure 1-36 - Fidelio Discounts window**

3. Insert the **Percentage** and the number of counts in **Apply Count** field if the discount is to be accorded an **X** number of times.  For example, enter 1 to specify a onetime discount for every selected department code, or leave as *blank* for *unlimited* discount for every selected department.

4. Select the **Posting Department** entitled to discount, either by selecting department group or individually,  i.e.:  All Food/Beverage or Room Service Food only.

5. Alternatively, user may use the **Discount Template** by checking the check box and choose a template from the drop-down menu if they are pre-configured.  See **Administration** module for setup procedures.

6. Check whether the discount is applicable to **Actual** or **Future Postings**, then click **OK** to save.

> **WARNING:** Once a discount is applied to an actual posting, it *cannot* be reversed. If the discount has a count indicator, system will post the discount until it reaches the count indicated and *No* discount will be accorded to any postings thereafter.

7. System will save the assigned discounts in **Fidelio Discount** tab.  Similarly, these are added when **Future Postings** is checked in **Criteria Discount**.
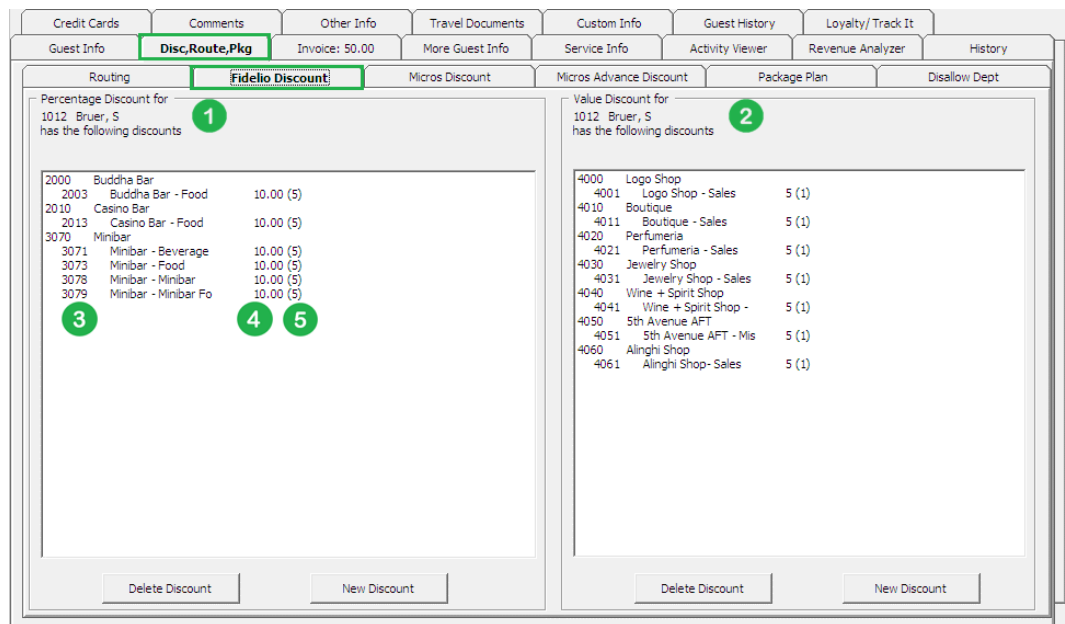
**Figure 1-37 - Disc, Route, Pkg - Fidelio Discount tab**

1.    Financial Department codes entitled to Percentage discount
2.    Financial Department codes entitled to Value discount
3.    Financial Department codes and description
4.    Discount value (percentage or value)
5.    No of count assigned to each financial code. 0 = unlimited

8.   If an **Actual Posting** is checked, system will post an adjustment (reverse) against the original posting and set the adjusted posting to **No Print** automatically,  then repost the correct value with the discount indicated.

### To delete a Discount

1.   Look for the guest account, then go to **Disc,Route,Pkg, Fidelio Discount** tab.
2.   Select the Financial code to delete, then click **Delete Discount**.
3.   If **Delete Discount** is clicked *without* first selecting any Financial code, this will delete **All** assignment from the respective window.
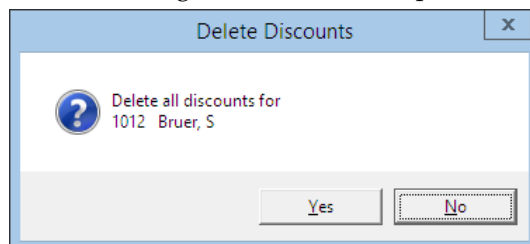


**Figure 1-38 - Delete Discount prompt**

## 1.3.3. Micros Discount

The Micros Discount tab displays discounts accorded to guest by **Micros Discount Itemizer** level.  These discounts are shown when guest has discount level assigned in **Guest Info, Edit Information, Discount Template** field.

**Figure 1-39 - Disc,Route,Pkg - Micros Discount**

### To assign POS Discount Level

1. Search for the guest account in **Search Panel**.
2. In **Guest Info** tab, click **Edit Information** to open the Edit Guest Information screen.
3. In the **Name section**, select the discount template from the drop-down menu.



**Figure 1-40 - Micros Discount Level Assignment**

4. Click **OK** to save.
5. The assigned POS Discount template is shown in **Passport/Custom Information** section.

**Figure 1-41 - Assigned POS Discount template**

6. To view eligible POS Discounts by Itemizer level, go to **Disc, Route, Pkg, Micros Discount** tab.

See also **Administration, POS Discount** on how to configure the Discount Itemizer.

### 1.3.4. Micros Advance Discount

The Micros Advance Discounts works similar to Micros Discount, except that discounts are applied to *Micros Major Group, Family Group* and *Menu Item level* instead of Itemizer Level.



**Figure 1-42 - Disc,Route,Pkg - Micros Advance Discount**

See **Administration**, **POS Discount** on how to configure the **Advance Micros Discount**.

### 1.3.5. Disallow Department

The Disallow Department function manages charges *not* permissible from being posted to the guest account, for example; Casino Bar or all tobacco, etc.

#### To set Disallow Department

1. Retrieve the guest account, then navigate to **Disc,Route,Pkg, Disallow Posting** tab.

2. Select the **Financial Department** codes to disallow, either by **Group** or **individual department code** from the list, then click **Save**.



**Figure 1-43 - Disallow Department tab**

3. When a posting matches the disallowed department, system prompts that posting is *not permissible*.
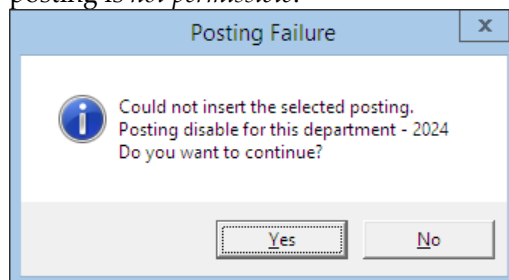


**Figure 1-44 - Disallow department posting failure prompt**

4. Click **Yes** will exit without posting and **No** will return to the Add posting window.

## 1.3.6. Package Plan

The Package Plan function enables the end-users in customizing a cruise package that suits its guest requirements, by combining different food and beverage outlets, excursions or activities using the flexi package plan option.

### Assigning/Purchasing a Package Plan

Assigning the right package to the guest account will enable transactions to be posted accurately throughout the cruise, and packages can be assigned within the passenger account.

1. In the Guest Handling screen, search and select the guest record using guest name or cabin number.

2.  In the selected guest record, navigate to **Disc, Route, Pkg** tab, and then **Package Plan** tab.

3.  At the bottom of the screen, select one of these option:

    ▪ **Assign package Plan:** To assign an available package that does not have a pre-set Purchase price.

    ▪ **Purchase Package Plan:** To purchase a package setup with the purchase price.



**Figure 1-45 - Package Plan options**

4.  To assign/purchase, select the available Package from the drop-down list, and then enter the **Reason**.

**Figure 1-46 - Package Plan assignment screen**

> **Note:** Only check '*Move all existing posting to package posting*' when you wish to move the existing postings to package plan. For example: A guest purchased the package part way through the cruise, and past postings that meet the package elements are to be considered as package plan.

5. Click **OK** to save.

6. Information's pertaining to the package are displayed in the **Package Plan** tab and status is **Active**.

**Figure 1-47 - Package Plan Assigned/Purchased**

## Refunding a Package Plan

The unused package plan is refundable to the guest at the end of the cruise, and below are the steps to refund a Value based package, Quantity based and Mix package.

1. In the Guest Handling screen, search and select the guest record using the guest name or cabin number.

2. In the selected guest record, navigate to **Disc, Route, Pkg** tab, and then **Package Plan** tab.

3. At the bottom of the screen, select **Refund Package Plan**.



**Figure 1-48 - Package Plan Refund option**

> **WARNING:** Once a Refund is processed, it is *not* possible to reverse the changes. This process also *disable* the package plan.

4. Once the package plan is refunded, system will *disable* the package and displays the remaining value/quantity for references only.
5. In the event where the postings are more than the package price, system will prompt that the refund is not allowed.

### Routing a Package Plan posting

Routing of a package plan postings are dependable on two parameters; `Do not allow post package to both buyer and payer` and `Package Plan Before Routing`.

In the event where both payer and buyer has a package, all postings will go to the payer. Once the payer package is fully utilized, subsequent postings are posted into the payer account as normal posting.

### Auto Balancing a Package Plan

An Auto Package Plan balancing may be set using parameter, `Enable Package Auto Balance as 1`, and System will auto balance the package invoice/account after each transaction and reducing the total package value or quantity at the same time.



**Figure 1-49 - Package Plan Invoice screen**

If the above parameter is set to 0, manual balancing of the package invoice/account is required using the **Pay Invoice** function.

### To manually balance a Package Invoice,

1. Log in to **Management** module, and in the menu bar, select **Cashier**.

2. Select **Guests** from the drop-down menu to open the Guest Handling screen.

3. In the Guest Handling screen, search and select the guest record using the guest name or cabin number.

4. Navigate to the **Invoice** tab, and then click the amount under the **Package Invoice**.



**Figure 1-50 - Settling a Package Plan**

5. Choose the **Payment method** and verify the amount to settle when prompt, and the click **Pay or Pay& Print** to pay and print the invoice at the same time.



**Figure 1-51 - Paying an invoice**

> **Note:** This process reduces the Package Invoice balance accordingly.

## 1.4. Invoice Tab

This Posting Handling function not only provides up to 4 invoices per guest, it also enables the users in posting a manual charge to an account, route postings and handle various payment processes .



**Figure 1-52 - Add Posting screen**

**Table 1-7 - Field definition of Add Posting screen**

| Field | Description |
|---|---|
| Account | Guest Account by Cabin No. and Name |
| Department | Financial Department codes |
| Clear fields after adding to posting list | Clear all information in Additional Information section after adding posting |
| Check Number | Check Number from POS System or any manual posting reference. |
| Server #1: | Server name appeared on POS check. |
| Server #2: | Server name appeared on POS check. |
| Number of People | No. of guest that dined. Information from POS System. |
| Invoice Number | Invoice number to post to |
| Comments | Additional comments. |
| Posting List | List of postings added |
| Batch Count | Confirmation of number of postings added in Quick Posting function. |
| Current Count | System count on Postings List |
| Batch Total | Confirmation of total value posted in Quick Posting function. |
| Current Total | System accumulated value to post. |

### 1.4.1. Add Posting

Add Posting allow users to post or manually adjust a charge.

**To Add Posting**

1. Retrieve the guest account from the **Search Panel**, then click **Add Posting** in the **Guest Handling** window.
2. On the **Add Postings** form, select the **Financial Department** from the drop-down list or use the **Search** option to search for a department code.



**Figure 1-53 - Add Posting Financial Department selection**

3. Insert the **Value**, **Check Number** and select the **Invoice number** to post, then click **Add**. This transfers the posting to the **Postings List** at the bottom right of the screen, enabling you to post more than one charge.



**Figure 1-54 - Adding a charge**

4. Item count increases automatically when the posting is more than one.

**Figure 1-55 - Add posting count**

5. Click **Post** to finalize the posting(s).
6. Posting will appear in **Invoice** tab, amongst earlier posted charges.


## 1.4.2. Void Posting

The Void Posting function is use to adjust the earlier posted transactions.

### To Void a Posting

1. Search for the guest account in **Guest Handling** screen and navigate to **Invoice** tab.
2. On the Invoice tab, select the transaction to void, then press the **Void** button.



**Figure 1-56 - Void Posting**

3. System prompts for confirmation on the charge to void. Press **Yes** to confirm.
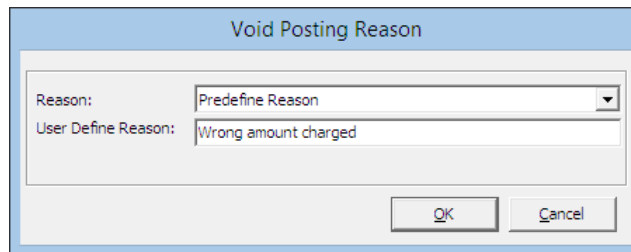


**Figure 1-57 - Void Posting prompt**

4. Insert the void reason or select from the drop-down menu, then press **OK**.

**Figure 1-58 - Void Reason prompt**
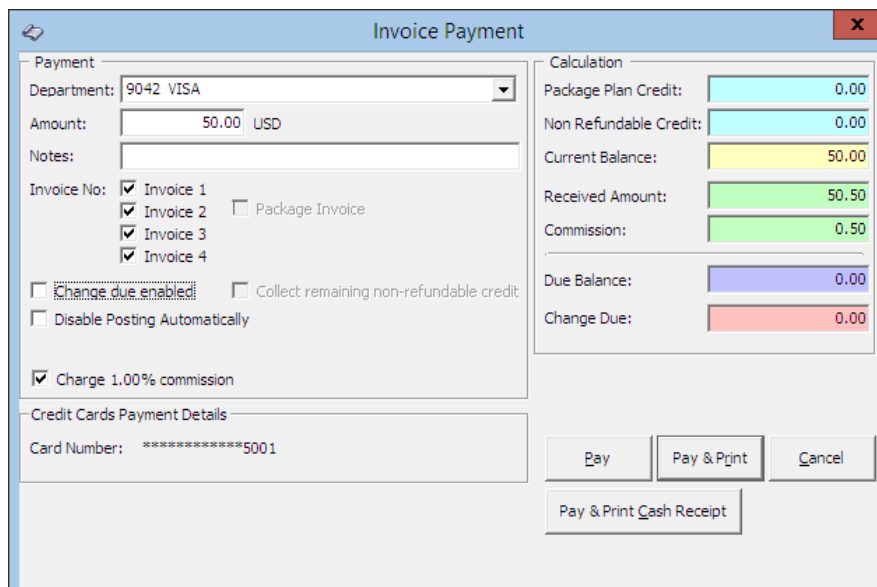
5. Voided postings are reflected in egg-shell color with a matching debit and credit amount.



**Figure 1-59 - Invoice display of voided transaction**

### 1.4.3. Pay Invoice

The **Pay Invoice** function is a settlement process against an invoice, be it part or full payment. As the Ship accepts various payment method, the process in applying these payments may varies.



**Figure 1-60 – Invoice Payment window**

**Table 1-8 - Field definition of Invoice Payment window**

| Field | Description |
|---|---|
| Department | Financial Department codes - Credit |
| Amount | Total amount due by guest, depending on the invoice no. selection. |
| Notes | Additional Notes pertaining to this payment |
| Invoice Number | Invoice number to apply the payment. |
| Change due enabled | Enable auto calculation of change due to guest. |
| Disable Posting Automatically | Disable postings being posted into the invoice. This sets the **Posting Allowed** to *No* in Guest Info tab. |
| Charge 1% Commission | Credit Card commission charge. Amount auto populate in **Commission** field when checked. |
| Credit Cards Payment Details | Displays masked credit card number assigned to this invoice. |
| Package Plan Credit | Eligible credit value for Package Plan posting. |
| Non Refundable Credit | Credit value non-refundable to guest. |
| Current Balance | Current Invoice Balance |
| Received Amount | Amount received. |
| Commission | Applicable credit card/foreign exchange commission value. Calculate when Charge 1% Commission is ticked or when foreign exchange has commission defined. |
| Due Balance | Outstanding sum after deducting payment applied. |
| Change Due | Balance due to guest when payment applied is more than invoice value. |
| Pay | Apply payment receipted and does not print cash receipt. |
| Pay & Print | Apply payment receipted and print invoice at the same time. |
| Pay & Print Cash Receipt | Apply payment receipted and print cash receipt at the same time. |

## Payment by Cash, Change Due

The **Change Due** function calculate the amount of change due to a guest when payment method is either cash or foreign currency. Option is available to default the "change due enabled" to be permanently checked. If this is not set as default, user must check this option to activate automatic change due calculation when applying payment.

## To Pay an Invoice by Cash

1. Retrieve the guest account from the **Search Panel**, then click **Pay Invoice** located at the bottom of **Guest Handling** screen.
2. System defaults the payment department according to payment method defined during check in. Select **Payment Department** from the drop-down menu, either Cash or Foreign Currency.
3. Select an invoice to apply the payment and system will calculate the total amount due by guest.
4. Enter the amount to settle.

- If "Change due enabled" is *checked* and amount entered is *more than* Current Balance, System automatically calculate the change due amount and set the invoice to Zero balance. See *Figure 1-61 - Invoice Payment with Change Due*
- If the payment applied *does not have* "Change due enabled" checked, System will post the amount as *negative* value in Due Balance, resembling a deposit posting. See *Figure 1-62 - Invoice Payment without Change Due.*
- If the payment is of an exact amount, System will post the value as payment receipted and there will be **no Due Balance** or **Change Due** amount. See *Figure 1-63 - Invoice Payment with exact amount*.



**Figure 1-61 - Invoice Payment with Change Due**



**Figure 1-62 - Invoice Payment without Change Due**

Guest Handling

**Figure 1-63 - Invoice Payment with exact amount**

5. Press either **Pay**, **Pay & Print or Pay & Print Cash Receipt** to complete the transaction.

> **Note:** If **Pay** is selected, be sure to print a copy of the invoice for guest reference.

### To Pay an Invoice with Foreign Currency

1. Retrieve the guest account from the **Search Panel**, then click **Pay Invoice** located at the bottom of **Guest Handling** screen.
2. System defaults the payment department according to payment method defined during check in. Select **Foreign Currency Payment department** from the drop-down list.



**Figure 1-64 - Foreign Currency Financial Department**

3. The exchange rate of the selected payment method is displayed beside the amount field.
4. Enter the foreign currency amount and system will convert the value as shown in **Received Amount**.

**Figure 1-65 - Invoice Payment with foreign currency**

5. Select an invoice to apply this payment and system will calculated the total amount due by guest.

> **Note:** If the exchanged amount in foreign currency is more than the invoice amount, system automatically calculate the change due amount in *Ship* currency when the '**Change Due Enable'** is set as default.

6. Press either **Pay**, **Pay & Print or Pay & Print Cash Receipt** to complete the transaction.

### To Pay an Invoice by City Ledger

City Ledger settlement is only permissible when there is a pre-arranged payment mode, for example; account is settle by a company or an agent within agreed payment terms.   The invoice is typically transferred to an Account Receivable, being the holding account and will age until payment is receive.

1. Retrieve the guest account from the **Search Panel**, then click **Pay Invoice** located at the bottom of **Guest Handling** screen.
2. System defaults the payment department according to payment method defined during check in.  Select the **Payment department** from the drop-down list.
3. Select an invoice to settle and system will calculated the total amount due by guest.
4. Insert the amount to settle.

**Figure 1-66 - Invoice payment by City Ledger**

> **Note:** If the exact amount is paid, system sets the value as payment receipted and Due Balance is 0.00.

5. Press **Pay** or **Pay & Print** to complete the transaction.

> **Note:** If **Pay** is selected, be sure to print a copy of the invoice for guest reference.

### Disable Posting Automatically

Deselect '**Disable Posting Automatically**' from the check box to set the *Posting Allowe*d to *No* in Guest Info tab when the invoice balances is 0.00.

**Figure 1-67 - Disable Posting Automatically**



**Figure 1-68 - No Posting Allowed in Guest Info tab**

System prompts below message when user tried to post a charge to this invoice and posting will be rejected.



**Figure 1-69 – Disable Posting prompt**

### To Reset the posting status to Allowed

1. Click the **Posting Status** in **Guest Info** tab.
2. At the Enable Posting prompt, select **Yes** to confirm.
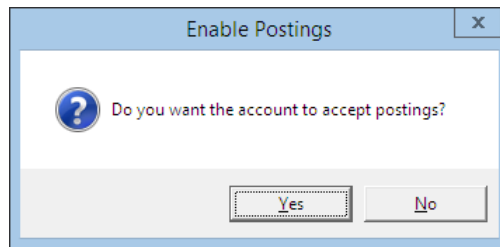
**Figure 1-70 - Reset Posting status**

3. This resets the posting allowed to **Yes**.



| Express C.Out: | No |
| Posting Allowed: | Yes |
| Routing Status: | |
| Serv Chg Amount: | 10.00 |
| PPD Category: | Regular Guest |
| Payment: | 9042 VISA |
| | ************5001 (03/20) |

**Figure 1-71 - Enable Posting prompt**

## Payment by Credit Card

1. Retrieve the guest account from the **Search Panel**, then click **Pay Invoice** located at the bottom of **Guest Handling** screen.

2. An **Invoice Payment** form will open, displaying the payment department defined during check in.

3. Select the **Payment department** from the drop-down list if it defers from earlier payment method.



**Figure 1-72 - Credit Card Payment selection**

4. Amount is automatically filled based on current outstanding of the selected invoice, for example:  Invoice 1 balance = $30, Invoice 2 balance = $20.  When all invoice is checked, the total becomes $50. Adjust the amount and select the invoice to pay *if they defer*.

**Figure 1-73 - Credit Card Commission selection**

5. The % commission shown is in accordance to the commission rate set up in *Financial Department* codes and is *checked by default*. The commission chargeable is shown in *Commission* field and if commission is *not* applicable, simply uncheck the selection.

6. Press **Pay** or **Pay & Print** to complete the transaction.

> **Note:** If **Pay** is selected, be sure to print a copy of the invoice for guest reference.

### 1.4.4. Print Invoice

The Print Invoice function enables user in printing invoices in different layout made available by the Ship. It has a preview function which allow the user to view an invoice/statement prior to printing a hard copy invoice.

#### Printing an Invoice

1. Retrieve the reservation from the **Search Panel**, then click **Print Invoice** under **Guest Info** tab to open the **Passengers Invoices** screen.
2. Select from the **Report List** the invoice report to print.
3. In the **Print tab**, select the printer, print range and copies to print.
4. Press **Print** to send the print job to printer.
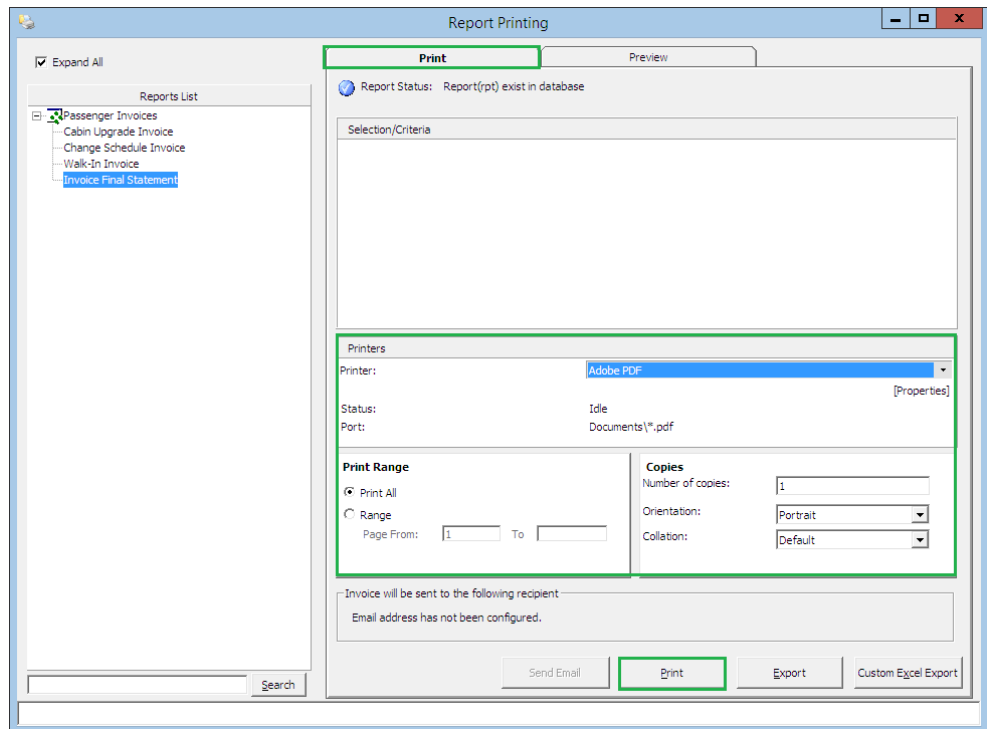
**Figure 1-74 - Print Invoice screen**

### Preview Invoice

This function enables user to preview the invoice prior to sending the job to a printer.

1. Retrieve the reservation from the **Search Panel**, then click **Print Invoice** under **Guest Info** tab to open the **Passengers Invoices** screen.
2. Select from the **Report List** the invoice report to print.
3. Navigate to the **Preview tab** to view the invoice.
4. Press the **Printer icon** if you wish to send the print job to printer.
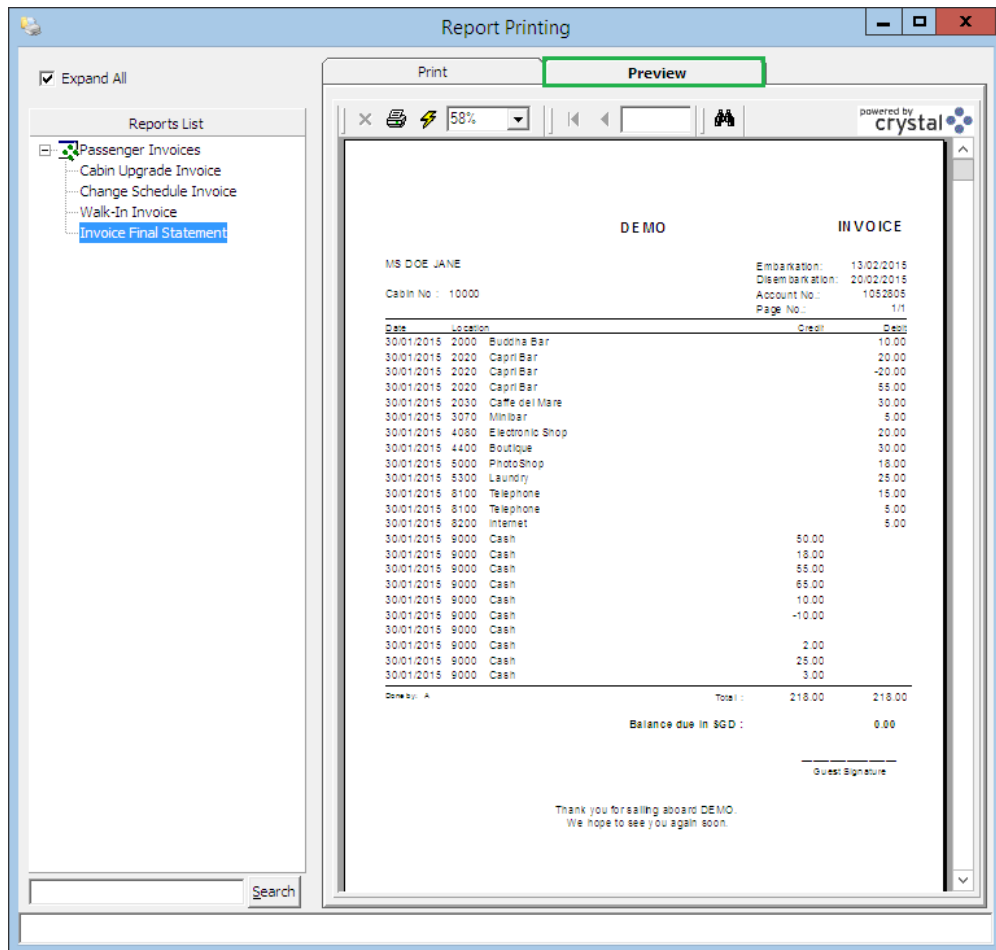
**Figure 1-75 - Preview Invoice before printing**

### Emailing an Invoice

In a paperless environment, copy of the invoice may be sent to the guest's email account, *only* when on-board email is listed in the guest account. A special setup is required before an invoice can be pushed out by email. Such entry requires setup by your System Administrator.

#### To Email an Invoice

1. Retrieve the reservation from the **Search Panel**, then click **Print Invoice** under **Guest Info** tab to open the **Passengers Invoices** screen.
2. Select from the **Report List** the invoice report to print.
3. In the Print tab, press **Send Email** and you will receive below prompt once the email is successfully sent.
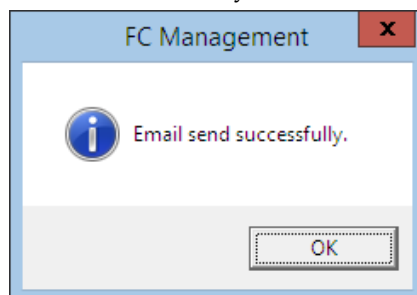


**Figure 1-76 - Invoice successfully emailed**

### Exporting an Invoice

System allow export of invoices into other file format. The supported file format are: Acrobat Format, Crystal Report, MS Word, MS Excel and many more.

1. Retrieve the reservation from the **Search Panel**, then click **Print Invoice** under **Guest Info** tab to open the **Passengers Invoices** screen.
2. Select from the **Report List** the invoice report to print.
3. In the **Print tab**, press **Export**.
4. Select the file format and destination type from the drop-down list when prompt.
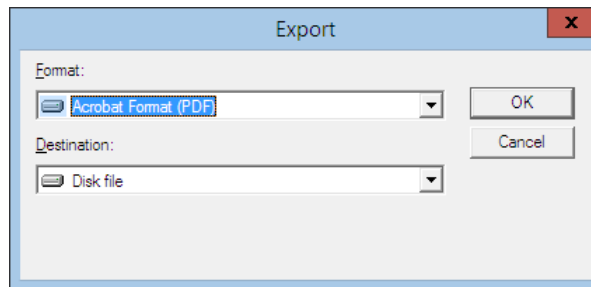


**Figure 1-77 - File Export Format selection**

5. Select the page range to print.
6. Enter the file name to save as when system prompt for file saving location.
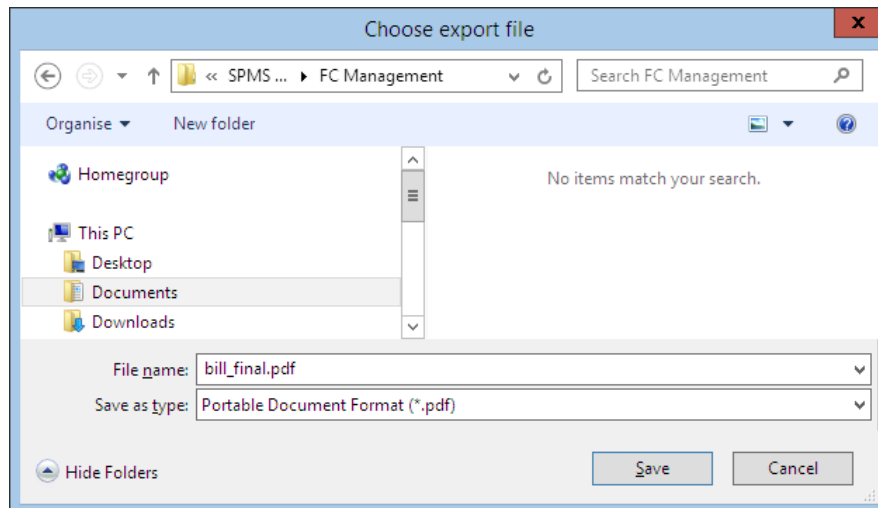


**Figure 1-78 - File Export file destination**

**Figure 1-79 - Sample Invoice**

## Custom Excel Export

This function exports the invoice into a predefined Excel format.

1. Retrieve the reservation from the **Search Panel**, then click **Print Invoice** under **Guest Info** tab to open the **Passengers Invoices** screen.
2. Select from the **Report List** the invoice report to print.
3. In the **Print tab**, press **Custom Excel Export**.
4. Enter the file name to save as when system prompt for file saving location.
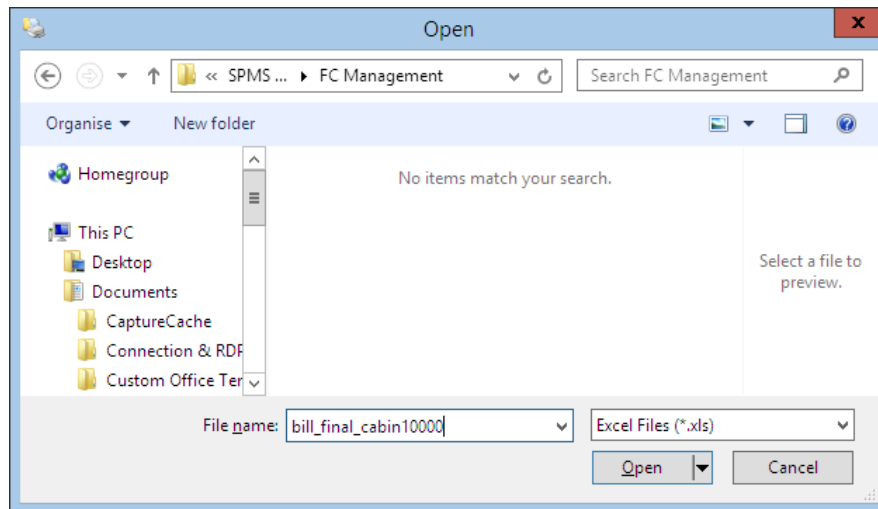
**Figure 1-80 - Custom Excel Export**

## 1.4.5. Move & Route

The Move and Route function enables bills to be organized at the time of credit sign up, during the cruise or at the end of the cruise when guest would like to separate certain charges from the main invoice. Charges are easily moved with the drag and drop movement and various method is available to suit the operational needs.

### To Move a charge from one invoice to another

1. Select the guest account and navigate to the **Invoice** tab.
2. Mark the transaction to be move.
3. Press, and hold down the left button on the mouse.
4. Drag the transaction to the location by moving the mouse pointer.
5. Drop the object by releasing the left mouse button.



**Figure 1-81 - Move & Route function**

6. The original invoice amount will decrease and the newly created invoice amount increases.



### To Setup a Charge Route

The following function allow guest to separate certain charges in another invoice throughout the cruise or route to another account. It would be more feasible to set up a routing instructions to move both current and future postings to a new invoice.

1. Select the guest account and navigate to the **Invoice** tab.

2. Click **Move & Route** to open a Move posting menu.



**Figure 1-82 - Move Posting tab**

**Table 1-9 - Definition of Move Posting tab**

| Field | Description |
|-------|-------------|
| From | Default to Guest account, All Invoices. |
| To | Selectable invoice from Invoice 1 to 4 or another guest/payor account. |
| What | Department Group or Financial Department code to route. |
| Why | Reason why charges were routed. |
| When | Type of postings to route. |

3. By default the main invoice displayed is **All Invoices**. Select the invoice where the charges will be routed to.

4. If charges is routed to another guest/payer, enter the *cabin number* and select the guest name.

5. Select either the department group or financial department code to route.

6. Insert the reason why charges are routed.

7. Choose the type of posting to route, actual/future postings or actual payments.

> **Note:** If **Future Postings** is checked, System will automatically place the department code in **Disc, Route, Pkg tab, Routing** window. See also *Disc, Route, Pkg*

## 1.4.6. Criteria Discount

The following function work the same as Percentage Discount in Disc, Route, Pkg tab and has an additional check box for **Actual Postings.** The function will create a record in discount portion in **Disc, Route, Pkg** tab when Future Posting *is checked*.

### To accord a Criteria Discount

1. Select the account and navigate to Invoice tab.

2. Click **Criteria Discounts** to open a dialog box.

3. Enter the *Percentage value* and the number of counts in **Apply Count** field if the discount is to accorded an *X* number of times.  For example, enter 1 to specify a one- time discount for every selected department code or leave as blank for unlimited discounts is given for every selected department.



**Figure 1-83 - Criteria Discounts window**

4. Select the **Financial Department** entitled to discount.

5. Check whether the discount is applicable to **Actual** or **Future Postings**, then click **OK** to save.

> **WARNING:**  Once a discount is posted to an actual posting, it *can not be reverse.*  If the discount has a count indicator, system will post the discount until it reaches the indicated count and *no furthe*r discount will be accorded thereafter.

6. System will post an adjustment (reverse) against the original posting and set the adjusted posting to **No Print** automatically,  then repost the correct value with discount indicated.

| Date | Department | Credit | Debit | Discount | Vat Tax | POS-Discou | Buyer | Trans.ID | User | Gross | Check# |
|------|-----------|--------|-------|----------|---------|-----------|-------|----------|------|-------|--------|
| 30/01/2015 | 3070 Minibar | | -20.00 | 0.00 | 0.00 | 0.00 | Bruer S | 14118914 | A | -20.00 | 123 |
| 30/01/2015 | 3070 Minibar | | 18.00 | 2.00 | 0.00 | 0.00 | Bruer S | 14118915 | A | 20.00 | 123 |
| 30/01/2015 | 3070 Minibar | | 50.00 | 0.00 | 0.00 | 0.00 | Bruer S | 14118912 | A | 50.00 | 123 |
| 30/01/2015 | 3070 Minibar | | 20.00 | 0.00 | 0.00 | 0.00 | Bruer S | 14118912 | A | 20.00 | 123 |

**Figure 1-84 - Example of Criteria Discount**

See also *Disc, Route, Pkg*

## 1.4.7. Item Discount

The Item Discounts is a function that deduct a specific percentage of selected postings on the guest invoice.

> **Note:** This *is* a Percentage discount and *not available* in value discount.

### To accord an Item Discount

1. On the **Invoice** tab, mark the posting entitled to the discount, then **Item Discounts** button.

2. Insert the percentage value in the discount field, then click **OK** to proceed.
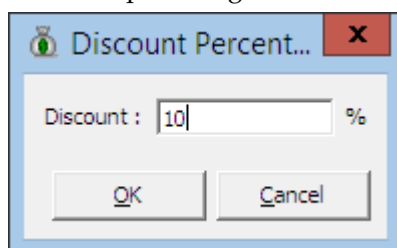


**Figure 1-85 - Item Discount**

3. System will post an adjustment (reverse) against the original posting and set the adjusted posting to **No Print** automatically, then repost the correct value with discount value indicated.

| Date | Department | Credit | Debit | Discount | Vat Tax | POS-Discou | Buyer | Trans.ID | User | Gross | Check# |
|------|-----------|--------|-------|----------|---------|-----------|-------|----------|------|-------|--------|
| 30/01/2015 | 3070 Minibar | | -20.00 | 0.00 | 0.00 | 0.00 | Bruer S | 14118914 | A | -20.00 | 123 |
| 30/01/2015 | 3070 Minibar | | 18.00 | 2.00 | 0.00 | 0.00 | Bruer S | 14118915 | A | 20.00 | 123 |
| 30/01/2015 | 3070 Minibar | | 50.00 | 0.00 | 0.00 | 0.00 | Bruer S | 14118912 | A | 50.00 | 123 |
| 30/01/2015 | 3070 Minibar | | 20.00 | 0.00 | 0.00 | 0.00 | Bruer S | 14118912 | A | 20.00 | 123 |

**Figure 1-86 – Example of Item discount transactions**

## 1.4.8. Hide No Print

This function works with transactions that are marked with **No Prints,** for example: voided transactions. The process changes the information displayed, giving the users an organized invoice view.

### To Hide NoPrints transactions

1. Click **Hide NoPrints** to switch the button from Hide NoPrints to Show NoPrints.

2. Transactions marked with NoPrints (pale yellow) are then hidden from the invoice screen until user click the Show NoPrints.

### To Show NoPrints transactions

1. Click **Show NoPrints** to switch the button from Show NoPrints to Hide NoPrints.

2. Transactions marked with NoPrints (pale yellow) are shown on the invoice screen.

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| 29/01/2015 | 9000 Cash | -598.00 | | 0.00 | 0.00 | 0.00 | Bailey A | 14118682 | A | -598.00 |
| 29/01/2015 | 9000 Cash | 598.00 | | 0.00 | 0.00 | 0.00 | Bailey A | 14118681 | A | 598.00 |

**Figure 1-87 - Example of NoPrints transactions**

### 1.4.9. No Print

This function enables the user in hiding the voided posting or previous settlements from being printed onto the invoices. Is it only possible to set no prints for transaction entry equals to 0.00.

#### To Hide NoPrint transactions

1.  Retrieve the account and navigate to the Invoice tab.
2.  Select the desire transactions and click **NoPrint.**
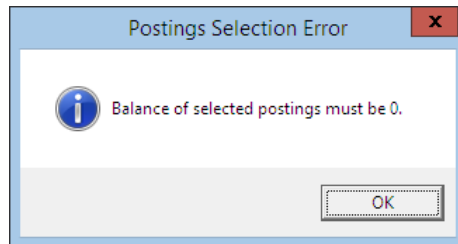


**Figure 1-88 -No Print posting not equal to 0**

> **Note:** If the transaction balance does not equal to 0.00, system will prompt an error.

3.  Transactions marked as **No Print** are highlighted in pale yellow.

| 29/01/2015 | 9000 Cash | -598.00 | | 0.00 | 0.00 | 0.00 | Bailey A | 14118682 | A | -598.00 |
| 29/01/2015 | 9000 Cash | 598.00 | | 0.00 | 0.00 | 0.00 | Bailey A | 14118681 | A | 598.00 |

**Figure 1-89 - Example of NoPrints transactions**

#### To reset NoPrint transactions to original state

1.  Select the NoPrint transactions, then click **NoPrint.**
2.  Transactions are revert to normal posting and no longer shown in pale yellow.

### 1.4.10. Set Credit Limit

The floor limit is pre-set within the Financial Credit Sub-Department code and this can be adjusted for specific guest at the jurisdiction of the Chief Purser.

#### To set a Credit Limit

1.  In the Invoice tab, click **Set Credit Limit** button.
2.  Insert the credit value in the dialogue box, then click **OK** to override the pre-set credit limit defined in Credit Sub-Department code.
3.  If the account exceeds the floor limit or the individual limit, a *Credit Limit Exceeded* warning prompt will appear in both Fidelio and Micros system during posting and charges will not be added.
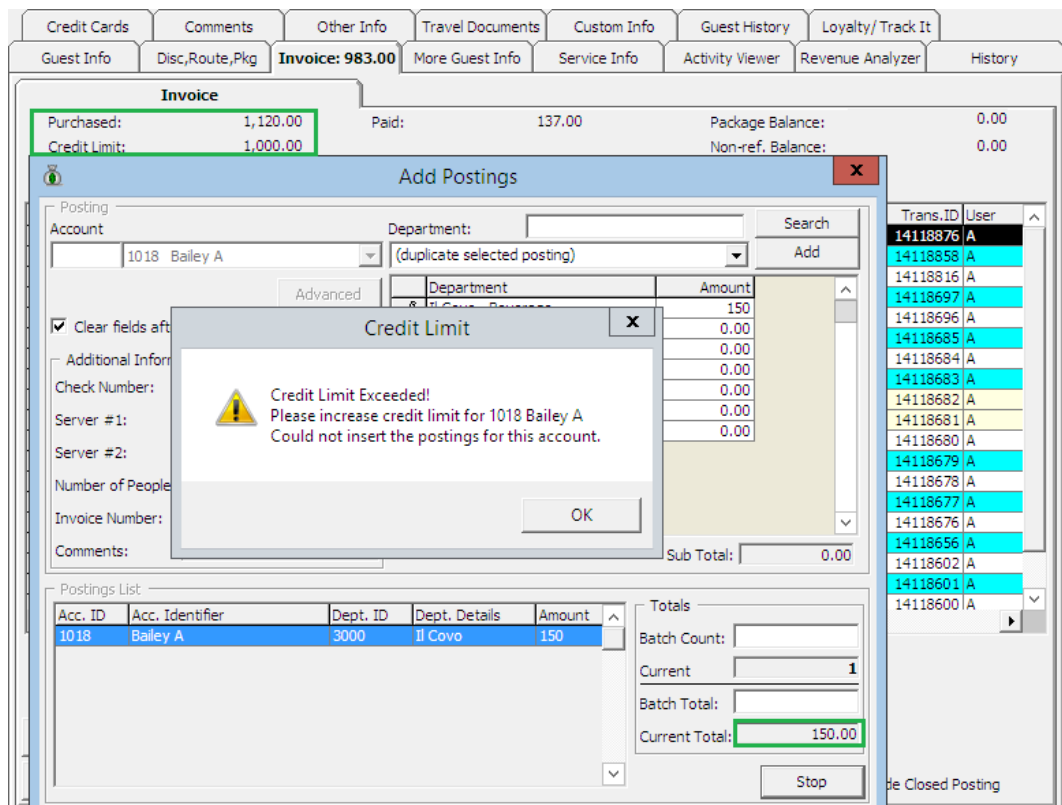
**Figure 1-90 - Warning prompt when Credit Limit exceeded**

> **Note:** The same warning prompt appears if the account is routed and payor has a Credit Limit defined.

4. Consult your Chief Purser or Front Desk Manager or refer to the Ship's Operating procedure for next course of action.

## 1.4.11. Close Posting

The Close Posting function generates an interim invoice and closes the balanced account without checking out the account. This function *does not work* when the account still has a balance.

> **WARNING:** Once the account is closed, this *Can Not Be Undone*.

### To close an account with Close Posting

1. Retrieve the account and navigate to Invoice tab.
2. Ensure all invoices are 0.00 balance. If account is unbalance, system will prompt **Balance not zero** message.
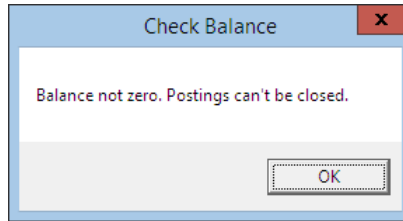
**Figure 1-91 - Balance not 0.00 in Close Posting**

3.  Click **Close Postings** button.
4.  Select **Yes** when system prompt for a response.  If **No** is selected, it will return to Invoice tab *without* closing the postings.
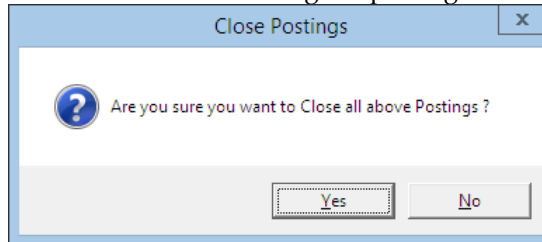


**Figure 1-92 - Close Posting confirmation**

5.  Check **Hide Posting** located at the bottom of the invoice tab will hide all closed postings.

## 1.4.12. Set Spending Limit

Set Spending Limit function limits the buyer spending value and is only enabled when an account is routed to another account,  for example:  Mr X paying for Mr Y and would like to limit the spending of Mr Y to $500.  The Set Spending Limit is enabled in Mr. Y account and not Mr. X.

> **WARNING:**  Once the account is closed, this *Can Not Be Undone*.

### To set a Spending Limit

1.  Retrieve the guest account and navigate to the **Invoice tab**.
2.  The **Set Spending Limit** is enabled when routing is present in the account.
3.  Click **Set Spending Limit** to open a dialogue window.
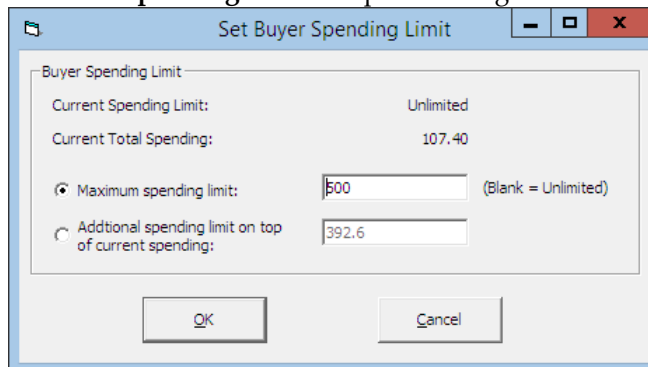


**Figure 1-93 - Set Spending Limit options.**

**Table 1-10 - Options available in Set Buyer Spending Limit**

| Field | Description |
|---|---|
| Maximum Spending Limit | Maximum value allowed to spend. |
| Additional Spending Limit on top of current Spending | Additional value to top up the limit. For example: Current spending is $107.40 and the intended limit is $500. The value to insert is $392.60. |

4. Insert the spending limit in one of the available option, then click **OK to save.**
5. System updates the guest credit limit in Invoice tab with new information.



**Figure 1-94 - Credit limit displayed in Guest Invoice tab**

## 1.4.13. Show Pre-Cruise Invoice

Pre-Cruise Invoice enables the user to prepare an advance invoice for the guest. Postings and payments posted in Pre-Cruise Invoice function are *not* actual revenue until they are posted to a checked in account.

### To Create a Pre-Cruise Invoice

1. Retrieve an *Expected* guest reservation from the **Search Panel**.
2. In the **Guest Handling** screen, click **Add Posting (Pre-Cruise)** to open the Pre-Cruise Posting screen.



**Figure 1-95 - Pre-Cruise Posting screen**

3. Select the **Financial Department** to post, then click **Add**.
4. Insert remarks pertaining to this posting, if any.
5. In **Future Posting Date** field, select the date to post to.
6. Click **Post** to complete the pre-cruise invoice with earlier added postings in **Pre-Invoice** screen.

**Figure 1-96 - Sample Pre-Cruise transactions**

### To Convert a Pre-Cruise Invoice into Actual Posting

1. Upon the guest check-in, System will prompt user to convert the pre-cruise postings into regular postings.
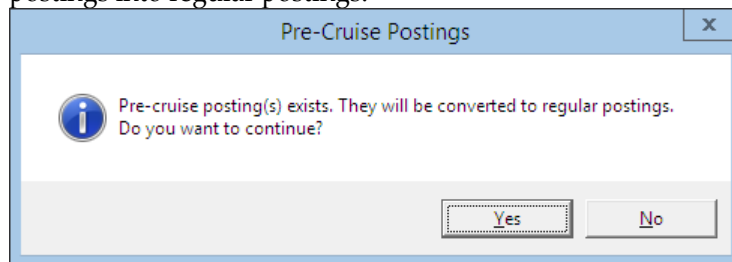


2. Select **Yes** to convert the postings.
3. A **Show Pre-Cruise Invoice** is now added to the bottom right of the screen.
4. Click the **Show Pre-Cruise Invoice** to toggle between guest invoice and pre-cruise invoice screen if there are future postings. When toggling, the button will change to **Show Invoice** or vice versa.

> **Note:** When the Show Pre-Cruise Invoice is clicked, the **Add Posting** will change to **Add Posting (Pre-Cruise),** enabling user to perform pre-cruise posting and apply payment to future posting date. .

5. Once all the pre-cruise postings are posted, the **Show Pre-Cruise** is automatically disabled.

### To Undo Non-Converted Pre-Cruise Posting

When checking in the guest and user accidentally click **No** at the prompt to convert pre-cruise postings to regular postings, these postings are stored in **Quick Pre-Posting Conversion** function, allowing user to repost all the pre-posting.

1. In the **Cashier** drop-down menu, select **Quick Pre-Posting Conversion** from the drop-down list.

2. A list of failed to convert posting is displayed in **Selected People** grid.
3. In the **Search Criteria** drop-down list, select the **Cruise** and then click **Process**.
4. Click **Yes** on **Quick Prepostings Conversion** prompt to post all the pre-cruise postings, and then click **OK** on number of pre-postings to post when prompt.
5. In the **Statistic** section, number of selected, process, remaining and converted posting(s) are shown.

## 1.5. More Guest Info Tab

The **More Guest Info** tab stores various information's such as Billing Address, Travel Agency contact, Cruise Reservation Related Information, guest picture and Document Return status, and most of all fields in Billing Address, Travel Agency and Product Details section are editable with an **in-line edit function** by simply clicking on the field name and insert the text. Editing other sections such as Take Picture, Edit Cruise Fare and Document Return would require user to click on the available buttons.



**Figure 1-97 - More Info tab**

**Table 1-11 - Field definition of More Info tab**

| Field | Description |
|---|---|
| Name | Billing Name |
| Street | Billing Address |
| City | City of Billing Address |
| Zip | Zip code of Billing Address |
| State | State of Billing Address |
| Country | Country of Billing Address |
| Travel Agency | |
| Name | Travel Agency Name |
| Street | Street Address of Agency |
| City | City |
| State | State |
| Zip | Zip Code |
| Country | Country |
| Phone | Phone number of Travel Agency |

| Field | Description |
| --- | --- |
| Fax | Fax number of Travel Agency |
| Salutation | Salutation of contact person |
| First Name | First name of contact person |
| Last Name | Last name of contact person |
| E-Mail | email address of contact |
| AgentID | Agency ID |
| Agent R.ID: | Additional Agency ID |
| Agent B.ID | Additional Agency ID |
| Take Picture | |
| Live Picture | Live view of the guest before picture were taken |
| Stored Picture | Picture saved using Live Picture function |
| Cruise Reservation Related Info | |
| Pre Cruise | Pre-Cruise arrangement. Information imported via DGS. |
| Post Cruise | Post-Cruise arrangement. Information imported via DGS. |
| Currency | Cruise Fare Currency. Information imported via DGS. |
| Trav. Insurance | Travel Insurance number. Information imported via DGS. |
| Cruise Fare Code | Fare code from the reservation system. Information imported via DGS. |
| Cruise Fare | Cruise Fare. Information imported via DGS. |
| Cruise Full Fare | Full Cruise Fare. Information imported via DGS. |
| Edit Cruise Fare | Function to edit cruise fare balance. User right dependent. |
| Product Details | |
| Product | Product code linked to the booking |
| Promotion | Promotion code linked to the booking |
| Savings | Discount code linked to the booking |
| Return Documents | |
| Documents are not returned | Indicate the date/time and user who returned the guest travel document. |

## 1.5.1. Take Picture

The Take Picture option captures the current guest picture and shared them across other modules, enabling other users to easily recognize the guest they are dealing with.   The supported picture file format are *.jpg* or *.bmp*.

### Taking Guest Picture

1.  Retrieve the account and navigate to the **More Info** tab.
2.  The live image of the guest is displayed in the Live Picture window.
3.  Click **Take Picture** to capture the image.
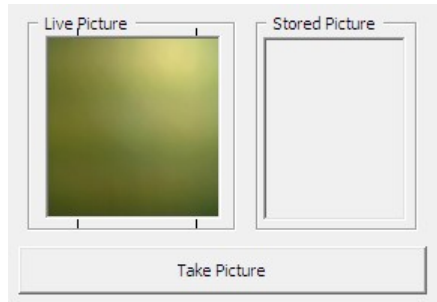
**Figure 1-98 - Take Picture**

## 1.5.2. Cruise Reservation Related Info

The Cruise Reservation Related Info section displays the cruise price paid in Reservation system, and these data are imported from DGS ResOnline. The fields are non editable except the **Cruise Fare Balance,** and it is dependent on User Access Rights #4461.

### To Edit Cruise Fare

1. In the **More Info** tab, click the **Edit Cruise Fare**.
2. Edit the Cruise Fare Balance and then click **OK** to save.
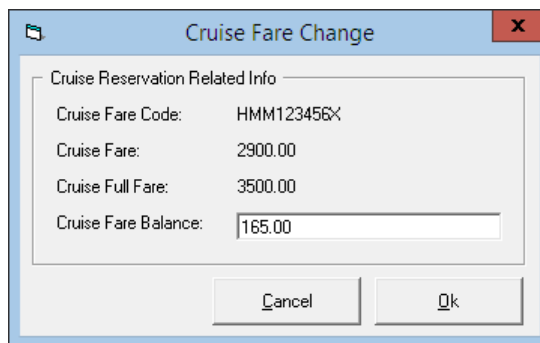

**Figure 1-99 - Edit Cruise Fare**

## 1.5.3. Document Return

The Document Return section stores the date, time and user who returned the travel documents to the guest via the **Document Return** module.
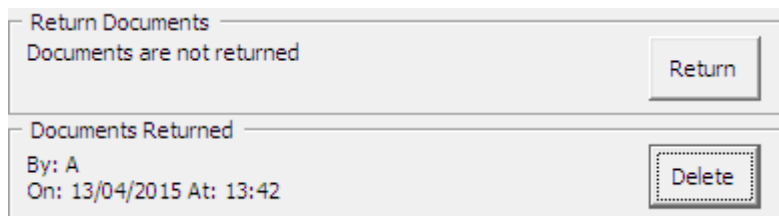

**Figure 1-100 - Document Return in More Guest Info**

### To Cancel a Document Return

1. In the **More Info** tab, click **Delete** to reset the document status.

2. This changes the button display to 'Return' and status of the document as 'Documents are not returned'.

# 1.6. Service Info Tab

The **Service Info** function in **Guest Handling** screen stores the type of service, amenities package or special requests rendered by the ship, without having to rely on large manifest for information. The packages and requests arranged through the cruise company prior to actual sail date are also included in the reservation information during the periodic import. Although these information's are mainly updated through reservations import file, manually update are possible when needed. Besides listing these requests under individual guest records, a summary of such informations are populated in **Amenities Overview** function, allowing the responsible parties on board such as Manager, Chief Steward, Hostess/Group Coordinator an access, and ensuring requests are fulfilled.



**Figure 1-101 - Guest Handling-Service Info tab**

The screen is divided into two sections:

1. Section contains details of pre-planned company packages or any amenities to be accorded during the cruise.
2. Section contains all the Special Requests for passenger with special needs.

## 1.6.1. Setting Up an Amenity / Special Request

1. Retrieve the account and navigate to **Service Info** tab.
2. Click the **New** under the Amenity/Special Request section to open a dialog box, and then fill in all the required information.

**Figure 1-102 - Amenity Information Form**



**Figure 1-103 - Special Request Form**

**Table 1-12 - Field definition of Amenity / Special Request Form**

| Field | Description |
| --- | --- |
| Code / Action Code | Short Amenity /Special Request Code |
| Description | Description of the code |
| Ext. Code | External brochure/reference code. |
| Comments | Additional comments pertaining to this amenity |
| Quantity | Required quantity |
| Price each | Unit price of amenity |
| Cost | Amenity Cost Price |

| Field | Description |
|---|---|
| Currency | Amenity price currency. |
| Applicable | Price sold per passenger or cabin. |
| Status | Amenity status - Active or Cancelled |
| Sender | Amenity Sender |
| Message | Message from sender |
| Division | Division responsible for delivery |
| Date / Event Date | Schedule delivery date |
| Time / Event Time | Schedule delivery time |
| Location | Delivery location |
| Occurrence | No of occurrence if any |
| Done by Date/Time | Date and time items were delivered |
| Waiter | Service completed by |

3. Click the **OK** to save, and this adds the items into the Amenities/Special Request section and a *Red X envelope* under **Done** column.



**Figure 1-104 – Amenities/Special Request Items**

4. A *Check Mark* is placed on the **Service Info tab** as an alert to user that there are entry needing follow-up.

## 1.6.2. To Mark Items as Delivered

1. Select the item from the Amenity/Special Request section and then click **Delivered**.

2. System will replace the *Red X envelope* with a *Check Mark* in the **Done** column, with its Date/Time and User who completed the task shown.



**Figure 1-105 - Amenities/Special Request Delivered Items**

3. Click the **OK** to save, and this adds the items into the Special Requests section and a *Red X envelope* under **Done** column.

4. A *Check Mark* is placed on the **Service Info tab** as an alert to user that there are entry needing follow-up.

## 1.7. Activity Viewer Tab

The Activity Viewer tab provides users a quick view of the activities signed up by the guest, be it Excursion, Dining arrangements or Spa booking, thus enabling them to locate the guest or follow up on up-coming activities. The information's displayed are controlled by two Parameter:

- **EONE, Use RCL XML Format**
- **Personal Itin, ShowAlt**



**Figure 1-106 - Activity Viewer Screen**

**Table 1-13 - Activity Screen**

| Field | Description |
|---|---|
| 1 | Date/Time grid of activity screen |
| 2 | Type and scheduled time of activities |
| 3 | Details of selected activity |
| 4 | Date/Time of even filter for Itinerary print out |

By default, the time grid is set to an hourly grid and this can be easily changed by right clicking on the time grid, and then select the desired time frame to display.
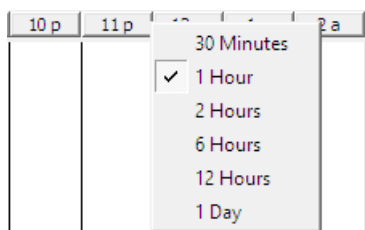


System will indicate the activity time in the grid according to the color defined for each type of activity per below:
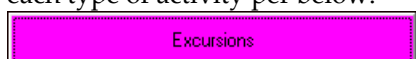
### 1.7.1. Navigating through Activity Viewer

1. On the date field, select either the date to display using the down arrow key, or use the arrow left/right to navigate to previous or next day view.
2. Use the scrollbar to navigate to previous or future time period.
3. Clicking on the activity bar in the grid view will further display information such as passenger name of the selected cabin, activity type, activity date and time of a selected event outlet or table reservation in Activity Information section.
4. An itinerary can be printed from the same screen. See **FC Administration, Report Setup**.

> **Note:** A report configuration under report group Itinerary is required prior to printing an itinerary. See **FC Administration, Report Setup** section for report configuration steps.

#### Printing an Itinerary

1. In the Date/Time filter at the bottom of the screen, enter the activity date range to print.



2. Select the type of event from the drop-down list.
3. Click **Print** to generate the Itinerary.



**Figure 1-107 - Sample Excursion Itinerary**

## 1.8. Revenue Analyzer Tab

The Revenue Analyzer provides users a revenue analysis of selected guest by date, department and transaction number order. It comprises of two tabs - **Department Details** and **Item Details**. By default, information displayed on screen are imploded and only the transaction date, net total and gross total are shown. To view a detailed

information, place a check mark in **Expand All** or manually click the '**+/-**' key to show/hide the column or click the **arrow down** on the drop-down list to further expand the information of respective column.



**Figure 1-108 – Revenue Analyzer Viewer Screen**

**Table 1-14 - Field definition of Revenue Analyzer**

| Field | Description |
|---|---|
| Transaction Date | Date transaction were posted. |
| Department | Financial Department. |
| Transaction Number | System generated transaction ID. |
| Total | Sub-total of each Financial Department. |
| Net Total | Total Net amount (Total value excluding discount). |
| Gross Total | Gross amount (Total value before discount) |

## 1.9.  History Tab

The History tab stores future and past reservation records, as well as the cabin change log.  Other than the **Future Reservations** section where user is able to insert, edit and remove a reservation, all other information on this screen are non-editable.
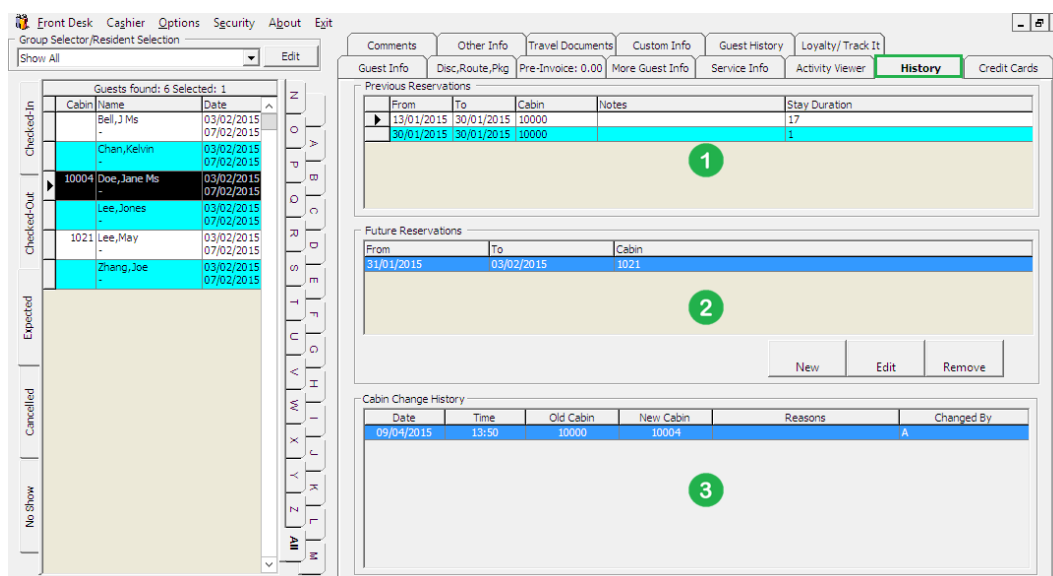
**Figure 1-109 - History tab**

**Table 1-15 - Field definition of History tab**

| Field | Description |
|-------|-------------|
| 1 | ▪ This section stores records of previous reservations by date, cabin number, notes and overall stay duration.<br>▪ Records are captured once user check out the guest. |
| 2 | ▪ This section stores records of future reservations.<br>▪ During system date change, system will check the future reservations records for expected embarkation that falls on the next system date and automatically renewed them to Expected Arrival. |
| 3 | ▪ This section stores records of cabin assigned to the guest during their stay, including future reservations if any. |

### 1.9.1. Creating Future Reservation

1. Click **New** to open the Future Reservations form.
2. Enter the **Cabin** number and select the **Expected Embarkation/Disembarkation Date**.
3. Click **OK** to save and System will insert the record in the Future Reservation section.

### 1.9.2. Editing Future Reservation

1. In the **Future Reservation** section, select the future reservation.
2. Click **Edit** to open the Future Reservations form.
3. Alter the information and then click **OK** to save the changes.

### 1.9.3. Removing Future Reservation

1. In the **Future Reservation** section, select the future reservation.
2. Click **Remove** to remove the record.

## 1.10. Comments Tab

The Comments tab is designed to handle multiple follow ups on feedback/complaints received pertaining to a cabin, services rendered, facilities and etc. Besides entering a comments, scanning and attaching an image file is also possible.



**Figure 1-110 - Comments Tab**

### 1.10.1 Adding a Comment/Sub-comment

1. Click the **Add Comment** at the bottom left of the screen
2. In the **Comment tab**, select the relevant fields using the drop-down list.
3. Enter the **Reported By, Comment description, Additional Cost** and check the urgency and sensitivity, if any.
4. Click **Save** to save the record, and this add a **Red Cross indicator** on the Comment tab.
5. If a **Comment** is selected and **Add Comment** is clicked, this creates a sub-comment, with the Comment Category and Comment Description being defaulted to the main comment and they are not editable.

### 1.10.2  Attaching Image File

1. In the selected comment, navigate to the Document Image tab.
2. Click **Scan Document** or **Upload File** if uploading an image from a storage location.
3. Click **Save** to save the image to the database.

### 1.10.3 Resolving a Comment

1. Select the main comment from the left pane of the screen, then navigate to **Resolution tab**.
2. Enter the **Resolved by (Person)** and **Resolution Description**, and then check the **Resolved** check box at the bottom of the screen.
3. Click **Save** to save the resolution, and this places a check mark next to the comment(s).

> **Note:** Checking the Resolved check box will sets all sub-comments as resolved.



**Figure 1-111 - Comment Resolution tab**

## 1.11. Other Info Tab

Other Info tab stores the passenger flight assignment, cabin maintenance tasks and other general information.  Other functions included in this tab are board card printing, enabling/disabling phone and printing passport label.

**Figure 1-112 - Other Info Tab**

## 1.11.1. Flight Assignment

Arrival/departure flight information and transfers arrangements are updated in the Flight Assignment section.
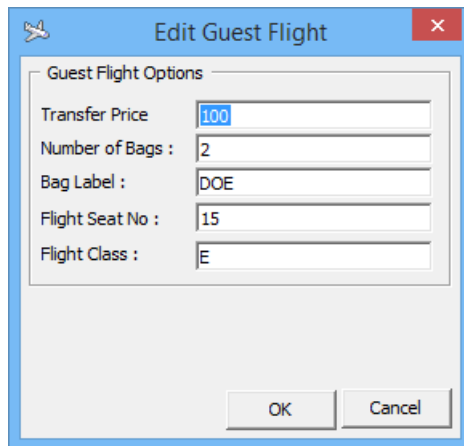


**Figure 1-113 - Flight Assignment in Other Info tab**

**Adding arrival/departure flight details,**

1. Click **Add** in the **Other Info tab, Flight Assignment** section.
2. Select the **Flight direction, date, Flight Carrier** from the drop-down list, and then enter the **Seat No, Flight Class** and **Passenger's Name**.
3. Click **OK** to save the record.

The **Edit assignment** will only allow you to edit the **Transfer price, no of bags, bag label or Seat number**.

**Figure 1-114 - Edit Flight Assignment**

### 1.11.2. Maintenance

The Maintenance section displays all maintenance task related to selected cabin, regardless of its completion status and these task are entered in FC Maintenance module.

### 1.11.3. Guest Categories

The Guest Categories section displays the selected information from Edit Information, Guest Categories check box. These information's are configured in **Administration, System Codes, Guest Categories codes**.

### 1.11.4. Guest Categories / Other Information

The Guest Categories and Other Information section displays the selected information from Edit Information, Guest Categories check box and various fields in Name/Reservation section.

## 1.12. Travel Documents Tab

Details of the guest passport, identification or any travel documents captured through passport/ID scanning device are stored in this tab and will be purged at the end of the cruise or according to the policy defined by the Ship.

**Figure 1-115 - Travel Documents tab**

**Table 1-16 - Field definition of Travel Documents**

| Field | Description |
|---|---|
| Predefined Document Type | Document type configured in Administration Module, eg: passport, identification card. |
| Document Type | Type of Visa |
| Document Number | Passport or ID number |
| Issue Date | Document issue date |
| Expiry Date | Document expiry date |
| Birthdate | Passenger Birthdate |
| Issued Country | Country document were issued |
| Valid From | Validity of document |
| Document Name | Document type |
| Issued Place | Document issued place |
| First Name | First Name |
| Last Name | Last Name |
| Code MRZ1 | Machine Reader Track 1 |
| Code MRZ2 | Machine Reader Track 3 |
| Code MRZ3 | Machine Reader Track 3 |
| Number of Entries | Number of entries allowed |
| Allow Duration of Stay | Allowed duration of stay on each visit. |

### 1.12.1. Adding/Editing a Travel Document



**Figure 1-116 - Travel Document Add/Edit screen**

1. In the **Travel Documents** tab, click **Add New** to open the Document Add/Edit form.
2. Fill in all relevant information using the drop-down list or manually enter them.
3. Click **Upload File** to upload the picture or scanned document.
4. Click **OK** to save the travel document.
5. To edit, click the **Edit,** update the relevant information, and then click **OK** to save.

## 1.13. Custom Info Tab

The Custom Info tab is a user definable field that allow user to customize the field according to their operational requirements. The field names are defined in **FC Administration, Administration, User Definable Field Setup**.

**Figure 1-117 - Custom Info Tab**

# 1.14. Guest History Tab

The Guest History tab records the historical reservation data, amount spent, amenity and special requests from various ships the guest has been on-board, and these data are transferred from **Shoreshide FMS** database via the Reservation Online interface. The Guest History screen is comprises of two main tab - **Booking** and **Raw XML**.

The **Booking** tab is further sectionalized into 5 different views and they are: **Transactions, Item Details, Shore Excursion, Amenity, Special Request** and **Comments**.

**Figure 1-118 - Guest History Tab**

### 1.14.1. Transactions Tab

The first tab within the **Booking** tab is Transactions. In this tab, past transactions from previous cruises sorted by Department class, Department code, Department Group, Post date and Sum of amount are shown.



**Figure 1-119 - Guest History Transaction tab**

Pressing the **+/-** key or the arrow down key will explode or implode the details under each section, enabling informations in each respective columns to be further drilled down.

### 1.14.2. Items Details

The Item Details tab list all the POS Postings in details.

| Transactions | Item Details | Shore Excursion | Amenity | Special Request | Comments |
| --- | --- | --- | --- | --- | --- |

| Family Group | Major Group | Location | Item Description | Qty | Total |
| --- | --- | --- | --- | --- | --- |
| Unlimited Drinks | Non-Alc P | Ocean Bar | * Soft Drink Car | 1 | 18.00 |
| Massage Service | Massage Services | SPA/BEAUTY | Open Massage | 1 | 149.00 |
| Souvenir | Souvenirs | Main Dining Room | * Cordial Glass | 1 | 2.89 |
| Unlimited Drinks | Beer P | Ocean Bar | Bud Light | 1 | 3.95 |
| Unlimited Drinks | Beer P | Crow's Nest | Heineken | 1 | 4.45 |
| Unlimited Drinks | Beer P | Vista Lounge 1 | Heineken | 2 | 8.90 |
| Unlimited Drinks | Beer P | Upper Dining Rm. | Heineken | 2 | 8.90 |
| Unlimited Drinks | Liquor P | Vista Lounge 1 | Martini | 1 | 6.45 |
| Unlimited Drinks | Liquor P | Vista Lounge 1 | Ketel One | 1 | 5.65 |
| Unlimited Drinks | Soda | Ocean Bar | Diet Coke | 1 | 1.95 |
| Unlimited Drinks | Liquor P | Vista Lounge 1 | Bailey's Irish | 1 | 5.45 |
| Unlimited Drinks | Soda | Upper Dining Rm. | Sprite | 1 | 1.95 |
| Other | Liquor NP | Vista Lounge 1 | Special Instr. | 2 | 0.00 |
| Other | Liquor NP | Vista Lounge 1 | on the rocks | 1 | 0.00 |
| Other | Liquor NP | Sports Bar | water | 1 | 0.00 |
| Other | Liquor NP | Crow's Nest | Special Instr. | 1 | 0.00 |
| Other | Liquor NP | Vista Lounge 1 | straight up | 1 | 0.00 |
| Unlimited Drinks | Liquor P | Buddha Bar | Bacardi White | 1 | 5.45 |
| Unlimited Drinks | Non-Alc P | Buddha Bar | Water 1ltr | 1 | 1.95 |

**Figure 1-120 - Guest History Details tab**

### 1.14.3. Shore Excursion

The Shore Excursion tab displays past excursions participated by the guest.

| Transactions | Item Details | Shore Excursion | Amenity | Special Request | Comments |
| --- | --- | --- | --- | --- | --- |

| Date | Port | Description | Language | Tickets | Type | Amount |
| --- | --- | --- | --- | --- | --- | --- |
| 02/09/2007 | SPU | Mestrovic Gallery, Solin and Trogir | English | 1 | ADULT | 69.00 |
| 03/09/2007 | KA1 | Ancient Olympia and Zorba | English | 1 | ADULT | 104.00 |
| 05/09/2007 | RAV | Marvelous Mosaics and A Taste of Ravenna | English | 1 | ADULT | 84.00 |
| 08/09/2007 | ZKQ | Traditional Montenegro | English | 1 | ADULT | 94.00 |

**Figure 1-121 - Guest History Shore Excursion tab**

### 1.14.4. Amenity

The Amenity tab displays past chargeable amenities requests from previous cruises.

| Transactions | Item Details | Shore Excursion | Amenity | Special Request | Comments |
| --- | --- | --- | --- | --- | --- |

| Code | Department | Location | Amount | Qty | Note |
| --- | --- | --- | --- | --- | --- |
| MS - MISCELLANEOUS SERVICE | 50 - BEVERAGE SERVICES | BEVERAGES | 37.95 | 1 | RUFFINO PINOT GRIGIO HAPPY ANNIVERSARY! |
| MS - MISCELLANEOUS SERVICE | 10 - ADMINISTRATION | OCCASIONS | 0.00 | 1 | ANNIVERSARY/PAX CELEBRATE ONBOARD |
| MS - MISCELLANEOUS SERVICE | 50 - BEVERAGE SERVICES | MARKETING PROMOTIONS | 20.00 | 2 | ALTERNATE RESTAURANT RESERVATION PP ENJOY THE PINNACLE GRI |
| MS - MISCELLANEOUS SERVICE | 10 - ADMINISTRATION | SPECIAL/SALES SERVICES | 0.00 | 1 | ONBOARD VALUE BOOKLET ALL ABOARD VACATIONS |

**Figure 1-122 - Guest History Amenity tab**

### 1.14.5. Special Request

Special Request tab displays the request history during each stay whilst on-board.

| Transactions | Item Details | Shore Excursion | Amenity | Special Request | Comments |
| --- | --- | --- | --- | --- | --- |

| | Code | Department | Location | Qty | Note | |
| --- | --- | --- | --- | --- | --- | --- |
| ▶ | MS - MISCELLANEOUS SERVICE | 10 - ADMINISTRATION | | 1 | CAT | SA |
| | MS - MISCELLANEOUS SERVICE | 10 - ADMINISTRATION | | 1 | BED | Twin bed |
| | MS - MISCELLANEOUS SERVICE | 10 - ADMINISTRATION | | 1 | MARINER | 374602886 | 0000 |

**Figure 1-123 - Guest History Special Request tab**

### 1.14.6. Comments

The Comment tab displays past comments inserted on previous cruise.



| | Resolved | Status | Report Type | Date | Description | Comment Type |
|---|---|---|---|---|---|---|
| ▶ | Unresolved | Open | | 01/09/2007 | left courtesy vm-abbie | [Insert Free Text Here] |
| | Resolved | Closed | | 15/04/2009 | Issue: Grinding noise from bathroom ceiling | *** Not Assigned *** |
| | Resolved | Closed | | 01/09/2007 | LVM to guest informing Egypt Visa is $15 per person. | *** Not Assigned *** |
| | Unresolved | Open | | 06/09/2007 | left vm regadring GO | *** Not Assigned *** |
| | Unresolved | Open | | 02/09/2007 | if gst approach, kindly show thm the onboard value booklet as gst is inquiring | *** Not Assigned *** |
| | Unresolved | Open | | 02/09/2007 | courtesy call | *** Not Assigned *** |
| | Resolved | Closed | Air Conditioning | 30/10/2011 | Facility Manager | Facility Manager |
| | Resolved | Closed | Odor | 20/11/2011 | 11/20/2011     1245PM | Guest Relations Supervisor |

**Figure 1-124 - Guest History Comments tab**

### 1.14.7. Raw XML

The Raw XML tab shows the actual passenger history in XML format that were sent from Reservation Online to the ship database.



**Figure 1-125 - Guest History Raw XML tab**

## 1.15. Loyalty/TrackIt Tab

Loyalty/TrackIt tab provides user a quick overview on the loyalty program the passenger is attach to, and items that were confiscated or returned during embarkation/disembarkation, and the confiscated items are managed in TrackIt module.

## 1.15.1. Loyalty Assignment

Passenger may sign up a loyalty program through the course of the voyage and information such as loyalty card number, points balance, personal details are stored in this tab.



**Figure 1-126 - Loyalty Program form**
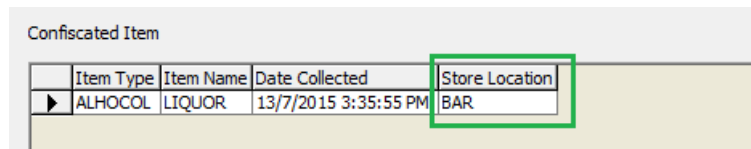
### Adding/Editing a Loyalty Program

1. In the Loyalty/TrackIt tab, click **Add** to open the Edit Loyalty program form.
2. Fill in all relevant information's using the drop-down list or manually enter them.
3. To edit existing information, select the line item and then click **Edit** and then update the information.
4. Click **Save** to save the information.

## 1.15.2. Confiscated Item

Movement and storage location of the confiscated items are displayed in the following section and records are updated:

- When a confiscated item is *returned* or *checked-out temporarily* to the passenger, system **removes** the record from Confiscated Item section.

- When a confiscated item is checked-in by the passenger, then the system **inserts** a record in the Confiscated Item section.
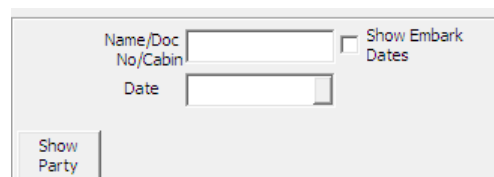


**Figure 1-127 - Confiscated item storage location shown in Guest Handling**

# 1.16. Renew Reservation Function

Instead of making a new reservation for passengers that has checked-out, a reservation can be renewed using the guest historical data.

1. Navigate to the **Check Out** tab in **Search Panel**.

2. By default, the date is set to **System Date**. Change the date to the passenger *checked-out date*.



3. Enter the passenger's Last Name or use the alphabets tab to search for the last name by alphabet. Selecting **ALL** tab will list all passengers departed on the date specified.

4. Click the **Re-New Reservation** located at the bottom of the Guest Handling screen.

5. At the New Guest Reservation prompt, select **Yes** to renew the reservation.
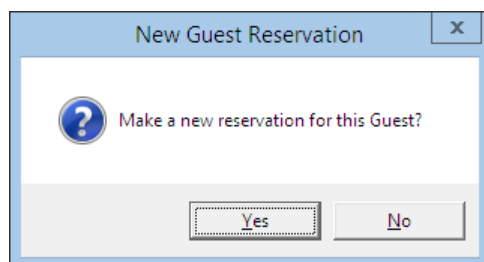
6.    Click **Edit Information** to change the expected arrival date, if required.

# 1.17. Express Reservation Function

The Express Reservation function within Guest Handling enables user in creating a quick reservation using a simplified Reservation Form. Refer *New Reservation Function* for further information of the field descriptions.



**Figure 1-128 - Express Reservation form**

### Creating an Express Reservation

1.    Click the **New Reservation** locate at the bottom of the Guest Handling screen to open the Express reservation form.

2.    Enter all relevant information's into the form and update the embarkation / debarkation date.

> **Note:** The Embarkation Date on the form is set to current System Date by default.
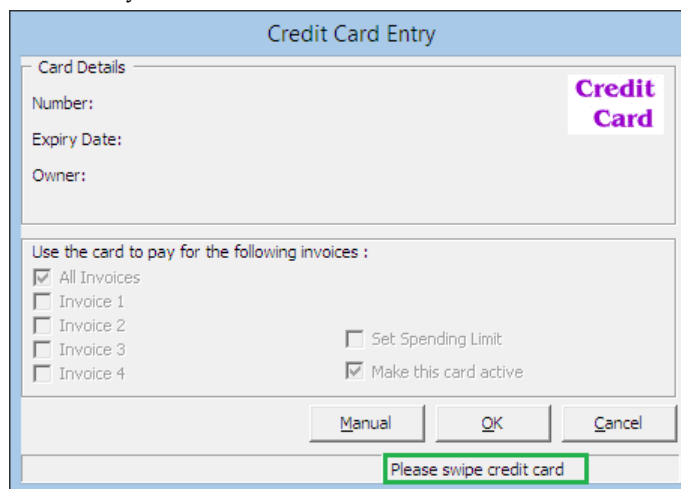
3. Click **OK** to save the reservation.

# 1.18. Get Credit Cards Function

Get Credit Cards enables users in updating the passenger credit card details by swiping the card through the magnetic card reader.

## 1.18.1. Updating Credit Card Details
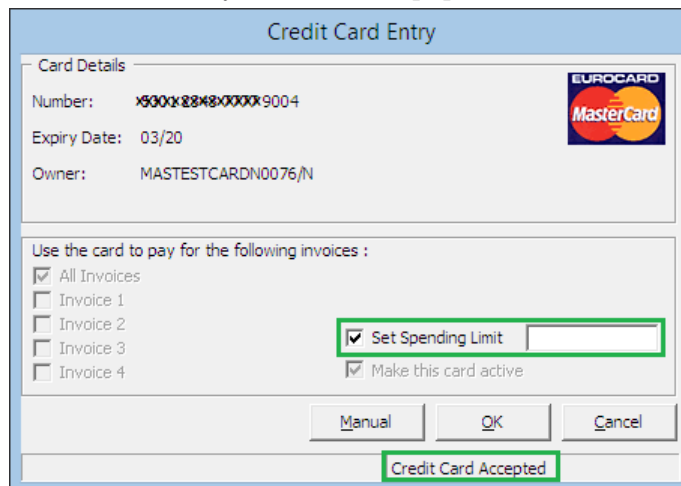
1. In the **Search Panel**, search for the passenger record, then click the **Get Credit Card** locate at the bottom of the Guest Handling screen to open the blank Credit Card Entry form.



**Figure 1-129 - Credit Card Entry form**

2. At the blank Credit Card Entry form, swipe the credit card through the magnetic card reader, and System will auto populate the credit card details on screen.



**Figure 1-130 - Setting Credit Card Spending Limit**

3. Select the **Set Spending Limit** to enter the credit limit of the card.

### Manual Update of Credit Card Details

1. At the blank Credit Card Entry form, click **Manual**.
2. Manually enter the card information – credit card number, expiry date and card holder's name, then click OK to save.
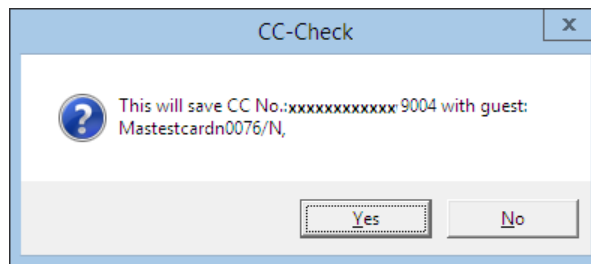
**Figure 1-131 - Manual Credit Card Entry form**
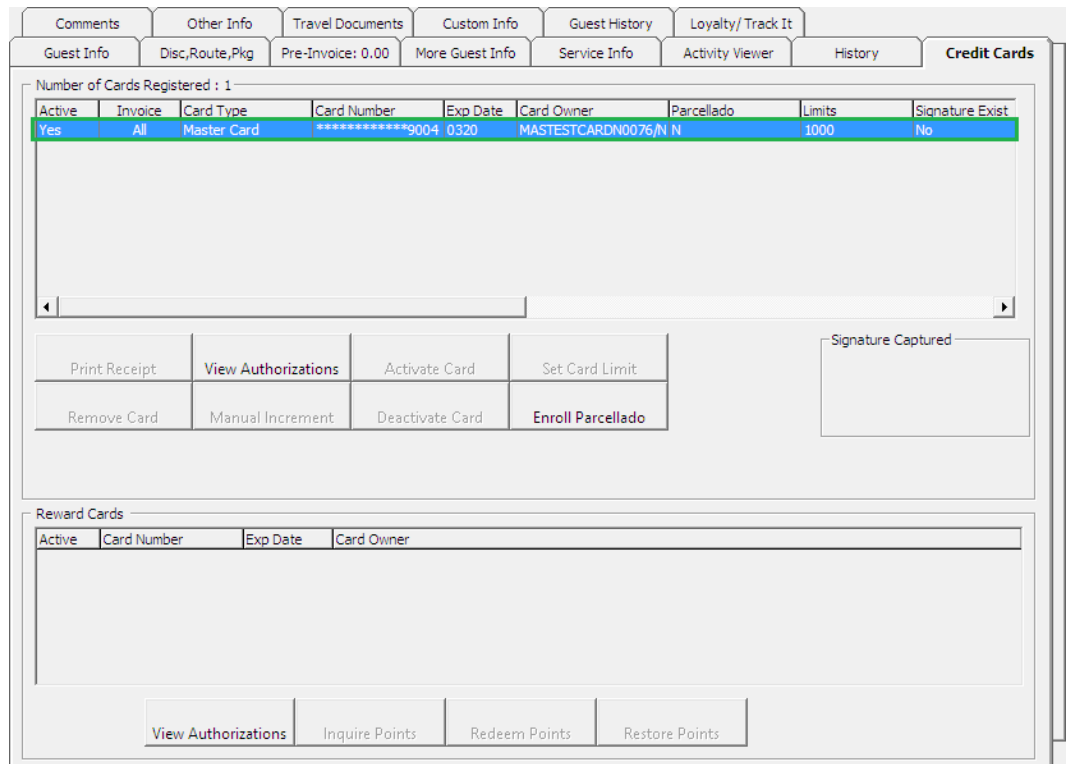
3. Click **Yes** at the CC-Check prompt to update the credit card details onto the guest account.



4. Stored credit card details are viewable in **Credit Card** tab.



**Figure 1-132 - Guest Handling Credit Card tab**

## 1.18.2. Capturing Signature

If a Signature Capture device is installed, a sample of the guest signature will be stored in the Credit Card tab.

### Storing Sample Signature

1. Repeat steps 1 – 3 of the above.

2. Sign on the column provided in the **Signature Device**, press **Confirm** and then **Capture Signature** to save the signature against the passenger credit card record.



**Figure 1-133 - Sample signature on Signature Capture device**

3. Stored credit card details and signature are viewable from Credit Card tab.
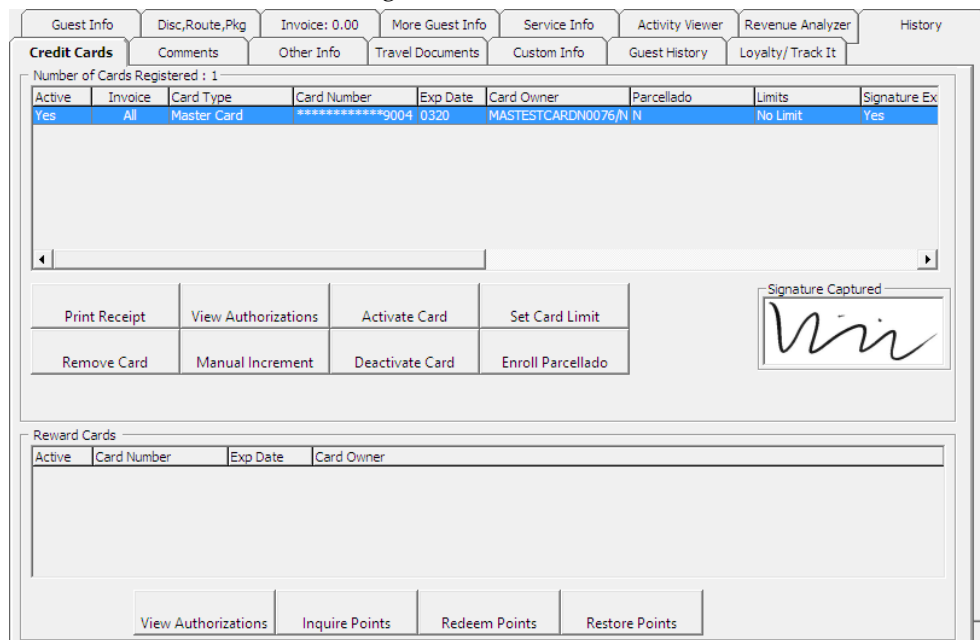


**Figure 1-134 - Credit Card Tab - Stored Signature**

### 1.18.3. Registering Multiple Credit Card

Multiple card type maybe stored for ease of settlement and is particularly useful when guest decide to settle part of their invoices invoice using certain card at the end of the voyage.

1. Repeat steps 1 – 3 of *Updating Credit Card Details*.
2. System will prompt for confirmation that there are more than one card being registered.  Select **Yes** at the CC-Check prompt.
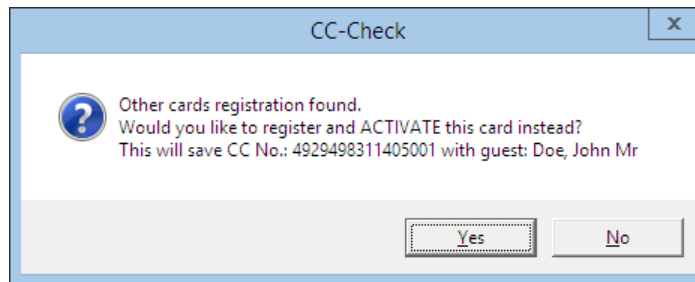


### Activating Credit Card for a Particular Invoice

1. At the **Credit Card tab**, select the card to activate, and then click **Activate Card**.
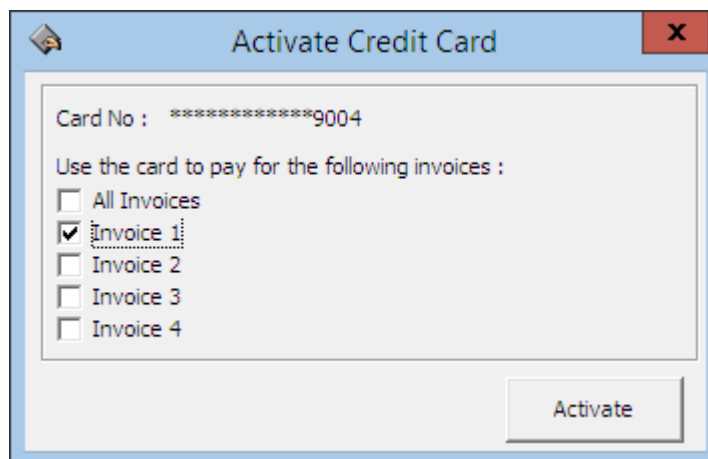


**Figure 1-135 - Activating Credit Card by Invoice**

2. Select the invoice at the **Activate Credit Card** prompt and click **Activate** to activate the card.
3. The chosen invoice is shown under **Invoice column** and the card is set as **Active**.

**Figure 1-136 - Multiple Credit Card Assignment**

## 1.19. Check In Function

Passengers joining the cruise are required checked-in to the System prior to boarding, and these reservations are categorized under Expected tab.

1. Retrieve the reservation from the **Search Panel, Expected** tab and then click **Check In** located at the bottom of the screen.

2. At the Check In prompt, select **Yes** to check in the reservation and print keycard at the same time.



**Figure 1-137 - Check In prompt**

## 1.20. Check Out Function

At the end of the voyage, all guest account must be checked-out from the System. This is to ensure all accounts are in balance before performing a System Cruise Change.

1. Retrieve the reservation from the **Search Panel, Check In** tab and then click **Check Out** located at the bottom of the screen.

2. At the Check Out prompt, select **Yes** to check out the reservation.
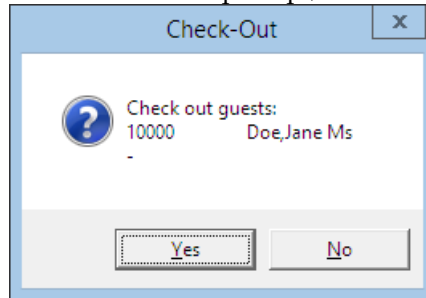


**Figure 1-138 - Check Out prompt**

3. If the account is unbalance, System will prompt for invoice to be settled before proceeding. Click **OK** to return to the guest account.
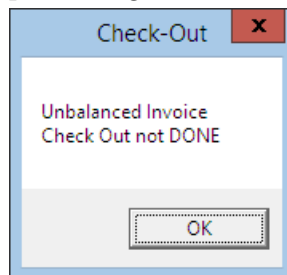


Refer *Pay Invoice* section for steps to settle an account.

## 1.21. Print Boardcard Function

The Print Board Card function enables user to print a copy of guest board card if they are not printed earlier, and these cards is printable from the Guest Handling screen.

1. Retrieve the reservation from the **Search Panel** and then click the **Print Board Card** located at the bottom of the screen.
2. At the Print Board Cards prompt, select **Yes** and System will save the board card number under Guest Info tab.
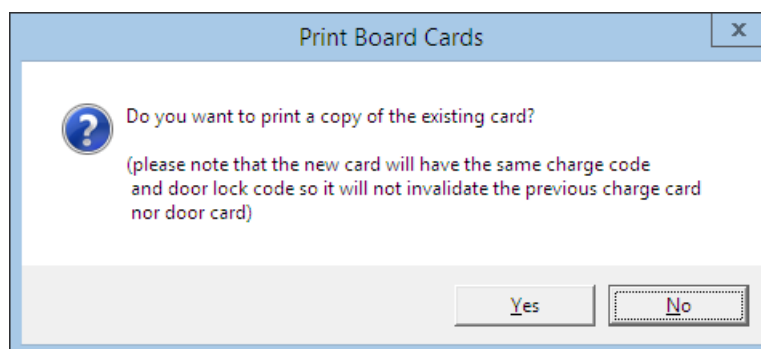


**Figure 1-139 - Print Board card prompt**

**Figure 1-140 - Boardcard number in Guest Info tab.**

> **Note:** The process *increases* the Board Card number shown in Guest Info tab, and last digit of the board card denotes the number of times the board card were re-printed. The first printed card always end with 0.

3. In the **Print Board Card Reason** prompt, select the reason from the drop-down list, and then press **OK**.

4. Status of the printed card is reflected in the Batch Board Card Printing screen. If the card status is *Failed*, click **Reprint All failed print job** to reprint.



**Figure 1-141 - Batch Board Card Printing**

> **Note:** Check the Interface or Printer connectivity if the board card failed to print.

### 1.21.1. Printing New Board Card

During a cabin move or when guest extend their stay, a recode of board card is required and such card is printable from Guest Handling, Other Info tab.

1. Retrieve the passenger reservation from **Search Panel** and then navigate to **Other Info** tab.
2. Click the **New Board Card** and select **Yes** at the Recreate Cards prompt.
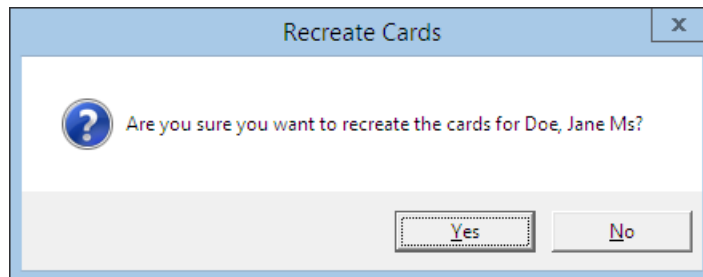


3. At the Print Board Card Reason prompt, select the reason from the drop-down list, then press **OK** to confirm.

### 1.21.2. Resetting a Board Card

For lost cards, a change of lock combination for the cabin is necessary, and this process will re-assign a new board card number to **all** occupants of the same cabin.

1. Retrieve the passenger reservation from **Search Panel** and then navigate to **Other Info** tab.
2. Click the **Reset Board Card** and select **Yes** at the Recreate Cards prompt.
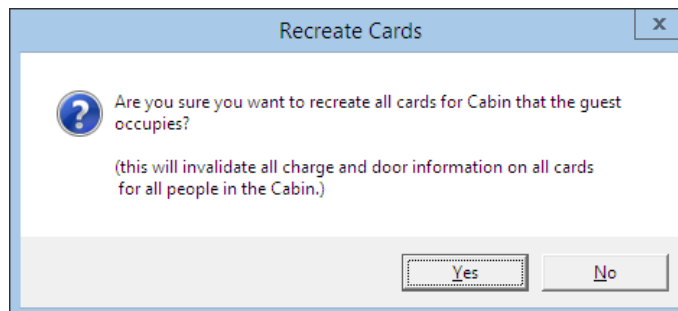


**Figure 1-142 - Recreate Board Card**

**Note:** This process will *invalidate* all previously issued cards.

3. At the Print Board Card Reason prompt, select the reason from the drop-down list, then click **OK** to confirm.
4. At the Batch Board Card Printing prompt, click **Close** if the card is printed successfully. Otherwise, repeat the above process.

# 1.22. Change Cabin Function

During the course of stay, the cabin may become unavailable due to defect, guest may decide to move to a bigger cabin or prefer to have cabin closer to their family/friends. Such occasion requires a cabin change, and depending on the policy and procedures set forth by the Ship, a cabin change may be chargeable.

A cabin change can be perform from different avenues, either using the Cabin Change function, Edit Information or Edit Express Reservation function. Further setup is required if a fee is applicable for cabin upgrade and these are setup in **Administration, Financial Setup, Stateroom Upgrade Prices** module.

## 1.22.1. Changing a Cabin with Cabin Change function

When a cabin change is chargeable, it is best to perform the task using **Cabin Change** option in Guest Handling function. Setup such as **Financial Department, General Change Reason** and **Database Parameter** must be in place in order for the charge to be posted. Refer **FC Administration, Stateroom Upgrade Setup** for more details.

1. Look up the guest account in **Search Panel**, then click the **Change Cabin** at the bottom of the Guest Handling screen.
2. System will prompt a pre-configured **Cabin Upgrade Price Calculation** table.



**Figure 1-143 - Cabin Change function**

3. Click the **'?'** beside **New Cabin** field to search for a new cabin.
4. In the Cabin Availability screen, select **date from/to, Deck, Category** from the drop-down list in the **Search Criteria** section, and then click **Refresh** to update the availability grid.

**Figure 1-144 - Cabin Availability screen**

5. Select the desire cabin by highlighting the cabin number, and then click **OK** to confirm.



**Figure 1-145 - Cabin Change price calculation**

> **Note:** System automatically calculates the upgrade price based on the selected category, and in this instance, the guest is moving from Cat.01 to Cat.03 and chargeable price is at $100, a total comprises of Cat.02+Cat.03.

6. In the **Reasons for Change** prompt, enter the reason of the change in the free text field.
7. Click **Yes** at the Cabin Change prompt to confirm and this will then post a charge to the guest account.



**Figure 1-146 – Cabin Upgrade charge posted to guest account**

## 1.22.2. Changing an Assigned Cabin

When the assigned cabin for the guest becomes unavailable at the point of check-in, user is required to re-assign another cabin for the guest. In such instances, the cabin change are done by editing the reservation.

1. Look up the guest account in **Search Panel**, then click the **Edit Information** in Guest Info tab.
2. Under Edit Guest Information form, Travel Information section, click the **'?'** beside the Cabin field.
3. In the Cabin Availability screen, select **date from/to, Deck, Category** from the drop-down list in the **Search Criteria** section, and then click **Refresh** to update the availability grid.
4. Select the desire cabin by highlighting the cabin number, and then click **OK** to confirm.
5. In the **Reasons for Change** prompt, select the reason of the change from the drop-down list, then click **OK** to save the changes.
6. Click OK on the Edit Information form to save the cabin reassignment.

### 1.22.3. Assigning a Cabin in Edit Express Information

At the point of creating a reservation using Express Reservation, a cabin number may be assigned to the guest and the process is identical to changing a cabin with Edit Information.

# 1.23. Messages Function

There may be occasions that guest are to be notified pertaining to their reservations, tour arrangements or inquiries by means of leaving a message in their cabin. These messages are not only presented in hard copy, it can also prompt on screen at the Gangway, Internal Gate or Immigration Gate when scanning the guest board card.



**Figure 1-147 - Message Form**
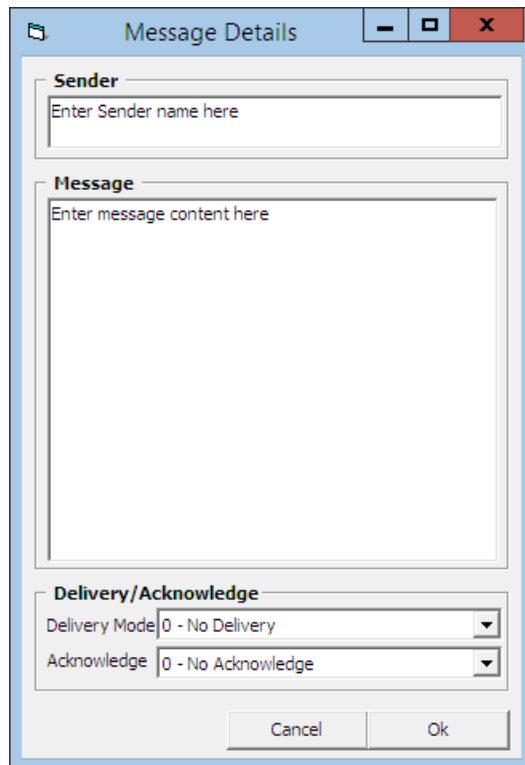
**Table 1-17 - Field definitions of Message form**

| Field | Description |
| --- | --- |
| On/Off | Message light indicator. |
| Printed | Indicator whether message has been printed. |
| Taken When | Date/Time message were entered. |
| Sender | Sender's Name enter. |
| Message | Content of the message. |
| Taken by | User who enter the message. |
| Delivered by | User who deliver the message. |
| Delivered Mode | Location of where to prompt for message delivery, either at Advance QCI Wizard, Gangway, Internal Gate, Immigration Gate or none. |
| Acknowledgement | Type of delivery acknowledgement, either by User, Manager or none. |
| Delivered button | Sets the message status to/from delivered. |
| Print button | Print selected message. |
| Light On/Off | Sets on/off phone message light in cabin. |
| Delete Message | Remove message from passenger account. |
| Edit Message | Edit message content and/change delivery mode. |
| New Message | Creates a new message. |

## 1.23.1. Creating / Editing a Message

1. Look up the guest account in **Search Panel**, then click **Message** located at the bottom of Guest Handling screen.
2. On the Message form, click **New Message** to create a new message or **Edit Message** to edit an existing message.
3. Enter the **Sender's name** and **message content** in the respective area.

**Figure 1-148 - Message details form**

4. Select the **Delivery** and **Acknowledgement Mode** from the drop-down list, then click **OK** to save.

5. New Messages entered will set the message light to **On** automatically and this setting is controlled by `Parameter, General, Message Light On.`

6. To edit a message, click **Edit Message**, then edit the content and click **OK** to save the changes.

7. System will place a check mark in the **Message tab** as an indicator for undelivered messages.

## 1.23.2. Delivering/Undo Delivery of a Message

1. Look up the guest account in **Search Panel**, then click **Message** located at the bottom of Guest Handling tab.

2. On the Message form, select the message to deliver, then click **Delivered** to confirm delivery and System will insert the delivered by, date/time**.**

**Note:** This process *does not* turn off the message light automatically. User is required to manually click **Light Off** to reset the message light.

3.  To reset the message delivery to undelivered, click **Delivered** and select **Yes** at the message prompt.



### 1.23.3. Deleting a Message

1.  Search the guest account in **Search Panel**, then click **Message** located at the bottom of Guest Handling tab.
2.  On the Message form, select the message to delete, then click **Delete Message**.
3.  At the Delete Message prompt, select **Yes** to confirm deletion of the Message or **No** to return to earlier screen.

**Note:** Once a message is deleted, it *can not* be undone.

### 1.23.4. Printing a Message

1.  On the Message form, select the message and then click **Print**.

**Figure 1-149 - Sample Printed Message**

2.  The indicator in **Printed** column will then switch to **Yes**, and the date the message were printed in shown in the Message Grid.



## 1.23.5. Turning Message On/Off

Message light is automatically turned on as an indicator to the guest that there are messages for them. If the message function is used as internal messaging, it is best not to set the message light on when creating a message and this is managed in Parameter, `General, Message Light On`.

1.  On the Message form, select the message and then click the **Light On/Off**.
2.  If the message light is:
    ▪ **On**: The light bulb is illuminated and clicking Light Off will turn off the light.
    ▪ **Off**: The light bulb is dimmed and clicking Light On will illuminate the light.

**Figure 1-150 - Message Light function**

3. Clicking **Light On/Off** triggers the indicator for all message in the Message grid.

## 1.24. Express Edit Information Function

Express Edit Information function enables user in editing the basic Reservation information's as display in Express Reservation function.

1. In the **Search Panel**, search for the guest account, then click the **Express Edit Information** located at the bottom of the Guest Handling screen.

2. Update the relevant information on the **Express Reservation** form and then click **OK** to save the changes. Refer *New Reservation Function* for further information of the field descriptions.

# 2. System Accounts

System Accounts is a repository account mainly use for postings that does not impact any of the passenger's account, for example Cash postings from an outlet, Ad-hoc purchases, Crew signing privilege or as an adjustment account.  These accounts does not have a check-in/out date, and can be easily set to 'Inactive' when not in use.
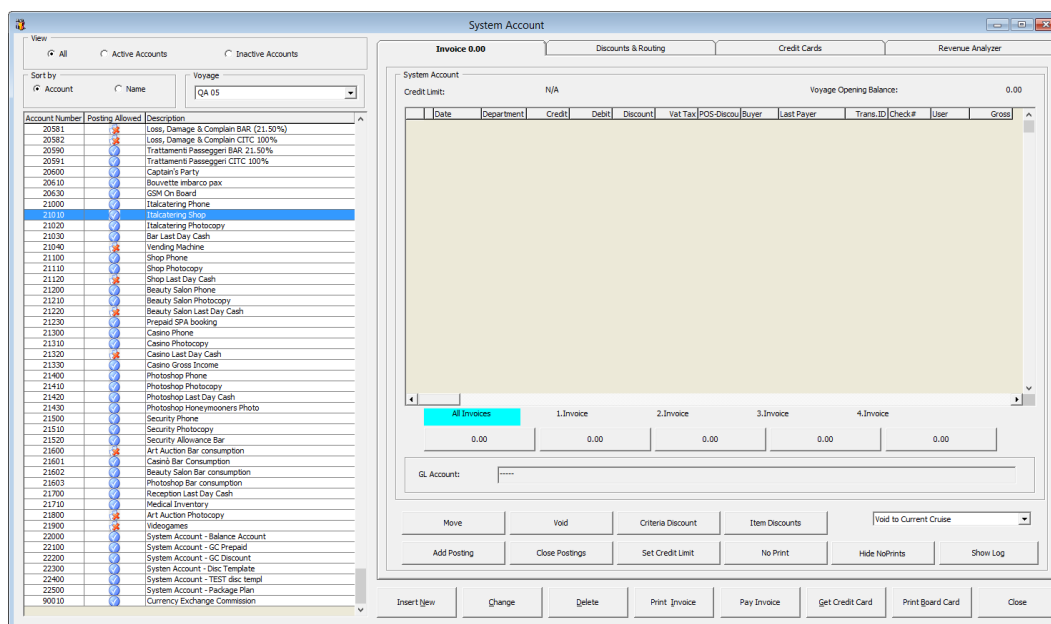


**Figure 2-1 - System Account**

In the System Account Main screen, accounts are filtered by **All, Active Accounts** or **Inactive Accounts**, sortable by **Account/Name** or **Voyage**.
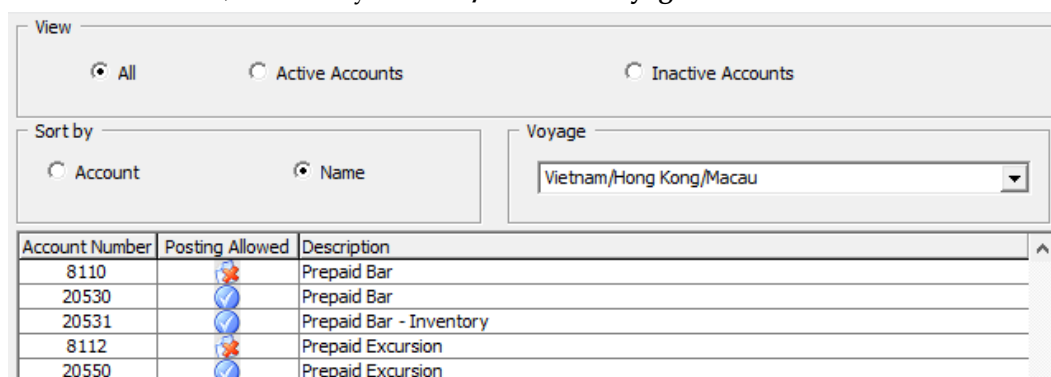


**Figure 2-2 - System Account filters**

## 2.1.  Creating a System Account

1. Launch the **Management** module, and then select **Cashier**, then **System Accounts** from the drop-down menu.

2. In the System Account screen, select **Insert New**.

3. Enter the information for the account and then click **OK** to save. The account will appear as '**Active**' in account list.

**Figure 2-3 - System Account Entry form**

**Table 2-1 - Field definition of System Account Entry form**

| Field | Description |
| --- | --- |
| Account No | User Assigned account number |
| Name | System Account Name |
| Payment by Credit Card | Enable credit card payment type |
| Payment | Payment type linked to Department Codes in Financial Setup |
| Access Priv | Privilege level allowed to access the account. |
| Posting Allowed | Sets the account Active/Inactive. |
| POS Room ID | Assigned Room ID for MICROS POS. |
| Post to Next Cruise on embarkation date | Enable posting of charges into the next Cruise when the account is balanced. |
| Disc Template | Linked to available Discount template and apply the discount when the posting added is a department code listed in the template. |
| GL Account | Link the transactions to designated GL account.  Require Parameter: `General, Enable System Account GL Setting`. |

## 2.2.  Changing Information of System Account

Information of the System Account may be changed by selecting the account from the Account list, then click **Change** at the bottom of the screen, and then click **OK** to save.

## 2.3. Deleting a System Account

To delete the account, select the account and then click **Delete** located at the bottom of the screen.

---

**Note:** An account can only be deleted when there are *no* postings linked to the account.

---

## 2.4. Posting a Charge to System Account

Posting a charge to System Account is similar to Add Posting in Guest Handling. Refer to *Invoice Tab* section on how to Add, Void, Move and Route posting, Pay and Print an invoice, and other posting related function.

## 2.5. Enabling Posting to Next Cruise

Postings to System Account may be posted into future cruise by checking the '**Post to Next Cruise on embarkation date**' in the System Account Entry form.

1. Retrieve the guest account from the **Search Panel**, then click **Add Posting** in the **Guest Handling** window.
2. On the **Add Postings** form, select the **Financial Department** from the drop-down list or use the **Search** option to search for a department code.



**Figure 2-4 - Add Posting Financial Department selection**

3. Insert the **Value**, **Check Number** and select the **Invoice number** to post, then click **Add**. This transfers the posting to the **Postings List** at the bottom right of the screen, enabling you to post more than one charge.

**Figure 2-5 - Adding a charge**

4. Item count increases automatically when the posting is more than one.



**Figure 2-6 - Add posting count**

5. Click **Post** to finalize the posting.
6. At the Make Posting warning prompt, select **OK** to proceed posting the next cruise.



**Figure 2-7 - Posting to future cruise warning prompt**

---

**Note:** Posting will *not* appear in Invoice tab until System Cruise Change is performed.

---

## 2.6. Applying Payment to Next Cruise Posting

When applying a payment to future cruise, the account *must have* **'Post to Next Cruise on embarkation date'** checked, otherwise payment will be posted to Current Cruise.

1. In System Account Invoice tab, select **Pay Invoice**.
2. In Invoice Payment screen, the **'Enable System Account to post to future cruise on Embarkation date after full payment'** is checked.
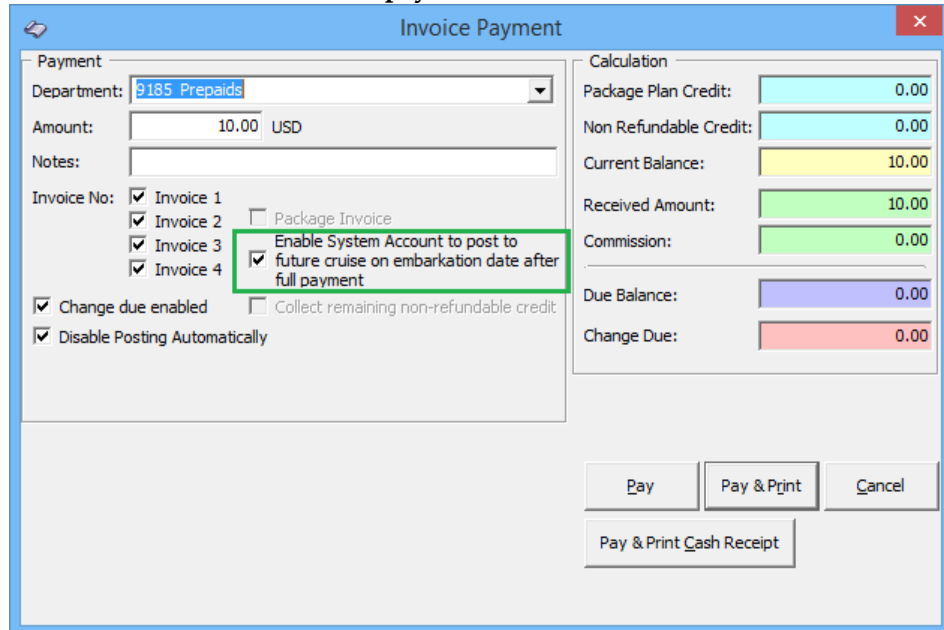


**Figure 2-8 - Payment to Next Cruise**

3. Click the **Pay** or **Pay & Print** to post the payment.
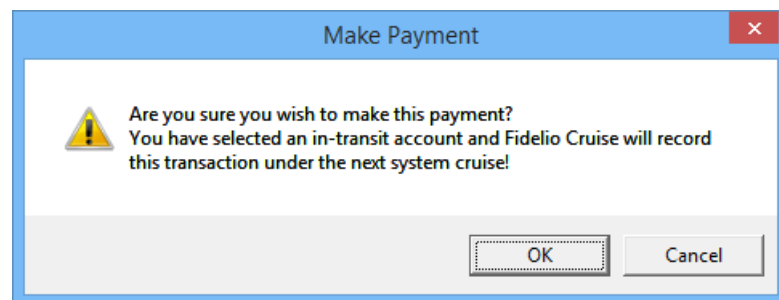4. Under the Make Payment warning prompt, select **OK** to post payment into the next cruise.



**Figure 2-9 - Payment to future cruise prompt**

> **Note:** If the **'Post to Next Cruise on embarkation date'** is *not checked* in the System Account Entry form, System will post the payment into current cruise by default, and this may cause an imbalance.

## 2.7. Discount & Routing Tab

The Discount & Routing tab in System Account function is similar to Discount handling in Guest Handling.  See *Disc, Route, Pkg Tab* for more information.

## 2.8. Registering a Credit Card

The Credit Card registration process in System Account is the same as in Guest Handling, Get Card Function.  See *Get Credit Cards Function* for more information.

## 2.9. Setting an Inactive Account

An account can be easy enabled/disabled by un-checking the **'Posting Allowed'** in the System Account Entry form.  An **Inactive Account** carries a **Red Cross** symbol in the 'Posting Allowed' column in the System Account number grid.

# 3.     Groups

Passengers travelling in a group may be defined by assigning a group ID and group leader.  Apart from travelling together, these groups usually have a preset itinerary, other special arrangements and a group billing account.  These arrangements are setup/ access via **Management, Cashier, Groups** drop-down menu.



**Figure 3-1 - Group Handling**

## 3.1.  Group Info Tab

Information's pertaining to the group are entered through the Group Info tab.

### 3.1.1.  Creating New Group Account

A group account containing a group ID, billing address, travel information and payment type is created prior to adding its group members.

**Figure 3-2 - Group Information screen**

1. Navigate to **Group Info** tab in the Group Handling screen.
2. Under the Group Info tab, click **New Reservation**.
3. In the Account Identifier section, enter the **Group name, Group ID, group type** and then select the **Group Leader**.
4. Enter all relevant information in **Address, Billing Address** and **Travel Agency**.
5. In the **Travel Information** section, select the **Embarkation/Disembarkation Date** and **Port** from the drop-down list, then click **OK** to save.
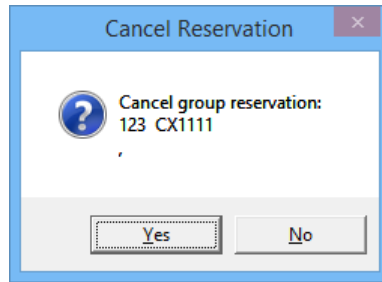
### 3.1.2.  Editing a Group Account

1. From the **Search Panel**, select the **Group Account** and then click the **Edit Reservation**.
2. Click **OK** to save the changes.

### 3.1.3.  Cancelling a Group Account

1. From the **Search Panel**, select the **Group Account** and then click the **Cancel Reservation**.

2. At the Cancel Reservation prompt, click **OK** to confirm.



> **Note:** Once a group account is cancelled, information will not be displayed nor searchable.

## 3.2. Discounts & Routing Tab

Special billing arrangements for the group such as Routing, Discounts and Disallow Department are set up in the Discount & Routing tab.

### 3.2.1. Setting Up Group Routing

A routing may be set for the entire group members, or individually select from the group members list.
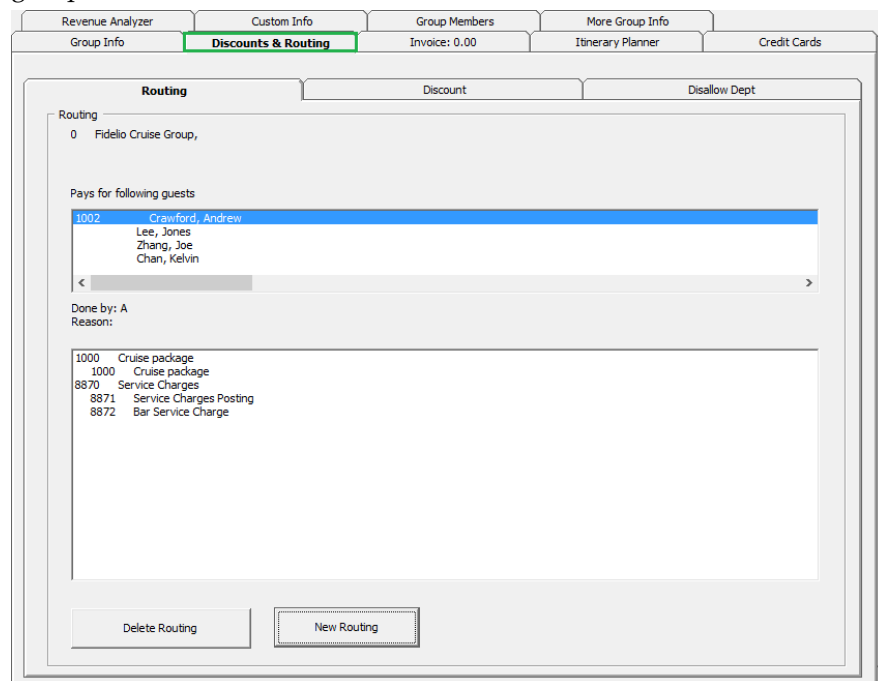


**Figure 3-3 Discounts & Routing**

1. Navigate to the **Routing** tab with Discounts & Routing, and click **New Routing**.
2. In the Routing window, select the **Invoice** to route and check '**All Group Members**' to route all members, or click **Advanced** to select an individual.

**Figure 3-4 - Group Routing**

3. Select the department code to route and when to route the postings by checking the box beside the code.

4. Click **OK** to save the routing.

### 3.2.2. Setting Up Discounts

Discount set up in group account is identical to according a guest discount. See *Disc, Route, Pkg Tab*, *Fidelio Discount* and *Micros Discount* for more details.

### 3.2.3. Setting Up Disallow Department

Disallow Department set up in group account is identical to guest disallowed department. See *Disc, Route, Pkg Tab*, *Disallow Department* for more details.

## 3.3. Group Invoice Tab

Unlike the Guest Invoice, the Group Invoice tab has two tabs – Invoice and Closed Posting, and all Closed Postings are displayed in a tab.
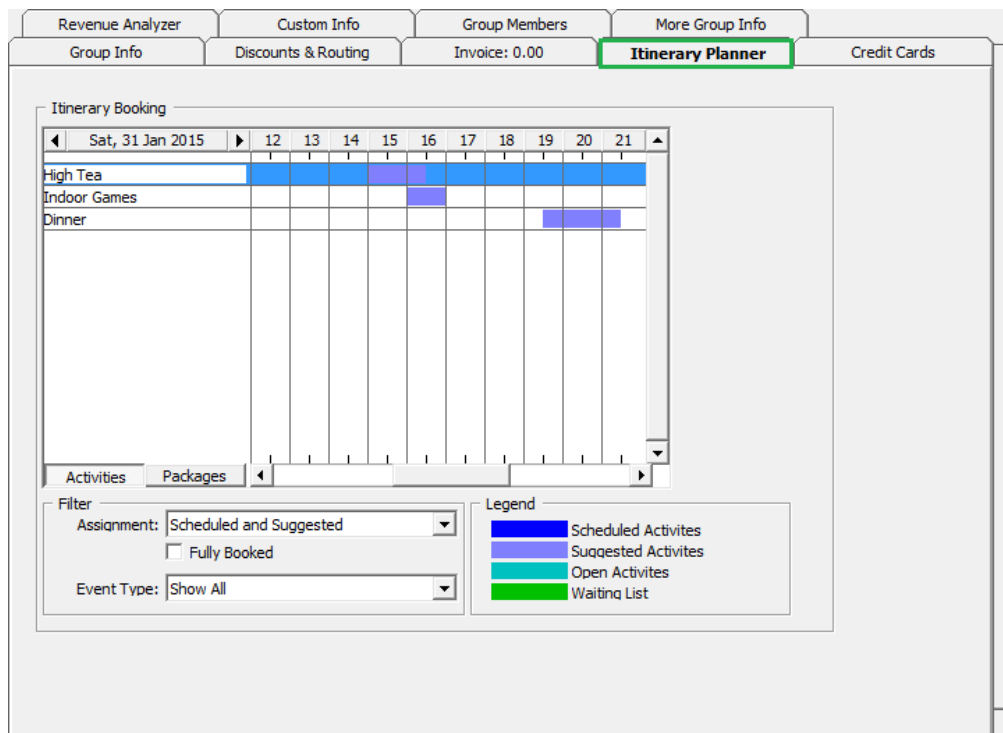
Functions within Invoice tab works exactly the same as **Guest Invoice**. See *Invoice Tab* for more details.



**Figure 3-5 - Group Invoice tab**

## 3.4. Itinerary Planner Tab

The Itinerary Planner tab displays the Excursion, Dining arrangements or any activities available to the Group. These activities are configured in **Administration Module, Itinerary Setup**.

**Figure 3-6 - Itinerary Planner Tab**

### Viewing an Available Itinerary

1. Navigate to the **Itinerary Planner** tab.

2. In the **Filter** section, select from the **Assignment** and **Event Type** drop-down list the information to display.

3. Information are shown by date and hourly grid.

## 3.5. Group Credit Card

Registering a Credit Card in Group Account is the same as Guest Handling, Get Card Function. See *Get Credit Cards Function* for more information.

## 3.6. Group Members Tab

The members tab lists all the passengers that are linked to the Group ID, and member's details are editable from this screen.

**Figure 3-7 - Group Members tab**

**Table 3-1 - Field definition of Group Member tab**

| Field | Description |
| --- | --- |
| Cabin No | Passenger cabin number. |
| Status | Booking status of the passenger |
| Embarkation Date | Embarkation Date |
| Debark Date | Debarkation Date |
| Guest Name | Passenger name |
| Group Leader | Group Leader of the group |

1. Select the member name from the grid and then click **Edit Information**.
2. Edit all the relevant information in the Edit Information screen, and then click **OK** to save and return to the group members' grid.

### 3.6.1. Adding Reservation To Group Account

Reservations may be added to/remove from Group Account using 'Add to Group' and 'Remove from Group' function. Refer *Add to Group* and *Remove from Group* for more details.

### 3.6.2. Assigning a Group Member as Group Leader

Member of the group may be assigned as a Group Leader, and System permits more than one Group Leader.

To assign the passenger as group leader, check the box under '**Group Leader**' column in Group Member tab, or click **Edit Information** and select **Group Leader** in **Other Parameter** section.

**Figure 3-8- Group Leader Assignment**

# 3.7. Custom Info, More Group Info, Revenue Analyzer Tab

Refer to *Custom Info Tab, More Guest Info Tab* and *Revenue Analyzer Tab* for handling of these tabs.

# 3.8. Checking In Group Account

A group account must be checked-in in order to route group members charges to the group account.

1. From the **Expected** tab of the Search Panel, search for the group account.
2. Select the account and click **Check In** located at the bottom of the screen.
3. Select **Yes** at the Check-In Group prompt, and then click **OK** at the confirmation prompt.
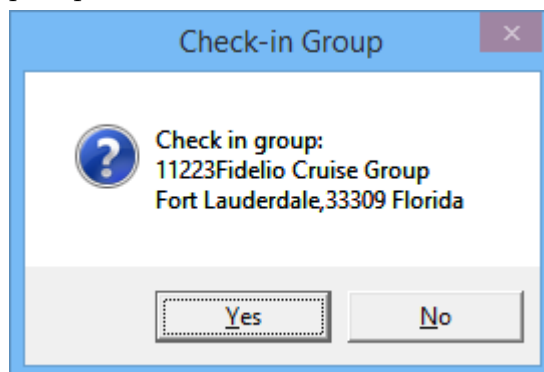


# 3.9. Checking Out Group Account

A group account can only be check out when the invoice is balanced.

1. Retrieve the group account from the **Search Panel, Check Out** tab and then click **Check Out** located at the bottom of the screen.
2. At the Check Out prompt, select **Yes** to check out the account.
3. If the account is unbalance, System will prompt for invoice to be settled before proceeding. Click **OK** to return to the guest account.
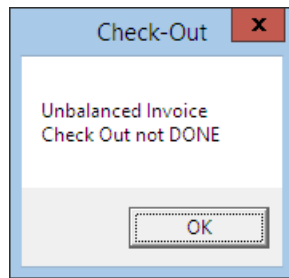
Refer *Pay Invoice* section for steps to settle an account.

# 4. Visitors

The Visitor function allows the Security Officer and Gangway staff to enter visitors information, produce visitor passes and track whether the visitor is onboard or shore side. This function is accessible in **Management module, Cashier, Visitor** drop-down menu.



**Figure 4-1 - Visitor Setup screen**

## 4.1. Adding New Visitor

1.  Launch the function from **Cashier, Visitor** drop-down menu.
2.  At the bottom of Visitor Setup screen, click **New** to open the New Visitor Details form.

**Figure 4-2 - New Visitor Details form**

3. Enter the **Visitor's name, passport ID** and select the **Nationality, Valid-From-To date, birthdate** and **Visitor Category** from the drop-down list.

4. Click **OK** to save the information.

## 4.2. Editing Visitor Information

1. Select the Visitor using the selection filters on the top right of the Visitor Setup screen.

2. At the bottom of the screen, click **Edit** to open the Visitor Details form.

3. Edit the relevant information and then click **OK** to save.

## 4.3. Enabling/Disabling a Visitor

As Visitor account does not have a cabin assigned or required to be check in/check out, the account is managed by setting the status as Active/Inactive in Enable / Disable function.

1. Select the visitor name from the Visitor Account grid and click either **Enable** or **Disable**.

2. At the Disable Visitor prompt, click **Yes** to proceed.



3. In the Visitor name grid, Inactive column, status of the visitor changes to Yes/No, depending on the selected option.

**Figure 4-3 - Visitor Status**

## 4.4. Changing Status to Onboard/Ashore

When a Visitor goes onboard/ashore, Security Officer is required to set the visitor status as Onboard/Ashore to ensure all visitors movement is registered and accounted for.

1.  Search the visitor name from the Visitor Setup screen.
2.  Double click on the visitor name and select **Yes** at Change Status prompt.
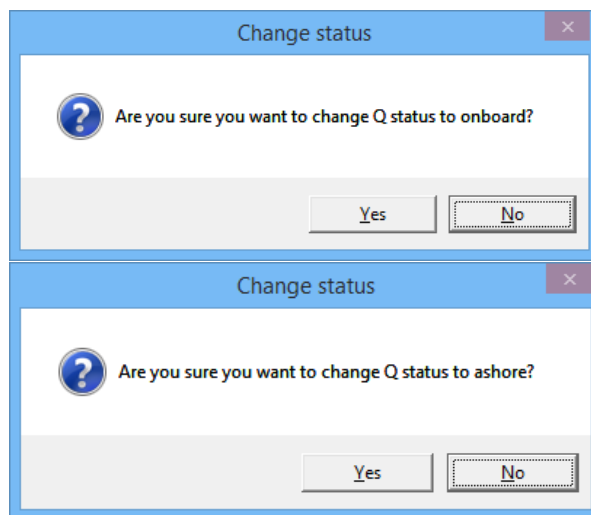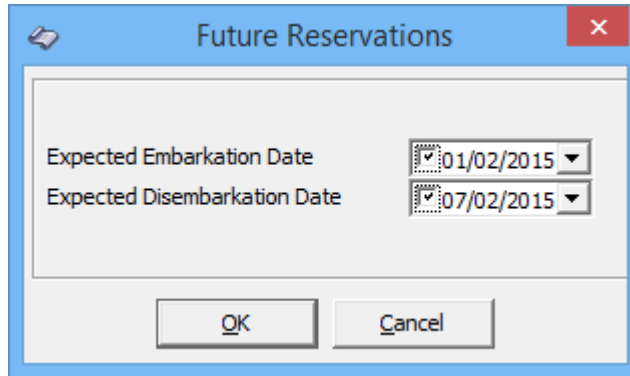


## 4.5. Scanning Travel Document

Visitors going on-board is not only required to be registered, their travel document will also be scanned and stored in the System. See *Travel Documents Tab* for steps to scan travel documents.

## 4.6. Adding Future Visit

Future visits may added to visitors who will be revisiting the Ship in the near future.

1.  Search the visitor name from the Visitor Setup screen, and then navigate to **Future Visits** tab.
2.  Click **New** at the bottom of the screen, and then enter the future embarkation/debarkation date in the Future Reservations window.

**Figure 4-4 - Visitor Future Reservations**

3. Click **OK** to save the reservations.

4. The saved dates will appear in the Future Visits tab grid.

# 5.     Gift Card

The Gift Card function allows the Cruise Operator to extend a pre-paid credit to its passengers in the form of Gift Card.  The Gift Cards may be offered to passengers as consumer incentives, through promotional programs, or integrated into a reward point program to increase sales volumes.   Refer to **Gift Card Handling** for detail configuration and usage.

# 6.    Quick Billing

The Quick Billing function is designed to expedite check out process during disembarkation, and enable invoices to be printed in batches using the available criteria.  This function is accessible from **File Menu, Cashier, Guest Quick Billing**.



**Figure 6-1 - Quick Balance Selection Criteria**

**Table 6-1 - Field definition of Quick Billing screen**

| Field | Description |
| --- | --- |
| Passenger Invoices | Type of invoice form |
| Embarkation Date | Embarkation Date filter |
| Disembarkation Date | Disembarkation Date filter |
| Express Check Out | Select to include/exclude in Express Check-Out |
| Payment Type | Payment type filter |
| Redirected Payment Type | Redirect selected payment to another payment method |
| Package Plan | Filter by Package Plan |
| Folio Balance | Filter by folio balance eg: greater than or equal to X value. |
| Do not collect non-refundable credit | Credit balance withheld for use in future cruise. |
| Deck | Invoice sort order by deck. |
| Starboard/Portside | Invoice sort order Starboard/Portside. |
| Section | Invoice sort order by section. |

| Field | Description |
| --- | --- |
| Disable accounts | Update account status to "allow manual postings only" or "blocked all postings" |
| Process 0 bal with transactions | Include guests that has already settled in full and allow a reprint of the invoice in Quick Billing screen. |
| Process 0 balance accounts | Include 0 balance accounts with/without transactions. |
| Group | To include Group Account. |
| Printer | Printer assigned for invoice printing, number of copies to print and print orientation. |
| Charge Commission | Define whether to applicable commission applies when balancing the accounts. |



**Figure 6-2 - Quick Balance Selected tab**

**Table 6-2 - Field definition of Guest Quick Balance**

| Field | Description |
|---|---|
| Cabin | Cabin number |
| Deck | Location of Cabin |
| Name | Guest Name |
| Balance | Total Invoice Balance |
| Auth | Authorization Status |
| Print | Invoice Printed status. |
| Statistics | Indicator count of selected, processed and remaining accounts with its value in balance or charged. |
| Send eMail | Invoices will be emailed to guest on-board email |
| Close Postings | Set invoice postings to Disallowed |
| Balance | Process balancing for selected accounts |
| Print | Print invoices for selected accounts |

## 6.1. Guest Quick Billing

### 6.1.1. Quick Bill Printing

The **Selection Criteria** tab in **Guest Quick Billing** function will determine the type of invoices to print/pay based on the criteria chosen for all disembarking passengers, e.g.: passenger paying by credit card or only guest with *X* outstanding amount.

1. From the **Cashier** file menu, select **Guest Quick Billing** function.
2. In the Guest Quick Balance window, select an invoice type, Embarkation Date, Disembarkation Date, Payment Type, Folio Balance (if applicable), Deck and Section.
3. In the Printer section, select an invoice printer, enter the number of copies to print and select print orientation, and then click **Print**.
4. At the Quick Printing prompt, select **Yes** to continue.

### 6.1.2. Quick Bill Balance

Other than printing invoices by batch, balancing of the passenger account is possible if there is a credit card on file.

1. Repeat step 1 to 3 of the above.
2. In the **Disable accounts** field, select the appropriate **Posting status** from the drop-down list.
3. Navigate to the **Selected tab** to verify the results, and adjust the selection until desire result is achieved.
4. To exclude a passenger from the search result, right click on the name and then click **Remove**.

---

**Note:** When a passenger is removed from the grid, the statistic count will update accordingly.
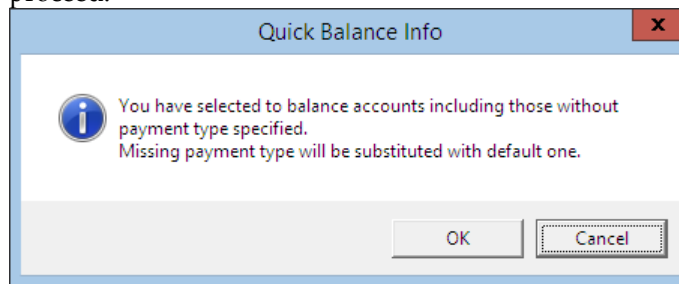
---

5. At the Confirmation prompt, click **Yes** to confirm and then click **Balance** at the bottom of the screen.

6. Select **Yes** at the Quick Balance prompt, then click **OK** at the Quick Balance Info prompt.
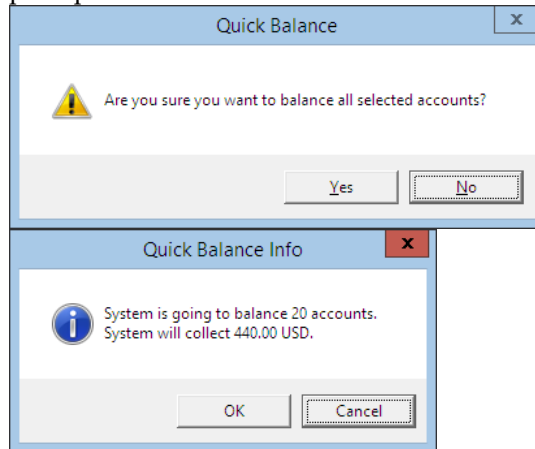


**Figure 6-3 - Quick Balance Info Prompt**

7. In the Quick Balance Info warning prompt, *read the warning*, then click **OK** to proceed.



8. The total value charged and number of account processed are shown in the Statistic section once the accounts is successfully balanced.



**Figure 6-4 - Statistic of Account processed and value charged**

9. Next, click the **Close Postings** at the bottom right of the screen to *disallow postings* on these accounts.

### 6.1.3. Quick Bill eMail

Passenger or crew that has on-board email account may opt to receive copy of their invoices via Email, and this function is Parameter controlled. Please consult your IT Department for setup if this is not pre-configured.

1. Repeat step 1 to 4 of Quick Bill Balance.

2. Navigate to the **Selected tab** and then click **Send eMail**, located at the bottom right of the screen.

---

**Note:** If no printer is assigned, the **Send eMail** will be disabled.

---

3. Without balancing the invoice, click **Send eMail**.
4. At the Quick Printing prompt, click **Yes** to proceed. An '**e-Mail sent'** will be added to the **Auth** column when invoice is successfully sent.



**Figure 6-5 - Invoice successfully emailed indicator**

## 6.1.4. Quick Bill Balance with Commission

The Quick Bill Balance with Commission enables credit card commission to be charged at the point of balancing the passenger account. By default, the **Charge Commission** is checked in the **Criteria Selection tab** and System will calculate the commission value based on the pre-defined commission linked to the Financial Department – Credit.

1. Repeat step 1 to 4 of the Quick Bill Balance.

---

**Note:** To exclude a commission charge for certain payment type, filter using the Payment type and **un-check** the Charge Commission check box.

---

2. Navigate to the **Selected tab** to verify the results, and adjust the selection until desire result is achieved. The chargeable commission is shown in the commission column.
3. To exclude a passenger from the search result, right click on the name and then click **Remove**.
4. Click **Balance** at the bottom of the screen to proceed.
5. On the follow on prompt, click **OK** and note each prompt messages before proceeding to the next.
6. In the Statistic section, the total value charged and number of account processed will be updated.
7. Next, click **Close Postings** to *disallow further postings* for these accounts.

## 6.2   Residents Quick Billing

The Residents Quick Billing function is the exact same function as Guest Quick Billing, with the exception that it only filters the **Residents** accounts instead of passengers. These accounts must have a **check mark** in the **"Residents"** field in **Edit Information, Other Parameter Resident**.

## 6.3   System Accounts Quick Billing

System Accounts Quick Billing is a process that *only* balances the System Accounts and has lesser criteria to choose from than Guest Quick Billing.



**Figure 6-6 - System Account Quick Billing**

1. From the **Cashier** file menu, select **System Account Quick Billing** from the drop-down list.
2. In the Invoices section, select the **Invoice format**, then navigate to **Criteria tab** and select the **Balancing End Date, Payment Type, Folio Balance**, if any.

> **Note:** If **Enable System Account to post to future cruise on embarkation date after full payment** is checked, all postings posted after the invoice is fully paid will be recorded in the next cruise.

3. In the Printer selection, select an invoice printer, enter the number of copies to print and select print orientation, and then click **Print**.

4. Repeat step 3 – 9 of Quick Bill Balance.

## 6.4 Group Quick Billing

The Group Quick Billing function similarly to Guest Quick Billing, and it only filter the Group Account, excluding all its group members.



**Figure 6-7 - Group Quick Billing screen**

Repeat steps 1 to 9 of Quick Bill Balance.

# 7. Quick Postings

Quick Postings function allows user to perform posting by batch to single account or multiple accounts.

## 7.1. Quick Posting

This section describes the steps to perform a quick posting to Guest, Crew, Group and System Accounts. This function is extremely useful when user is required to post a large quantity of guest check at a time, for example Laundry or Telephone.

### 7.1.1. Quick Posting to Single Account



**Figure 7-1 - Quick Posting screen**

1. From the **Cashier** File Menu, select **Quick Posting** from the drop-down list.
2. Select the **Account** using the drop-down list, then navigate to **Department** and select the department code and then enter the value to post.
3. In the Additional Information section, insert the **check number, Server#1**, if any, and then choose the invoice number to post to. System default Invoice is 1.
4. Click **Add** to add the account to the Posting List grid. Repeat the above step until all checks are added to the Posting List.
5. Note and tally current count and Current Totals with physical guest checks.
6. Click **Post** to confirm posting.

### 7.1.2. Quick Posting to Multiple Account

Quick Posting to Multiple Account allows user to post transaction to many Guests, Crews, Group and System Account.

1. From the **Cashier Menu**, select **Quick Posting** from the drop-down list.
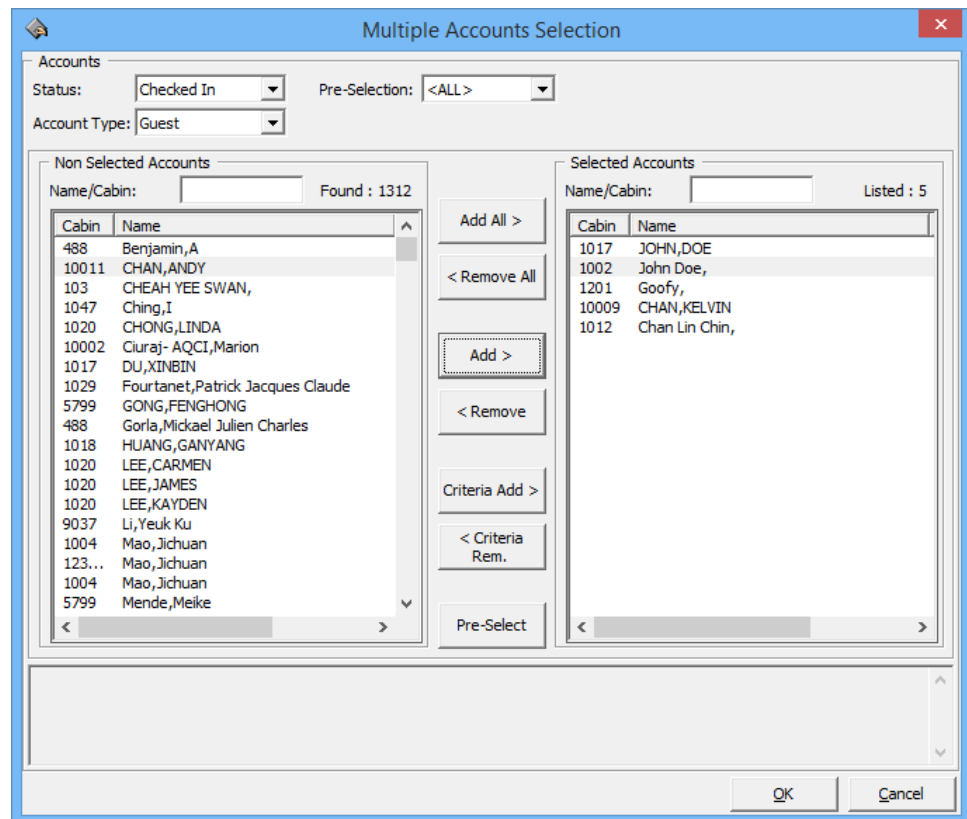2. Under the Account field, click **Advanced**.



**Figure 7-2 - Quick Posting Multiple Account Selection**

3. In the **Multiple Accounts Selection** window, select the **Status** and **Account Type** from the drop-down list.
4. Select the account name from the **Non Selected Accounts** pane, and then click **Add** to add the account singly or **Add All>** to add all account listed or use the **Criteria Add>**. *See next section to select accounts using Criteria Add.*
5. Account selected are shown in the Selected Account.
6. Click **OK** to return to Quick Posting window.

**Figure 7-3 - Quick Posting to Multiple Accounts**

7. Navigate to the **Department** field and select the department code and then enter the value to post.

8. In the Additional Information section, insert the **Check number, Server#1**, if any, and then choose the invoice number to post to. System default Invoice is 1.

9. Click **Add** to add the account to the Posting List grid.

### 7.1.3. Selecting Account Using Criteria Option

The criteria options is made available to further filter the accounts based on the criteria entered, for example by embarkation/disembarkation date, cabin category, VIP status, nationality and etc.

1. At the **Multiple Accounts Selection Window**, click **Criteria Add>**.

2. Select the options from the drop-down list in the **General** tab, then navigate to **Guest** tab.

**Figure 7-4 - Account Selection Criteria**

3. In the **Guest** tab, select from the available options using the drop-down menu and continue to select from the remaining tabs if required, and then click **OK** to return to the Multiple Account Selection window.



**Note:** Tabs in Accounts Criteria Selection may varies depending on the Guest Type chosen in Multiple Account Selection window.

## 7.2. Quick Posting Status

Quick Posting Status allows user to Enable/Disable the account posting status by batch.

**Figure 7-5 - Enable/Disable Posting Selection**

1. From the Cashier File menu, select Quick Posting Status from the drop-down menu.

2. In the **Enable/Disable Posting by Selection** window, select the account from the drop-down list or click **Advanced** to multiple accounts.

3. Insert a reason in the **Reason** field.

4. Check '**Allow manual postings'** if manual posting is allowed in Disabled accounts.

5. Select one of the option - Enable or Disable the account.

## 7.3. Quick Discount

Quick Discount allows user to set up discounts for multiple passenger's accounts using the available selection criteria – by percentage or value. See *Invoice Tab, Item Discount* for discount assignment to individual passengers.



**Figure 7-6 - Quick Discount screen**

### 7.3.1. Quick Discount to Multiple Guest by Percentage/Value

1. From the **Cashier** File Menu, select **Quick Discount** from the drop-down list.
2. Repeat step 2 to 5 of Quick Posting to Multiple Account, then click **OK** to return to **Discounts** window.



**Figure 7-7 - Quick Discount to Multiple Account**

3. In the Discounts window **How much** section, enter the percentage value, number of applicable discounts and reason. To apply a Value discount, uncheck the check mark next to **Percentage**.
4. In the **What** section, select the department group or code the discount is applicable to, then click **OK** to confirm.

## 7.4. Quick Check-Out

Quick Check-Out allows user to check-out passenger's by Deck and selected Check Out Date.

**Figure 7-8 - Quick Check Out**

1. From the **Cashier** File Menu, select **Quick Check Out** from the drop-down list.
2. Select the **Deck** and **Check Out date** from the drop down list and then click **Refresh**.
3. In the **Selected Guest** section, cabin number and name of passengers due to check out will appear, and the total selected account is shown in the **Statistic** section.
4. Click **Process** and select **Yes** at the confirmation prompt to proceed.
5. System will update the number of record processed and its status in **Statistic** section.
6. Click **Close** to return to the Main Screen.

# 7.5. Quick Service Charge Posting

The Quick Service Charge Posting is a function that post service charges in bulk or individually based on the criteria set in Quick Edit tab.

**Figure 7-9 - Quick Service Charge Posting**

## 7.5.1. Posting a Service Charge by Batch

1. From the **Cashier** File Menu, select **Quick Service Charge Posting** from the drop-down list and navigate to **Quick Edit** tab.
2. In the Guest Selection section, click **Advanced** to open the Multiple Account Selection window.
3. In the Multiple Accounts Selection window, select the **Status** and **Account Typ**e from the drop-down list.
4. Select the account name from the **Non Selected Accounts** pane, and then click **Add** to add the account singly or **Add All>** to add all account listed or use the **Criteria Add>**.
5. Accounts selected are shown in the Selected Account.
6. Select **'Post the following amount daily',** and check **'Use System Default Value'** or manually enter the value in the field beside it, if the value defers.
7. Click **Update** to update the service charge value and information is shown in Guest Handling, Guest Info, Cabin Information section.
8. Navigate to the **Service Charge Posting** tab to review the accounts with Service Charge pending.

**Figure 7-10 - Service Charge Posting**

9. Click **Post** to post the service.

> **Note:** By default, the '**Skip Credit Limit Check**' is checked, allowing System to post the service charge even when the account exceed the credit limit.

10. At the confirmation prompt, click **Yes** to the value of the service charge to post.
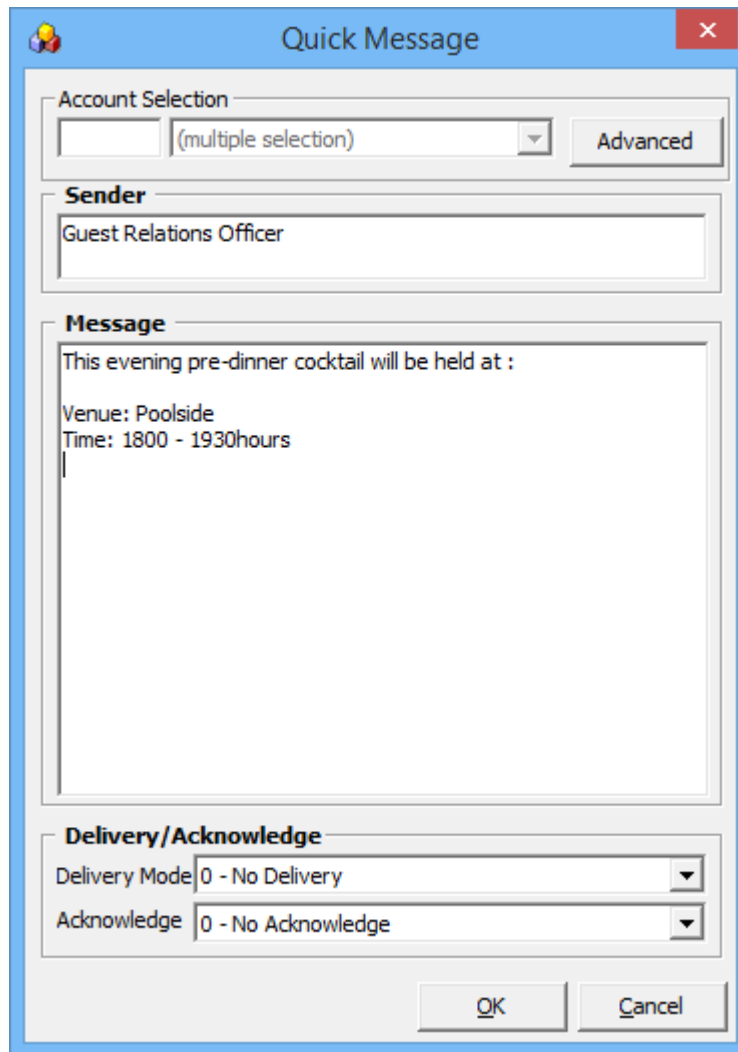


### 7.5.2. Disabling Service Charge Posting

1. Repeat above steps 1 to 5.
2. Select '**Disable Service Charge Posting',** then click **Update**.
3. Updated accounts are shown in **Exception tab** and in Guest Handling, Guest Info, Cabin Information section.

## 7.6. Quick Messages

Quick Message function allow user to send messages to a group of passengers or individually, using the Advanced Selection.

1. From the **Cashier** File Menu, select **Quick Messages** from the drop-down list.
2. In the Quick Message window, click **Advanced** to open the Multiple Account Selection window.
3. In the Multiple Accounts Selection window, select the Status, Account Type from the drop-down list.
4. Select the account name from the **Non Selected Accounts** pane, and then click **Add** to add the account singly or **Add All>** to add all account listed or use the **Criteria Add>**, then click **OK** to return to Quick Message window.
5. At the Quick Message window, enter the **Sender's name** and **message** content.
6. Select the **Delivery Mode** and **Acknowledge mode** from the drop-down list, then click **OK** to save.

7. System will place a **check mark** in the guest account in Guest Handling, Message tab as an indicator for undelivered messages.



**Figure 7-11 – Quick Message form**

# 8. Flight Assignment

Flight Assignment function is similar to Quick Billing and Quick Posting.  This function allow users in assigning arrival or departure flight individually or by a group of passengers.



**Figure 8-1 - Quick Flight Assignment**

## 8.1. Assigning Flight Details

1. From the **Cashier** File Menu, select **Flight Assignment** from the drop-down list.
2. Enter the account in **Account Identifier** field or click **Advanced** to select Multiple Account.
3. Navigate to Flight Information section and select the **Direction, Departure Date, Flight Number** from the drop-down list.
4. In the Additional Information section, enter the additional information if any.
5. Click **Add Guest** to add the selected guest to Flight Assignment List, and take note of the Total count beside the Flight Assignment List grid.
6. Click **Post** to update the flight assignment into the guest account in **Guest Handling, Other Info tab**.

# 9. Ashore Deny List

Ashore Deny List is a function that manages passengers or crew movements, by denying certain passenger or crew from going ashore.



**Figure 9-1 - Guest Ashore Denied List**

## 9.1. Denying Passenger from Going Ashore

1. From the **Cashier File Menu**, select **Ashore Deny List** from the drop-down list.

2. Select the Cruise Data from the drop-down list and click **Refresh**.

3. Click **Add** at the bottom of the Guests Ashore Denied List to open the **Shore Leave Denial Selection** window.

4. Navigate to either the **Nationality** or **Name/Cabin tab**, then select the nationality or cabin from the drop-down list.

5. Click **Add** to add the selected passenger(s) to the denied list grid.

6. To remove the name from the Denied List grid, right click on the name and select **Remove**.

7. Select the **Denied from/until date** in Additional Information section and click **OK** to return to the Guests Ashore Denied List.

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

> **Note:** Denied passengers name are highlighted in *Red* on Gangway Log.

## 9.2. Removing Passenger from Going Ashore List

1. Repeat step 1 and 2 of the above.

2. In the Guests Ashore Denied List, select the name from the grid and click **Remove** at the bottom the screen.

3. Select **Yes** at the confirmation prompt and then click **Close** to return to the main screen.

# 10. Batch Assign Disembark Group

The Batch Assign Disembark Group function similarly to **Add to Disembark Group** in Guest Handling, and this function allows user to organize disembarking passengers in batches.



**Figure 10-1 - Batch Assign Disembarking Group**

## 10.1. Assigning Passengers to Disembarkation Group

1. From the **Cashier File Menu**, select **Batch Assign Disembark Group** from the drop-down list.

2. Select the **Disembarkation Date** from the drop-down list.

3. In the Detail Selection section, select the appropriate option and click **Search**.

4. Select the **Group** in Assign Passenger section, then select the **passenger name/cabin**.  Use the CTRL+ key to select multiple passenger.

5. Click **Assign Selected** to assign.   To assign all passenger, click **Assign All**.

## 10.2. Unassigning Passengers to Disembarkation Group

1. Repeat step 1 to 4 of the above.

2. Click **Unassign Selected** to unassign from the grid.

# 11. Print Disembark Letter

The Print Disembark Letter allows user to print and notify passenger of the debarkation time and meeting location.



**Figure 11-1 - Print Disembark Letter**

1. From the **Cashier File Menu**, select **Print Disembark Letter** from the drop-down list.
2. Select the **Disembarkation Date** from the drop-down list.
3. In the Detail Selection section, select the appropriate option and click **Search**.
4. Select the Passenger name from **Selected Passenger** section and then click **Print Selected**.

# 12. Unposted Package Posting

Unposted Package Postings are predominantly postings imported via Data Import or DGS ResOnline.

## 12.1. Viewing All Unposted Package Postings

1. From the **Cashier Menu**, select **Unposted Package Posting**.

2. Select the item and click **Post** to post the package amount to the system account. The package will then show in the Guest Account.

---

**WARNING:** System will not check for unposted package postings when checking out the passenger account.

---
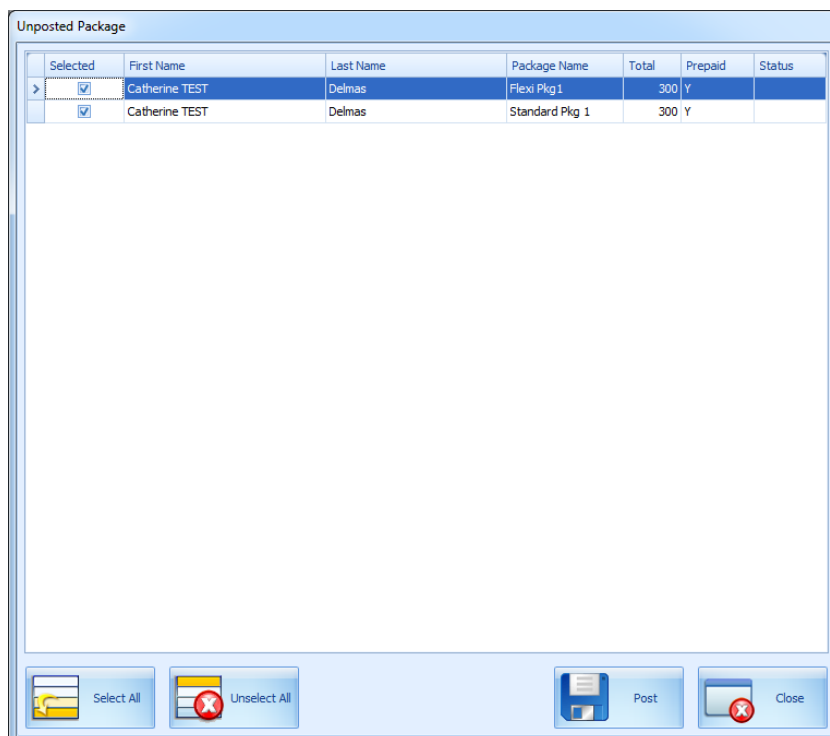


**Figure 12-1 - Unposted Package Postings screen**

# 13.  Cashier Sessions

Cashier Sessions is a function that register all credit collections for the day, by individual user, and user must have rights #371 – Cashier Sessions assigned.  This function is enabled with Parameter **Cashier, Use Full Cashier**. A session code is required before the assigned cashier is able to open the cash register.  These session codes are setup in **Administration Module, System Codes, Session Codes.**



## 13.1. Opening a Cashier Session

1.  From the Cashier Menu, select **Cashier Session** from the drop-down menu.

2.  Press the **'+'** key to expand the **Cashier** container on the left, then right click on the user name and select one of this option:

    ▪ Open Session (Empty) - This function open a cashier session for the selected shift.

    ▪ Open Session (Linked) – This function open a cashier session with previous closing balances being brought forward as Opening Amount.

3.  In the **Name** field, select the **Session code** from the drop-down list.

4.  Enter the **Opening Amount** for the respective department code, then click **Apply** to save.

## 13.2. Closing a Cashier Session

1.  From the **Cashier Menu**, select **Cashier Session** from the drop-down menu.

2.  Press the **'+'** key to expand the **Cashier** container on the left, then right click on the session and select one of this option:

    ▪ Close Session (Balance) – This function closes the cashier session by automatically filling in the amount in the **Closing Amount** column.

- Close Session (Empty) – This function requires user to input the value in **Column Amount** column.

3.  Click **Apply** to save the value entered.

4.  System will prompt when there is discrepancy on the value. Select **Yes** will set the session status to *Discrepancy*, allowing user to further research and resolve the discrepancy.
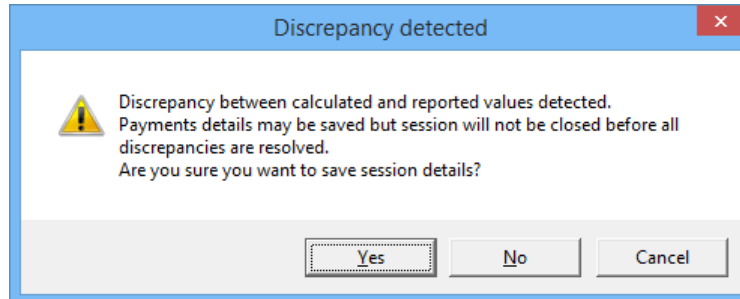


**Figure 13-1 - Cashier Closing Discrepancy**

## 13.3. Resolving Imbalance Cashier Session

1.  From the **Cashier Menu**, select **Cashier Session** from the drop-down menu.

2.  Press the **'+'** key to expand the **Session** container on the left, right click on the session and select **'Close Session (Balance)'**.

3.  Enter the correct value in the **Accepted Amount** column, then click **Apply** to save the amount and print the final closing report.

## 13.4. Transferring Money From/To Ship

As the Ship may transfer funds from Ship to bank or shore side office or vice versa, such transfers are performed through this function.



**Figure 13-2 - Money Transfer**

1. In the **Cashier Session**, press the **'+' key** to expand the **Session** container.
2. Choose the session to transfer the amount, then right click and select **Money Transfer**.
3. Select the transfer type from the drop-down list, enter a comment in the **Comment** column and amount to transfer in the **Transfer** column.
4. Click **OK** to confirm the transfer.
5. Amount transferred will be shown in **Cashier Session, Transferred Amount** column.

The Options Menu is an area where supported hardware's and devices are setup, and is accessible from the Main Menu.

## General Tab

In the General Tab, user is able to determine the options to switch on/off by checking the check box.  By default, the check boxes are un-checked.
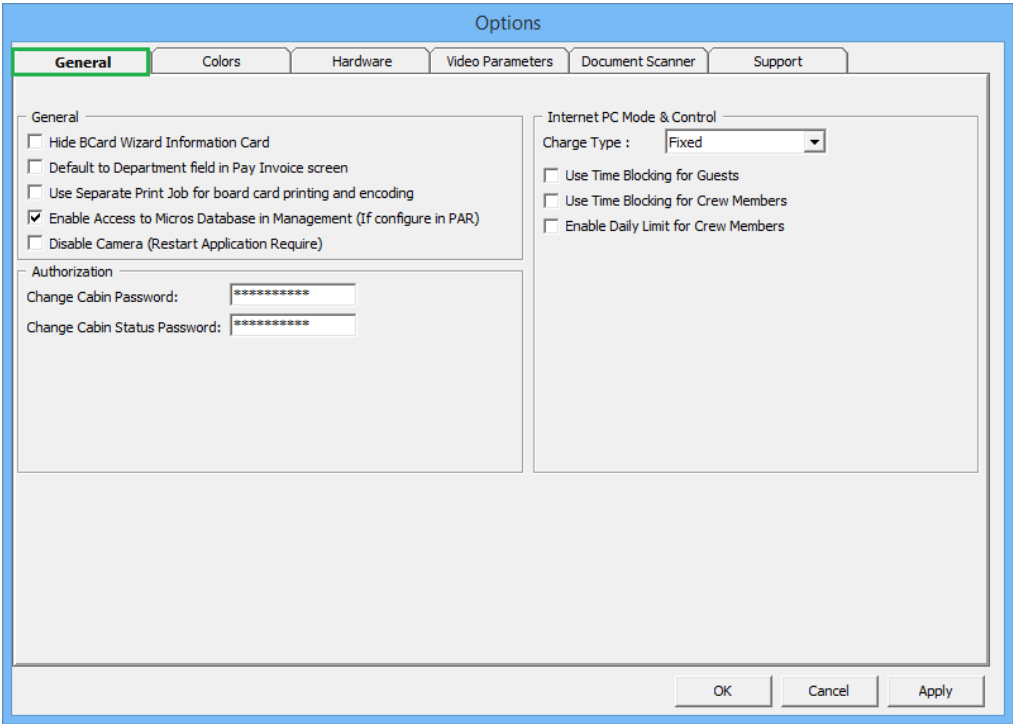


**Figure C-1 - Options Menu – General Tab**

## Colors

The Colors tab enables user in defining a standard color scheme suitable to their operations.  These colors can be easily change by clicking the color bar and then choose the color from the color chart.
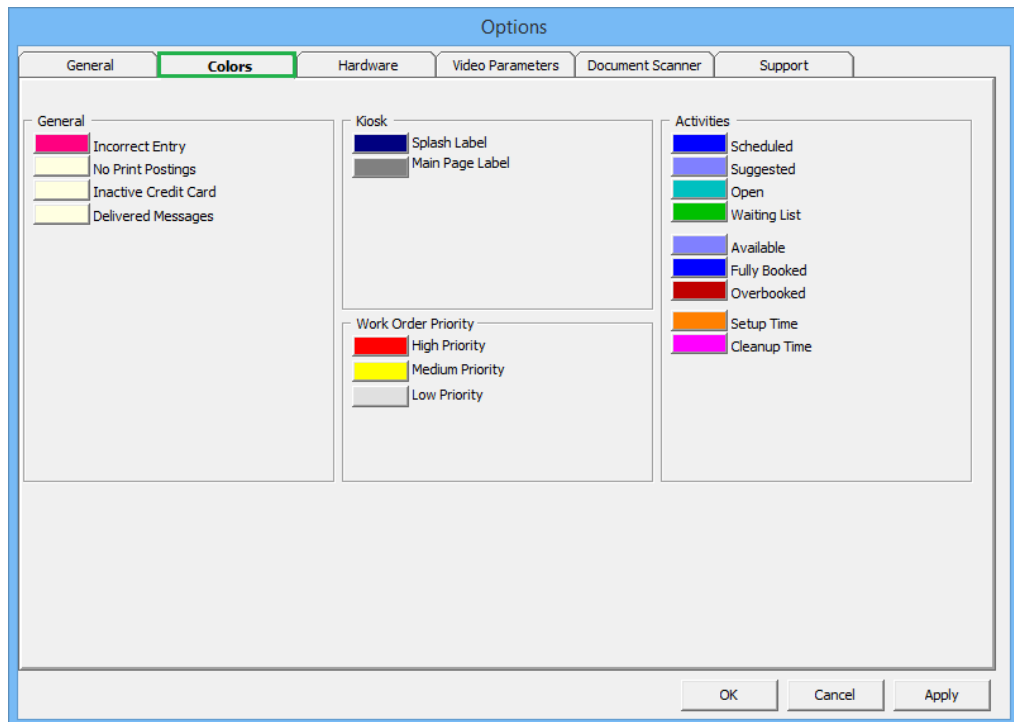
**Figure C-2 - Options Menu, Colors Tab**

## Hardware

In the Hardware tab, supported peripherals, printers and devices are configured. The screen may varies depending on the type of report printers user select. Please contact Fidelio Cruise Customer Support for assistance.
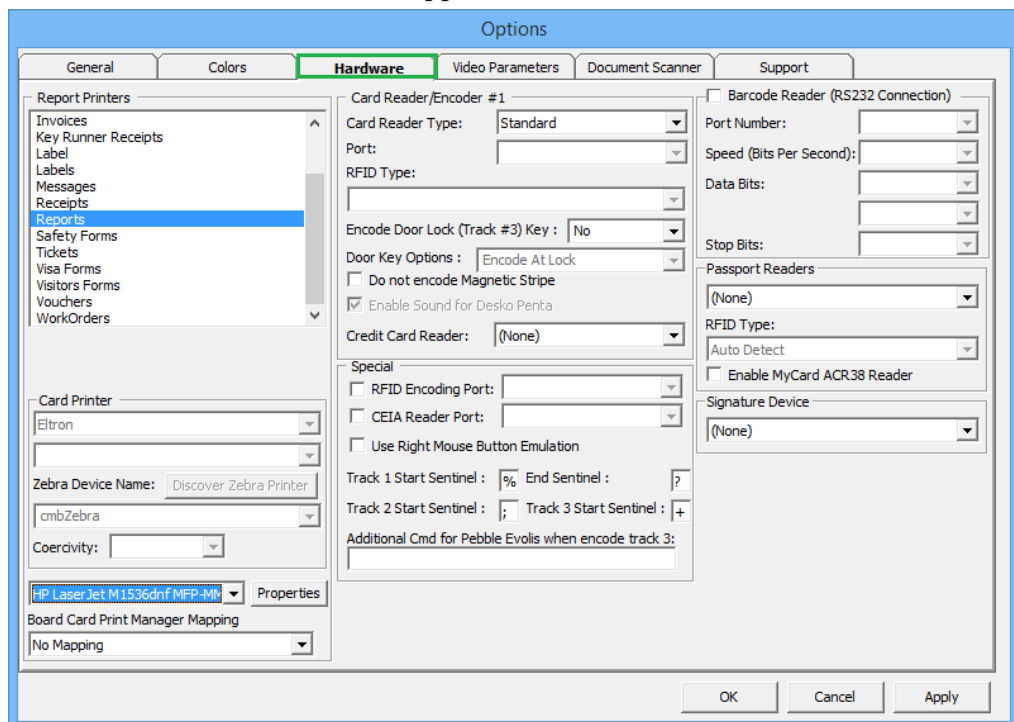


**Figure C-3 - Options Menu, Hardware**

## Video Parameters

This section defines the video format, source and type of compression to store in the database.
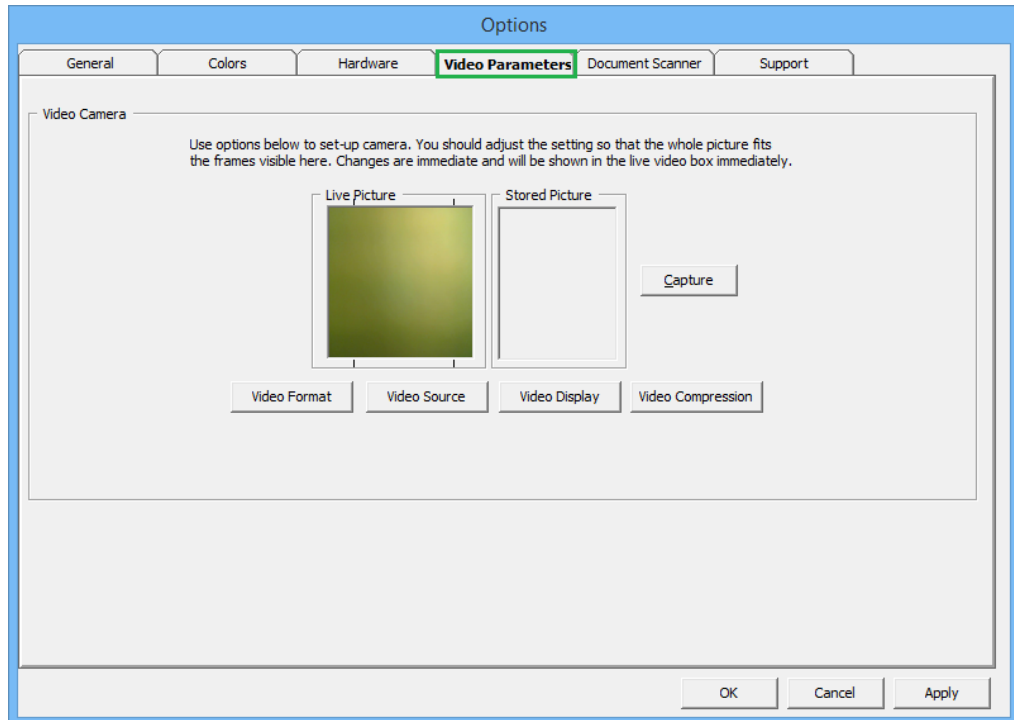


**Figure C-4 - Options Menu, Video Parameters**

## Document Scanner

This section link the type of scanner use for specific forms, for example, driving license, passport, and others.
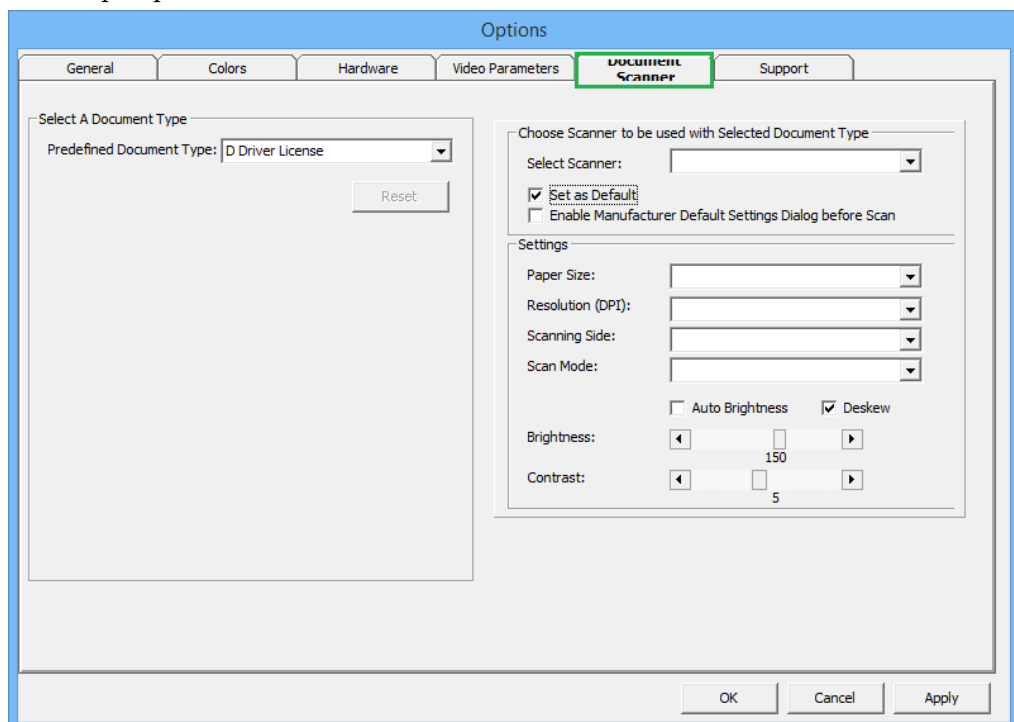


**Figure C-5 - Options Menu, Document Scanner**

## Support

This section enables the System SQL Log for support purposes.

# D.    Security

Function such as User Login, Passenger movement from ship to shore or vice versa, statistic count of passengers on-board or at shore side can be found under the Security menu.

## Login
The Login function enables user to logout/login from current session, either using a **Function key (F8)** or select the option from the Security menu.

## Change Password
Change Password function allows user to reset their password.   User is required to login prior to accessing this function.
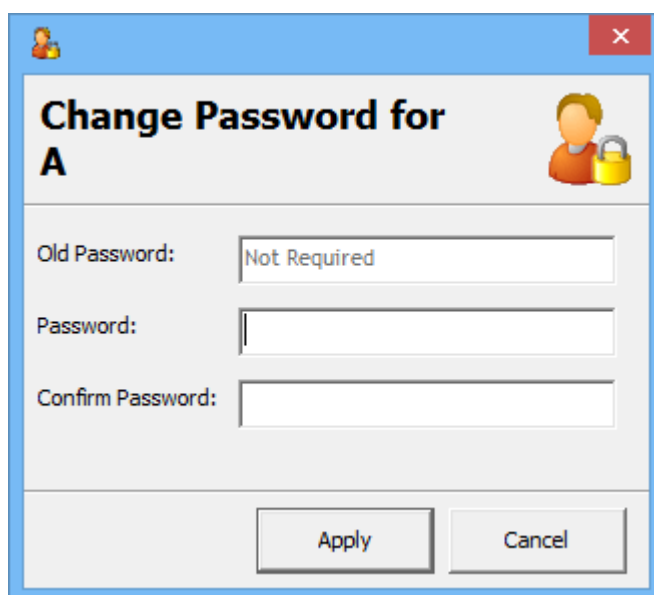


**Figure D-1 - Change Password screen**

1.  From the Security Menu, select **Change Password** from the drop-down menu.
2.  Enter the **New Password** and **Confirm Password**, then click **Apply**.
3.  At the Password successfully changed prompt, click **OK**.

## User Logfile
User Logfile records all transactions performed by users by date and time order. These information's are retrievable using the available filters such as by user, type of activities, date, time or workstation.  Transaction logs are also printable and exportable to supported file format.

**Figure D-2 - User Logfile**

## Gangway Logfile

The Gangway Logfile records the gangway movement for all passengers going ashore or coming onboard. Information's are searchable by location, movement directions, type of passengers, date, time, cabin no and name. Retrieved information's are printable or exportable to supported file format.



**Figure D-3 - Gangway Logfile**

## Count Onboard/Shoreside

The Count Onboard/Shoreside displays the security count of total passengers, number of passengers onboard or at shoreside, and the count are shown by the type of passengers.

**Figure D-4 - Count Onboard/Shoreside**

Clicking the **Reset Security** will reset the count.

> **Note:** Do read the message prompt when resetting the count as they message in each prompt varies.

## Guests/Crew Onboard

The Guest/Crew Onboard lists all passenger onboard, with its last Coming On-Board status being displayed when selecting the passenger's name.

**Figure D-5 - Guest/Crew Onboard**

- Click the **Go Ashore** to set the selected passenger status from Onboard to Ashore.
- Click the **Gangway Log** to open the Gangway movement log.

## Guests/Crew Shoreside

This function is the same as Guest/Crew Onboard and it only display passengers that are Ashore.

- Click the **Go Onboard** to set the selected passenger status from Ashore to Onboard.
- Click the **Gangway Log** to open the Gangway movement log.

**Figure D-6 - Guest/Crew Ashore**

## Port/Visa Requirement

This function enables user in restricting passenger of selected nationality with travel restrictions on travel documents from going ashore on port day.   Once setup, System will prompt user when a restricted passenger's passport/travel document are swiped at the Gangway.

**Figure D-7 - Port/Visa Requirement**

1. From the **Security Menu**, select **Port/Visa Requirement**.
2. Click **Add New**, enter the **Date/Time From/To field**, and select the **Port** from the drop-down list.
3. Select whether restriction applies to **Pax and Crew, Pax** or **Crew** only.
4. In the **Conditions Setup** section, select the **Nationality** and **Visa Type** from the drop-down list, the click **Save**.
5. At the Insert Confirmation prompt, select **Yes** to confirm, then click **Close** to exit.

## Immigration Filtering

This function enables the Ship Operator to define the guest or crew to exclude from the Immigration Inspection.
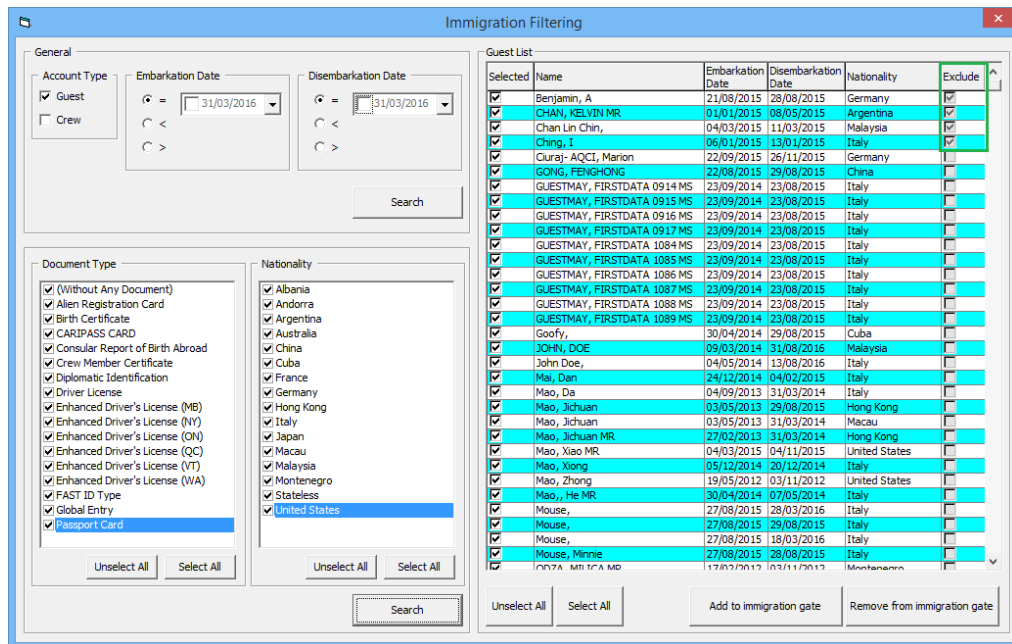
**Figure D-8 - Immigration Filtering**

1. From the Security Menu, select **Immigration Filtering**.

2. In the General section on the left, select the **Account, Embarkation/Disembarkation**, and then click **Search**.

3. Select the **Document Type** and **Nationality** and then click **Search** to further filter the guest list.

4. In the Guest List on the right, select the passenger to add or exclude from immigration gate, then click the respective button.

5. Excluded passengers will have a check mark in the '**Exclude**' column

> **Note:** If Guest has '*Switch to Crew in Manifest*' setup, then the guest account is shown under Account Type 'Crew'. If Crew has '*Switch to Passenger in Manifest*' setup, then the Crew account is shown under Account Type 'Guest'.