

**Oracle® Hospitality Cruise Shipboard
Property Management System**
Package Plan Handling
Release 7.30.868

December 2015

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Preface

This document describes the setup and functionality of the Package Plan in Oracle® Hospitality Cruise Shipboard Property Management System (SPMS).

The Package Plan is a function that manages components purchased at a fixed value. The components usually comprises of cabin charge, food and beverage, and/or tours or spa, and predominantly posted via the Point of Sale (POS) system, and then transferred to SPMS.

Audience

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

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: <https://support.oracle.com/>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Revision History

Date	Description of Change
December 08, 2015	<ul style="list-style-type: none">• Initial publication.

1. Prerequisites, Supported Systems, and Compatibility

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

Prerequisites

- FC Administration.exe
- FC Management.exe
- IFT Tools

- Micros POS
 - Micros ISL – Version 1.30a onwards
 - SPMS Version : 7.30.850 and above

- Symphony POS
 - SPMS version: 7.30.853 above
 - Require DLL: FidelioSPMSInterface.dll (1.08d)

Supported Systems

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

Compatibility

- Oracle® Hospitality Cruise Shipboard Property Management System (SPMS) version 7.30.868 or later. For customers operating on version below 7.30.868, database upgrade to the recommended or latest version is required.

2. Setting up a Package Plan Template

Setting up the Package Plan elements will determine the package value the guest is entitled to, and the correct amount to reduce from the package plan per consumption.

2.1. Defining the Required Parameters

The parameter set forth determines the posting behavior for the package, and this is setup in **Administration, Database Parameter Setup, Package** group. See *PAR_GROUP Package* for list of available parameters.

2.2. Defining a Package Template

A template is setup by defining the required fields, and is use as a base for new package plan.

1. Login to **Administration** and select **Administration** from the menu.
2. From the drop-down menu, select **Package Plan**, and then **Template Setup**.
3. At the bottom of **Package Plan Template** setup, click **New**.

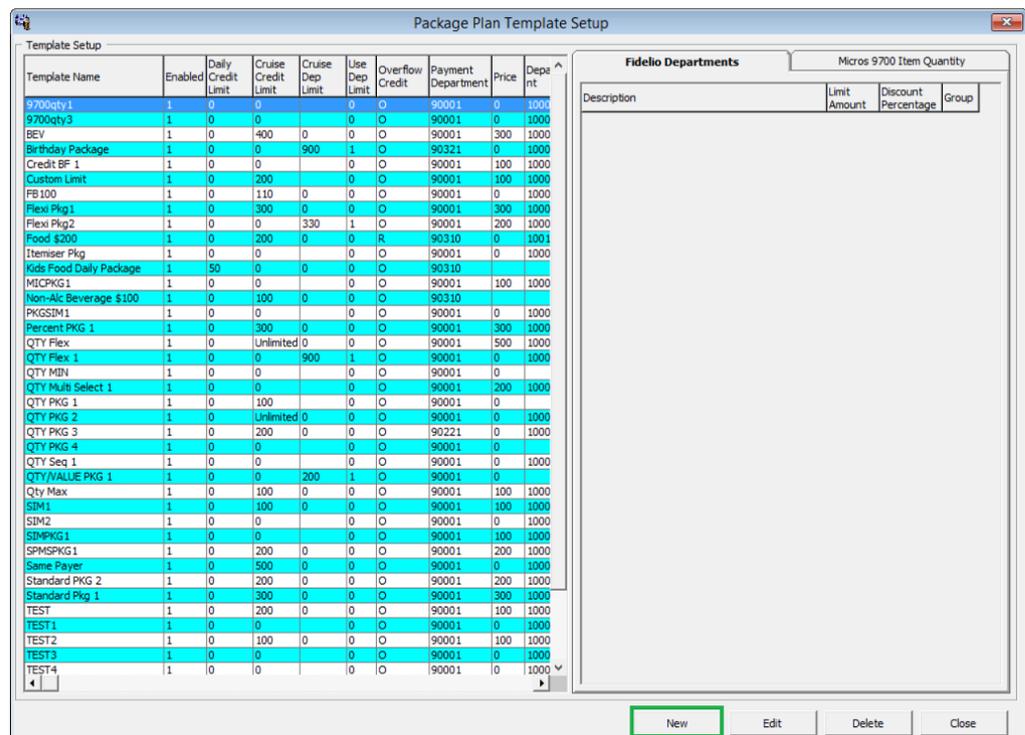


Figure 2-1 - Package Plan Template Setup

4. Enter the relevant fields such as **Template name**, **Payment Department**, and/or **Credit Limit**. Refer *Appendix C - Package Plan Template* for field definitions.
5. Click **OK** to save.

2.3. Adding Fidelio Department Code to a Package Template

Adding the eligible department codes to the package plan template defines which transactions to be posted as a package plan or as regular postings. This can only be done after creating the Package Template shell.

1. In the **Package Plan, Template Setup**, select the template name from the list.
2. Click **Edit** at the bottom of the page.
3. At the bottom of the **Fidelio Department** tab, click **Add Department**.
4. Select the department code, and then click **OK** to save.

Note: You may select the department codes either by the group defined or individually.

5. To add more department codes after saving, repeat the above steps.

2.4. Adding MICROS 9700 Item Quantity Code to a Package Template

Adding the eligible MICROS 9700 Item Quantity Code to a package plan template determines where each transactions from MICROS POS will be accepted as a package plan components when posting to the guest account.

1. In the **Package Plan, Template Setup**, select the template name from the list.
2. Click **Edit** at the bottom of the page.
3. At the bottom of **Micros 9700 Item Quantity** tab, select the **Revenue Center**, and then click **Add Item**.
4. Choose the menu item to display using the radio button at the top of the Add Micros Item window, use the **Search bar** or **Filter by Family Group**.
5. Select the menu item to add, and use the CTRL+ key for more item selection.
6. Enter the quantity in **Cruise Quantity** field, and then click **OK** to save.
7. To add more menu items, repeat steps 3 to 6.

2.5. Defining Fidelio Department Code Limit

A limit can be set for each eligible department, either by amount, percentage or group.

1. In the **Package Plan, Template Setup**, select the template name from the list.
2. Click **Edit** at the bottom of the page.
3. Select the department code listed in **Fidelio Department** tab.

Fidelio Department		Micros 9700 Item Quantity		
Description	Limit Amount	Discount Percentage	Group	
All		100	0	
All Alc Beverage		100	0	
All Foods		100	0	
All Non Alc Beverage		100	0	
Bev-Alc Premium		100	0	
E Card Allowance		100	0	
E Card Discount		100	0	
Entertainer's		100	0	
F&B discount		100	0	
M Card Allowance		100	0	
M Card Discount		100	0	
O Card Discount		100	0	
OBDC - Food & Serv C		100	0	
OBDC F&B & Serv C		100	0	
One Card Allowed		100	0	
SCP/SVP NOT Allow		100	0	
TEST		100	0	
WC Award Not Allow		100	0	
WC Not Allow		100	0	
-----		100	0	
10000 Cruise Package Fare	0	100	0	
10001 Cruise Package Deposit	0	100	0	
10002 Cruise Package Transportation	0	100	0	
10003 Cruise Package Amendment/Cancellation Fees	0	100	0	
10004 Cruise Package Cabin Upgrade	0	100	0	
10010 Cabin Upgrade	0	100	0	
10012 Cabin Purchase	0	100	0	
20000 Med. Buffet & Terrace - Food	0	100	0	
20001 Med. Buffet & Terrace Beverage Alc.	0	100	0	
20002 Med. Buffet & Terrace Beverage Non Alc.	0	100	0	
20003 Med. Buffet & Terrace Beverage-Alc Premium	0	100	0	
20004 Med. Buffet & Terrace Tobacco	0	100	0	
20005 Med. Buffet & Terrace Cigar	0	100	0	
20006 Med. Buffet & Terrace Corkage	0	100	0	
20007 Med. Buffet & Terrace Misc.	0	100	0	
20008 Med. Buffet & Terrace Service Charge A.	0	100	0	
20009 Med. Buffet & Terrace Service Charge M.	0	100	0	

Figure 2-2 - Adding Fidelio Department

4. Enter the limit by double clicking on either the **Limit Amount**, **Discount Percentage** or **Group**.
 - **Limit Amount:** This is an amount limit and is enabled with parameter 'Use Individual Department Limit'.
 - **Discount Percentage:** This sets the limit by percentage.
 - **Group:** Field used to group items in flexi package.
5. Click **OK** to save.

2.6. Defining MICROS 9700 Item Quantity Limit

A limit can be set for each eligible MICROS Item, either by Menu Item, Major Group, Family Group or Sale Itemizer.

1. In the **Package Plan, Template Setup**, select the template name from the list.
2. Click **Edit** at the bottom of the page.
3. Select the department code listed in **MICROS 9700 Item Quantity** tab.

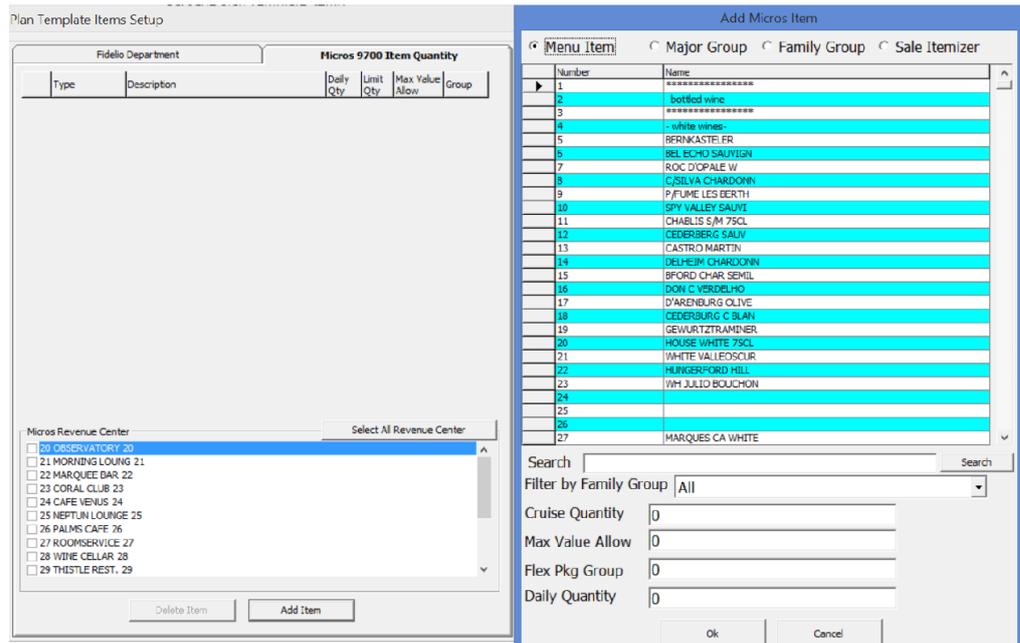


Figure 2-3 - Adding menu items

4. Enter the limit by double clicking on either the Daily Qty, Limit Qty, Max Value Allow or Group.
 - **Daily Qty (Quantity):** Quantity allowed to per day on item selected.
 - **Limit Qty:** Quantity allowed per cruise.
 - **Max Value Allow:** The item maximum price allowed within the package.
 - **Group:** Field used to group items in flexi package.
5. Click **OK** to save.

3. Configuring Package Plan

3.1. Setting Up a Basic Non-Selling Price Package

A Basic Non-Selling Price Package is an allowance accorded by the Ship to the guest in a package form, and usually comprises of a selection of department codes, has a cruise limit and these packages are not sellable. Below steps are an example for a package that comprises of all food department with a package spending value of \$300.

1. Login to **Administration** and select **Administration** from the menu.
2. From the drop-down menu, select **Package Plan**, and then **Template Setup**.
3. At the bottom of Package Plan Template setup, click **New**.
4. Name the template and define the cruise limit, e.g.: \$300.
5. Select **All Foods** under **Fidelio Department** to add all the sub-department classified under the food category.

Description	Limit Amount	Discount Percentage	Group
All	100	0	0
All Alc Beverage	100	0	0
All Non Alc Beverage	100	0	0
All Foods	100	0	0
All Non Alc Beverage	100	0	0
Bev-Alc Premium	100	0	0
E Card Allowance	100	0	0
E Card Discount	100	0	0
Entertainer's	100	0	0
F&B discount	100	0	0
M Card Allowance	100	0	0
M Card Discount	100	0	0
O Card Discount	100	0	0
OBDC - Food & Serv C	100	0	0
OBDC F&B & Serv C	100	0	0
One Card Allowed	100	0	0
SCP/SVP NOT Allow	100	0	0
TEST	100	0	0
WC Award Not Allow	100	0	0
WC Not Allow	100	0	0
10000 Cruise Package Fare	0	100	0
10001 Cruise Package Deposit	0	100	0
10002 Cruise Package Transportation	0	100	0
10003 Cruise Package Amendment/Cancellation Fees	0	100	0
10004 Cruise Package Cabin Upgrade	0	100	0
10010 Cabin Upgrade	0	100	0
10012 Cabin Purchase	0	100	0
20000 Med. Buffet & Terrace - Food	0	100	0
20001 Med. Buffet & Terrace Beverage Alc.	0	100	0
20002 Med. Buffet & Terrace Beverage Non Alc.	0	100	0
20003 Med. Buffet & Terrace Beverage-Alc Premium	0	100	0
20004 Med. Buffet & Terrace Tobacco	0	100	0
20005 Med. Buffet & Terrace Cigar	0	100	0
20006 Med. Buffet & Terrace Corkage	0	100	0
20007 Med. Buffet & Terrace Misc.	0	100	0
20008 Med. Buffet & Terrace Service Charge A.	0	100	0
20009 Med. Buffet & Terrace Service Charge M.	0	100	0

Figure 3-1 - Package Plan Template - Item Setup

6. Click **OK** to save the template, exit from Template Setup, and then navigate to **Package Plan Setup**.
7. In the **Package Plan Setup**, click **New** to add the package for cruise, making them available for sale or to be assign.
8. Select the earlier created template from the drop-down list, and then click **OK** to save.

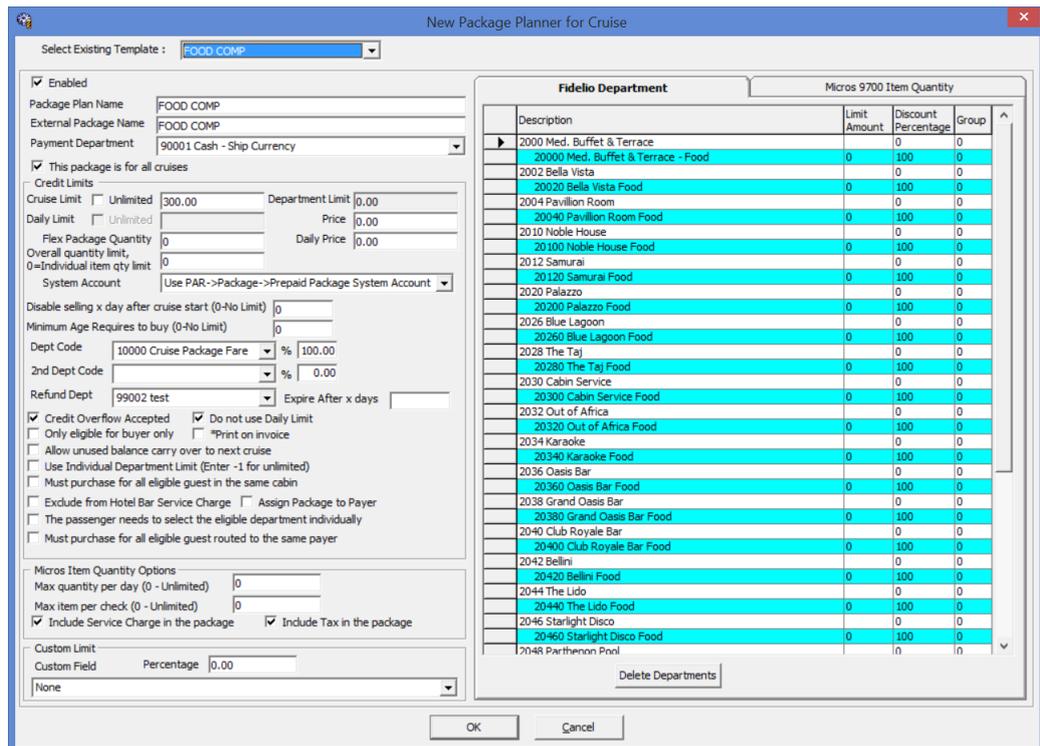


Figure 3-2 - Example of Basic Non-Selling Price Package

3.2. Setting Up a Basic Selling Price Package

A Basic Selling Price Package is a price based package that comprises on a group of departments, for example All Food department. This type of package is sellable and has a spending limit. Below are the steps to setup a sellable package using the template created earlier. For example, package comprises of all Food department with a spending value of \$500 and selling price at \$300.

1. Repeat steps 1 to 7 of the above setup.
2. From the drop-down menu, select **Package Plan**, and then **Package Plan Setup**.
3. Click **New** and select a template from the drop-down list.
4. Enter the **Package Plan Name** and **External Package Name**.
5. Change the **Cruise Limit**, e.g.: \$500 and enter the selling **Price**, e.g.: \$300
6. Enter the number of days in '**Disable selling X day after cruise start**', to stop the selling of the package after cruise starts.
7. Click **OK** to save the changes.

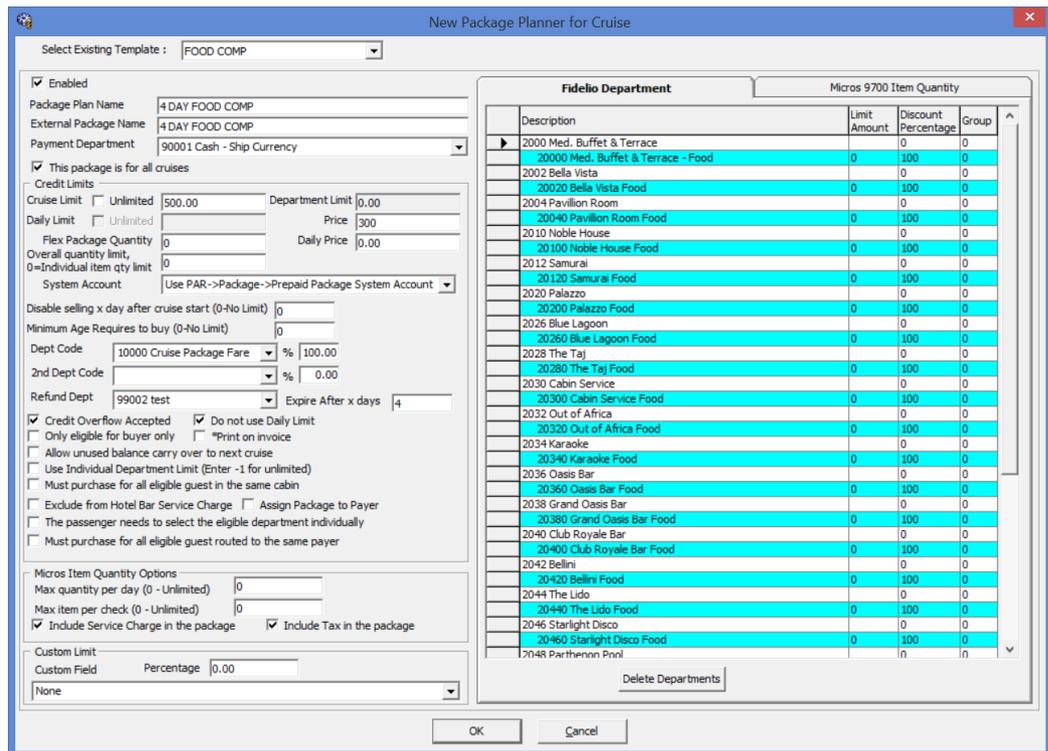


Figure 3-3 - Example of Basic Selling Price Package

3.3. Setting Up a Flexi Non-Selling Price Package

The Flexi Non-Selling Price Package function similarly as Basic Non-Selling package. The only exception is, it provides user the flexibility in choosing the department to be included in the package during package assignment. For example, package is inclusive of All Beverage department with the cruise limit of \$300.

1. Login to **Administration** and select **Administration** from the menu.
2. From the drop-down menu, select **Package Plan**, and then **Template Setup**.
3. At the bottom of Package Plan Template setup, click **New**.
4. Name the template and define the cruise limit, e.g.: \$300.
5. Select the department group under **Fidelio Department** to add all the sub-department classified under this category, for example All ALC Beverage.
6. In Package Plan Template Items Setup, **Credit Limit** section, check option **“The passenger needs to select the eligible department individually”**, to enable department code selection during package assignment.
7. Click **OK** to save the template, exit from Template Setup, and then navigate to **Package Plan Setup**.
8. In the **Package Plan Setup**, click **New** to add the package for cruise, making them available for sale or to be assign.
9. Select the earlier created template from the drop-down list, and then click **OK** to save.

3.4. Setting Up a Flexi Selling Price Package

The Flexi Selling Price Package function similarly as Basic Selling package. The only exception is, it provides user the flexibility in choosing the department to be included

in the package during package assignment and has a selling price. For example, package include All Beverage department with a cruise limit of \$300 and selling price at \$200.

1. Repeat steps 1 to 7 of the above setup.
2. From the drop-down menu, select **Package Plan**, and then **Package Plan Setup**.
3. Click **New** and select a template from the drop-down list.
4. Enter the **Package Plan Name** and **External Package Name**.
5. Change the **Cruise Limit**, e.g.: \$300 and enter the selling **Price**, e.g.: \$200
6. Click **OK** to save the changes.

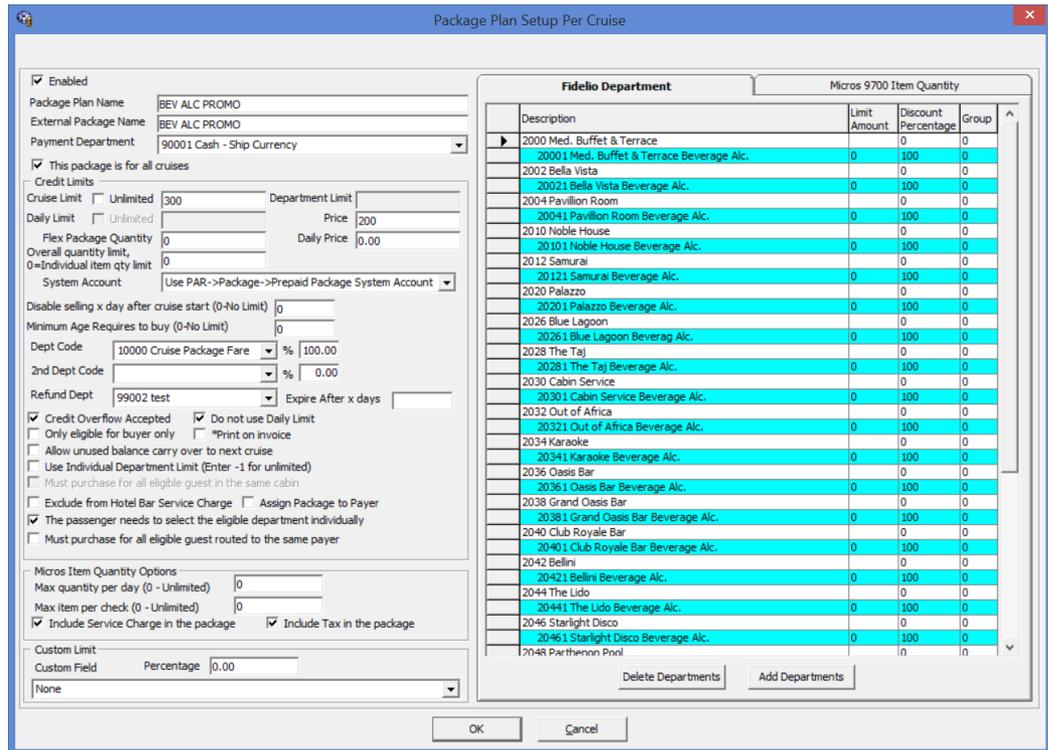


Figure 3-4 - Example of Flexi Selling Price Package

3.5. Setting Up a Quantity Non-Selling Price Package

The Quantity Non-Selling Price Package function similarly as Basic Non-Selling package, and this package works in tandem with POS Systems. This type of packages has a limit set on item quantity allowed per day, per check, or per cruise from the POS System. Below steps are an example for a package that comprises of items from Food Major Group with a maximum quantity per day as 0 and Maximum Item per check at all revenue center is 3, and cruise quantity is 10, and with maximum value of the item at \$100.

1. Login to **Administration** and select **Administration** from the menu.
2. From the drop-down menu, select **Package Plan**, and then **Template Setup**.
3. At the bottom of Package Plan Template setup, click **New**.
4. Name the template and define the cruise limit, e.g.: \$300.
5. Under **Micros 9700** tab, select all revenue center this package is eligible, and then click **Add Item**.

Note: The total number is based on Micros Department Setting.

6. In the **Add Micros Item** window, select **Major Group**, and then highlight all the items under the group.
7. Enter the **Cruise Quantity**, and then click **OK** to save.
8. In Package Plan Template Items Setup, **Micros Quantity** section, select option **“Include service charge in the package”** and **“Include Tax in the package”**.
9. Click **OK** to save the template, exit from Template Setup, and then navigate to **Package Plan Setup**.
10. In the **Package Plan Setup**, click **New** to add the package for cruise, making them available for sale or to be assign.
11. Select the earlier created template by quantity from the drop-down list, and then click **OK** to save.

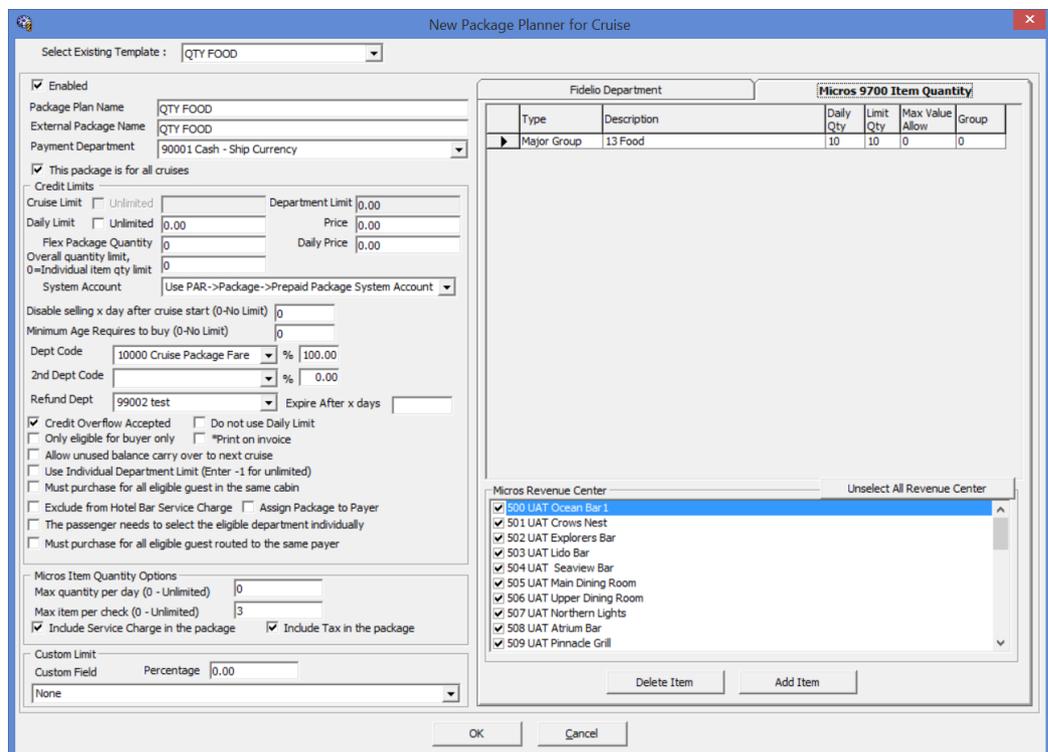


Figure 3-5 - Example of Quantity Non-Selling Price Package

3.6. Setting Up a Mixed Selling Price Package

The Mixed Selling Price Package is a combined package elements quantity and base package. The package can comprise of Micros Quantity and Fidelo Department. Below steps are an example for a package that comprises of all non-alcoholic Beverage department with the cruise limit of \$500, selling price at \$400, Sales Itemizer of 1, Cruise quantity of 5, and a maximum value of \$100.

1. Login to **Administration** and select **Administration** from the menu.
2. From the drop-down menu, select **Package Plan**, and then **Template Setup**.
3. At the bottom of Package Plan Template setup, click **New**.

4. Name the template and define the cruise limit, and selling price. e.g.: \$500 and \$400 respectively.
5. In the Fidelio Department tab, select the department group, and then navigate to **Micros 9700** tab, and select all revenue center this package is eligible, and then click **Add Item**.

Note: The total number is based on Micros Department Setting.

6. In the **Add Micros Item** window, click the **Sales Itemizer** radio button, and then highlight **Sales Itemizer 1**.
7. Enter the **Cruise Quantity** and the **Maximum value**. e.g.: Quantity 5 and value as \$100.
8. Click **OK** to save the template, exit from Template Setup, and then navigate to **Package Plan Setup**.
9. In the **Package Plan Setup**, click **New** to add the package for cruise, making them available for sale or to be assign.
10. Select the earlier created template by quantity from the drop-down list, and then click **OK** to save.

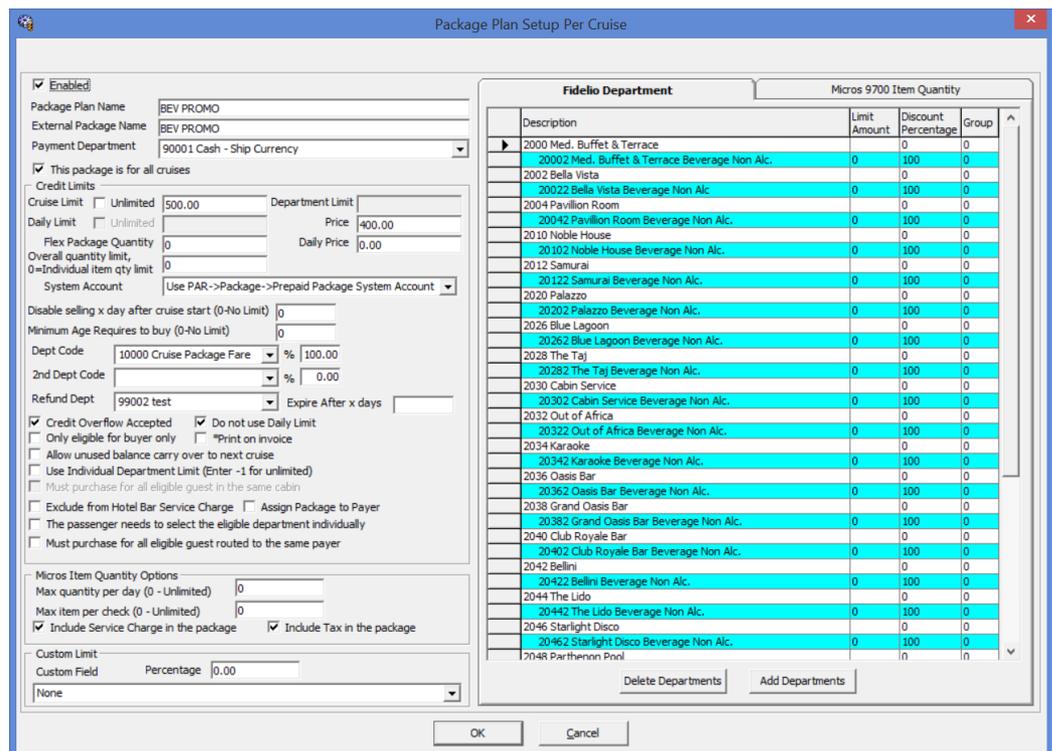


Figure 3-6 - Example of Mixed Selling Price Package

3.7. Setting Up a Mixed Flexi Package

The Mixed Selling Price Package is a combined package of quantity and flexi base package where user is able to select the department codes or Micros Items to include in the package when assigning or purchasing the package. Below steps are an example of a package that include All non-alcoholic Beverage department with the cruise limit of \$500, selling price at \$400, and Major POS group selection.

1. Login to **Administration** and select **Administration** from the menu.
2. From the drop-down menu, select **Package Plan**, and then **Template Setup**.
3. At the bottom of Package Plan Template setup, click **New**.
4. Name the template and define the cruise limit, and selling price. e.g.: \$500 and \$400 respectively.
5. Under the **Credit Limit** section, check 'The passenger needs to select the eligible department individually', to enable the flexibility in selecting the department codes entitled by the package.
6. In the Fidelio Department tab, select the department group, and then navigate to **Micros 9700** tab, select all revenue center eligible to this package, and then click **Add Item**.
7. In the **Add Micros Item** window, select the **Major Group** radio button, and set the group number accordingly.

Note: The total number is based on Micros Department Setting.

8. Enter the **Cruise Quantity** of the selected item and the **Maximum value allowed**. e.g.: Quantity 5 and value as 4.
9. Click **OK** to save the template, exit from Template Setup, and then navigate to **Package Plan Setup**.
10. In the **Package Plan Setup**, click **New** to add the package for cruise, making them available for sale or to be assign.
11. Select the earlier created template by quantity from the drop-down list, and then click **OK** to save.

Figure 3-7 - Example of Mixed Flexi Price Package

12. User is then required to select the items when assigning /purchasing the package in the guest account.
13. If group 1 is selected, all the items set in group 1 are automatically highlighted, as shown below.

Purchase Package Plan

Package Plan
Assignment: FLEXI PROMO

Reason : Max Package Allow is 4

The following guest will be assign/charge the package

First Name	Last Name	Cabin
TEST	AUTO UPDATE 7	103

Fidello Department Micros 9700 Item Quantity

Selected	Description	Limit Amount	Discount Percentage	Group
<input type="checkbox"/>	2000 Med. Buffet & Terrace	0	0	0
<input checked="" type="checkbox"/>	20002 Med. Buffet & Terrace Beverage Non Alc.	0	100	1
<input type="checkbox"/>	2002 Bella Vista	0	0	0
<input checked="" type="checkbox"/>	20022 Bella Vista Beverage Non Alc	0	100	1
<input type="checkbox"/>	2004 Pavillion Room	0	0	0
<input checked="" type="checkbox"/>	20042 Pavillion Room Beverage Non Alc.	0	100	2
<input type="checkbox"/>	2010 Noble House	0	0	0
<input checked="" type="checkbox"/>	20102 Noble House Beverage Non Alc.	0	100	2
<input type="checkbox"/>	2020 Palazzo	0	0	0
<input checked="" type="checkbox"/>	20202 Palazzo Beverage Non Alc.	0	100	3
<input type="checkbox"/>	2026 Blue Lagoon	0	0	0
<input checked="" type="checkbox"/>	20262 Blue Lagoon Beverage Non Alc.	0	100	3

Selected Package Qty: 10 Move all existing posting to package posting
 Selected Package Value: 0.00 Post to Prepaid System Account
 Selected Package Price: 400.00

OK Cancel

Figure 3-8 - Flexi Package Plan selection screen

4. Package Plan Assignment

The Package Plan function enables the end-users in customizing a cruise package that suits its guest requirements. The Package Plan function not only provide them the flexibility in combining different food and beverage outlets, excursions or activities, it also help to boost sales in some areas.

4.1. Assigning/Purchasing a Package Plan

Assigning the right package to the guest account will enable transactions to be posted accurately throughout the cruise, and this is performed in the **Management, Guest Handling** module.

1. Log in to **Management** module, and then select **Cashier** on the menu bar.
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 guest name or cabin number.
4. On the selected guest record, click **Disc, Route, Pkg** tab, and then **Package Plan** tab.
5. 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.

The screenshot shows a software interface for managing package plans. At the top, there are several tabs: Guest Info, **Disc,Route,Pkg** (selected), Invoice: 0.00, More Guest Info, Service Info, Activity Viewer, Revenue Analyzer, and History. Below these are sub-tabs: Routing, Fidelio Discount, Micros Discount, Micros Advance Discount, **Package Plan** (selected), and Disallow Dept. The main area contains a table with columns: * Package, Total Value, Redeemed Value, Available Value, Enable, Total Qty, Redec, Description, Daily Qty, Available Amt/Qty, Disc % / Max Value, and Group. Below the table is a signature capture area labeled "Signature Captured". At the bottom, there are two status indicators: "Selected Package Value: 0.00" and "Selected Package Qty: 0". A row of buttons is located at the very bottom: Select All, Unselect All, **Assign Package Plan** (highlighted with a green box), **Purchase Package Plan** (highlighted with a green box), Delete Package Plan, Edit Flexible Package Plan, Enable Package, and Refund Package Plan.

Figure 4-1 - Package Plan options

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

Assign Package Plan

Package Plan

Assignment: 5* Mariner

Reason :
 Empl .10% disc Bar (3-Star)
 Empl .10% disc Shorex
 Employee .10% discount Shorex
 Mid Cruise Retro SBP
 Presidents club 30-59 days
 Presidents club <29 days
 Presidents club >60 days
 Presidents club >60 days

The following query:

First Name	Last Name	Cabin
U.JN ROBERT	MX QAGGART - 5046	00000

Fidelio Department | Micros 9700 Item Quantity

Description	Limit Amount	Discount Percentage	Group
35000 Internet Cafe	0	0	0
05001 Time	0.01	1	0
05030 Guest iCafe	27.5	100	0
47001 Cooking Class Revenue	0	0	0
47001 Cooking Class Revenue	29	100	0
30014 Pinnacle Grill	0	0	0
80014 Pinnacle Grill Revenue	29	50	0

Selected Package Qty: 0 Move all existing posting to package posting
 Selected Package Value: 85.51
 Selected Package Price: 0.00

OK Cancel

Figure 4-2 - 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.

- Click **OK** to save.
- Information's pertaining to the package are displayed in the **Package Plan** tab and status is **Active**.

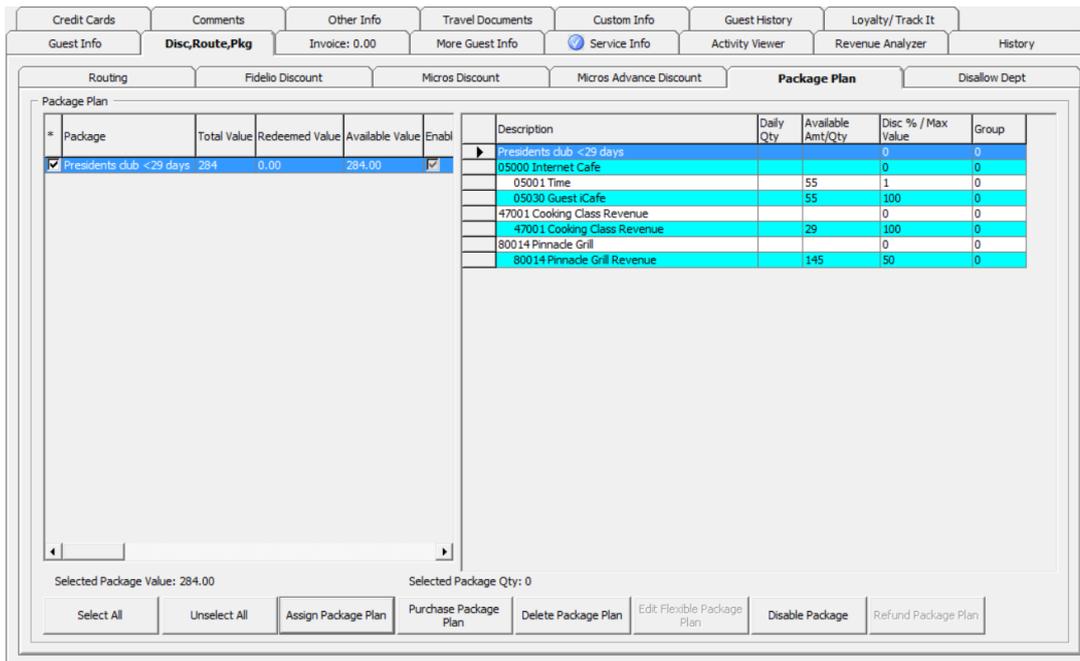


Figure 4-3 - Package Plan Assigned/Purchased

4.2. Refunding a Package Plan

The unused package plan can be refunded 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. Log in to **Management** module, and then select **Cashier** on the menu bar.
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. On the selected guest record, click **Disc, Route, Pkg** tab, and then **Package Plan** tab.
5. At the bottom of the screen, select **Refund Package Plan**.

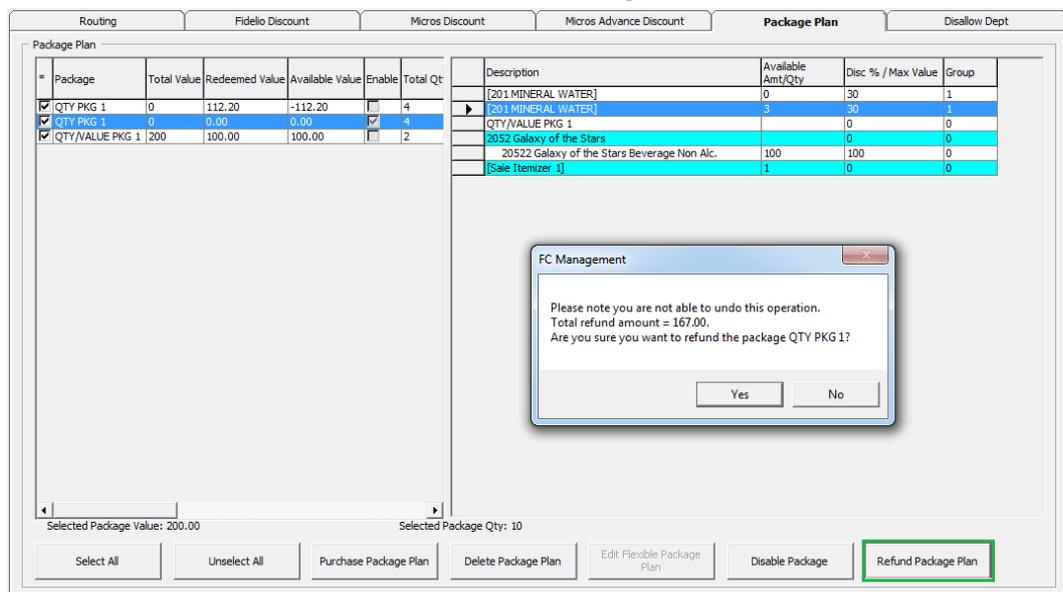


Figure 4-4 - Package Plan Refund option

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

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

4.3. Routing a Package Plan posting

Routing of a package plan posting 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.

4.4. 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.

Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID	User	Gross	Check#	Menu
P 11/09/2013	8200 Gift Card		200.00	0.00	0.00	0.00	PKG TEST 1	19873	a	200.00		Yes
P 11/09/2013	9000 Cash - Ship Currency	200.00		0.00	0.00	0.00	PKG TEST 1	19873	a	200.00		Yes
P 26/08/2013	9000 Cash - Ship Currency	60.00		0.00	0.00	0.00	PKG TEST 1	18647	IFC/MICROS, MICI	60.00	530	Yes
P 26/08/2013	2036 Oasis Bar		60.00	0.00	0.00	0.00	PKG TEST 1	18647	IFC/MICROS, MICI	60.00	530	Yes
P 18/08/2013	9000 Cash - Ship Currency	4.00		0.00	0.00	0.00	PKG TEST 1	18519	a	4.00		Yes
P 18/08/2013	2000 Med. Buffet & Terrace		4.00	0.00	0.00	0.00	PKG TEST 1	18519	a	4.00		Yes
P 18/08/2013	9000 Cash - Ship Currency	3.00		0.00	0.00	0.00	PKG TEST 1	18516	a	3.00		Yes
P 18/08/2013	2000 Med. Buffet & Terrace		3.00	0.00	0.00	0.00	PKG TEST 1	18516	a	3.00		Yes

Figure 4-5 - 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 then select **Cashier** on the menu bar.
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.

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

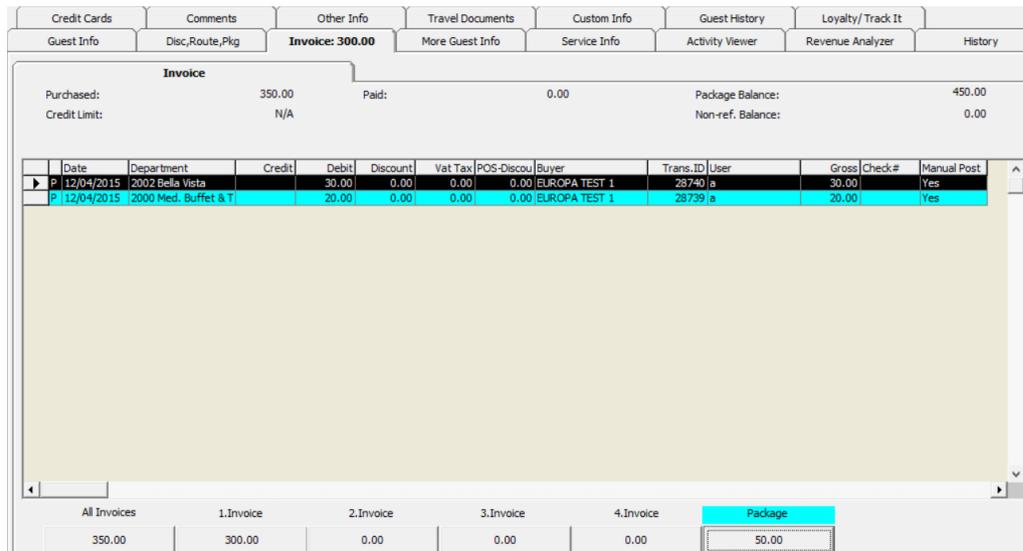


Figure 4-6 - Settling a Package Plan

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

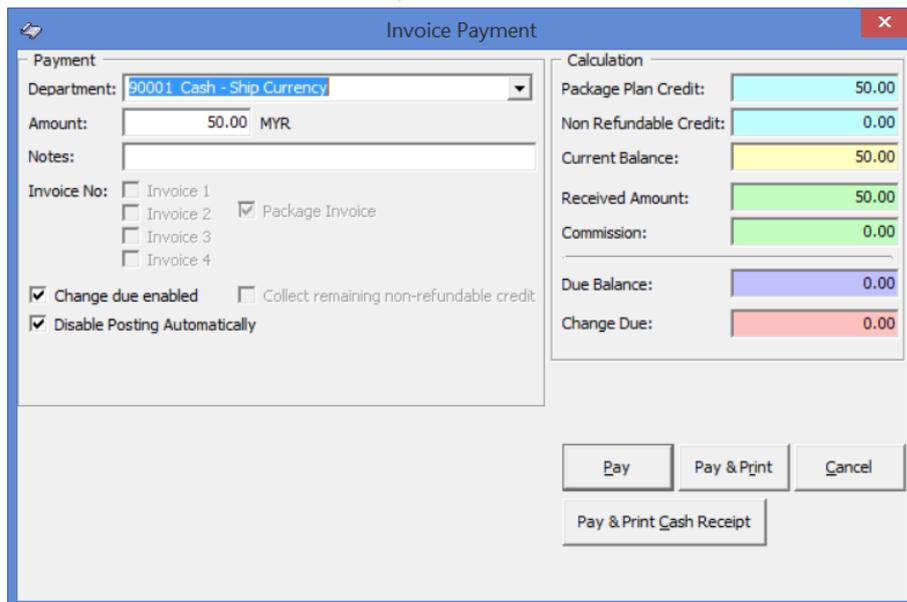


Figure 4-7 - Paying an invoice

Note: This process reduces the Package Invoice balance accordingly.

5. POS Interface

An interface setup is required for the Point of Sales Systems such as MICROS 9700 or Symphony to communicate with the Management module, enabling a charge to be posted to the guest account. The setup may differ on both systems, and are described in the following chapter.

5.1. Setting Up MICROS 9700 Interface

Prior to configuring any settings for Micros 9700 interface, firstly, establish the prerequisites defined in [Prerequisites](#) chapter. You are also required to establish a connection to the **MICROS DB** using the Net Manager program, and then followed by setting up the required parameters in **Administration, System Setup, Parameter**.

As majority of the settings are managed within the system parameters, these are defined in *Appendix B. PAR_PROMO*.

To setup the MICROS 9700 Interface ,

1. Login to **Administration** and select **Administration on the menu bar**.
2. Select **System Setup** from the drop-down list, and then **Database Parameter Setup**.
3. Select **Promo** group from the tree-view.
4. Enter the **Micros Server Name, Micros Server Type, Micros User Name** and **Micros User Password**.

Note: A faster package enquiry can be obtained by specifying the **IP address** and **Service Name** in parameter, **Promo, Micros Server name**.

5.2. Setting Up Web Service Connection for Advance Micros Interface

Setting up a Web Service Connection enables user in enquiring the guest information including package purchased, and the look up for sellable package in Advance Micros Interface. The Advance Micros Interface configuration is slightly different to Micros 9700 interface, and below figure shows where information's are entered.

1. Launch **IFC Advanced Micros** program and go to **Settings** tab.
2. Under **Pack Viewer Web Server**, enter the **Web Server Address, User Name** and **Password**.
3. Click **Apply** to save.

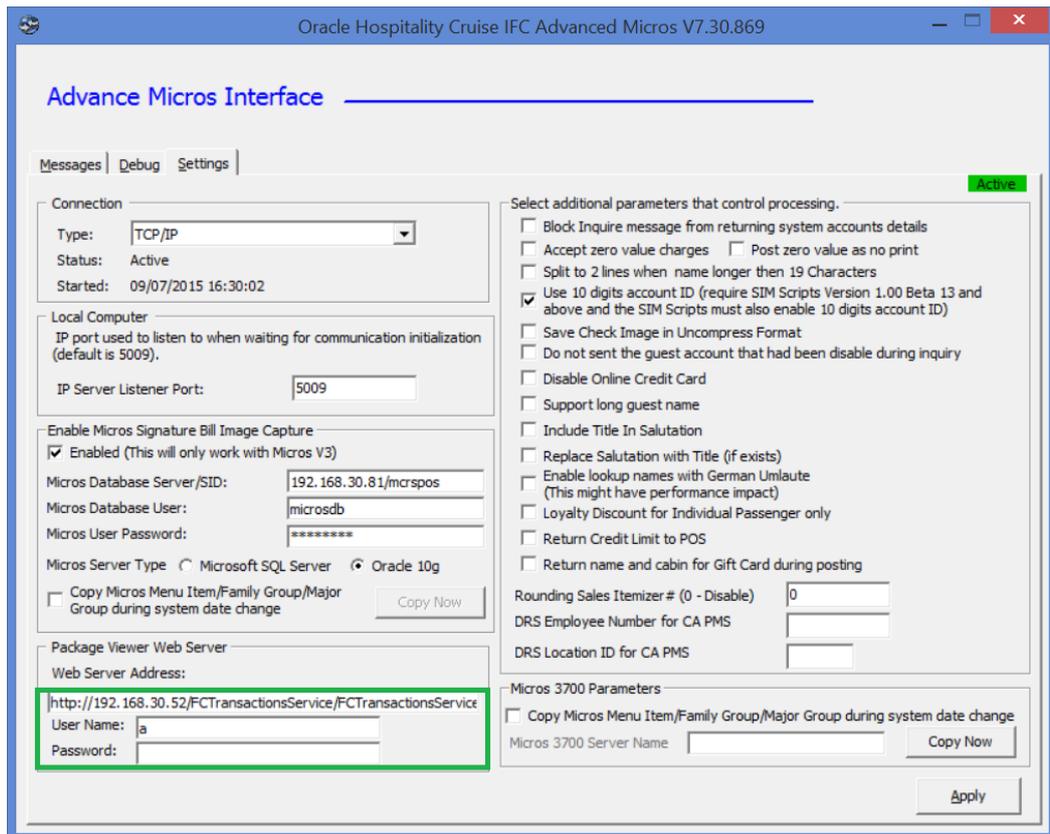


Figure 5-1 - Advance Micros Interface

5.3. Other Setup

In order for POS User to view the guest information's such as guest profile, package purchased and remaining package plan, bill look up and many more, a **Micros Picture View** application must be configured at **MICROS POS**. Please consult **MICROS Specialist** for configuration of such application.

5.4. Setting Up Symphony Interface

Although Symphony Interface setup is relatively similar to Micros 9700 Interface, it is important to reconfirm the prerequisites defined in the [Prerequisites](#) chapter.

As majority of the settings are managed within the system parameters, these are also defined in *Appendix B. PAR_PROMO*.

To setup the Symphony Interface,

1. Login to **Administration**, and select **Administration** on the menu bar.
2. Select **System Setup** from the drop-down list, and then **Database Parameter Setup**.
3. Select **Promo** group from the tree-view.
4. Enter the **Micros Server Name**, **Micros Server Type**, **Micros User Name** and **Micros User Password**.

Note: A faster package enquiry can be obtained by specifying the **IP address** and **Service Name** in parameter, **Promo, Micros Server name**.

5. Under Parameter group **Simphony**, enter the property ID in **Micros Simphony Property Number to copy the DB**.

Note: The Property ID is obtainable from Simphony Properties Enterprise System.

5.5. Setting Up Web Service Connection for Simphony

Setting up a Web Service Connection enables user in enquiring the guest information including package purchased, and the look up for sellable package in Simphony system.

To setup a Web Service Connection,

1. Login to **Simphony – EMC** and go to **Properties Enterprise** tab.
2. On the left of the window, choose the properties you wish to connect to.
3. Double click on the selected properties, and then go to **Data Extension** tab.
4. Enter the value of these the extension field:
 - Fidelio Web Server Address
 - Web Server Login User Name
 - Web Server Login User Password

General		Data Extensions
Current Record		
Number	2	Audit This Record
Name	MS_Simphony	
Data Extensions		
Column	Value	
Crew Macro = Disable		
DCL CC Gangway Par in SPMS		
Disable Auto Svc Discrepancy Check	<input checked="" type="checkbox"/>	
Disable Discount Discrepancy Check	<input checked="" type="checkbox"/>	
Disable Minor Control	<input checked="" type="checkbox"/>	
Do not post tax to SPMS	<input checked="" type="checkbox"/>	
Do not show department/item when no balance	<input checked="" type="checkbox"/>	
Do not show gift card balance	<input checked="" type="checkbox"/>	
Do not show main department name	<input checked="" type="checkbox"/>	
Do not show package name when no balance	<input checked="" type="checkbox"/>	
Enable Buffer Posting When Offline	<input checked="" type="checkbox"/>	
Enable Debugging Log	<input checked="" type="checkbox"/>	
Enable Signature Confirm Message	<input checked="" type="checkbox"/>	
Enable Uncollate Printing	<input checked="" type="checkbox"/>	
ESC Command for the Fiscal Printer to move the black s		
Fidello Web Server Address		
Guest Macros = Disable		
Hide Cabin Number from Posting Response	<input checked="" type="checkbox"/>	
Include Posting Disable Account During Inquiry Result	<input checked="" type="checkbox"/>	
Include System Disable Account During Inquiry Result	<input checked="" type="checkbox"/>	
Include Title In Salutation	<input checked="" type="checkbox"/>	
Loyalty Discount Require Swipe Card	<input checked="" type="checkbox"/>	
Online Credit Card Format		
Print Additional Space on the left for additional receipt		
Print Offline Tender Media VoOucher	<input checked="" type="checkbox"/>	
Promot Change Acc Info	<input checked="" type="checkbox"/>	
Prompt Bartender Number	<input checked="" type="checkbox"/>	
Prompt Confirmation before Store Inquiry Info	<input checked="" type="checkbox"/>	
Prompt for Backup Tender when timeout	<input checked="" type="checkbox"/>	
Replace Salutation with Title	<input checked="" type="checkbox"/>	
Resident Macros = Disable		
Save Guest Type on Check Store Info	<input checked="" type="checkbox"/>	
Service Exempt Discount # (Apply to VAT only)		
Show Card Swiped/Manual Entry on check	<input checked="" type="checkbox"/>	
Store Cabin Number/Guest Name	<input checked="" type="checkbox"/>	
Store Inquire Info on Check	<input checked="" type="checkbox"/>	
True = VAT, False=Add On	<input checked="" type="checkbox"/>	
Use Validation Printer during adjust close check	<input checked="" type="checkbox"/>	
Web Server Login User Name		
Web Server Login User Password		

Figure 5-2 - Simphony Data Extension table

6. Data Import via DGS ResOnline

With the Shore Side office taking reservations and selling the packages, data from the 3rd party system can be imported into Oracle® Hospitality Cruise Shipboard Property Management System (SPMS).

6.1. Setting Up Data Import Parameter

Prior to importing any data from 3rd party systems, following parameters *must be* enabled, allowing unposted package plan to be captured in one single location. The parameter in reference is **Package, Prepaid Package System Account** and is accessible in **Administration, System Setup, Parameter**.

6.2. Handling Prepaid Package Plan

When importing data from 3rd party system via Data Import or DGS ResOnline, System will insert a 'Y' in PPP_PREPAID column, indicating that the package is a prepaid package. Data without PPP_PREPAID = Y will be posted to the Pre-Cruise invoice of the guest.

Advanced Package Plan Setup									
ID	Description	Length	Data Type	Date Format	Reservation Ref	Advanced Package Plan Ref	Handle Type Ref	Delete	Use for Compare
1	GUESTID	10	OTHERS		RES_V_GUESTID			0	0
2	PACKAGEID	20	OTHERS			PPP_PPN_ID			0
3	PREPAIDACCOUNT	10	OTHERS			PPP_ACC_ID			0
4	TOTAL	10	OTHERS			PPP_TOTAL			0
5	DEBIT	10	OTHERS			PPP_DEBIT			0
6	CREDIT	10	OTHERS			PPP_CREDIT			0
7	ENABLE	10	OTHERS			PPP_ENABLE			0
8	REFERENCE	20	OTHERS			PPP_VID			0

Figure 6-1 - Sample data import fields

To view all the unposted package postings,

1. Login to **Management** and select **Cashier** on the menu bar.
2. Select **Unposted Package Posting** to display the unposted package posting.
3. 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 posting when checking out the guest account.

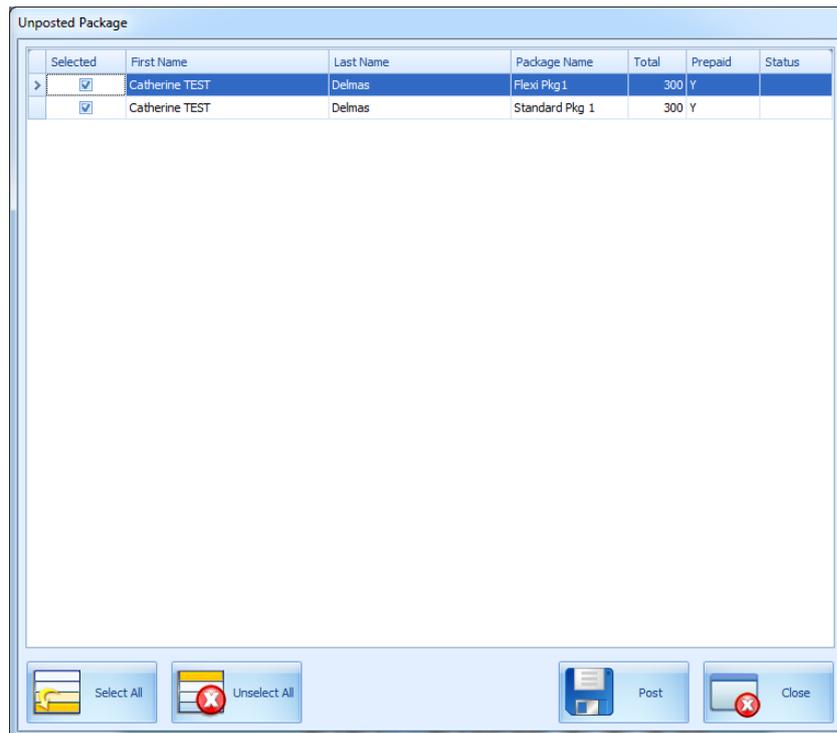


Figure 6-2 - Unposted Package Postings screen

6.3. Importing Data Import Package Template

A package template can be imported from ship to ship so that a standard set information's are port into SPMS. In order to use this function, User must be granted with access rights **4494 – Import Package Template** and **4495 – Export Package Template**.



Figure 6-3 - IFT Tools - Import/Export Package Template

To import a Template,

1. Login to **IFT Tools** and select **Import/Export** tab.
2. Click the **Import Package Template** on the ribbon bar.
3. Select the **Package Template XML** that you would like to import when prompt.
4. By default, all the packages in the XML file are selected, and to de-select, uncheck the line item in **Selected** column.
5. Click **Import** at the bottom of the screen to import the package template.
6. Records are inserted accordingly into the following table – PPT, PPI, PPTI and PPTR.

Note: System removes the PPTI and PPTR records and re-insert a new record if any update were done in PPT table.

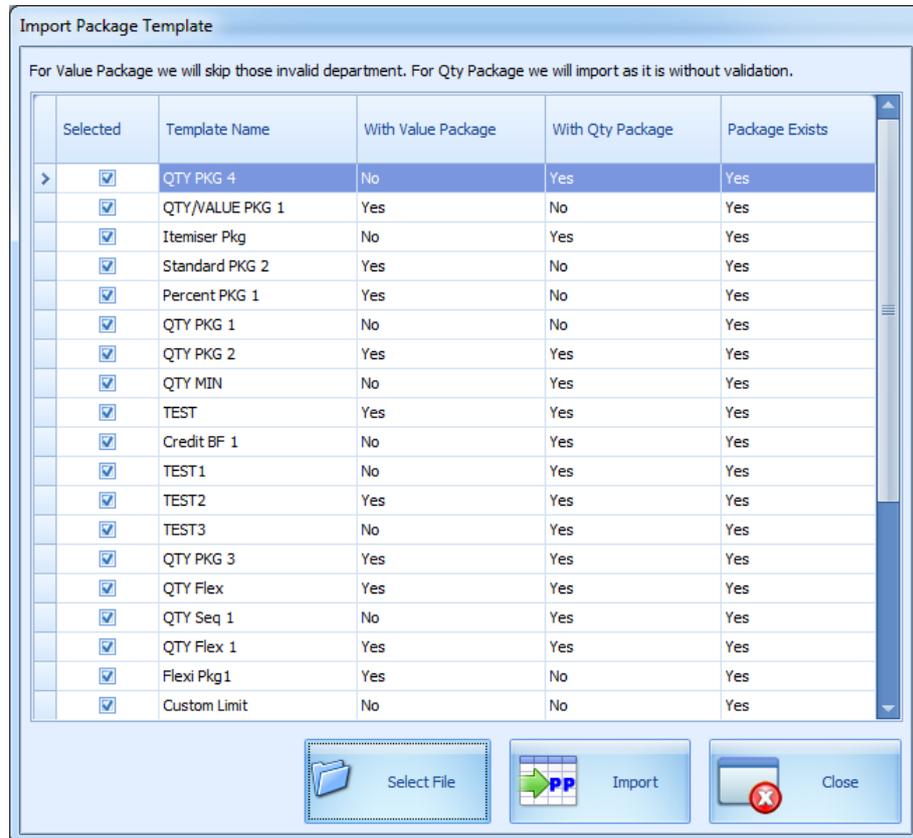


Figure 6-4 - Import Package Template screen

To export a Template,

1. Login to **IFT Tools** and select **Import/Export** tab.
2. Click the **Export Package Template** on the ribbon bar.
3. A list **Package Template XML** available for export will be shown.
4. By default, all the packages template in the XML file are selected, and to de-select, uncheck the line item in **Selected** column.
5. Click **Export** at the bottom of the screen to export the package template.
6. Choose the file location and file name to export to, and then click **Save** to save the package template in XML format.

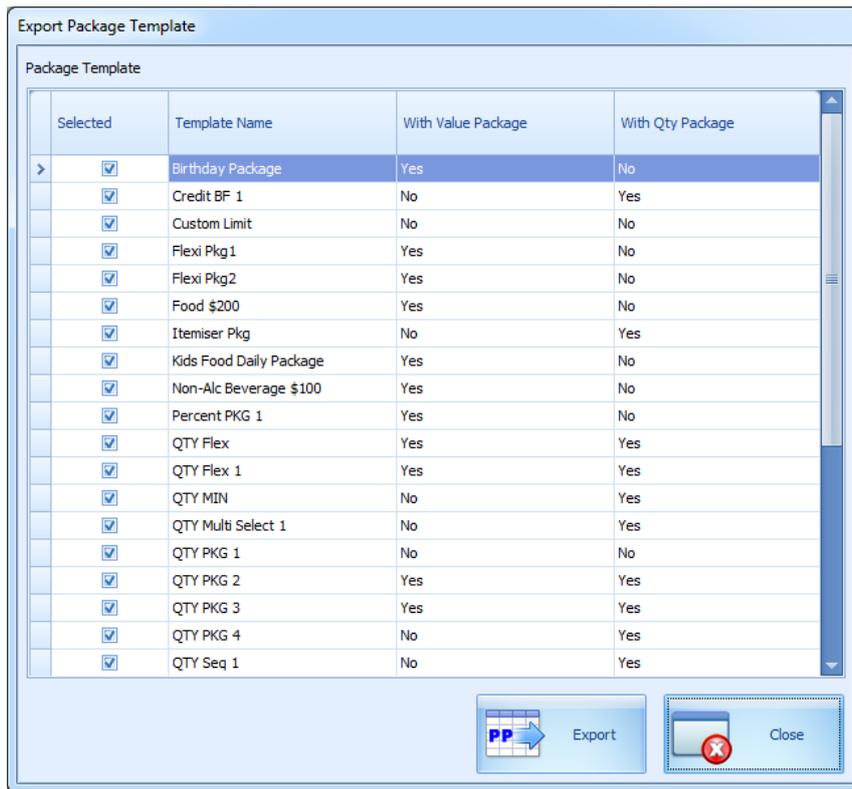


Figure 6-5 - Export Package Template screen

Appendix A. User Security Group

This section describes the user security access group for Package Plan handling. The security privileges are assigned in the **User Security** module.

Table A-1 – Package Plan Functionality Access Rights

Security Reference No	Description
256	Package Plan Configuration
257	Template Setup
258	Package Plan Setup
4542	Management Module - Unposted Package Posting
590	Management Module - Package Plan Assignment
591	Management Module – Package Plan Status
4648	Management Module – Package Plan
4203	Data Import Module – Advanced Package Plan
4494	Data Import Tools – Import Package Template
4495	Data Import Tools – Export Package Template

Appendix B. Parameters

This section describes the Parameters available to the Package Plan. They are accessible in **Administration** module under **System Setup, Parameter**.

PAR_GROUP Package

Table B-2 - Parameter Group Package

PAR Name	PAR Value	Description
Default Payment Department		Defines the default Package Payment Code.
Default Posting Department		Defines the default Posting Department for package plan
Default Refund Department		Defines the default Refund Department code.
Default second posting department		Defines the posting department code used for 2 nd posting in package plan.
Do not allow post package to both buyer and payer	0,1	Defines where the posting will be posted as set in Parameter, Package, Package Plan Routing . 0 = Posting will be posted to both party – buyer and payer. 1 = Will post to 1 party – either buyer or payer.
Enable Package Auto Balance	0,1	Enable Package Auto Balance balances the Package Posting by line item. 0 = Disable 1 = Enable
Max Item Per Check	0, >0	Defines the maximum number of items allowed per check. 0 = Unlimited, >0 = Max X item per check
Package Plan Before Routing	0,1	Defines whether to apply posting as package before or after routing. 0 = Apply package after routing 1 = Apply before routing
Prepaid Package System Account		System default is Null. Setting value to 0 will disable un-posted prepaid package. <i>This apply to reservation import only</i>
Process Package Plan when move posting	0,1	Defines the type of posting shown when posting is move. 0 = Postings remain as originally posted regardless whether package is assigned, e.g. package posting as package even without package assigned and regular posting as regular even if package is assigned. 1 = Package posting will become regular posting if the guest do not have a package assigned. Regular posting will become package posting if the guest has a package assign.

PAR Name	PAR Value	Description
Prompt Signature during purchase package	0,1	Define whether signature is required during purchase. 0-No signature require, 1-Signature require only for package price > 0, If the package apply is > 1 person, only 1 signature is required.
Service Charge Offset Department		Defines the Department Code used to offset transaction with pos_pp_id>0 and pos_exclude_sevchg=0. This is a Debit posting.
Service Charge Offset System Account		Defines the System Account assigned for off-setting package transactions.
Synchronize changes in Templates to Package Plan		This setting auto populate changes made in a template into a package plan template. This only applies when "all cruise is checked"
Prepaid Package System Account		Repository account for Unposted Package Plan.

PAR_PROMO

Table B-3 – Parameter Group Promo for Micros Server

PAR Name	PAR Value	Description
Micros Server Name		Micros Database Service Name
Micros Server Type		Database Platform MICROS 9700 is installed on: 0 – Oracle 1 – Microsoft SQL Server
Micros User Name		Micros Database User Name
Micros User Password		Micros Database User Password

Appendix C. Package Plan Template

Field Definitions

Below table describes the available fields in Package Plan Template.

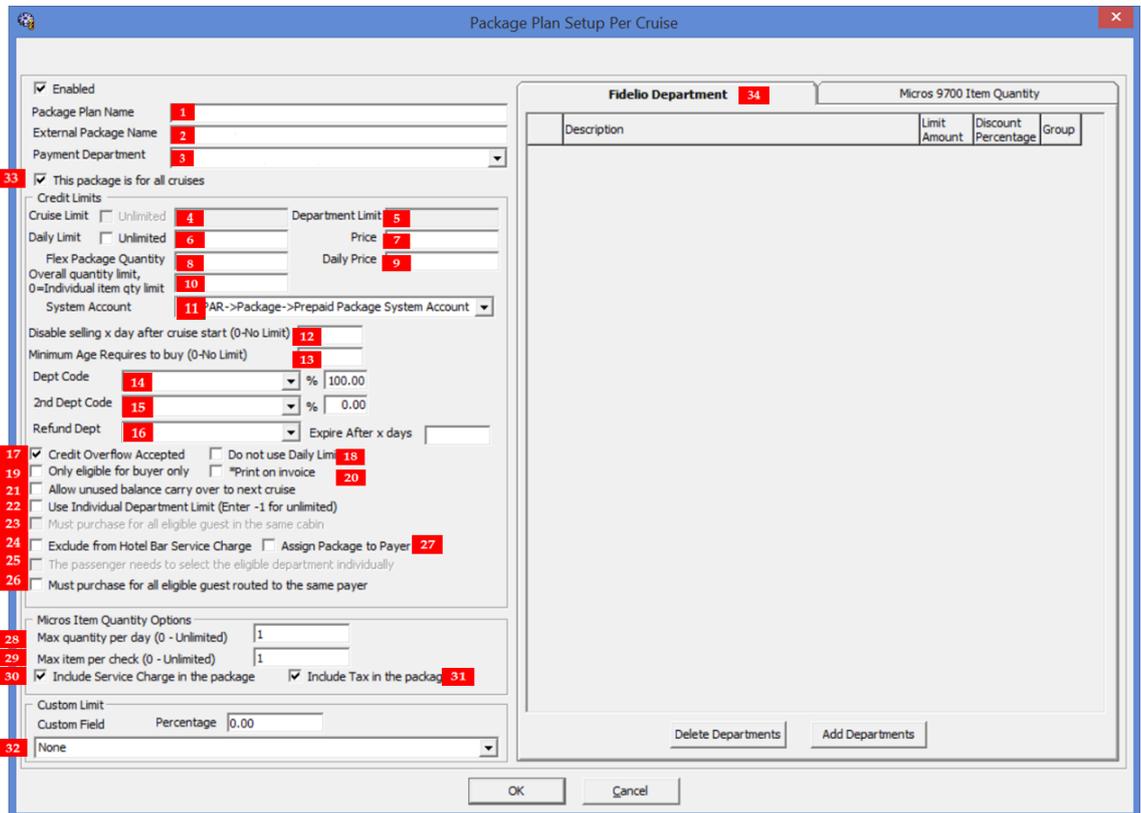


Figure 6-6 - Package Plan template

Table C-4 - Field definitions for Package Plan Template

Field Name	Field Definitions
1. Template Name	User definable template name.
2. External Template Name	User definable external template name
3. Payment Department	Default Payment Department. Enter this if you have <i>not</i> set them in Parameter, Package, Default Payment Department .
Credit Limit controls	
4. Cruise Limit	Check only if package has unlimited value.
5. Department Limit	The limit is based on Parameter, Use individual department limit (enter -1 for unlimited).
6. Daily Limit	Determines the daily limit allowed a package. Checked if value is unlimited. Function is enable when Parameter, Do not use Daily Limit is unchecked.
7. Price	Package purchased price.

Field Name	Field Definitions
8. Flex Package Quantity	Defines the quantity allowed for a flexi package. Quantity specified include count indicated in Fidelio Department and Micros Item Package. The item in the same group will be counted as 1 quantity if the group is not = 0.
9. *Daily Price	This is a dynamic pricing where the sales price decreases dynamically when the cruise day is reduced. <ul style="list-style-type: none"> Dynamic Sales will have Price=0 (ppn_price=0) and Daily Price > 0 (ppn_daily_saleprice > 0)
10. Overall Quantity Limit, 0 = individual item qty limit	Defines the limit of item quantity allowed per package. If limit = 0, the limit is based on quantity set within the individual item.
11. System Account	Defines the system account used for prepaid package posting. If no account is defined, it uses the default set in Parameter, Package, Prepaid Package System Account.
12. Disable selling x day after cruise start (0- No limit)	Defines the available sale days of the package after cruise starts. <ul style="list-style-type: none"> If the value = 0, unlimited selling period for the package. If the value set is > 0, then the sale days is equal to PC System Date - SYS_DATE. When the calculated value >=X day, then the package is not available for sale by days specified.
13. Minimum Age Requires to buy (0- No Limit)	Defines the minimum required age for purchase of a package plan. If value is >0 and the guest age is less than the value set, the package will not display in the drop-down list.
14. Department code	Defines the Default Posting Department code for the package. You may set a % of postings to be posted to this department, and the % is definable in Parameter, Package, Default Posting Department.
15. 2 nd Department Code	If the 1 st Dept is not set to 100%, the remaining postings will be posted to the 2 nd Dept. This requires a 2 nd Dept Code in Parameter, Package, Default second posting department.
16. Refund Dept	Defines the Default Refund Department code use to offset a package during refund. This reference to Parameter, Package, Default refund package.
17. Credit Overflow accepted	Option to split remaining credit on last package transaction. When the posting amount is > then package, it will post as normal posting.
18. Do not use daily limit	Determines the posting limit to use, either a Daily Limit or Cruise Limit.
19. Only eligible for buyer only	If a passenger has purchased a package and at the same time has other passengers routed to his/her account, the package will only apply to transactions posted to the person that purchased the package.

Field Name	Field Definitions
20. *Print on Invoice	Option to print the package postings on invoice. User is required to include the filter in the Invoice Report to show/hide the package posting based on this parameter.
21. Allow unused balance carry over to next cruise	Option to enables the unused balance of a package to be carried over to the next cruise.
22. Use Individual Department Limit (Enter -1 for unlimited)	Defines the limit allowed for each individual department. Enter the limit in Department Limit field besides Cruise Limit (see item no. 5) if checked.
23. Must purchase for all eligible guest in same cabin	Option to will automatically posts the purchased packages to all guest in same cabin that are eligible for package plan.
24. Exclude from Hotel Bar Service Charge	Option to exclude the Hotel Bar Service Charge from the Service Charge calculation. The service charge postings will have <code>pos_exclude_sevchg=1</code> .
25. The passenger need to select the eligible department individually	This enables the flex package handling, an option that allows a number of eligible items for postings, and is primarily use in Flexi Package.
26. Must purchase for all eligible quest routed to the same payer	When enabled, system will post the same package to all guest routed to the same payer.
27. Assign Package to Payer	Option to assign the package to the payer. This box is applicable to price packages only.
MICROS Item Quantity Options	
28. Max Quantity per day (0-unlimited)	Defines the maximum MICROS quantity allowed per day. 0 = Unlimited
29. Max Item Per Check (0-unlimited)	Defines the maximum MICROS Item allowed per check. If the parameter Max Item per check defined, system will post the lowest value to the package.
30. Include Service Charge in the package	Option to post the Service Charge associated to the transaction to the package.
31. Include Tax in the Package	Option to include the Tax charge associated to the transaction to the package.
Custom Limit	
32. Custom Field	Option to specify custom credit limits for the same package; for example specify an all inclusive package and then specify a custom cruise limit via Reservation Import in a pre-specified database field. This function only work on packages with cruise limit and daily limit, and is <i>not</i> applicable to packages by department limit and MICROS QTY package.
Others	

Field Name	Field Definitions
33. This package is for all cruises	Option is only available in Package Plan set up. Checking the box enables the package for all cruises.
Fidelio Department / Micros 9700 Item Quantity	
34. Fidelio Department / Micros 9700 Item Quantity	Defines the department and quantity to be included in the package.

Appendix D. Scenarios

This section describes the various behaviour of the postings, depending on the package plan set up.

Package Posting Sequence from Micros Interface

When the posted item exists in all the group set in the Micros Item postings, the quantity will be deducted in following sequence:

- Menu Item
- Family Group
- Sales Itemizer
- Major Group
- Normal Invoice Posting

Gift Card Posting with insufficient value

In the event where the Gift Card has insufficient value,

1. For Quantity base package, System will post the charge to the cabin as normal posting.
2. For Department base package, System will post to Department package posting if the Department exist. Otherwise it will post as normal posting.

Posting with Item and Department package in the same check

In the event where package plan has parameter, **Package, Max Item Per Check** is $< > 0$ define, System will *always deduct* the Item quantity first, then department package.

Package Status – to change the item package posting to normal posting

With parameter, **General, Enable Package Auto Balance** value set to 0:

- You are allowed to move the item package posting to normal posting. When the posting is moved back to as package posting, it will become a Department package posting, if the Department package posting is available.