Oracle® Hospitality Cruise Shipboard Property Management System

ResOnline Viewer User Guide

Release 7.30.860

October 2015

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Preface

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

ResOnline Viewer is a module that enable users in viewing the guests' information, bookings, gift orders, special request, and much more information transferred from a shore-side system, FMS via FC DGS ResOnline Interface.

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
October 21, 2015	• Initial publication.

1. Prerequisites, Supported Systems, and Compatibility

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

Prerequisites

- FC ResOnline Viewer. exe

Supported Systems

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

Compatibility

- Oracle® Hospitality Cruise Shipboard Property Management System (SPMS) version `7.30.860` or later. For customers operating on version below `7.30.860`, database upgrade to the recommended or latest version is required.

2. ResOnline Viewer

With the ResOnline system, the IT Officers no longer receives or uploads manifests in the system. Data from shore-side reservation system such as guest information, shore excursion bookings, gift orders, and special requests are automatically transferred to the ship's SPMS system before the voyage begins on a daily basis.

The ResOnline Viewer module will then allow uses to view all the reservation changes made in the system.

2.1. The ResOnline Viewer Main Screen

The ResOnline module is consist of the following functions:

Function	Description
Field Mapping	A selection of fields to display on each available tabs.
Search XML	A function that searches the XML reservation records.
Compare DB	A function that compares two databases.
Import Reservation Data	A function to import reservation data in XML format.
Show Import Error	A function that displays DGS ResOnline data import error.
Hide/Show Tab	A function that hide/show user selected tabs.
Show All Tab	A function that show all available tabs in the system.
Copy Template	A function to copy bookable Tour template to bookable tour date
Search Function	A function that search the database based on selected criteria.
Save/Import/Export	Save/Import/Export User Defined template.
Load	A function that refreshes the screen according to selected template view.

Table 2-1 - ResOnline Functions

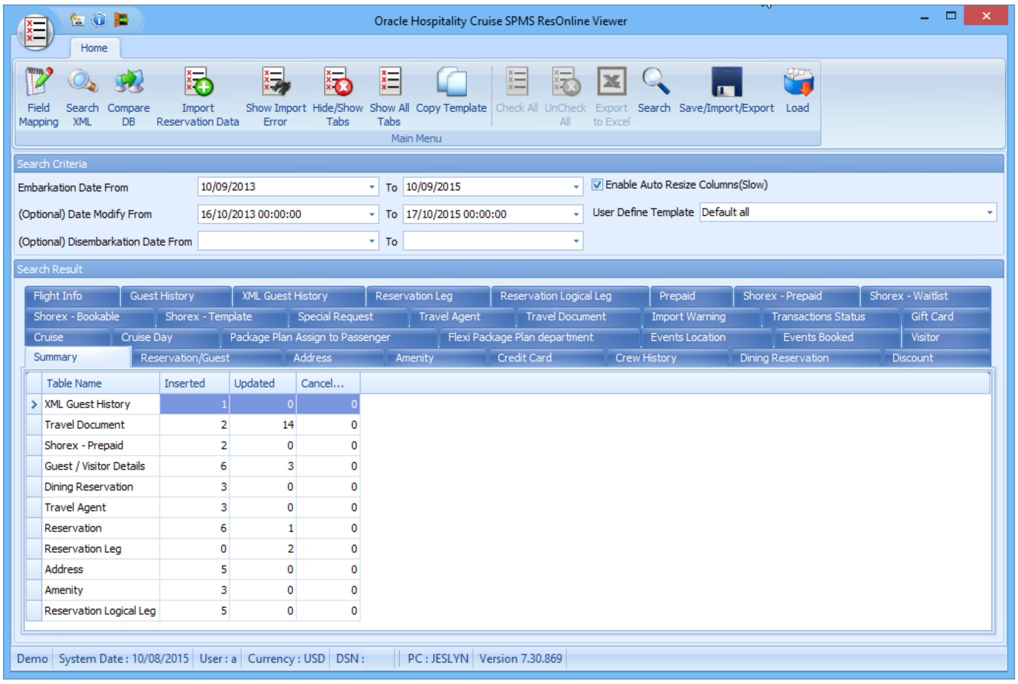


Figure 2-1 - ResOnline Viewer main page

2.1.1. The Search Criteria.

Information's displayed in ResOnline Viewer are based on the search criteria entered in the middle section of the main screen, which then populate into available tabs. The criteria's are:

- Embarkation Date From / To
- Date Modify From /To (optional)
- Disembarkation Date From / To (optional)
- User Define Template, if user wish to load information based on previously saved template.

2.1.2. Information Tabs

Below are the tabs provided with the system by default, and user may choose to hide or show the tabs that suits their operations.

Tab Name	Description
Summary	Display a summary of changes made on each tab, i.e.: number of records were inserted, updated or deleted.
Reservation/Guest	Displays the reservation information and the changes made.
Address	Displays address information and changes made.
Amenity	Displays the gift order information table and changes made.
Credit Card	Displays the credit card information and the changes made.
Crew History	Displays the crew history information and the changes made.
Dining Reservation	Displays the dining information and the changes made.

Tab Name	Description
Discount	Displays the discounts accorded and the changes made.
Flight Info	Displays the flight information and the changes made.
Guest History	Displays the guest history information and the changes made.
XML Guest History	Displays the reservation information and the changes made in XML format.
Reservation Leg	Displays the reservation information for back to back reservations and the changes made.
Reservation Logical Leg	Displays overland/overnight tour information for back to back reservations and the changes made.
Prepaid	Displays the pre-postings information and the changes made, including promo credit, shipboard credit, gift order credit.
Shorex – Prepaid	Displays the web booking information for shore excursion and changes made.
Shorex – Waitlist	Displays the waitlisted shore excursions booking information and changes made.
Shorex – Bookable	Displays the bookable shore excursions information and changes made.
Shorex – Template	Displays the shore excursions template information and changes made
Special Request	Displays the special services and request information's, and the changes made.
Travel Agent	Displays the travel agency information and changes made.
Travel Document	Displays the travel documents information and changes made.
Import Warning	Displays the records with warning messages prompt during import.
Transaction Status	Displays the status of the records transferred.
Gift Card	Displays the gift card information and changes made.
Cruise	Displays cruise information and changes made.
Cruise Day	Displays cruise day information and changes made.
Package Plan Assign to Passenger	Displays Passenger package plan and changes made.
Flexi Package Plan Department	Displays Flexi Package Plan charge department, discounts value and changes made.
Events Location	Displays Events Location and changes made.
Events Booked	Displays Events booked on selected period and changes made.
Visitor	Displays Visitors information and changes made.

Table 2-2 - Available information tabs

2.2. Accessing Information through Search Criteria

To look up on any of the required information's, be it a newly inserted record or changes made,

1. Enter the **Embarkation Date From / To**, and then click **Search** on the ribbon bar.
2. If you are searching for change records over a certain period, enter the **Date Modify From /To (optional)**, and then click **Search**.
3. To view records more than one voyage, consider entering the **Disembarkation Date From / To (optional)**, and then click **Search**.
4. A list of total records inserted, updated or cancelled are displayed in the Summary tab.
    - Inserted column shows the number of new records/information's transferred to the ship.
    - Updated column shows the number of changes/updates made to the guests and shore excursion information including cancellations.
    - Cancelled column shows the number of records physically removed from the database, e.g. Reservation were made and cancelled at a very last minute.

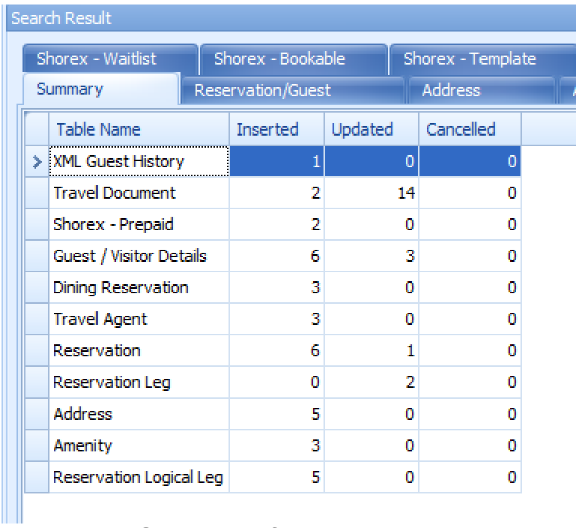


Table Name	Inserted	Updated	Cancelled
XML Guest History	1	0	0
Travel Document	2	14	0
Shorex - Prepaid	2	0	0
Guest / Visitor Details	6	3	0
Dining Reservation	3	0	0
Travel Agent	3	0	0
Reservation	6	1	0
Reservation Leg	0	2	0
Address	5	0	0
Amenity	3	0	0
Reservation Logical Leg	5	0	0

Figure 2-2 - Summary of searched records.

2.3. Viewing Information within a Tab

The searched information's are shown in its respective tab according to the system data fields.

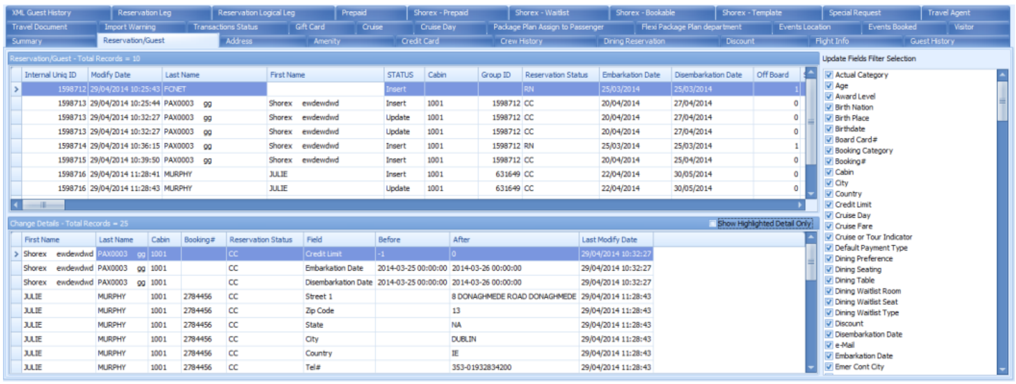


Figure 2-3 - Reservation/Guest tab

To view the information of the searched period,

1. Select a tab to view.
2. The searched results are shown in the top section of the screen, and all the change details are shown at the bottom section of the screen.

> **Note:** The **'Update'** status on the Reservation records section represents the latest update, and its change value from before and after are reflected in the Change details section.

3. Use the **Update Fields Filter Selection** on the left panel of the screen to filter the information to display in Change details section.

> **Note:** You may save the view as a template for future use. See *Setting up User Define Template* on how to save a template view.

4. Check the '**Show Highlighted Details**' to view the highlighted records in the Change Details section.
5. Click **Load** to refresh the screen information.

2.3.1. Viewing Tab Information with Built-in Filter Control

1. Right mouse click on the header bar to open the Built-in Filter Control.

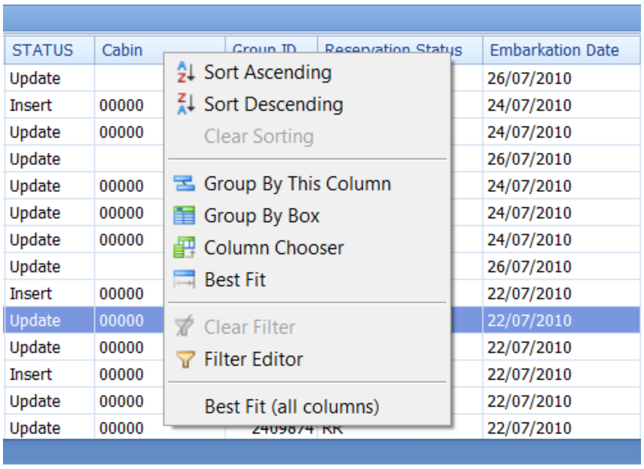


Figure 2-4 - Built-in Filter Controls

2. Choose one of the following option to display the desired information.

Function	Description
Sort Ascending	Re-order the column to display in ascending order.
Sort Descending	Re-order the column to display in descending order.
Clear Sorting	Removes the column sort order.
Group by this column	Group selected column and display in tree view.
Group by box	Hides the tree view pane above the column header.
Column chooser	Permit user to choose, remove a field or insert hidden fields into the header.
Best Fit	Auto fit selected column according to header name.
Best Fit (all columns)	Auto fit all columns according to header name.

Function	Description
Clear Filter	Clear the selected fields. Work with Filter Editor.
Filter Editor	Filter the search by field name, date selection, user ID and etc. using queries such as "Equals to", " Is Greater than", etc.

Table 2-3 - Built-in Filter Controls

2.4. Configuring a View with Field Mappings

By default, all fields are shown in the available tabs, and the Field Mappings allows the user to customize their tab view.

1. Click **Field Mappings** on the ribbon bar, and click (+) next to the table name in the field mapping setup screen.
2. The actual database field name are shown on the left of the table. Click **Caption** to rename the labels.
3. Enter a number in the **Position** field to re-order the column display if desired.
4. Check **Hide** box to hide the field from the view.
5. Check **Alert** box to push out a change notification to relevant parties when there are changes during reservation import. This alert notification is based on setting defined in ResOnline Interface setting.
6. Click **Save,** and then click **Close** to exit the setup screen.

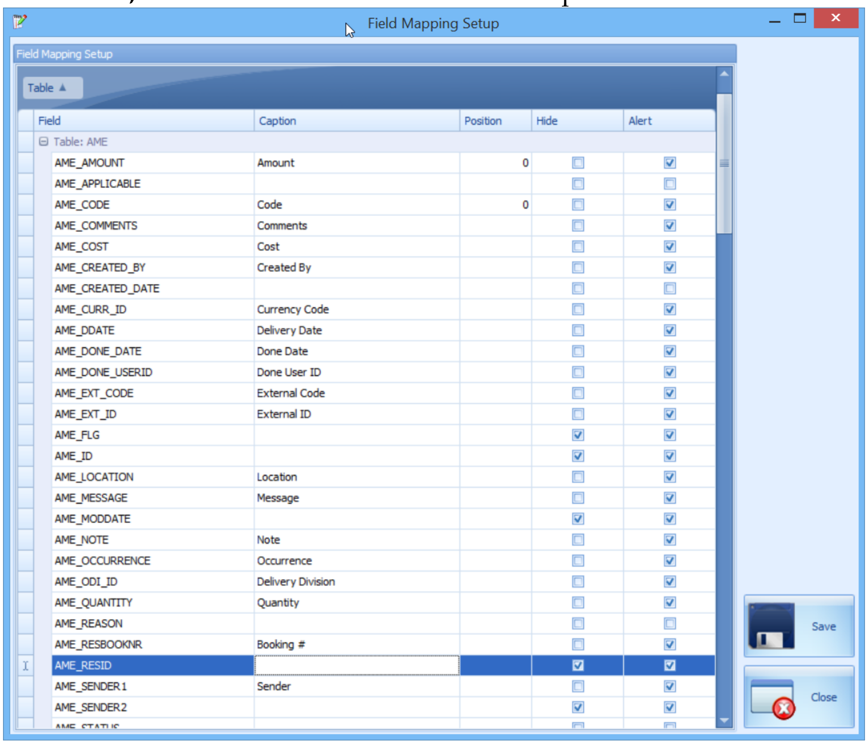


Figure 2-5 - Field mapping table

7. Click **Load** on the ribbon bar to refresh the information.

2.5. Searching Information with Search XML

Reservations data are usually imported from a shore-side system in XML file format, and the Search XML function is tool used to search the XML content.

1. On the ribbon bar, click **Search XML** to open a search window.
2. Enter the **Reservation ID** or **Cabin number** in the search string, and then click **Search XML** on the right of the ribbon bar.
3. The number of records will be displayed on the left panel whereas the detailed content of the records are shown on the right panel.

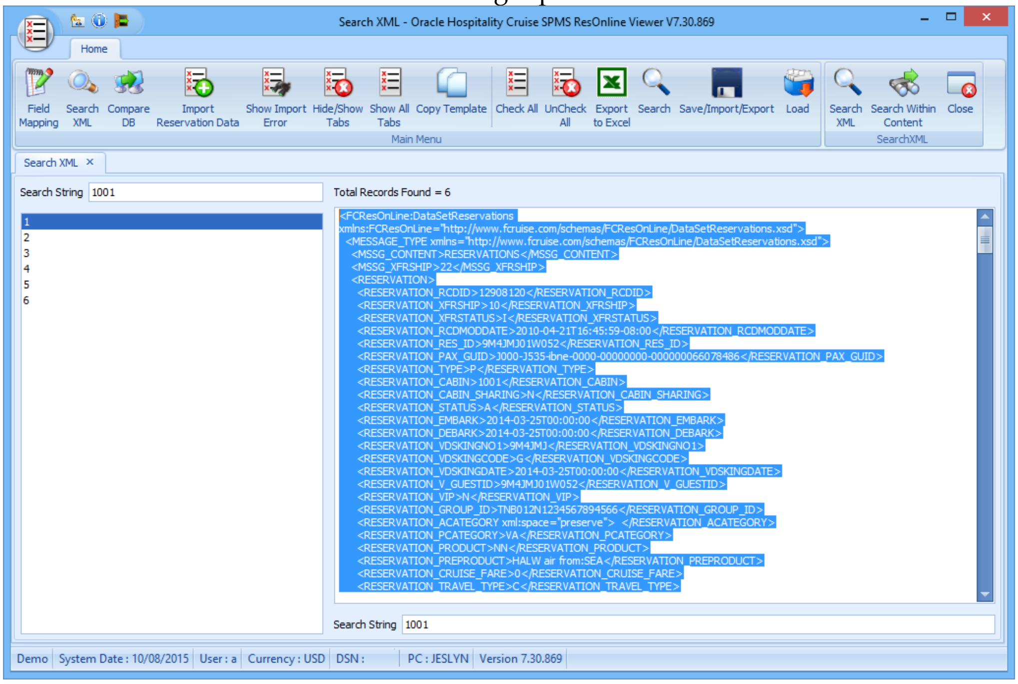


Figure 2-6 - Search XML screen

4. Click **Search within Content** to narrow down the information.
5. Click **Close** to exit.

2.6. Comparing the Database

As reservations data are usually imported using FC DGS ResOnline program, the Compare DB tool is used to compare the ResOnline Data and Data Import database for any variances prior to importing the data to the ship production database. This function is for the use of OHC SPMS Application Specialist.

1. On the ribbon bar, click **Compare DB** to open a database comparison window.
2. Enter the source database in **ResOnline database name,** and then select the **Date** from the drop-down list.
3. Enter the destination database in the Data Import DB field, and then select the **Date** from the drop-down list.
4. Click Compare DB on the right of the ribbon bar.
5. At the end of the process, the results are shown on the screen.

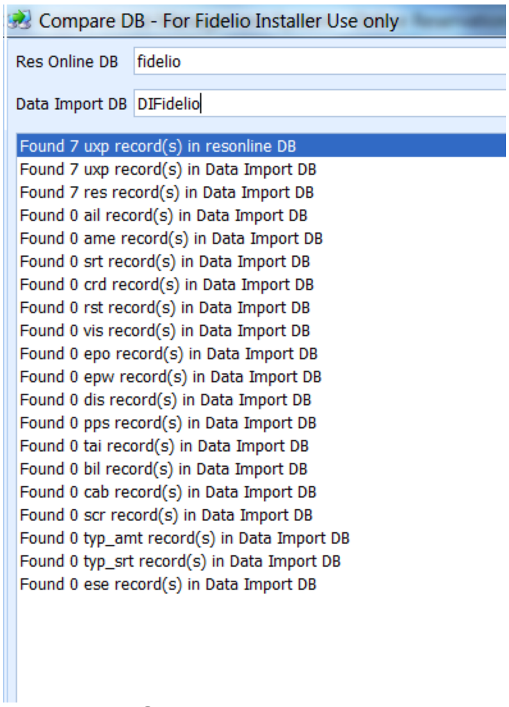


Figure 2-7 - Sample data comparison records.

6. Click **Close** to exit.

Note: In the event where there are variances, please check and update the record from the external system, and then re-import the reservation data.

2.7. Importing Reservation Data

The Import Reservation Data function allow users to import last minute reservations, pre-paid gift card sales, reservation changes received in XML file format.

1. Click **Import Reservation Data** on the ribbon bar.
2. In the window explorer, search for the XML file
3. Click **Open** to start the import process, and system will prompt the number of records updated/imported.
4. Launch **FC DGS ResOnline** program for imported data to be processed.

2.7.1. Checking Imported Data

1. Click **Show Import Error** on the ribbon bar.
2. Enter the Date From/To, and then click **Search**.
3. Error messages are displayed on the right pane of the window, if any.

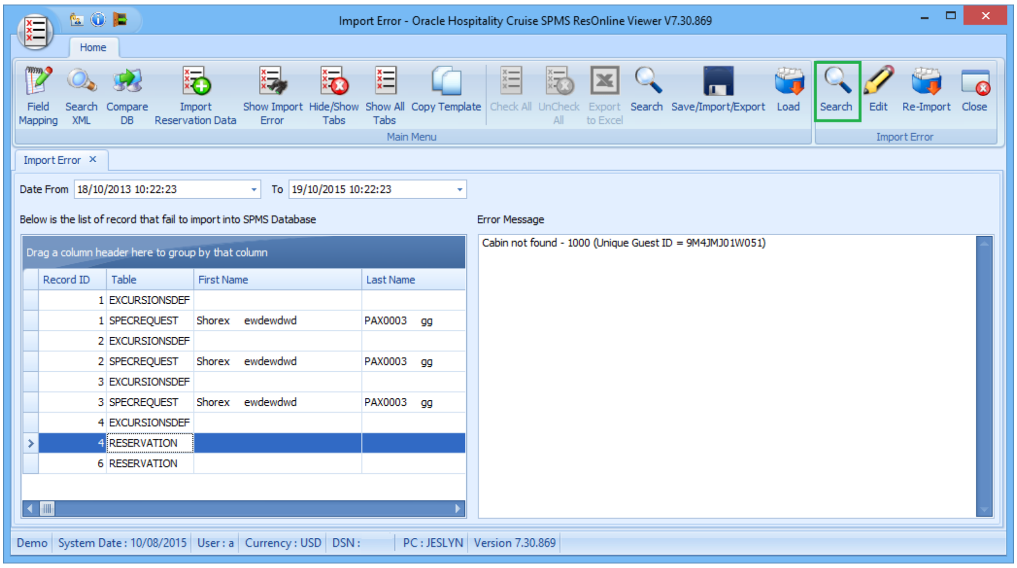


Figure 2-8 - Import Error screen

2.7.2. Correcting Import Error

1. Select the line item to edit, and then click **Edit** on the ribbon bar.
2. Edit the description in the **Error Message box**, and then click **Re-Import**.

2.8. Defining Tabs to Hide/Show

As there are quite a number of tabs being presented on screen, and some are not relevant to current login user, these tabs can be hidden using the Hide/Show Tabs function.

1. Click **Hide/Show** tabs on the ribbon bar.
2. Select the tabs to hide by unchecking the box.
3. Click **Save**.
4. To reset the view to its original presentation, click **Show All Tabs** or manually select the tabs to show/hide using **Hide/Show** option.

Note: To define the tabs to show/hide for all users, set this up with **User Define Template** option.

2.9. Copy Template

The Copy Template is a function that pushes an update made to Bookable Template into multiple bookable tours, enabling user to change the bookable tour information within ResOnline Viewer instead of individually updating the tours in Shore Excursion module.

1. Click **Copy Template** on the ribbon bar.

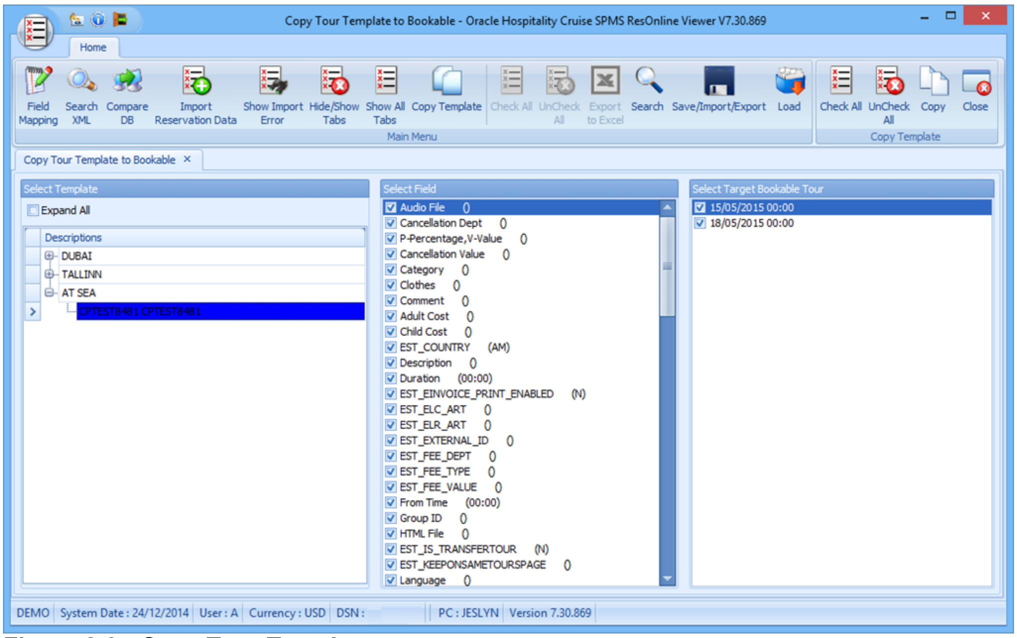


Figure 2-9 - Copy Tour Template screen

- Template Selection: All bookable Templates currently loaded in the system, sorted by Port Name.
- Field Selection: All fields available to be copied/update from the template to the bookable.
- Bookable Tour Selection: All bookable tour currently loaded in the system with service date and starting time.

2. On the Copy Tour Template screen, select the template on the left pane, followed by selecting the fields in the middle pane, and then the Target Bookable Tour on the right pane.
3. Click **Copy**.

2.10. Setting up User Define Template

With an enormous amount of information being presented upon login, user may choose to hide/show certain information screen using this function. These templates can be exported for use on other vessels.

2.10.1. Adding New Template

1. Select the tabs to show/hide using **Hide/Show Tabs**.
2. Click **Save/Import/Export** on the ribbon bar.
3. Enter a template name under **Add New Template** in the middle section.
4. Check 'Visible to All User' if the template is a common template.
5. Click **Add New**.

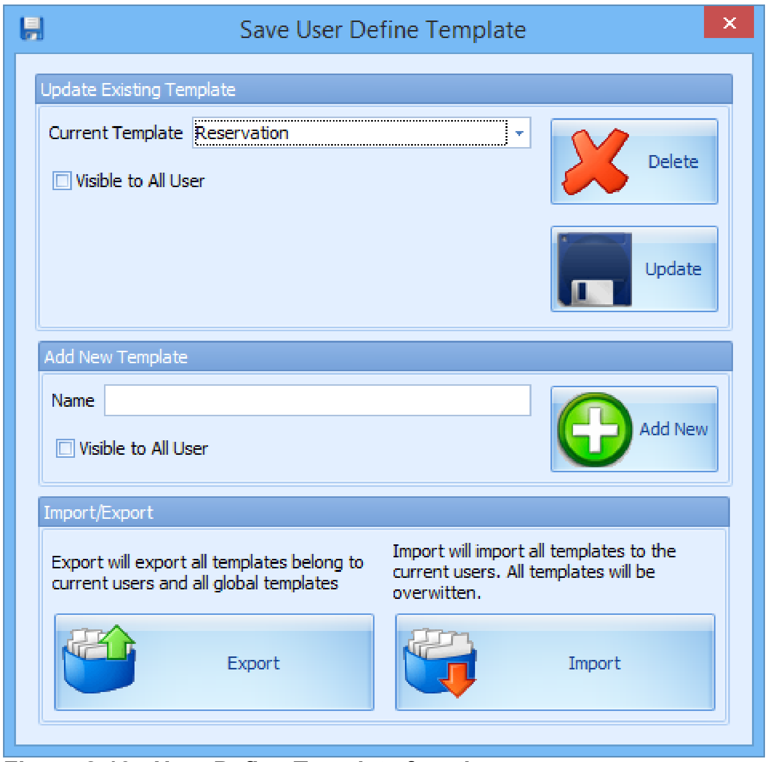


Figure 2-10 - User Define Template function

2.10.2. Updating an Existing Template

1. Repeat above steps 1 and 2.
2. Select the **Current Template** from the drop-down list.
3. Click **Update** to save the changes.

2.10.3. Exporting Existing Templates

1. Click **Save/Import/Export** on the ribbon bar.
2. Click **Export** and choose a destination to save to, and then click **Save**.

2.10.4. Importing Existing Templates

1. Click **Save/Import/Export** on the ribbon bar.
2. Click Import and select the XML file from the folder where template is stored, and then click **Open**.
3. System will override existing templates or insert new ones, if any.

2.10.5. Deleting Existing Template

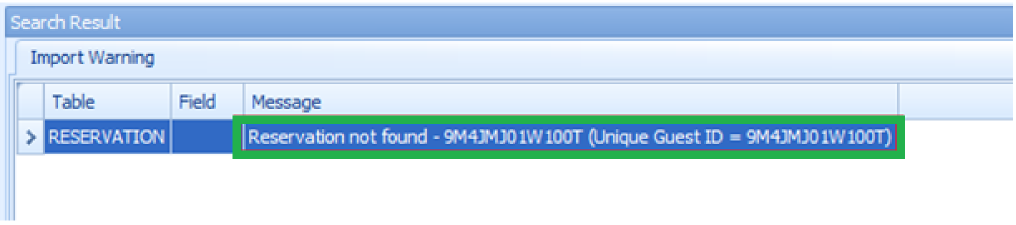
1. Click **Save/Import/Export** on the ribbon bar.
2. Select the template to delete from **Current Template** drop-down list.
3. Click **Delete** to confirm deletion.

Appendix A. Example of Import Errors

This section describes the common error messages encountered during Data Import.

1.1. Reservation Not Found

This error message occurs when the guest received does not exist in the SPMS system.


Search Result

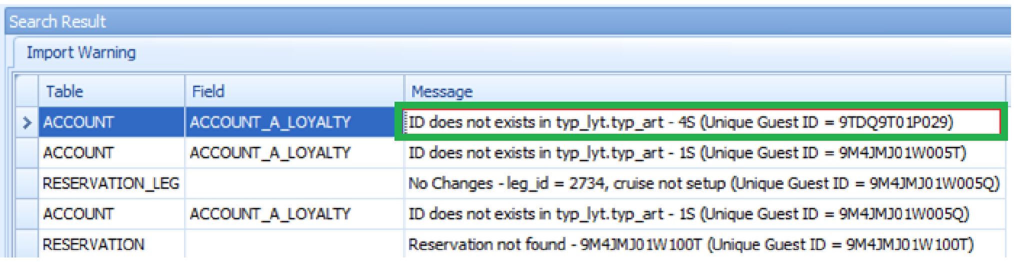
Import Warning

Table	Field	Message
RESERVATION		Reservation not found - 9M4JMJ01W100T (Unique Guest ID = 9M4JMJ01W100T)

Figure A-11 - Reservation Not Found error

1.2. ID Does not Exist

The **ID Does Not Exist** error occurs when the Code/ID of certain fields are either different from what is stored in the database or does not exist in Fidelio SPMS. Below example shows that the loyalty code does not exist in SPMS system.


Search Result

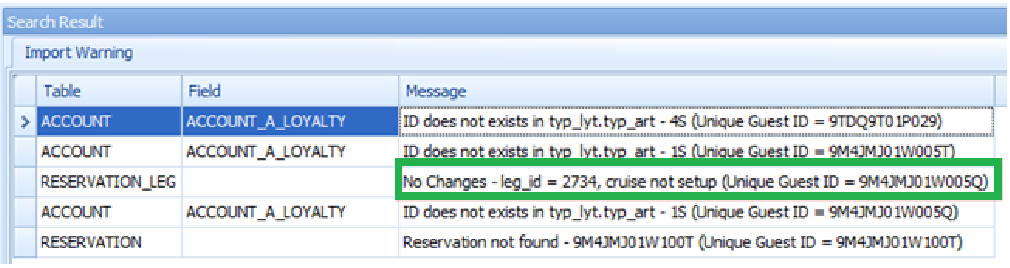
Import Warning

Table	Field	Message
ACCOUNT	ACCOUNT_A_LOYALTY	ID does not exists in typ_lyt.typ_art - 4S (Unique Guest ID = 9TDQ9T01P029)
ACCOUNT	ACCOUNT_A_LOYALTY	ID does not exists in typ_lyt.typ_art - 1S (Unique Guest ID = 9M4JMJ01W005T)
RESERVATION_LEG		No Changes - leg_id = 2734, cruise not setup (Unique Guest ID = 9M4JMJ01W005Q)
ACCOUNT	ACCOUNT_A_LOYALTY	ID does not exists in typ_lyt.typ_art - 1S (Unique Guest ID = 9M4JMJ01W005Q)
RESERVATION		Reservation not found - 9M4JMJ01W100T (Unique Guest ID = 9M4JMJ01W100T)

Figure A-12 - ID Does not Exit error

1.3. Cruise Not Set Up

The Cruise Not Setup error is a warning error and occurs when the imported shore excursion booking for the next cruise were not set up in System Cruise setup. This is a reminder for you to setup the next cruise and data is still imported accordingly.


Search Result

Import Warning

Table	Field	Message
ACCOUNT	ACCOUNT_A_LOYALTY	ID does not exists in typ_lyt.typ_art - 4S (Unique Guest ID = 9TDQ9T01P029)
ACCOUNT	ACCOUNT_A_LOYALTY	ID does not exists in typ_lyt.typ_art - 1S (Unique Guest ID = 9M4JMJ01W005T)
RESERVATION_LEG		No Changes - leg_id = 2734, cruise not setup (Unique Guest ID = 9M4JMJ01W005Q)
ACCOUNT	ACCOUNT_A_LOYALTY	ID does not exists in typ_lyt.typ_art - 1S (Unique Guest ID = 9M4JMJ01W005Q)
RESERVATION		Reservation not found - 9M4JMJ01W100T (Unique Guest ID = 9M4JMJ01W100T)

Figure A-13 - Cruise Not Setup error