Oracle® Hospitality Cruise Shipboard Property Management System
Track It User Guide
Release 7.30.869

October 2015
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Preface

This document describes the setup and usage of Track It module.

TrackIt is a module that manages prohibited items such as camping gear, hazardous items, alcohol from being taken on-board by passengers, visitors or crews. The function includes, but not limited to Quick Collect, Quick Check-Out and Quick Return. These functions are design to handle collection/return of restricted items, either by batch or individually by passengers.

Audience

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

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When contacting Customer Support, please provide the following:

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

Revision History

<table>
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1. Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for the Track It module in Oracle Hospitality Cruise Shipboard Property Management System.

Prerequisites

- FC TrackIt.exe

Supported Systems

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

Compatibility

- Oracle® Hospitality Cruise Shipboard Property Management System version 7.30.869 or later. For customers operating on version below 7.30.869, database upgrade to the recommended or latest version is required.
2. System Configuration

This section describes the configuration required prior to using the Track It module.

2.1. Accessing the Setup Page

The setup function is accessible by launching the FC Track It module, and then to the Setup tab on the main page.

![Figure 2-1 - Track It main page](image)

![Figure 2-2 - Track It Setup tab](image)

2.2. Configuring the Confiscate Item Location

A Confiscate Item Location is the location used to record where items were confiscated.

1. On the main page, click the Setup tab.
2. Click Confiscate Item Location on the ribbon bar to open the configuration page.
3. Click Add New to create new record.
4. Enter the Confiscate Item Location code.
5. Enter the name of the Confiscate Item Location.
6. Enter any comments regarding the Confiscate Item Location.
7. The Confiscate Item Location is enabled by default. To disable the record, slide the Enable menu to the left to switch the display to No.
8. Click **Save** to save the record.
9. To enter additional locations, repeat steps 2 to 7.

### 2.3. Setting Up the Confiscate Item Discard Method

A Confiscate Item Discard Method is the method used to record how items were disposed.

1. On the main page, click the **Setup** tab.
2. Click **Confiscate Item Discard Method** at the ribbon bar to open the configuration page.
3. Click **Add New** to create a new record.
4. Enter the Confiscate Item Discard method code.
5. Enter the name of the Confiscate Item Discard Method.
6. Enter any comments regarding the Confiscate Item Discard Method.
7. The Confiscate Item Discard Method is enabled by default. To disable the record, slide the **Enable** menu to the left to switch the display to **No**.
8. Click Save to save the record.
9. To enter additional discard method, repeat steps 2 to 7.

2.4. Setting Up the Confiscate Item

A Confiscate Item is a list of items disallowed on-board the ship. These items is categorized into various categories, depending on the nature of the items.

2.4.1. Creating a Confiscate Item Category

A Confiscate Item Discard Method must be created prior to creating a Confiscate Item Category.

1. On the main page, click the Setup tab.
2. Click Confiscate Item Setup at the ribbon bar to open the configuration page.
3. Click Add New to create a new record.
4. Enter the Confiscate Item category code.
5. Enter the category name of the Confiscate Item.
6. Enter the category description of the Confiscate Item.
7. The Confiscate Item Category is enabled by default. To disable the record, slide the Enable menu to the left to switch the display to No.
8. Click **Save** to save the record.
9. To add a new Confiscate Item category, highlight the **Item Setup** in the tree view and click **Add New**.
10. To enter additional item category, repeat steps 2 to 7.

### 2.4.2. Creating a Confiscate Item for each category

1. Highlight the item type, then click **Add**.
2. Enter the name of the Confiscate item.
3. Enter the description of the Confiscate item description.
4. Choose a security group from the drop down list to restrict certain group of users from using this item.

**Note:** The default value is **All User Can Access**.

To setup the security group for Confiscate Item, login to User Security module and assign the relevant group of users. Refer Appendix A. User Security Group

5. The Item type is default to the selection from the tree view and is **enabled** by default.
6. To change the Item type, select the item from the drop down list.
7. By default, the **Allow Temporarily Return** is **disabled**. If the item is allow for temporarily return, then enable by sliding the button to the right, setting it to Yes.
8. Under the **Discard Duration** section, define the maximum number of days for items to be kept in store for each reservation categories. The default value is 0 = never discard.
9. Click **Save** to save the record.
10. To enter additional Confiscate Item, repeat steps 2 to 7.

### 2.5. Setting Up a Signature Capture Device

A Signature Capture device is a device that captures and stores the guest signature electronically for items that requires acknowledgement.

1. On the main page, click the **Setup** tab.
2. Click **General Setup** to open the General Setup window.
3. Check the **Prompt signature when confiscate item** box, then choose the device from the drop down list. The common signature capture device supported is Signotec Omega.
4. Click **Save** to save the setting.

### 2.6. Setting Up a Barcode Scanning Device

A Barcode Scanning device is used to scan items that are tagged with barcode. This setup is required only when the Ship tags its confiscated items with a barcode.

1. On the main page, click the **Setup** tab.
2. Click **General Setup** to open the General Setup window.
3. In the **General Setup** window, check the **Barcode Reader** (RS-232 connection) box.
4. Choose the device port number, speed, data bits, parity and stop bits.
5. Click **Save** to save the settings.
2.7. Setting Up the Report Printer

Additional reports required for Track It module are inserted into the database via a Database Installer update. The additional reports are:

- Track It Return Receipt
- Track It Label
- Track It Receipt
1. In the Management module, select Options from the menu bar, then click Hardware tab.

2. Ensure the Report Printer is setup for Labels and Receipts type.

![Printer configuration page in Management Hardware setup](image)

2.8. Configuring the Database Sequence for Barcode Printing

For barcode label printing, the item ID must be at least 6 digits long. An adjustment to the start sequence from 100000 is imperative.

1. Open Toad utility, then run below script to re-create the CIL sequence.

```sql
DROP SEQUENCE FIDELIO.CNT_CIL;
CREATE SEQUENCE FIDELIO.CNT_CIL
  START WITH 100000
  MAXVALUE 1000000000000000000000000000
  MINVALUE 1
  NOCYCLE
  CACHE 20
  NOORDER;
Commit;
```

2.9. Barcode Printing

For barcode printing, below are the prerequisite DLL’s and fonts.
1. Copy these barcode DLL files and font files to folders C:\Windows\system32 and C:\Windows\SysWOW64.

DLLs:
- Barcode.dll
- u2lbcode.dll

Fonts:
- Interleaved2of5.ttf
- Interleaved2of5Thin.ttf

2.10. Setting Up System Labels
System labels such as **Confiscate** or **Confiscated** are configurable according to user requirement through the Administration module.

1. Select **Administration**, **System Setup**, **Labels Setup**, and then locate label codes **CONF00** and **CONF01**.

![Figure 2-10 - Label setup in Administration module.](image)

2. For each label, highlight the code, enter a new label description, and then click **OK** to save the changes.

The label code “CONF00” refers to word “Confiscate” and is displayed on the following screens:
- Setup menu ribbon bar
- General Setup: ‘Prompt Signature Capture when…’
- Confiscate Item Setup
- Confiscate Item Discard Method
- Confiscate Item Location
- Ability to show for ‘Button ‘Confiscate Item’ in menu Confiscate Item

The label code “CONF01” refers to word “Confiscated” and is displayed on the following screens:
- Overview screen: Total Item Confiscated Today
- Overview screen: Top 10 most confiscated item
- Confiscate Item: Confiscated Item
- Management module: Loyalty/Track It tab, Confiscated Item section
3. **Track It**

The TrackIt module facilitates the users in recording the confiscated items, storing it in its designated stores and returning the items at the end of the cruise.

### 3.1. **Viewing the Overview Screen**

The Overview screen is the first screen displayed after logging in. It displays the statistics of items logged in a bar chart layout.

These are the 5 statistics status that user can view from Overview screen:

a. Item confiscated today
b. Item to be returned today
c. Item discarded today
d. Item on hold, yet to return to passenger
e. Top 10 most confiscated item

![Figure 3-1 - Track It Overview screen](image)

### 3.2. **Working with Confiscate Items**

#### 3.2.1. **Adding a Confiscate Item**

1. On the ribbon bar, click **Confiscate Item**.
2. In the **Account Search** section, search for a passenger’s account using one of the following methods:
   - entering the cabin number or last name
   - swiping board card using board card reader
   - scanning the barcode using barcode scanner to display the account information.

3. In the **Item Type** field, choose the item category to display from the drop down list, and then click **OK**.

4. To search by keyword, enter the keyword in the **Item List** textbox, and then click **Find**.

**Note:** To reset the **Account Search** textbox, press F2.
5. Click **Add** to add the item to the Confiscated Item list.
6. If the same item is added to the list, a warning message will pop up.
7. Click **Yes** to add the same item to the list or click **No** to cancel.
8. Insert any comments/description for the item, and then click **Confiscate Item**.

9. If a signature device is connected, the **Signotec Omega Signature Capture** dialog box opens. Have the passenger sign on the line, and press the **Check** icon.
10. If the signature device is not connected, then a warning message pops up and confiscate item is not allowed.

11. The barcode printer prints the item label, plus an item receipt for the passenger.

### 3.2.2. Deleting a Confiscate Item

To remove the item from the list, highlight the item, and then click **Delete**.

### 3.3. Managing Confiscated Items in Guest Handling screen

Stored information of all confiscated items for the passenger is shown in the Loyalty/Track It tab on the Guest Handling tab. The figure below shows a record of all confiscated items for the passenger in the Loyalty/Track It tab on the Guest Handling screen.

When a passenger has an item confiscated, the item details is displayed in the Loyalty/Track It tab on the Guest Handling screen.
The storage location of the item is displayed when the items are stored.

![Figure 3-9 - Confiscated item storage location shown in Guest Handling](image)

The following section describes the record movement in the Loyalty/Track It tab on the Guest Handling screen.

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

### 3.4. Managing Confiscated Items in Security Gangway

The handling of confiscated items can also be managed and temporarily track returned items using the Security module.

#### 3.4.1. Handling Check-Out at Security Gangway

Passengers are prompted to checkout or have their items temporarily returned when going ashore.

To checkout an item, click **Return**.

If a passenger does not wish to checkout their item, click **Close** to exit.

![Figure 3-10 - Check-out handling at Security Gangway](image)
## 3.4.2. Handling Check-In at Security Gangway

Users are prompted to check-in the items when passengers return from shoreside.

Click **Collect** to check in the items.

If a user does not wish to collect the items from the passenger, click **Close** to exit.

![Figure 3-11 - Check-in Handling in Security Gangway](image)

The following section describes the movement activity at Security Gangway:

1. **For passenger going ashore:** - System changes the on-board status to shore-side without prompting the confiscated item list if a passenger checks out the item from the store location.

2. **For passenger returning on-board:** - System changes the status from shore-side to on-board without prompting the confiscated item list when confiscated items are checked in upon returning from shore-side.

3. **For expected check-out passenger leaving for shore-side that did not collect their confiscated item:** - System prompts a reminder at gangway for items to be collected before status can be change.
3.5. Accessing Stored Items

1. Click **Store Item** to open the Store Item window.

   ![Store Item main page](image)

   **Figure 3-13 - Store Item main page**

   **Note:** For Items not stored in a designated location, it is listed in the Item List.

2. The Item List can be filtered using these options:
   - **Item Type:** On the drop down list, then check the items to display.
   - **Debark date:** Select a date on the calendar to display items stored on that date.

**Note:** The reminder prompt can be configured in the Administration module, Security Alert Setup menu.
- **Item ID**: Use the barcode scanner or manually enter the item ID in the textbox.

![Figure 3-14 - Search item by Item ID](image)

**Note**: If manually entering or scanning, then the Item Type and Debark Date options are disabled.

3. Choose a store location from the dropdown list for the confiscated items.
4. Click **Store Item**.

![Figure 3-15 - Store Item main page](image)

5. A confirmation message is displayed stating that the item is registered to the selected store. Click **OK** to close.
6. The Store location of the selected confiscated item is shown under Item Location.

7. To view all previously stored items, slide the Include Already Stored Item to the right, turning the option to Yes. Stored items are now displayed on the Item List grid.

Figure 3-16 - Include items already stored

3.6. Checking out Confiscated Items

It is possible to temporarily return some of the confiscated items to passengers before they go ashore. A good example of this would be camping equipment or supplies such as cooking utensils.

1. Click Return Item to open the Return Item window.
2. From the Return Item screen, search the passenger account and choose the item to check-out. Items allowed for temporarily return have a Yes in the Allow Temporary Return column.

3. Click Check-Out to check out the item. A prompt indicating the number of items being check out pops up. Click OK to close the prompt.

4. The system updates the Temporary Returned Date column with the date and time the item was checked-out.

Figure 3-17 - Return Item main page

Figure 3-18 - Check Out Item main page

Figure 3-19 - Indicator of items temporarily return date/time
3.7. Checking In Confiscated Items

Items that were checked-out must checked back in after passengers return from shore-side.

1. From the Return Item screen, search the passenger’s account.
2. Switch the Include History to Yes to display previously checked-out item.

![Figure 3-20 - Checked In item page]

3. Click Check-In.
4. Click OK when a dialog box with confirmation on the number of items checked-in appears.
5. The Temporary Returned Date is then reset to null.

![Figure 3-21 - Updated information on Temporarily Returned date]

3.8. Returning Confiscated Items

Items that were confiscated must be returned when passengers leave for shore or depart at the end of the cruise.

1. At the ribbon bar, click Return Item.
2. In the Account Search section, search for a passenger’s account using one of these option:
   - Cabin Number
   - Last name
   - Swipe or scan board card
3. Locate the item by entering the item ID in the **Search Criterial Item ID** textbox, and then click **Search**.

4. Insert the return comments, if any.

5. A warning dialog box pops up if the comment is empty.

6. Click **Return Item** to return the confiscated item to passenger.

7. If not all items were returned, system prompts for confirmation whether to proceed with selected item(s). Click **Yes** to proceed or **No** to return to previous screen.

---

**Note:** To reset the Account Search screen, press F2.
8. Click **OK** when a dialog box with confirmation on the number of item returned appears.

9. The system sends a return item receipt to the printer and time stamps the returned date/time in the Item List.

![Figure 3-24 - Updated date/time field of returned item](image)

10. If a returned item barcode is scan, a dialog box indicating the date/time item were return pops up.

### 3.9. Undoing Returned Items

An item returned accidentally to a guest can be undone through the **Return Item** function.

1. In the Return Item screen, search for the passenger account.
2. Switch the **Include History** to **Yes**. Items returned to guests are displayed in the Item List grid with the date and time shown in the Date Returned/Discard column.

![Figure 3-25 - Undo Items List with history](image)

3. Select the item and then click **Undo Return**.
4. Click **OK** to confirm the number of returned items to undo.
5. The Date Returned/Discarded column is then reset to null.

![Figure 3-26 - Return Item date/item reset to null](image)
3.10. **Showing an Item's Activity Log**

This function displays all logged activities for the highlighted item, by item or passenger.

1. From the Return Item screen, search for the passenger account.
2. Highlight the item in the Item List grid, then click **Show Log**.

![Figure 3-27 - Show Log page](image)

A Track It Item Log window opens, displaying the logged activities of the selected item.

![Figure 3-28 - Sample of Show Log by items](image)

3. Click **Close** to exit.
3.11. Showing a Person’s Activity Log

1. In the Return Item screen, search for the passenger account, and then click **Show Log Person**.
2. A Track It Item Log - Person window opens, displaying all the items activities for the passenger.

![Track It Item Log - Person window](image)

*Figure 3-29 - Sample Show Log by person*

3. Click **Close** to exit.

3.12. Processing Confiscated Items by Batch

This Quick Confiscate function is processes confiscated items by batch instead of individually by passenger. It is mainly used for mass passport collection upon check-in.

1. Click **Quick Confiscate** to open the Quick Confiscate window.
2. Select an item from the **Item** drop down list.

3. Click **Add Guest** to open the Multiple Accounts Selection window.

4. Use the available options to filter the list of passengers:
   - **Status**: Refers to the reservation status either Checked-In or Reservation.
   - **Account Type**: Refers to the type of accounts such as Guest, Crew, Group or System Account.
   - **Pre-Selection**: Refers to the Quick Posting Templates setup in Administration module. For Example: filter all passenger with nationality = **US**.

5. Passenger that match the filter are shown in the Non-Selected Accounts list.
6. Click **Add All** to transfer the selected passenger to the **Selected Accounts**, then click **OK** to process.
7. The selected passengers are now added to the Item List.

8. To add more guests into the Item List, click Add Guest to select more guest account.

9. Once all guests are in the Item List, click **Confiscate Item**.

10. Click **Yes** to complete the process.

   **Note:** For mass collection, a confiscated item receipt will **not** be printed.

### 3.13. Processing Returned/Checked Out Items by Batch

The Quick Return function processes items to be returned in batch instead of individually by passenger. This is specially used for passport mass return upon check-out or temporary return for shore leave.

1. Click **Quick Return** to open the Quick Return Item window.
2. Select an item from the Item drop down list.
3. Click **Search Check-In Only** to display all the confiscated items based on checked-in status and item selected.

4. If return item is for checked-out passengers, then click **Search Check-Out Only**.
5. Further filter is available using **Debark Date** or **Guest Type**.

---

**Figure 3-35 - Quick Return Item**

**Figure 3-36 - Search Check-In Only menu**

**Figure 3-37 - Quick Return filter by Debark Date/Guest Type**
6. To highlight the Item List, check the box on the menu header.

Figure 3-38 - Return Item List selection

7. Insert a comment in the Return Comments textbox.
8. Click Return Item to return selected items in batch.
9. Click OK to confirm the total number of items returned. This updates the Date Returned/Discarded column with the actual process date/time.
10. Mass check-out of the selected item is possible by clicking on Check-Out Item. A window with total number of items check out pops up and the Temporary Returned Date column is updated with item check out date and time.
11. To use a barcode scanner to return an item in Quick Return function, choose either Auto Check-in/Out or Auto Return item in Barcode Scan Action menu.

Figure 3-39 - Barcode Scan Action selection

12. Scan the barcode label, and then click OK to confirm the date/time of the returned item.
3.14. Discarding Confiscated Items

This Discard Item function is used to dispose confiscated items from the Ship’s store when its storage period expires.

1. Click **Discard Item** to open the Discard Item window. All confiscated items that exceed the maximum storage duration is listed in the Item List grid.

2. In the **Search Criteria** section, filter the item to display with these options:
   2.1. Item type
2.2. Store location

2.3. Guest type

<table>
<thead>
<tr>
<th>Search Criteria</th>
<th>Item Type</th>
<th>Store Location</th>
<th>Guest Type</th>
<th>Only for Pax/Crew which had check-out</th>
<th>Include Discarded Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item Type</td>
<td>AM ALHCCCL</td>
<td>Store Location</td>
<td>Guest, Crew, Visitor</td>
<td>Only for Pax/Crew which had check-out</td>
<td>No</td>
</tr>
<tr>
<td>Guest Type</td>
<td>Guest, Crew, Visitor</td>
<td>Only for Pax/Crew which had check-out</td>
<td>Include Discarded Item</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 3-42 - Discard Item search criteria options**

3. To view passenger/crew account that has checked-out, slide the **Only for Pax/Crew which had check-out** to Yes. The Item List refreshes based on the new search criteria.

![Figure 3-43 - Discard Item 'Only for Pax/Crew which had check-out' option](image)

4. To search by Item ID, enter the ID in the textbox, and then click **Search**.

5. To include items that were already discarded in the Item List, slide the **Include Discarded Item** to Yes.

![Figure 3-44 - Discard Item 'Include Discarded Item' option](image)

6. To discard items, select a method from the **Discard Method** drop-down list.

![Figure 3-45 - Discard Method selection box](image)
7. Highlight the item to discard from the ship, and then click Discard Item.
8. Click Yes to confirm discarding the selected item.
9. Click OK to confirm the number of items being discarded.
10. The Date Returned/Discarded and Discard Method column is timestamped with actual date/time system discard the items.

Figure 3-46 - Updated information on Discard Item

3.14.1. Undoing Discarded Items

1. To undo the discarded item, select a discarded item from Item List.
2. Click Undo Discard.

Figure 3-47 - Undo Discard Item option

3. Click Yes to confirm.
4. Click OK to confirm the total number of items.
5. The timestamp in The Date Returned/Discarded and Discard Method column is removed from the selected item.
3.15. Viewing, Printing, and Exporting Reports

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

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

3.16. Purging Data

All confiscated item records stored in CIL table that no longer have account association with RES/UXP will be purge by the ADPI interface during the daily purging routine.
Appendix A. User Security Group

This section describes the user security access group, which prevents the user from accessing or viewing confiscated items in Item Type, Item and Item List in Confiscate Item, Store Item, Return Item, Discard Item, Quick Confiscate and Quick Return screen. These access groups coexist with Item configuration on the Setup tab. The security privilege is assigned in the User Security module.

![User Security Access Group Assignment](image1)

**Figure A-50 - User Access group assignment**

<table>
<thead>
<tr>
<th>Module</th>
<th>FC Track It</th>
<th>Module</th>
<th>FC Track It</th>
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</thead>
<tbody>
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**Figure A-51 - User Security Reference**

For users without no access rights assigned, the system displays a warning ‘You have not access to view this item. Please consult your System Administrator for access’ when searching or scanning for confiscated item.
Figure A-52 - User Security access prompt

Table A-1 – Track It Item Security Access Group

<table>
<thead>
<tr>
<th>Security Reference No</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4411</td>
<td>Confiscate Item Security Group 1</td>
</tr>
<tr>
<td>4420</td>
<td>Confiscate Item Security Group 10</td>
</tr>
<tr>
<td>4412</td>
<td>Confiscate Item Security Group 2</td>
</tr>
<tr>
<td>4413</td>
<td>Confiscate Item Security Group 3</td>
</tr>
<tr>
<td>4414</td>
<td>Confiscate Item Security Group 4</td>
</tr>
<tr>
<td>4415</td>
<td>Confiscate Item Security Group 5</td>
</tr>
<tr>
<td>4416</td>
<td>Confiscate Item Security Group 6</td>
</tr>
<tr>
<td>4417</td>
<td>Confiscate Item Security Group 7</td>
</tr>
<tr>
<td>4418</td>
<td>Confiscate Item Security Group 8</td>
</tr>
<tr>
<td>4419</td>
<td>Confiscate Item Security Group 9</td>
</tr>
</tbody>
</table>

Table A-2 – Track It Functionality Access Rights

<table>
<thead>
<tr>
<th>Security Reference No</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4424</td>
<td>Confiscate Item</td>
</tr>
<tr>
<td>4422</td>
<td>Confiscate Item Discard Method Setup</td>
</tr>
<tr>
<td>4421</td>
<td>Confiscate Item Location Setup</td>
</tr>
<tr>
<td>4423</td>
<td>Confiscate Item Setup</td>
</tr>
<tr>
<td>4426</td>
<td>Discard Item</td>
</tr>
<tr>
<td>4428</td>
<td>General Setup</td>
</tr>
<tr>
<td>4425</td>
<td>Return Item</td>
</tr>
<tr>
<td>4427</td>
<td>Store Item</td>
</tr>
</tbody>
</table>
Appendix B. Parameters

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

**PAR_GROUP Track It**

Table B-3 - PAR Group Track It

<table>
<thead>
<tr>
<th>PAR Name</th>
<th>PAR Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prompt Signature during confiscate item</td>
<td>0, 1</td>
<td>0-No signature require, 1-Signature require</td>
</tr>
</tbody>
</table>