

Oracle® Hospitality Cruise SilverWhere
Group Management User Guide
Release 8.0.77

August 2017

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Preface

This document reviews how to use Group Management for Cruise SilverWhere customers.

Audience

This document is intended for all users of Cruise SilverWhere.

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 and any associated log files
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at
<http://docs.oracle.com/en/industries/hospitality/>

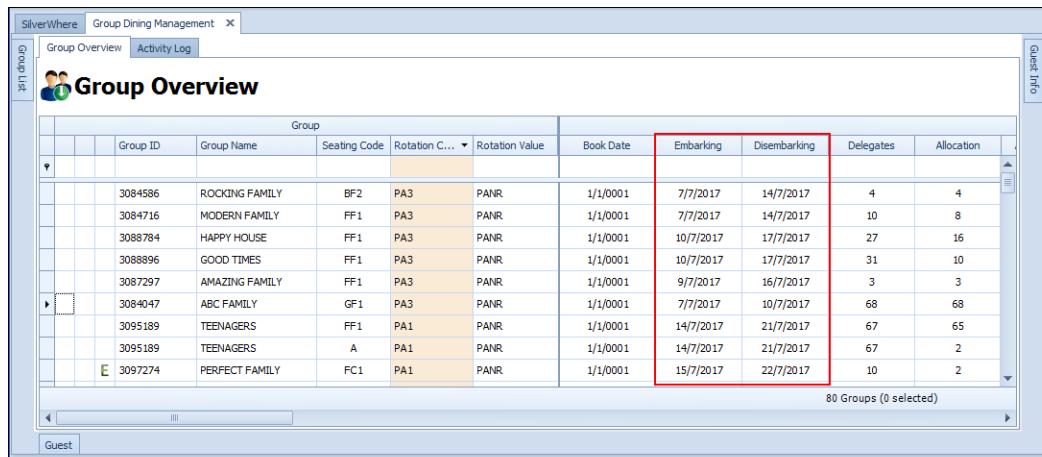
Revision History

Date	Description of Change
August 2017	<ul style="list-style-type: none">• Initial publication

1 Group Management

Group Overview

Previously, the SilverWhere thick client was based on the cruise date to create a group's reservation. Now, with the newly enhanced feature, the system is now able to opt the system to use the passengers embark and debark dates. If passengers have yet to be defined in a group, the system uses the cruise date to create a reservation. Otherwise, the system uses the passenger's embarking and disembarking dates. Hence, the group's embarkation were added to Group Management's overview.



	Group ID	Group Name	Seating Code	Rotation C...	Rotation Value	Book Date	Embarking	Disembarking	Delegates	Allocation
1	3084586	ROCKING FAMILY	BF2	PA3	PANR	1/1/0001	7/7/2017	14/7/2017	4	4
2	3084716	MODERN FAMILY	FF1	PA3	PANR	1/1/0001	7/7/2017	14/7/2017	10	8
3	3088784	HAPPY HOUSE	FF1	PA3	PANR	1/1/0001	10/7/2017	17/7/2017	27	16
4	3088896	GOOD TIMES	FF1	PA3	PANR	1/1/0001	10/7/2017	17/7/2017	31	10
5	3087297	AMAZING FAMILY	FF1	PA3	PANR	1/1/0001	9/7/2017	16/7/2017	3	3
6	3084047	ABC FAMILY	GF1	PA3	PANR	1/1/0001	7/7/2017	10/7/2017	68	68
7	3095189	TEENAGERS	FF1	PA1	PANR	1/1/0001	14/7/2017	21/7/2017	67	65
8	3095189	TEENAGERS	A	PA1	PANR	1/1/0001	14/7/2017	21/7/2017	67	2
9	E 3097274	PERFECT FAMILY	FC1	PA1	PANR	1/1/0001	15/7/2017	22/7/2017	10	2

Figure 1-1 Group Overview

The **Embarking** and **Disembarking** date is calculated based on the earliest passenger embarking date and the latest disembarking date. Three new options have been added to Group Management to enhance the group blocking logic. The options are outlined on [Figure 1-2](#) and [Figure 1-3](#).

- Start Blocking/Seat within Embarkation**
The system blocks /Seat within a cruise group using the embarking and debarking dates.
- Block/Seat Same Table for Same Dining Room**
The system tries to block /Seat the same table for the same dining room with the available inventory.
- Block/Seat Same Block for Back to Back Group**
The system performs a Block/Seat for the same table for the upcoming cruise as well.



Figure 1-2 Auto Blocking

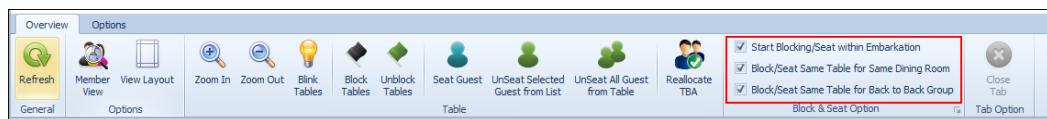


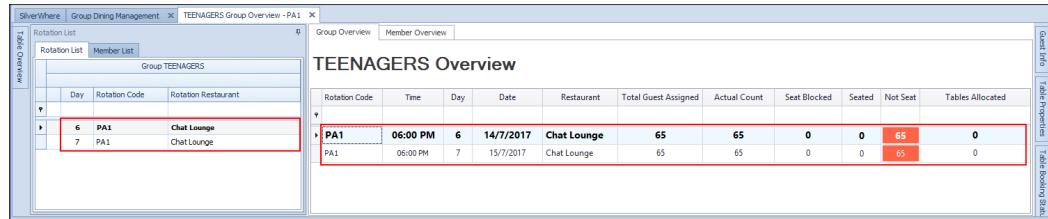
Figure 1-3 Manual Blocking

Group Management Option Details

Option 1: Start Blocking/Seat within Embarkation

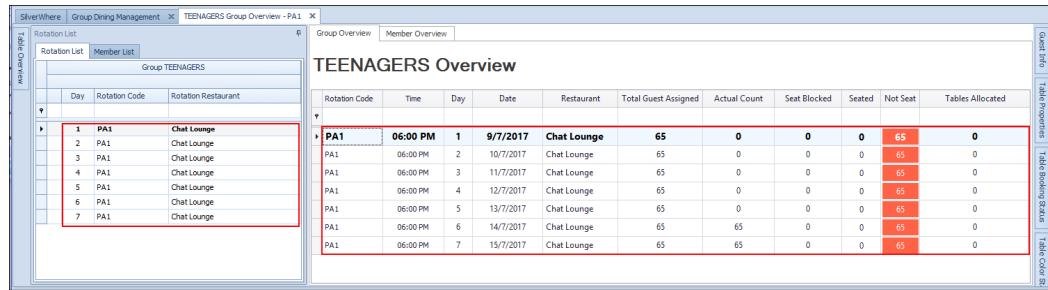
This option enables you to create a reservation according to a passenger's embarkation and disembarkation dates instead of the cruise date.

For example, the cruise embarks from 9 July to 16 July 2017 and passengers embark from 14 July to 21 July 2017. If this option is enabled (see [Figure 1-4](#)), the system blocks the reservation from 14 July to 15 July 2017. If this option is disabled (see [Figure 1-5](#)), the system creates the reservation from 9 July to 15 July 2017, whereby the reservation started from 9 July to 13 July 2017 is created with a TBA passenger and the remaining date (14 July and 15 July 2017) is blocked based on the actual passenger. However, the user is not able to confirm the reservation until the actual TBA passenger is reallocated.



Rotation Code	Time	Day	Date	Restaurant	Total Guest Assigned	Actual Count	Seat Blocked	Seated	Not Seat	Tables Allocated
PA1	06:00 PM	6	14/7/2017	Chat Lounge	65	65	0	0	65	0
PA1	06:00 PM	7	15/7/2017	Chat Lounge	65	65	0	0	65	0

Figure 1-4 Start Blocking/Seat within Embarkation – Option Enabled



Rotation Code	Time	Day	Date	Restaurant	Total Guest Assigned	Actual Count	Seat Blocked	Seated	Not Seat	Tables Allocated
PA1	06:00 PM	1	9/7/2017	Chat Lounge	65	0	0	0	65	0
PA1	06:00 PM	2	10/7/2017	Chat Lounge	65	0	0	0	65	0
PA1	06:00 PM	3	11/7/2017	Chat Lounge	65	0	0	0	65	0
PA1	06:00 PM	4	12/7/2017	Chat Lounge	65	0	0	0	65	0
PA1	06:00 PM	5	13/7/2017	Chat Lounge	65	0	0	0	65	0
PA1	06:00 PM	6	14/7/2017	Chat Lounge	65	65	0	0	65	0
PA1	06:00 PM	7	15/7/2017	Chat Lounge	65	65	0	0	65	0

Figure 1-5 Start Blocking/Seat within Embarkation – Option Disabled

Option 2: Block/Seat Same Table for Same Dining Room

After the tables are blocked for the first occurred restaurant, the same restaurant subsequently follows the first restaurant's blocked tables:

- If inventory is available for the same set of tables, the system blocks the tables.
- If no inventory is available for the same tables, it continues to block the available inventory table (Existing blocking logic).

The user may find and review the activity logs.

- If the inventory is available for the same set of tables, you can review the log as shown below:

Looking at same table option...

Table 765, 759 found on previous blocked reservation

Trying to block same table 765 [Max = 2, Station = 2]...Remaining guest count 4
Successfully block same table 765 [Max = 2, Station = 2]...Remaining guest count 2
Trying to block same table 759 [Max = 2, Station = 2]...Remaining guest count 2
Successfully block same table 759 [Max = 2, Station = 2]...Remaining guest count 0

- If no inventory is available, you can review the log as shown below:
No inventory found for table [Table Number]. Skipping the same table option.

Option 3: Block/Seat Same Block for Back-to-Back Group

This option enables you to block/seat the same block for passengers who are onboarding for more than a cruise. The system tries to block/seat the same table for the different cruise.

For example, a cruise group embark and debark date is 9 July to 16 July 2017 and passengers embark date and debark date is 14 July to 21 July 2017. Hence, if this option is enabled, the system blocks reservations from 14 July to 20 July 2017. In the event there are no actual guests on the first day cruise, the system prompts you with a warning message (see [Figure 1-6](#)).

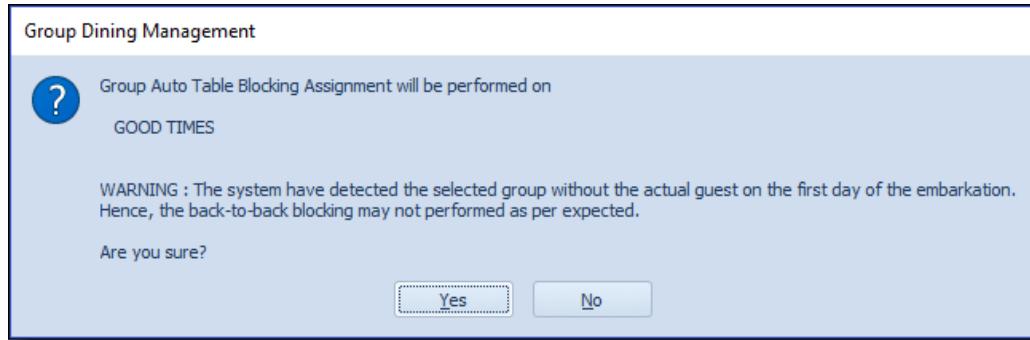


Figure 1-6 Block/Seat Same Block for Back-to-Back Group

Manual Blocking Form

Enabled the Seat button to execute the BLOCK and SEAT action together. If the table selected has yet to block, the system performs the BLOCK and then follows with the SEAT action, otherwise the SEAT action is performed.

The Actual Count column was added to **Group Overview**.

Rotation List	Day	Rotation Code	Rotation Restaurant	Time	Day	Date	Restaurant	Total Guest Assigned	Actual Count				Seat Blocked	Seated	Not Seated	Tabl...
									Actual Count	Seat Blocked	Seated	Not Seated				
GOOD TIMES	1	PA3	Chat Lounge	06:30 PM	1	9/7/2017	Chat Lounge	10	0	0	0	10	0			
	2	PA3	ChatLounge				Chat Lounge	10	10	0	0	10	0			
	3	PA3	ChatLounge				Chat Lounge	10	10	0	0	10	0			
	4	PA3	ChatLounge				Chat Lounge	10	10	0	0	10	0			
	5	PA3	ChatLounge				Chat Lounge	10	10	0	0	10	0			
	6	PA3	ChatLounge				Chat Lounge	10	10	0	0	10	0			
	7	PA3	ChatLounge				Chat Lounge	10	10	0	0	10	0			

Figure 1-7 Group Overview - Actual Count Column

The Member Overview tab was added.



Figure 1-8 Member Overview Tab

With Member Overview, the system shows the cross-tab grid with the Passenger Name, Embarkation Date, Disembarkation date, etc. against the Reservation Date with the Location Code and Table Number (see [Figure 1-9](#)).

For example, if the cruise date is from 9 July to 16 July 2017 and passengers embark and debark date is from 10 July to 17 July 2017. If the Start Blocking/Seat within Embarkation option is enabled, the reservation date only shows from 10 July to 16 July 2017.

Guest	Embarking	Disembarking	Cabin	Group Tag	TWith	HR2017-07-09										HR2017-07-16										
						10/7/2017 (S)	10/7/2017 (T)	11/7/2017 (S)	11/7/2017 (T)	12/7/2017 (S)	12/7/2017 (T)	13/7/2017 (S)	13/7/2017 (T)	14/7/2017 (S)	14/7/2017 (T)	15/7/2017 (S)	15/7/2017 (T)	16/7/2017 (S)	16/7/2017 (T)							
DAVIS,TUCKER	10/7/2017	17/7/2017	10005	755618	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	
DAVIS,FERGUSON	10/7/2017	17/7/2017	13314		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR													
DAVIS,DOUGLAS	10/7/2017	17/7/2017	10005	755618		PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR													
DAVIS,DAVIDSON	10/7/2017	17/7/2017	13314		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR													
DAVIS,PETERSON	10/7/2017	17/7/2017	13314		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR													
DAVIS,PIERCE	10/7/2017	17/7/2017	10005	755618		PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR													
DAVIS,FREEMAN	10/7/2017	17/7/2017	11039		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR													
DAVIS,MYERS	10/7/2017	17/7/2017	11039		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR													
DAVIS,PARK	10/7/2017	17/7/2017	11039		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR													
DAVIS,DOXON	10/7/2017	17/7/2017	11039		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR													

Figure 1-9 Start Blocking/Seat within Embarkation - Option Enabled

If the Start Blocking/Seat within Embarkation option is not enabled, the reservation date shows from 9 July to 16 July. However, 9 July 2017 is grayed out.

Guest	Embarking	Disembarking	Cabin	Group Tag	TWith	HR2017-07-09										HR2017-07-16										
						9/7/2017 (S)	9/7/2017 (T)	10/7/2017 (S)	10/7/2017 (T)	11/7/2017 (S)	11/7/2017 (T)	12/7/2017 (S)	12/7/2017 (T)	13/7/2017 (S)	13/7/2017 (T)	14/7/2017 (S)	14/7/2017 (T)	15/7/2017 (S)	15/7/2017 (T)	16/7/2017 (S)	16/7/2017 (T)					
DAVIS,TUCKER	10/7/2017	17/7/2017	10005	755618		PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR
DAVIS,FERGUSON	10/7/2017	17/7/2017	13314		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR
DAVIS,DOUGLAS	10/7/2017	17/7/2017	10005	755618		PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR
DAVIS,DAVIDSON	10/7/2017	17/7/2017	13314		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR
DAVIS,PETERSON	10/7/2017	17/7/2017	13314		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR
DAVIS,PIERCE	10/7/2017	17/7/2017	10005	755618		PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR
DAVIS,FREEMAN	10/7/2017	17/7/2017	11039		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR
DAVIS,MYERS	10/7/2017	17/7/2017	11039		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR
DAVIS,PARK	10/7/2017	17/7/2017	11039		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR
DAVIS,DOXON	10/7/2017	17/7/2017	11039		0	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR	PANR

Figure 1-10 Start Blocking/Seat within Embarkation - Option Disabled

After you have blocked, seated and confirmed a reservation, the system shows the table number and the color in the grid indicates the reservation status.

Color Indicators (see Figures 1-9 to 1-14)

White : Nothing to Block

Tomato : Table Block

Blue : Table Seated

Green : Seat Confirmed

Figure 1-11 Blocked View

Figure 1-12 Seated View

Figure 1-13 Confirmed View

Figure 1-14 Mixed View