

Oracle® Hospitality Cruise SilverWhere
Server Maintenance & Server Assignment Guide
Release 8.0

February 2016

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1 Preface

Audience

This document is intended to describe the features of Server Maintenance and Server Assignment of SWNET Client.

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
March 2015	<ul style="list-style-type: none">• Initial publication
February 2016	<ul style="list-style-type: none">• Update

2 Server Maintenance

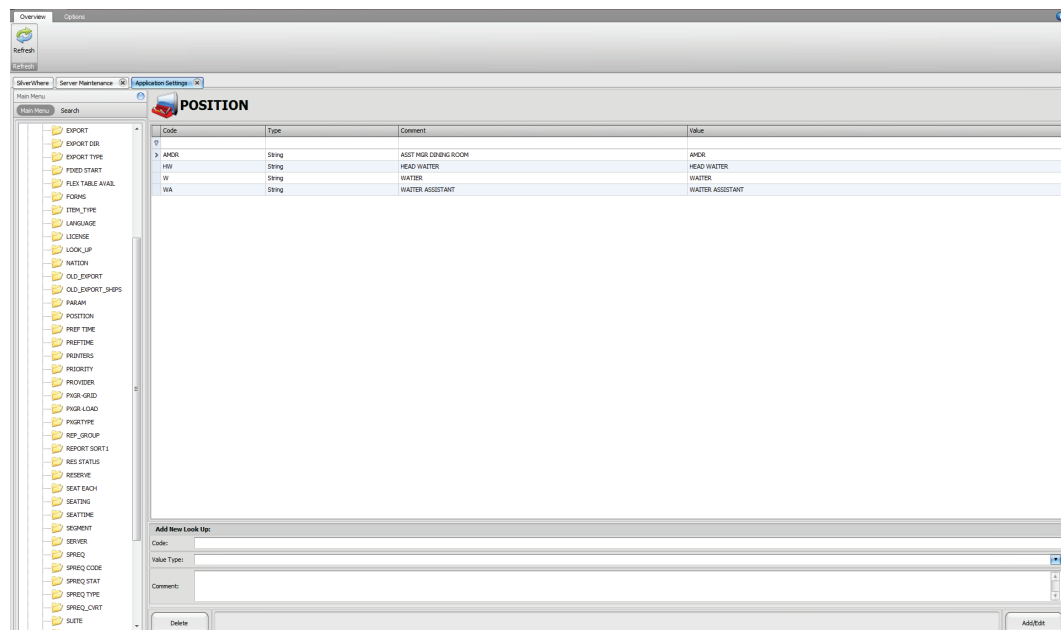
Setup

Crew can be imported and created via 3 methods into Server Maintenance.

1. Manual Import from Fidelio Spms via Download option in Sever Maintenance
2. New created via 'ADD NEW' function in Server Maintenance
3. Automatic Import from Fidelio Spms via SWTOFIDELIO GDF template

For all 3 points mentioned above it is a prerequisite that the Crew Positions codes are defined in the initial setup in LOOK UP MAINTENANCE – POSTION

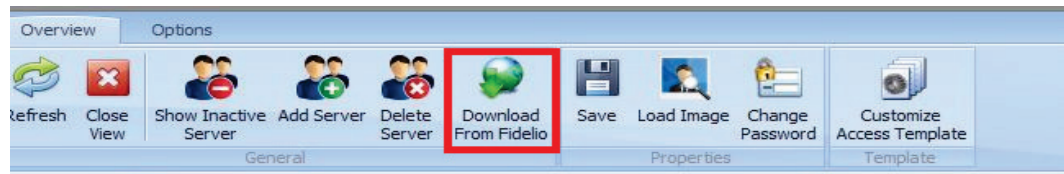
The code must be matched with the position code FIDELIO.OPO.OPO_ID (or (fidelio.uxp_h_staff_pos) defined in Fidelio SPMS.



1.1. Manual Import of Crew

- 1) Open Server Maintenance Screen via System Maintenance on Ribbon Bar

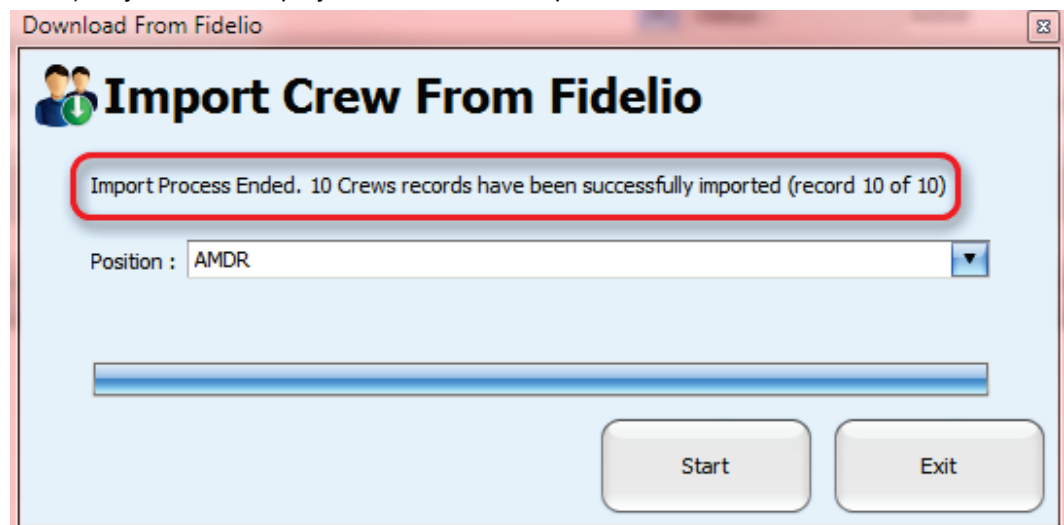
2) Press the button Download from Fidelio in “Server Maintenance” Form.



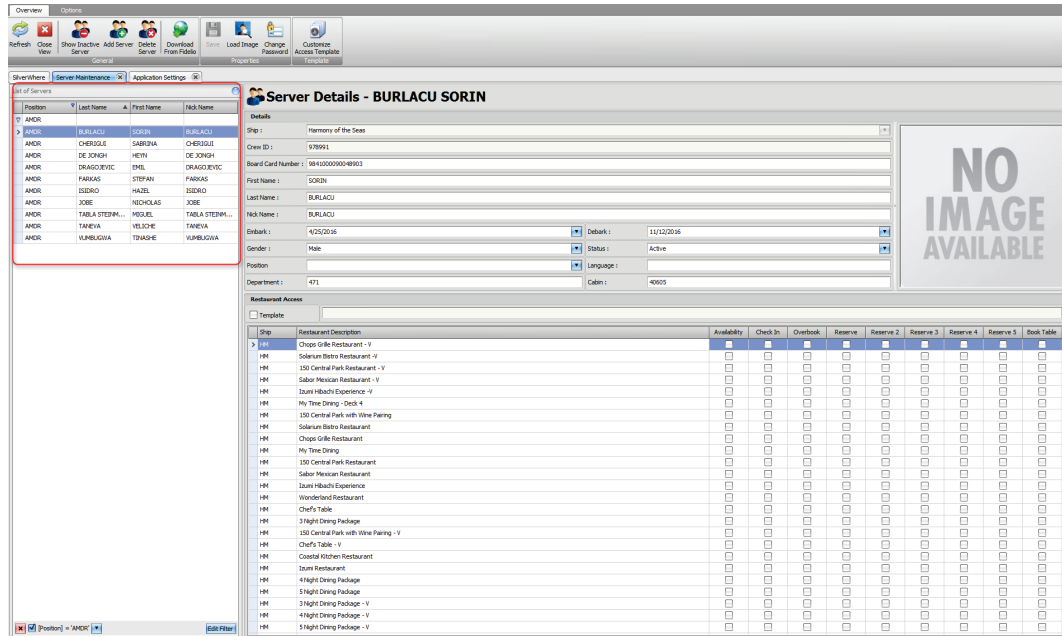
3) Select the position you'd setup and the press “Start” button.



4) System will display amount of crew imported to selected Crew Position

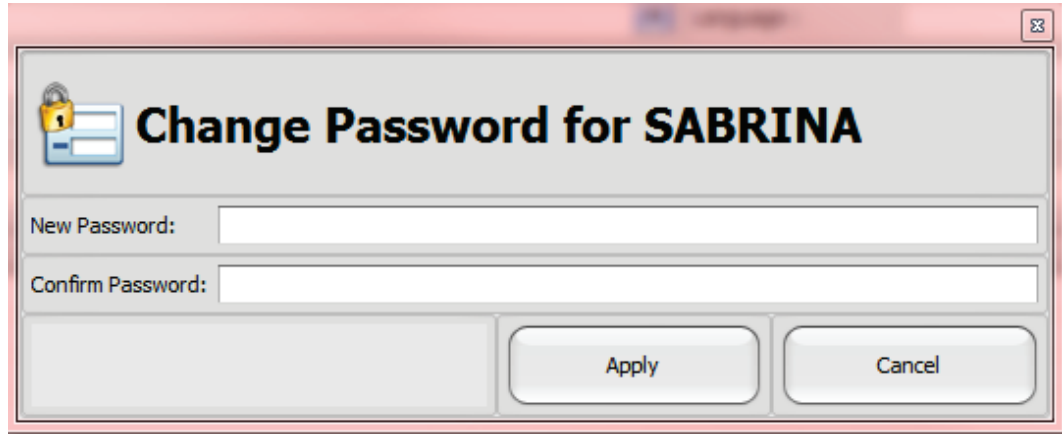


5) Press “Refresh” button after system completed the import process to view the crew which has been imported in the LIST OF SERVER panel.



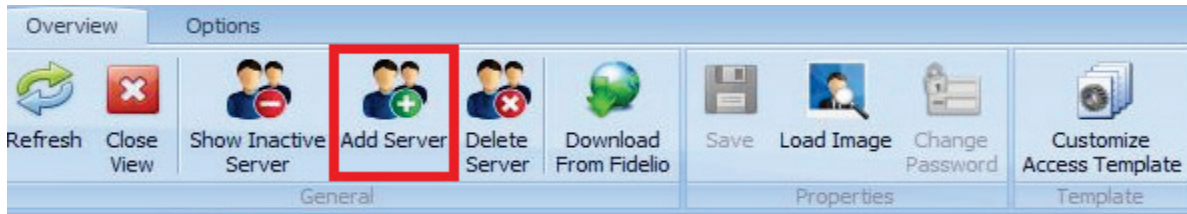
Important:
The imported servers' data is based on the position you selected as screen above and also the criteria where: Servers Start date <= Ship Embark Date and Servers End Date >= Ship Debark Date. The Default password for each server is First Name + Last Name.

6) User can always change their password if they don't like the default password created by system after imported from Fidelio. Press "Change Password", this form will be prompted out, then fill in the all the required data and press "Apply" to save the new password.



1.2 Create new Crew member

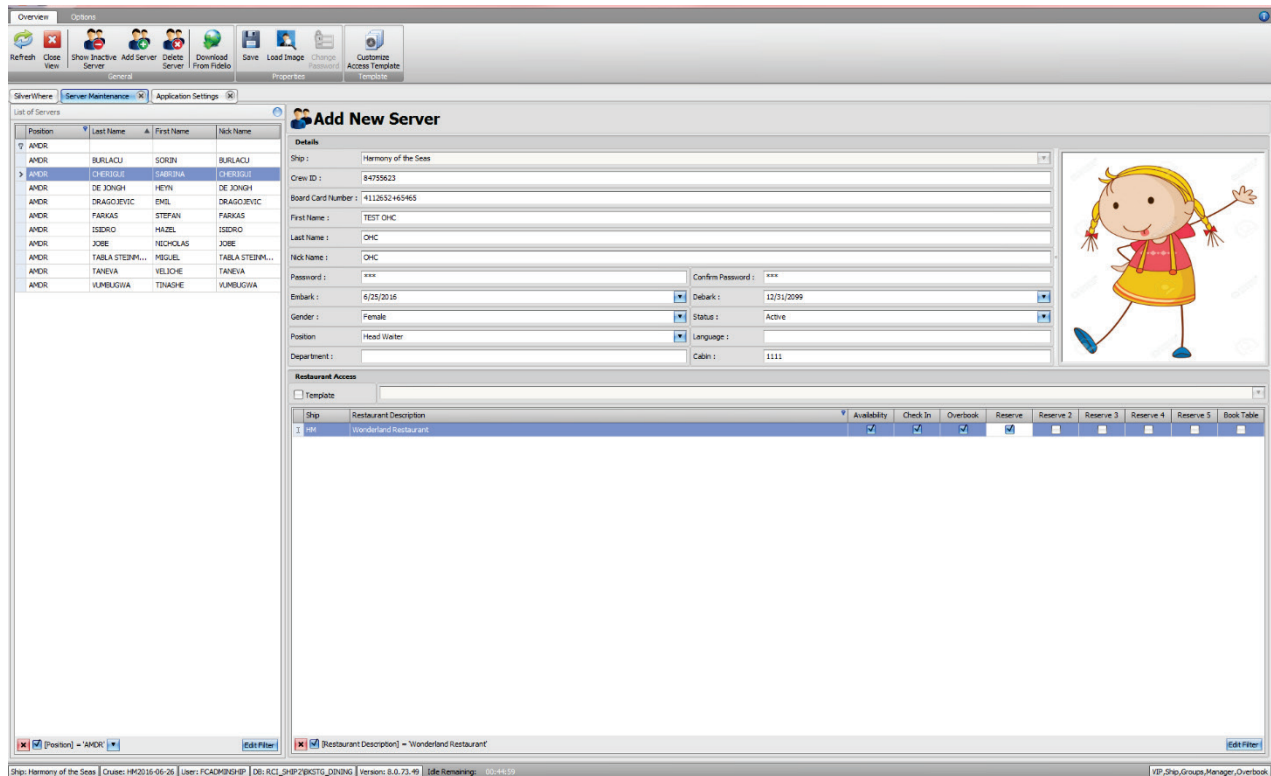
1) Press the “Add Server” button:



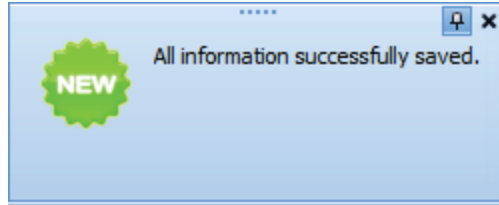
2) To add image, press the “Load Image” then select the image according to your file location:



3) Fill in the information and the press “Save” button when completed



4) This popup message box will be shown after all information is saved:



Please note only Crew with STATUS = ACTIVE will be displayed in the Server List and can later on being assigned to Restaurant Locations.

Details	
Ship :	Harmony of the Seas
Crew ID :	84755623
Board Card Number :	4113652+65465
First Name :	TEST OHC
Last Name :	OHC
Nick Name :	OHC
Password :	***
Confirm Password :	***
Embark :	6/25/2016
Debar :	12/31/2099
Gender :	Female
Status :	Active
Position :	Head Waiter
Language :	
Department :	
Cabin :	1111

1.3 Automatic Import Crew via GDF SWTOFIDELIO

Specific Crew Positions can also automatically being imported into SilverWhere via the SWTOFIDELIO GDF Interface Template following CUSTOM PROPERTIRES have to be setup.

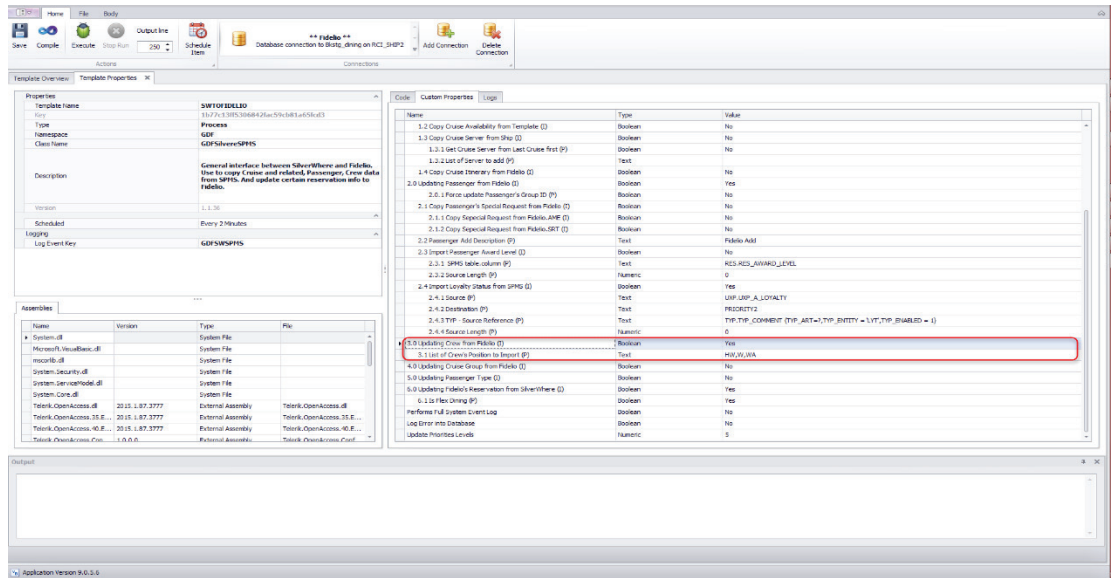
3.0.0 Updating Crew from Fidelio

YES

3.1.0 List of Crew Positions to Import

HW, W, WA – specify Crew Codes as required

Please Note to 3.1.0 :
List all Crew Positions comma separated required to be imported from Fidelio SPMS into SilverWhere accordingly to the LOOK_UP POSITIONS Code set up in SWNet Look Up Maintenance.



3.0 Updating Crew from Fidelio (I)	Boolean	No
3.1 List of Crew's Position to Import (P)	Text	HW,W,WA, AMDR, AMSD, CHOS, COC, COC),CSSS,FBDR,FBM,LEAD,MD, MSD, ROC,ROM,RSSU,WJMG,WJS

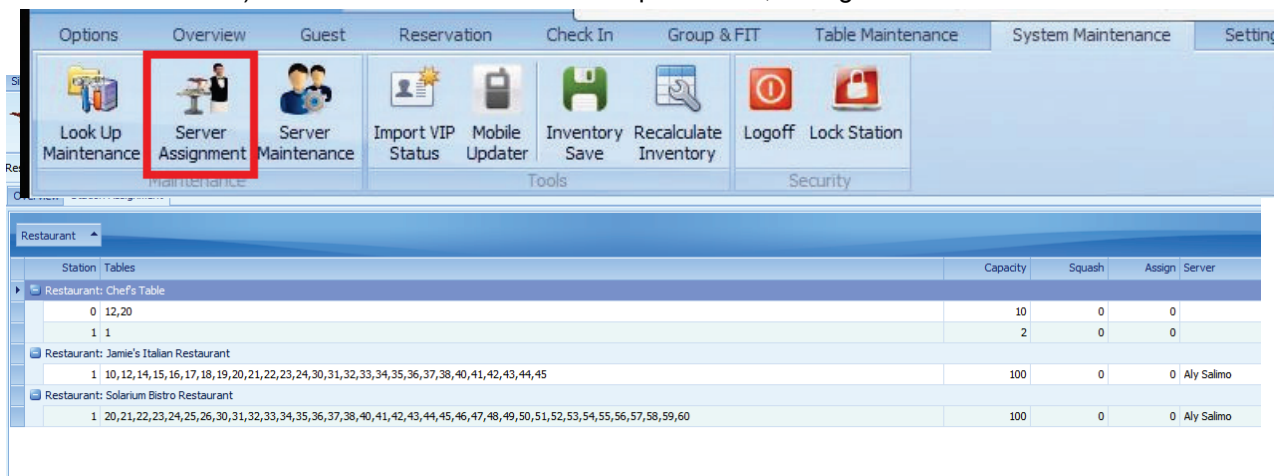
For more information please refer to GDF configuration specification documentation provided by OHC with the GDF Installation.

3 Server Assignment

Setup

The Server Assignment form is used to assign the station along with its respective table so the user is able to view and work on his assigned Station in Silverwhere Mobile MY STATION for each waiter.

- 1) Go to System Maintenance → Server Assignment:
- 2) Select Restaurant from the drop down list, then go to the tab “Station

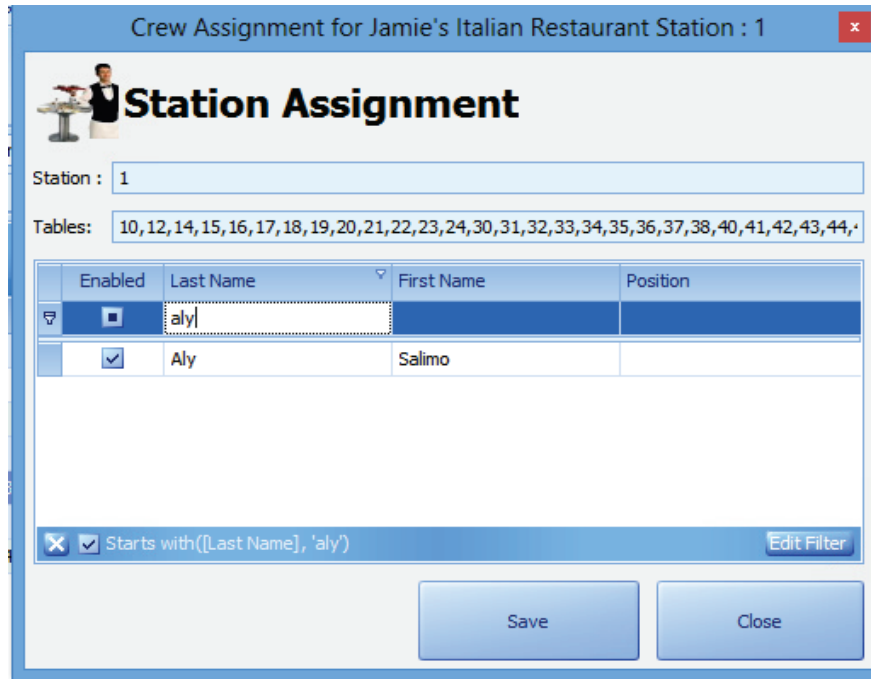


The screenshot shows the Silverwhere Mobile MY STATION interface. The top navigation bar includes tabs for Options, Overview, Guest, Reservation, Check In, Group & FIT, Table Maintenance, System Maintenance, and Settings. Below the navigation bar is a grid of icons for various functions. The 'Server Assignment' icon, which depicts a waiter at a table, is highlighted with a red rectangular box. Other icons include Look Up Maintenance, Server Maintenance, Import VIP Status, Mobile Updater, Inventory Save, Recalculate Inventory, Logoff, and Lock Station. Below the icon grid is a table with columns for Station, Tables, Capacity, Squash, and Assign Server. The table lists three restaurants: Chefs Table, Jamie's Italian Restaurant, and Solarium Bistro Restaurant, each with a list of station numbers and their respective capacity and assignment status.

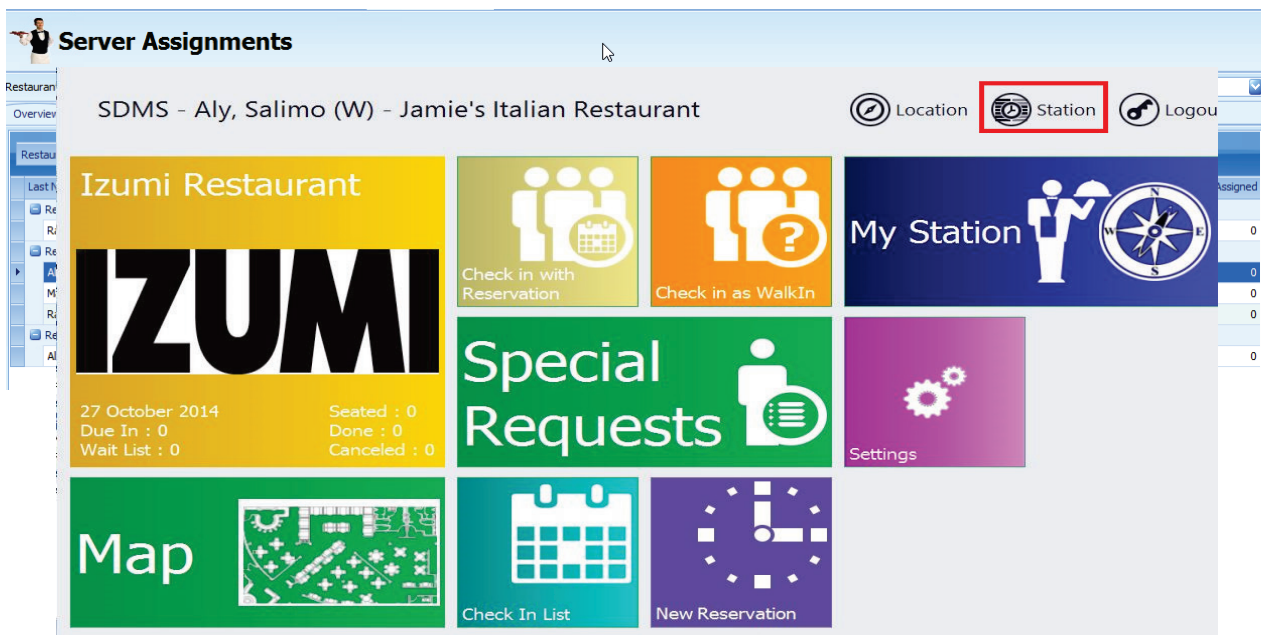
Restaurant	Station	Tables	Capacity	Squash	Assign	Server
Restaurant: Chefs Table	0	12,20	10	0	0	
	1	1	2	0	0	
Restaurant: Jamie's Italian Restaurant	1	10, 12, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 30, 31, 32, 33, 34, 35, 36, 37, 38, 40, 41, 42, 43, 44, 45	100	0	0	Aly Salimo
Restaurant: Solarium Bistro Restaurant	1	20, 21, 22, 23, 24, 25, 26, 30, 31, 32, 33, 34, 35, 36, 37, 38, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60	100	0	0	Aly Salimo

Assignments”:

- 3) Double click on one station, for example station 1 from Restaurant Jamie's Italian then click on the server you want to assign for this station, and save:



- 4) In tab "Overview", you can check back which servers are responsible for which stations :



- 5) In Mobile, server can see their station from screen below:

6) After select the tile “My Station”, assigned tables matching the assigned station for Crew Member can be seen.

