Oracle® Hospitality Cruise Shipboard Property Management System

OHC Crew User Guide

Release 8.00

E85218-02

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Preface

The Crew module is one of the core module within Oracle Hospitality Cruise Shipboard Property Management System (SPMS) that maintains all crew's profile, reservations, billings and other requests during the voyage.

Audience

This document is intended for application specialist and 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 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
March 2017	Initial publication
May 2018	Minor update and change of document format

Prerequisite and Compatibility

This section describes the minimum requirements for Crew Module.

Prerequisite

OHC Crew.exe

Compatibility

SPMS version 8.00 or later. For customer operating on version below 8.00, database upgrade to the recommended or latest version is required.

1 Overview

The Overview Menu comprises of functions that provides an overview of the Cabin Availability, Overview, Comments, Flights and ability to add Work Orders related to the cabin. The function is accessible by launching the OHC **Crew** module from the Launch Panel.

1.1. Cabin Availability

The Cabin Availability provides an overview of the cabin availability by date, deck, category and/or features, including a view by deck plan along with the current cabin cleaning status and the number of available berths.

Searching for Available Cabin

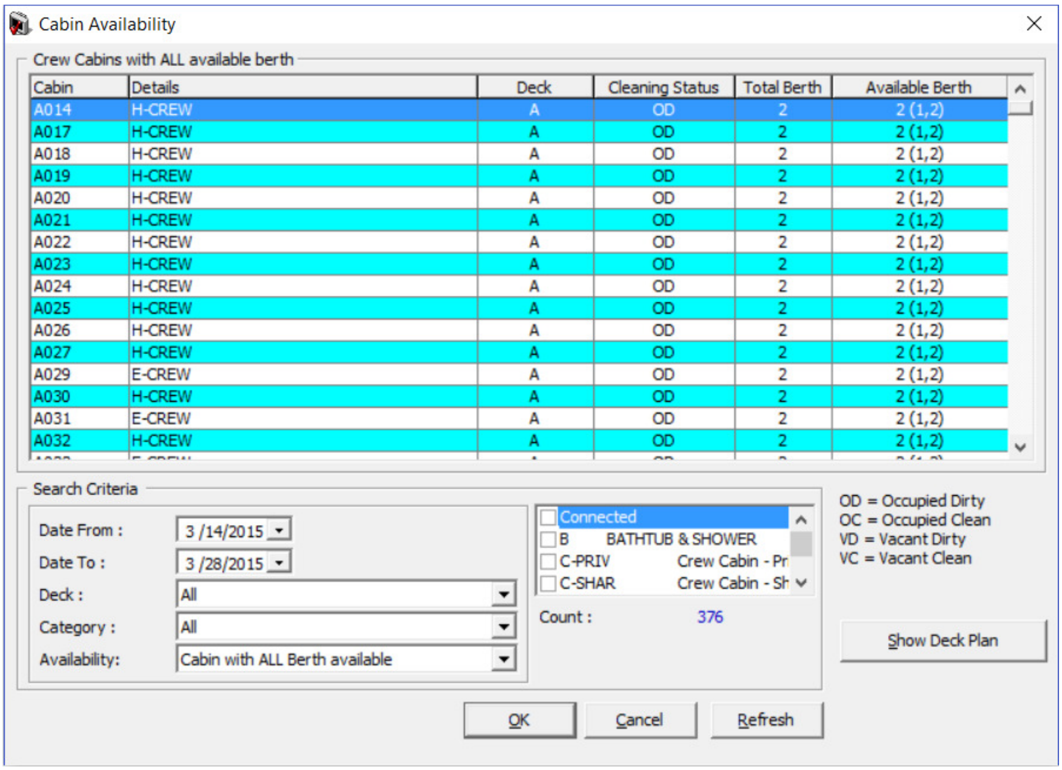


Figure 1-1 - Cabin Availability

1. From the **Overview** menu, select **Cabin Availability** from the drop-down list.
2. In the **Selection Criteria**, select the **Date From/To, Deck** and **Category** from the drop-down list.
3. Select the **Cabin Features** using the check box, if any.
4. Click **Refresh** to refresh the view.

Viewing Cabin Availability Using Deck Plan

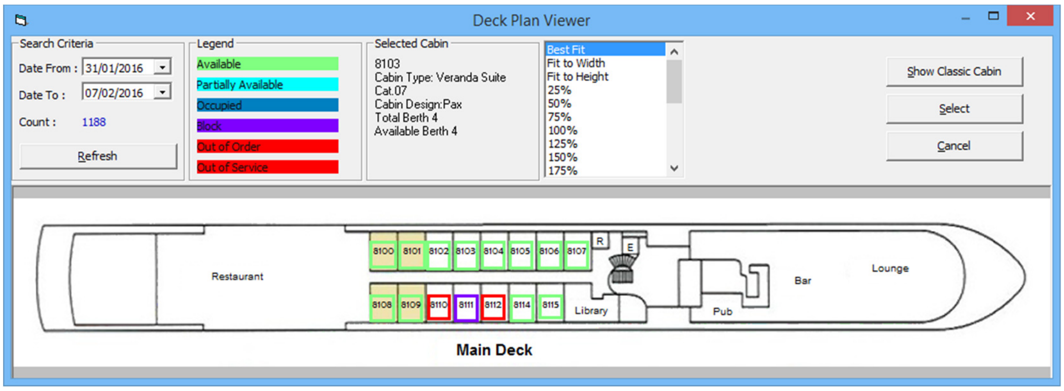


Figure 1-2 - Deck Plan Viewer

1. From the Cabin Availability window, click Show Deck Plan.
2. In the Selection Criteria, enter the **Date From/To,** then click **Refresh.**
3. The status of the cabin shown is according to the color chart, and information of the selected cabin is displayed in the **Selected Cabin** section.

1.2. Cabin Overview

The Cabin Overview lists all cabin by cabin clean status, date, category, and the occupant's name. This function allows you to update the cabin clean status by batch within the same screen.

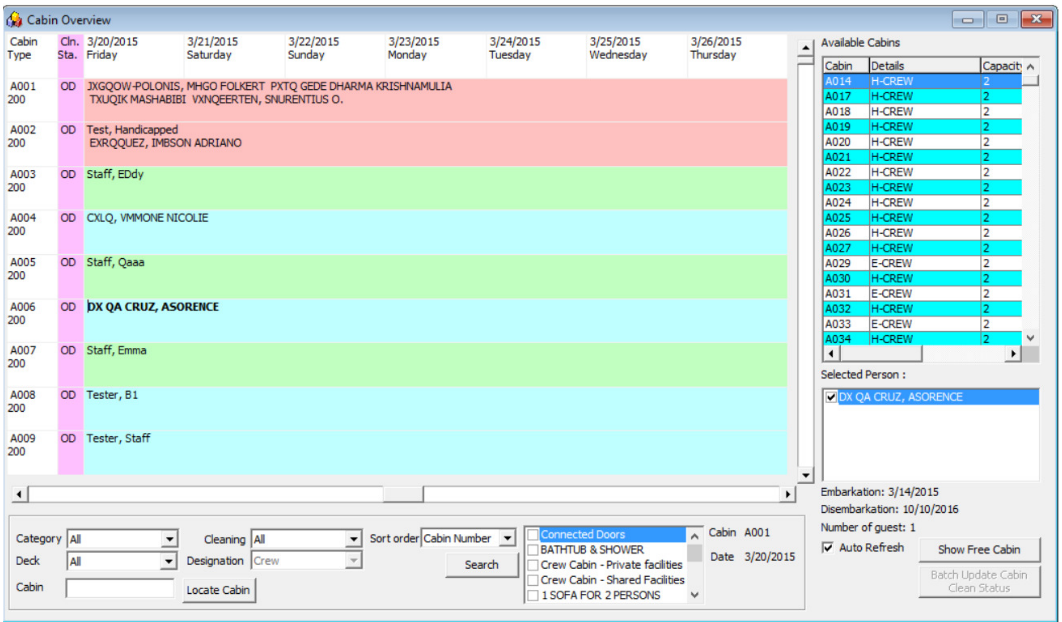


Figure 1-3 - Cabin Overview screen

Navigating through Cabin Overview

The cabin numbers and category are shown on the left of the Overview screen, followed by the cabin cleaning status and occupant's name in the next column. If the cabin is occupied or blocked for expected guest, the passenger name is shown in the grid from the date of embarkation to the date of disembarkation. You may use the filter options located at the bottom of the screen to search for a specific category or cabin in a particular cleaning state. In the Available Cabins on the right section of the screen, the cabins with crew name are shown when the crew name field is checked.

Batch Update of Cabin Clean Status

This function allows you to update the cabin status by batch, using the available filters.

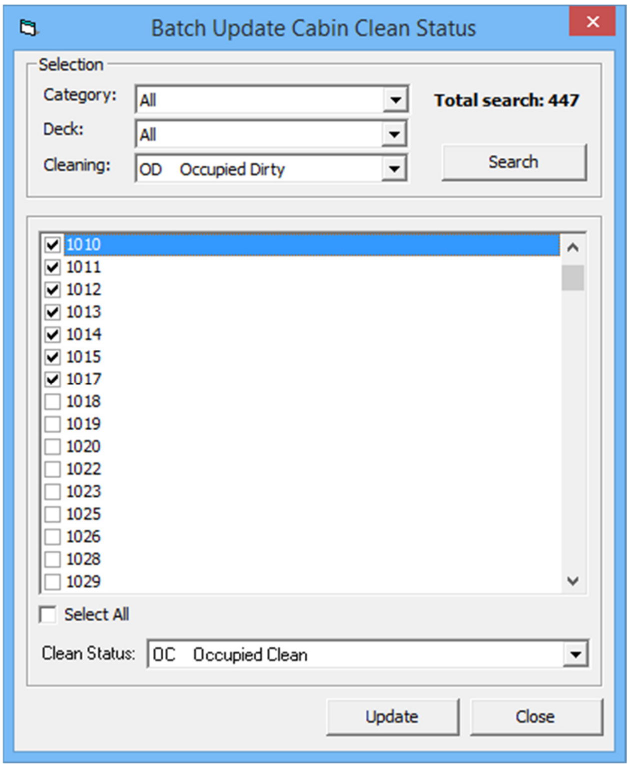


Figure 1-4 - Batch Update of Cabin Clean Status

1. At the bottom right of the Cabin Overview screen, click the **Batch Update Cabin Clean Status**.
2. In the Batch Update Cabin Clean Status window, choose the **category** or **deck**, followed by the **cleaning status**, and then click **Search**.
3. Cabins matching the criteria are shown. Select the cabin by checking the check box besides the cabin number or use the **Select All** to check all the check boxes.
4. Select the **Clean Status** from the drop-down list, then click **Update**.

1.3. Comments Overview

The Comments Overview allows viewing and editing of all comments entered in Crew Handling function, as well as adding new comments.

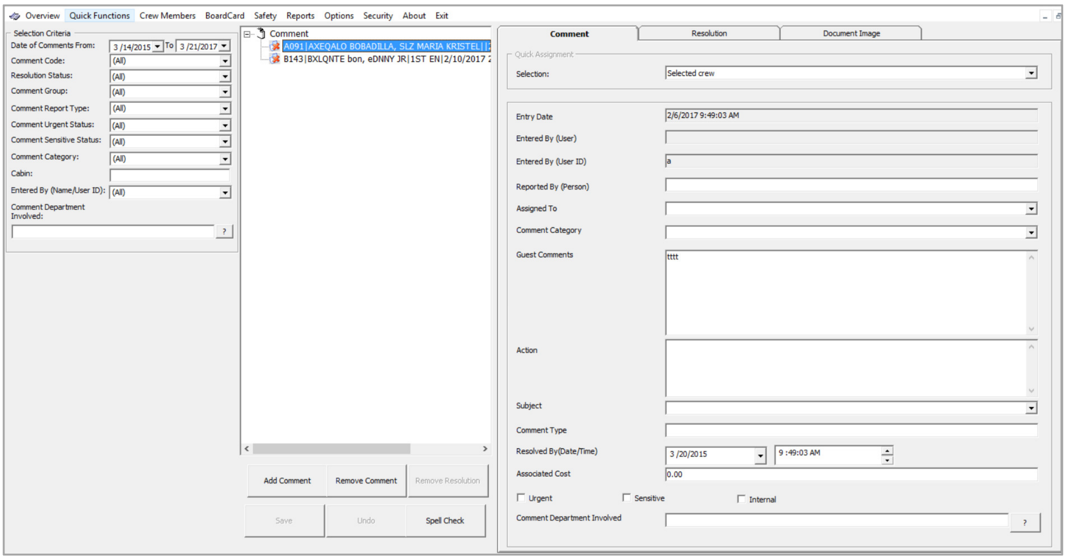


Figure 1-5 - Comments Overview screen

1. From the Overview menu, select **Comments Overview** from the drop-down list.
2. In the **Selection Criteria**, choose from the available filters for information to be displayed, and then click **Refresh**.
3. Information matching the selection are shown in Comment section located in the middle of the screen. To view the comment, select the comment from the Comment section.

See Comments Tab section on how to add or remove a comment.

1.4. Flights Overview

This function enable you to set up the arrival or departure flights, which will allow you to plan your resources and organize ground transfers for passengers where necessary. To access the function, select **Flights Overview** from the Overview menu.

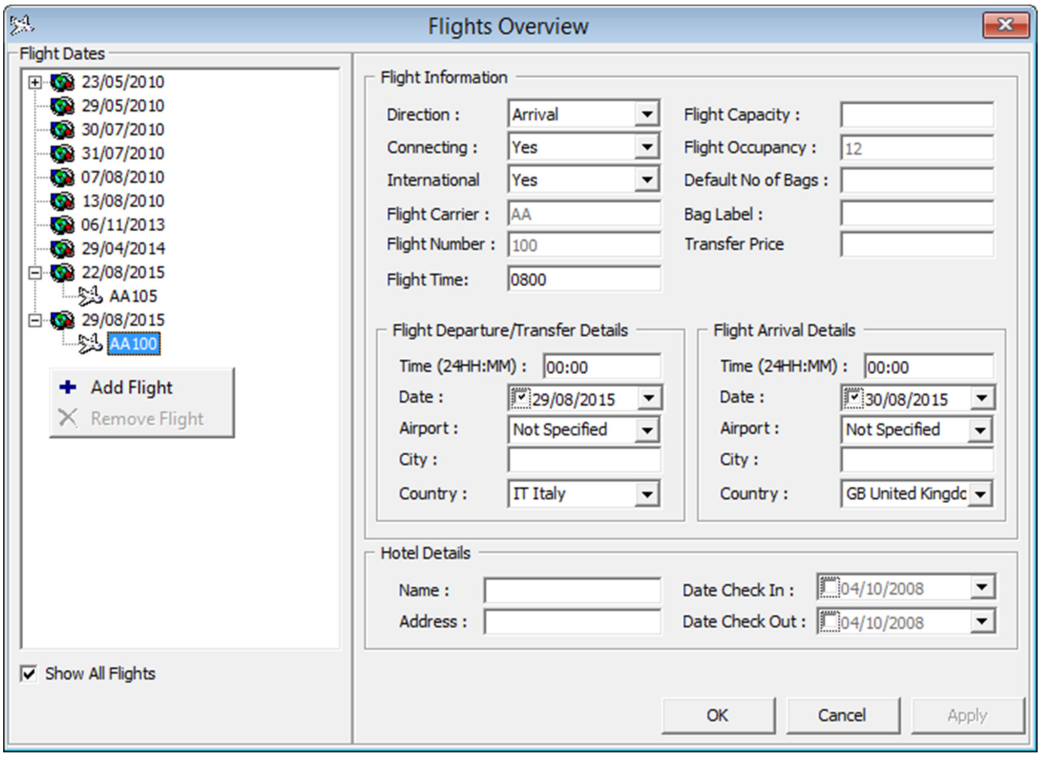


Figure 1-6 - Flight Overview screen

Adding/Removing Flight Information

1. On the left pane of the Flight Overview window, right-click and select **Add Flight**.
2. Enter all the necessary **Flight Information** on the right section of the screen and then click **OK** to save.
3. To remove the flight information, select and right-click the **Flight Number,** and then select **Remove Flight**.

1.5. Add Work Orders

Work order may be added singly or by batch using the Criteria Add function. Entry of the work orders are not limited to the Crew module and this function is also available in Maintenance module and Management module, Front Desk, Add Work Order.

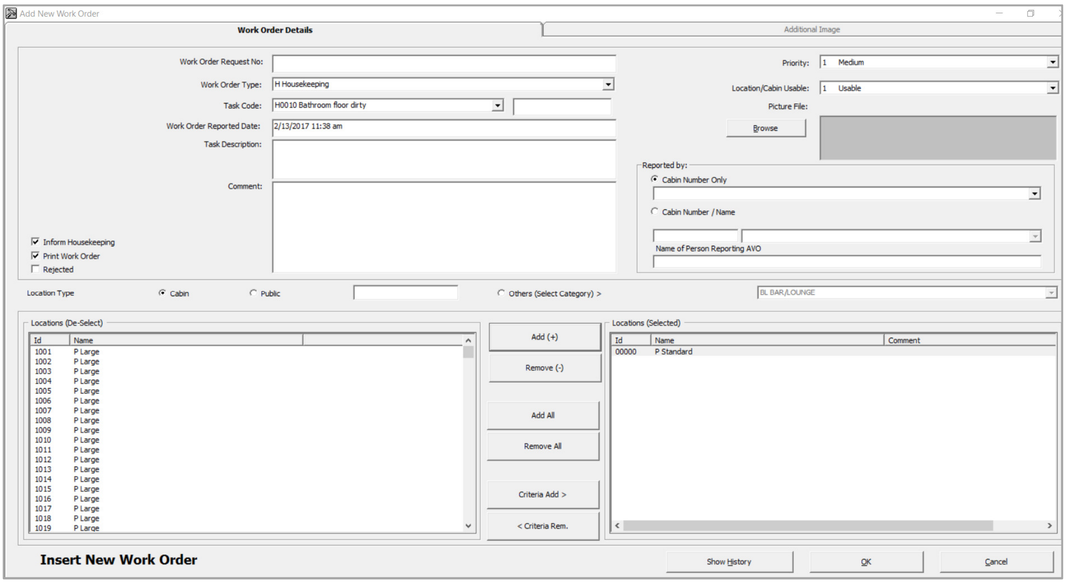


Figure 1-7 - Add New Work Order form

Adding Single Work Order

1. From the Overview menu, select **Add Work Orders**.
2. At the Work Order Details tab of Add New Work Order form, enter the external document number in **Work Order Request No.** field, if any.
3. Select from the drop-down list the **Work Order Type, Task Code** and enter the **Task Description** and **Comment**.
4. Select the **Priority** and **Location/Cabin Usable Status** from the drop-down list and attach a picture file, if any. You may override the predefined Priority and Location Usable Status when adding or editing a work order.
5. In the Reported By section, select the **Cabin number** and enter the **Name of Person Reporting AVO**.
6. Select the **Location Type**, either **Cabin, Public** or **Others (Select Category)>**, then navigate to Location section and select the exact location from the grid.
7. Click **Add** to add the location to Location (Selected) section.
8. To de-select the location from Locations (Selected), mark the item to remove and then click **Remove(-)** or **Remove All**.
9. Click **OK** to save the work order.

Adding Work Orders by Batch

1. Repeat step 1 to 6 of the above.
2. Click **Criteria Add>,** located between **Locations (De-Select)** and **Locations (Selected)** to launch the Cabin Selection window.
3. In the Cabin Selection window, navigate to **Search Criteria** section, select the criteria from the drop-down list and check the required filter, and then click **Refresh** to update the information in the grid.

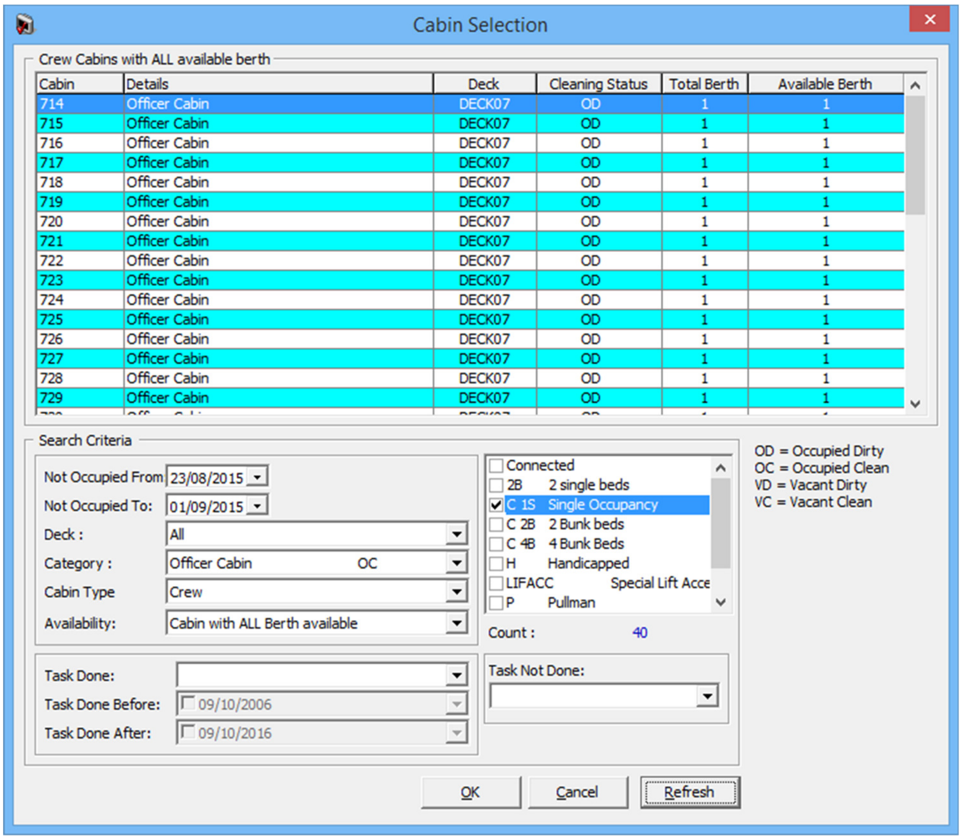


Figure 1-8 - Cabin Selection Criteria

4. Click **OK** to add the selection to **Locations (Selected)**.
5. To de-select the location from **Locations (Selected)**, mark the item to remove and then click **Remove(-)** or **Remove All**.
6. Click **OK** to complete the work order.

2 Quick Functions

The Quick Function is designed to facilitate and expedite billing processes during disembarkation, assigning of crew course and certificates, flight arrangements and many others.

2.1. Quick Billing

The Quick Billing function enable you to expedite the check-out processes during disembarkation, and invoices to be printed in batches using the available criteria. Function is accessible from **Quick Functions** menu**.**

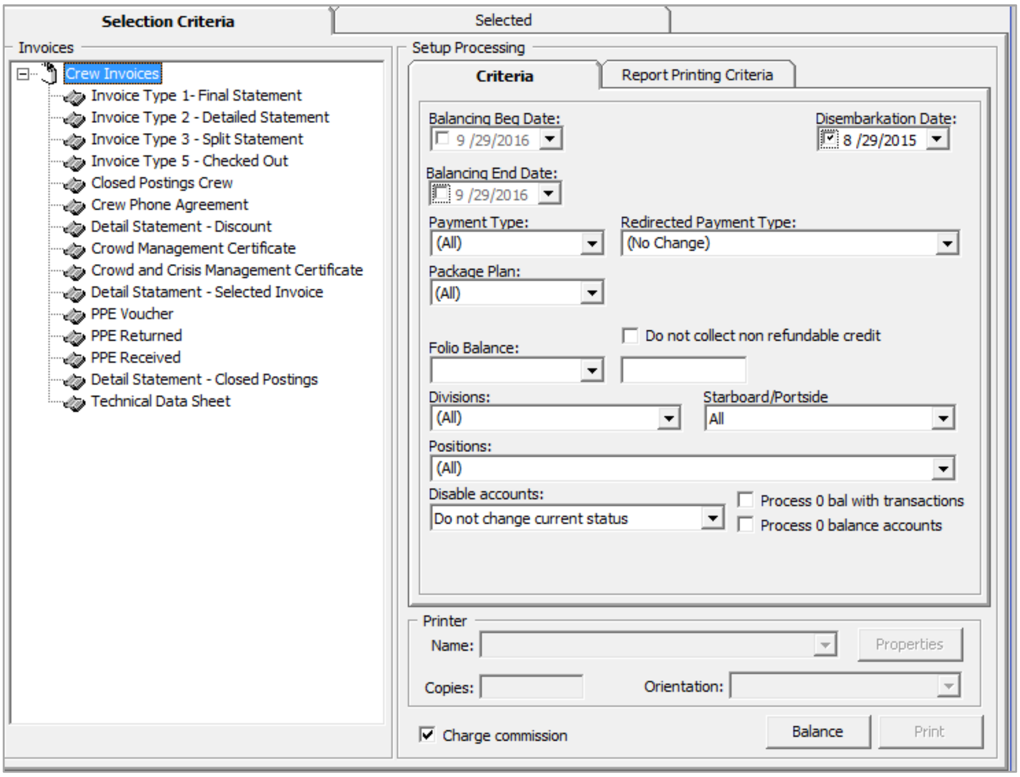


Figure 2-1 - Quick Billing Selection Criteria screen

Table 2-1 - Field definition of Quick Billing screen

Field	Description
Crew Invoices	Type of invoice form
Balancing Begin Date	Date to balance from.
Balancing End Date	Date to balance until
Disembarkation Date	Disembarkation Date filter
Payment Type	Payment type filter
Redirected Payment Type	Redirect selected payment to another payment method
Package Plan	Filter by Package Plan
Folio Balance	Filter by folio balance e.g.: greater than or equal to X value.

Field	Description
Do not collect non-refundable credit	Credit balance withheld for use in future cruise.
Divisions	Invoice sort order by division.
Starboard/Portside	Invoice sort order Starboard/Portside.
Positions	Invoice sort order by position.
Disable accounts	Update account status to "allow manual postings only" or "blocked all postings"
Process 0 bal with transactions	Include guests that has already settled in full and allow a reprint of the invoice in Quick Billing screen.
Process 0 balance accounts	Include 0 balance accounts with/without transactions.
Printer	Printer assigned for invoice printing, number of copies to print and print orientation.

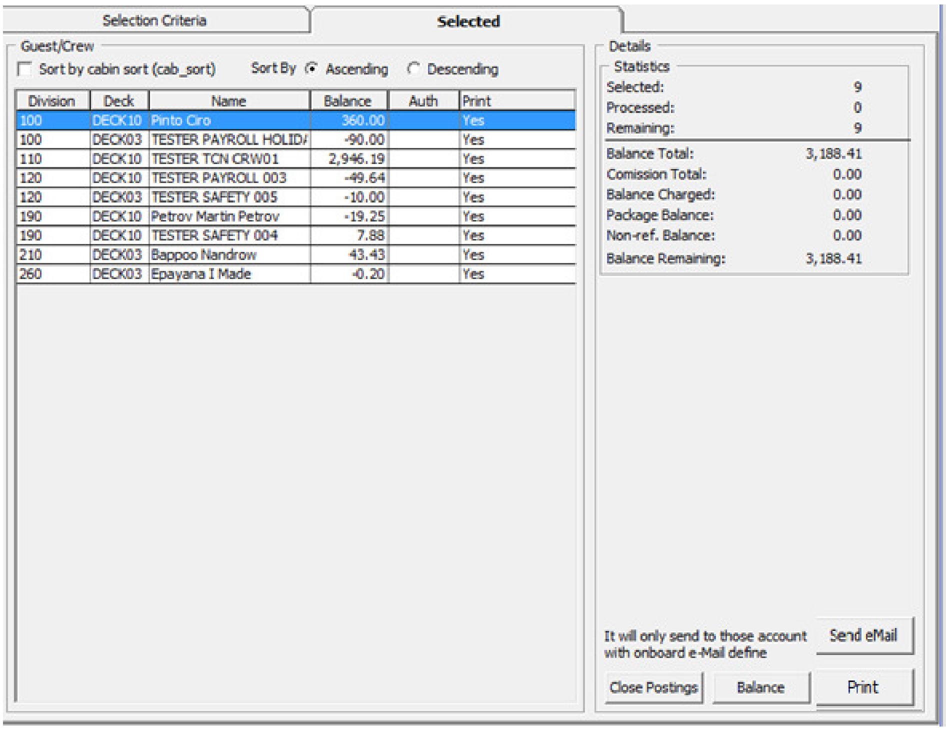


Figure 2-2 - Quick Balance Selected tab

Table 2-2 - Field definition of Crew Quick Balance

Field	Description
Division	Division number
Deck	Location of Cabin
Name	Crew Name
Balance	Total Invoice Balance
Auth	Authorization Status

Field	Description
Print	Invoice Printed status.
Statistics	Indicator count of selected, processed and remaining accounts with its value in balance or charged.
Send eMail	Invoices are emailed to crew on-board email account
Close Postings	Set invoice postings to Disallowed
Balance	Process balancing for selected accounts
Print	Print invoices for selected accounts

Crew Quick Billing

Quick Bill Printing

The **Selection Criteria** tab in **Crew Quick Billing** function determines the type of invoices to print/pay based on the criteria entered for all disembarking crews. For example; crew paying by credit card or only crew with x outstanding amount.

1. From **Quick Billing, Selection Criteria** tab, select an **invoice type, Balancing Begin Date, Disembarkation Date, Payment Type, Folio Balance (if applicable), Division and Position**.
2. At the **Printer** section, select an invoice printer, enter the number of copies to print and choose the print orientation, and then click **Print**.
3. At the Quick Printing prompt, select **Yes** to continue.

Quick Bill Balance

Apart from printing invoices by batch, balancing of the crew account is only possible when there is a credit card on file.

1. Repeat steps 1 to 3 of the above.
2. In the **Disable accounts** field, select the appropriate **Posting status** from the drop-down list.
3. Navigate to the **Selected tab** to verify the results, and adjust the selection until you achieve the desire result.
4. To exclude a crew from the search result, right-click on the name and then click **Remove**. When a crew is removed from the grid, the statistic count is updated accordingly.
5. At the Confirmation prompt, click **Yes** to confirm and then click **Balance** at the bottom of the screen.
6. At the Quick Balance prompt select **Yes** and then click **OK** at the Quick Balance Info prompt.

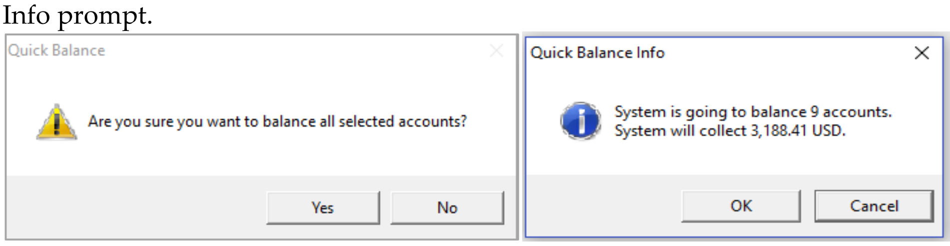


Figure 2-3 - Quick Balance Info Prompt

7. In the Quick Balance Info warning prompt, read the warning, then click **OK** to proceed.

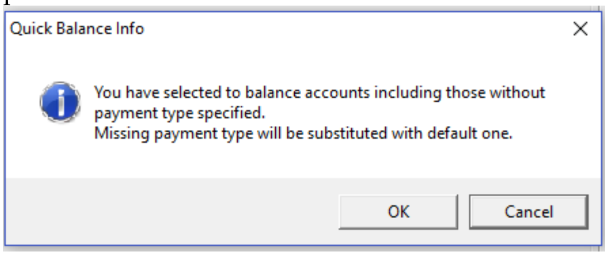


Figure 2-3 - Quick Balance Info Prompt

8. The total amount charged and number of account processed are shown in the Statistic section once the accounts is balanced successfully.

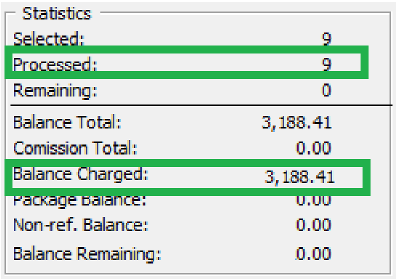


Figure 2-4 - Statistic of Account processed and value charged

9. Click the **Close Postings** at the bottom right of the screen to disallow postings on these accounts.

Quick Bill eMail

All Crew that has an on-board email account may opt to receive copy of their invoices through eMail, and this function is controlled by a Parameter. Please consult your IT Department for setup, if this is not pre-configured.

1. Repeat step 1 to 4 of Quick Bill Balance.
2. Navigate to the **Selected tab** and then click **Send eMail**, located at the bottom right of the screen. If no printer is assigned, the system disables the Send eMail feature.
3. Without balancing the invoice, click **Send eMail**.
4. At the Quick Printing prompt, click **Yes** to proceed. An 'e-Mail sent' is added to the **Auth** column when the invoice is successfully sent.

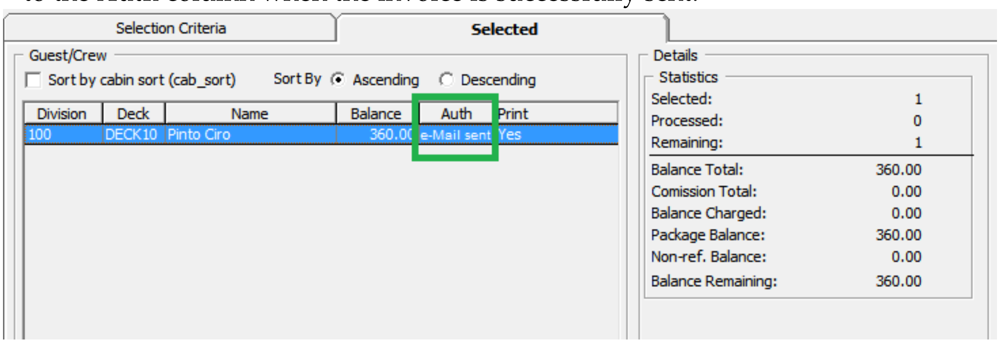


Figure 2-5 - Invoice successfully emailed indicator

2.2. Crew Quick Cabin Assignment

The Crew Quick Cabin Assignment function allows you to assign or unassigned cabin individually or by a group of crews. This section describes the steps to perform a quick cabin assignment to Crew, based on available cabin or cabin which has assigned to crew.

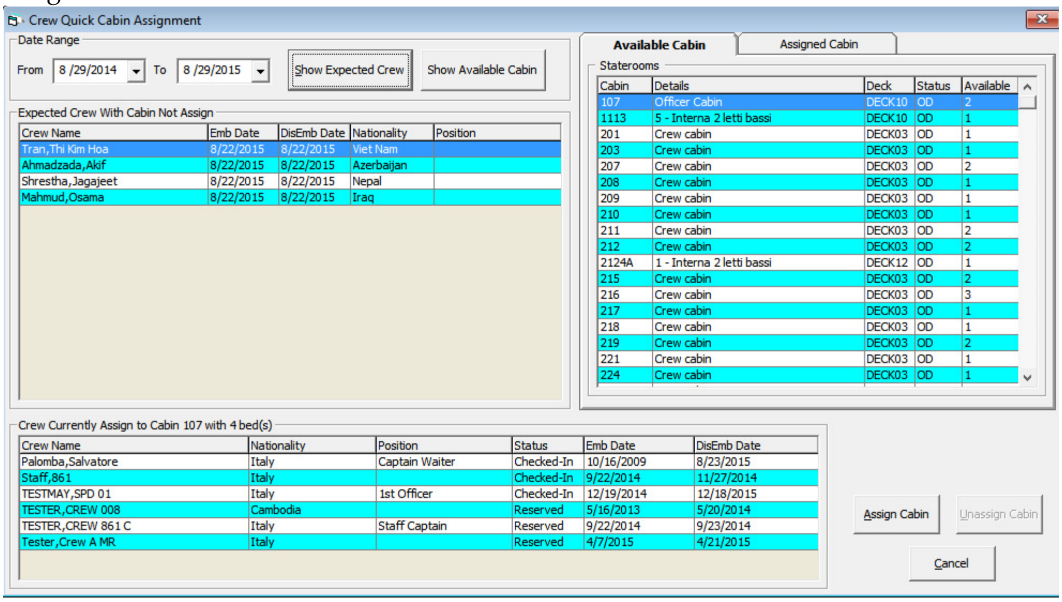


Figure 2-5 - Invoice successfully emailed indicatorQuick Cabin Assignment screen

Assigning a Cabin

1. From the **Quick Functions**, select **Crew Quick Cabin Assignment** from the drop-down list.
2. Select the **Date From and Date To** using the date editor, then click the **Show Expected Crew.** The expected crew that do not have a cabin assign are displayed in the **Expected Crew With Cabin Not Assign** grid.

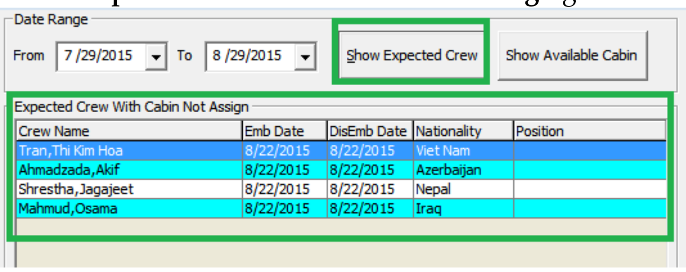


Figure 2-2 – Show Expected Crew screen

Table 2-1 - Field definition of Quick Cabin Assignment for Expected Crew

Field	Description
Crew Name	Name of Crew
Emb Date	Embarkation Date of Crew
DisEmb Date	Disembark Date of Crew
Nationality	Nationality of Crew
Position	Position of Crew

3. Available cabins are shown in **Available Cabin** section. Selecting any cabin from the grid will show the cabin assignment history of Checked-In and Expected

crew in the **Crew Currently Assign to Cabin xxx with x bed(s)** grid.

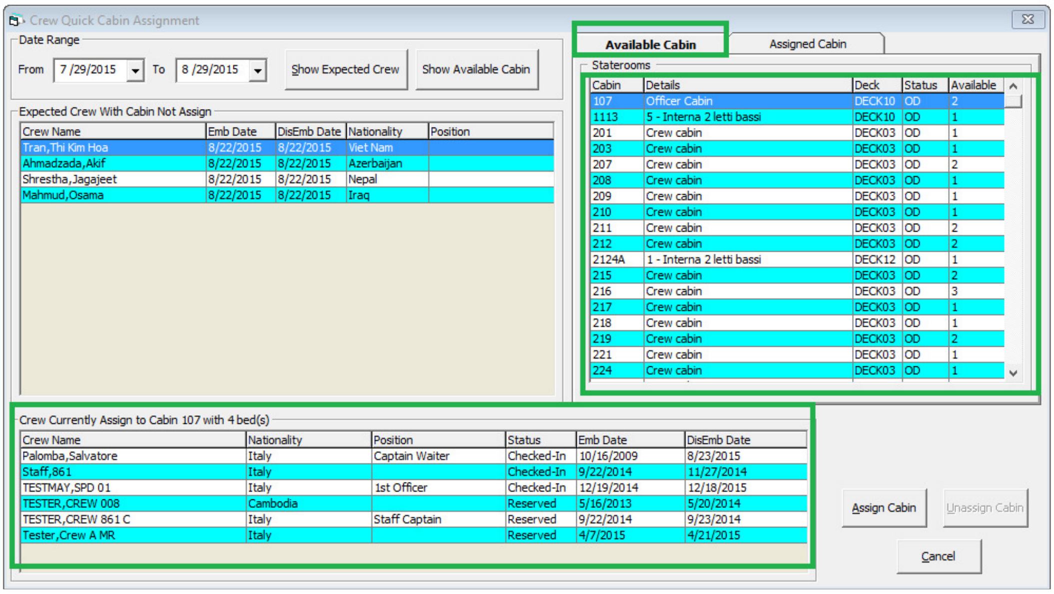


Figure 2-6 - Available Cabin screen

4. Navigate to **Assigned Cabin tab** to view all cabin assigned with crew. The cabin assignment history of Checked-In and Expected Crew is shown in the **Crew Currently Assign to Cabin xxx with x bed(s)** grid when a cabin is selected.

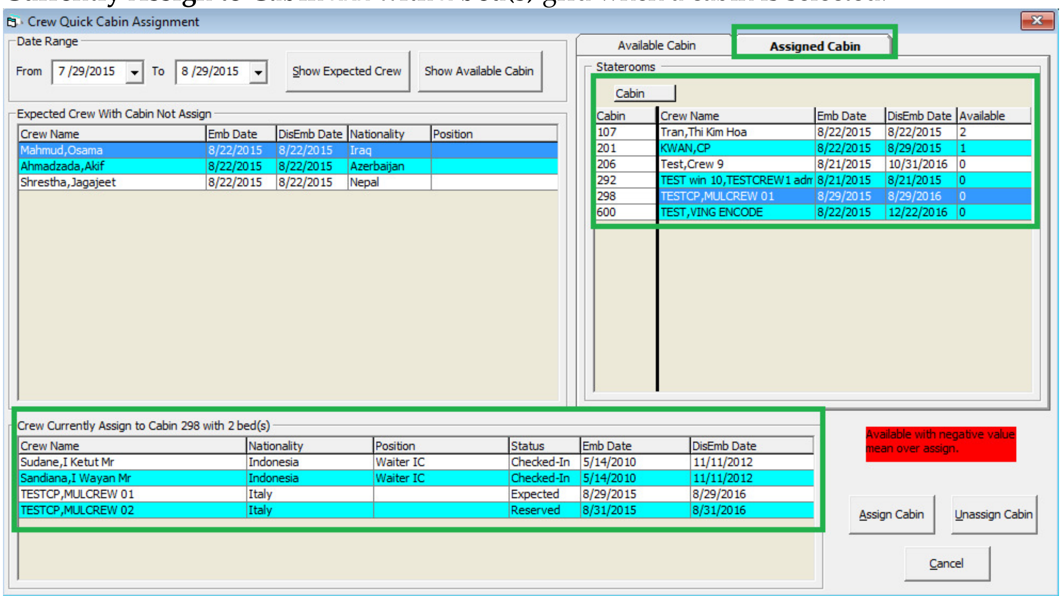


Figure 2-4 – Assigned Cabin screen

Table 2-2 - Field definition of Quick Cabin Assignment for Staterooms column

Field	Description
Cabin	Cabin number
Details	Details of Cabin
Deck	Location of Cabin
Status	Status of Cabin
Available	Available unit of cabin
Crew Name	Name of Crew
Emb Date	Embarkation Date of Crew
DisEmb Date	Disembark Date of Crew
Quick Cabin Assignment	Crew Currently Assign to Cabin xxx with xbed(s)
Crew Name	Name of Crew
Nationality	Nationality of Crew
Position	Position of Crew
Status	Status of Crew
Emb Date	Embarkation Date of Crew
DisEmb Date	Disembark Date of Crew

5. Select the crew and the cabin from either the **Available Cabin** or **Assigned Cabin**, then click the **Assign Cabin.** The assigned crew cabin is now shown in the **Crew Currently Assign to Cabin xxx with x bed(s)** grid.
6. Other option to assign a cabin is by clicking the **Show Available Cabin.** This function only displays cabin without an assignment, and in the **Available Cabin** tab, list of available staterooms are displayed in the grid and cabin assignment history for Checked-In and Expected Crew are then shown in the **Crew Currently Assign to Cabin xxx with x bed(s)** grid.

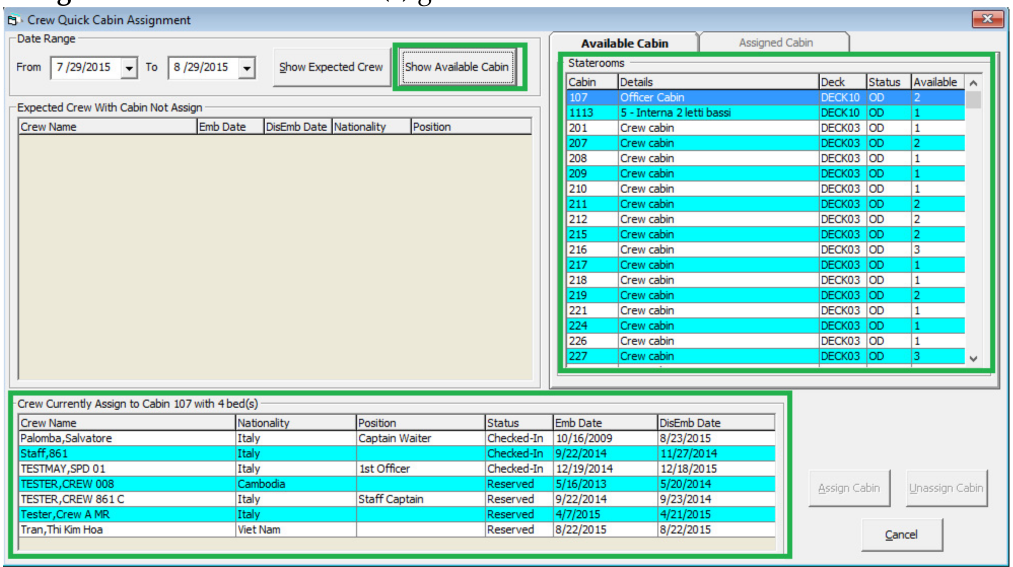


Figure 2-5 – Show Available Cabin screen

7. Repeat step 3 to 5 of the above to assign a cabin.

Un-assigning a Cabin

1. Repeat step 1 to 2 of the above.

2. Navigate to **Assigned Cabin** tab to view all cabin assigned to crew.
3. Select the cabin from the Staterooms list to display the crew assignment history for Checked-In and Expected Crew are shown in the **Crew Currently Assign to Cabin xxx with x bed(s)** grid.

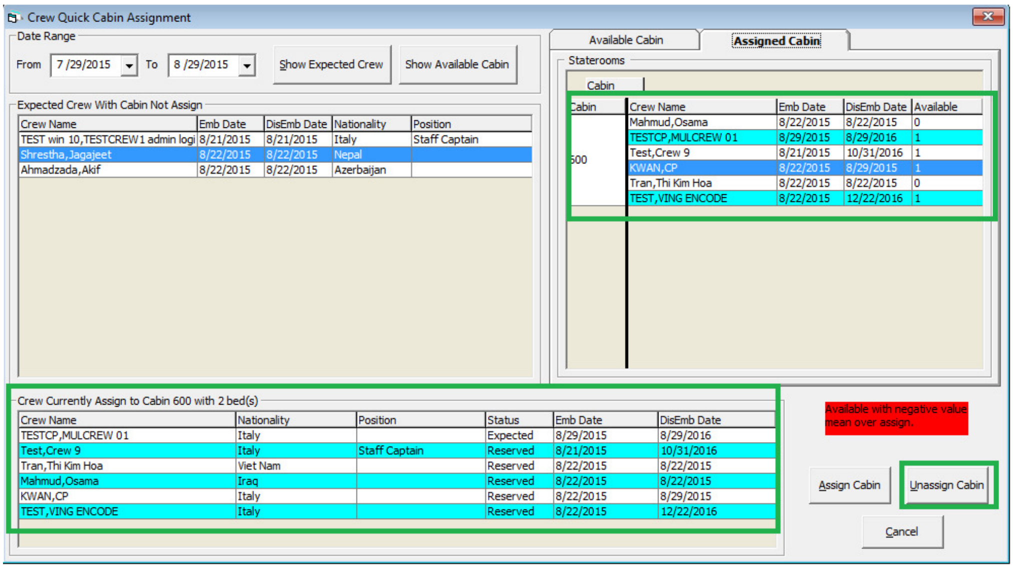


Figure 2-6 – Assigned Cabin screen

1. Select crew from the **Staterooms** grid or **Crew Currently Assign to Cabin xxx with x bed(s)** grid, then click **Unassign Cabin** to un-assign the cabin for the crew.

2.3. Quick Courses Assignment

The Quick Courses Assignment function enable crew courses and certificates to be assigned.

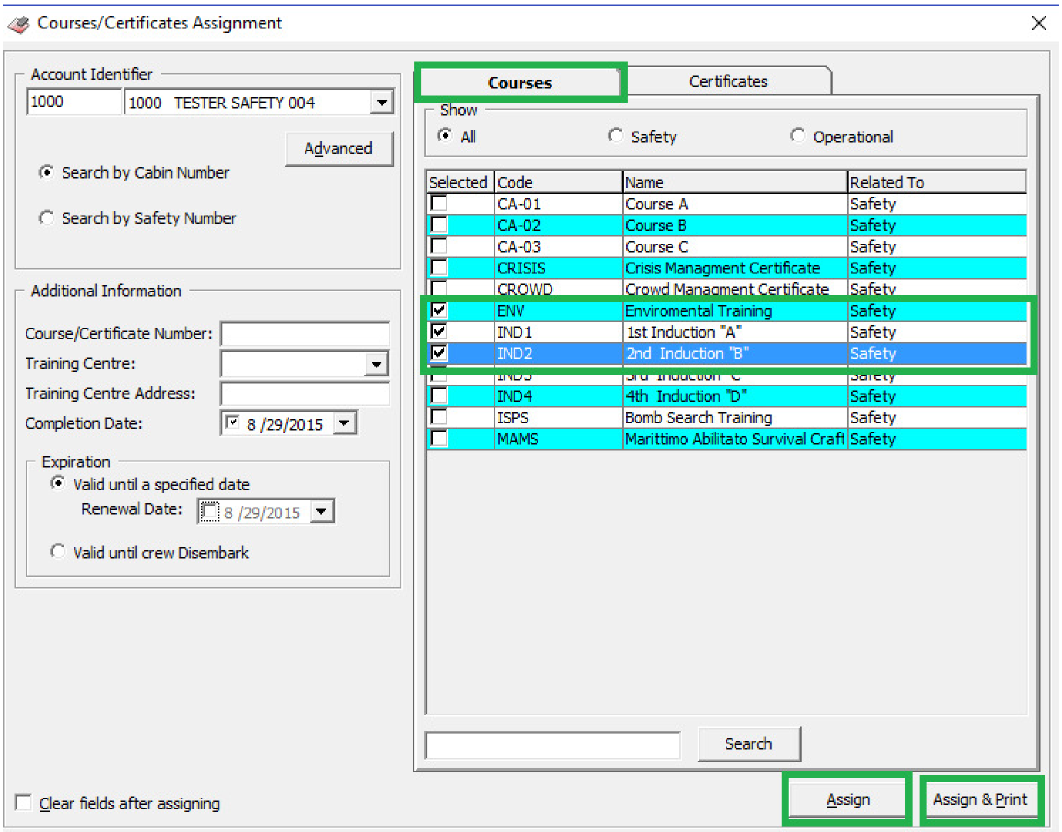


Figure 2-7 - Courses Assignment screen

Table 2-3 - Field definition of Courses/Certificate Assignment screen

Field	Description
Code	Code of Courses/ Certificates
Name	Course/Certificate Name
Related To	Belong to Safety/Operational category

Courses Assignment

1. From the **Quick Functions** file menu, select **Quick Courses Assignment** from the drop-down list.
2. Navigate to the **Courses** tab and select the type of course to assign by checking the checkbox beside the code.
3. In the Account Identifier section on the left, select either to **Search by Cabin Number** or **Search by Safety Number** radio.
4. In the Additional Information section, fill in the Additional Information if any.
5. Check the **Completion Date** and select the date from the date editor.
6. Choose the course expiration period either by selecting the **Valid until a Specified Date** or **Valid until Crew Disembark**. If the **Valid until a Specified Date** is selected, check the **Renewal Date** and select the date from the date editor.
7. Click **Assign** to assign the courses or click **Assign & Print** to assign the course and print the course assigned at the same time.
8. Courses can be search using the **Search Panel** below the course grid.
9. Checking the **'Clear fields after assigning'** check box clears all details after the course assignment completes.

Certificates Assignment

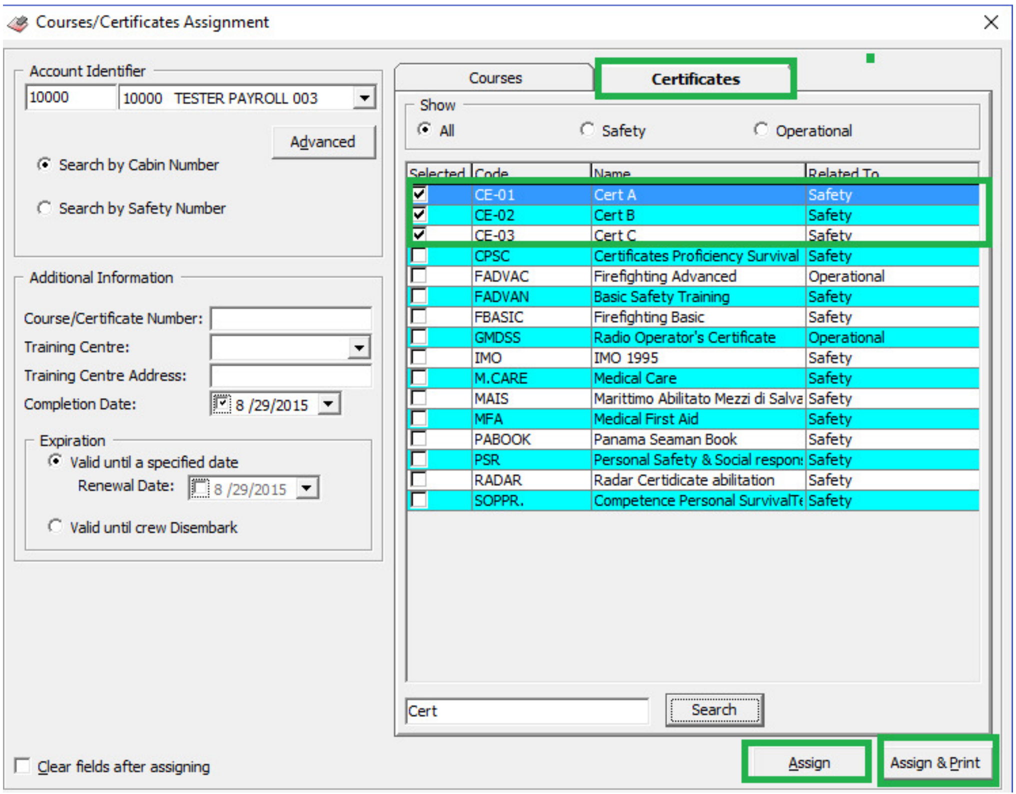


Figure 2-8 - Certificates Assignment screen

1. From **the Course/Certificates Assignment** screen, navigate to **Certificates** tab, and select the course to assign by checking the checkbox beside the code.
2. Repeat above step 3 to 9.

Advanced Courses/Certificates Assignment

Advanced Course Assignment allows you to assign multiple crew to a course/certificate.

1. Under the Account Identifier section in Courses/Certificates Assignment screen, click **Advanced** to open the **Multiple Accounts Selection** window.

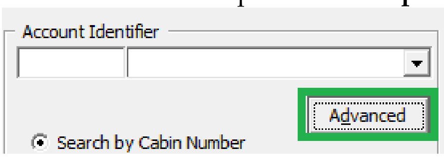


Figure 2-9 - Course/Certificates Assignment – Advanced

2. Crew listed in the **Non Selected Accounts** section is based on default setting in Status and Account Type criteria.

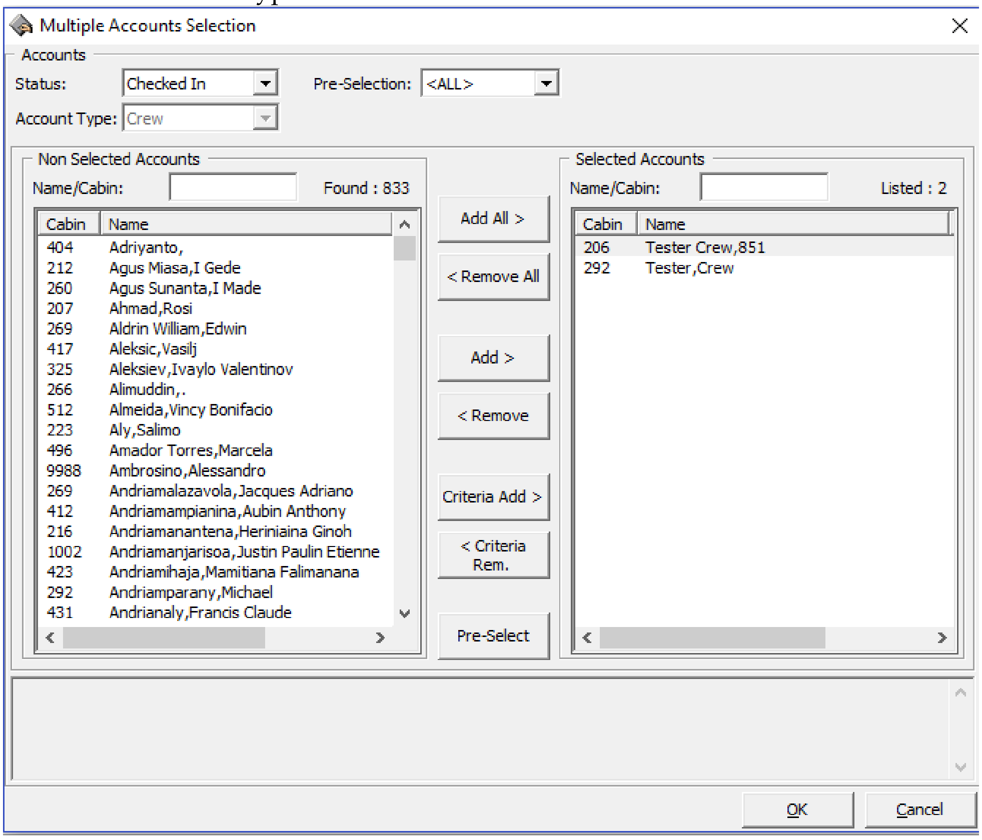


Figure 2-10 - Routing Multiple Account Selection window

3. Choose the reservation status of the crew from **Status** drop-down list.
4. To select all crew, click the **Add All>** button to transfer the crew list to the **Selected Account** window, or individually select the crew name and then click **Add**.
5. Click **OK** to confirm the multiple accounts selection and this opens the **New Courses/Certificates Assignment** window.
6. The cabin search function under **Account Identifier** section is now dimmed and is replaced with (multiple selection).
7. Repeat step 4 to 9 Courses Assignment.

2.4. Quick Discounts Assignment

The Quick Discounts Assignment function enable discounts to be assign to multiple crew's account, either by percentage or by value.

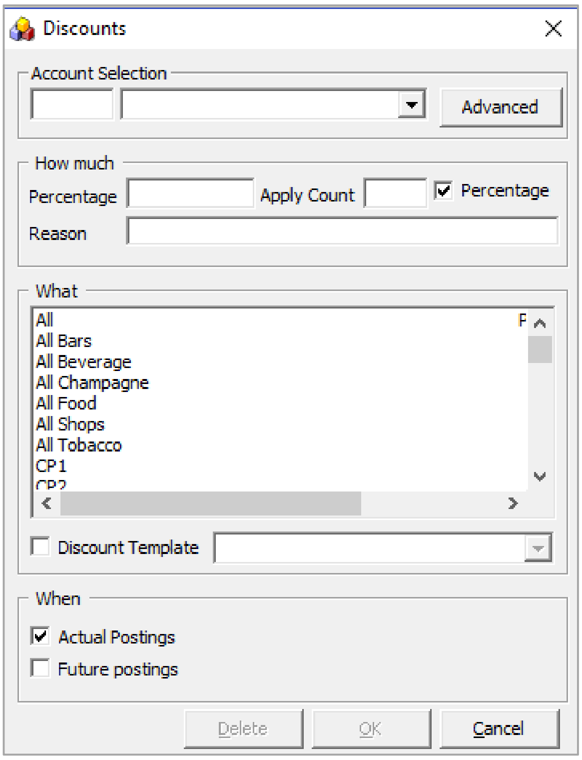


Figure 2-11 - Quick Discount screen

Assigning Discount to Individual Crew

1. From the **Quick Functions** file menu, select **Quick Discounts Assignment**.
2. In the Discounts window, Account Selection section, enter the cabin number and select the respective crew from the drop-down list.
3. Navigate to How much section and enter the percentage value, number of applicable discounts and reason. To apply a Value discount, uncheck the check mark next to **Percentage**.
4. Select the department group or department code in the 'What section', and check whether the discount is applicable to **Actual** or **Future Postings**.
5. Click **OK** to confirm.

Assigning Discount to Multiple Crew

1. From the **Quick Functions** option menu, select **Quick Discount Assignment** from the drop-down list.
2. Under the Account Identifier section in Discounts assignment screen, click **Advanced** to open the **Multiple Accounts Selection** window.

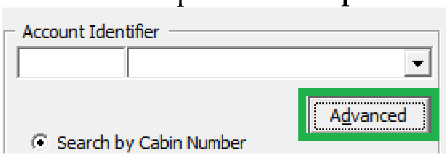


Figure 2-12 - Course/Certificates Assignment – Advanced

3. Crew listed in the **Non Selected Accounts** section is based on default setting in Status and Account Type criteria.
4. Choose the reservation status of the crew from **Status** drop-down list.
5. To select all crew, click **Add All>** to transfer the crew list to the **Selected Account** window, or individually select the crew name and then click **Add**.

6. Click **OK** to confirm the multiple accounts selection and this opens the New Discounts Assignment window with the selected crew account listed on the right table.

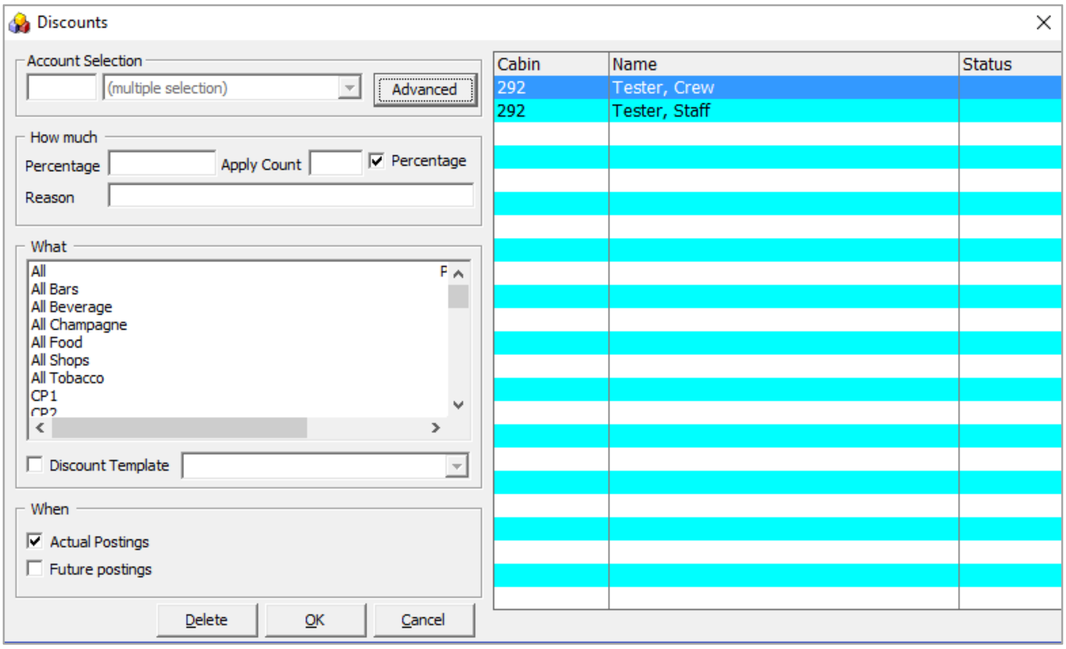


Figure 2-13 -Quick Discount to Multiple Account

7. Repeat step 2 to 5 of Quick Discount to Individual Crew by Percentage/Value.

2.5. Quick Effects Assignment

The Quick Crew Effects Assignment allows you to record crew's effects for single/multiple accounts.

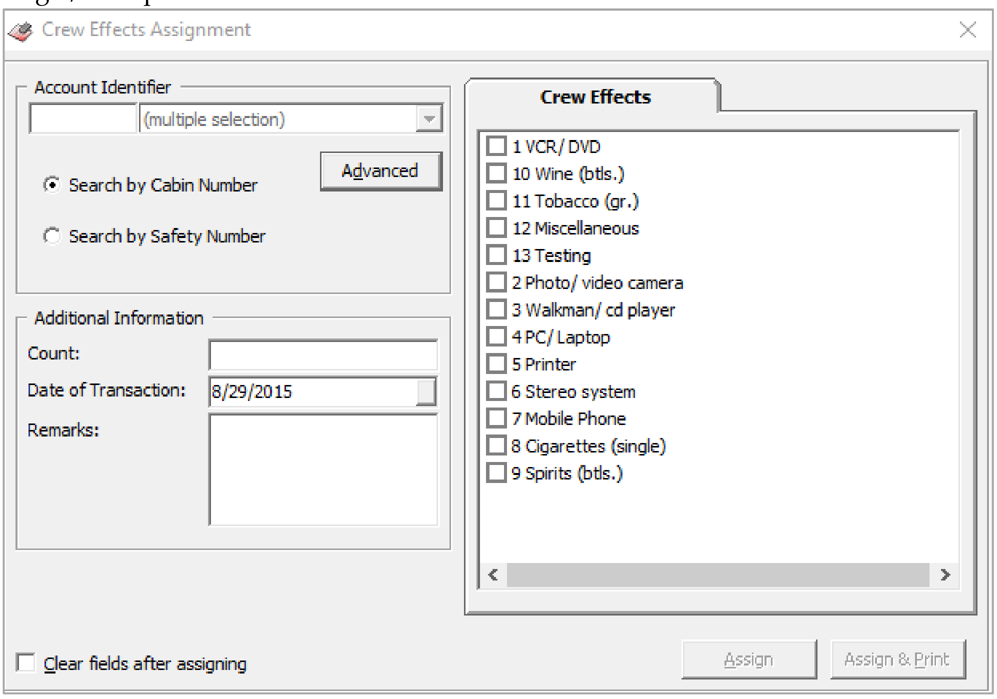


Figure 2-14 - Quick Crew Effects Assignment

4. From the **Quick Functions** file menu, select **Quick Effects Assignment** from the drop-down list.

5. In the Account Identifier section on the left, select either to **Search by Cabin Number** or **Search by Safety Number** radio button.
6. In the Additional Information section, enter the number of items in the **Count** field, select the Transaction date using the date editor and enter a remark if any,
7. Select the Crew Effects item by checking this item check box. Multiple selection is permissible.
8. Click **Assign** to assign the courses or click **Assign & Print** to assign the course and print the course assigned at the same time.
9. Checking the 'Clear fields after assigning' clears all details after completing the course assignment.

2.6. Quick Flight Assignment

The Flight Assignment function enables you to assign the arrival/departure flight individually or by a group of passengers.

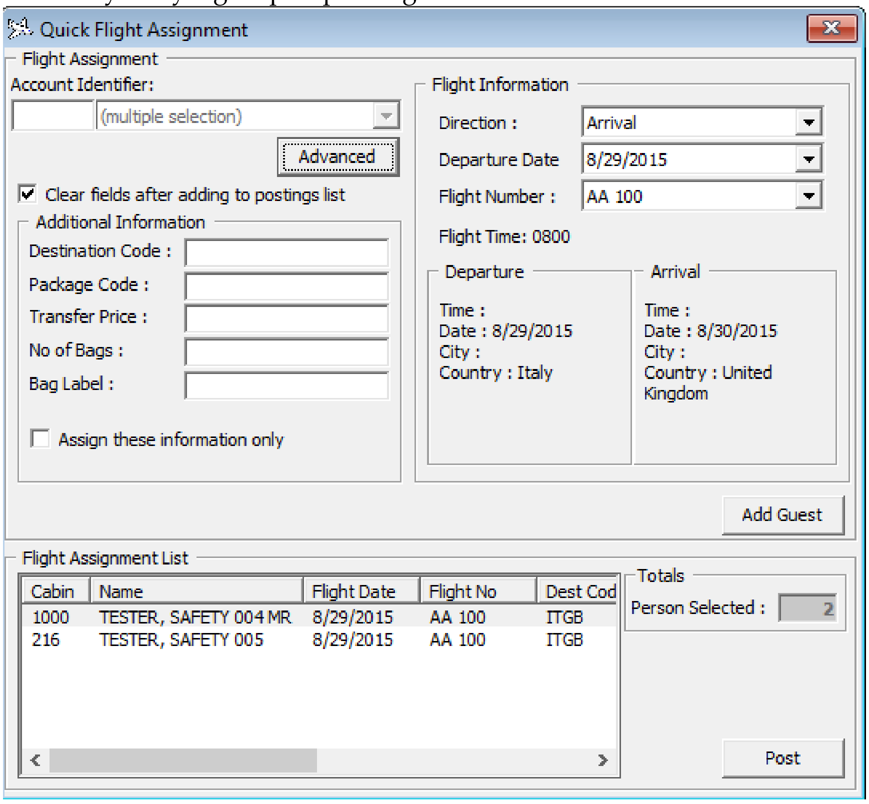


Figure 2-15 - Quick Flight Assignment

1. From the **Quick Functions** File Menu, select **Quick Flight Assignment** from the drop-down list.
2. Enter the account in **Account Identifier** field or click **Advanced** to select Multiple Account.
3. Navigate to Flight Information section and select the **Direction, Departure Date, and Flight Number** from the drop-down list.
4. In the Additional Information section, enter the additional information if any.
5. Click **Add Crew** to add the selected crew to Flight Assignment List, and take note of the Total count beside the Flight Assignment List grid.
6. Click **Post** to update the flight assignment into the crew's account in **Crew Handling, Flight Info tab**.

2.7. Quick Posting

The Quick Postings function posts posting by batch to single account or multiple accounts. This function is extremely useful when there is a large quantity of checks such as laundry or telephone charges to be posted at the same time. The usage of the function is described below.

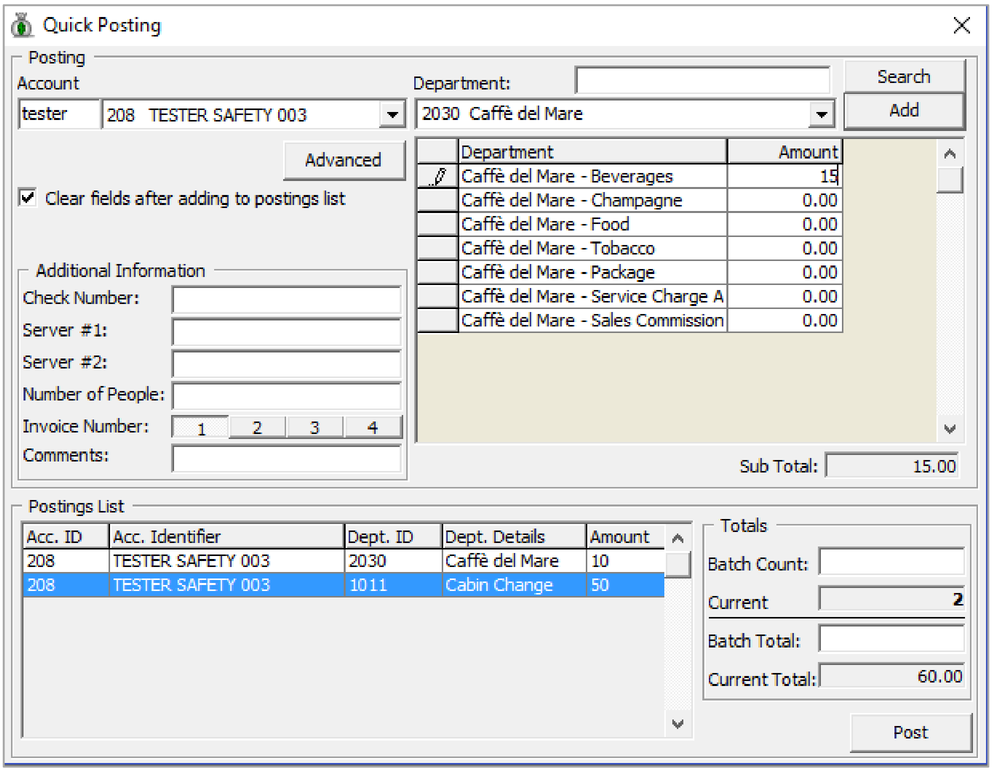


Figure 2-16 - Quick Posting screen

Quick Posting to Single Account

1. From the **Quick Functions** Menu, select **Quick Posting** from the drop-down list
2. Select the **Account** using the drop-down list, then navigate to **Department**, select the department code, and then enter the value to post.
3. In Additional Information section, insert the **check number, Server#1**, if any, and then choose the invoice number to post to. System default Invoice is 1.
4. Click **Add** to add the account to the Posting List grid. Repeat the above step until all checks are added to the Posting List. Note and tally current count and Current Totals with physical crew checks.
5. Click **Post** to confirm posting.

Quick Posting to Multiple Accounts

1. Under the Account field of the Quick Posting screen, click **Advanced**.
2. In the **Multiple Accounts Selection** window, select the **Status** from the drop-down list.

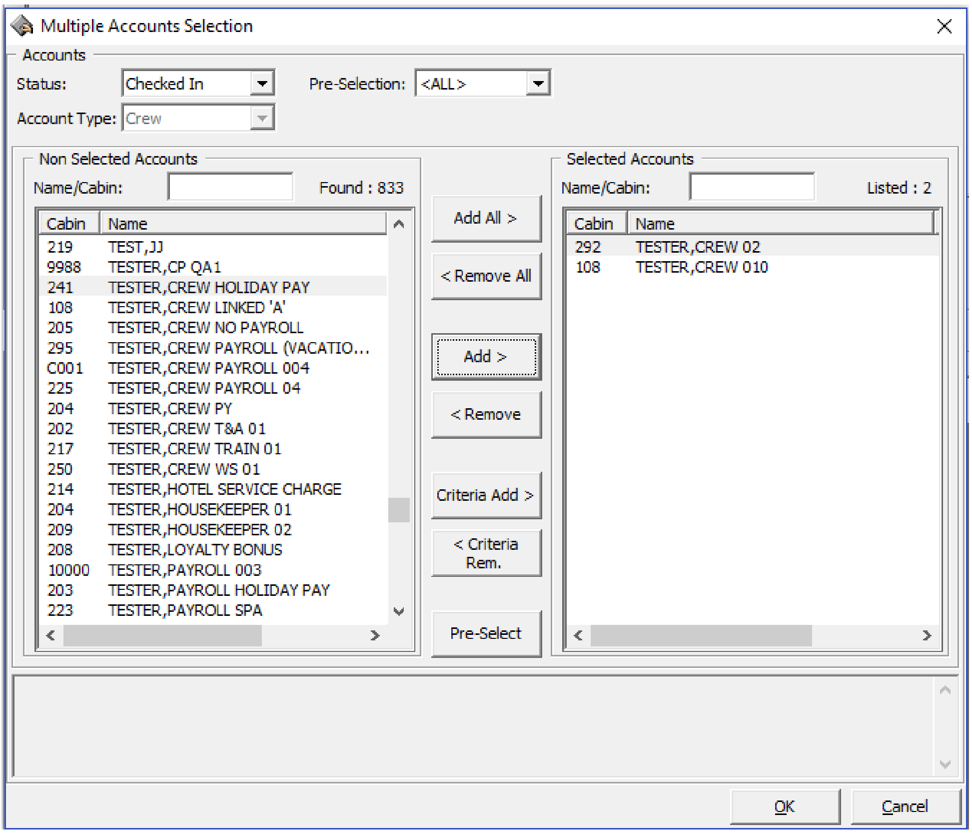


Figure 2-17 - Quick Posting Multiple Account Selection

3. Select the account name from the **Non Selected Accounts** pane, and then click **Add** to add the account singly or **Add All>** to add all account listed or use the **Criteria Add>**. See *Selecting Account Using Criteria Option* section on how to select accounts using Criteria Add.
4. Account selected are shown in the **Selected Account** window. Click **OK** to return to Quick Posting window.
5. Navigate to the **Department** field and select the department code and then enter the value to post.

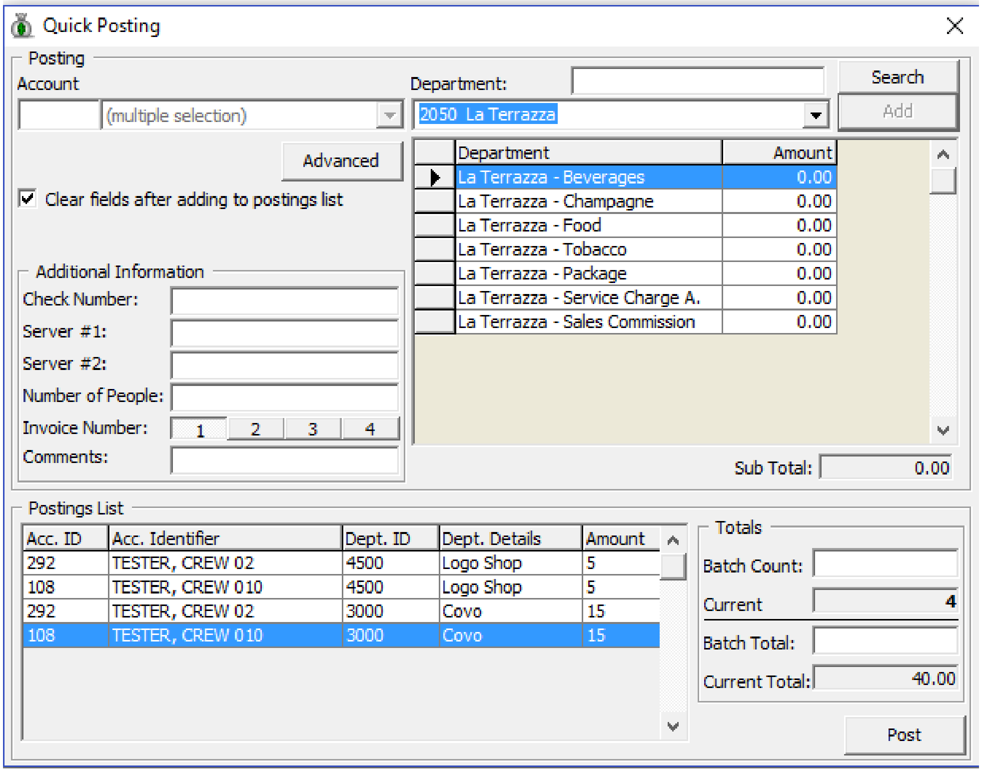


Figure 2-18 - Quick Posting to Multiple Accounts

6. At the **Additional Information** section, insert the **Check number, Server#1**, if any, and then choose the invoice number to post to. System default Invoice is 1.
7. Click **Add** to add the account to the Posting List grid.
8. Click **Post** to complete the postings.

Selecting Account Using Criteria Option

The criteria options filters the accounts based on the criteria entered, for example by embarkation/disembarkation date, age, cabin category and other.

1. At the Multiple Accounts Selection window, click **Criteria Add>**.
2. Select the options from the drop-down list in the **General** tab, then navigate to Crew tab.

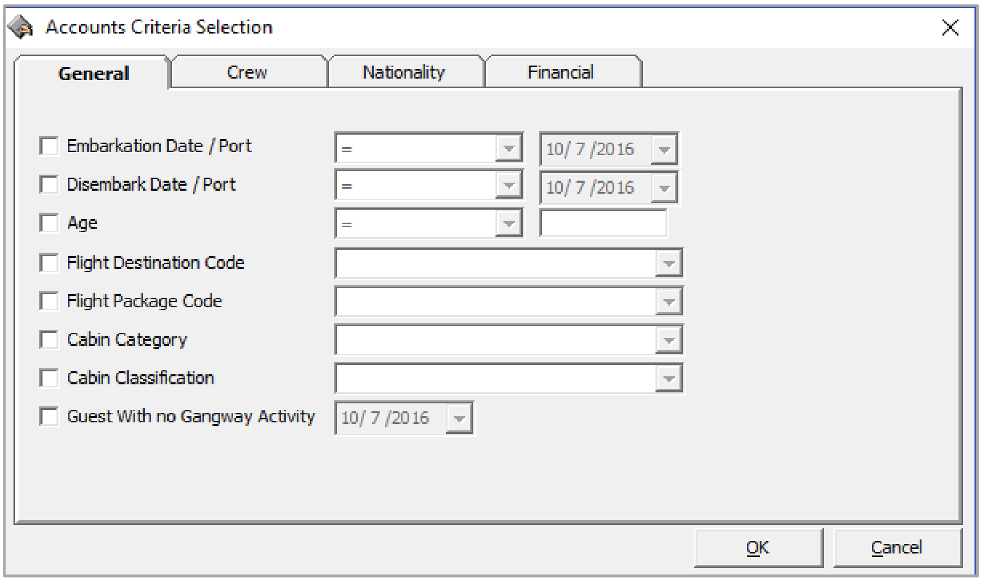


Figure 2-19 - Accounts Selection Criteria - General

3. In the **Crew** tab, select from the available options using the drop-down menu and continue to select from the remaining tabs, if required.
4. Click **OK** to return to the Multiple Account Selection window.

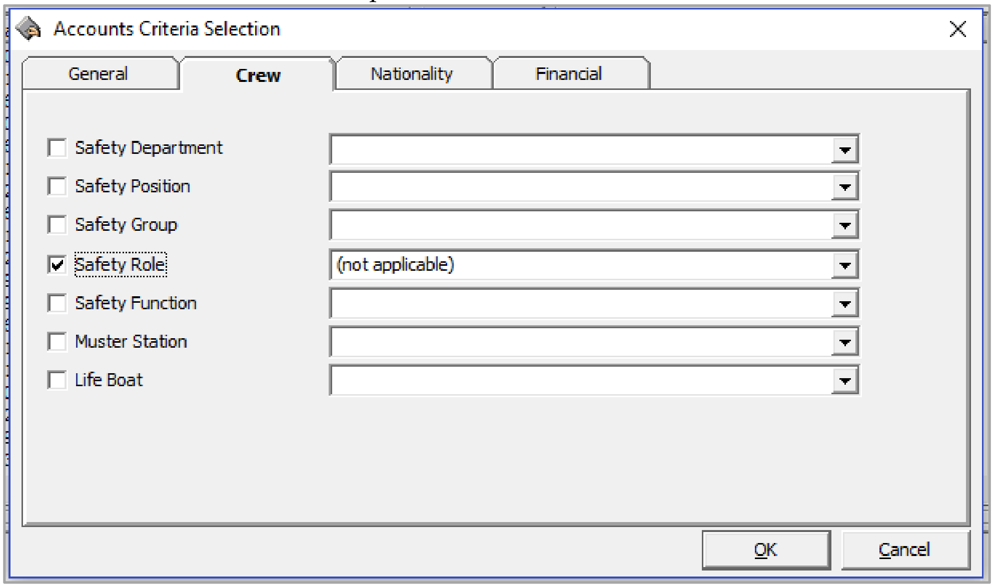


Figure 2-5 - Accounts Selection Criteria - Crew

2.8. Quick Posting Status

The Quick Posting Status Enable/Disable function sets the account posting status by batch.

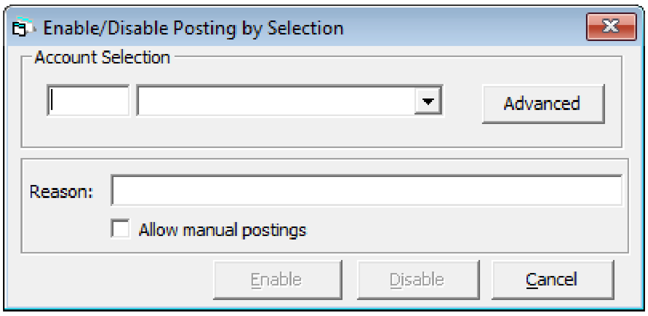


Figure 8-1 - Enable/Disable Posting Selection

1. From the **Quick Functions** File menu, select **Quick Posting Status Enable/Disable** from the drop-down menu.
2. In the **Enable/Disable Posting by Selection** window, select the account from the drop-down list or click **Advanced** to select multiple accounts.
3. Insert a reason in the **Reason** field.
4. Check the **Allow manual postings** check box if manual posting is allowed for Disabled accounts.
5. Select one of the option - **Enable** or **Disable** the account.

2.9. Quick Remote Check-In

The Quick Remote Check-In enable you to check-in the crew by Deck.

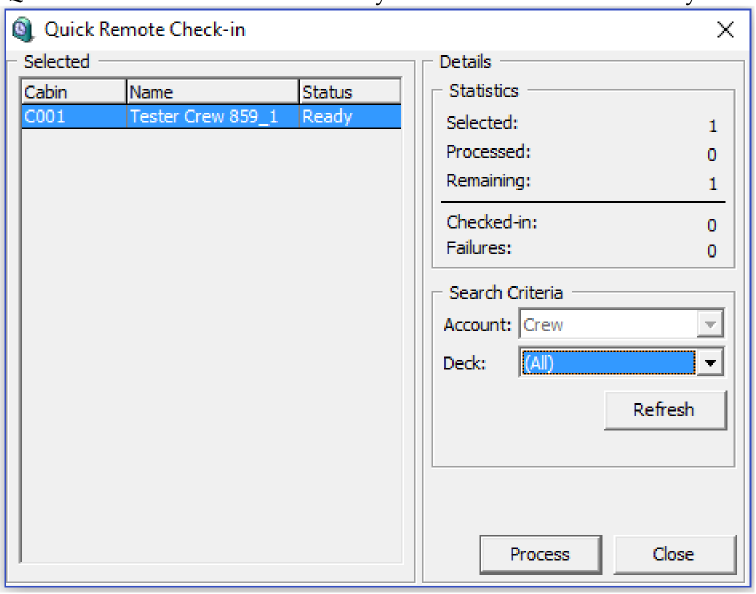


Figure 9-1 - Quick Remote Check-In

1. From the **Quick Functions** options menu, select **Quick Remote Check-In** from the drop-down list.
2. Select the **Deck** from the drop-down list and then click **Refresh**.
3. At the **Selected Crew** section, cabin number and name of crews due to check in are listed, with the total selected account shown at the **Statistic** section.
4. Click **Process** and select **Yes** at the confirmation prompt to proceed.
5. The system updates the number of record processed and its status in **Statistic** section. Click **Close** to return to the Main Screen.

3 Crew Members Function

This section describes the function to access the crew data such as Crew Information, travel documents, invoice, crew history, group account and others. It allows you to create, amend and cancel a reservation, post a charge and check out a crew account. These functions are access via **Crew Members** drop-down menu.

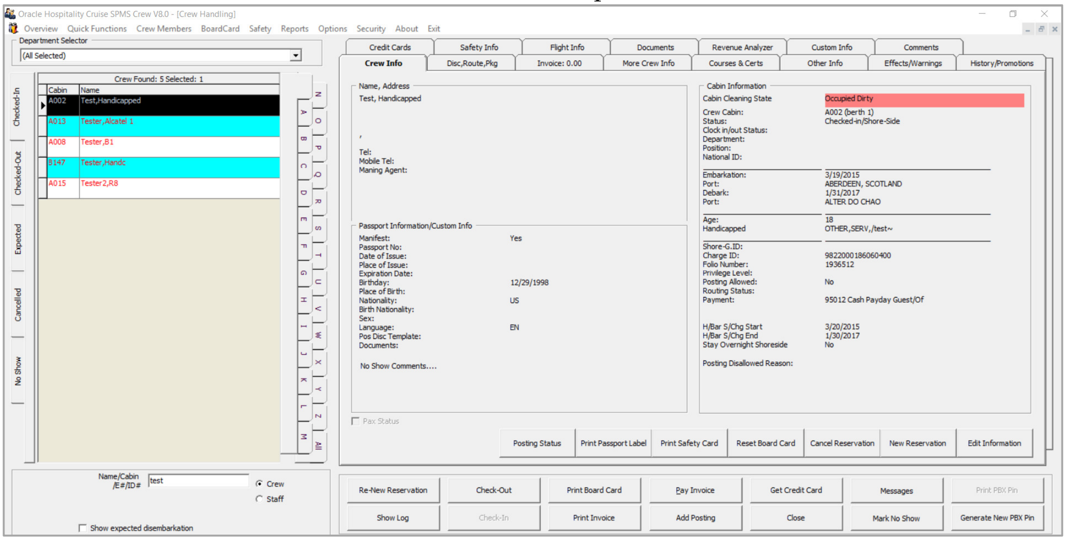


Figure 3-1 – Crew Handling

3.1. Crew Handling

Search Panel

The Search Panel function enables you to look up a reservation by status - Check In, Check Out, Expected, Canceled and No Show from the Crew Handling screen.

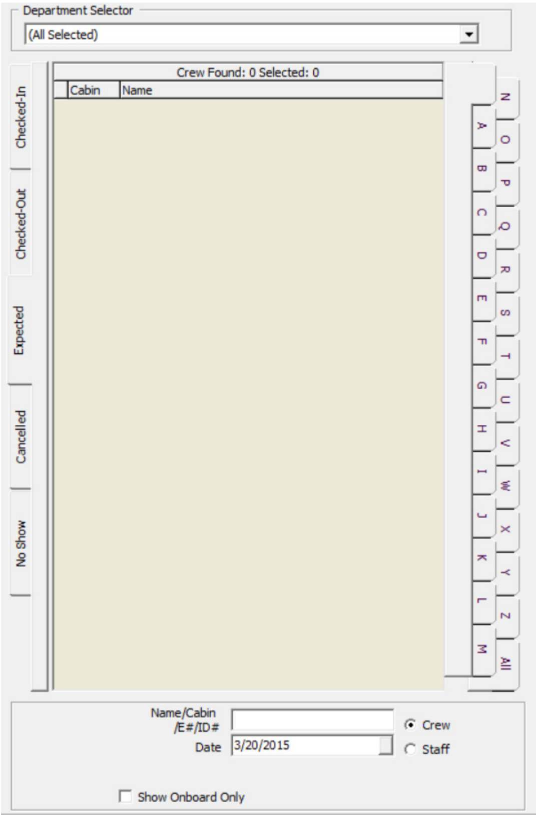


Figure 3-2 – Crew Search Panel

Table 3-1 - Search Panel List

Tab	Description
Checked-In	Tab list all registered passengers.
Checked-Out	Tab list all checked-out crew of past and current cruise.
Expected	Tab lists all crew due to arrive for current or future cruises.
Cancelled	Tab lists all cancelled reservations.
No Show	Tab lists all reservations that fail to show up or yet to register during System Date Change.
Show Onboard Only	Displays crew that has onboard status.

Search using the Search Panel

1. At the Search Panel, select the **Status** tab on the left.
2. On the right of the Search Panel, select an alphabet corresponding to last name of the reservation. Selecting **ALL** will list all reservations in alphabetical order.
3. You may narrow down the search using either the crew name, document number or cabin number and date.

3.1.1. Crew Info Tab

The Crew Info tab is the main tab one sees after an account/reservation search. It provides a single view of guest's vital information's such name, address, passport details, cabin information, and others, and enable you to further drill down into the reservation for more information.

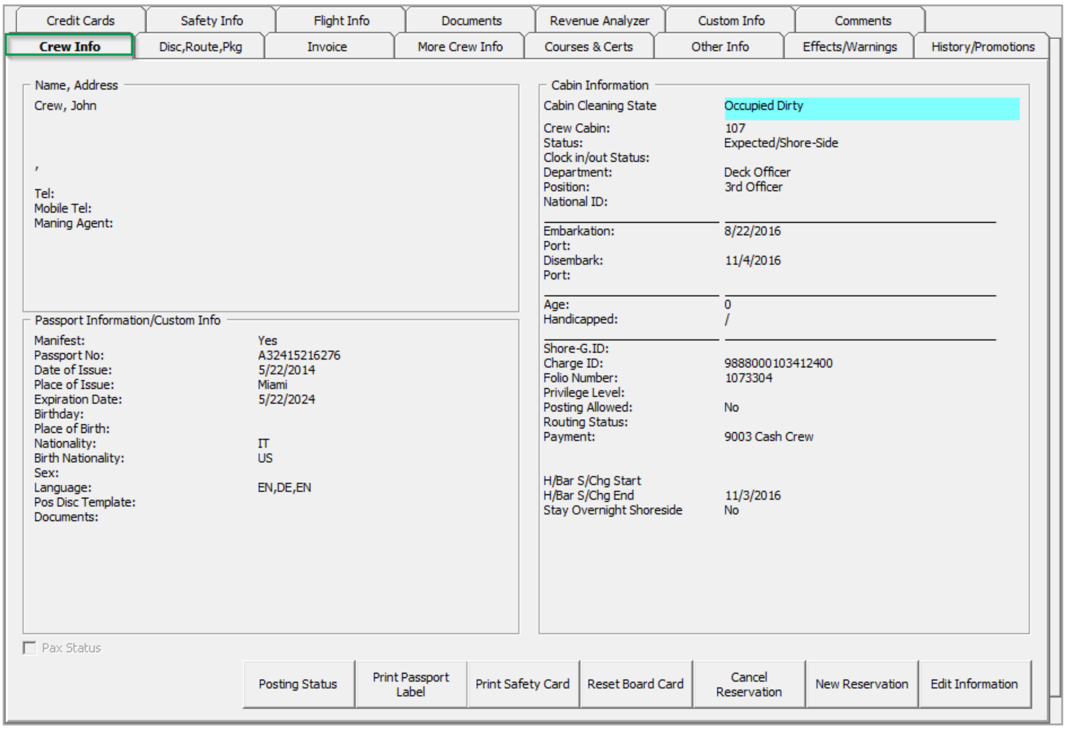


Figure 3-3 - Crew Info tab

New Reservation Function

The New Reservation function creates a new crew reservation. A reservation form is launched when the **New Reservation** button is clicked and below are the field definitions of the form.

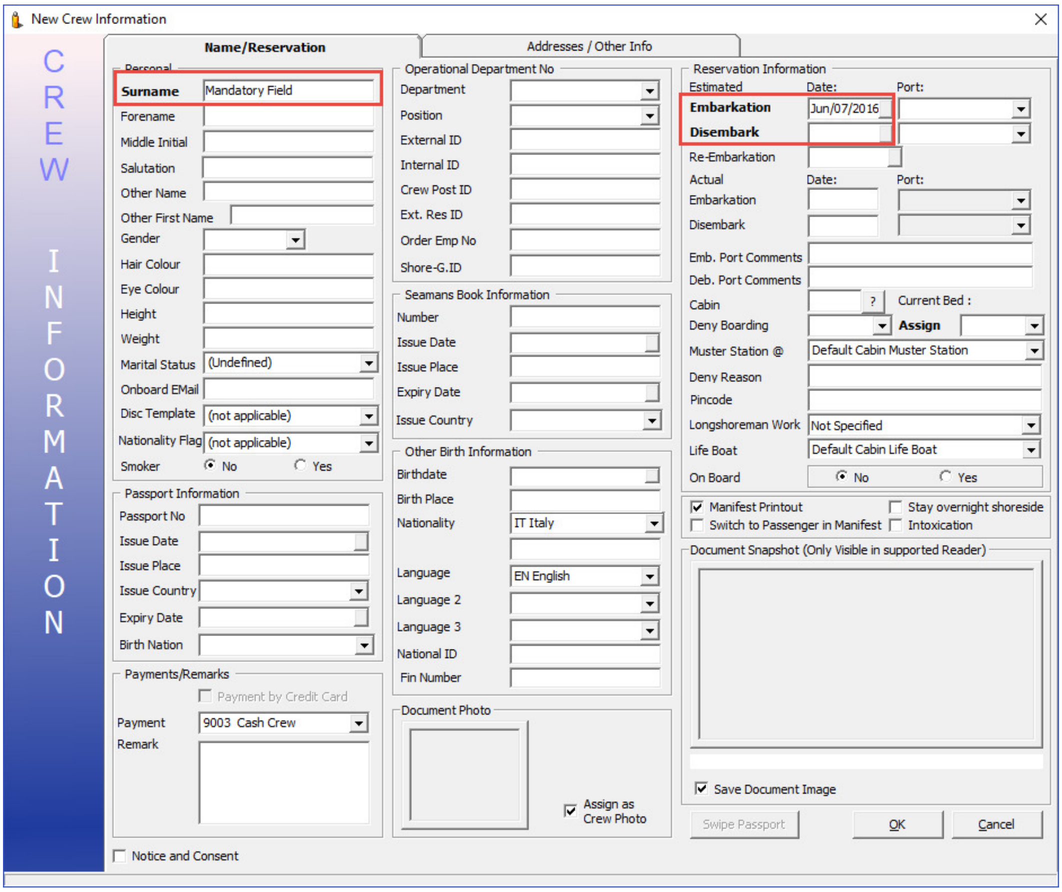


Figure 3-4 - New Crew Information screen

Table 3-2 - Field definition of Crew Information tab

Field	Description
Name	
Surname	Last name of the crew.
Forename	First name of the crew.
Middle Initial	Middle name of the crew.
Salutation	Salutation of crew.
Other Name	Other Last Name.
Other First Name	Other First Name.
Gender	Gender Identifier
Hair Colour	Hair Colour
Height	Height
Weight	Weight
Marital Status	Marital Status
Onboard Email	Email contact whilst on board.
Disc Template	Available discount templates.
Nationality Flag	Flag to determine if the crew nationality belong to European Union (EU) or Non-European Union.
Smoker	Smoker Identifier
Passport Information	
Passport No	Passport number of the guest.
Issue Date	Date travel document were issued
Issue Place	Place travel document were issued.
Issue Country	Country travel document were issued.
Expiry Date	Expiry date of travel document.
Birth Nation	Original nationality of the crew if defer from Nationality field.
Operational Department No	
Department	Operational department
Position	Operational position
External ID	External Crew ID
Internal ID	Internal Crew ID
Crew Post ID	Waiter ID number as used on POS system
Ext. Res ID	External Reservation ID
Order Emp ID	Crew incentive program employee number
Shore.G-ID	Unique Identifier for FMS. A user definable label.
Seamans Book Information	
Number	Seaman Book number.
Issue Date	Date of issue of Seaman book
Issue Place	Place of Issue of Seaman book

Field	Description
Expiry Date	Expiry date of Seaman book
Issue Country	Country Seaman book were issued
Other Birth Information	
Birthdate	Birthdate of the guest.
Birth Place	Birth place of the guest.
Nationality	Nationality of crew
Language	Main Language spoken
Language2 / 3	Other spoken language
National ID	Local identification document, for example, ID or Driving License
Reservation Information	
Estimated Embarkation/ Disembarkation Date	Embarkation/Disembarkation date.
Estimated Embarkation/ Disembarkation Port	Port of embarkation/ Disembarkation
Re-Embarkation	Crew expected return date
Actual Embarkation/ Disembarkation Date	Embarkation/Disembarkation date.
Actual Embarkation/ Disembarkation Port	Port of embarkation/ Disembarkation
Emb. Port Comments	Sign-on harbour comments
Deb. Port Comments	Sign-off harbour comments
Cabin	Cabin number assigned.
Deny Boarding	Deny boarding identifier
Assign	Current Berth Assigned
Muster Station	Muster Station assigned. Linked to Cabin number.
Deny Reason	Reason boarding denied.
Pincode	Pin code setup for outgoing calls and access to Kiosk.
Longshoreman Work	Indicate crew to perform longshoreman work during next port
Life Boat	Life Boat assigned to crew. Linked to Cabin number.
Other Parameter	
Manifest Printout	Indicates manifest has been printed.
Switch to Passenger in Manifest	Indicates reservation has been moved Passenger manifest.
Stay overnight shoreside	Indicates that crew stays overnight at shore side.
Intoxication	Intoxication identifier.
Others	
Document Image Snapshot	Displays snapshot of scanned passport.
Photo	Displays saved crew photo

Field	Description
Notice and Consent	Mandatory field. Indicates passenger accept and agrees to the Notice and Consent Terms.

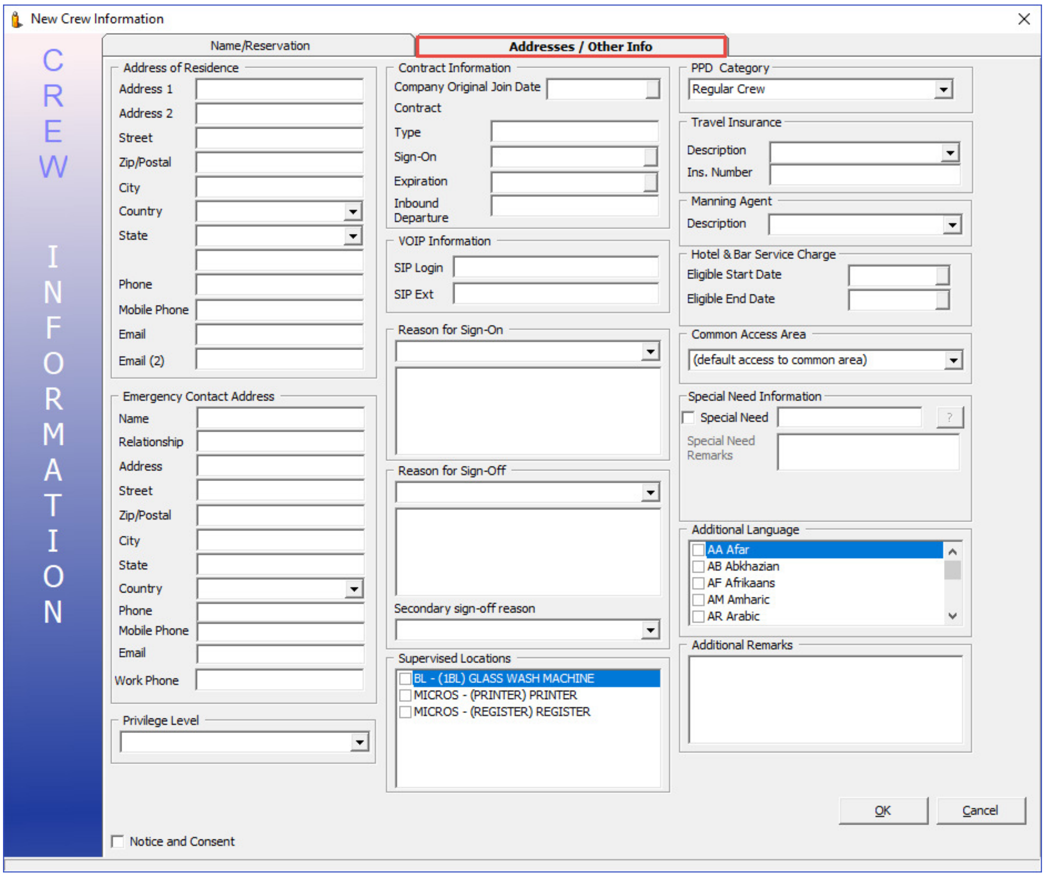


Figure 3-5 - Crew Information Address/Other Info

Table 3-3 - Field definition of Crew Information Address tab

Field	Description
Address / Temporarily Address	
Address 1	Address 1
Address 2	Address 2
Street	Street name
Zip/City	Zip code/ Name of city
Country	Country
State	State
Phone	Phone number of guest
Email 1	Email address of guest
Email 2	2nd Email address of guest
Emergency Contact Address	
Name	Name of Emergency contact person
Relationship	Relationship of Emergency contact person and guest
Address	Address

Field	Description
Street	Street
Zip/City	Zip code/ City
State	State
Country	Country of Residency
Phone	Phone number of contact person
Mobile Phone	Mobile number of contact person
Email	Email address of contact person
Work Phone	Business phone number of contact person
Contract Information	
Company Original Join Date	Crew join date for payroll contract use
Contract Type	The type of contract the crew member has
Sign On	Contract sign on date
Expiration	Contract expiration date
Inbound Departure	Track inbound departure date for Crew members
VOIP Information	
SIP Login	VOIP login ID
SIP Ext	VOIP extension on board
Reason for Sign-On	Reason to sign on onboard
Reason for Sign-On	Reason to sign on off board
Supervised Locations	Locations which has been tagged as 'crew supervision assignment'.
PPD Category	Add PPD category assignment to a crew or guest
Travel Insurance	Travel insurance type
Manning Agent	Travel insurance number
Hotel & Bar Service Charge	
Eligible Start/End Date	Service charge eligible start / end date
Common Access Area	Common areas of accessible for the onboard card
Handicapped Information	Special need information
Additional Language	Additional language other than default language.
Notice and Consent	Mandatory field. Indicates passenger accept and agrees to the Notice and Consent Terms.

Creating New Reservation

1. Click the **New Reservation** button at the bottom right of Crew Handling screen to open a Crew Information form.
2. Enter all relevant information, particularly the mandatory fields and check the **Notice and Consent** check box. You are not allowed to proceed if this check box remains uncheck when the **OK** button is clicked, and the system prompts a warning message.

3. Note that the mandatory fields is set by the ship operator. Please refer to your company standard operating procedure.
4. Click **OK** to save the form.
5. Saved information is updated and shown under **Crew Info tab** and categorized the crew as Expected Arrival.

Editing a Reservation

1. Search the reservation using the **Search Panel**, then click **Edit Information** under **Crew Info tab** to open the existing Reservation Form.
2. Edit all relevant information, then click **OK** to save the changes.

Canceling a Reservation

1. Select the Expected crew from the Search Panel, then click **Cancel Reservation** under **Crew Info** tab. This function only applicable to Expected crew.
2. Selecting **Yes** at the Cancel Reservation prompt places the booking under Cancelled tab.

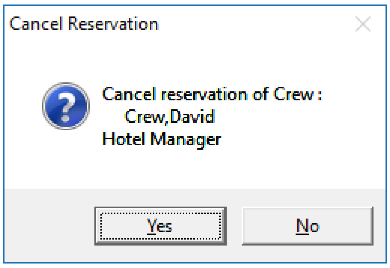


Figure 3-6 - Cancel Reservation prompt

Posting Status

The Posting Status function enables/disable the account from accepting postings from food and beverage or retail outlets, and provides a better management of the crew account so that it does not exceed the credit limit allowed.

Enabling a Posting

1. Search the crew account from the Search Panel and click **Posting Status** at **Crew Info** tab.
2. The system prompts for a response to enable the account. Selecting **Yes** at the prompt resets the Posting status to allowed, or **No** to remain as unchanged.

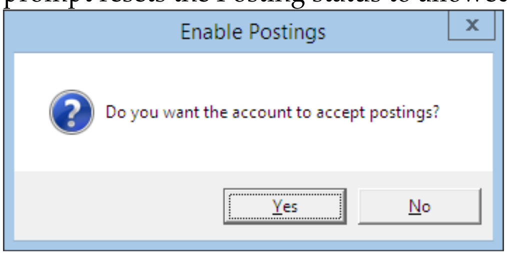


Figure 3-7 - Enable Posting prompt

Disabling a Posting

1. Repeat step 1 of the above.
2. Enter the reason to **Disable** the posting when prompt, either by selecting a predefined reason from the drop-down menu or manually insert them.

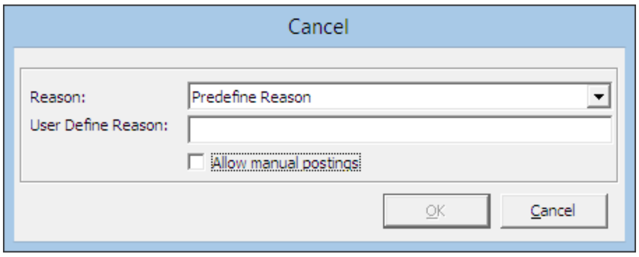


Figure 3-8 - Predefined Reason to Disable Posting

3. If **Allow manual postings** is checked, this only disable postings through the interfaces and manual posting within **Crew Handling** screen is still permissible.
4. Click **OK** to set the posting status for the account to a **No** or **Manual**.

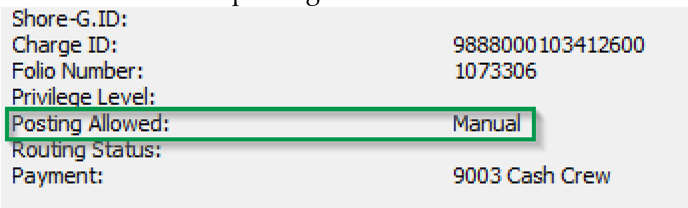


Figure 3-9 - Manual Posting Allowed status

Print Passport Label

The Print Passport Label prints the crew's information on a label, which are then paste onto the crew passport for ease of identification. A label must be setup in *Administration, Report Printing, Crew – General* group.

Print Safety Card

The Print Safety Card prints the 'Blue Card' of the crew as an identification for the manning station to report to during emergency. Information printed on the card derives from the Safety Info tab.

Show Log

A chronological record of activities such as crew movements, financial transactions, system events are logged by the system, to enable the reconstruction and examination of the sequence of events and/or changes made and such information's are viewable in the Show Log function.

1. Retrieve the reservation from the Search Panel, then click **Show Log** in **Crew Info** tab.
2. A list of events is shown on screen, sorted by date/time order.

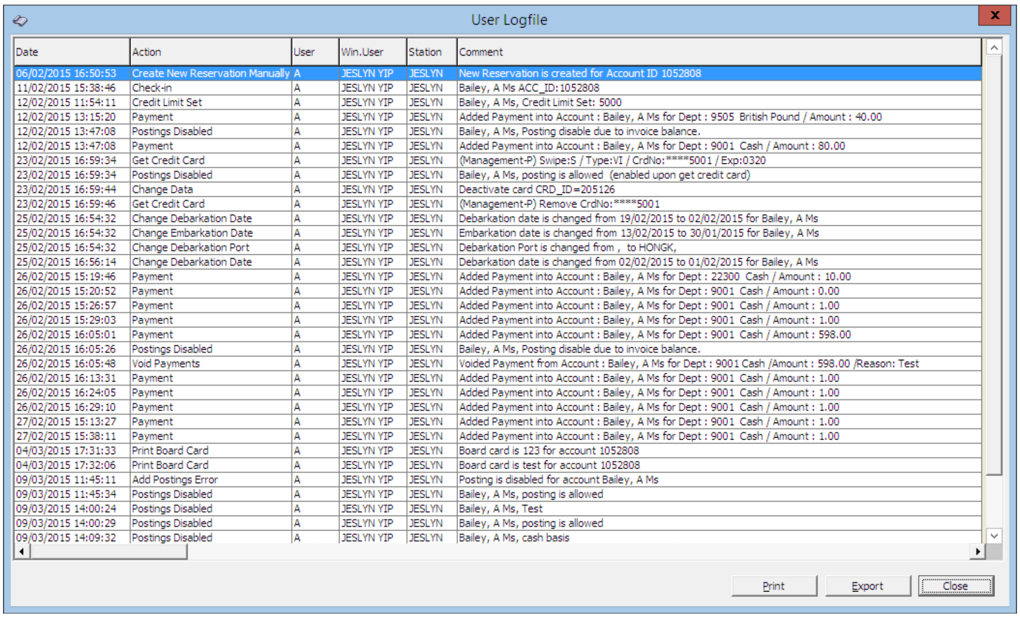


Figure 3-10 - Show Log Events

9. Clicking **Print** sends a copy of the log to printer.
10. Clicking **Export** exports the log into a supported file format.

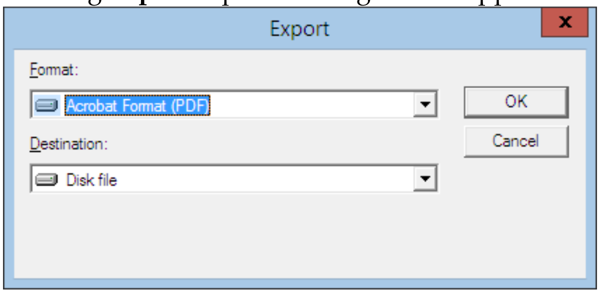


Figure 3-11 - File Export prompt

3.1.2. Disc, Route, Pkg Tab

The Discount, Route, Package function facilitates charges to be routed within the same invoice or to other crew prior to crew check in, enabling allowable discounts in SPMS and Micros, and an overview of Package Plan entitlement.

Routing

The Routing function automate transfer of charges within the crew account or to multiple accounts, hence consolidating a number of charges into one invoice/account. The use of this function is to facilitate the invoicing process at group reservations level or party/family traveling together. Depending on the requirements, the routing can be setup in one of this option - '**Pay for**' or '**Paid by**'.

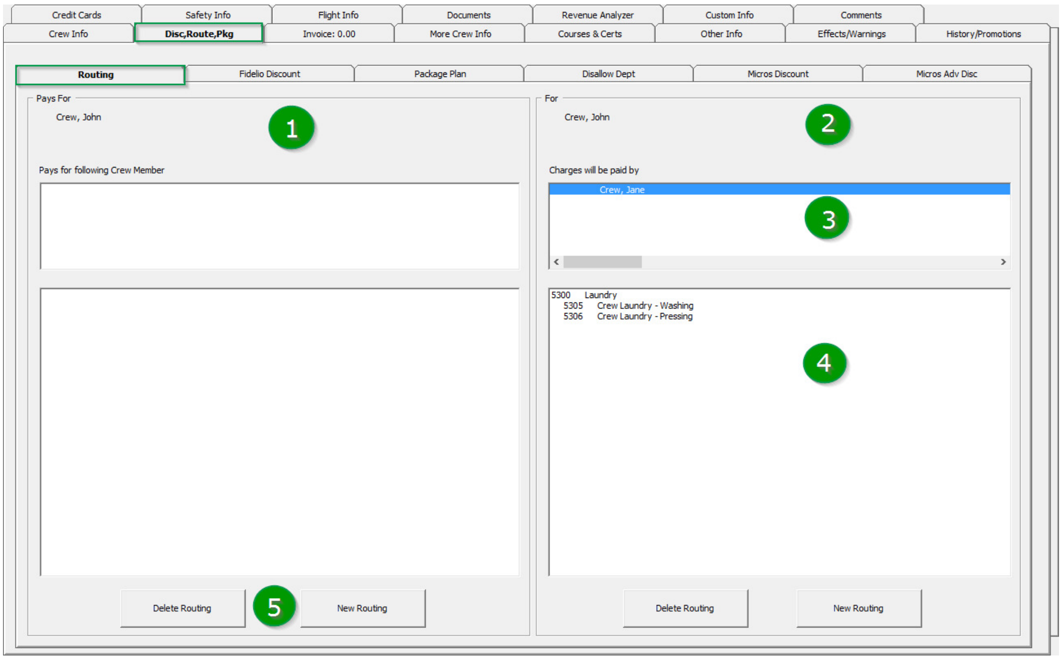


Figure 3-12 - Routing tab

Table 3-4 - Routing tab definition

Section	Description
1	Pays for - This section defines the payer account and whom the account is paying for.
2	For - This section defines where the assigned financial department is routed to.
3	Cabin number and name of crew payer is responsible for.
4	Financial Department code assigned.
5	Button to setup or remove routing instructions.

Before moving/routing the charges, be sure to first check the current routing arrangements to avoid duplication of routing which may result to charges not being re-directed as planned.

Paying for another party

Below are the steps to setup account/charge routing when crew A pays for crew B.

1. Search the crew account and navigate to **Disc,Route,Pkg, Routing** tab.
2. Click **New Routing** under Pays For section to open the routing dialog box.
3. Select the **Invoice number** where the charges is routed to.
4. For charges within the same account, leave the cabin number and crew name as it is.
5. In the event where crew is paying **for** another account, change the cabin number and select the respective guest.

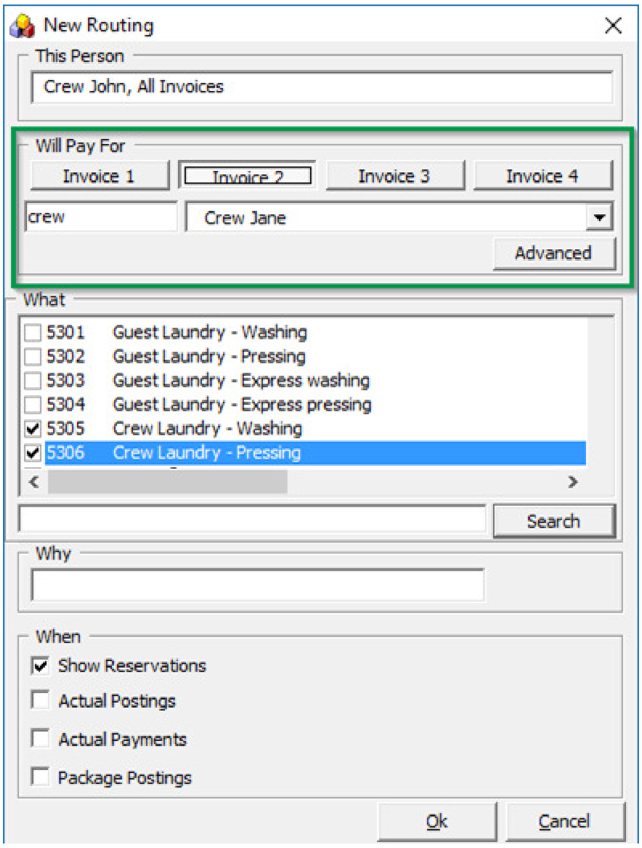


Figure 3-13 - New Routing –'Will Pay For'

Table 3-5 - Definition of Routing options

Field	Description
Show Reservations	Include expected to embark and reserve bookings. Only display checked in bookings if it is un-checked.
Actual Postings	Where the Actual postings are routed to.
Actual Payments	Where the Actual payments are routed to.
Package Postings	Only route package postings.

6. Select the **Financial Department** group or codes to be routed and insert the routing reason.
7. Select the options where applicable, then click **OK** to save.
8. Once saved, the selected assignments is added to '**Pays for**' in the Routing tab.

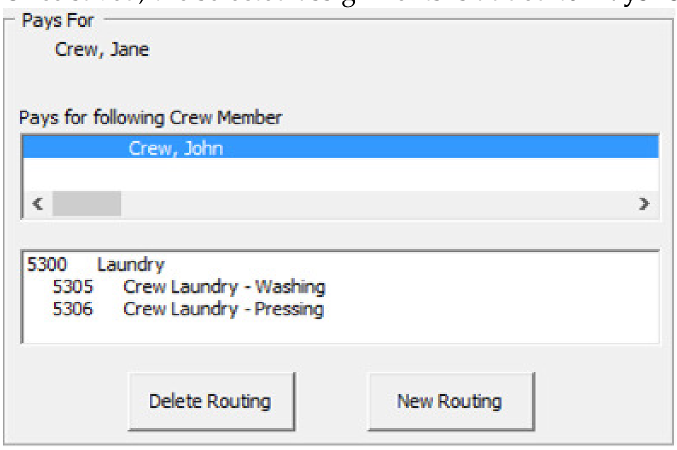


Figure 3-14 - Routing Pays For window

Paid by another party

Below are the steps to setup routing when crew B account/charges **is paid by** crew A.

1. At the **Disc,Route,Pkg, Routing** tab, click **New Routing** on the right pane under '**For**' section to open the routing dialog box.

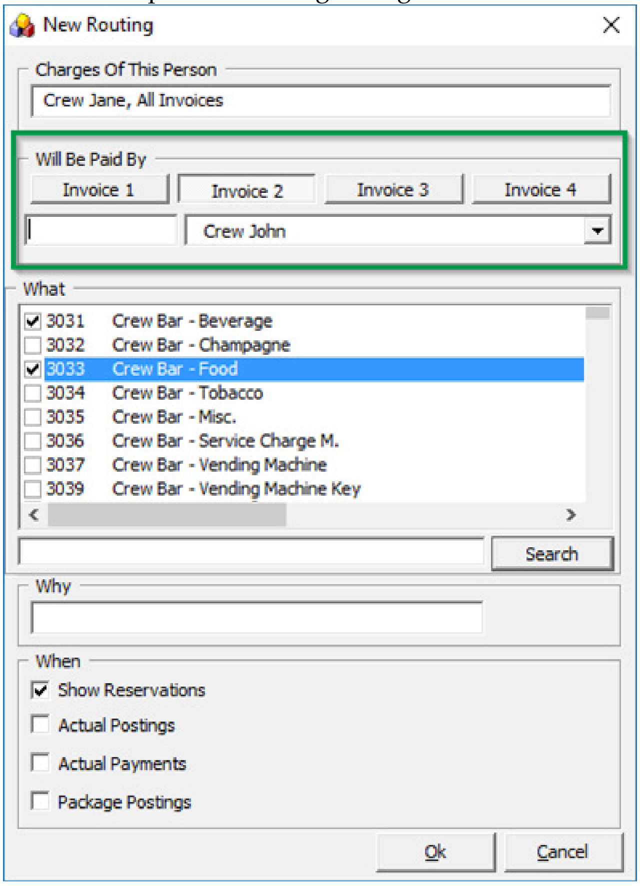


Figure 3-15 - New Routing To – 'Will Be Paid By'

2. Repeat step 3 to 8 of Paying for another party.

Advanced Routing

Below are the steps to setup routing for multiple guests, for example; group of crew account or parties travelling together.

1. At the **Disc,Route,Pkg, Routing** tab, navigate to **Pays For** section on the left pane and click **New Routing** to open the routing dialog box.
2. At the New Routing window, click the **Advanced** button located just below the Invoice drop-down list to open the **Multiple Accounts Selection** window.
3. Accounts listed in the **Non Selected Accounts** section is based on default selection at the **Status** and **Account Type**, and these criteria can be changed using drop-down menu.

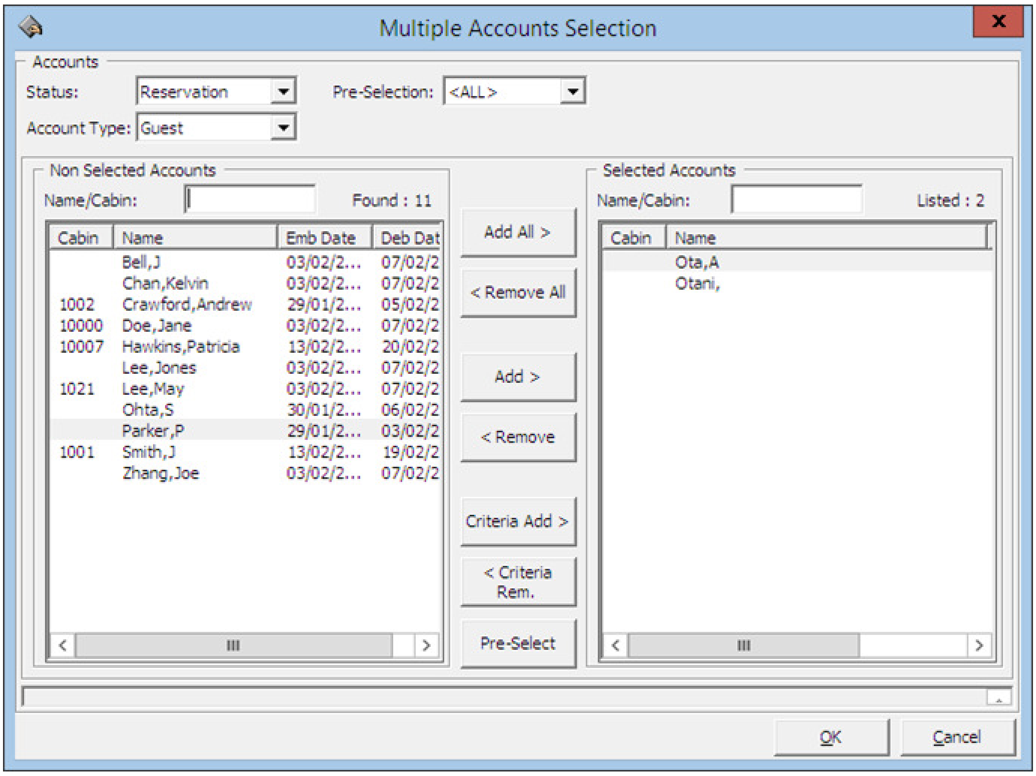


Figure 3-16 - Routing Multiple Account Selection window

4. To select all crew, click **Add All>** or individually select the crew, then click **Add>** to move the selection to the **Selected Accounts** pane.
5. Click **OK** to confirm the accounts selection and this opens the **New Routing** window with the selected crew account listed on the right pane.

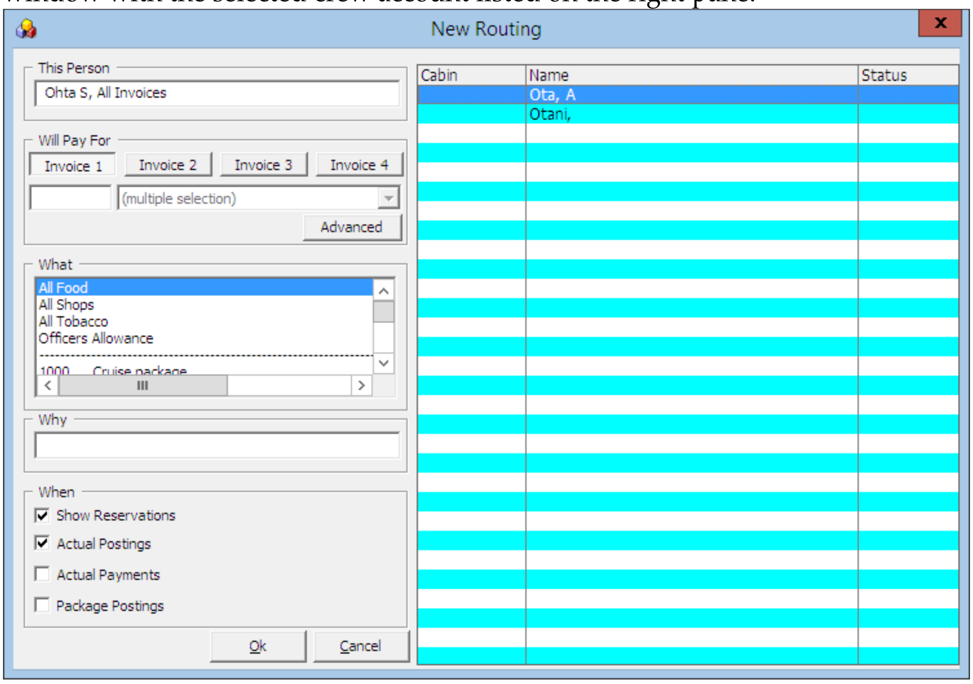


Figure 3-17 - Routing Multiple Account instructions

6. On the left pane of the New Routing window, select the **Financial Department, Reason** and select the check box for the routing to occurs, then click **OK** to initiate the account routing.

7. During the assignment process, the status of the crew account changes to **OK**, followed by **Done** and the New Routing window closes automatically once the process completes.

Deleting existing routing

1. To remove routing setup in crew account,
2. At **Disc,Route,Pkg, Routing** tab, select either to delete the **sub-financial department code** from the individual assignment, or the Main Financial Department to delete all department codes, then click **Delete Routing**.
3. The system prompts for confirmation to delete the assignment. Clicking **Yes** confirms the deletion or **No** to return to Routing screen.

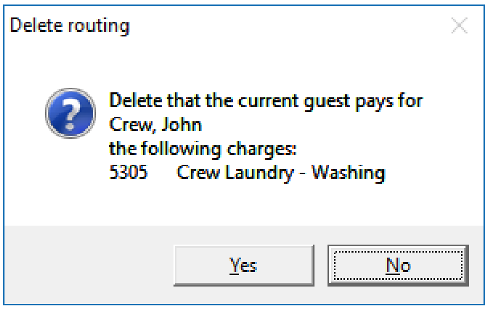


Figure 3-18 - Delete Routing prompt

SPMS Discount

The SPMS Discount function allows you to assign eligible discount either by percentage or value to a crew account.

Assigning a Discount

1. At the **Disc,Route,Pkg, Fidelio Discount** tab, click **New Discount** to open the discount dialog box.

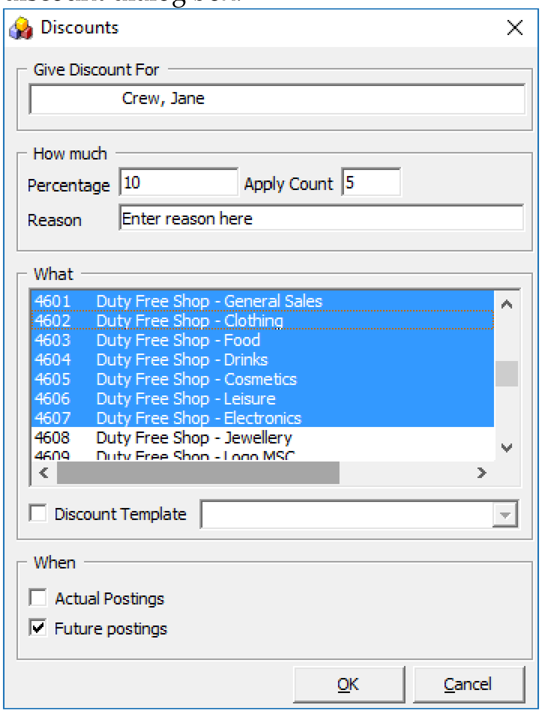


Figure 3-19 - Fidelio Discounts window

2. Insert the **Percentage** and the number of times the discount is given in **Apply Count** field. For example, enter 1 to specify a onetime discount for every selected

department code, or leave as blank for unlimited discount for every selected department.

3. Select the **Posting Department** entitle to discount, either by selecting department group or individually; for example, All Food/Beverage or Room Service Food only.
4. Alternatively, you may use the **Discount Template** by checking the check box and choose a template from the drop-down menu, if they are pre-configured. See Administration User Guide for setup procedures.
5. Check whether the discount is applicable to **Actual** or **Future Postings**, then click **OK** to save.

WARNING: Once a discount is applied to an actual posting, it *cannot* be reversed. If the discount has a count indicator, the system then post the discount until it reaches the count indicated and no discount will be accorded thereafter.

6. The system saves the assigned discounts in **SPMS Discount** tab. Similarly, these are added when **Future Postings** is checked in **Criteria Discount**.

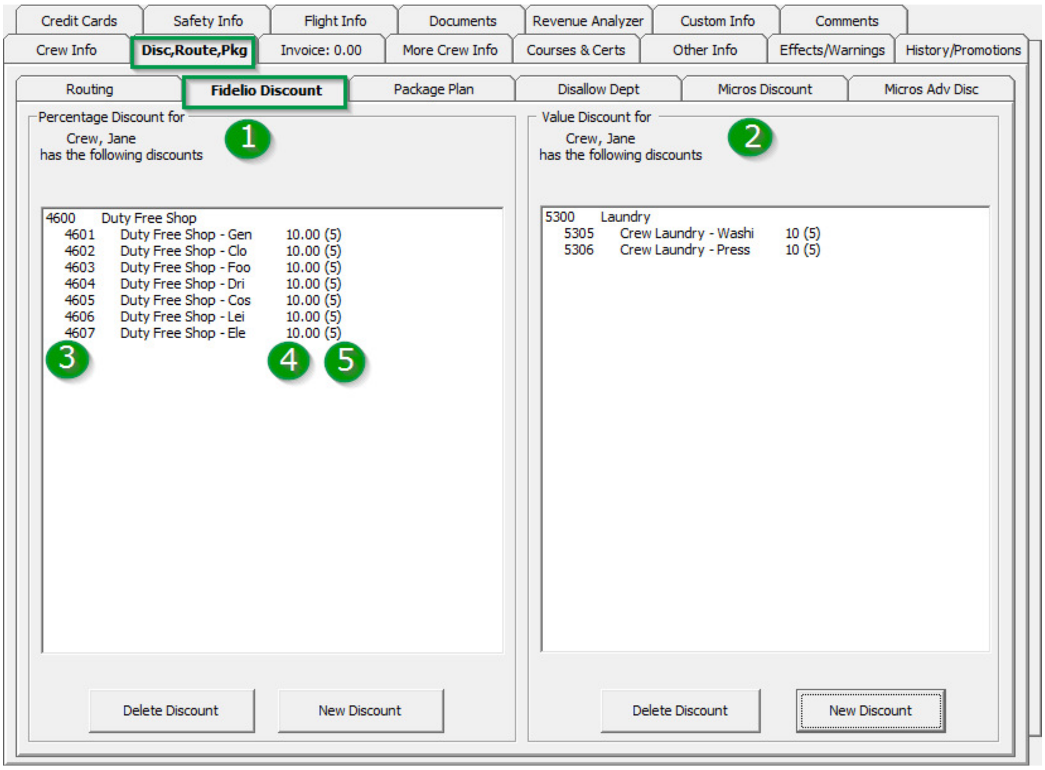


Figure 3-20 - Disc, Route, Pkg - Fidelio Discount tab

1	Financial Department codes entitled to Percentage discount
2	Financial Department codes entitled to Value discount
3	Financial Department codes and description
4	Discount value (percentage or value)
5	No of count assigned to each financial code. 0 = unlimited

7. If an **Actual Posting** is checked, the system post an adjustment (reverse) against the original posting and sets the adjusted posting to **No Print** automatically, then repost the correct value with the discount indicated.

Deleting a Discount

1. At the **Disc,Route,Pkg, Fidelio Discount** tab of the account, select the **Financial code** to delete, then click **Delete Discount**.
2. If **Delete Discount** is clicked without first selecting a Financial code, this process deletes **All** assignment from the respective window.

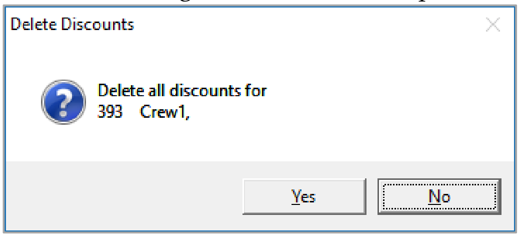


Figure 3-21 - Delete Discount prompt

MICROS Discount

The MICROS Discount tab displays discounts accorded to crew by **MICROS Discount Itemizer** level. These discounts are shown when crew has discount level assigned in **Crew Info, Edit Information, Discount Template** field.

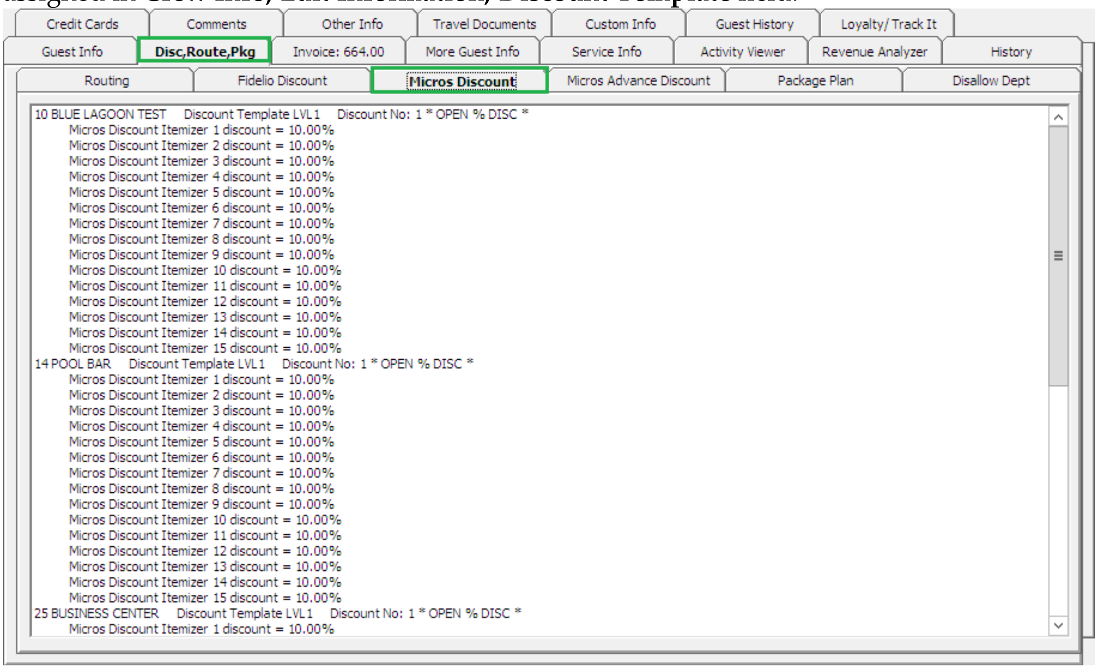


Figure 3-22 - Disc,Route,Pkg - MICROS Discount

Assigning a POS Discount Level

1. At the **Crew Info** tab of the account, click **Edit Information** to open the Edit Crew Information screen.
2. In the **Name section**, select the discount template from the drop-down menu, then click **OK** to save.

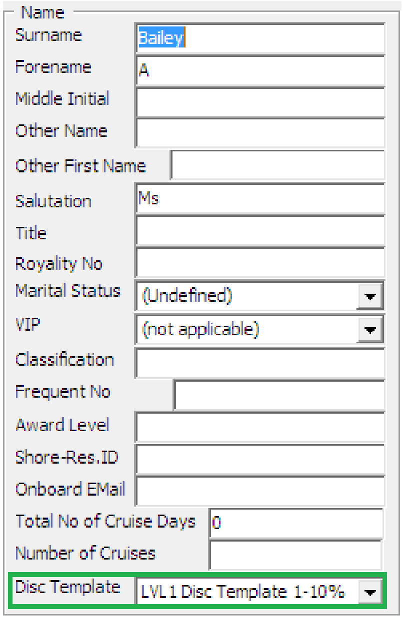


Figure 3-23 - MICROS Discount Level Assignment

3. The assigned POS Discount template is shown in **Passport/Custom Information** section.

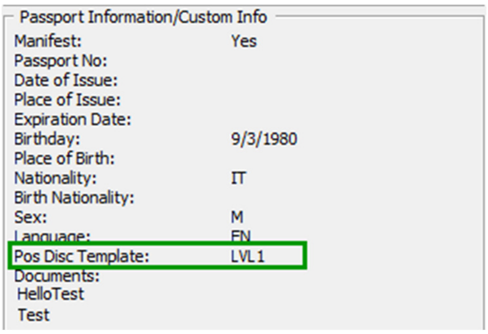


Figure 3-24 - Assigned POS Discount template

4. To view the eligible POS Discounts by Itemizer level, go to **Disc, Route, Pkg, MICROS Discount** tab.

See also *Administration User Guide*, ***POS Discount*** section on how to configure the Discount Itemizer.

MICROS Advance Discount

The MICROS Advance Discounts works similar to MICROS Discount, with the exception that the discounts are applied to MICROS Major Group, Family Group and Menu Item level instead of Itemizer Level.

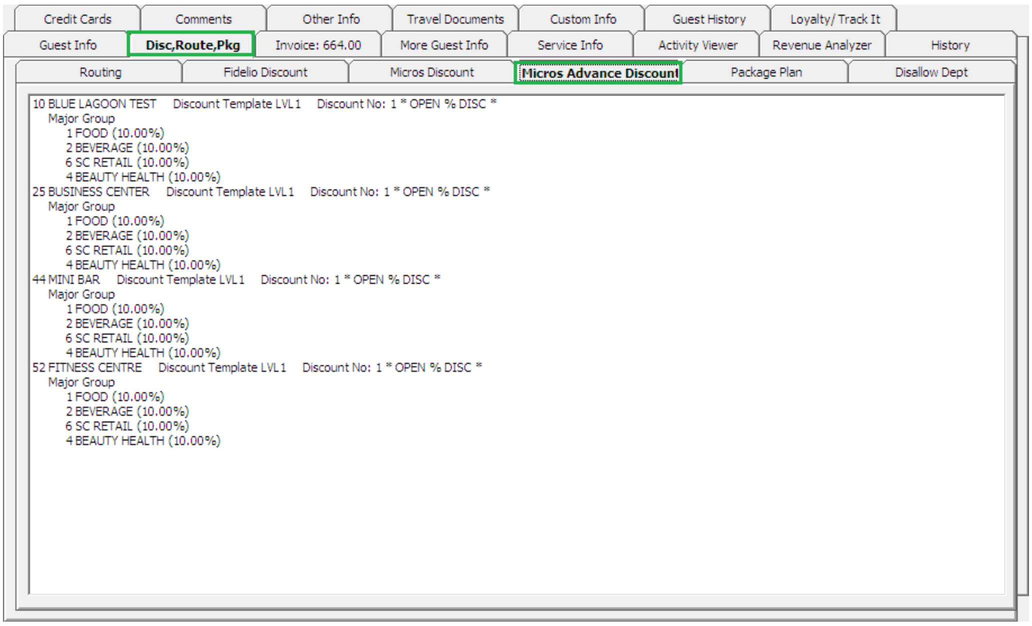


Figure 3-25 - Disc,Route,Pkg - MICROS Advance Discount

See also *Administration User Guide*, ***POS Discount*** section on how to configure the Advance MICROS Discount.

Disallow Department

The Disallow Department function manages posting from restricted outlets from being posted to the crew account; for example; Casino Bar or all tobacco, and others.

Setting a Disallow Department

1. At the **Disc,Route,Pkg, Disallow Posting** tab, select the Financial Department codes to disallow, either by Group or individual department code from the list, then click **Save.**

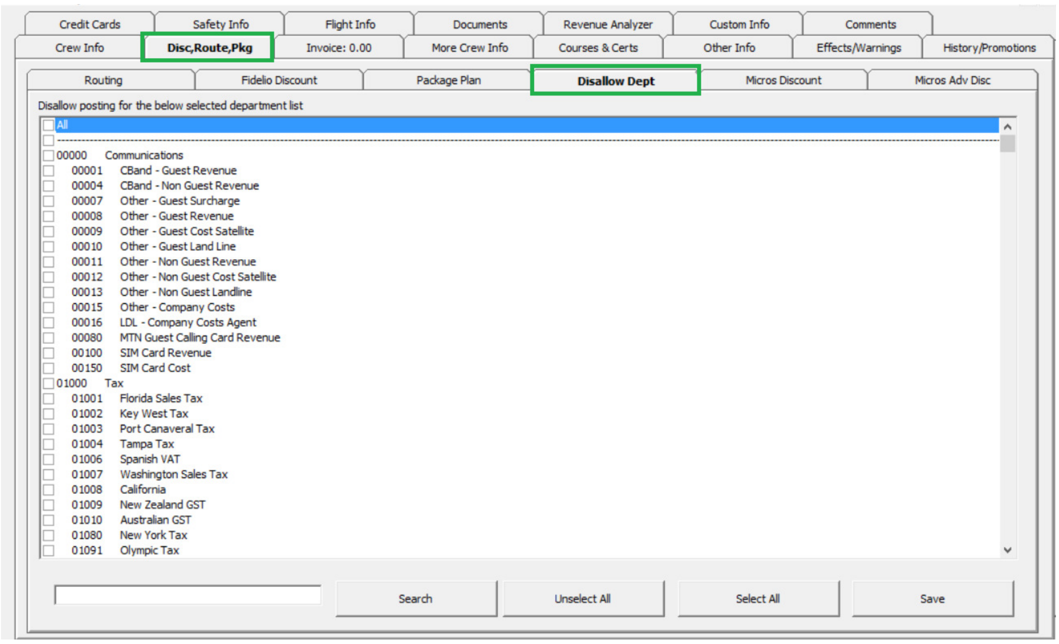


Figure 3-26 - Disallow Department tab

2. When a posting matches the disallowed department, the system prompts that posting is not permissible.

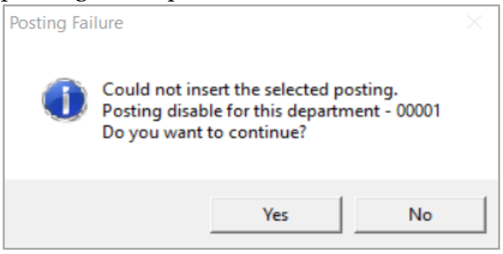


Figure 3-27 - Disallow department posting failure prompt

3. Click **Yes** to exit without posting and **No** to return to the Add posting window.

Package Plan

The Package Plan function enables you to customizing a cruise package that suits the crew requirements, by combining different food and beverage outlets, excursions or activities using the flexi package plan option.

Assigning/Purchasing a Package Plan

Assigning the right package to the crew account enable transactions to be posted accurately throughout the cruise, and packages can be assigned within the crew account.

1. At the **Disc, Route, Pkg** tab of the crew, select the **Package Plan** tab.
2. At the bottom of the screen, select one of these option:
3. **Assign package Plan:** This assigns an available package that does not have a pre-set Purchase price.
4. **Purchase Package Plan:** This purchases a package setup with the purchase price.

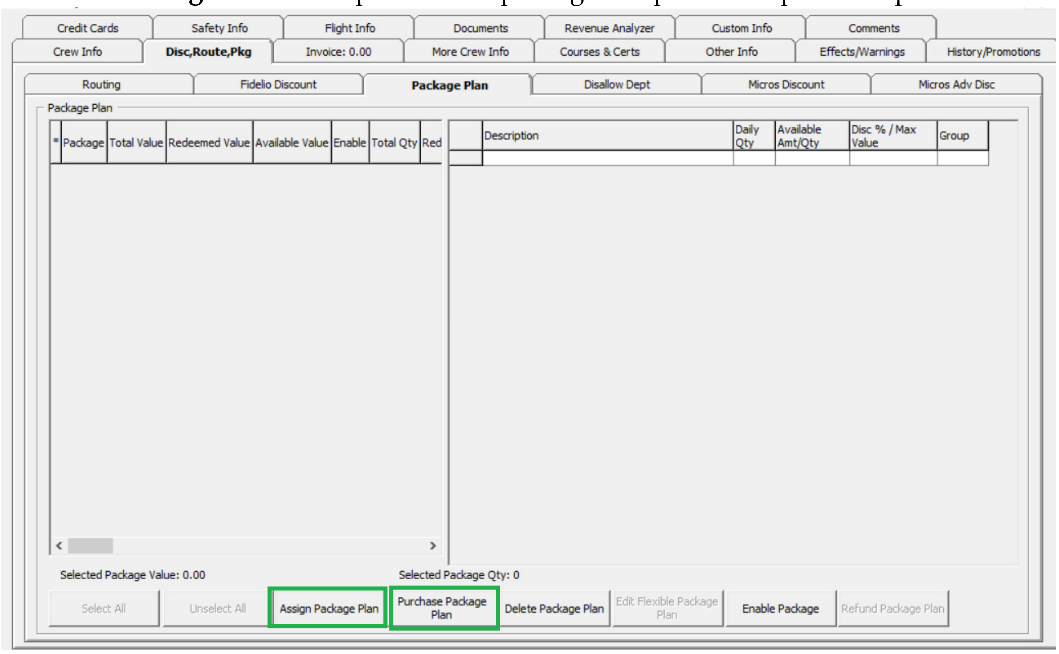


Figure 3-28 - Package Plan options

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

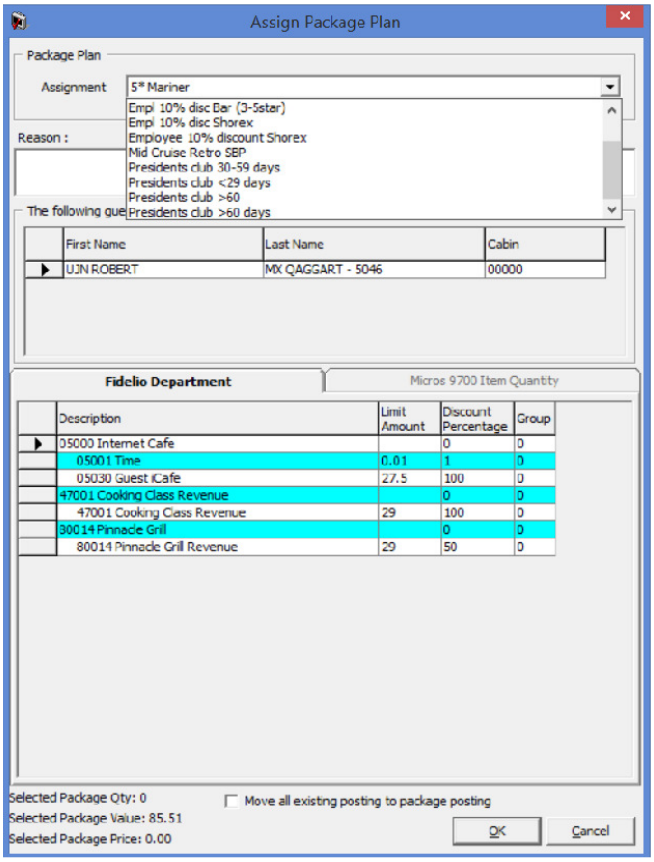


Figure 3-29 - Package Plan assignment screen

6. Check only **Move all existing posting to package posting** check box when you wish to move the existing postings to package plan. For example, a crew purchases the package part way through the cruise, and past postings that meet the package elements are to be considered as package plan.
7. Click **OK** to save. Information's pertaining to the package are displayed in the **Package Plan** tab and status is **Active**.

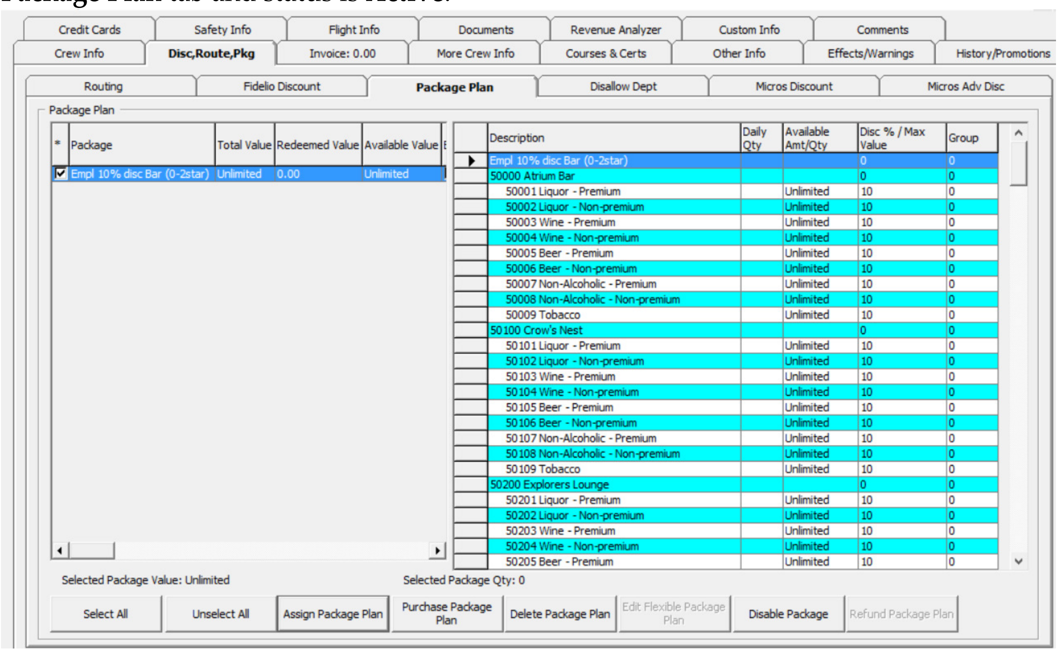


Figure 3-30 - Package Plan Assigned/Purchased

Refunding a Package Plan

The unused package plan is refundable to the crew at the end of the cruise, and below are the steps to refund a Value based package, Quantity based and Mix package.

1. At the **Disc, Route, Pkg** tab of the crew account, select **Package Plan** tab.
2. At the bottom of the screen, select **Refund Package Plan**.

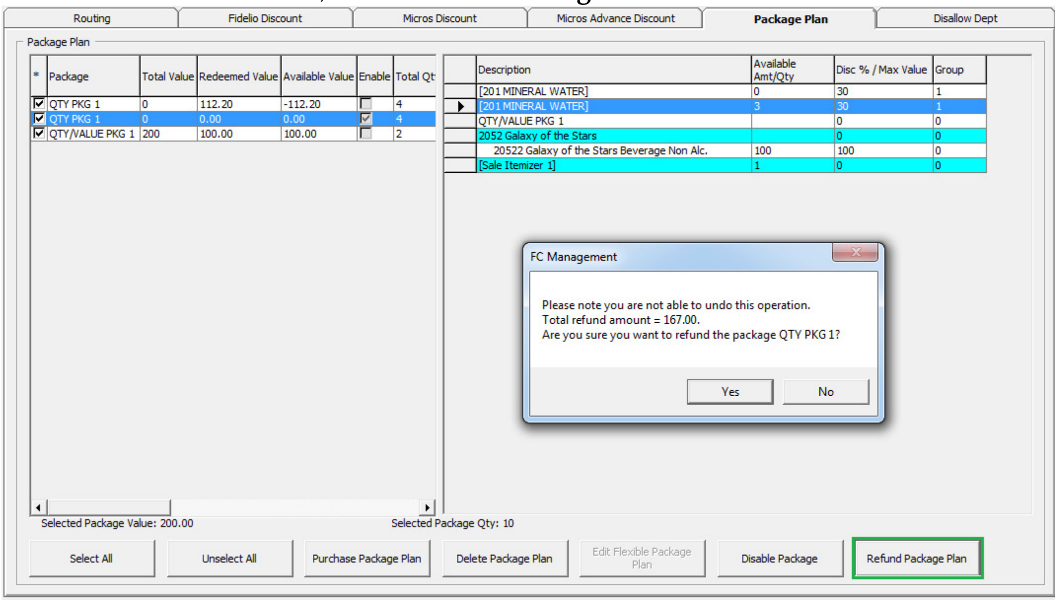


Figure 3-31 - Package Plan Refund option

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

---

3. Once the package plan is refunded, the system disables the package and displays the remaining value/quantity for references only.
4. In the event where the postings are more than the package price, the system prompts that a refund is not allowed.

Routing a Package Plan posting

Routing of a package plan postings is dependable on two parameters; **'Do not allow post package to both buyer and payer'** and '**Package Plan Before Routing'**.

When both payer and buyer has a package, all postings then go to the payer. Once the payer package is fully utilized, subsequent postings are posted the payer account as normal posting.

Auto Balancing a Package Plan

An Auto Package Plan balancing may be set using parameter, **'Enable Package Auto Balance as 1'**, allowing the system to automatically balances the package invoice/account after each transaction and reduces the total package value or quantity at the same time.

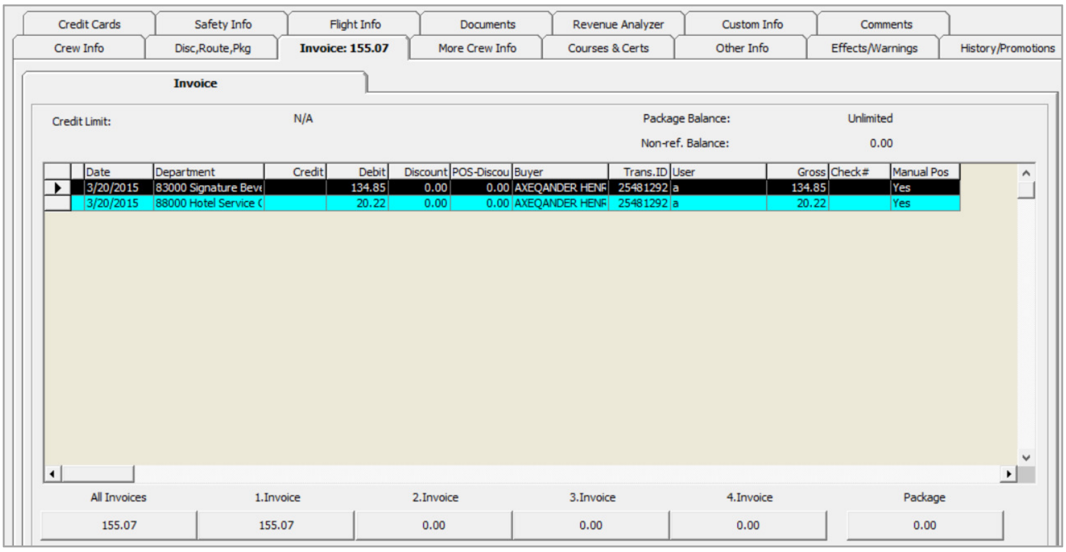


Figure 3-32 - Package Plan Invoice screen

If the above parameter is set to 0, manual balancing of the package invoice/account is required using the **Pay Invoice** function.

Manually balancing a Package Invoice

1. Select the crew account from the Search Panel, navigate to the **Invoice** tab, and then click the amount under the **Package Invoice**.

Figure 3-33 - Settling a Package Plan

2. Choose the **Payment method** and verify the amount to settle when prompt.
3. Select **Pay** or **Pay& Print** to pay and print the invoice and reduce the Package Invoice at the same time.

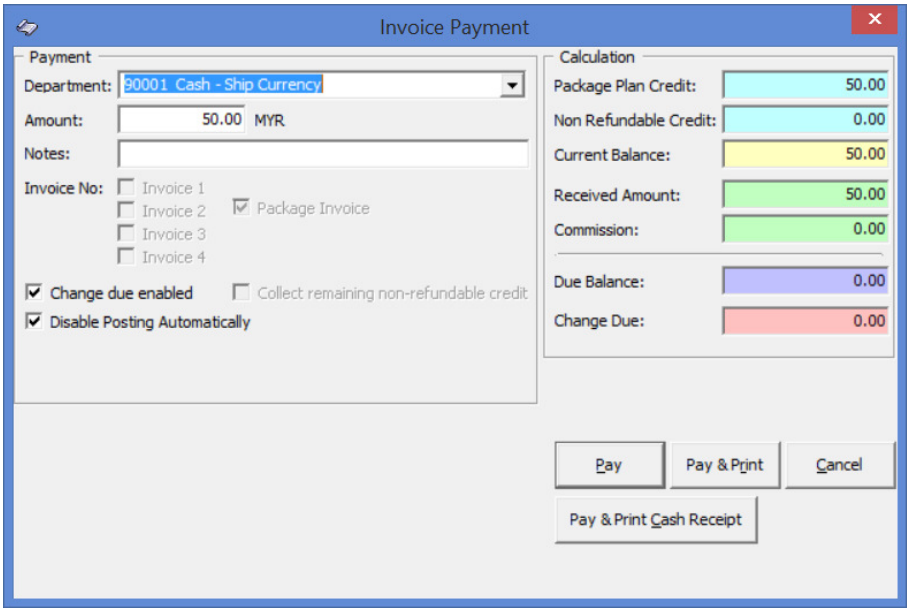


Figure 3-34 - Paying an invoice

3.1.3. Invoice Tab

The Posting Handling function not only provides up to 4 invoices per crew, it also enables you to post a manual charge to an account, route postings and handle various payment processes.

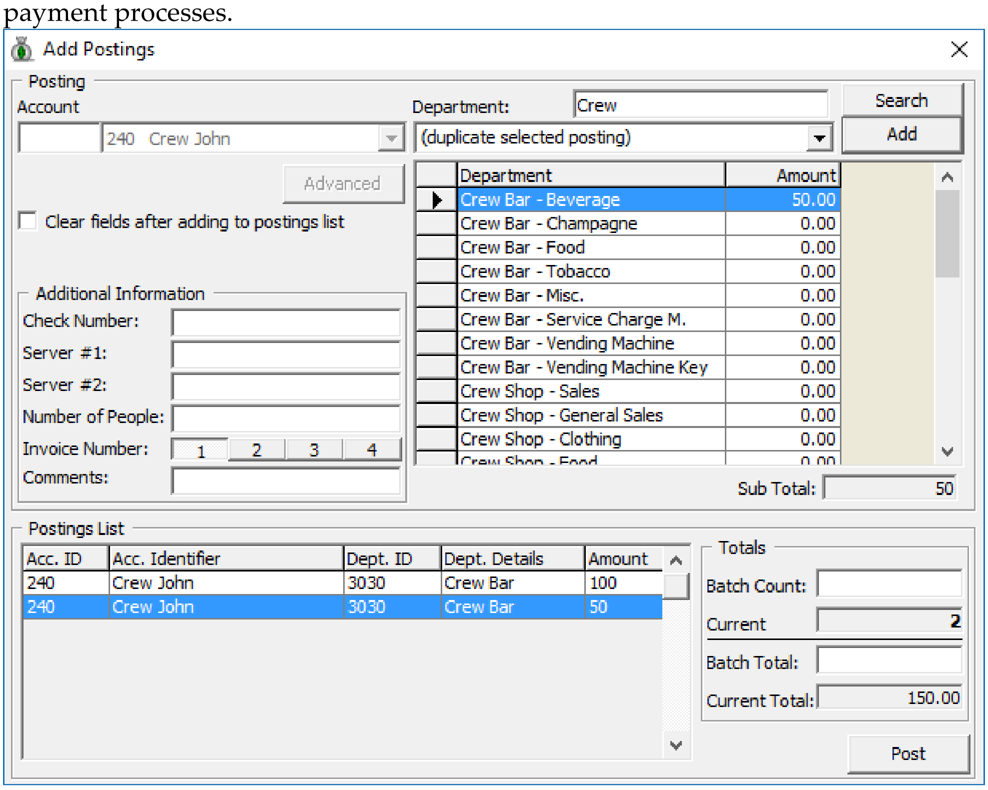


Figure 3-35 - Add Posting screen

Table 3-6 - Field definition of Add Posting screen

Field	Description
Account	Crew Account by Cabin No. and Name
Department	Financial Department codes

Field	Description
Clear fields after adding to posting list	Clear all information in Additional Information section after adding posting
Check Number	Check Number from POS System or any manual posting reference.
Server #1:	Server name appeared on POS check.
Server #2:	Server name appeared on POS check.
Number of People	No. of crew that dined. Information from POS System.
Invoice Number	Invoice number to post to
Comments	Additional comments.
Posting List	List of postings added
Batch Count	Confirmation of number of postings added in Quick Posting function.
Current Count	System count on Postings List
Batch Total	Confirmation of total value posted in Quick Posting function.
Current Total	Accumulated value to post.

Add Posting

Add Posting allows you to post or adjust a charge from the account.

Adding a Posting

1. Select the crew account from the Search Panel, then click **Add Posting** in the **Crew Handling** window.
2. At the **Add Postings** form, select the **Financial Department** from the drop-down list or use the **Search** option to search for a department code.

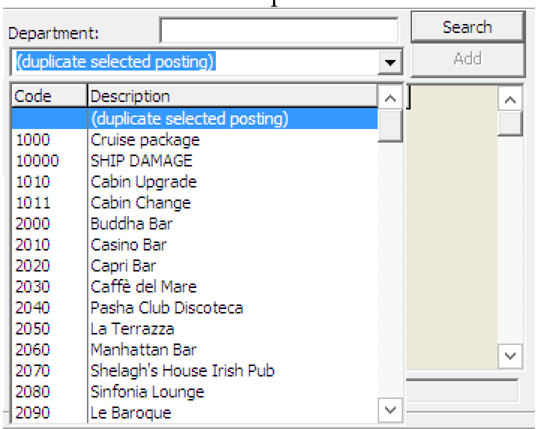


Figure 3-36 - Add Posting Financial Department selection

3. Insert the **Value**, **Check Number** and select the **Invoice number** to post, then click **Add**. This transfers the posting to the **Postings List** at the bottom right of the screen, enabling you to post more than one charge.

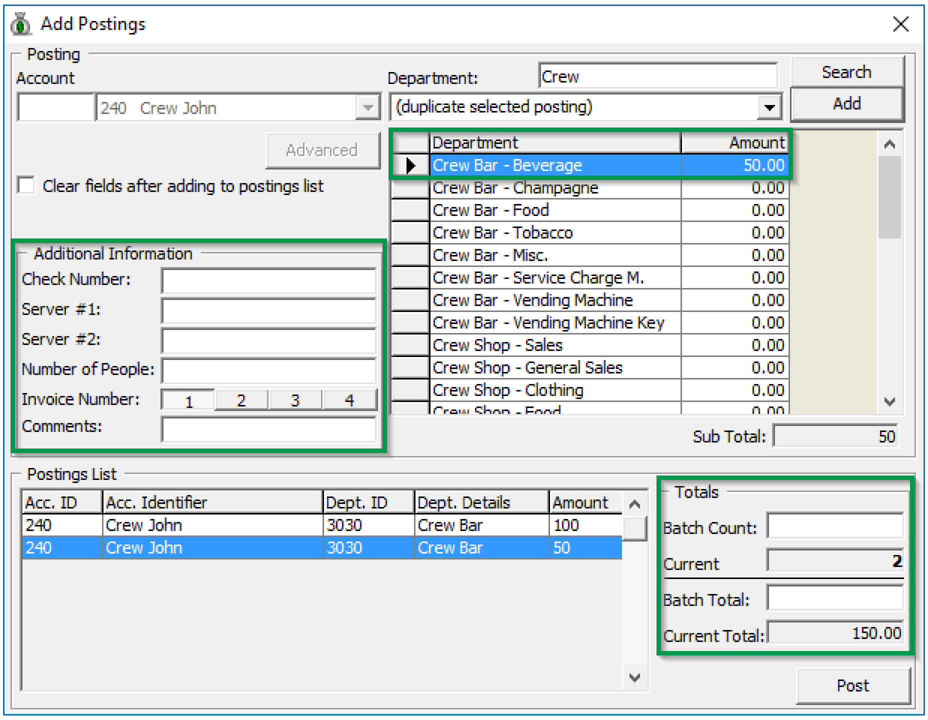


Figure 3-37 - Adding a charge

4. Item count increases automatically when the posting is more than one.
5. Click **Post** to finalize the posting(s) and the posted transaction appears in **Invoice** tab, amongst earlier posted charges.

Void Posting

The Void Posting function is used to adjust the earlier posted transactions.

Voiding a Posting

1. At the **Invoice** tab of the crew account, select the transaction to void and then click the **Void** button.

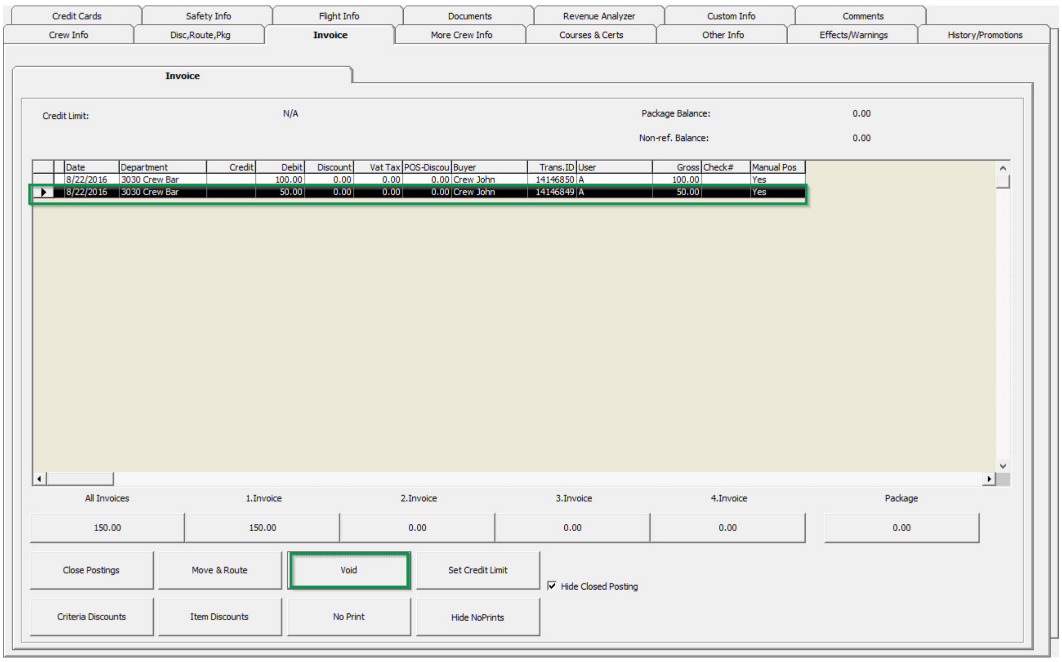


Figure 3-38 - Void Posting

2. The system prompts for confirmation on the charge to void. Click **Yes** to confirm the void and **No** to return to previous screen.

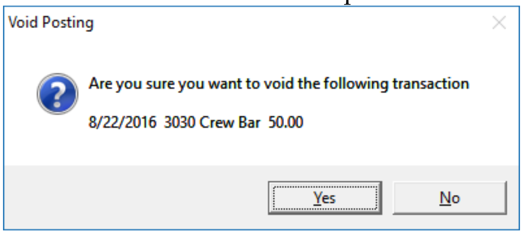


Figure 3-39 - Void Posting prompt

3. At the Void Posting Reason window, insert the void reason or select from the drop-down menu, then press **OK**.

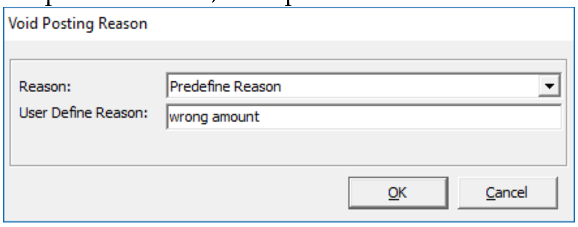


Figure 3-40 - Void Reason prompt

4. Void postings are reflected in egg-shell color with a matching debit and credit amount.

Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID	User	Gross
8/22/2016	3030 Crew Bar		100.00	0.00	0.00	0.00	Crew John	14146850	A	100.00
8/22/2016	4800 Crew Shop		100.00	0.00	0.00	0.00	Crew John	14146853	A	100.00
8/22/2016	3030 Crew Bar		-100.00	0.00	0.00	0.00	Crew John	14146854	A	-100.00

Figure 3-41 - Invoice display of voided transaction

Pay Invoice

The **Pay Invoice** function post a settlement against an invoice, be it part or full payment. As the Ship accepts various payment methods, the process in applying these payments may vary. This function requires a Cashier session to be open before payment can be posted.

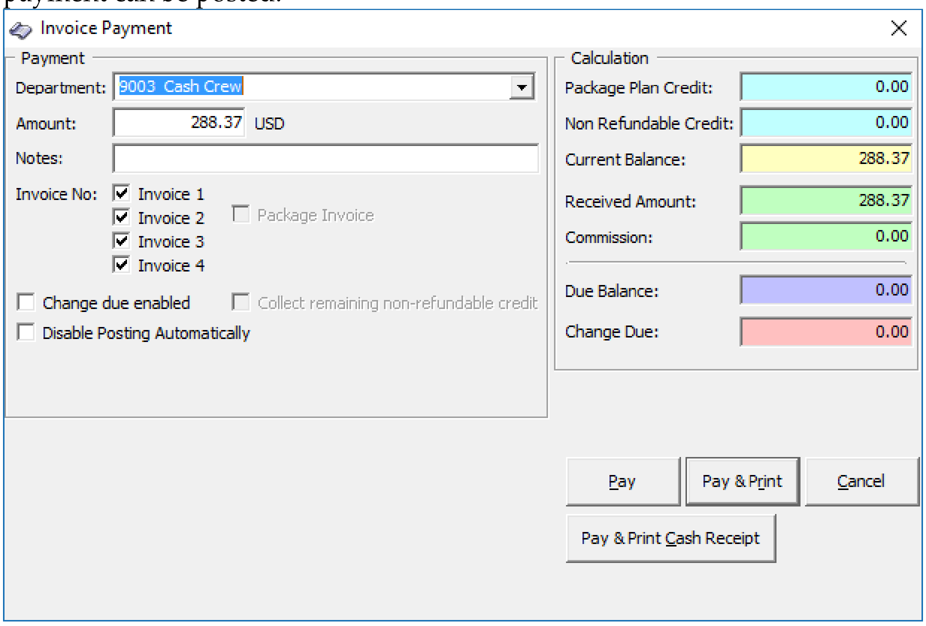


Figure 3-42 – Invoice Payment window

Table 3-7 - Field definition of Invoice Payment window

Field	Description
Department	Financial Department codes - Credit
Amount	Total amount due by guest, depending on the invoice no. selection.
Notes	Additional Notes pertaining to this payment
Invoice Number	Invoice number to apply the payment.
Change due enabled	Enable auto calculation of change due to guest.
Disable Posting Automatically	Disable postings being posted into the invoice. This sets the **Posting Allowed** to No in Crew Info tab.
Package Plan Credit	Eligible credit value for Package Plan posting.
Non Refundable Credit	Credit value non-refundable to guest.
Current Balance	Current Invoice Balance
Received Amount	Amount received.
Commission	Applicable credit card/foreign exchange commission value. Calculate when Charge 1% Commission is ticked or when foreign exchange has commission defined.
Due Balance	Outstanding sum after deducting payment applied.
Change Due	Balance due to crew when payment applied is more than invoice value.
Pay	Apply payment receipted and does not print cash receipt.
Pay & Print	Apply payment receipted and print invoice at the same time.
Pay & Print Cash Receipt	Apply payment receipted and print cash receipt at the same time.

Payment by Cash, Change Due

The **Change Due** function calculates the amount of change due to a crew when the payment method is either cash or foreign currency. Option is available to default the "change due enabled" to be permanently checked. If this is not set as default, one must check this option to activate automatic change due calculation when applying payment.

Paying an Invoice by Cash

1. Retrieve the crew account from the Search Panel, then click **Pay Invoice** located at the bottom of **Crew Handling** screen.
2. The system defaults the payment department according to payment method defined during check in. Select **Payment Department** from the drop-down menu, either Cash or Foreign Currency.
3. Select an invoice to apply the payment and the system calculates the total amount due by guest.
4. Enter the amount to settle.
5. If **Change due enabled** is checked and amount entered is more than Current Balance, the system automatically calculates the change due amount and set the invoice to Zero balance. See *Figure 3-43 - Invoice Payment with Change Due*

6. If the payment applied do not have the **Change due enabled** checked, the system posts the amount as negative value in **Due Balance** field, resembling a deposit posting. See *Figure 3-44 - Invoice Payment without Change Due.*
7. If the payment is an exact amount, the system posts the value as payment receipted, with the **Due Balance** or **Change Due** amount field as 0.00. See *Figure 3-45 - Invoice Payment with exact amount*.

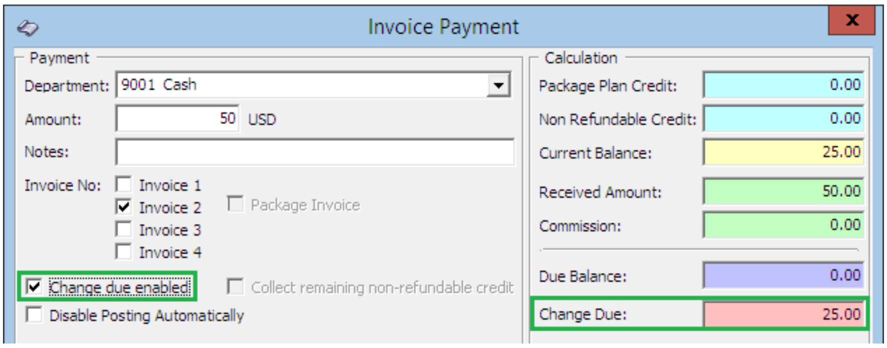


Figure 3-43 - Invoice Payment with Change Due

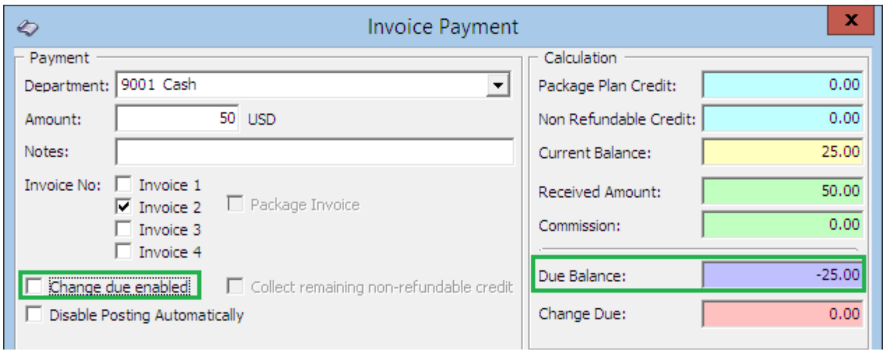


Figure 3-44 - Invoice Payment without Change Due

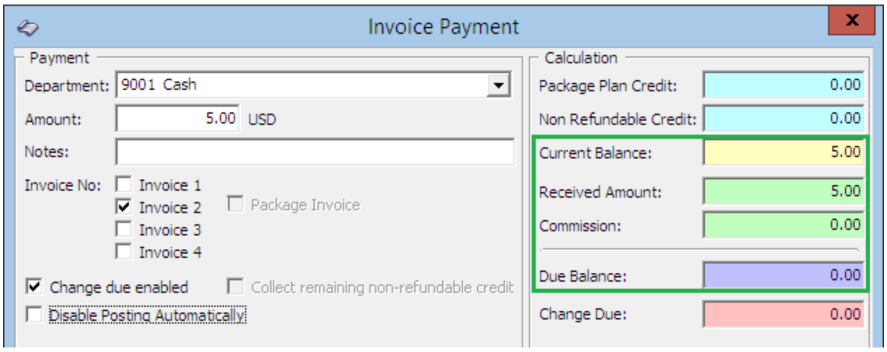


Figure 3-45 - Invoice Payment with exact amount

8. Press either **Pay**, **Pay & Print or Pay & Print Cash Receipt** to complete the transaction. If **Pay** is selected, do print a copy of the invoice for crew reference.

Paying an Invoice with Foreign Currency

1. Repeat step 1 and 2 of the above and select a **Foreign Currency Financial Department**.
2. The exchange rate of the selected payment method is displayed next the amount field.
3. Enter the foreign currency amount in the Amount field and the converted value is shown in **Received Amount**.

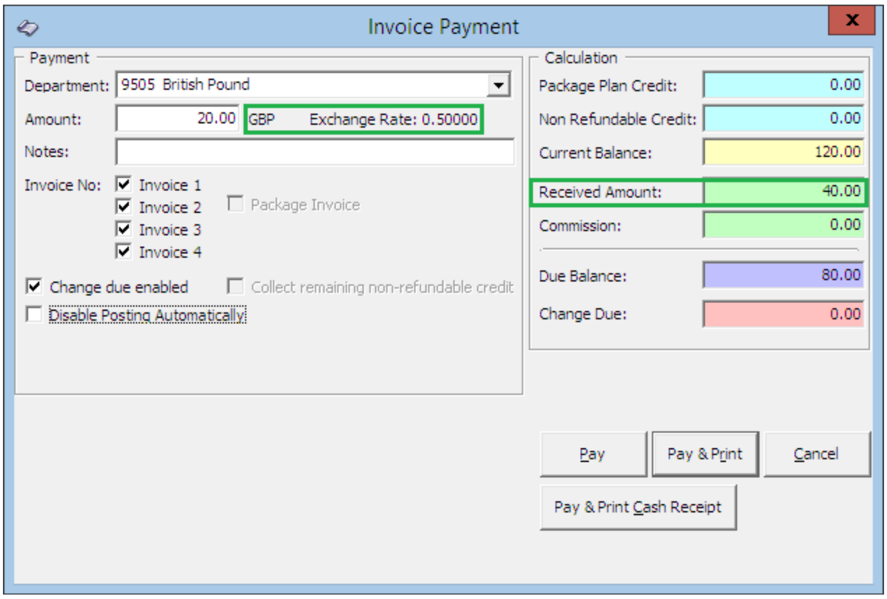


Figure 3-46 - Invoice Payment with foreign currency

4. If the exchanged amount in foreign currency is more than the invoice amount, the system automatically calculates the change due amount in Ship currency when **Change Due Enable** is set as default.
5. Select an invoice to apply this payment and recalculate the total amount due by guest.
6. Press either **Pay**, **Pay & Print or Pay & Print Cash Receipt** to complete the transaction.

Paying an Invoice by City Ledger

City Ledger settlement is only permissible when there is a pre-arranged payment mode, for example; account is settled by a company or an agent within agreed payment terms. The invoice is typically transferred to an Account Receivable as the holding account and begin aging until payment is received.

1. Retrieve the crew account from the Search Panel, then click **Pay Invoice** located at the bottom of **Crew Handling** screen.
2. At the **Payment Department** field, select a City Ledger code.
3. Select an invoice to settle and the system calculates the total amount due by guest.
4. Insert the amount to settle. If the exact amount is paid, the system sets the value as payment receipted and Due Balance is 0.00.

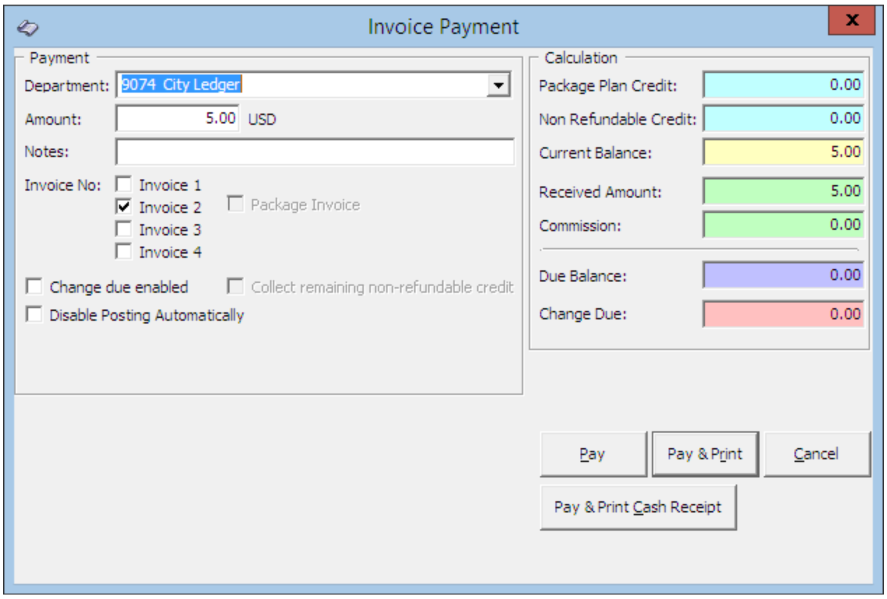


Figure 3-47 - Invoice payment by City Ledger

5. Press **Pay** or **Pay & Print** to complete the transaction. If **Pay** is selected, do print a copy of the invoice for crew reference.

Disabling a Posting Automatically

Selecting the '**Disable Posting Automatically**' check box from the Invoice Payment window sets the Posting Allowed to **No** in Crew Info tab when the invoice balances are 0.00.

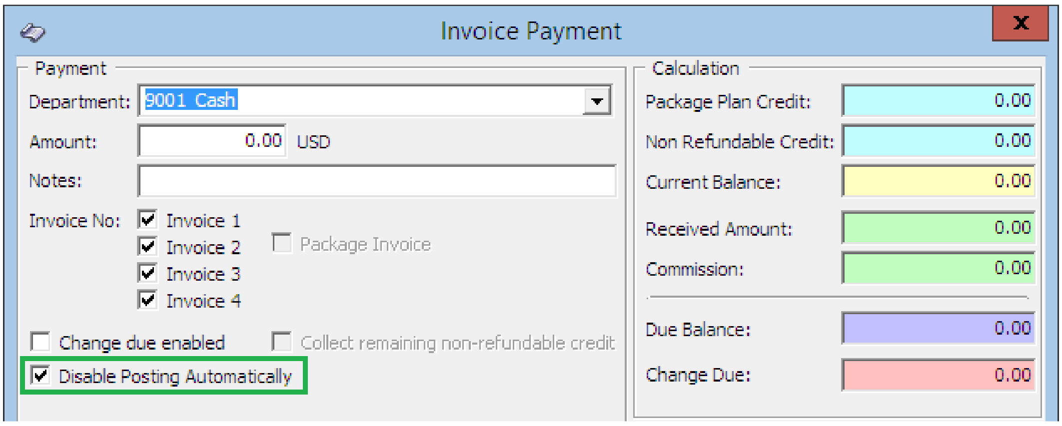


Figure 3-48 - Disable Posting Automatically

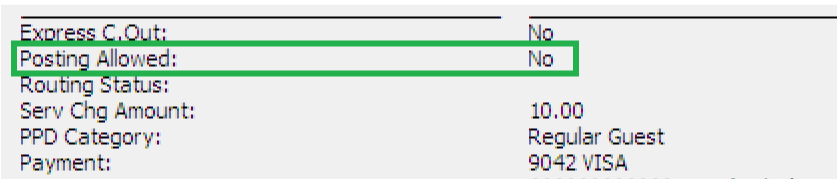


Figure 3-49 - No Posting Allowed in Crew Info tab

The system prompts below message when you try to post a charge to this invoice and rejects the posting.

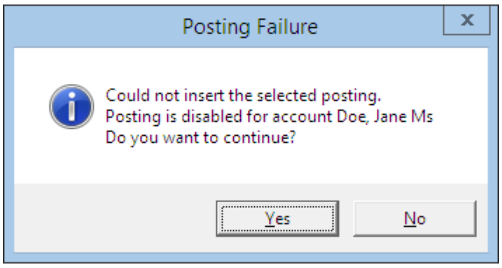


Figure 3-50 – Disable Posting prompt

Resetting posting status to Allowed

1. Click the Posting Status in Crew Info tab.
2. At the Enable Posting prompt, select **Yes** to confirm and this resets the posting to allowed.

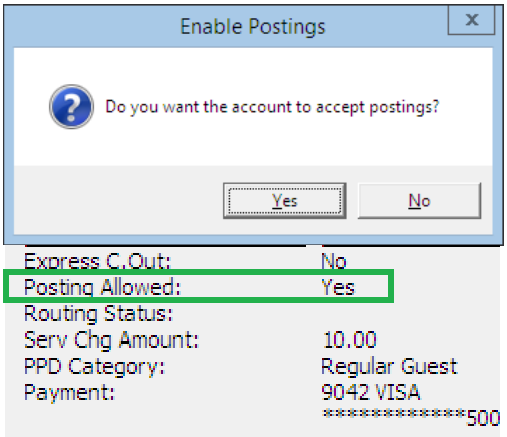


Figure 3-51 - Reset Posting status

Payment by Credit Card

1. Retrieve the crew account from the Search Panel, then click **Pay Invoice** located at the bottom of **Crew Handling** screen.
2. At the **Invoice Payment** form, select the **Payment department** from the drop-down list, if it defers from earlier payment method.

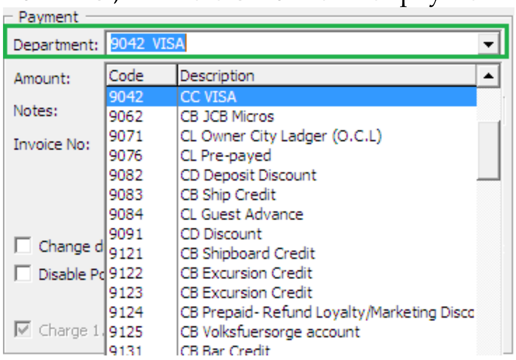


Figure 3-52 - Credit Card Payment selection

3. Amount is automatically filled, based on the current outstanding invoice (selected); For example, Invoice 1 balance = $30, Invoice 2 balance = $20. When all invoice is checked, the total becomes $50. Adjust the amount and select the invoice to pay if they defer.

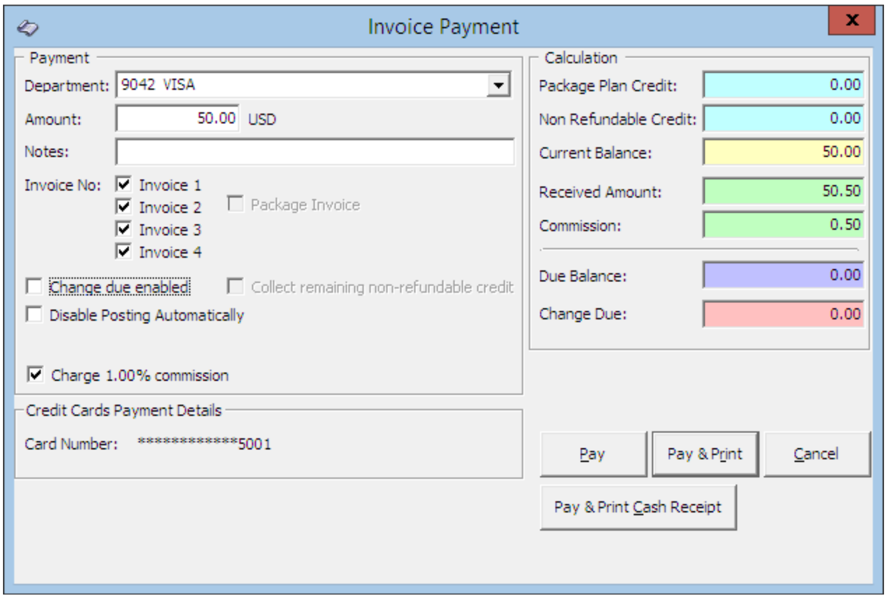


Figure 3-53 - Credit Card Commission selection

4. The % commission shown is according to the commission rate set up in *Administration, Financial Department codes* and is checked by default. The commission chargeable is shown in the **Commission** field. If commission is not applicable, simply uncheck the selection
5. Press **Pay** or **Pay & Print** to complete the transaction. . If Pay is selected, remember to print a copy of the invoice for crew reference.

Print Invoice

The Print Invoice function is similar to Guest Handling print invoices, which enable printing of invoices in different layout made available by the Ship. It has a preview function that allow you to view an invoice/statement prior to printing a hard copy invoice.

Printing an Invoice

1. Retrieve the reservation from the Search Panel, then click **Print Invoice** under **Crew Info** tab to open the **Crew Invoices** screen.
2. Select from the **Report List** the invoice report to print.
3. In the **Print tab**, select the printer, print range and copies to print.
4. Press **Print** to send the print job to printer.

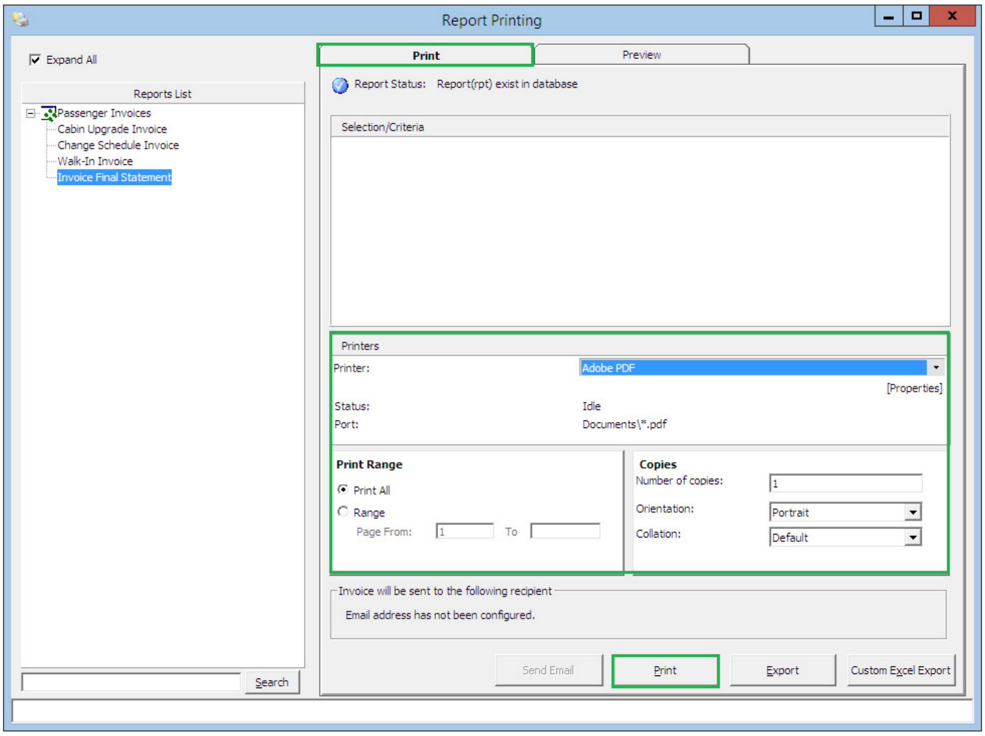


Figure 3-54 - Print Invoice screen

Previewing an Invoice

This function preview the invoice prior to sending the job to a printer.

1. At the **Crew Info** tab of the crew account, click **Print Invoice** to open the **Crew Invoices** screen.
2. Select from the **Report List** the invoice report to print.
3. Navigate to the **Preview tab** to view the invoice.
4. Press the **Printer icon** if you wish to send the print job to printer.

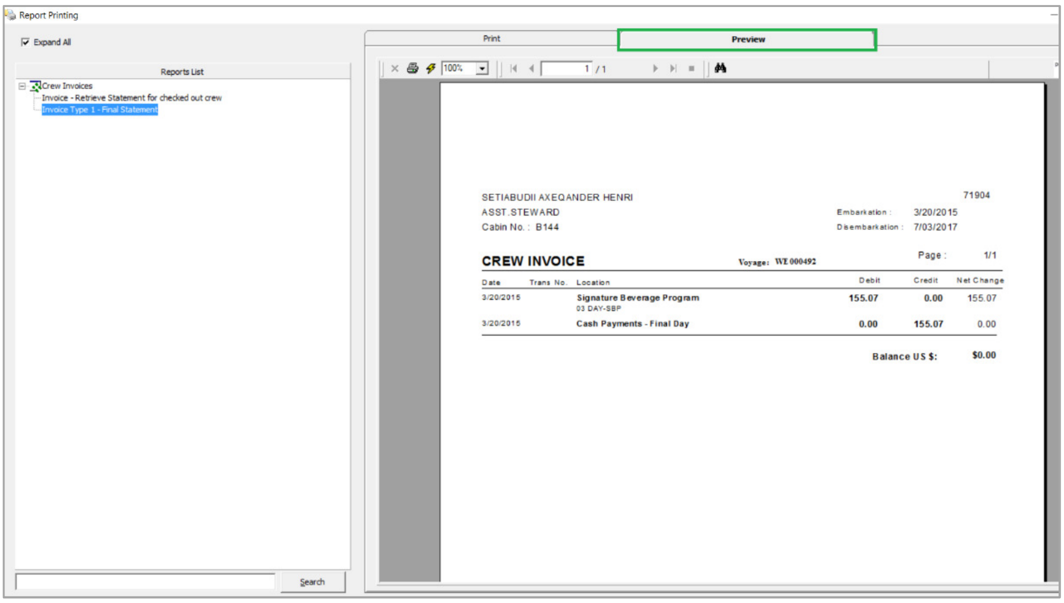


Figure 3-55 - Preview Invoice before printing

Email Invoice

In a paperless environment, copy of the invoice may be sent to the guest's email account, only when the on-board email is listed in the crew account. A special setup is required before an invoice can be pushed out by email. Such entry requires setup by your System Administrator.

Emailing an Invoice

1. Repeat step 1 and 2 of the above.
2. At the **Print tab**, select **Send Email.** The system prompts a dialog box once the email is sent successfully.
3. Click **OK** to close the dialog box.

Exporting an Invoice

Exporting of invoices into other file format is possible and the supported file format are: Acrobat Format, Crystal Report, MS Word, MS Excel and many more.

1. Repeat step 1 and 2 of the above.
2. In the **Print tab**, press **Export**.
3. Select the file format and destination type from the drop-down list when prompt.

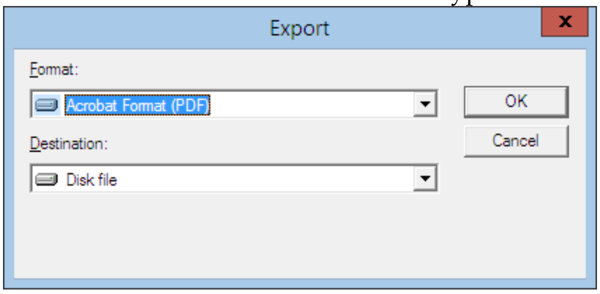
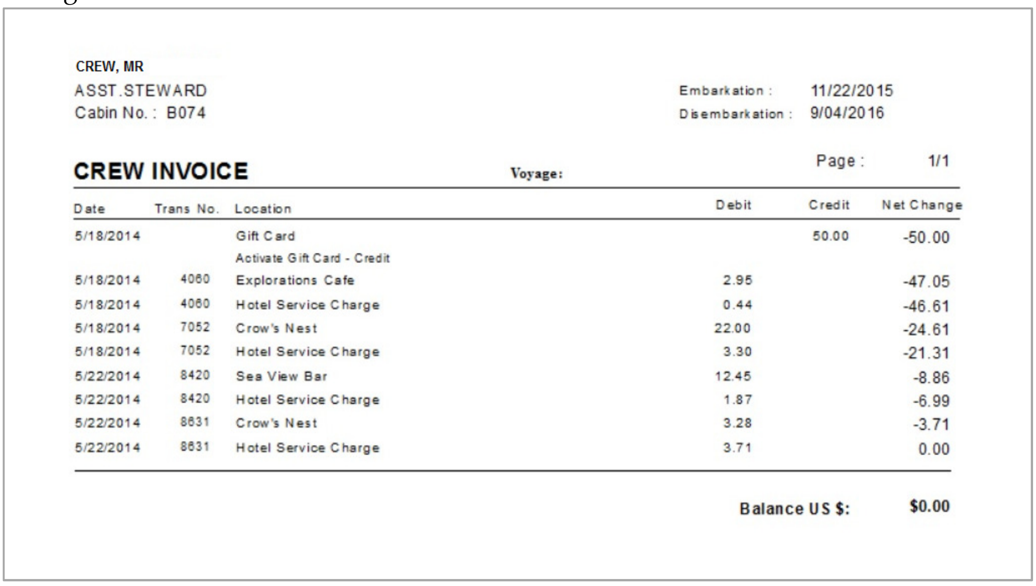


Figure 3-56 - File Export Format selection

4. Select the page range to print.
5. Enter the file name to save and location path when the system prompts for file saving location.



CREW, MR
ASST.STEWARD
Cabin No. : B074

Embarkation : 11/22/2015
Disembarkation : 9/04/2016

Page : 1/1

CREW INVOICE

Voyage:

Date	Trans No.	Location	Debit	Credit	Net Change
5/18/2014		Gift Card Activate Gift Card - Credit		50.00	-50.00
5/18/2014	4060	Explorations Cafe	2.95		-47.05
5/18/2014	4060	Hotel Service Charge	0.44		-46.61
5/18/2014	7052	Crow's Nest	22.00		-24.61
5/18/2014	7052	Hotel Service Charge	3.30		-21.31
5/22/2014	8420	Sea View Bar	12.45		-8.86
5/22/2014	8420	Hotel Service Charge	1.87		-6.99
5/22/2014	8631	Crow's Nest	3.28		-3.71
5/22/2014	8631	Hotel Service Charge	3.71		0.00

Balance US $: $0.00

Figure 3-57 - Sample Invoice

Custom Excel Export

This function exports the invoice into a predefined Excel format.

1. Repeat step 1 and 2 of the above.
2. In the Print tab, select **Custom Excel Export**.
3. Enter the file name to save and location path when the system prompts for file saving location.

Move & Route

The Move and Route function enables bills to be organized at the time of credit sign up, during the cruise or at the end of the cruise when crew would like to separate certain charges from the main invoice. Charges are easily moved using the drag and drop movement and various method is available to suit the operational needs.

Moving a charge from one invoice to another

1. Select the crew account and navigate to the **Invoice** tab.
2. Highlight the transaction to be move.
3. Press, and hold down the left button of the mouse.
4. Drag the transaction to the location by moving the mouse pointer.
5. Drop the object by releasing the left mouse button.

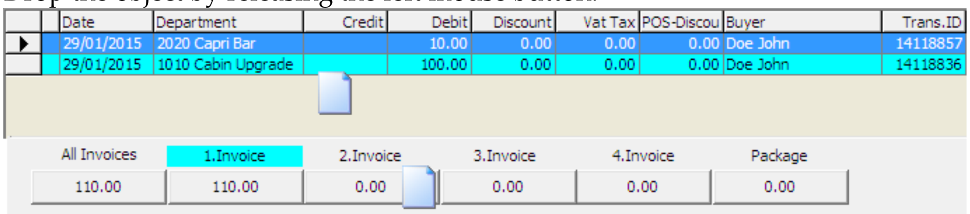
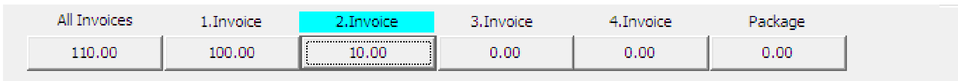


Figure 3-58 - Move & Route function

6. The original invoice amount decreases and the newly created invoice amount increases.



Setting up a Charge Route

The following function allow crew to separate certain charges in another invoice throughout the cruise or route to another account. It would be more feasible to set up a routing instructions to move both current and future postings to a new invoice.

1. Select the crew account and navigate to the **Invoice** tab.
2. Click **Move & Route** to open a Move posting menu.

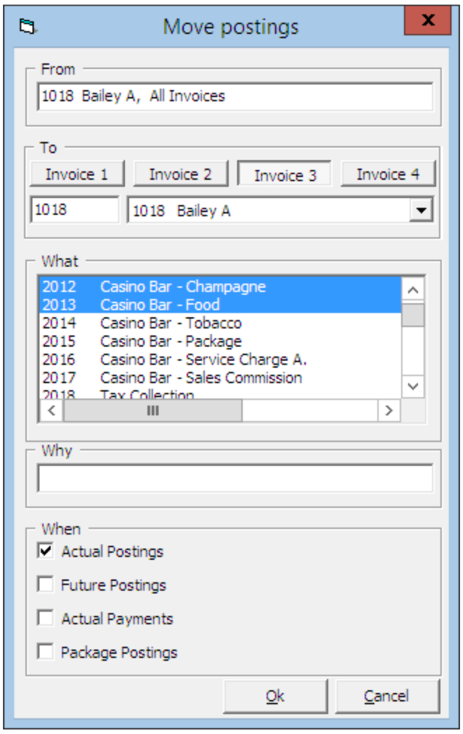


Figure 3-59 - Move Posting tab

Table 3-8 - Definition of Move Posting tab

Field	Description
From	Default to Crew account, All Invoices.
To	Selectable invoice from Invoice 1 to 4 or another guest/payer account.
What	Department Group or Financial Department code to route.
Why	Reason why charges were routed.
When	Type of postings to route.

3. By default the main invoice displayed is **All Invoices**. Select the invoice where the charges should be routed to.
4. If charges is routed to another guest/payer, enter the cabin number and select the crew name.
5. Select either the department group or financial department code to route, and then insert the routing reason.
6. Choose the type of posting to route, actual/future postings or actual payments.
7. If **Future Postings** is checked, the system automatically places the department code in **Disc, Route, Pkg tab, Routing** window.

See also *Disc, Route, Pkg Tab*

Criteria Discount

The following function works exactly the same as Percentage Discount in Disc, Route, Pkg tab and has an additional check box for **Actual Postings**, allowing you to apply a discount to the actual posting. This function creates a record in discount portion in **Disc, Route, Pkg** tab when Future Posting is checked.

See *Disc, Route, Pkg Tab*, *SPMS Discount* on how to apply a discount.

Item Discount

The Item Discounts deducts a specific percentage of selected postings on the crew invoice. This function is a Percentage discount and not available as value discount.

According an Item Discount

1. On the **Invoice** of the account, mark the posting entitled to the discount, then click the **Item Discounts** button.
2. Insert the percentage value in the discount field, then click **OK** to proceed.

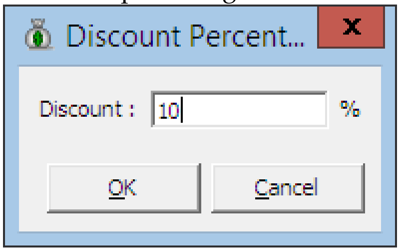


Figure 3-60 - Item Discount

3. The system post an adjustment (reverse) against the original posting and set the adjusted posting to **No Print** automatically, then repost the correct value with discount value indicated.

Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID	User	Gross	Check#
30/01/2015	3070 Minibar		-20.00	0.00	0.00	0.00	Bruer S	14118914	A	-20.00	123
30/01/2015	3070 Minibar		18.00	2.00	0.00	0.00	Bruer S	14118915	A	20.00	123
30/01/2015	3070 Minibar		50.00	0.00	0.00	0.00	Bruer S	14118912	A	50.00	123
30/01/2015	3070 Minibar		20.00	0.00	0.00	0.00	Bruer S	14118912	A	20.00	123

Figure 3-61 – Example of Item discount transactions

Hide No Print

This function works with transactions that are marked with **No** Prints; For example, a voided transactions. This process changes the information displayed on screen, giving you an organized invoice view.

Hiding/Showing NoPrints transactions

1. Clicking the **Hide NoPrints** switches the button from Hide NoPrints to Show NoPrints, or vice versa.
2. Transactions marked with **NoPrints** (pale yellow) are hidden from the invoice screen until you click the **Show NoPrints**.

29/01/2015	9000 Cash	-598.00		0.00	0.00	0.00	Bailey A	14118682	A	-598.00
29/01/2015	9000 Cash	598.00		0.00	0.00	0.00	Bailey A	14118681	A	598.00

Figure 3-62 - Example of NoPrints transactions

No Print

This function enables voided posting or previous settlements to be excluded from being printed onto the invoices. Is it only possible to set no prints for transaction entry equals to 0.00.

Hiding NoPrint transactions

1. Retrieve the account and navigate to the Invoice tab.
2. Select the desire transactions and click **NoPrint.**

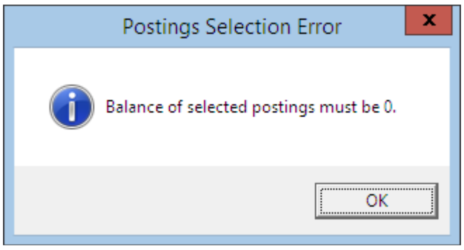


Figure 3-63 -No Print posting not equal to 0

3. If the transaction balance does not equal to 0.00, the system prompts an error.

Resetting No Print transactions to original state

1. Select the NoPrint transactions, then click **NoPrint.**
2. Transactions reverts to normal posting and no longer shown in pale yellow.

Set Credit Limit

The floor limit is pre-set within the Financial Credit Sub-Department code and this is adjustable for specific crew at the jurisdiction of the Chief Purser.

Setting a Credit Limit

1. On the Invoice tab, click **Set Credit Limit** button.
2. Insert the credit value in the dialog box, then click **OK** to override the pre-set credit limit defined in Credit Sub-Department code.
3. If the account exceeds the floor limit or the individual limit, a 'Credit Limit Exceeded, a warning prompt appears in both SPMS and MICROS System during posting and charges won't be added. The same warning prompt appears if the account is routed and payor has a Credit Limit defined.

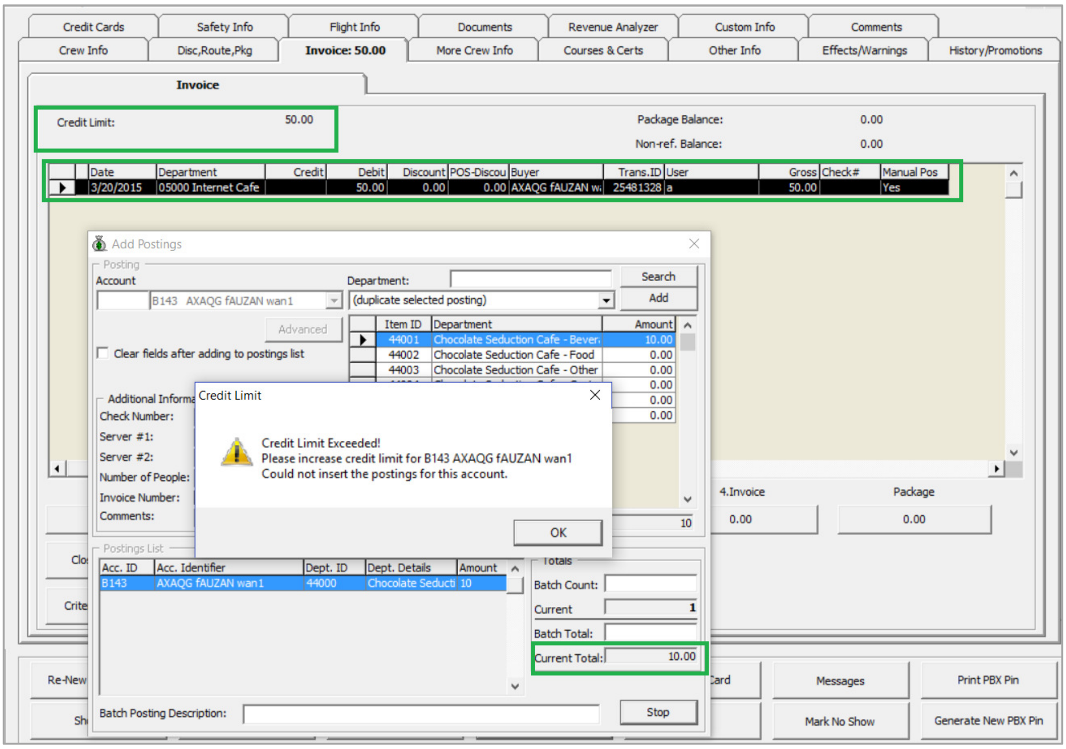


Figure 3-64 - Warning prompt when Credit Limit exceeded

Consult your Chief Purser/Front Desk Manager or refer to the Ship's Operating procedure for next course of action.

Close Posting

The Close Posting function generates an interim invoice and closes the balanced account without checking out the account. This function does not work when the account still has a balance.

WARNING: Once the account is closed, this *can not be undone*.

Closing an account with Close Posting

1. Retrieve the account and navigate to Invoice tab.
2. Ensure all invoices are 0.00 balance. If account is unbalance, the system prompts **Balance not zero** message. Click **OK** to return to previous screen.
3. If the account is balance, click the **Close Postings**.
4. Select **Yes** when the system prompt for a response. If **No** is selected, it return to Invoice tab without closing the postings.

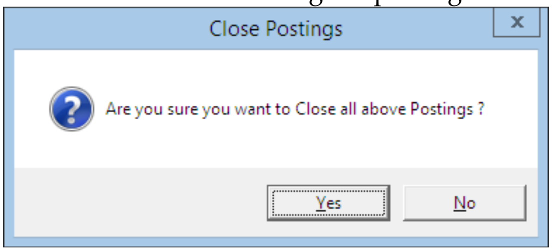


Figure 3-65 - Close Posting confirmation

5. Check **Hide Posting** located at the bottom of the invoice tab to hide all closed postings.

3.1.4. More Crew Info Tab

The **More Crew Info** tab stores various information's such as **Other Related Information, Visa/Customs Info** and **Live Picture**, and these information's are update from the Crew Info tab and the main reservation screen.

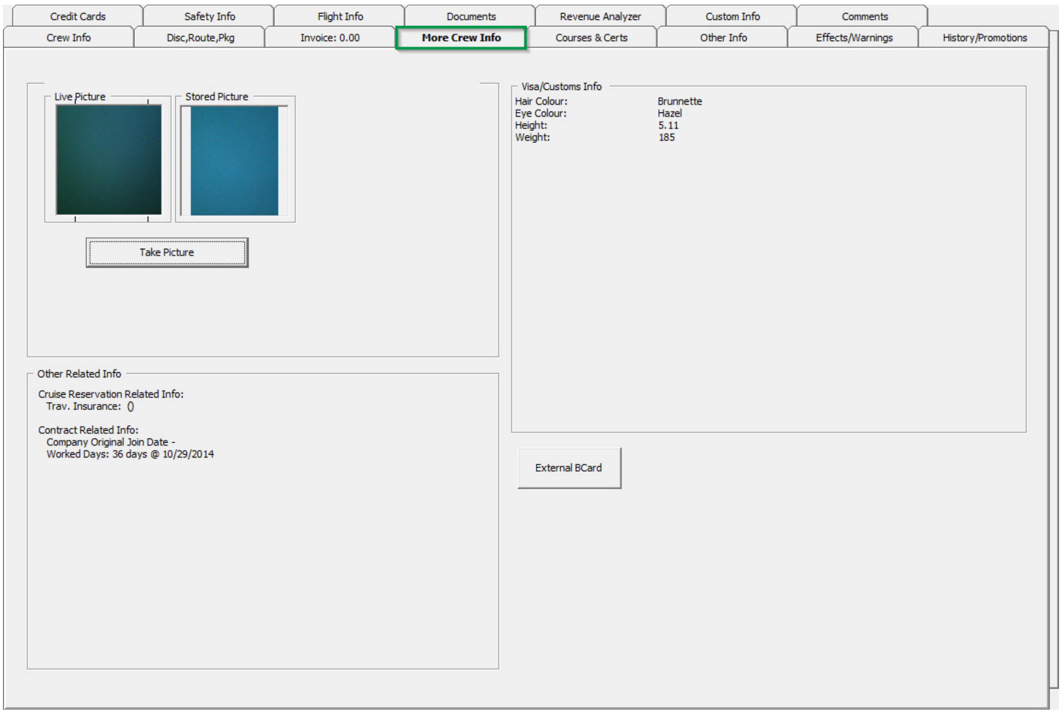


Figure 3-66 - More Info tab

Take Picture option

The Take Picture option captures the current crew picture and shared them on other modules, enabling other users to easily recognize the crew they are dealing with. The supported picture file format is: .jpg or .bmp.

1. Retrieve the account and navigate to the **More Crew Info** tab.
2. The live image of the crew is displayed in the Live Picture window.
3. Click **Take Picture** to capture the image.

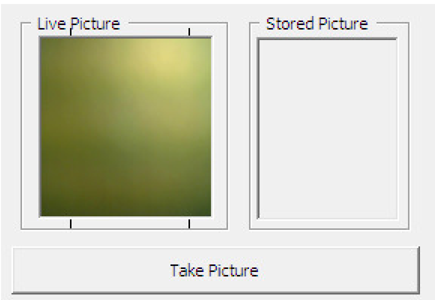


Figure 3-67 - Take Picture

Cruise Reservation Related Info

The Other Related Info section displays the Crew Travel Insurance Number and the number of days works from original joined date.

Visa/Customs Info

This section displays the information entered in Edit Reservation form.

3.1.5. Courses & Certs

All crew is required to complete various safety and operational courses throughout their tenure, and these courses are recorded in Course & Certs tab, with the require courses/certificates being listed in the top section and completed course in the bottom section of the tab.

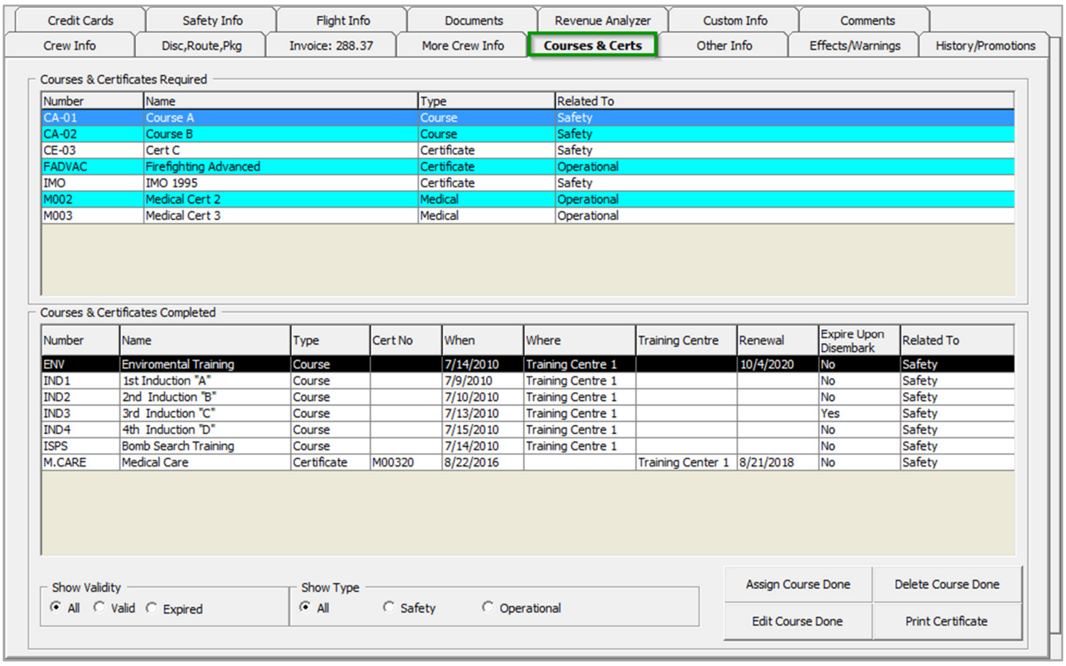


Figure 3-68 - Courses & Certificates tab

Assigning Course Done

When a crew completes an assigned course, the course information such as certificate number, course location and validity are updated in the system.

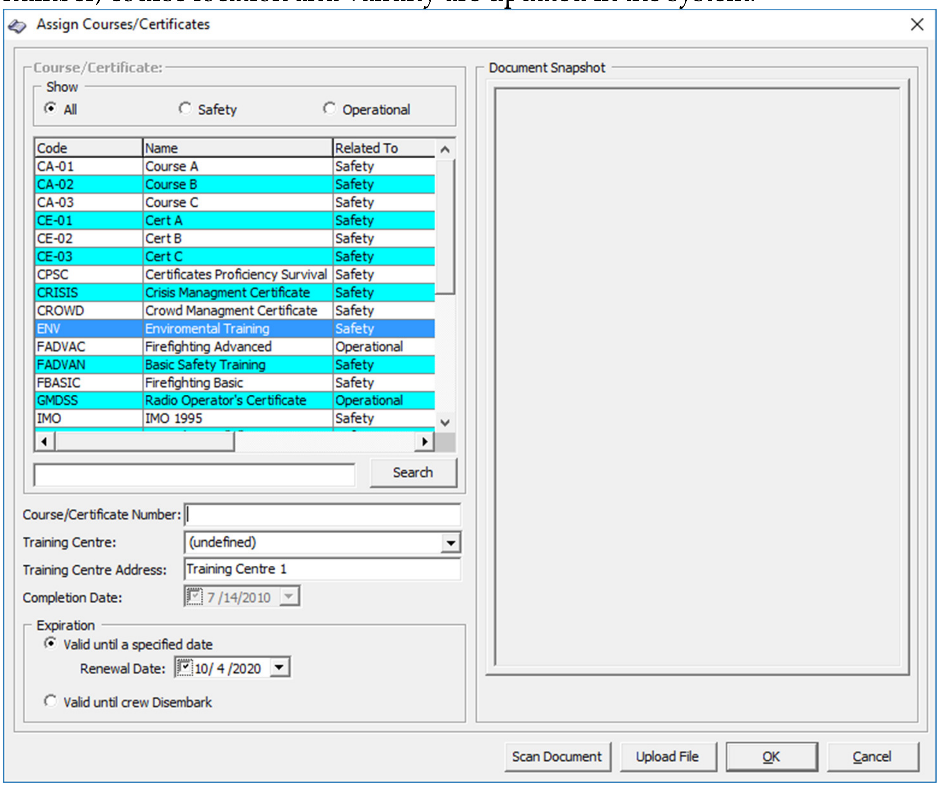


Figure 3-69 - Course/Certificate Assignment screen

1. Select the course name from Courses & Certificates Completed section.
2. Click **Assign Course Done** at the bottom right of the screen.
3. In the Assign Courses & Certificates form, enter the **Course/Certificate number** and select the **Training Center** from the drop-down list.
4. Update the completion date and select the expiration date accordingly.

5. The completion date cannot be change once it is updated.

6. Select either **Scan Document** or **Upload File** to store a copy of the certificate.
7. Click **OK** to update the course details.

Editing Course Done

1. Select the course name from the Courses & Certificates Completed section and click **Edit Course Done**.
2. In the Assign Course/Certificates form, update the necessary information.
3. Click **OK** to save.

Deleting Course Done

A completed course can be deleted from the grid and is permissible to user who has access rights #740 assigned.

1. Select the course to delete and click **Delete Course Done**.
2. At the confirmation prompt, click **Yes** to complete the deletion.

3.1.6. Other Info Tab

Other Info tab stores the crew medical certificates, uniform inventory, as well as function to enable/disable the cabin telephone which only work with an interface.

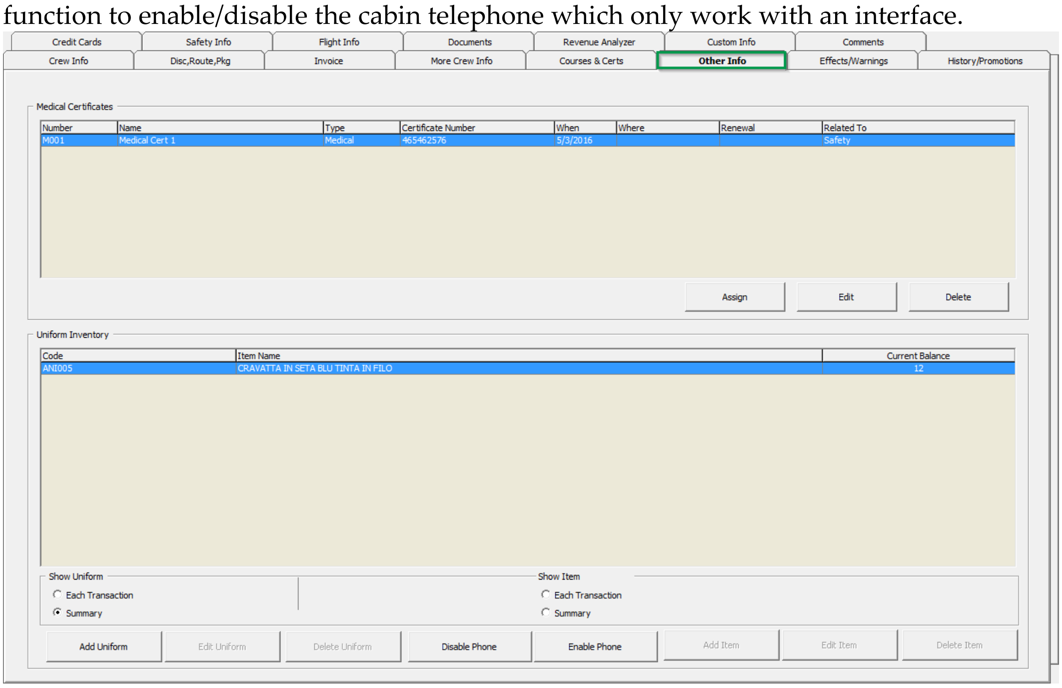


Figure 3-70 - Other Info Tab

Assigning/Editing Medical Certificates

1. Retrieve the account and navigate to **Other Info** tab.

2. Click **Assign** to open the Courses/Certificates window.

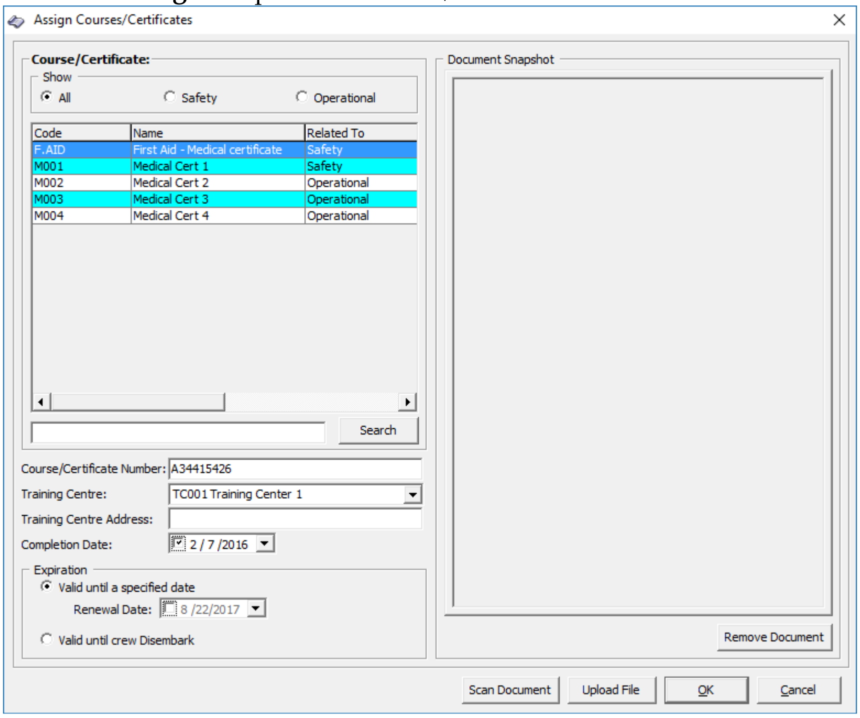


Figure 3-71 - Assign Course/Certificates

3. Select the type of **Course/Certificate** to show or use the **Search** field to search for specific course/certificate.
4. Select the line item from the courses displayed and enter the **Course/Certificates Number** in the field provided.
5. Select the **Training Centre** from the drop-down list and enter the centre address, if any.
6. Select the **Completion Date** using the date-picker.
7. In the Expiration section, select the validity of the certificate.
8. Click **Upload File** to upload a copy of the certificate or use the **Scan Document** to scan a copy of the certificate, if any. Function requires a scanner to be installed.
9. Click **OK** to complete the process.
10. To edit the certificate, select the certificate from the list and then click **Edit**.
11. Change the necessary information and then click **OK** to save.

Uniform Inventory

This function records uniforms issued to/returned by the crew and function buttons is enabled depending on the type of transaction to show.

Adding/Returning Uniform

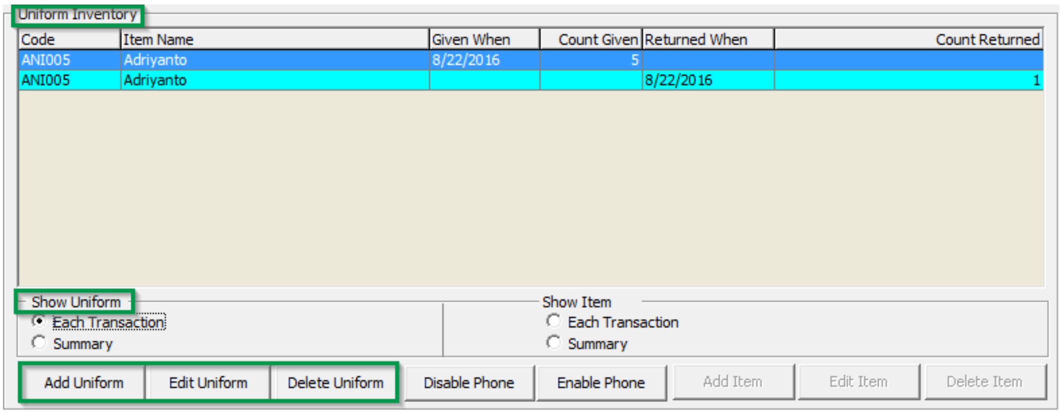


Figure 3-72 - Crew Uniform Inventory

1. Retrieve the account and navigate to **Other Info** tab.
2. Under the Uniform Inventory section, select the **Show Uniform** and the transaction type to enable the function buttons on the left.
3. Click **Add Uniform** to open the Uniform Transaction window.

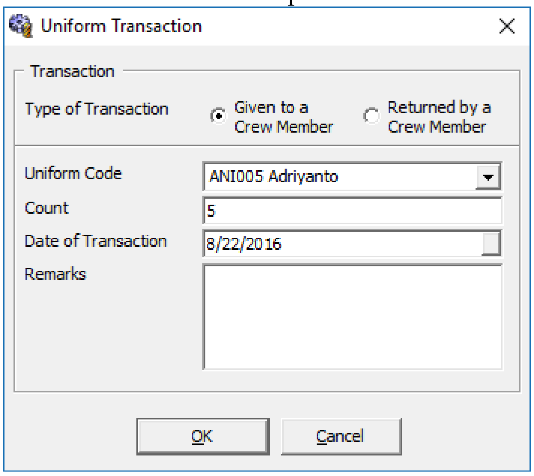


Figure 3-73 - Assign Course/Certificates

4. Select the type of transaction and the uniform code from the drop-down list.
5. Enter the **Count** and select a date from **Date of Transaction**.
6. Click **OK** to save the transaction.

Editing Uniform Inventory

This function allows you to edit the transaction record, for example the count and date of transaction. Editing the transaction type is not permissible.

Deleting Uniform Inventory

When a transaction type is entered incorrectly, you are required to delete the transaction first before reentering the correct transaction.

Adding/Returning Uniform Items

Function of this feature is the same as Uniform Inventory and it record the inventory at item level.

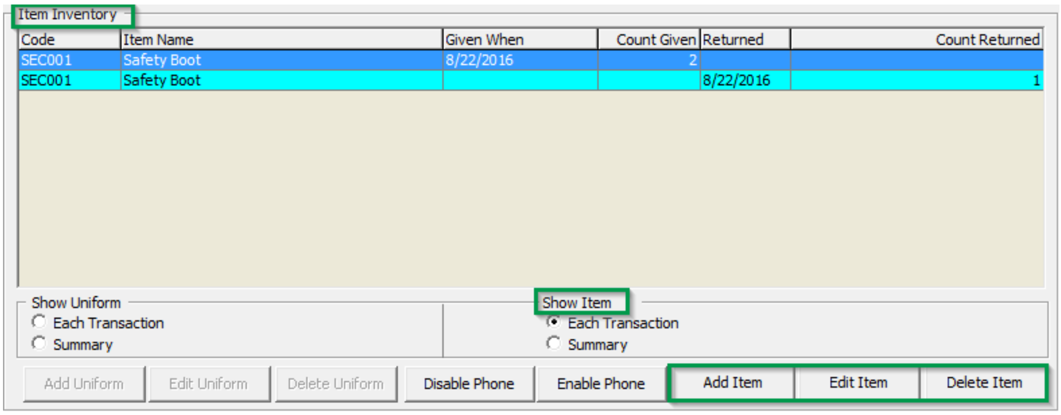


Figure 3-74 - Item Inventory

To enter an item, repeat the above steps and select **Show Item** to enable the function buttons of the right.

3.1.7. Effects/Warnings

The following function records items that are prohibited, confiscated or submitted for Customs Declaration, as well as Warnings issue to crew.

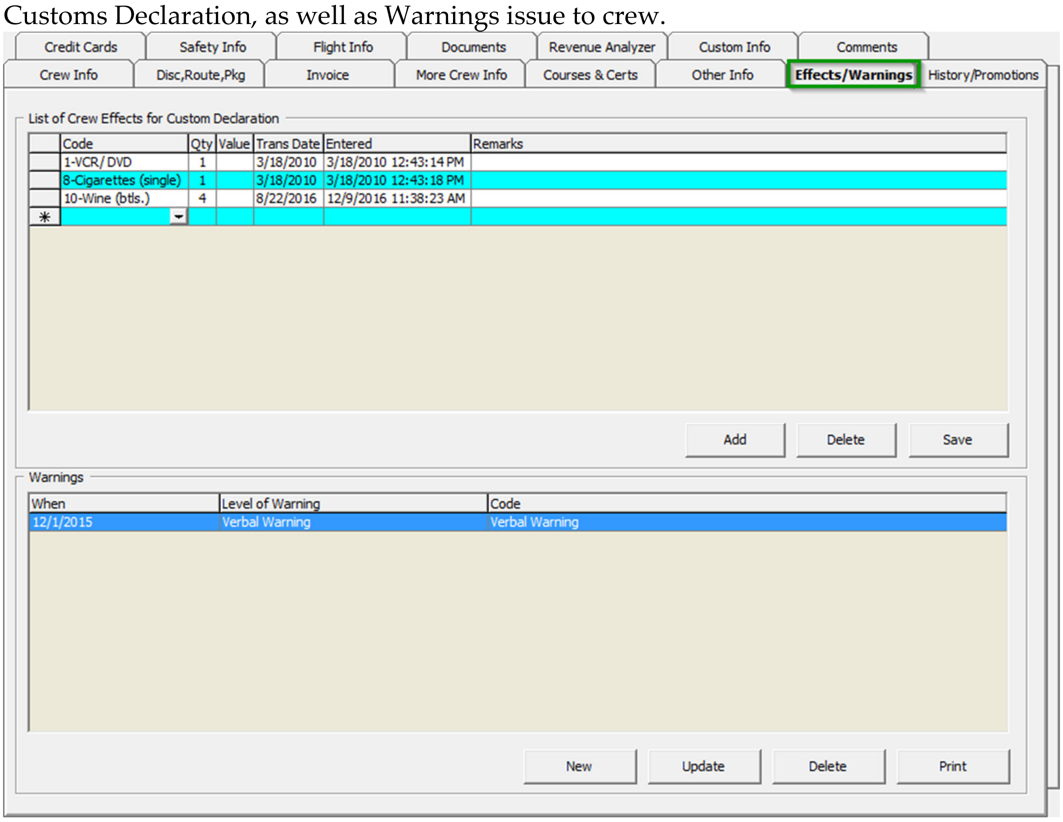


Figure 3-75 - Effects/Warning tab

Effects Item

Adding/Deleting Items

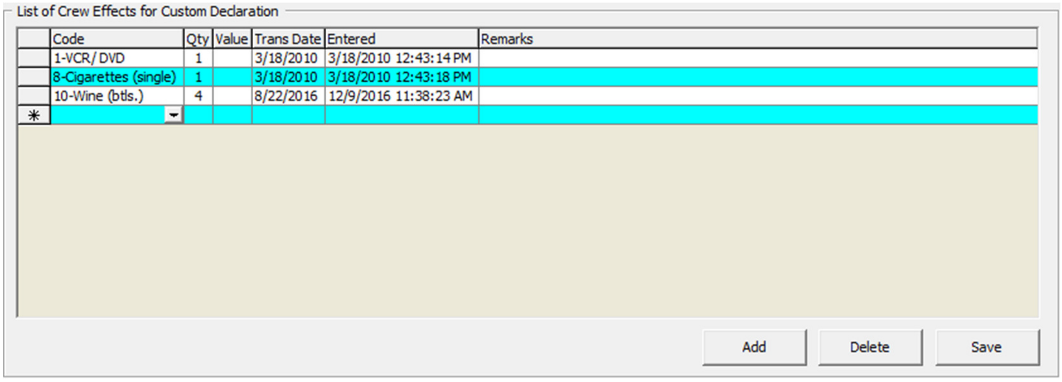


Figure 3-76 - List of Crew Effects

1. Retrieve the account and navigate to **Effects/Warning** tab.
2. Under the List of Crew Effects for Custom Declaration section, click **Add.**
3. In the Code field, select the item from the drop-down list, enter the quantity and transaction date.
4. Click **Save** to save the record.
5. To delete an item, select the transaction line and press Delete.
6. At the confirmation prompt, click **Yes** to complete the deletion.

Warnings

Warnings feature enable the Ship operator to record any warning given to the crew, be it verbal or written and by severity.

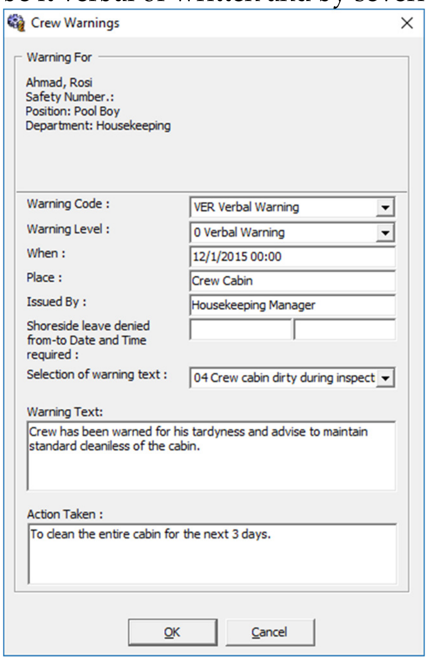


Figure 3-77 - Crew warning

Adding New Warning

1. Retrieve the account and navigate to **Effects/Warning** tab.
2. Under the Warnings section, click **New.**
3. In the Crew Warning window, select the warning code, warning level from the drop-down list, then enter the date/time in, location and issued by in the respective fields.
4. Insert the Shoreside leave denied period from/to, if any.

5. Select the warning type from the drop-down list, enter the warning text and action taken against the crew.
6. Click **OK** to save the record.

Updating Warnings

1. Double-click the line item or click **Update** to open the Crew warning window.
2. Update the necessary information, then click **OK** to save the changes.

Deleting Warnings

1. Select the line item and then click **Delete**.
2. At the confirmation prompt, click **Yes** to delete the record.

3.1.8. History/Promotion Tab

The History tab stores future and past reservation records, as well as the promotion/demotion supervene during the crew's tenure. Other than the **Future Reservations** section where one insert, edit and remove a reservation, all other information on this screen are non-editable.

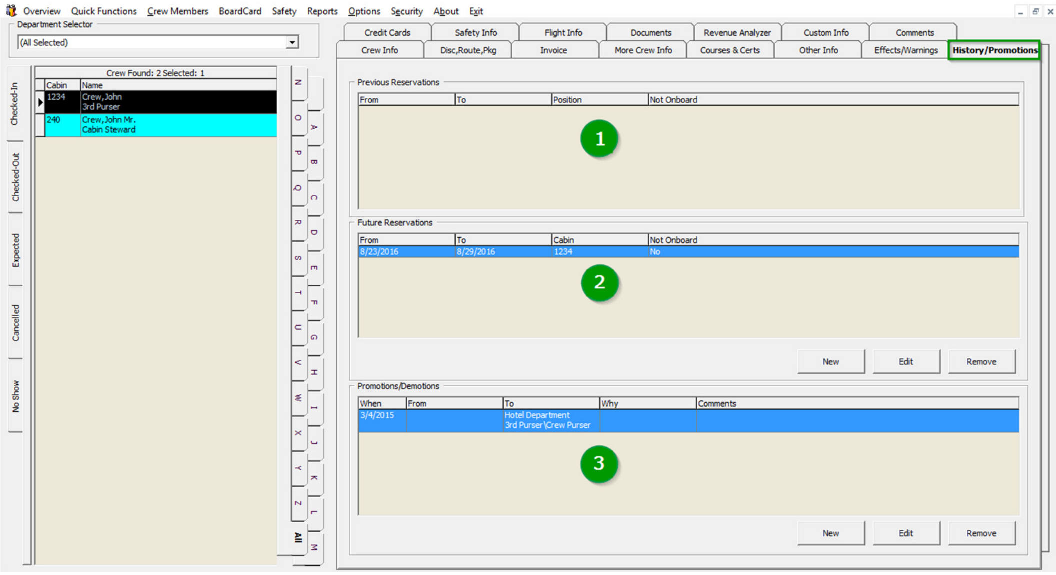


Figure 3-78 – History/Promotion tab

Table 3-9 - Field definition of History tab

Field	Description
1	This section stores records of previous reservations by date, cabin number, notes and overall stay duration. Records are captured once the crew checks out.
2	This section stores records of future reservations. During System Date Change, the system checks the future reservations records for expected embarkation that falls on the next system date and automatically renewed them to Expected Arrival.
3	This section stores promotion/demotion records of crew during their employment.

Creating Future Reservation

1. Click **New** to open the Future Reservations form.
2. Enter the Cabin number and select the Expected Embarkation/Disembarkation Date.
3. Clicking **OK** saves and inserts the record in the Future Reservation section.

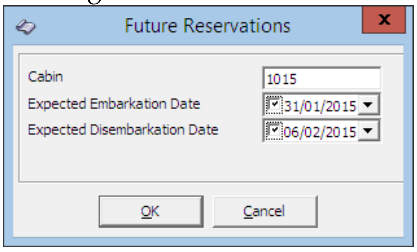


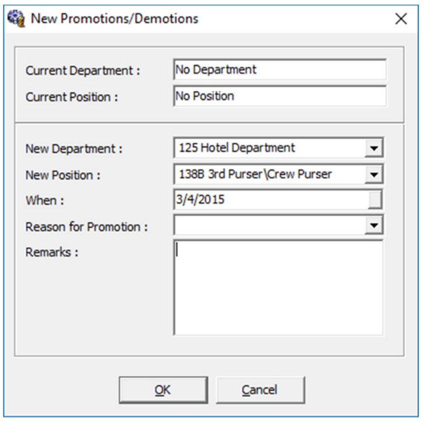
Figure 3-79 - Future reservation

Editing Future Reservation

1. In the **Future Reservation** section, select the future reservation.
2. Click **Edit** to open the Future Reservations form.
3. Alter the information and then click **OK** to save the changes.

Adding Promotion/Demotion

1. In the **Promotions/Demotions** section of the crew, click **New**.



2. At the New Promotions/Demotions form, select the **New Department, New Position, effective date, Reason for Promotion** from the drop-down list.
3. Insert a remark if any, and then click **OK** to save.

3.1.9. Get Credit Cards Function

Similar to Get Credit function in Management module, this function enables updating of crew's credit card details by swiping the card through the magnetic card reader.

Updating Credit Card Details

1. At the Search Panel, search for the crew, then click the **Get Credit Card** located at the bottom of the Crew Handling screen to open the blank Credit Card Entry form.

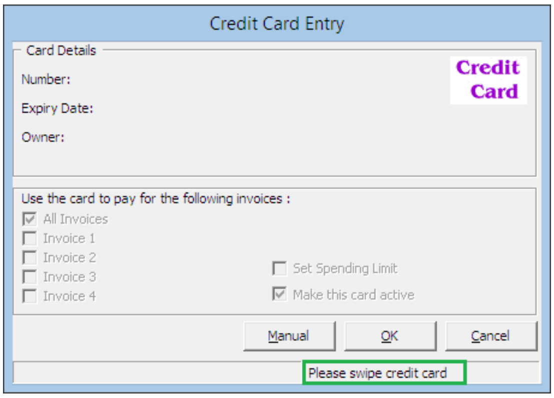


Figure 3-80 - Credit Card Entry form

2. At the blank Credit Card Entry form, swipe the credit card through the magnetic card reader, and the system auto populates the credit card details on screen.

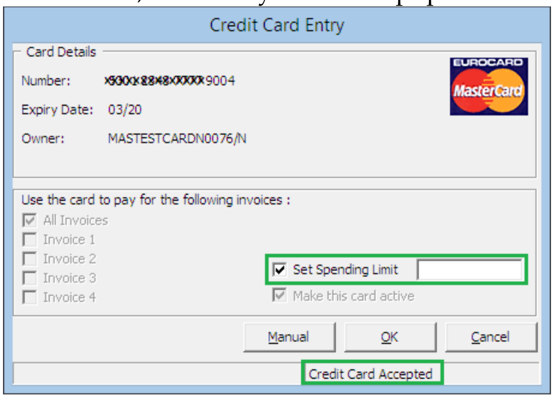


Figure 3-81 - Setting Credit Card Spending Limit

3. Select the **Set Spending Limit** to enter the credit limit of the card.

Manual Update of Credit Card Details

1. At the blank Credit Card Entry form, click **Manual**.
2. Manually enter the card information – credit card number, expiry date and card holder's name, then click **OK** to save.

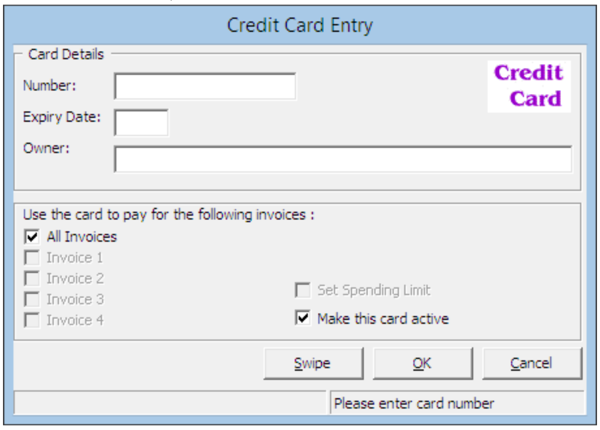


Figure 3-82 - Manual Credit Card Entry form

3. Click **Yes** at the CC-Check prompt to update the credit card details onto the crew account.

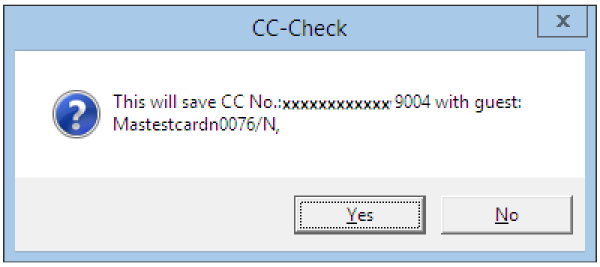


Figure 3-83 - Credit Card check prompt

4. Stored credit card details are viewable in **Credit Card** tab.

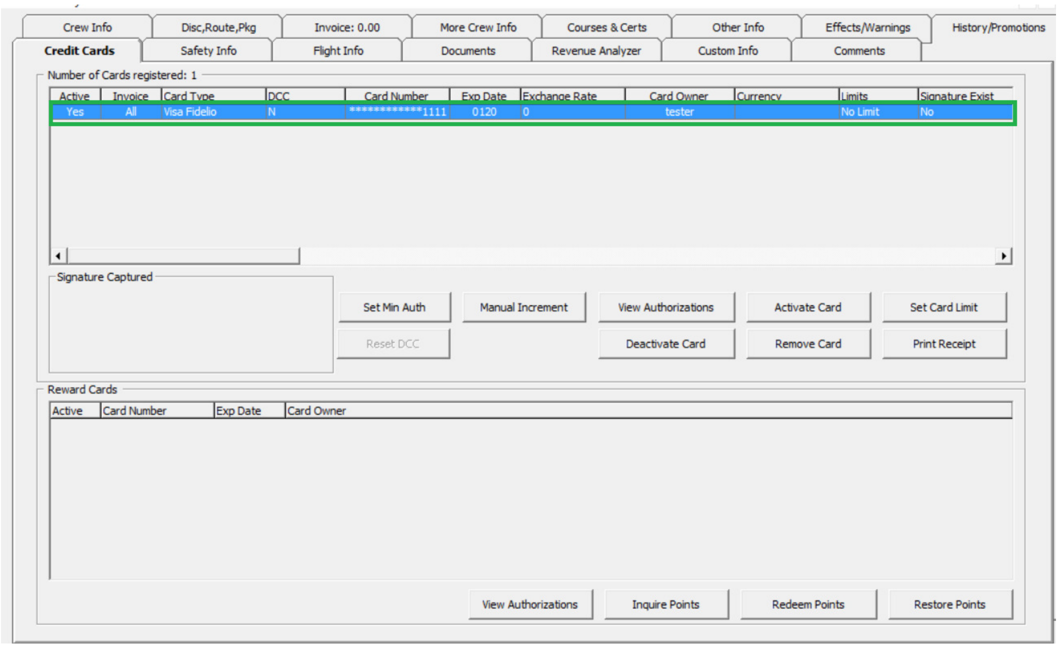
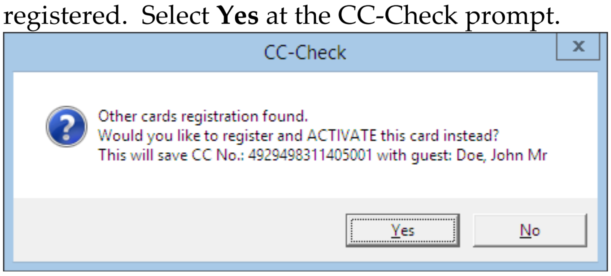


Figure 3-84 - Crew Handling Credit Card tab

Registering Multiple Credit Card

Multiple card type maybe stored for ease of settlement and is particularly useful when crew decide to settle part of their invoices invoice using different card at the end of the voyage.

1. Repeat steps 1 – 3 of Updating Credit Card Details.
2. The system prompts for confirmation that there is more than one card being registered. Select **Yes** at the CC-Check prompt.



Activating Credit Card for a Particular Invoice

1. At the **Credit Card tab**, select the card to activate, and then click **Activate Card**.

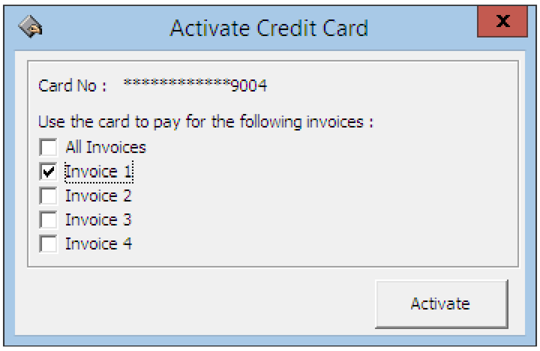


Figure 3-85 - Activating Credit Card by Invoice

2. Select the invoice at the **Activate Credit Card** prompt and click **Activate** to activate the card.
3. The chosen invoice are shown in the **Invoice column** and the card is set as **Active**.

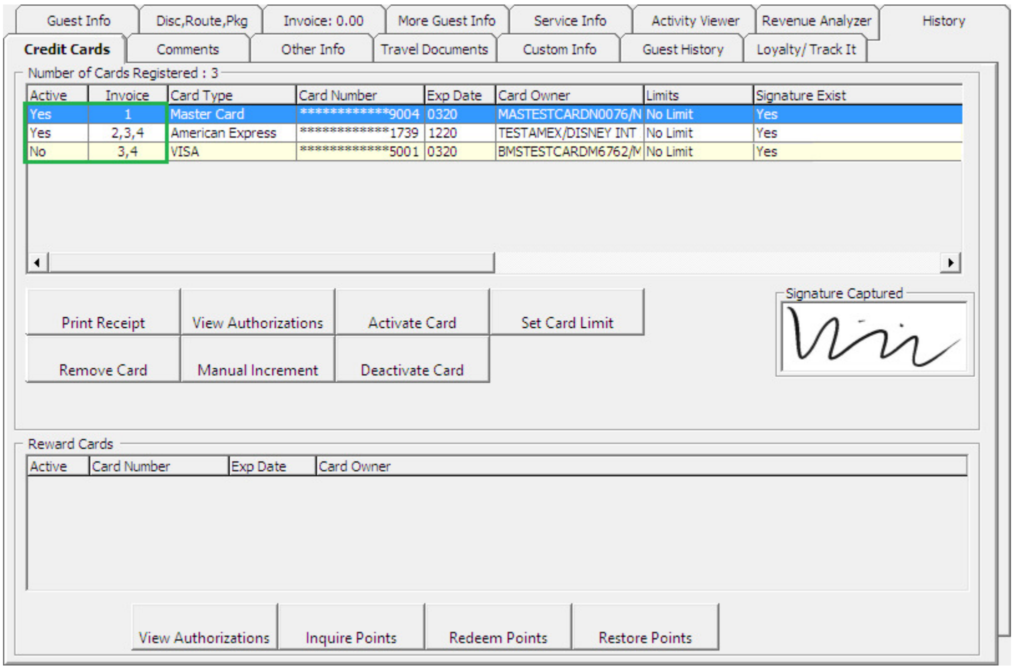


Figure 3-86 - Multiple Credit Card Assignment

Capturing Signature with Signature device

Similar to Guest function, if a Signature Capture device is installed, a sample of the crew signature are stored in the Credit Card tab.

Storing Sample Signature

1. Repeat steps 1 – 3 of the above.
2. Sign on the column provided in the **Signature Device**, press **Confirm** and then **Capture Signature** to save the signature against the passenger credit card record.

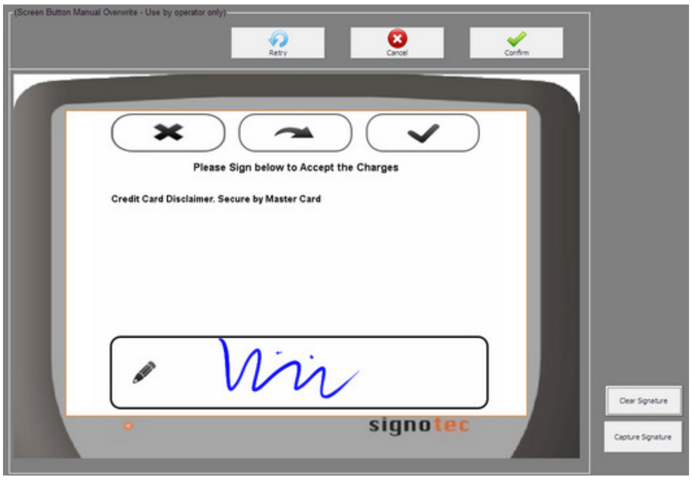


Figure 3-87 - Sample signature on Signature Capture device

3. Stored credit card details and signature are viewable from Credit Card tab.

3.1.10. Safety Info

The Safety Info tab provides a view of all the Safety assignment assigned to the crew member. All information shown in this tab are updated through the Muster List Assignment function.

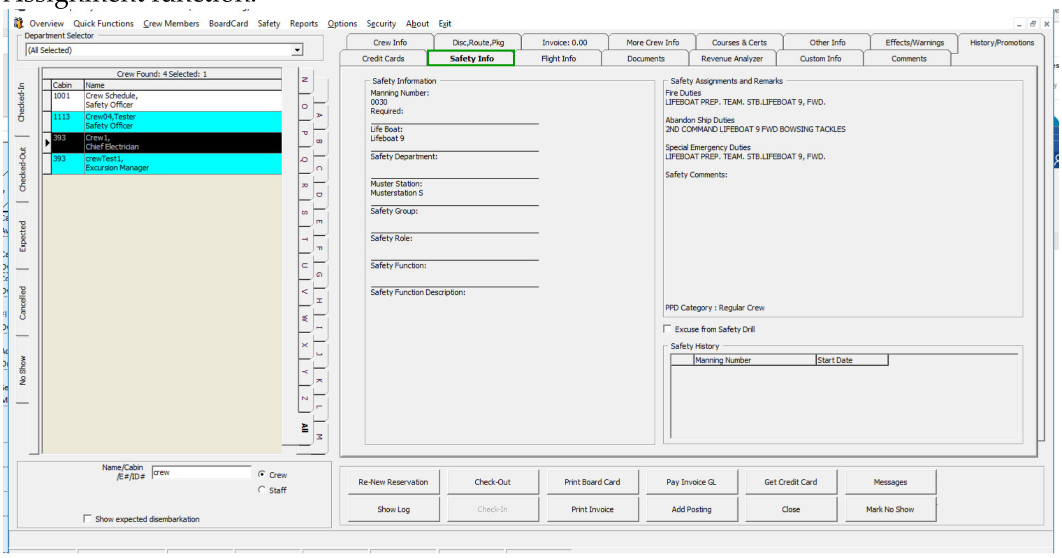


Figure 3-88 - Safety Info tab

3.1.11. Flight Info Tab

Flight Info tab stores the crew flight assignment and home airport location, enabling flights and transfers to be schedule closer to home airport.

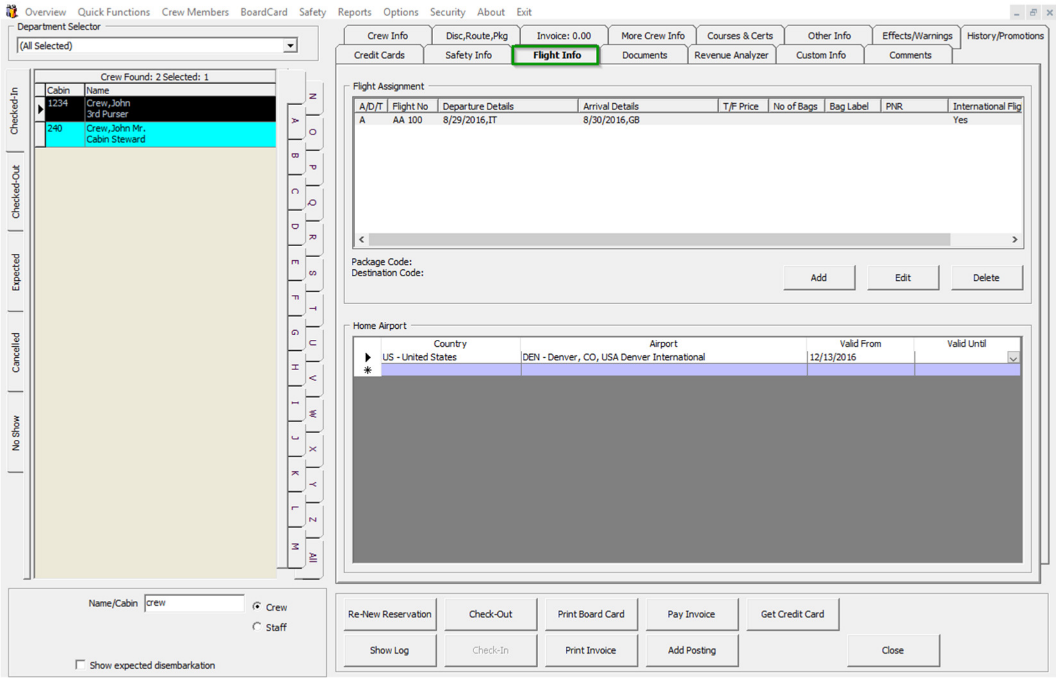


Figure 3-89 – Flight Info Tab

Flight Assignment

Arrival/departure flight information and transfers arrangements are updated in the Flight Assignment section.

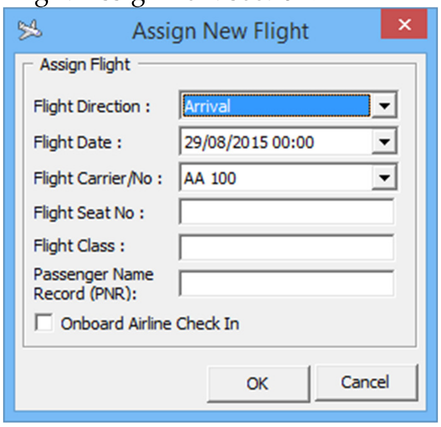


Figure 3-90 - Flight Assignment in Other Info tab

Adding arrival/departure flight details,

1. In **Flight Info tab, Flight Assignment** section, click **Add.**
2. Select the **Flight direction, date, Flight Carrier** from the drop-down list, and then enter the **Seat No, Flight Class** and **Passenger's Name**.
3. Click **OK** to save the record.

The **Edit assignment** only allow you to edit the **Transfer price, number of bags, bag label or Seat number**.

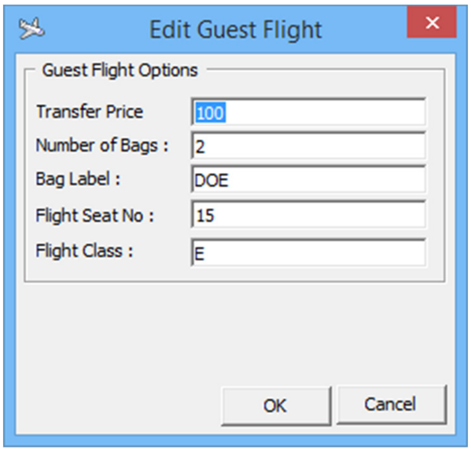


Figure 3-91 - Edit Flight Assignment

Adding Home Airport

1. Click the field name in Flight Info tab, **Home Airport** section.
2. Select the code from the drop-down list for each field, and then enter the validity of the home airport.

3.1.12. Documents Tab

Details of the crew passport, identification or any travel documents captured through passport/ID scanning device are stored in this tab, and are purged at the end of the cruise or according to the policy defined by the Ship.

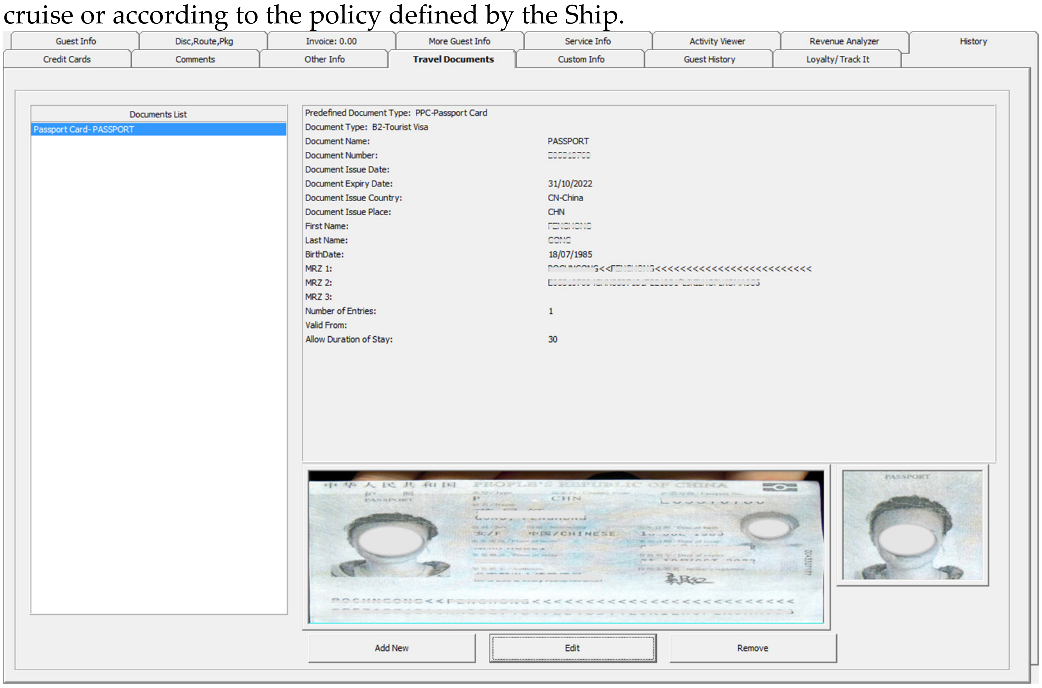


Figure 3-92 - Travel Documents tab

Table 3-10 - Field definition of Travel Documents

Field	Description
Predefined Document Type	Document type configured in Administration Module, eg: passport, identification card.
Document Type	Type of Visa
Document Name	Document type

Field	Description
Document Number	Passport or ID number
Document Issue Date	Document issue date
Document Expiry Date	Document expiry date
Document Issue Country	Country document were issued
Document Issue Place	Document issued place
First Name	First Name
Last Name	Last Name
Birthdate	Crew Birthdate
Code MRZ1	Machine Reader Track 1
Code MRZ2	Machine Reader Track 3
Code MRZ3	Machine Reader Track 3
Number of Entries	Number of entries allowed
Valid From	Validity of document
Allow Duration of Stay	Allowed duration of stay on each visit.

Adding/Editing a Travel Document

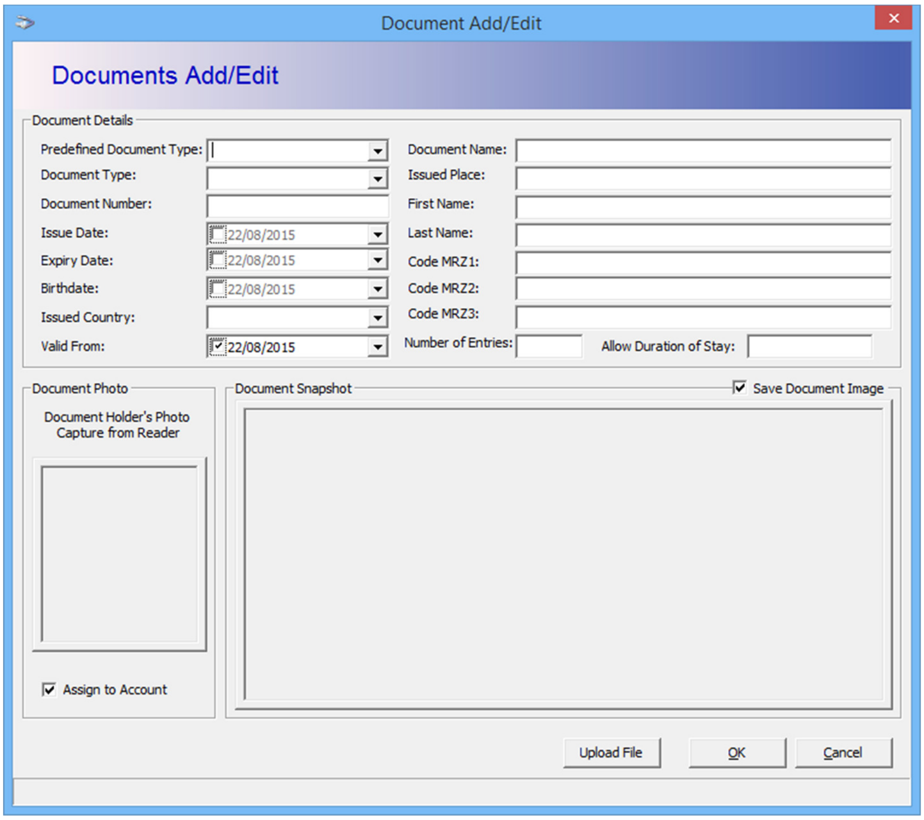


Figure 3-93 - Travel Document Add/Edit screen

1. In the **Documents** tab, click **Add New** to open the Document Add/Edit form.
2. Choose all relevant information using the drop-down list or manually enter them.
3. Click **Upload File** to upload the picture or scanned document.
4. Click **OK** to save the travel document.

5. To edit, click the **Edit,** update the relevant information, and then click **OK** to save.

3.1.13. Revenue Analyzer Tab

The Revenue Analyzer features a revenue analysis of selected crew by date, department and transaction number order. It comprises of two tabs - **Department Details** and **Item Details**. By default, information displayed on screen are imploded and only the transaction date, net total and gross total are shown. To view a detailed information, check the **Expand All** check box or manually click the '**+/-**' key to show/hide the column, or click the **arrow down key** on the drop-down list to further expand the information of respective column. This feature is also available in Management, Guest Handling function.

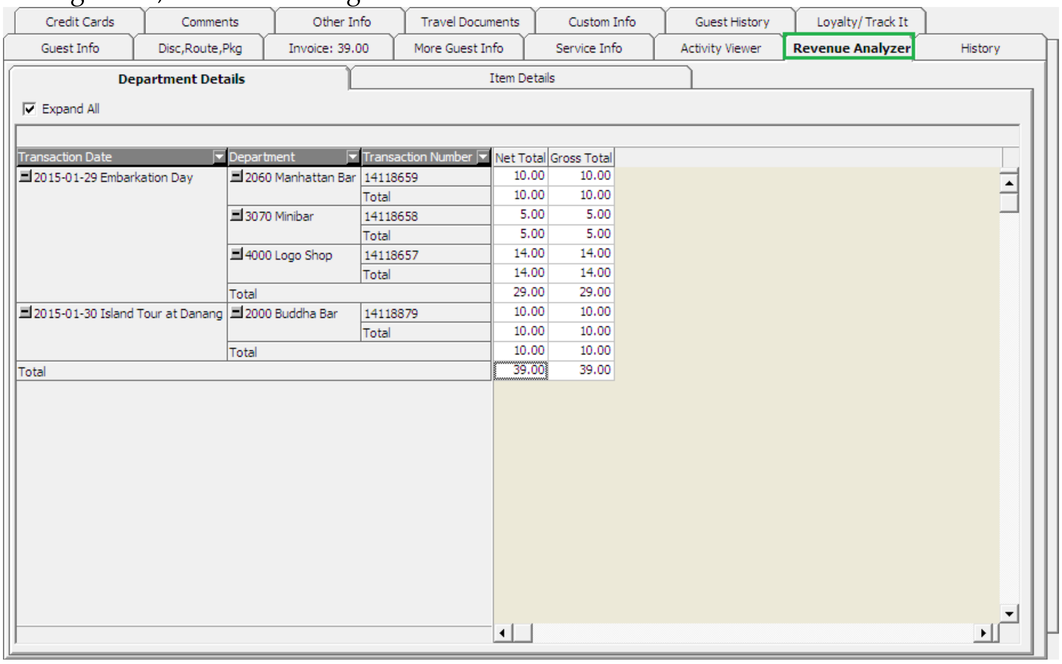


Figure 3-94 – Revenue Analyzer Viewer Screen

Table 3-11 - Field definition of Revenue Analyzer

Field	Description
Transaction Date	Date transaction were posted.
Department	Financial Department.
Transaction Number	System generated transaction ID.
Total	Sub-total of each Financial Department.
Net Total	Total Net amount (Total value excluding discount).
Gross Total	Gross amount (Total value before discount)

3.1.14. Custom Info Tab

The Custom Info tab is a user definable fields that allows you to customize the field according to the operational requirements. The field names are defined in **Administration, Administration, User Definable Field Setup**.

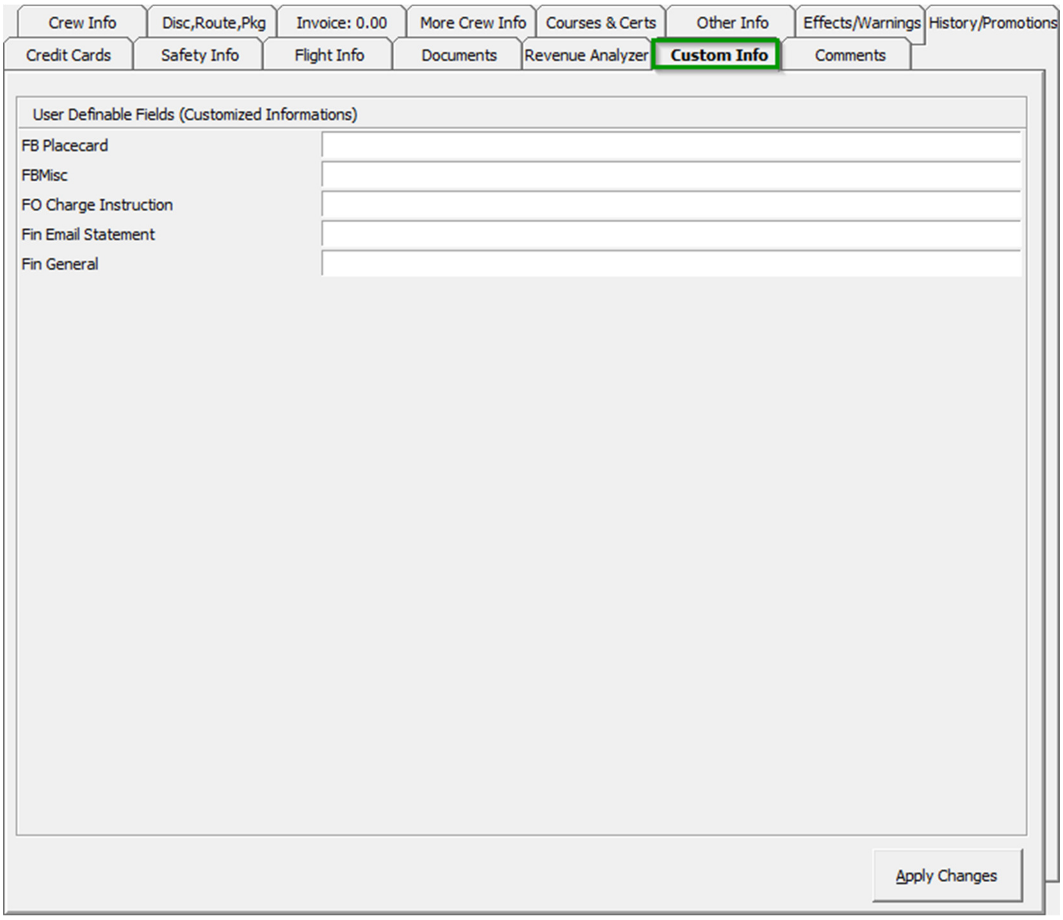


Figure 3-95 - Custom Info Tab

3.1.15. Comments Tab

The Comments tab is designed to handle multiple follow-ups on feedback/complaints received pertaining to a cabin, services rendered, facilities and other. Besides entering a comments, scanning and attaching an image file is also possible.

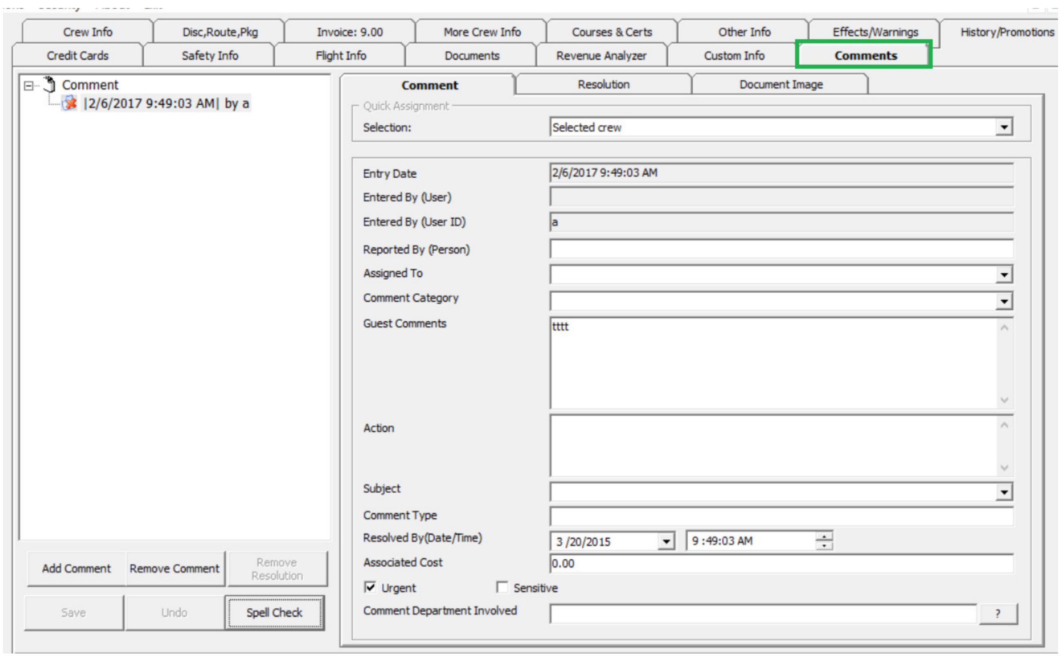


Figure 3-96 - Comments Tab

Adding a Comment/Sub-comment

1. Click the **Add Comment** at the bottom left of the screen
2. In the **Comment tab**, select the relevant fields using the drop-down list.
3. Enter the **Reported By, Assigned To, Comment Category, Comment, Associated Cost** and check the urgency and sensitivity, if any.
4. Click **Save** to save the record and this add a **Red Cross indicator** on the Comment tab.
5. If a **Comment** is selected and **Add Comment** is clicked, this creates a sub-comment, with the **Comment Category** and **Comment Description** being defaulted to the main comment and they are not editable.

Attaching Image File

1. In the selected comment, navigate to the Document Image tab.
2. Click **Scan Document** or **Upload File** if uploading an image from a storage location.
3. Click **Save** to save the image to the database.

Resolving a Comment

1. Select the main comment from the left pane of the screen, then navigate to **Resolution tab**.
2. Enter the **Resolved by (Person)** and **Resolution Description**, and then check the **Resolved** check box at the bottom of the screen.
3. Click **Save** to save the resolution, and this places a check mark next to the comment(s).
4. Checking the Resolved check box sets all sub-comments as resolved.

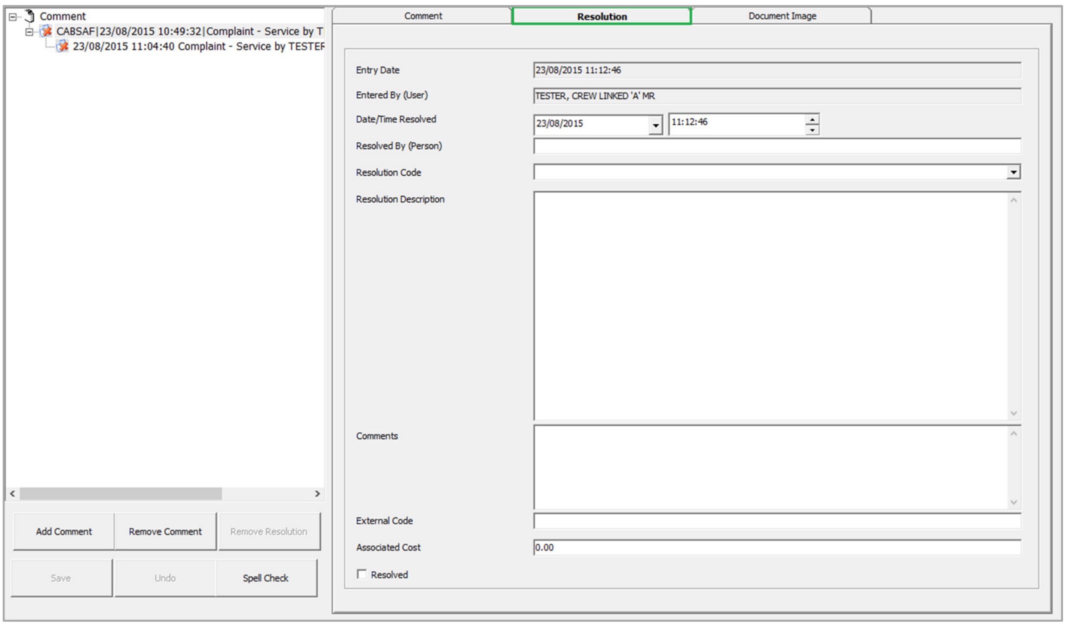


Figure 3-97 - Comment Resolution tab

3.1.16. Renew Reservation Function

Instead of making a new reservation for passengers that has checked-out and is not onboard, a reservation may be renew using the crew historical data.

1. Navigate to the **Check Out** tab in Search Panel.

2. By default, the date is set to **System Date** in Search Panel. Change the date to the passenger checked-out date.
3. Enter the crew's Last Name or use the alphabets tab to search for the last name by alphabet. Select **ALL** tab to list all passengers departed on the date specified.
4. Click the **Re-New Reservation** located at the bottom of the Crew Handling screen.
5. At the New Crew Reservation prompt, select **Yes** to renew the reservation.
6. Click **Edit Information** to change the expected arrival date and any other required information.

3.1.17. Check In Function

Crew joining the cruise are expected to checked-in to the system prior to boarding, and these reservations are categorized under Expected tab.

1. Retrieve the reservation from the Search Panel**, Expected** tab and then click **Check In** located at the bottom of the screen.
2. At the Check In prompt, select **Yes** to check in the reservation and print keycard at the same time.

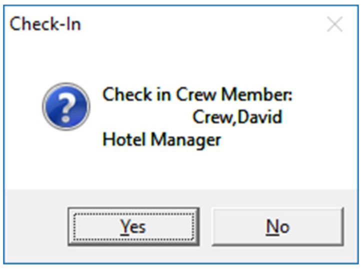
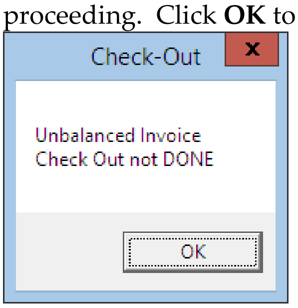


Figure 3-98 - Check In prompt

3.1.18. Check Out Function

At the end of the voyage, all crew account must be checked-out from the system. This is to ensure all accounts are in balance before performing a System Cruise Change.

1. Retrieve the reservation from the Search Panel**, Check In** tab and then click **Check Out** located at the bottom of the screen.
2. At the Check Out prompt, select **Yes** to check out the reservation.
3. If the account is unbalance, System prompts for invoice to be settled before proceeding. Click **OK** to return to the crew account.



Refer Pay Invoice section for steps on how to settle an account.

3.1.19. Print Boardcard Function

The Print Board Card function enables you to print a copy of crew board card, if they are not printed earlier, and these cards are printable from the Crew Handling screen.

1. Retrieve the reservation from the Search Panel and then click the **Print Board Card** located at the bottom of the screen.

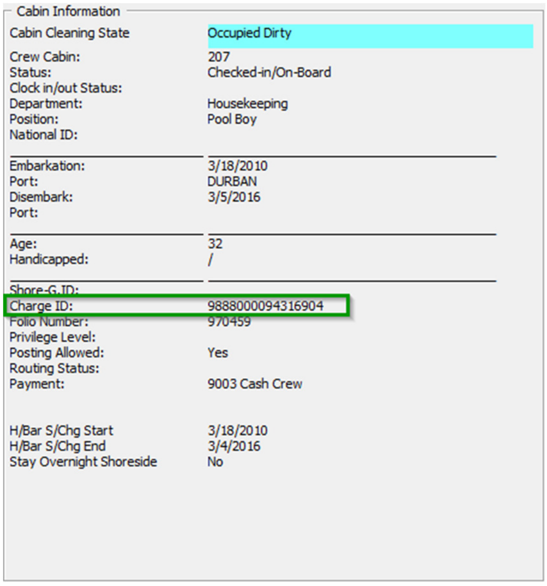


Figure 3-99 - Boardcard number in Crew Info tab.

2. The process increases the Board Card number shown in Crew Info tab, and last digit of the board card denotes the number of times the board card was re-printed. The first printed card always ends with 0.
3. Status of the printed card is reflected in the Batch Board Card Printing screen. If the card status is Failed, click **Reprint All failed print job** to reprint.

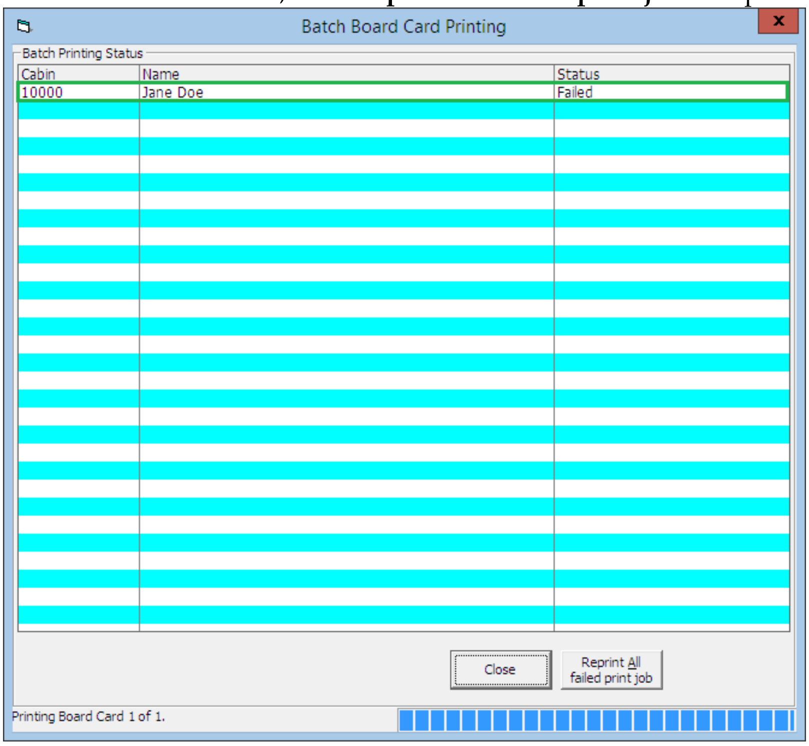


Figure 3-100 - Batch Board Card Printing

4. Check the Interface or Printer connectivity if the board card fail to print.

Resetting a Board Card

For lost cards, a change of lock combination for the cabin is necessary, and this process re-assign a new board card number to **all** occupants of the same cabin.

1. Retrieve the reservation from Search Panel and then click the **Reset Board Card** located at the bottom of the screen.
2. At the Reset Board Card prompts, select **Yes** at the Recreate Cards prompt.

WARNING: This process invalidate all previously issued cards.

3. At the **Batch Board Card Printing** prompt, click **Close** if the card is printed successfully. Otherwise, repeat the above process.

4 Boardcard

The BoardCard function enables the type board cards to be print by batch, based on the criteria set in a template.

Refer to Advanced Board Card Printing User Guide.pdf for detail setup and printing.

5 Safety

Emergency roles of crew are defined in the Safety management function within the Safety tab. The defined emergency roles may be use as standard when assigning emergency functions across the fleet, based on the crew accreditation.

5.1. Muster List Setup

The Muster List setup is a representation of the Ship's emergency stations. Information entered here requires a crew entry, thus building the foundation for future safety reporting purpose. The Safety Manager or Safety Coordinator is responsible in setting up and updating this information.

Such function is controlled by *Parameter* ***'Safety', 'Advance Safety Drill'*** (0=Standard / 1= Advance Safety Drill) and the setup of the Muster List Setup for Standard Safety Drill Mode is described below.

5.1.1. Configuring Standard Muster List Setup

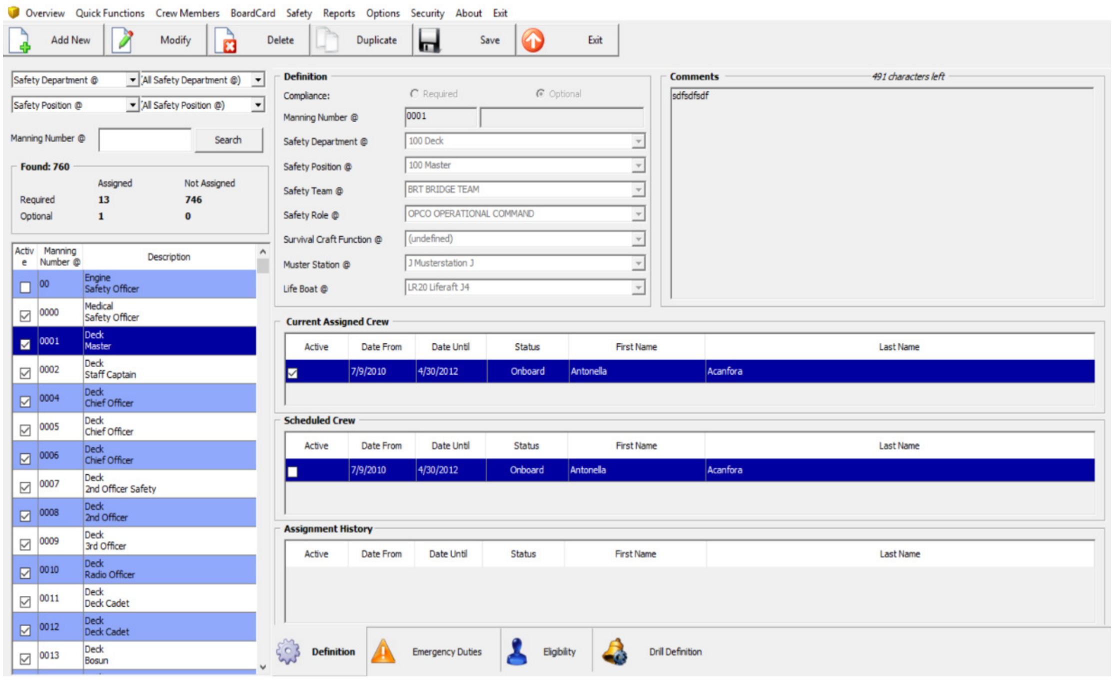


Figure 5-1 - Standard Muster List Setup

The Standard Muster List Setup mode is comprised of four main tabs – Definition, Emergency Duties, Eligibility and Drill Definition. Each of these tab defines the Safety task to be carried out during emergency, required accreditation and the drill courses.

Search Panel

Information to be display in Muster List Setup are managed through a Search Panel on the left of the screen using a few filter selections; filter by Safety Department, Safety Group, Muster Station, Safety Position, In Port Manning (IPM group), Emergency Function, Life Boat or Life Raft.

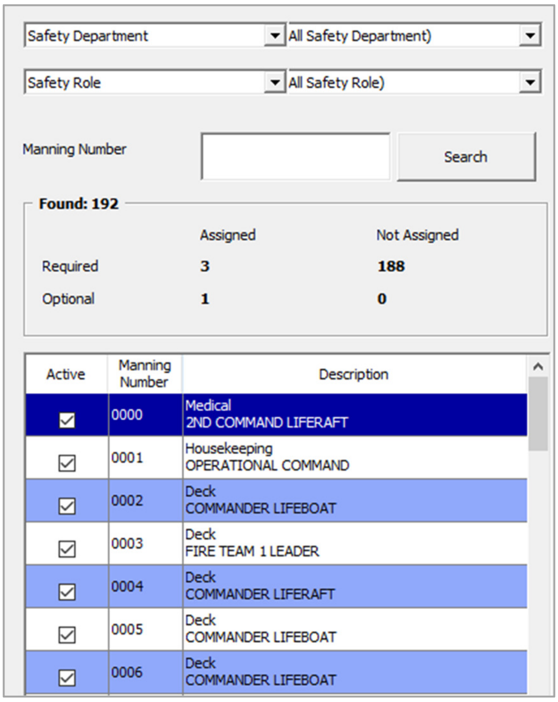


Figure 5-2 - Muster List Setup Search Panel

In the Summary Section,

- The total number of Required/Optional Safety Numbers Assigned/Unassigned are shown.
- Safety Numbers that are Active are checked.

Definition Tab

The Definition section defines the safety number associates to the safety information.

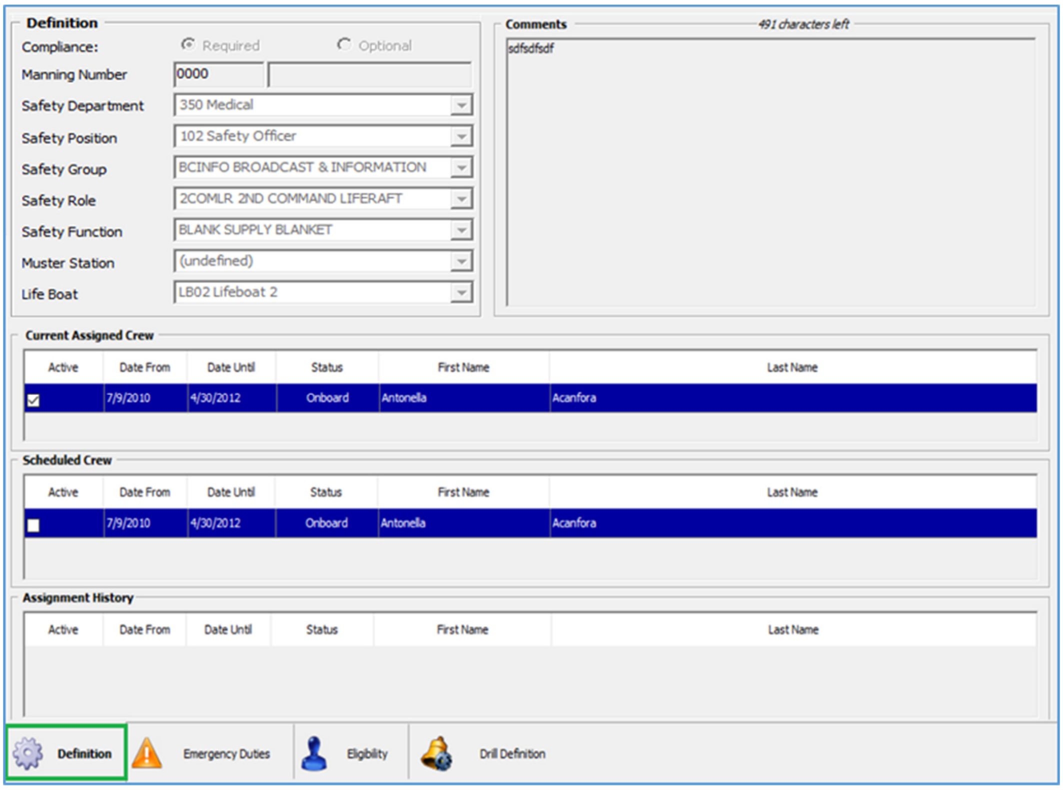


Figure 5-3 - Definition tab

Table 5-1 - Drill Definition tab

Field	Description
Compliance	Safety Number flag – Required or Optional.
Manning Number	A unique Safety Number that identifies the Emergency Function. Field is compulsory and alphanumeric.
Safety Department	Crew Safety Department related to Emergency Function. Field is compulsory and reference to setup in Administration, Safety Setup, Safety Department.
Safety Position	Defines the Safety Position in emergency, and is a compulsory field.
Safety Group	Grouping of releated safety functions. Reference to Administration, Safety Setup, Safety Group
Safety Role	Crew Safety Role. Reference to Administration, Safety Setup, Safety Role.
Safety Function	Function define in Survival Craft. Reference to Administration, Safety Setup, Survival Craft Function.
Muster Station	Muster Station assigned to the Safety Number. Reference to Administration, Safety Setup, Muster Station.
Life Boat	Life Board assigned to a specific emergency function. Reference to Administration, Safety Setup, Life Boat.
Current Assigned Crew	Crew currently assigned to the Safety Number.
Scheduled Crew	Crew scheduled to the Safety Number.
Assignment History	Past records of crew assigned to the Safety Number.

Field	Description
Comments	Additional comments pertaining to the Safety Number.

Emergency Duties Tab

Emergency Duties to be carried out by crew that are assigned to the Safety Number are defined in this tab. The headings of the Emergency Type are set up in **Administration, System Setup, Label Setup** under **SFTEM** group.

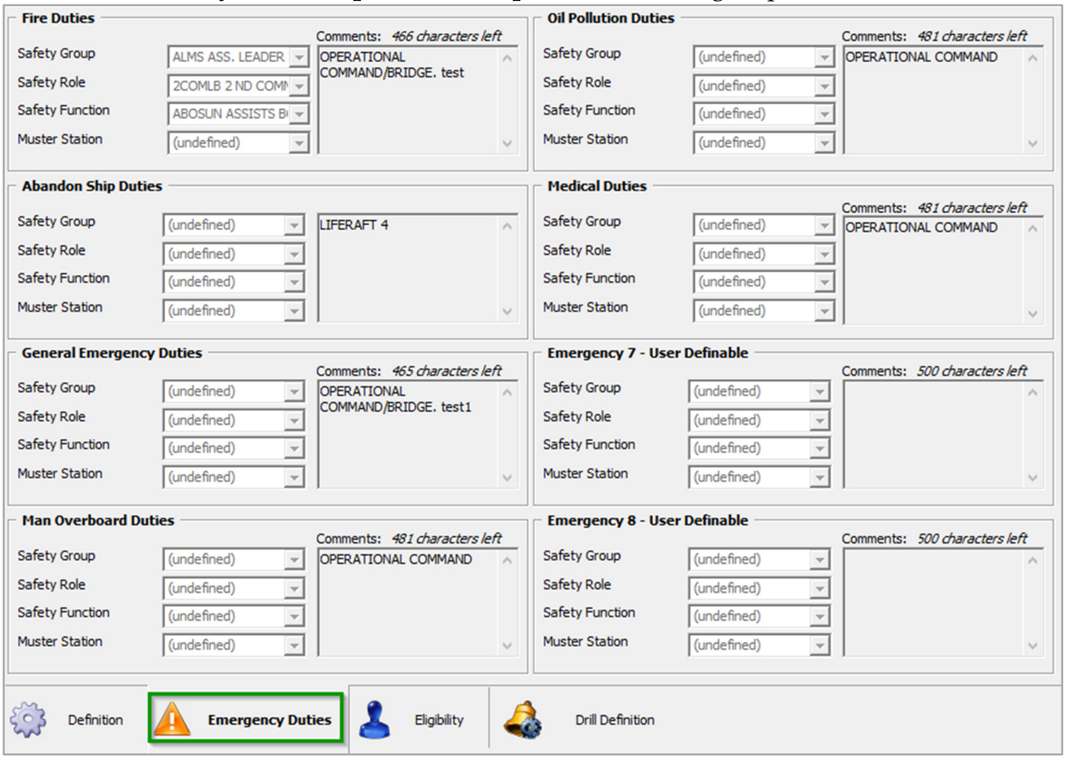


Figure 5-4 - Emergency Duties tab

Eligibility Tab

In the Eligibility tab, Operational Position required courses and certification are defined in accordance to SOLAS regulation and the Ship's safety rules.

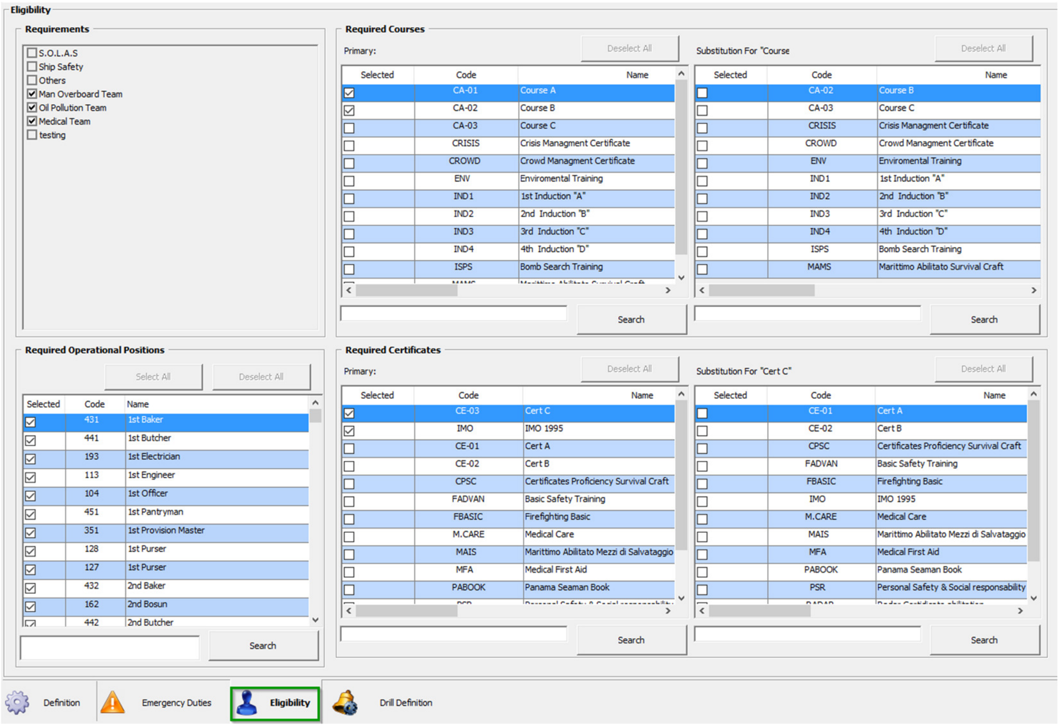


Figure 5-5 - Eligibility tab

Table 5-2 - Eligibility tab Field Definition

Field	Description
Requirements	Reference to governing authorities' requirements for selected position to be onboard at all times.
Required Courses	Courses required to be completed by Crew that are attached to this Safety number, either the selected primary course or substitute course.
Required Operational Positions	Operational Positions requires in the Safety Number.
Required Certificates	Mandatory Certification held by crew who are assigned to the Safety Number.

Drill Definition Tab

The Drill Definition tab is a view only screen and it displays information of drills assigned in Safety Drill module. Refer *Safety Drill User Guide* for more information on drill setup.

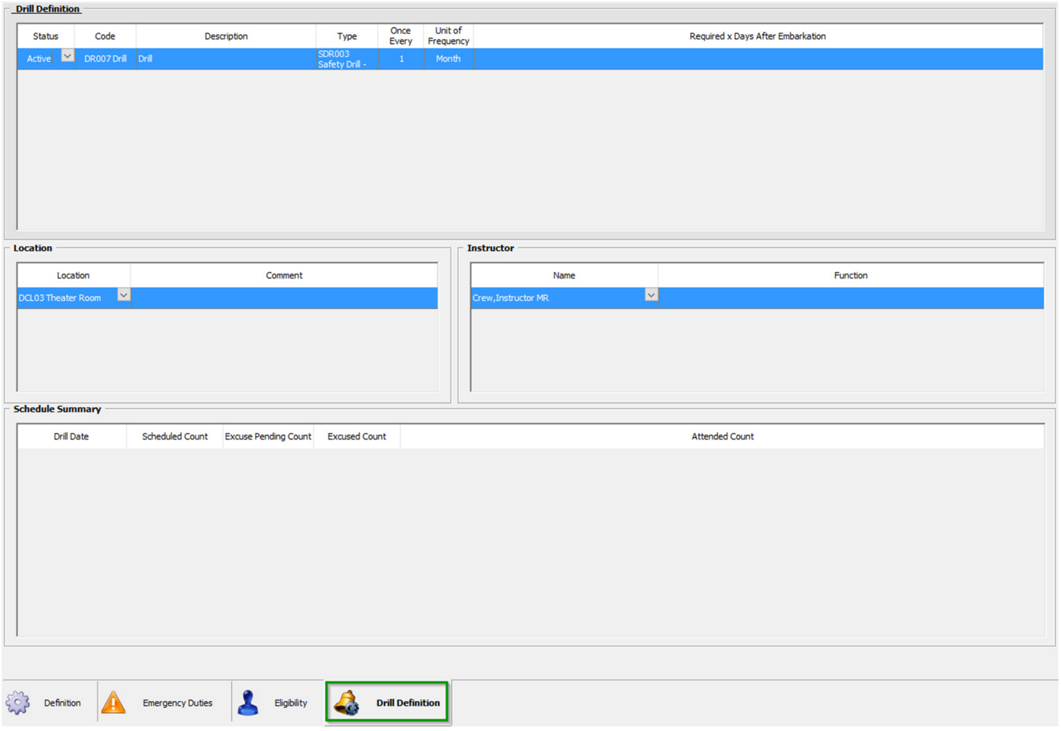


Figure 5-6 - Drill Definition tab

Adding Manning Number

1. At the Muster List Setup window, click **Add New**.
2. Enter all the required fields in the **Definition** tab using the drop-down list.
3. Navigate to **Emergency Duties** tab and define the type of duties for the Safety Number by selecting the **Safety Group, Safety Role, Safety Function** and **Muster Station** from the drop-down list.
4. Navigate to **Eligibility** tab and choose the mandatory requirements, courses/certification and Operational Position by check the respective check boxes.
5. Click **Save** to save the Safety Number.

Duplicating Manning Number

A Safety Number may be duplicated if majority of the information are the same by defining the new Safety Number for the duplicate record.

To copy the Safety Number,

1. Select the Safety Number from the Search Panel and then click **Duplicate**.
2. Update the necessary information and then click **Save** to save the record.

Deleting Manning Number

A Safety Number that are not in use may be deleted, simply by selecting the Safety Number and then click **Delete**.

5.1.2. Configuring Advance Muster List Setup

The Advance Muster List Setup has less tab than the Standard Muster List Setup and only has two main tabs; Definition and Eligibility.

Definition Tab

The Definition section defines the safety number associates to the safety information, and has added fields compared to the Standard Muster List Setup.

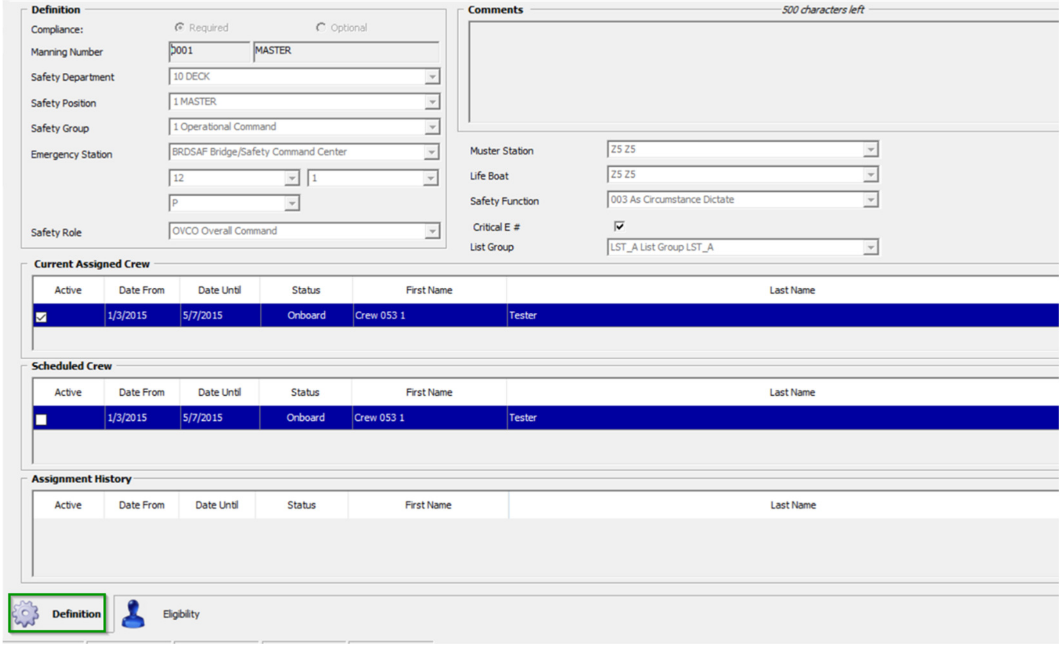


Figure 5-7 - Muster List Setup Definition tab

Table 5-3 - Muster List Setup Field Definition

Field	Description
Compliance	Safety Number flag – Required or Optional.
Manning Number	A unique Safety Number that identifies the Emergency Function. Field is compulsory and alphanumeric.
Safety Department	Crew Safety Department related to Emergency Function. Field is compulsory and reference to setup in Administration, Safety Setup, Safety Department.
Safety Position	Define the Safety Position in emergency, and is a compulsory field.
Safety Group	Grouping of related Emergency function, and is a compulsory field.
Emergency Station	A station assigned to the Safety Number. Reference to setup in Administration, Safety Setup, Muster Station.
Safety Role	Crew Safety Role. Reference to Administration, Safety Setup, Safety Role.
Muster Station	Muster Station assigned to the Safety Number. Reference to Administration, Safety Setup, Muster Station.
Life Boat	Life Board assigned to a specific emergency function. Reference to Administration, Safety Setup, Life Boat.

Field	Description
Safety Function	Function define in Survival Craft. Reference to Administration, Safety Setup, Survival Craft Function.
Critical E#	An indicator flag if the Safety Number is a critical Emergency Number.

Eligibility Tab

Information contained in this tab are similar to the Eligibility tab in Standard Muster List Setup.

To setup the Advance Muster List Setup, refer steps in above section, *Adding Manning Number*.

5.2. Muster List Assignment

The Muster List Assignment function is used to assign a specific Safety Number to crewmembers onboard or expected to arrive. This function is the second option from the Safety file-menu, and the assignment is done either by Function or Person. The behavior of the Muster List Assignment is dependent on Parameter defined in ***'Safety', 'Allow Multiple Safety Number Assignment'***.

All records in the Muster List are active assignments that were committed after changes has been made. The system checks and ensure only qualified Onboard crew members are assigned to specific Safety Number /Function, based on comparison of crew's qualification and Muster List Setup.

5.2.1. Standard Muster List Assignment

Active Muster List Assignment – Standard

The Muster List Assignment has two function; an assignment by function or person. Although the information on these tab is different, they yield the same results.

The Assign by Function tab has two section; the Muster List and Eligible Crew, and the Assign by Person has Crew List and Eligible Function.

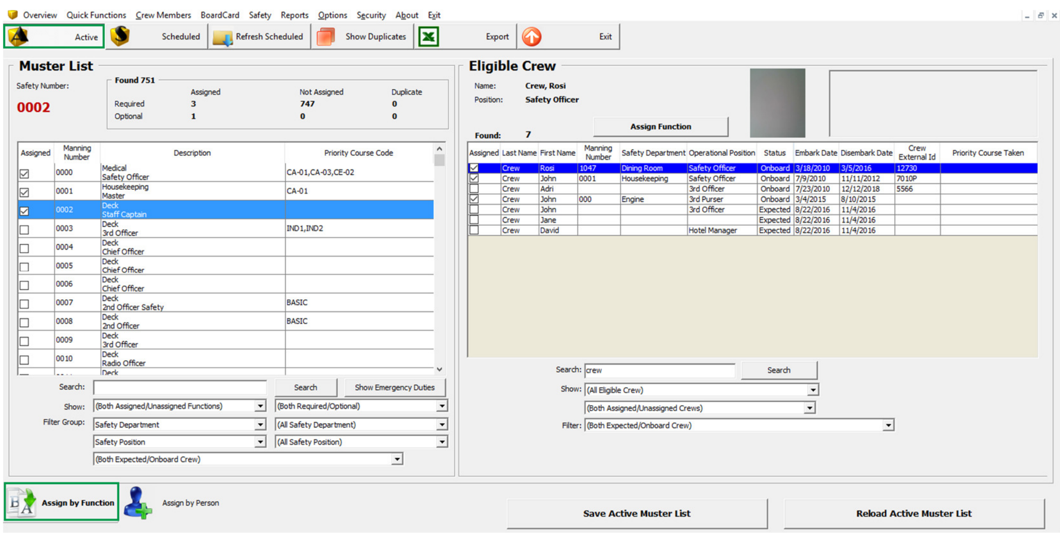


Figure 5-8 – Standard Muster List Assignment

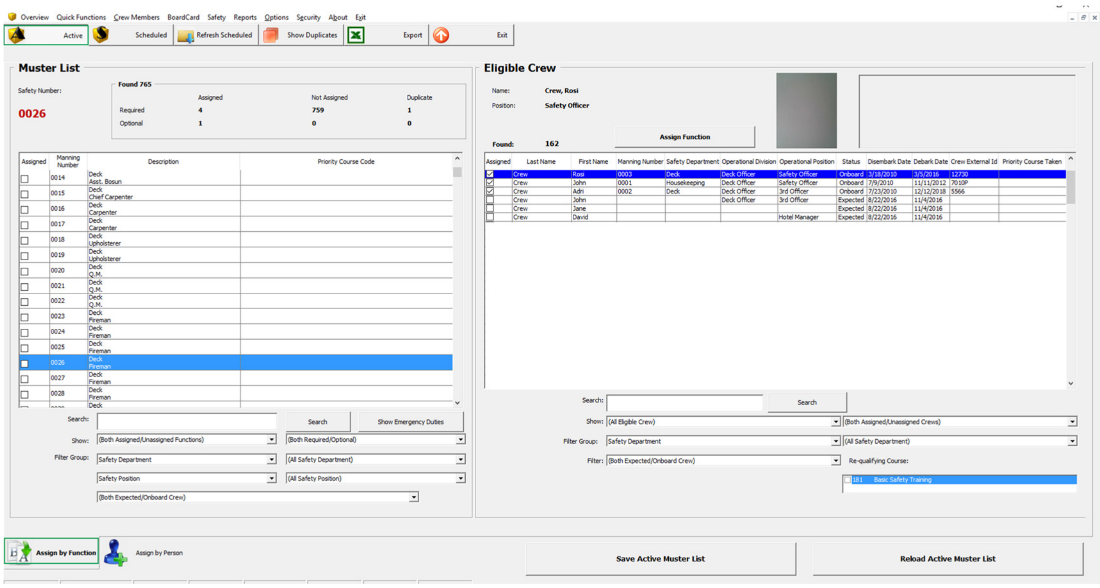


Figure 5-9 – Advance Muster List Assignment by Function

In Assign by Function tab, a summary of assigned/not assigned count is shown on top left of the screen, with a list of all Safety Numbers associated to a position according to Muster Station underneath.

In Eligible Crew section, lists of crew matching the eligibility criteria and to be assign to the Safety Number is shown. List of courses taken are shown in the grid if this is defined in Parameter **'Safety', 'Display Valid Courses on Muster List Assignment'**.

An assigned function/crew has a check mark besides them and information on the grid may vary depending on the filter selection.

In both the tabs, saving or reloading the Active Muster List is allowable.

- **Save Active Muster List:** Saves all current safety number assignment as backup in a text file format.
- **Reload Active Muster List:** Allow restoration of previous backed up safety number assignment base on the saved muster list file. This function is mostly use to undo all the changes after Schedule Muster List is activated.

Assigning Safety Number by Function

1. At the top of the Muster List Assignment screen, click **Active and Assign by Function**.
2. Select the criteria from the drop-down list.
3. To view more information about the selected Safety Number, click the **Show Emergency Duties**.

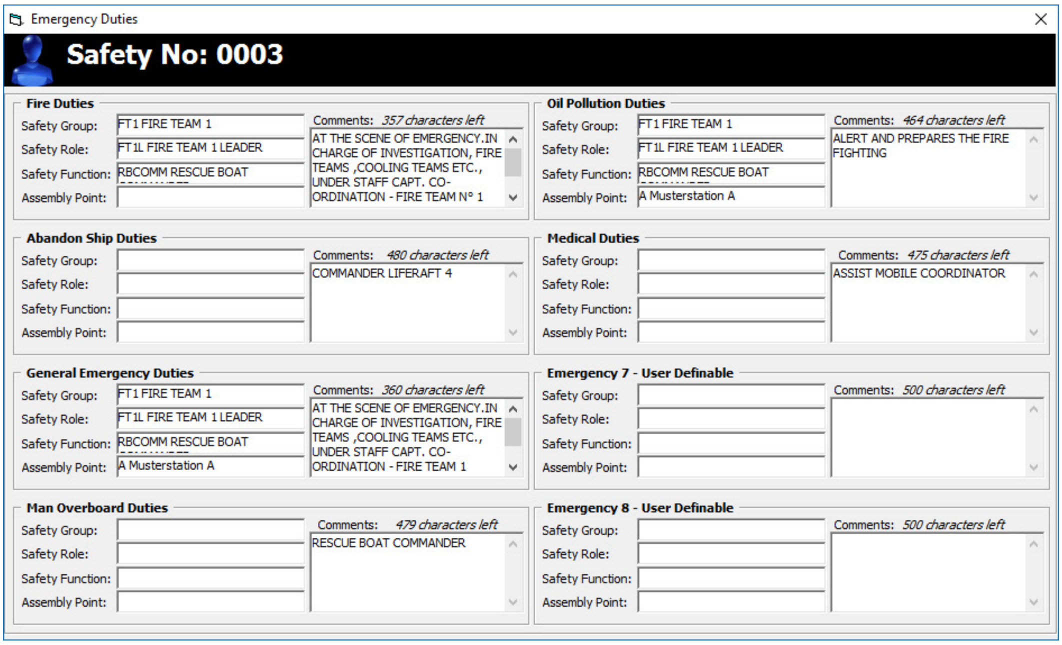


Figure 5-10 - Emergency Duties Information

1. Navigate to the Eligible Crew section and further filter the information to display.
2. Double-click the Crew name to view the Crew Eligibility Status and course history.

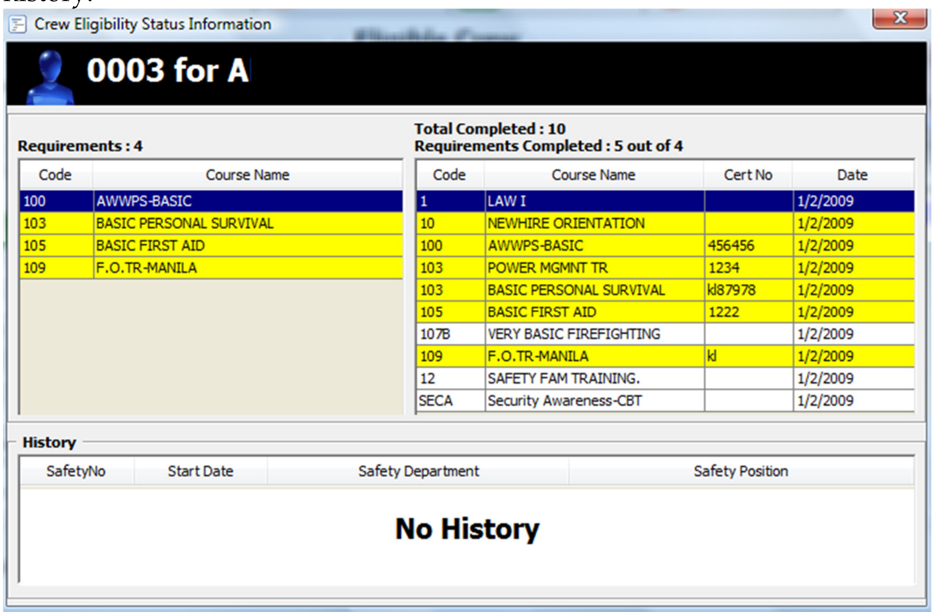


Figure 5-11 - Crew Eligibility Status Information screen

6. Select the desire Crew name and then click **Assign Function** on top of the grid. Only crew with on-board status can be assign.
7. At the confirmation prompt, click **Yes** to proceed and this places a check mark on the Assigned column or **No** to return to previous screen.

Assigning Safety Number by Person

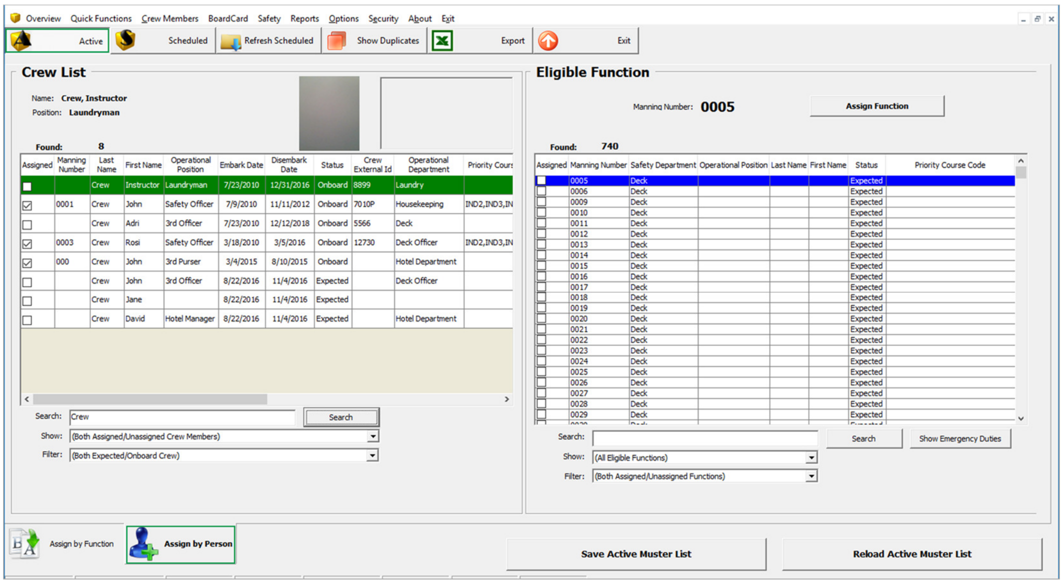


Figure 5-12 - Muster List Assignment by Person

In Assign by Person tab, lists of crew on-board/expected are displayed on the right, with the total number of records found indicated above the grid.

In Eligible Function section, crew matching the eligibility function to be assign to the Safety Number is shown. List of courses taken are shown in the grid if this is defined in Parameter **'Safety', 'Display Valid Courses on Muster List Assignment'**.

An assigned function/crew has a check mark besides them and information on the grid may vary depending on the filter selection.

Assigning Safety Number

1. At the top of the Muster List Assignment screen, click **Active and Assign by Person.**
2. Select the criteria from the drop-down list.
3. To view more information about the selected Safety Number, click the **Show Emergency Duties** at the bottom left of Eligible Function section.
4. Select the desire Crew name and then click **Assign Function** in Eligible Function section.
5. If the Safety Number is assigned, the system prompts an overriding confirmation. Selecting **Yes** reassigns the Safety Number to the selected crew.

Un-assigning Safety Number by Function

1. Select the Crew you wish to un-assign and then click **Unassign Function**.
2. At the confirmation prompt, click **Yes** to proceed.

Scheduled Muster List Assignment – Standard

This function allows Safety Officers to plan ahead and assign a safety number in advance, enabling arriving crew to replace those due to disembark.

In the Scheduled tab, the system checks and ensure only qualified Onboard and Expected crew members are assigned to specific emergency functions.

The assignment of Safety number per crew or by onboard/expected is manage by Parameter '**Safety', 'Allow SafetyNo Assignment to Onboard or Expected'**. See *Appendix - Parameter* for further details.

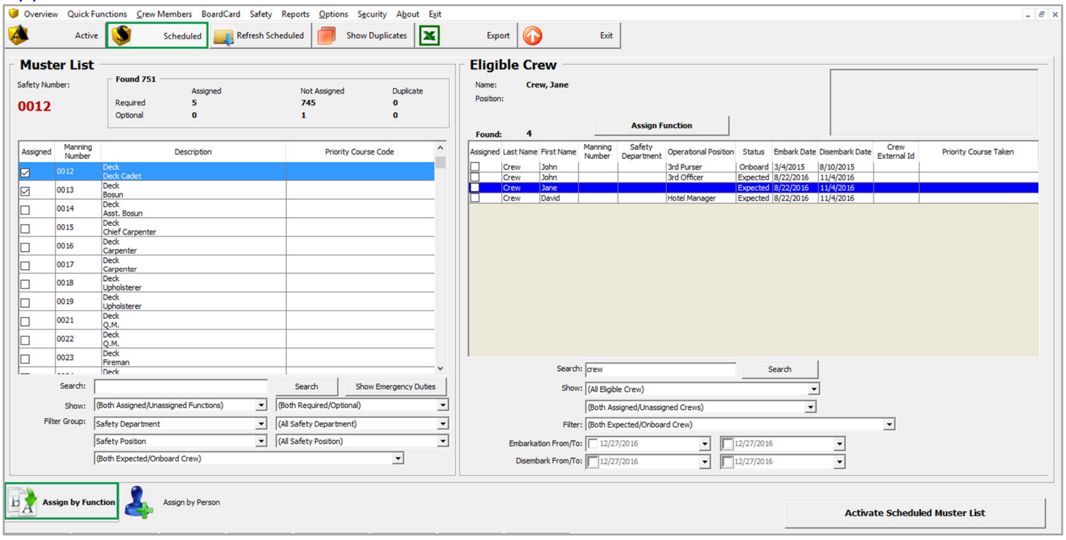


Figure 5-13 - Standard Schedule Muster List - Assign by Function

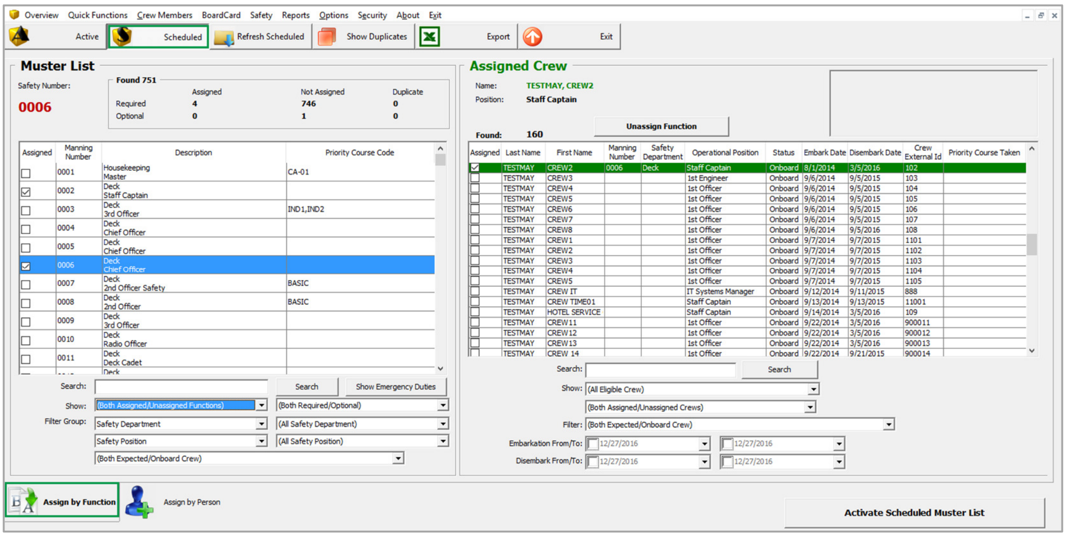


Figure 5-14 – Advance Schedule Muster List - Assign by Function

The Information displayed in Assign by Function tab is similar to Active Muster List and has additional filter by **Embarkation From/To** and **Disembark From/To** in Eligibility Crew section.

Scheduling Safety Number by Function

1. At the top of the Muster List Assignment screen, click **Schedule**.
2. Select the criteria from the drop-down list.
3. To view more information about the selected **Safety Number**, click the **Show Emergency Duties**.

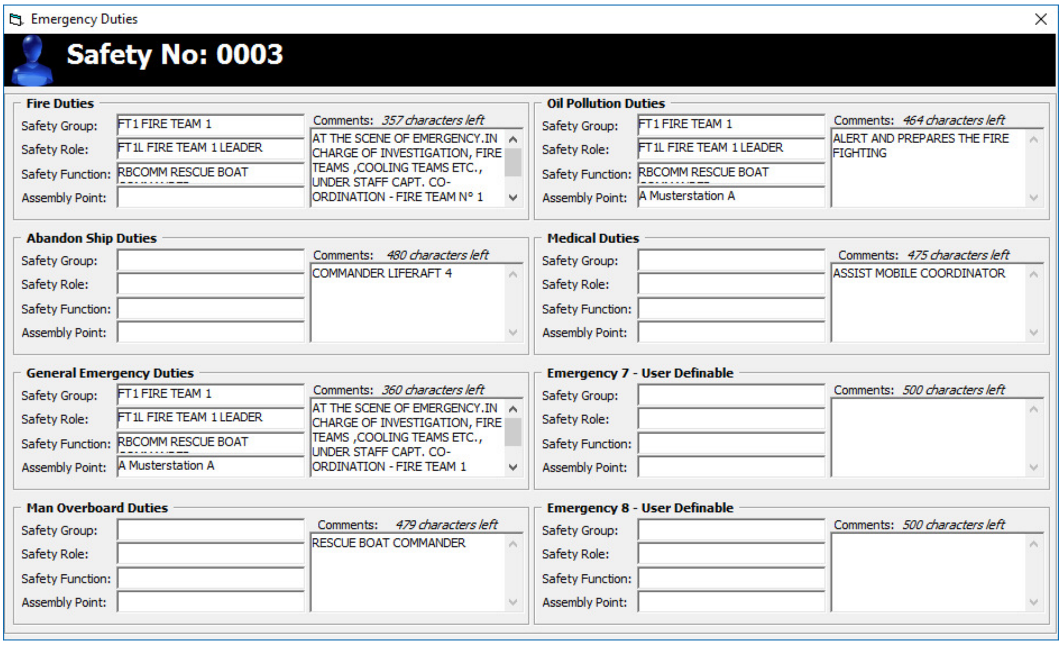


Figure 5-15 - Emergency Duties Information

4. Navigate to the Eligible Crew section and further filter the information to display.
5. Double-click the Crew name to view the Crew Eligibility Status and course history.

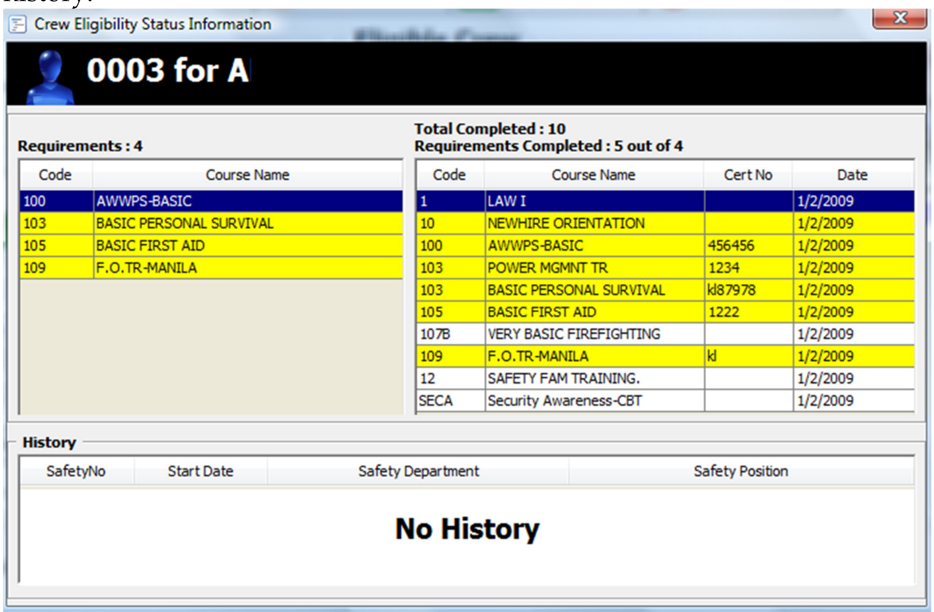


Figure 5-16 - Crew Eligibility Status Information screen

6. Select the desire Crew name and then click **Assign Function** on top of the grid.
7. At the confirmation prompt, click **Yes** to proceed and this places a check mark on the Assigned column or **No** to return to previous screen.

Un-assigning Safety Number by Function

1. Select the Crew you wish to un-assign and then click **Unassign Function**.
2. At the confirmation prompt, click **Yes** to proceed.

Scheduling Safety Number by Person

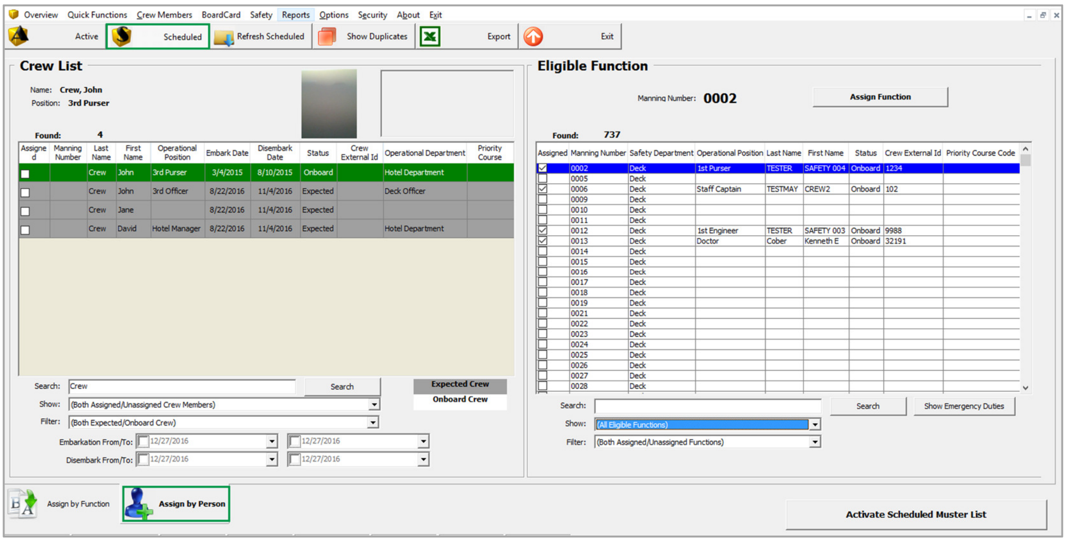


Figure 5-17 – Schedule Muster List Assignment by Person

Functionality in **Assign by Person** is the same as Assign by Function. The added functionality to this screen is the ability to customize the grid display color scheme for crew onboard or expected.

Scheduling Safety Number

1. At the top of the Muster List Assignment screen, click **Schedule.**
2. Select the criteria from the drop-down list.
3. To view more information about the selected **Safety Number**, click the **Show Emergency Duties** at the bottom left of Eligible Function section.
4. Select the desire Crew name and then click **Assign Function** in Eligible Function section.
5. If the Safety Number is assigned, the system prompts an overriding confirmation. Selecting **Yes** reassigns the Safety Number to the selected crew.

Activating Muster List

The Activate Scheduled Muster List is a function that activates all the changes made to Safety Number/Functions assignment in scheduling mode. Once activated and committed, changes are reflected in Active Muster List.

1. Under Eligible Crew section in Schedule Muster List, click **Activate Scheduled Muster List**.

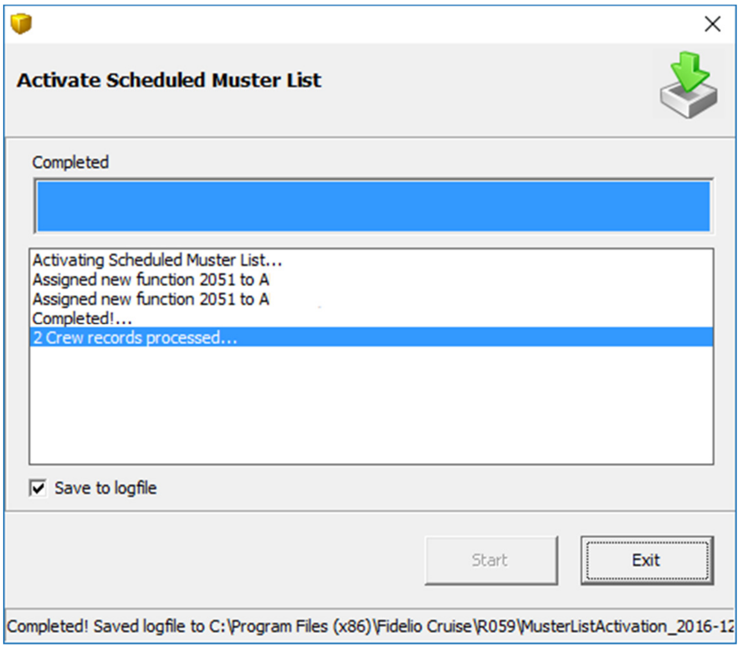
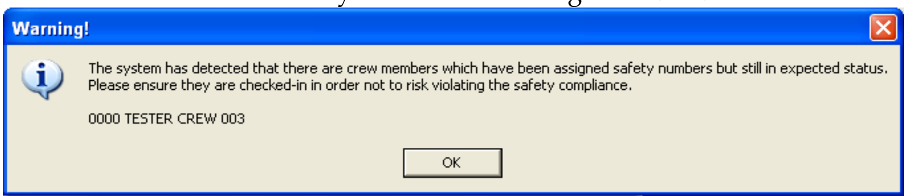
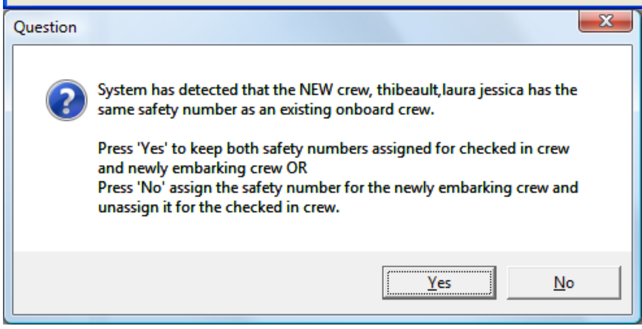


Figure 5-18 - Activate Schedule Muster List

2. In the Activate Scheduled Muster List dialog window, check the **Save to logfile** if you wish to save the process into a log.
3. Click **Start** in the dialog window and select and select **Yes** at the confirmation prompt.
4. The number of records processed are shown under status bar.
5. Click **Exit** once the process shows Completed.
6. During this process, the system checks and prompt a warning if discrepancies are found; for example, the status of the assigned crew is still in Expected status or new crew has the same safety number as existing crew onboard.





The log file is save in Oracle Hospitality Cruise program folder.

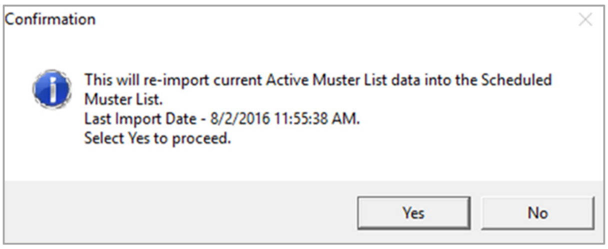
The system is able to automate the Safety Number assignment without prompting a dialog box based on value define in Parameter, **'General;'**, **'Duplicate Safety Number Action'**. See *Appendix - Parameter* for more information.

Refresh Scheduled

The Refresh Schedule functionality imports previously saved Activate Schedule Muster List into current Schedule muster list. At every embarkation port, Safety Officers is required to compile the current crew manifest and import into the Scheduled in order to make an emergency assignment prior to embarkation date. Re-importing of the current crew manifest allows the Safety Officer to determine the status of newly embarked crew and those scheduled to disembark and ensuring the Muster List has the most current data and assignments.

Refreshing a schedule

1. Click **Refresh Schedule** at the ribbon bar.



2. The Last Import date is indicated on the confirmation prompt. Select **Yes** to proceed.

This process refreshes and overrides any unsaved Scheduled Muster List with the Active Muster List.

Show Duplicate

The Show Duplicate functionality displays all duplicate functions assignment of the crew members as System only permit one (1) Emergency Function per crew member, with the exception on Scheduled Muster List, which permits assignment of the same function to an Expected Crew Member and On-board Crew member.

Depending on the selected tabs – Active or Scheduled, the system prompts a list of duplicated Emergency Function assignment when Show Duplicates is clicked. Safety Officer is required to re-assigned the Emergency Function to a unique crew member, if any.

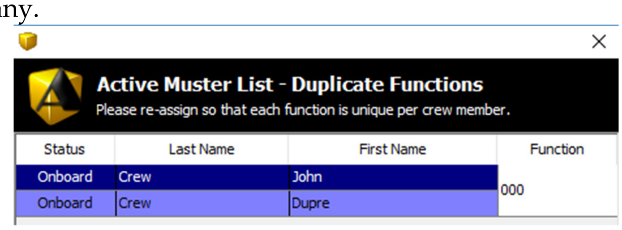


Figure 5-19 - Duplicate Active Muster List Assignment

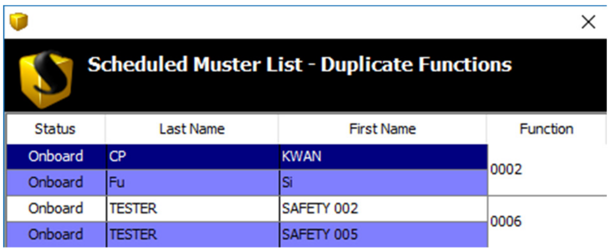
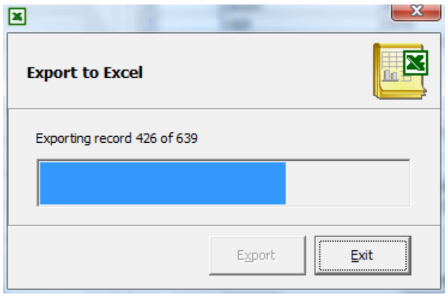


Figure 5-20 - Duplicate Scheduled Muster List Assignment

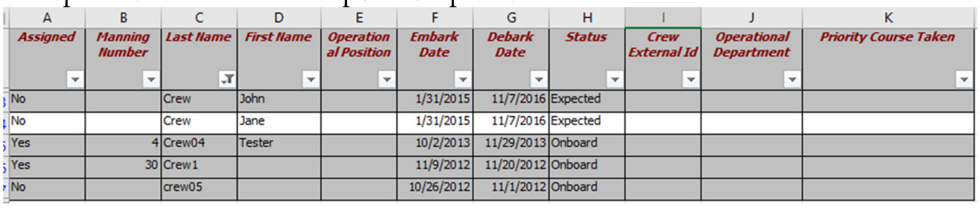
Export

The Export function exports the entire Emergency Functions assignment manifest into an MS Office Excel spreadsheet.

1. At the top of the Muster List Assignment screen, click **Export** to export all the data.



2. System launches Microsoft Excel application and display the information on a spreadsheet when the export completes.



Assigned	Manning Number	Last Name	First Name	Operational Position	Embark Date	Debark Date	Status	Crew External Id	Operational Department	Priority Course Taken
No		Crew	John		1/31/2015	11/7/2016	Expected			
No		Crew	Jane		1/31/2015	11/7/2016	Expected			
Yes	4	Crew04	Tester		10/2/2013	11/29/2013	Onboard			
Yes	30	Crew1			11/9/2012	11/20/2012	Onboard			
No		crew05			10/26/2012	11/1/2012	Onboard			

Figure 5-21 - Sample Exported Muster List Assignment

3. Click **Exit** to return to Muster List Assignment window.

5.3. Violation Overview

Every crew is required to complete certain courses/certificates related to the safety number but not all are on the eligible operational position list, or vice versa. In the Violation Overview screen, you can filter and view the violation, if any. You must have access right #4655 – Access to Violation Overview screen assigned in order to access this function.

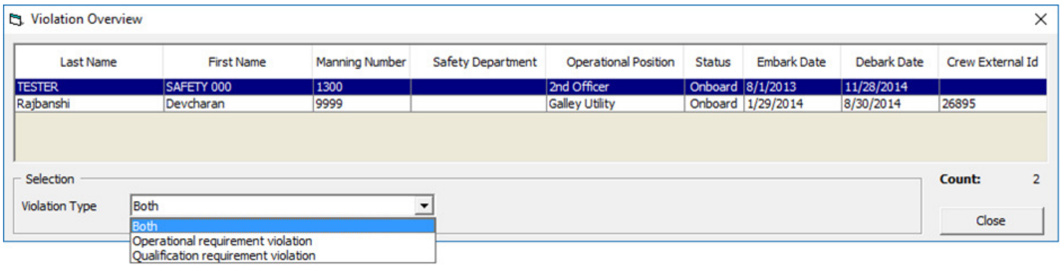


Figure 5-22 - Safety Violation Overview

There are only three type of violation to choose from the drop-down list:

- **Operational Requirement Violation:** Crew with Safety number assigned but Operational Position not linked to assigned Safety Number.
- **Qualification Requirement Violation:** Crew with Safety number assigned but does not fulfil the primary/substitution course and certificate required for that safety number.
- **Both:** Crew that violates both the above requirements

To view the violation, select the **Violation Type** from the drop-down list.

5.4. In Port Manning

The In Port Manning (IPM) is a special function that enable Safety Officer to assign and schedule crew duty whilst the ship docked at port. This function is enabled with Parameter, **'Safety', 'Allow to use special In Port Manning handling'** = **1**.

The following setup must be in place prior to using this function, and these are configure in Administration, Safety Setup and System Setup. See *Administration User Guide, Safety Setup*.

- IPM Group or otherwise known as Safety Group
- Safety Roles
- Safety Department
- In Port Occurrence
- IPM Parameter

IPM Port Occurrence

The IPM Port Occurrence distinguishes the Safety Occurrence of some IPM duties or functions which may defer when the ship docked at different type of port, for example,

- **At Port:** Ship is docked alongside the port
- **Tender:** Ship is docked at Tender Port
- **Undefined:** Ship is at Sea Day.

The occurrence is link to System Cruise in Administration, System Cruise Setup. IPM Port Type.

In Port Manning Setup

The IPM Setup consists of two tabs; an Overview and IPM Setup. Multiple IPM Group may be setup with safety functions defined on each one. In each of the IPM, only one Safety Department is allowed to be assign and is based on the IPM Port Occurrence.

Assigning IPM Group

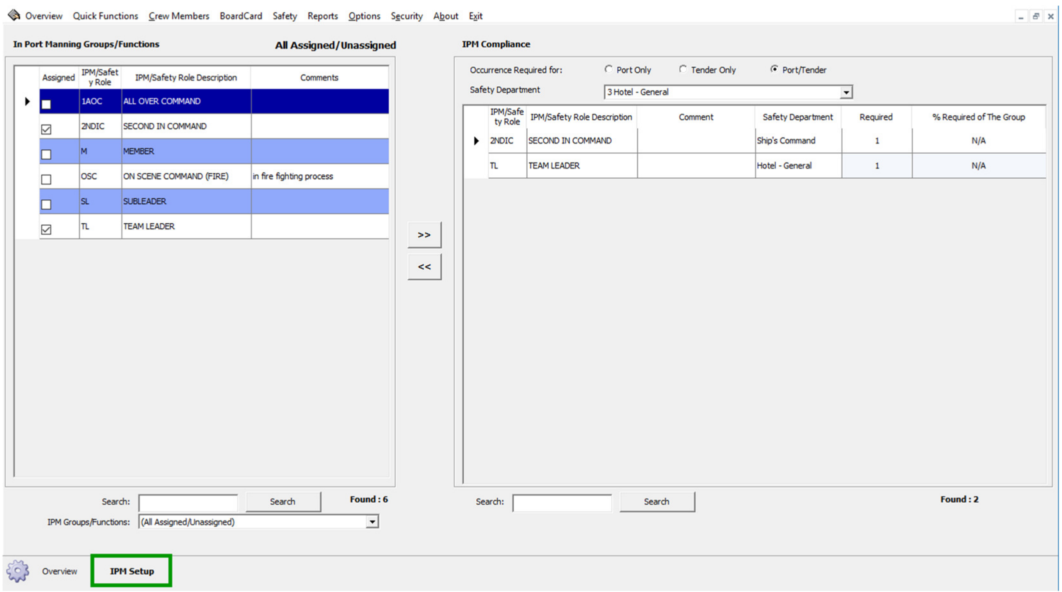


Figure 5-23 - IPM Setup

Table 5-4 - Field description of IPM Setup screen

Field	Description
IPM Groups/Functions	List of available IPM Groups
Assigned	Indication of IPM Group currently assigned if check box is ticked.
IPM/Safety Role	Defines the Safety Department the IPM Group belongs to.
Occurrence Required	Occurrence based on selected port and IPM Group. **Port Only:** Belong to specific Safety Department Occurrence at Port. **Tender Only:** Belong to specific Safety Department Occurrence at Tender Port. **Port/Tender:** IPM Group applicable to both type of port.
Required	Define the number of required crew member(s) to remain onboard to perform the safety function and this may be overwritten. This value take precedence if no value is define in **% Required of The Group**.
% Required of The Group	Define the minimum number of crew onboard by percentage. If the number of crew in the group changes, the required crew onboard changes automatically based on the percentage specified. For example, a safety group with 20 crewmembers and % is set to 50%, the required crew is 10.

1. From the Safety Menu, select **In Port Manning Setup** from the drop-down list.
2. Navigate to **IPM Setup** tab and select the **Occurrence Required** and **Safety Department** from the top right pane.
3. Select the **In Port Manning Groups/Functions** from the left pane, then click the **right arrow**.
4. In the **Required** or **% Required of The Group** field, enter the desire value.
5. Use the **Search** function located at the bottom of the screen to search for IPM Group. The search field is case sensitive.

Defining IPM Eligibility

Eligibility of IPM is based on crewmembers Operational Position, Emergency Functions (Muster List) or Course and Certificates. The selection may be either one or both of these criteria.

1. At the IPM Setup screen, **IPM Compliance** section, double-click the **IPM/Safety Role Description** field.
2. Select the eligibility by Operational Positions, Emergency Functions or required Course and Certificates per each IPM Group.

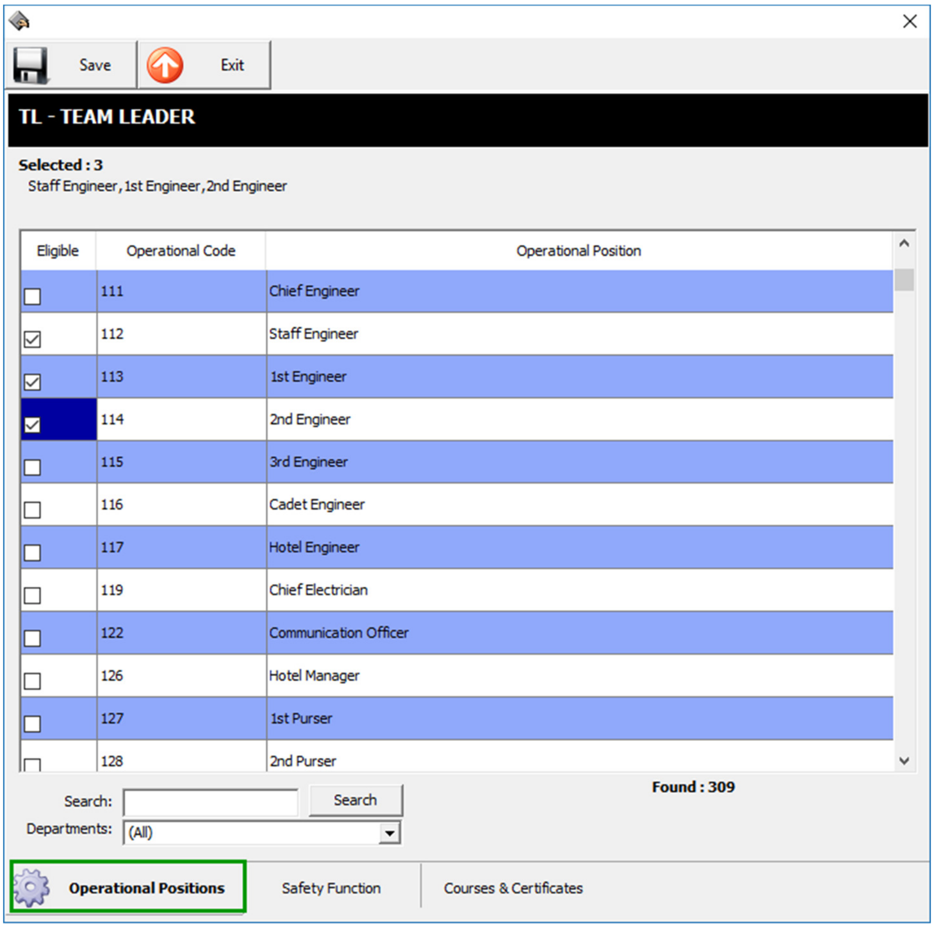


Figure 5-24 - IPM Setup Eligibility

3. Operational Positions – Crewmembers whose position matches the selected operational position.
4. Safety Function – Crew members who's Safety Number assigned is the same as the selected safety function.
5. Course & Certificates – Crewmembers have either completed the selected primary course or selected substitution course AND primary certificate OR selected substitution course.
6. If you decide to un-assign the IPM Group from the Safety Department, the system then check if the IPM Group has crewmember assigned in IPM Assignment. If the answer is yes, then the system prompts a warning message before allowing you to proceed.
7. If the IPM Group has crewmember scheduled, un-assignment of IPM Group from the Safety Department is not allowed.
8. Click **Save** to save the selection, and then click **Exit** to close the screen.

Overview of IPM Setup

IPM Overview screen shows all the required Head Count, Eligible Operational Positions, Emergency Functions, Required Course and Certificate per each Safety Department, IPM Group/Function.

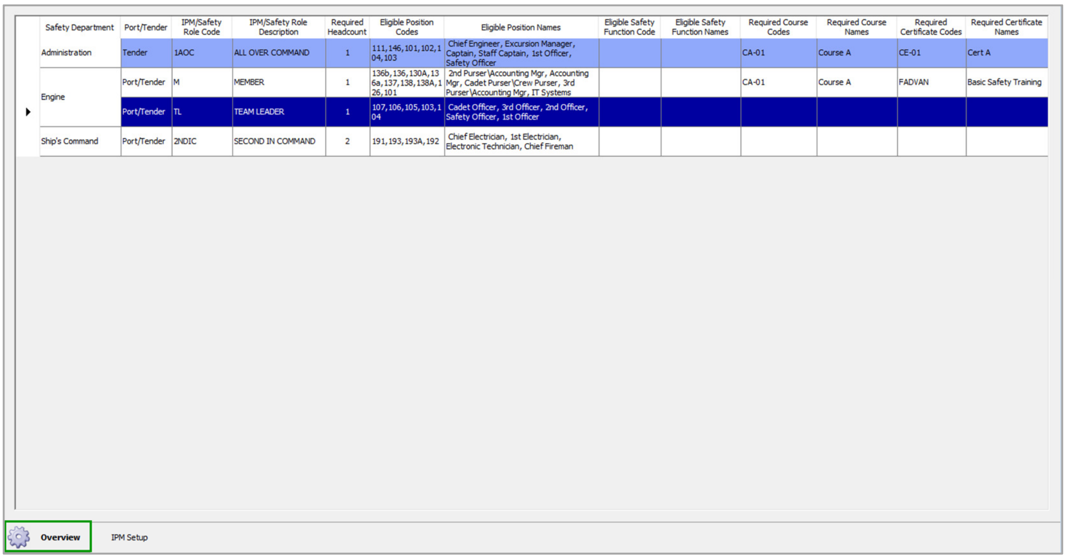


Figure 5-25 - IPM Overview screen

On this screen, the assignment of eligible Operational Positions or Emergency Functions is performed by double-clicking the field name.

IPM Assignment

Other than setting up the IPM, the Safety Officer is require to assign crew onboard based on their eligible criteria to the respective IPM Group. In this function, only crew that are onboard are shown in the IPM Assignment screen. Crew that has signed-off are removed from the list.

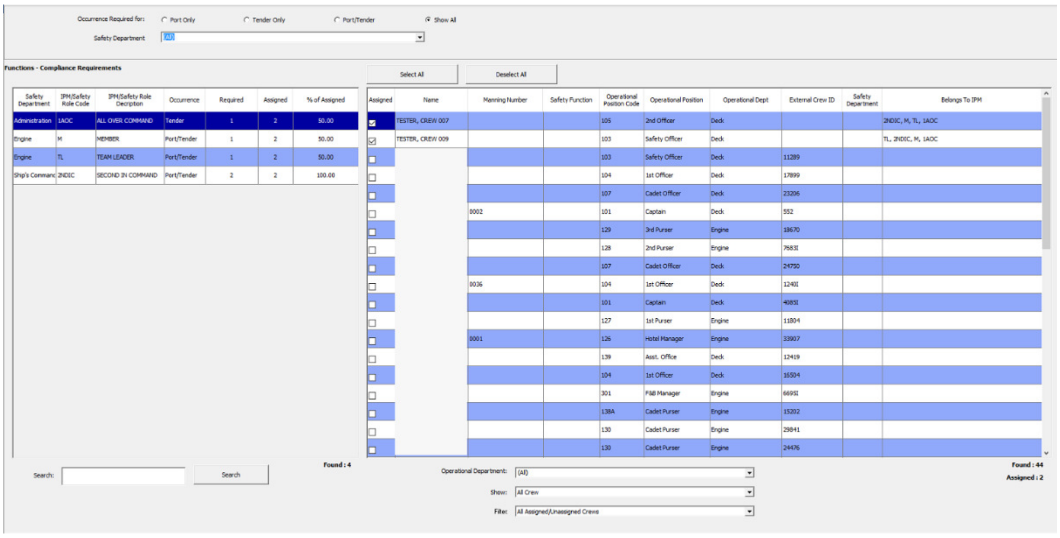
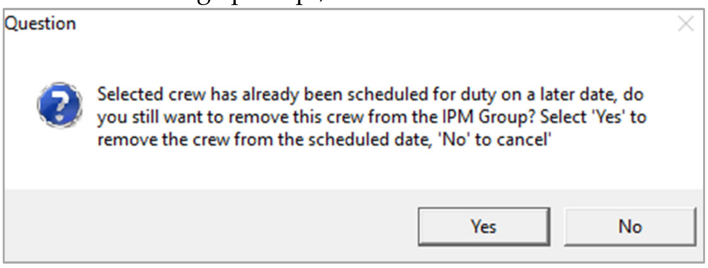


Figure 5-26 - IPM Assignment screen

Assigning Crew to IPM Group

1. From the Safety menu, select **IPM Assignment**.
2. In the IPM Assignment screen, choose the **Occurrence Required** to display, and then select the **Safety Department** from the drop-down list.
3. At the bottom section of the screen, **Operational Department** to display is default to **All**. Choose the department, if required.

4. Select the **Type of Eligibility** to display and/or type of crew to filter from the drop-down list.
5. Check the **Assigned** check-box to assign the selected crew from the grid individually or use the **Select All** to assign all crew shown in the grid.
6. Crew with multiple assignments have additional IPM Code indicated in **Belongs to IPM** column. To view crew with multiple assignment, select Crew with Multiple Assignment from the Filter option.
7. Once a crew is assigned to the IPM Group, number of crew assigned to the IPM Group populates in the Compliance Requirements.
8. Some of the IPM Groups may have the same eligible Operational Positions or Emergency Functions and some crewmembers may appear or assign to more than one IPM Group, depending on the Ship's operation. Assignment of a crew to multiple IPM Group is controlled by setting the Parameter, **'Safety', 'InPortManning Enable One Crew Assignment per Group'** to 0. If the Parameter is set to 1, the system prompts a dialog before removing the Crew from previously assign IPM Group.
9. To un-assign the crew from the IPM Group, un-check the **Assigned** check-box and at the message prompt, select **Yes** to confirm.



IPM Scheduling

IPM Scheduling Tool allows the respective Department Head to schedule crewmembers on duty their daily task when at port based on the setup in IPM Group and IPM Assignment.

In the IPM Scheduling screen, the system displays IPM Groups per department based on IPM Port Occurrence setup for that day. Refer *IPM Port Occurrence* for more information.

In the Scheduled Crew Members section, System display the list of crewmembers according to the respective IPM Assignment and crew embarkation/disembarkation within the system Cruise Date.

Crew that has IPM duties are not allowed to go ashore. The Gangway Security staffs receives an alert when crew swipes their card at the gangway . This setting is configured in **Administration, Security Alert Setup** using below SQL Script.

```
INSERT INTO SAG (SAG_SQLCHECK, SAG_MESSAGE, SAG_OVERRIDE,
SAG_CHKGUEST, SAG_CHKCREW,
SAG_CHKVISITOR, SAG_ENABLED, SAG_REMARKS, SAG_DIRECTION )
VALUES (
'FROM ipms WHERE ipms_res_acc = <ACCOUNTID> AND
ipms_scd_date = (select sys_date from asys)'
, 'In-Port Manning requires you to be onboard.', 0, 0, 1,
0, 1, 'IPM Security Alert', 2);
```

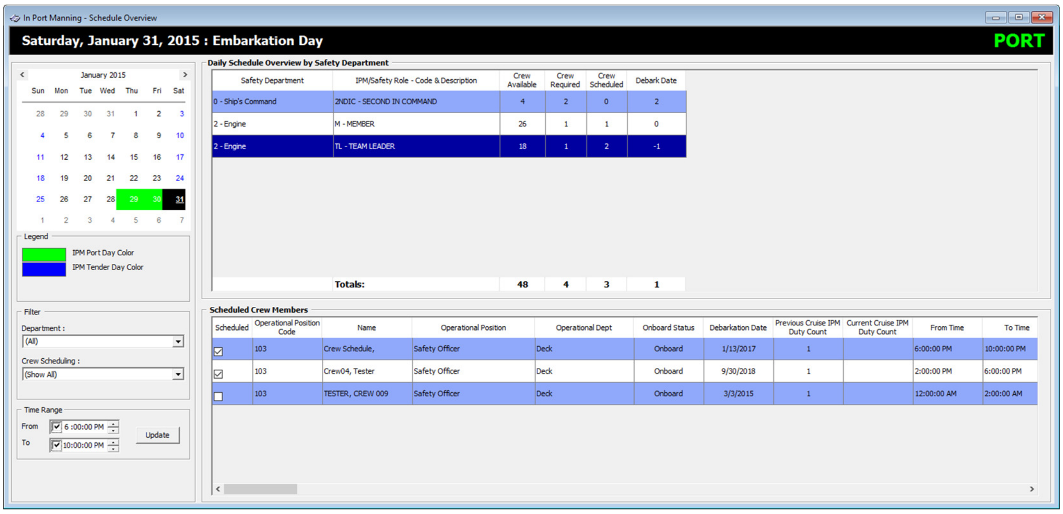


Figure 5-27 - IPM Scheduling screen

Only the crew with IPM Assignment is able to view other crew within the same IPM group.

For example:
Crew A, B, C is eligible to IPM Group – Commander Lifeboat. Assign crew A, B to same IPM Group, where crew C is not belong any IPM group. If crew C login, IPM scheduling will not show any available crew for scheduling. If crew C is assigned to IPM group and login, IPM scheduling then shows all available crew that belong to same group of logged in crew.

Scheduling a Crew

1. In the IPM Scheduling screen, select the date and the Safety Role from the Daily Schedule Overview by Safety Department
2. In the Scheduled Crew Members section, check the **Scheduled** check box of the crew.
3. In the **Time Range** editor, check the checkbox and adjust the time accordingly, and then click **Update** to populate the time in From Time/To Time field.

   It is allowable to schedule one crew duty in advance over the period of current cruise. If crewmember is assigned to more than one IPM groups, only one duty per day is allowed.

   If scheduling is performed on the same day as the *System Date*, the system only allow schedule of crewmembers whose status is onboard. This is to prevent accidental assignment to crewmembers who are already ashore and not able to perform the duty.

   All scheduled done on past cruises is not modifiable.

5.5. Ashore Deny List

Ashore Deny List is a function that restrict crew movements, by denying certain crew from going ashore, either by Safety Number, Nationality, Name/Cabin/Crew ID or Manning Number.

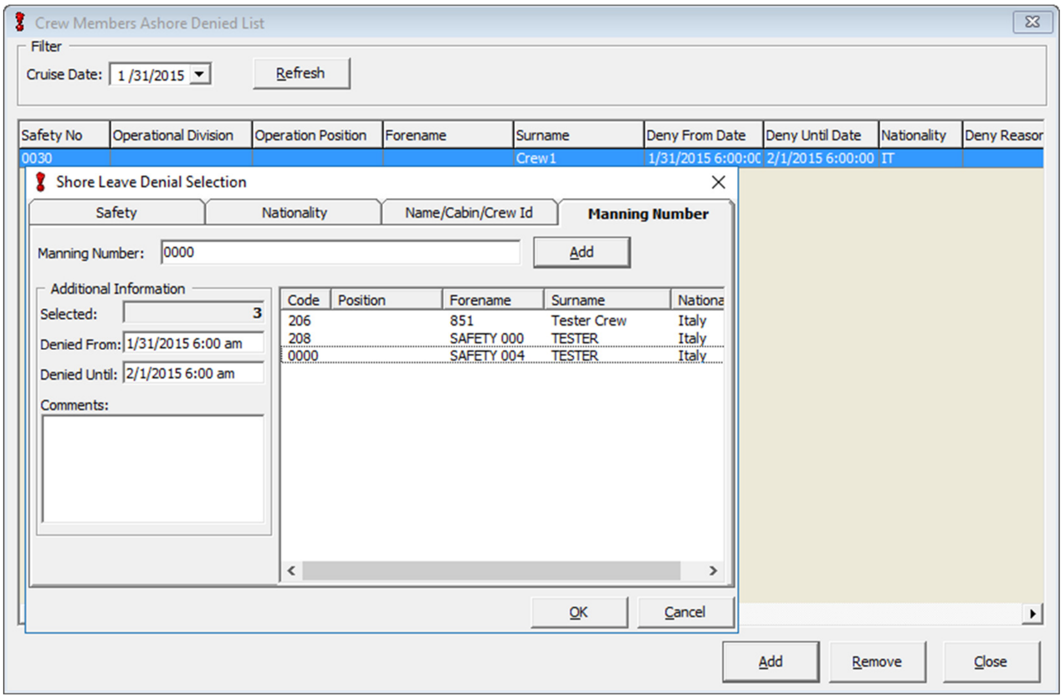


Figure 9-1 - Crew Ashore Denied List

Denying Crew from Going Ashore

1. From the **Safety Menu**, select **Ashore Deny List** from the drop-down list.
2. Select the **Cruise Date** from the drop-down list and click **Refresh**.
3. Select the tab to add the deny list from then enter the search identifier.
4. In the Additional Information section, enter the date to deny from/until and reason in the comments field.
5. Click **Add** to add the crew name to the selection grid and then click **OK** to confirm.
6. Denied crew name(s) with its Operational Position, Denied From/Until date and Nationality are shown in the grid
7. To remove the name from the Denied List grid, select the name and then click **Remove**. Use CTRL+ or SHIFT+ to remove crew name by batch.
8. At the confirmation prompt, select **Yes** to proceed.
9. Click **Close** to return to the main screen.

6 Reports

A set of operational reports are pre-installed with the software, and additional customized reports may be added through the **Administration module, System Setup, Reports Setup**.

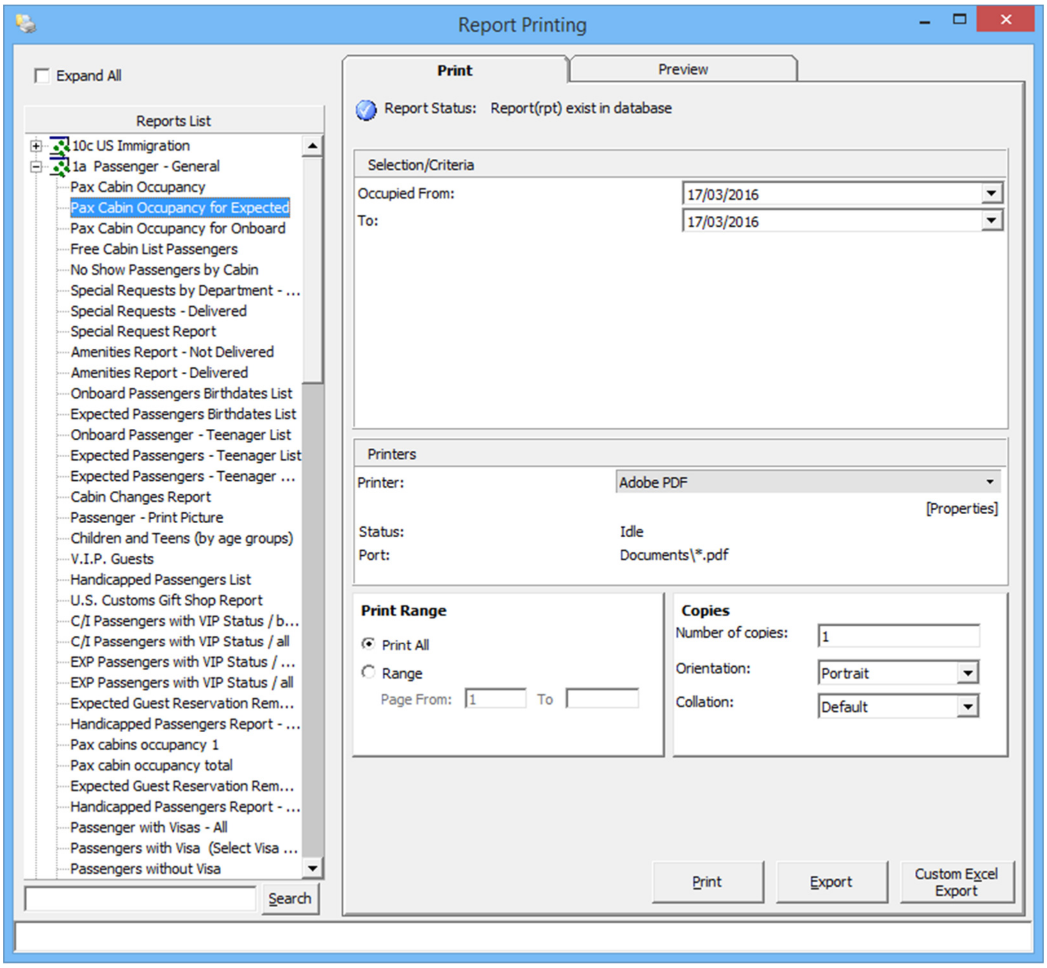


Figure 6-1 - Reports List

Printing a Report

1. From the **Crew** File Menu, select **Reports** from the drop-down list.
2. In the Reports List section, click the (+) to expand the container, then select the report to print.
3. Navigate to the **Print tab** on the right and select the available **Selection/Criteria**.
4. Select a Printer, Print Range and Copies to print from its respective section, and then click **Print**.
5. To view a report before printing, repeat the above steps and then navigate to **Preview tab**.
6. To export the report, repeat the above steps, and then click **Export.**

Reports Batch Printing

The Reports Batch Printing prints a set of departmental reports by batch, and these reports are predefined in **Administration module, System Setup, Reports Batch Printing Setup**.

To print the report by batch,

1. Select **Reports Batch Printing** from the Reports drop-down menu.
2. In the Batch Reports Printing window, select the batch number to print.
3. In the Printer selection section, select the **Printer** and then click **Run**.

7 Options

The Options Menu is an area where supported hardware's and devices are setup, and is accessible from the Crew Main Menu.

7.1. General Tab

In the General Tab, the options to switch on/off is determined by checking the respective check boxes. By default, the check boxes are un-checked.

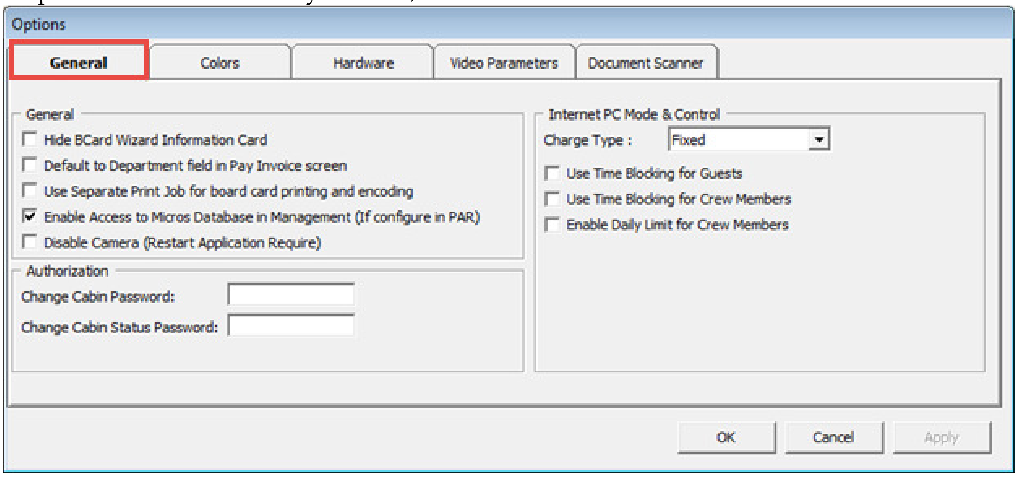


Figure 7-1 - Options Menu – General Tab

7.2. Colors

The Colors tab allows you to define a standard color scheme suitable for your operations. These colors can be easily change by clicking the color bar and then choose the color from the color chart.

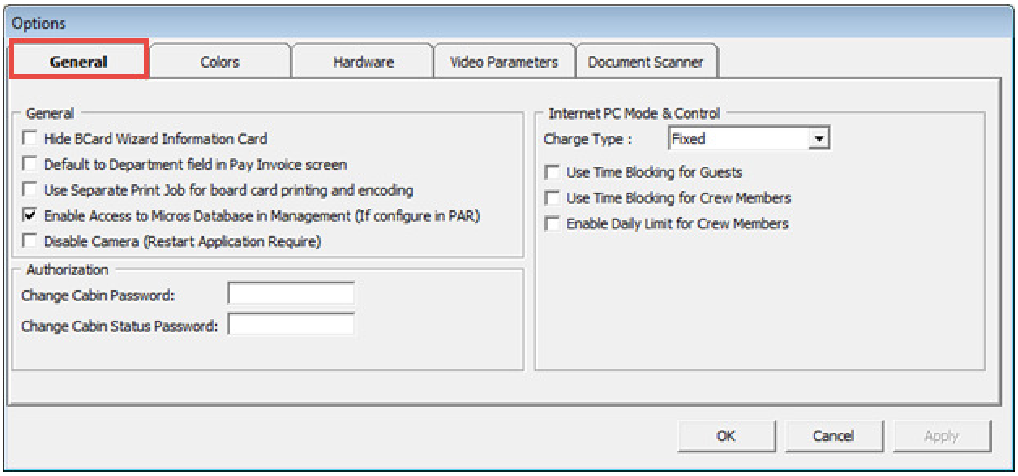


Figure 7-2 - Options Menu, Colors Tab

7.3. Hardware

In the Hardware tab, supported peripherals, printers and devices are configured. The screen varies depending on the type of report printer's you select. Please contact Oracle Hospitality Cruise Customer Support for assistance.

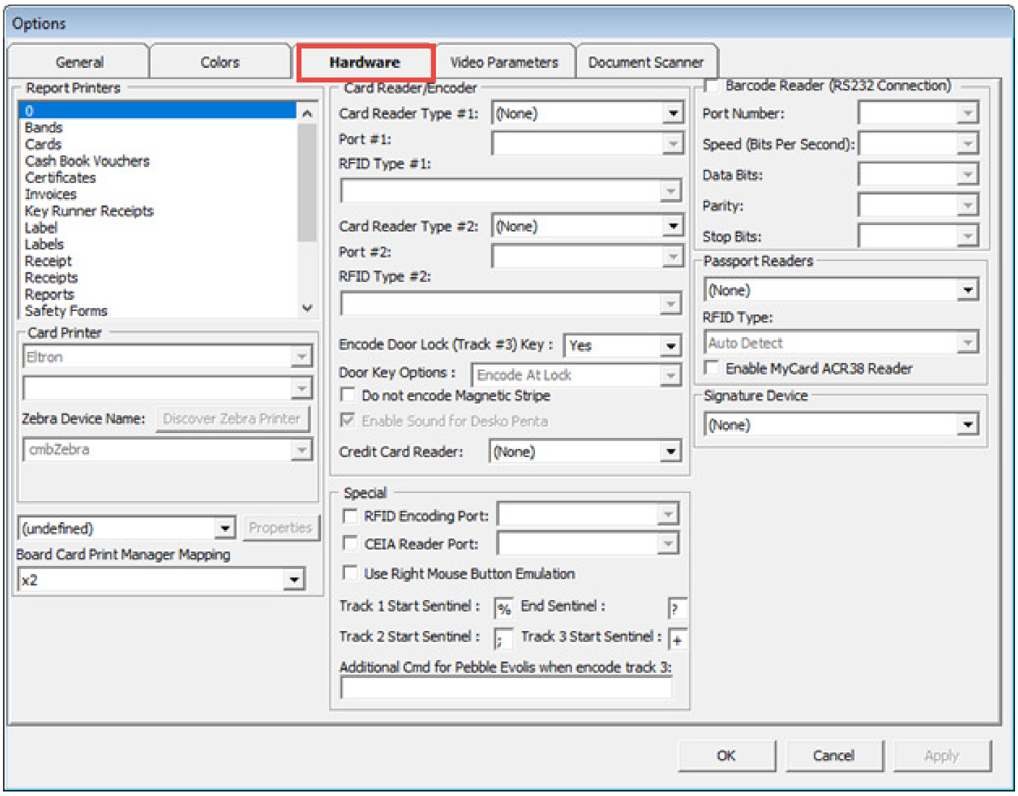


Figure 7-3 - Options Menu, Hardware

7.4. Video Parameters

This section defines the video format, source and type of compression to store in the database.

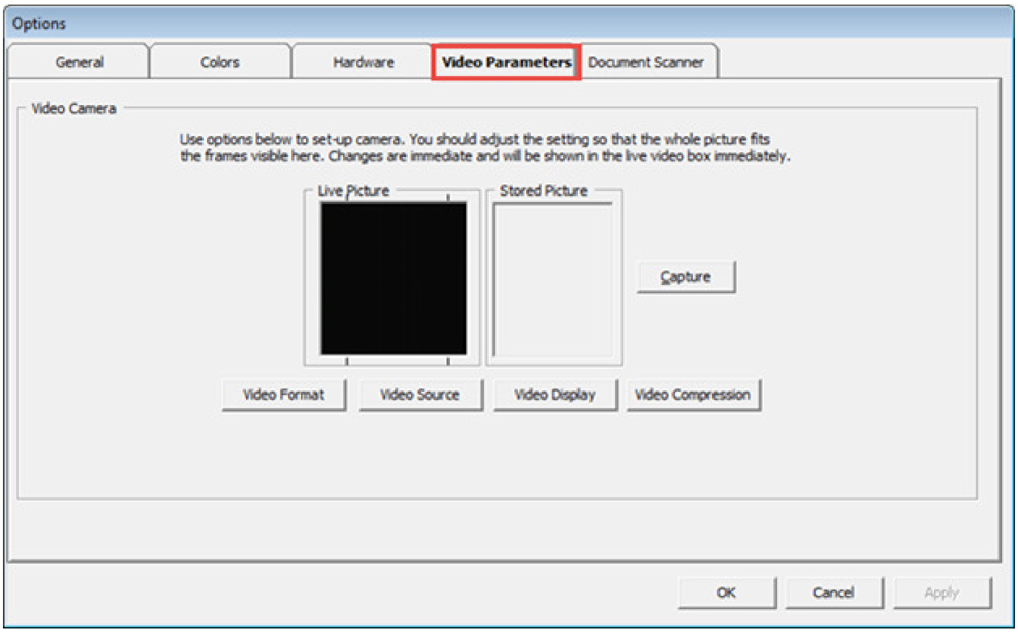


Figure 7-4 - Options Menu, Video Parameters

7.5. Document Scanner

This section link the type of scanner use for specific forms, for example, driving license, passport, and others.

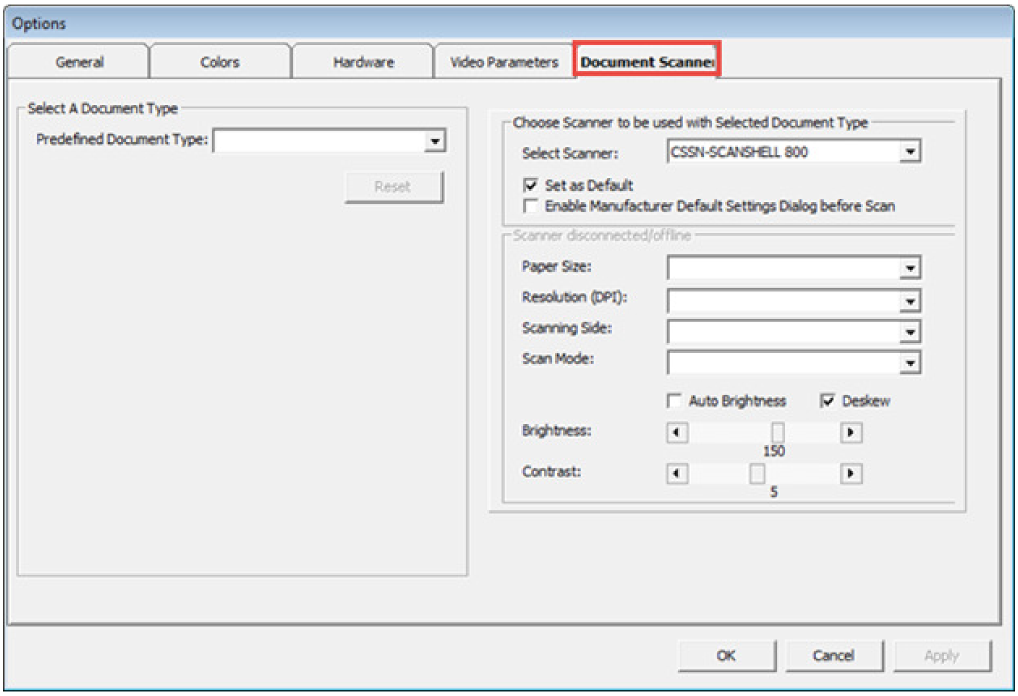


Figure 7-5 - Options Menu, Document Scanner

7.6. Field Definition

This section allow you to customize the crew reservation screen labels in Crew's personal/additional/visa details tab.

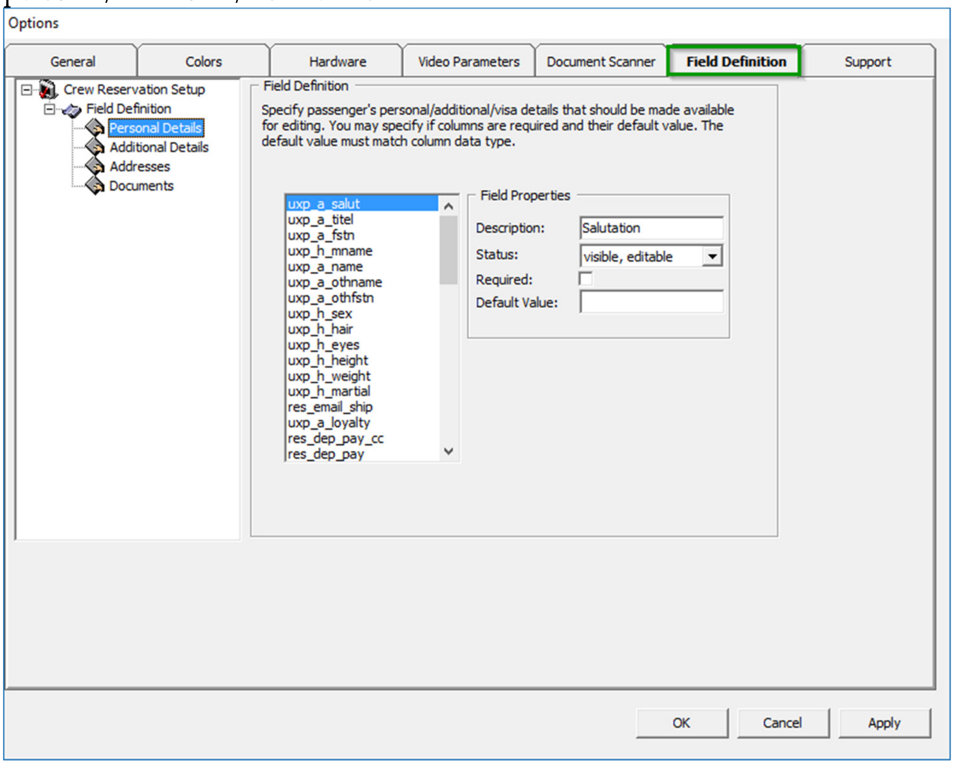


Figure 7-6 - Field Definition tab

8 Security

Function such as User Login, Passenger movement from ship to shore or vice versa, statistic count of passengers on-board or at shore side can be found under the Security menu.

8.1. Login

The Login function enables you to logout/login from current session, either using a **Function key (F8)** or select the option from the Security menu.

8.2. Change Password

The Change Password function allows password to be reset. You are required to login prior to accessing this function.

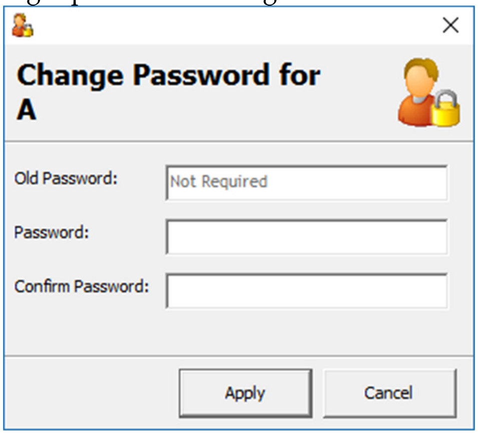


Figure 8-1 - Change Password screen

1. From the Security Menu, select **Change Password** from the drop-down menu.
2. Enter the New Password and Confirm Password, then click Apply.
3. At the Password successfully changed prompt, click **OK**.

8.3. User Logfile

User Logfile records all transactions performed by users by date and time order. This information's are retrievable using the available filters such as by user, type of activities, date, time or workstation. Transaction logs are also printable and exportable to supported file format.

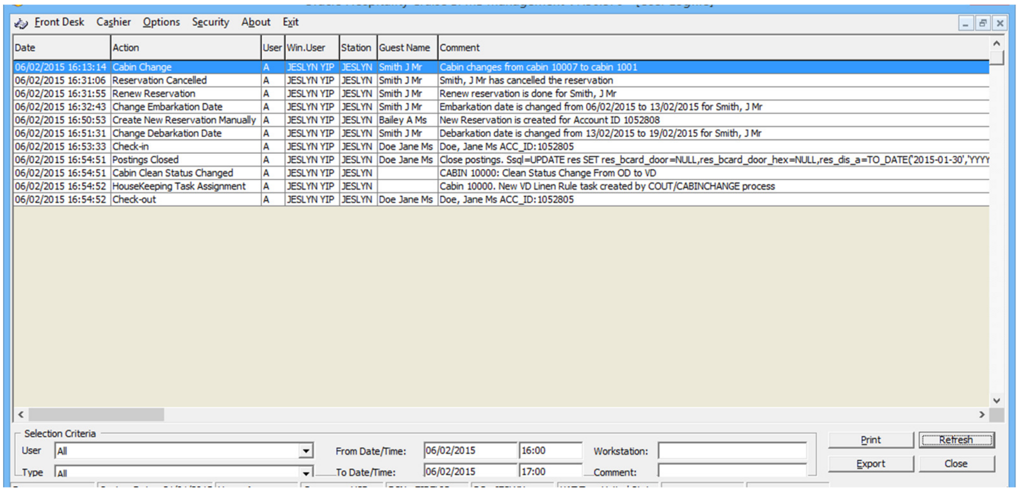


Figure 8-2 - User Logfile

Gangway Logfile

The Gangway Logfile records the gangway movement for all passengers going ashore or coming onboard. Information's are searchable by location, movement directions, type of passengers, date, time, cabin no and name. Retrieved information's are printable or exportable to supported file format.

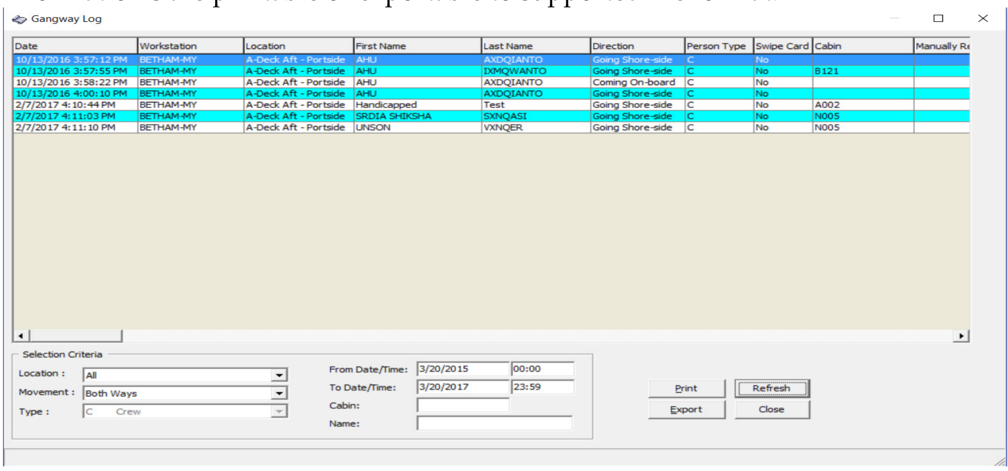


Figure 8-3 - Gangway Logfile

8.4. Count Onboard/Shoreside

The Count Onboard/Shoreside displays the security count of total crews, number of crews onboard or at shoreside, and the count are shown by the type of crews.

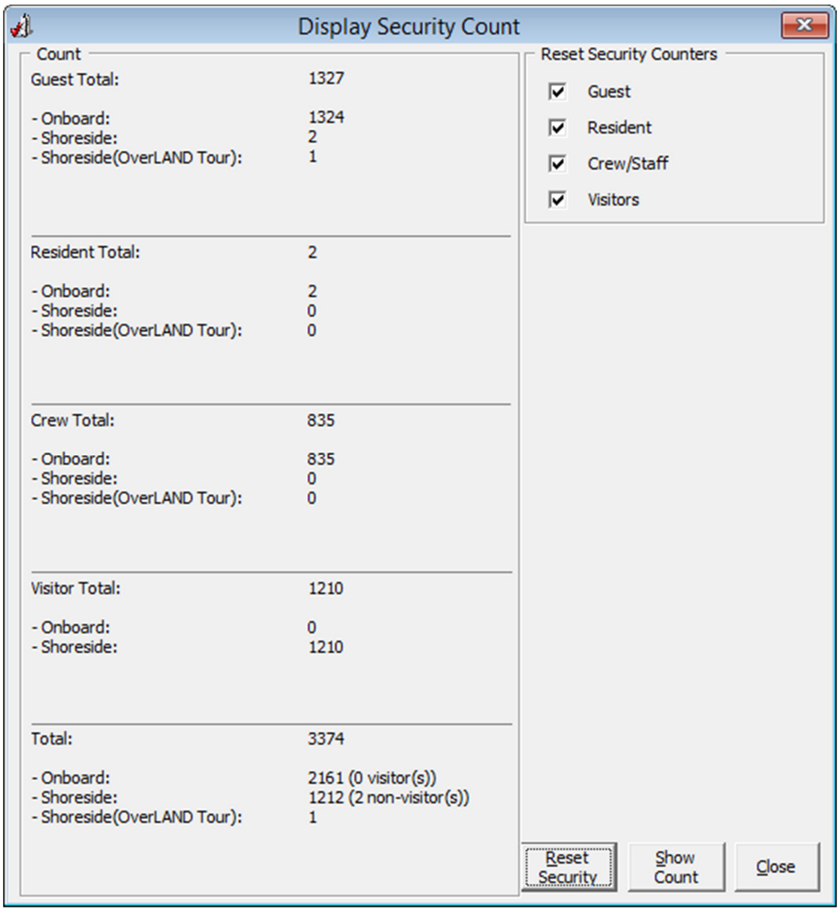


Figure 8-4 - Count Onboard/Shoreside

Clicking the **Reset Security** resets the count. The messages prompt varies on each reset.

Guests/Crew Onboard

The Guest/Crew Onboard lists all crew onboard, with its last Coming On-Board status being displayed when selecting the crew's name.

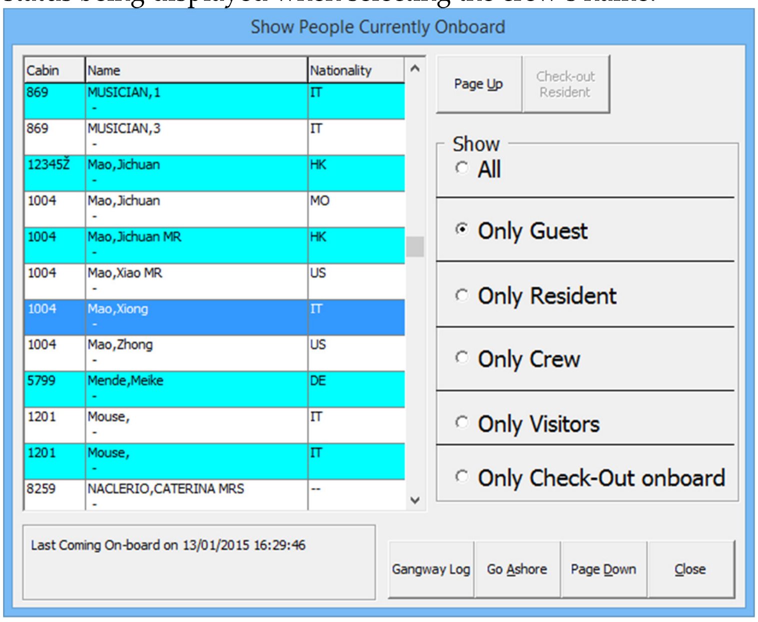


Figure 8-5 - Guest/Crew Onboard

1. Clicking the **Go Ashore / Go Onboard** sets the selected crew status from Onboard to Ashore or vice versa.
2. Clicking the **Gangway Log** opens the Gangway movement log.

8.5. Port/Visa Requirement

This function enables you to restrict crew of selected nationality with travel restrictions on the travel document from going ashore on port day. Once setup, the system prompts on screen when a restricted passenger's passport/travel document are swiped at the Gangway.

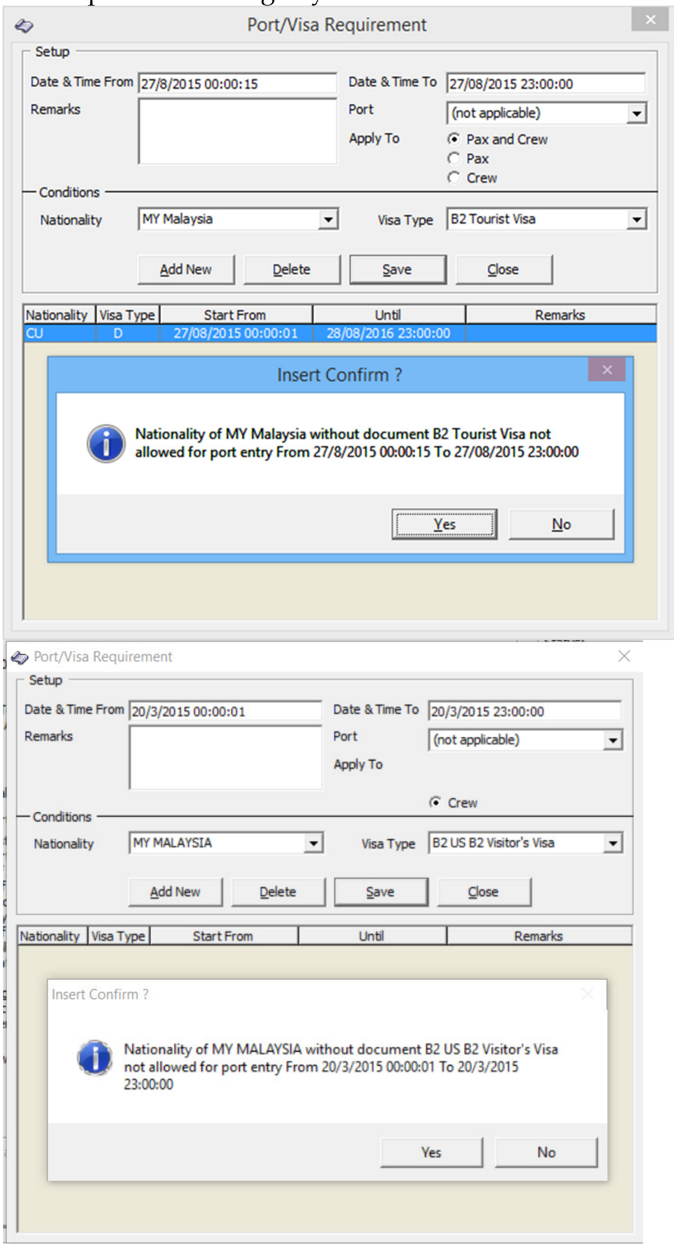


Figure 8-6 - Port/Visa Requirement

1. From the Security Menu, select Port/Visa Requirement.
2. Click **Add New**, enter the **Date/Time From/To field**, and select the **Port** from the drop-down list.
3. In the **Conditions Setup** section, select the **Nationality** and **Visa Type** from the drop-down list, the click **Save**.

4. At the Insert Confirmation prompt, select **Yes** to confirm, then click **Close** to exit.

Appendix A. Parameters

This section describes the **Parameters** available to the Crew module, and they are accessible from **Administration** module under **System Setup**, **Parameter**.

PAR_GROUP Safety

Table A-1 - PAR Group Safety

PAR Name	PAR Value	Description
Advance Safety Drill	0 or 1	0 - Standard Safety Drill Handling; 1 - Advance Safety Drill Handling
Course Code for Boat Commander	XXX	Qualifying course for Boat Commander. (XXX=COU_CODE)
Allow Multiple Safety Number Assignment	0 or 1	0 - Do Not Allowed Multiple Safety Number Assignment 1 - Allow
Allow to use special In Port Manning handling	0 or 1	0 - Disallow, 1 - Allow
Auto Set Ashore Denial During Drill Scheduling		Specify duration before a Drill starts that going ashore is denied. Duration in minutes.
Display Valid Courses On Muster List Assignment		Display list of important courses on Muster List Assignment screen. PAR_VALUE should contain COU_CODE separated by commas (eg. 331,321)
Operational Position that Receive Message		Crew of certain operational position to receive warning message in Active Muster List when there is expected crew in the muster list
Allow SafetyNo Assignment to Onboard And Expected		0 = both onboard and expected crew per safety number 1 = one crew per safety number at any one time
InPortManning Enable One Crew Assignment per Group	0 or 1	0 = Crew is allowed to be assign to multiple IPM Group 1 = Crew is not allowed to be assigned to multiple IPM Group.

PAR_GROUP General

Table A-2 - PAR Group General

PAR Name	PAR Value	Description
Duplicate Safety Number	0, 1, 2 or 3	0 = Prompt for further action 1 = Keep both safety numbers assigned for checked-in crew and embarking crew. 2 – Assign Safety Number to newly embark crew and un-assign checked-in crew. 3 = Remove the safety number from expected crew and maintain safety number for checked-in crew. This option is perform in silent mode.