Oracle® Hospitality Cruise Shipboard Property Management System

Event User Guide
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ORACLE

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Prerequisite, Supported Systems and Compatibility

This section describes the minimum requirement for Event module.

Prerequisite

- Event.exe
- OHCSPSMBusiness.dll
- OHCSPMSData.dll
- OHCSPMSDB.dll
- OHCSPMSUI.dll

Supported Operating Systems

- Microsoft Windows 7 - 32-bit / 64 - bit System
- Microsoft Windows 8 - 32 bit / 64 - bit System
- Microsoft Windows 10 - 32 bit / 64 - bit System

Compatibility

SPMS version 8.0 or later. For customer operating on version below 8.0, database upgrade to the recommended or latest version is required.

Preface

This document describes the configuration and functionalities available to Event module.

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
April 2017	• Initial publication.

1. General Setup

The General Setup section houses various configuration settings such as booking type, event category, locations, items use by the event, special packages and profiles of the event required when creating an event. The following setup will assist you in organizing and placing the necessary orders for items required by event.

1.1. Event Settings Overview

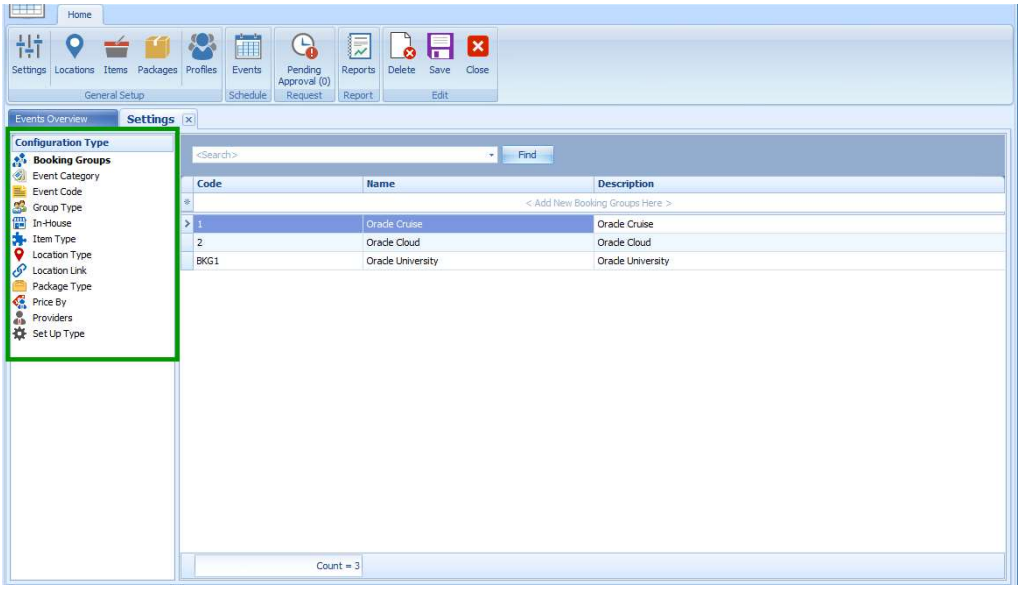


Figure 1-1- Setup Tab

Event Settings Overview is the main configuration screen where parameters and settings for furniture fitting, sound system, utensils, other equipment needed by the ship operator to organize an event is setup. The Configuration Type features Booking Groups, Event Category, Event Code, Group Type, In-House, Item Type, Location Type, Location Link, Package Type, Price By, Providers and Set Up Type Functions.

Configuration Type

Configuration Type contains all the general settings use in Event module and are described below:

Booking Group
The Booking Group holds the security codes that determine who is allowed to book or change an event location.

Event Category
The Event Category code is use to categorize the type of event and is mainly use in report printing.

Event Code
The Event Code holds the Priced By, Event Category and Event Name that enables a quick entry of an Event on the Event Detail Form.

Group Type
The Group Type code defines the specific type of Group and they vary from one Cruise Line to another.

In-House
The In-House code defines an event category associated with the department or area for a non-group event.

Item Type
The Item Type code defines the items by groups, for example, cutleries, linens, furniture and much more.

Location Link
The Location Link holds a generic code for a location that group few locations, to facilitate the copying of templates from one ship to another.

Package Type
The Package Type defines the Packages used to help find a specific Package.

Price By
Holds the priced by codes that are available to a cruise liner.

Table 1-1 - Price by Details

Field Name	Field Definition
C	Consumption
F	Fixed
A	Fixed Guests
R	Fixed Cabins
L	Calculated Guests
S	Calculated Cabins

Providers
The Providers code define the shipboard group responsible for fulfilling items required by the event.

Setup Type
The Setup Type defines the available seating or setup for the location. For example, U-Shape seating, Theatre, Pool Party, Conference, and others.

Adding new Configuration Codes

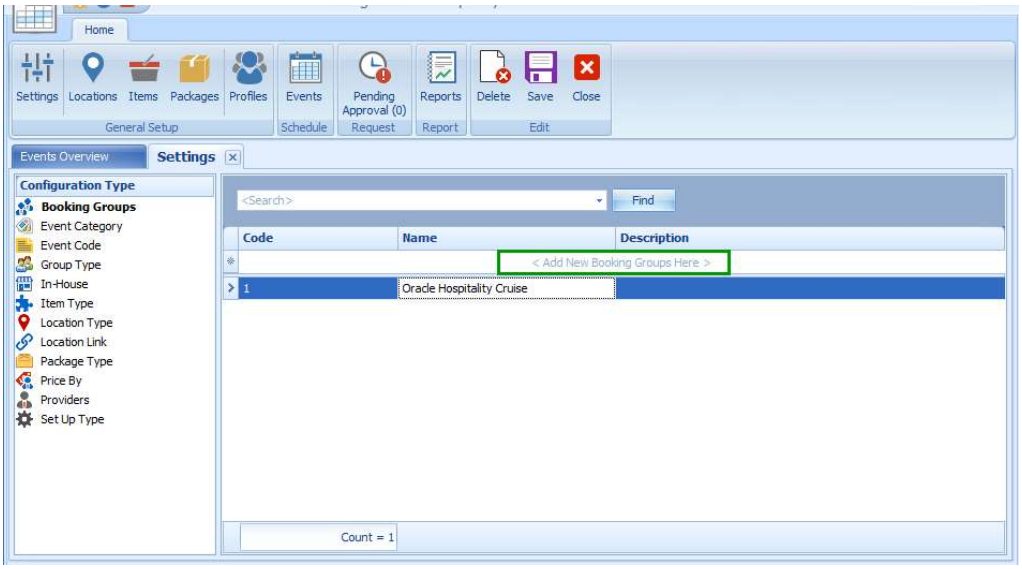


Figure 1-2 - Adding New Booking Groups

1. From the ribbon bar General Setup group, click **Settings** and then navigate to Configuration Type panel on the left and select the configuration type to add.
2. The Code field is a mandatory field. Insert the code, name, and description in the field below the Search bar, and then click **Save** to save the record.

   When the input field for the Code is empty and **Save** is clicked, the system prompts a warning message *'Please enter a unique code. Do you want to correct the value?'*.

3. Click **Yes** to return to the screen and insert the Code accordingly, then click **Save** to save the record.

Editing a Configuration Code

1. From the Configuration Type panel, select the code to edit and then change the description accordingly. Only the name and description column in editable.
2. Click **Save** at the ribbon bar to save the changes.

Deleting a Configuration Code

Select the code to delete and then click **Delete** on the ribbon bar.

Searching for a Configuration Code

1. Select the Configuration group from the container and then navigate to the **Search** bar.
2. Enter the keyword in the search bar and click **Find** to search. The matching results are highlighted in yellow if any.

1.2. Events Overview

The Events Overview shows the summary of events for today and upcoming events, with the summary of total events pending approval. You may further drill down to view the event information by clicking the functions available on the screen.

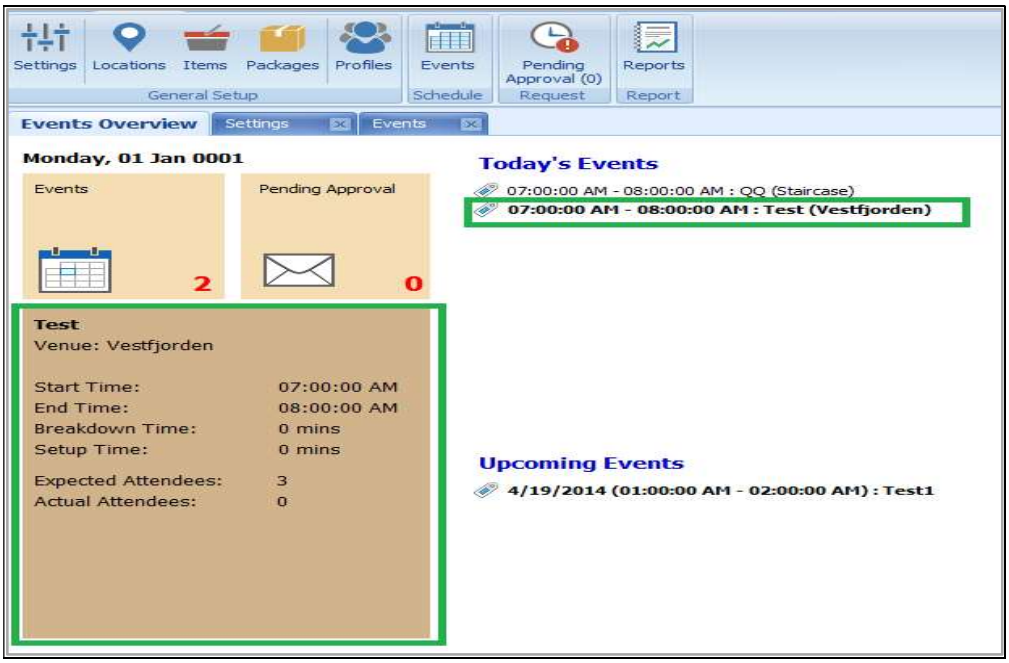


Figure 1-3 - Events Overview

Double clicking any available event in **Today's Events** or **Upcoming Events** section launches the Event Booked Screen.

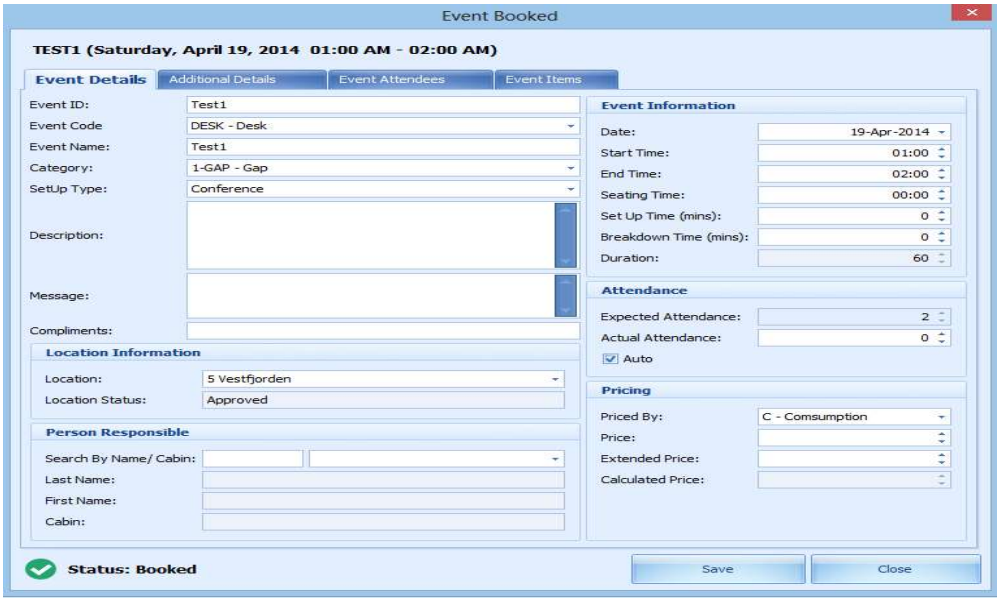
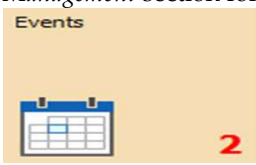


Figure 1-4- Events Details

Clicking the number of events in the **Events** section displays the event in Date, Week, Month or Timeline grid view. You may also add, edit an event from this screen. See *Events Management* section for steps to add, delete and edit and event.



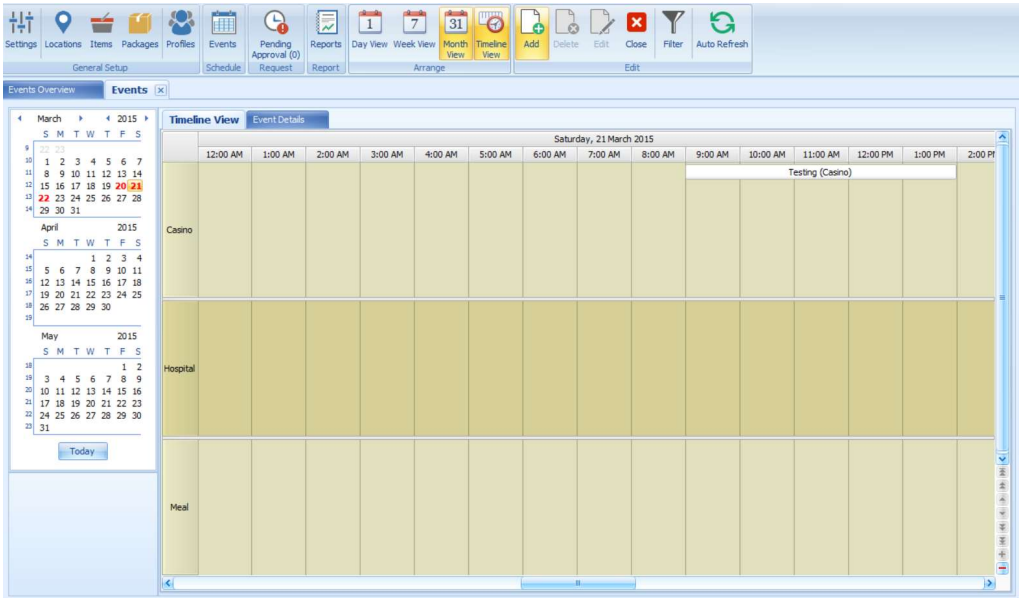


Figure 1-5 -Events Timeline View

Clicking the number of Pending Approval section displays the list of events that are pending approval.

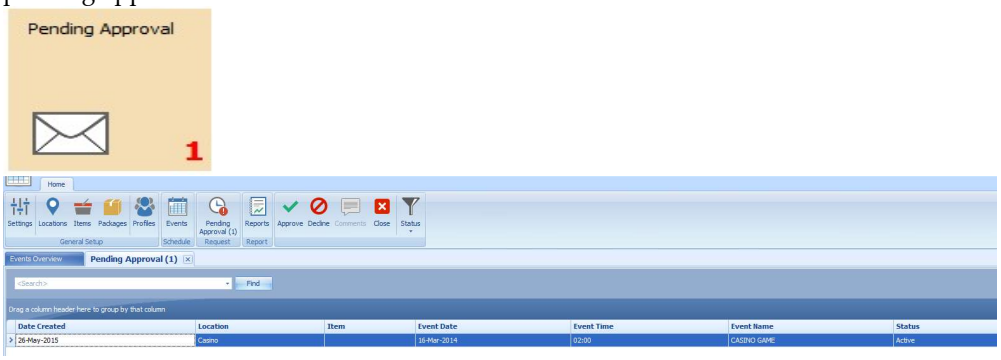


Figure 1-6 - Pending Approval

1.3. Locations Setup

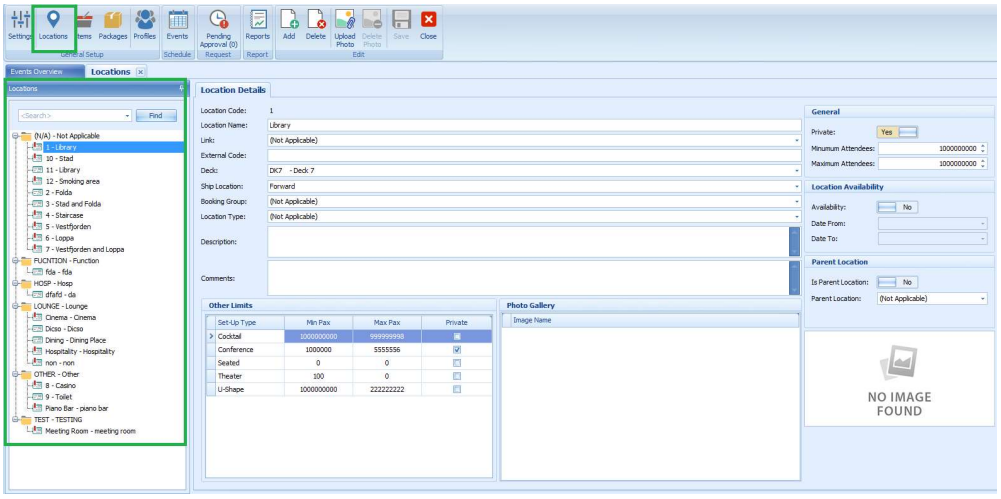


Figure 1-7 – Functions in Location Tab

Locations setup function is accessible through the General Setup, Locations icon on the ribbon bar. It shows the location available for an event booking and is group by location category.

In each of the location, you can then define the location details, seating style suitable for that location, attached a photo gallery and set the minimum/maximum person allowed, and all these settings are linked to codes configured in Event Settings Overview.

Adding New Location

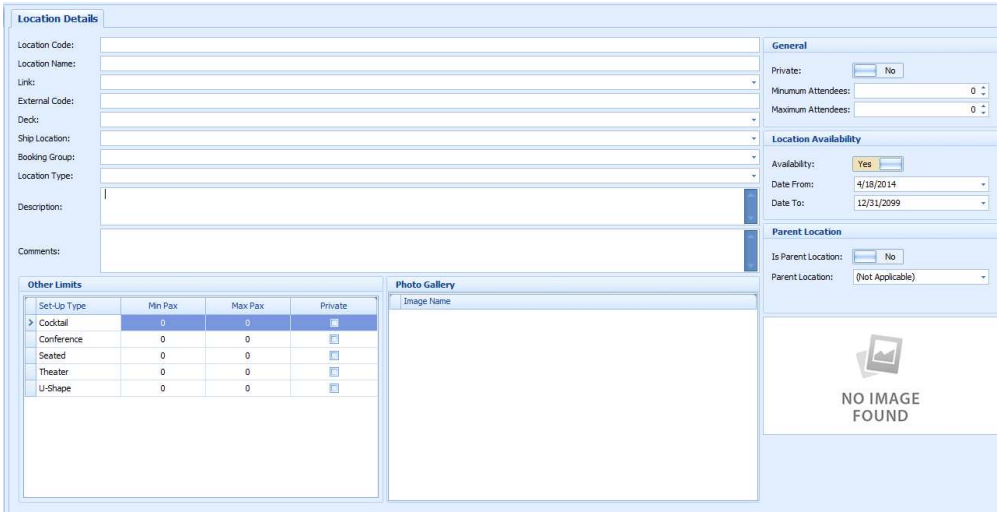


Figure 1-8 - Add New Location

1. Click **Location** from the General Setup group**.**
2. On the left pane of the Location tab, the sub-locations are listed in a container view. Click the + to expand the container list.
3. To add a new location, select the main location, and then click **Add** on the ribbon bar.
4. In the Location Details section on the right pane, enter all the necessary fields.

   The Location Code, Location Name, Booking Group and Location Type are mandatory fields and the system prompts an error when the field is empty.

5. Navigate to the Other Limits section, select the **Set-Up Type** suitable for this location, enter the minimum/maximum person allowed for each seating type and check the Private check box for events that are held privately.
6. Click the **Upload Photo** icon on the ribbon bar to attached images of the location to the Photo Gallery section.
7. In the General section, turning the **Private** toggle to **Yes** indicates that the location can be overlapped with other events at the same time, and insert the minimum/maximum attendees allowed using the arrow up/down key.
8. In the Location Availability section, the availability is default to **Yes**. Sliding it to **No** will make the location unable. Select the available date from/to using the date editor.
9. At the Parent Location section, select the **Parent Location** from the drop-down list if it is a sub-location. Sliding the toggle to **Yes** makes the location as a Parent Location.
10. Click **Save** at the ribbon bar to save the location.

Editing a Location

To edit a location, select the location from the location tree view and edit the information and then click **Save** to the changes.

Deleting a Location

To delete a location, select the location from the location tree view and then click **Delete** on the ribbon bar. A Location cannot be deleted if it has events linked to the location.

Search a Location

To search for a location, enter the keyword in the search panel and then click **Find** and all the relevant records will be shown in yellow.

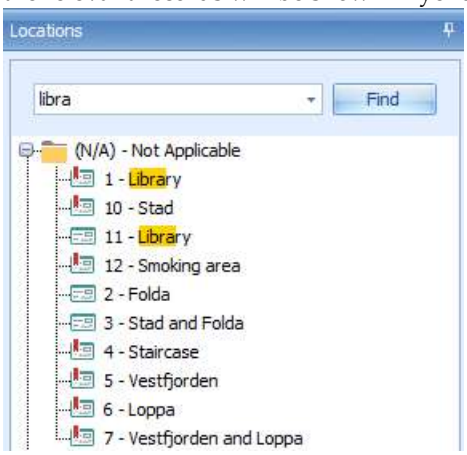


Figure 1-9 - Search Location

1.4. Items Setup

The Items Setup allows you to define every single item use for an event from the type of cutleries, flowers arrangements to furniture and others. Multiple prices per item based on date period is allowed, enabling a selection based on the cruise selection and Effective From and Effective To date.

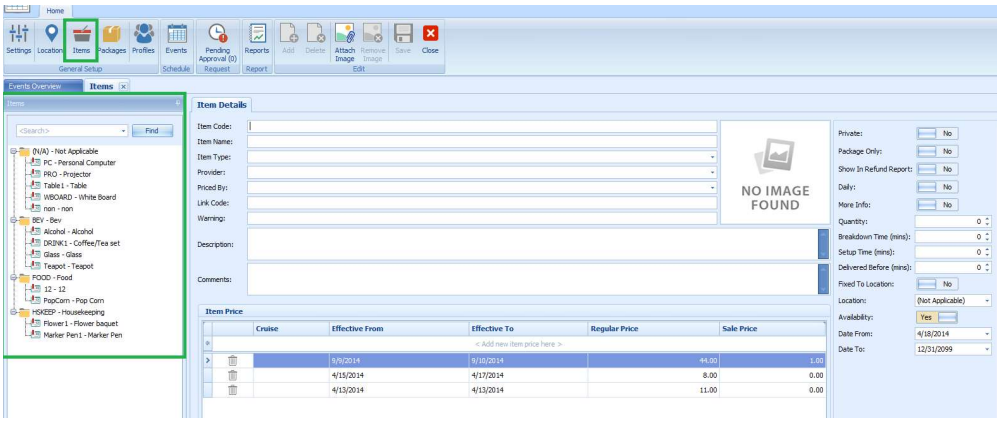


Figure 1-10 - Items Tab Function

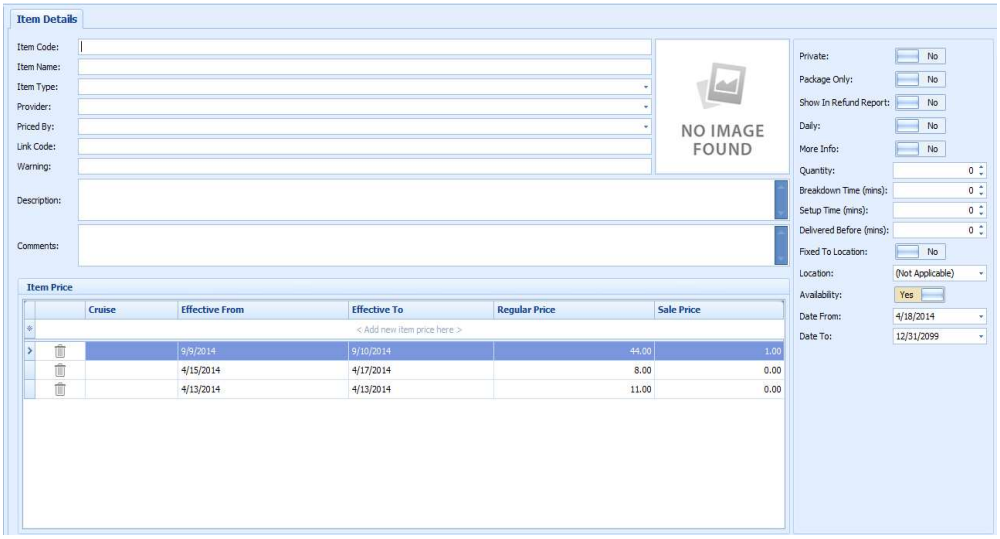


Figure 1-11 - Add New Item Details

Table 1-2 - Item Price controls

Field Name	Field Definition
Private	Determine whether the item is available for private event or public and this is based on item's status.
Package Only	An indicator that item may be used as a Package.
Show in Refund Report	An indicator whether the items should show in Refund report use by Affair Where.
Daily	Control the quantity of the item to be multiplied by the number of days in the cruise.
More Info	A control to prompt Item Form for additional information to be entered when items are added to an event.
Breakdown Time	The number of minutes required to take down the item at the end of an event.
Setup Time	The number of minutes required to set up the item at the beginning of an event.
Delivered Before	A number of minutes the item to be delivered before the start of the event.
Fixed to Location	An indicator that item is fixed to a certain location and are movable.
Availability	Indicates the item availability by period specific.

Adding an Item/Item Price

1. Under General Setup group at the ribbon bar, click **Item Setup**. The Item Code, Item Name, Item Type, Provider and Priced By are mandatory fields. The system prompts an error if one of the fields is empty.
2. On the left of the Items tab, expand the tree view and then click **Add** to add a new item.
3. In the Item Details section, enter all the necessary fields.

4. Navigate to Item Price section, select the cruise date from/to from the drop-down list and insert the regular price and sale price.

   Overlapping dates is not permissible in item price setup. For an item price changed that is already booked for the current system date or future event, the price change applies to these events also.

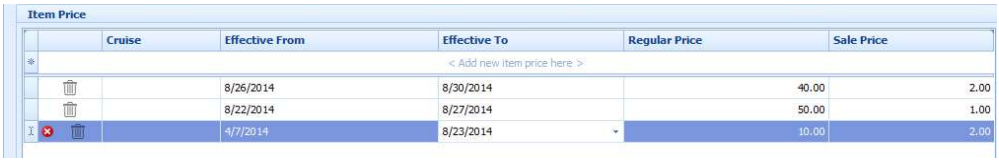


Figure 1-12 - Item Price Screen (New Item)

5. It is not permissible to set up item price against an overlapping date. If the input item price has an invalid date, the system prompts a Confirmation prompt. Click **Yes** to edit or **No** to exit without making any changes.
6. Various controls are available on the right-hand side of the tab and switching these controls to **Yes** does affect the Item Price behavior.
7. Once all the require information is entered, click **Save** to save the changes.

Deleting an Item

1. Repeat step 1 and 2 of the above.
2. At the Items tab container, select the item to delete, and then click **Delete** on the ribbon bar.
3. Select Yes at the confirmation prompt to delete the item or No to return to the previous menu.

Deleting an Item Price

1. Repeat step 1 and 2 of the above.
2. Select the Item and then navigate to the Item Price section.
3. **Right-click** on the Item Price you wish to delete and click the delete prompt.
4. Click **Save** at the ribbon bar to save the changes.

2. Package Setup

Package setup function is accessible through Packages tab. This function enables you to create packages for an event. The packages for an event booking is group by package category, and are listed on the left panel.

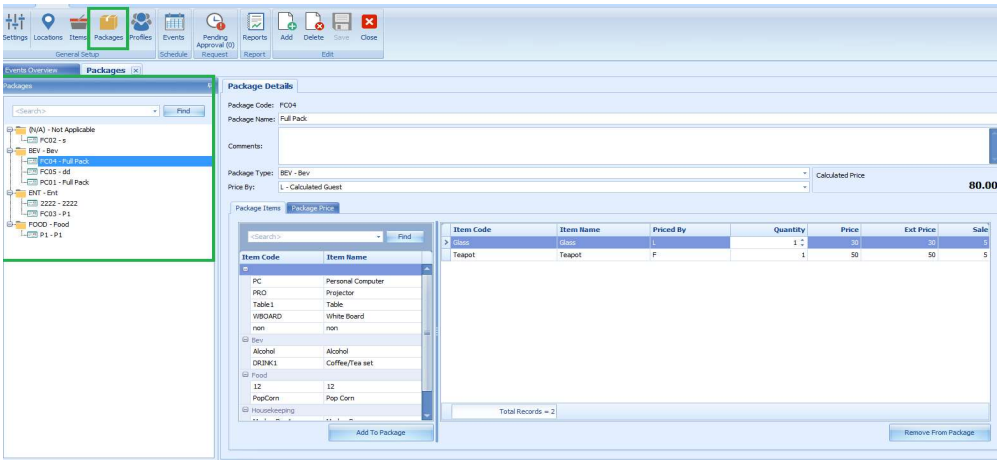


Figure 2-1 - Packages

2.1. Adding New Package and Package Item

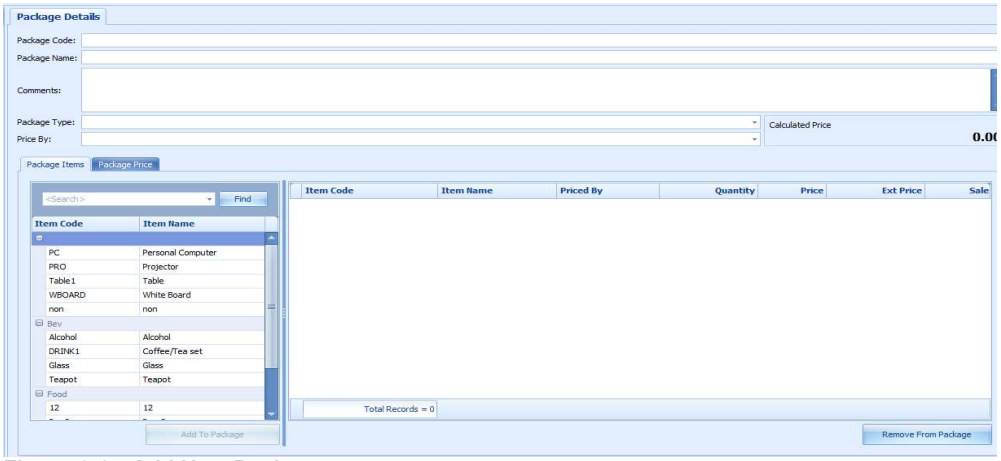


Figure 2-2 - Add New Package

1. From the ribbon bar under General Setup group, click **Packages**.
2. The **Package Code, Package Name, Package Type** and **Price By** are mandatory fields. Enter the required information and the respective price type and price by from the drop-down list. If these fields are empty, the system prompts an error when saving the package information.
3. Navigate to **Package Items** tab and select the item to add to the package and the click **Add to Package** at the bottom of the tab, reducing the items from the selection grid.
4. Edit the quantity under the Item Code if more is required and then click **Save**.

2.2. Removing Package Items

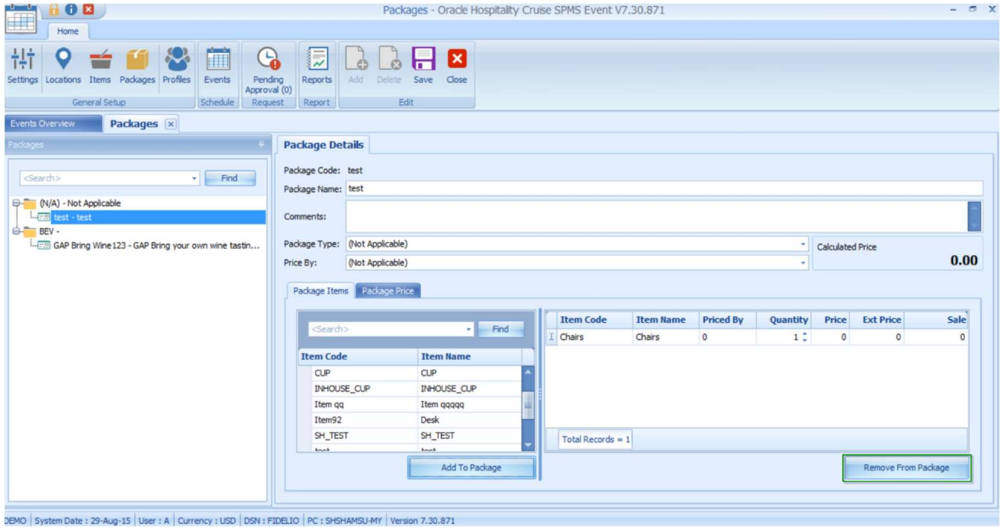


Figure 2-3 - Remove From Package

1. To remove a Package Items, select the item assigned to package and click the **Remove From Package**, located at the bottom of the screen.
2. Click **Save** to save the changes.

2.3. Adding New Package Price

The Price and Sale price auto-populate base on Item Price set up in Items Configuration. The **Ext Price** is the extension price where Item Unit Price x by Item Quantity, with the total being shown in **Calculated Price**.

1. In the **Package Details** screen, navigate to **Package Price** tab.
2. Below the field header, select the Event From/To using the date editor.
3. Enter the **Price** and **Sale Price**.
4. Click **Save** at the ribbon bar to save the changes.

2.4. Removing a Package Price

1. From the Package Price tab, right-click the price to delete from the grid.
2. At the confirmation prompt, select **Yes** and then click **Save** to save the changes.

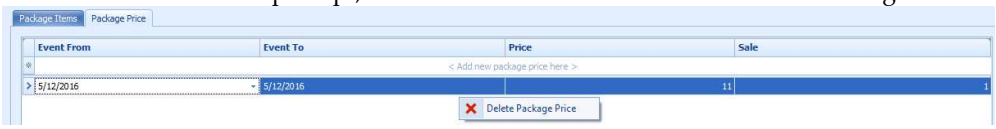


Figure 2-4 - Delete Package Price

2.5. Editing Package

To edit any of package information, navigate to the package field and edit the information according and the click **Save** to save the changes.

2.6. Deleting Package

To delete a package, select the package from the package tree view, and then click **Delete** on the ribbon bar. It is not permissible to delete a package if the package is assigned to the previous or current event.

2.7. Search Package

To search for a package, enter the keyword in the search panel and then click **Find** and all relevant records are highlighted in yellow.

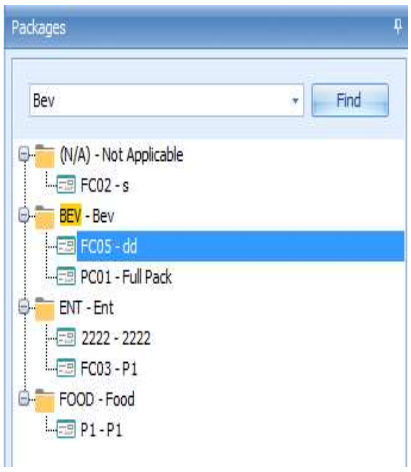


Figure 2-5 - Search Package

3. Profiles Setup

The Profile function lists the group or individual information for an event booking and is accessible through Profiles tab. This function link the group leader/members or any delegates attending the event.

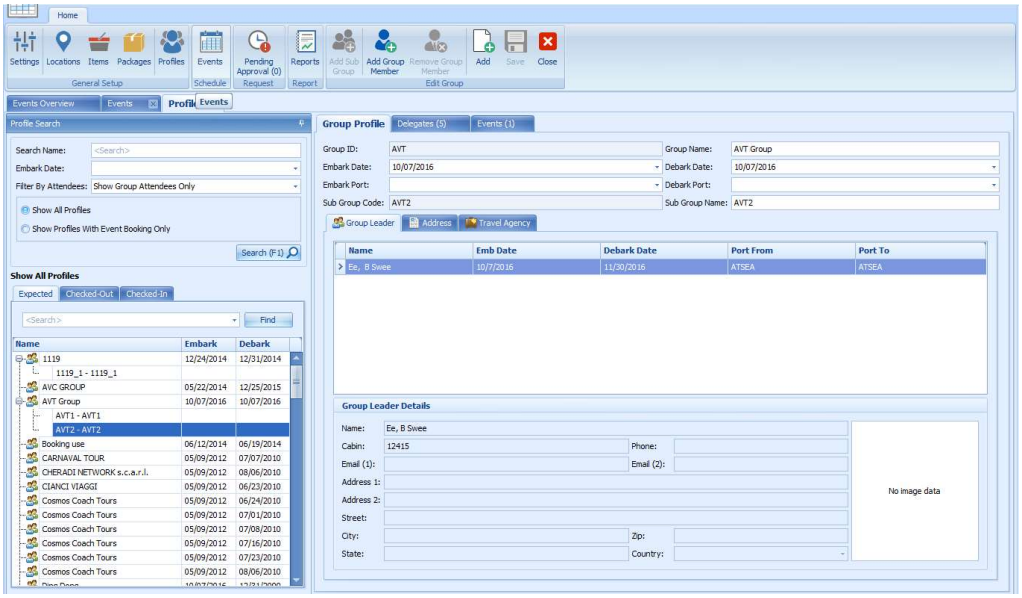


Figure 3-1 - Profiles Setup

3.1. Group Profiles

The Main Group acts as a parent profile that holds the sub-group and group members for the event and this profile is not deletable. A sub-group profile is use to manage multiple events from the same group and may have as many sub-groups within the date range of the Main Group.

Adding Group Profiles

Before creating a profile, a Group ID, Group Name, and Embark Date are required.

1. Click the **Add** from the menu bar to add a new main group. If the required field is empty, the system prompts an error.
2. Enter all the necessary information and click **Save** to save the newly created main group.

Figure 3-2 - Group Profiles

Table 3-1 - Field definition of Group Profiles

Field	Definition
Embark Port	Selection based on the total port available of the selected Embark Date.

Debark Port	Selection based on the total port available of the selected Debark Date.
Group Leader	Group Leader indicator of Main group and sub-group.
Address	Indicates the group address and billing address.
Travel Agency	Displays the travel agency information and address of the group.

Delegates

The Delegates tab list all the delegation belonging to a main group and subgroups. Within this tab, you may assign a group leader for the group simply by selecting the group member and then click the **Assign Group Leader** on the ribbon bar.

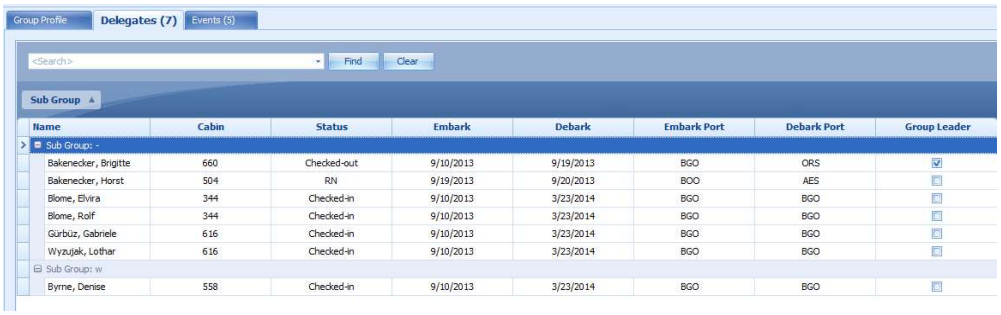


Figure 3-3 - Assigning Group Leader

To unassigned a group leader, select the group leader from delegate list and click **Unassign As Group Leader**.

Events

The Events tab is an information screen that displays the individual event or group attendees of the past or future date by main group or subgroups.

Editing Main Group Profile

1. To edit group details, search the group using the search function on the left pane.
2. Navigate to the **Group Profile** tab, edit the information, and then click **Save** on the ribbon bar.

3.2. Adding Sub Group

A sub-group profile is use to manage multiple events within a group and is linked to the Main Group profile.

1. Search the Main Group profile using the Profile Search on the left of the screen, then select the Profile.
2. Click the **Add Sub Group** from the menu bar to add a new sub-group.
3. In the Sub-Group window, enter the **Sub Group Code** and **Sub Group Name**, and then click **Save** to save the newly created sub-group.
4. At the confirmation prompt, click **OK** to return to Profile screen.

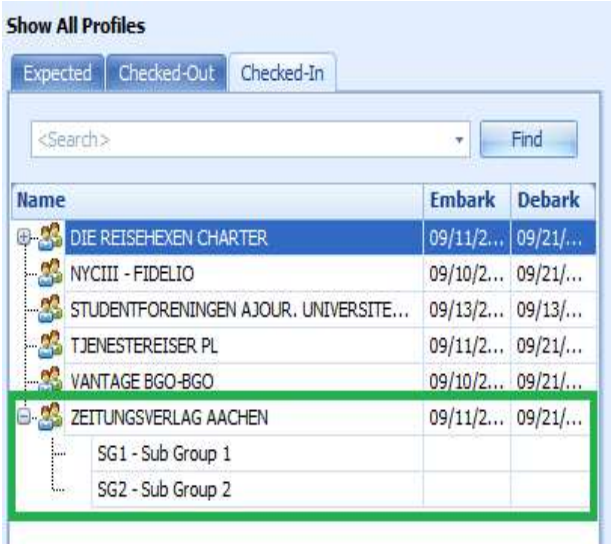


Figure 3-4 - Profiles Sub Group

3.3. Editing Sub Group

The information in the Sub Group Profiles is editable and this is limited to Group Name, Embark/Debark Date, Embark/Debark Port, and Sub Group Name. Changing the Sub Group code is not permissible.

To change the information, select the Sub Group Name from the profile listing, edit and then click **Save** to save the changes.

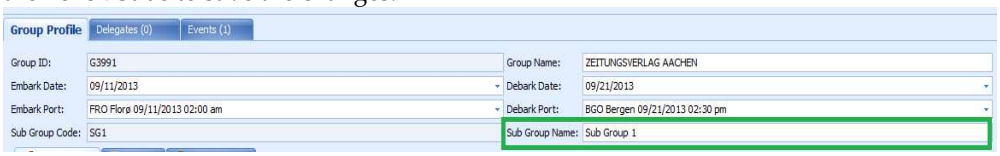


Figure 3-5 - Sub Group Name

3.4. Adding Group Delegate

The Group Delegate function link all attending group members to the event. A delegate can be added through the Add Group Member function in Profiles, which then allow you to select the group members attending the event from Event Attendees tab.

1. Search the event using **Profiles Search** function on the left pane of Profiles.
2. Click **Add Group Member** from the menu bar to launch the Guest List.

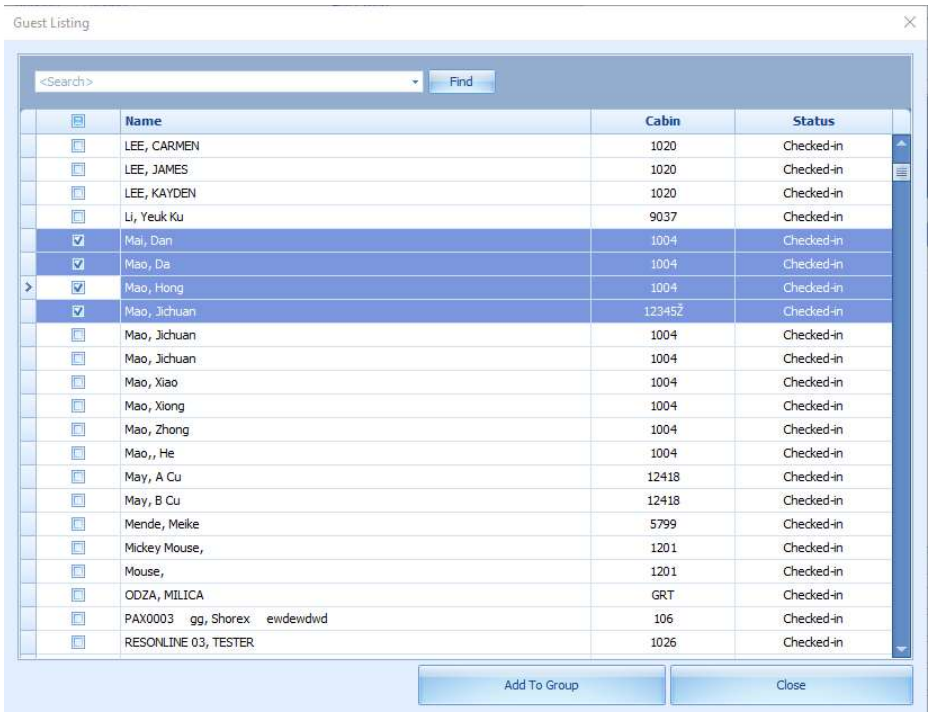


Figure 3-6 - Add Group Member

3. In the Guest Listing window, select the guest by checking the check box beside the name or use the search function on top of the screen to search for the name and returned matching results are highlighted in yellow. Click **Add To Group** at the bottom of the screen. The new group member name(s) are then shown in Delegates tab.

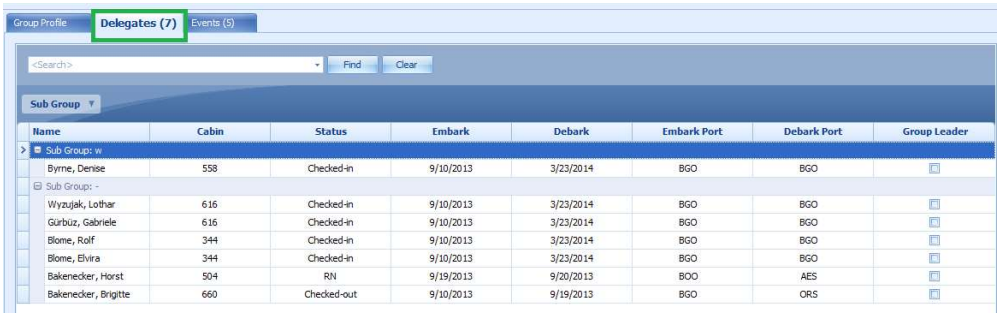


Figure 3-7 - Add to Group in Delegates Tab

4. Adding multiple delegates to an event is permissible. If you are adding guest that belongs to another group, the system prompts a reassignment warning. Click **Yes** to confirm the reassignment.

Figure 3-8 - Selected Guest Assigned Previously

3.5. Removing Group Delegate

The Remove Group Member removes the selected delegate from the group profile. This process deletes the guest from the event group attendees in Event Booking.

1. Search for the group profile from Profiles Search function on the left pane.
2. Select the profile and then navigate Delegates tab.
3. Select the delegate to remove then click **Remove Group Member** from the ribbon bar.

4. Events Management

The Events tab gives you a visibility of the location availability by day, month or timeline view and manages the events booking within the same function.

4.1. Types of View

The Events booking can be viewed by Day, Week, Month and Timeline View and each layout defer from one to another.

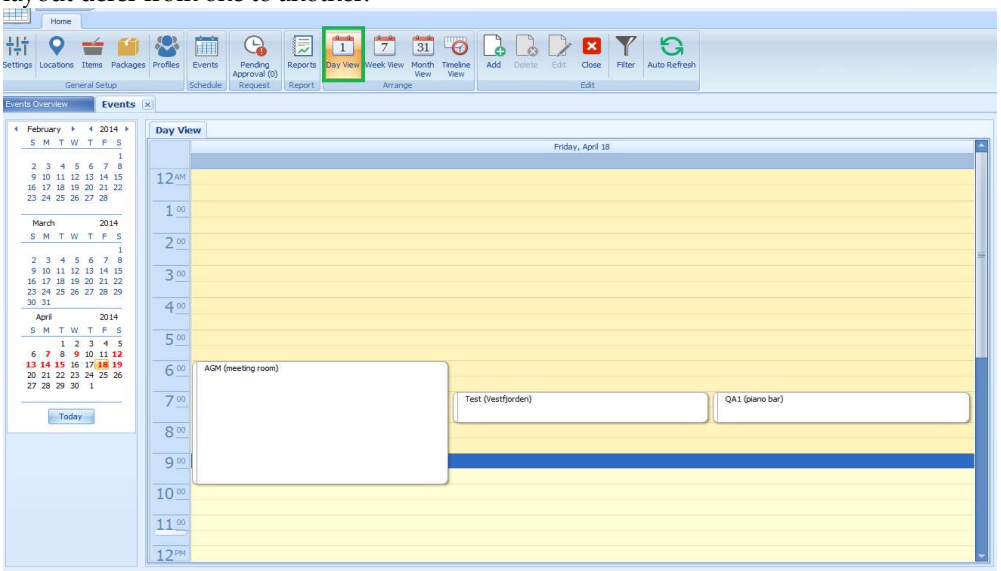


Figure 4-1 - Events Day View

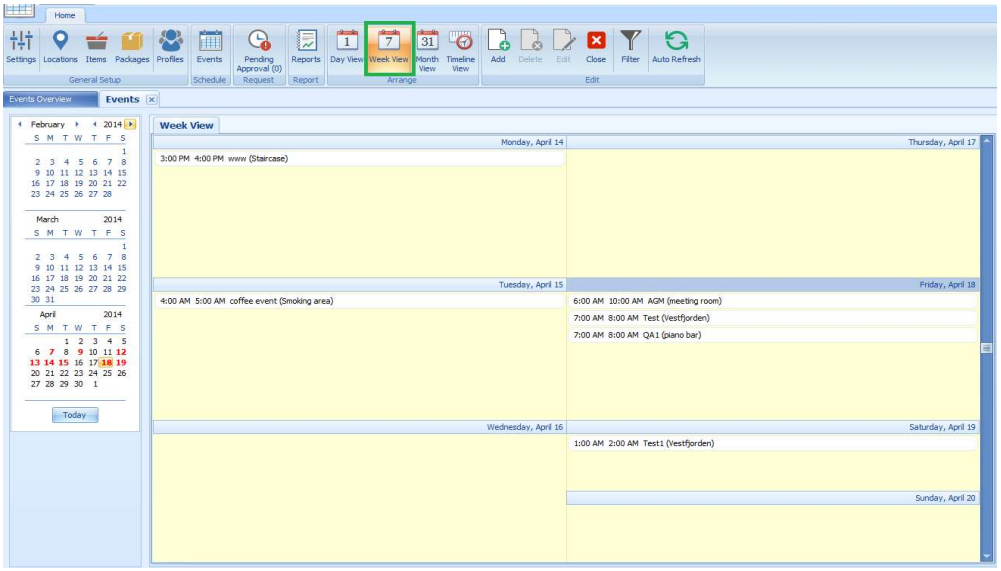


Figure 4-2 - Events Week View

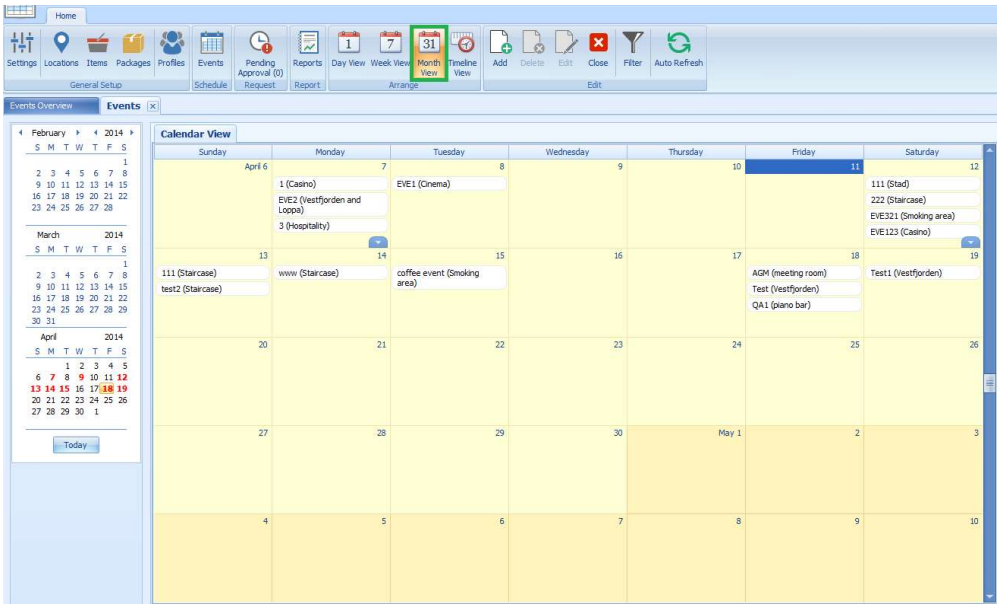


Figure 4-3 - Events Month View

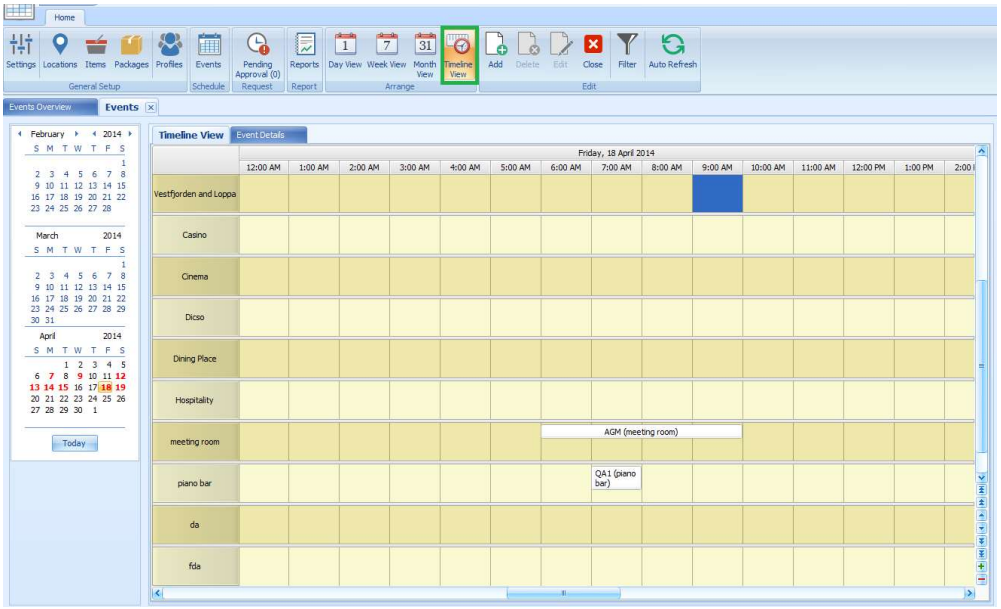


Figure 4-4 - Events Timeline View

To select the type of view to display,

1. Click **Event** at the ribbon bar, then navigate to **Arrange** group and select the view.
2. On the left of the Events tab, select the **date** using the date editor.
3. On the left of the Events tab, locations for events are displayed. If there is an event booked at that location, the event name is shown in a tree view under the location.
4. Double-clicking an event on the calendar view displays the event by location and start/end time.
5. Clicking **More Details** opens the Event Booked form, which displays more information of the event, additional details, event attendees and event items booked.

Below are the available Event status.

Table 4-1 - Event Booking Status

Field Name	Field Definition
Hold	Represents a group status that indicates the travel plans are uncertain or there might be a cancellation.
Tentative	Represents a group status that indicates the travel plans is temporarily blocked.
Booked	When all the location or items added to an event have been approved.
Paid	A paid event.
Requested	Location or items added to an event and are pending approval.

4.2. Adding New Event

Before an event is successfully added, these fields must be filled **Event ID**, **Event Code**, **Event Name**, **Category** and **Priced By**.

Event Details

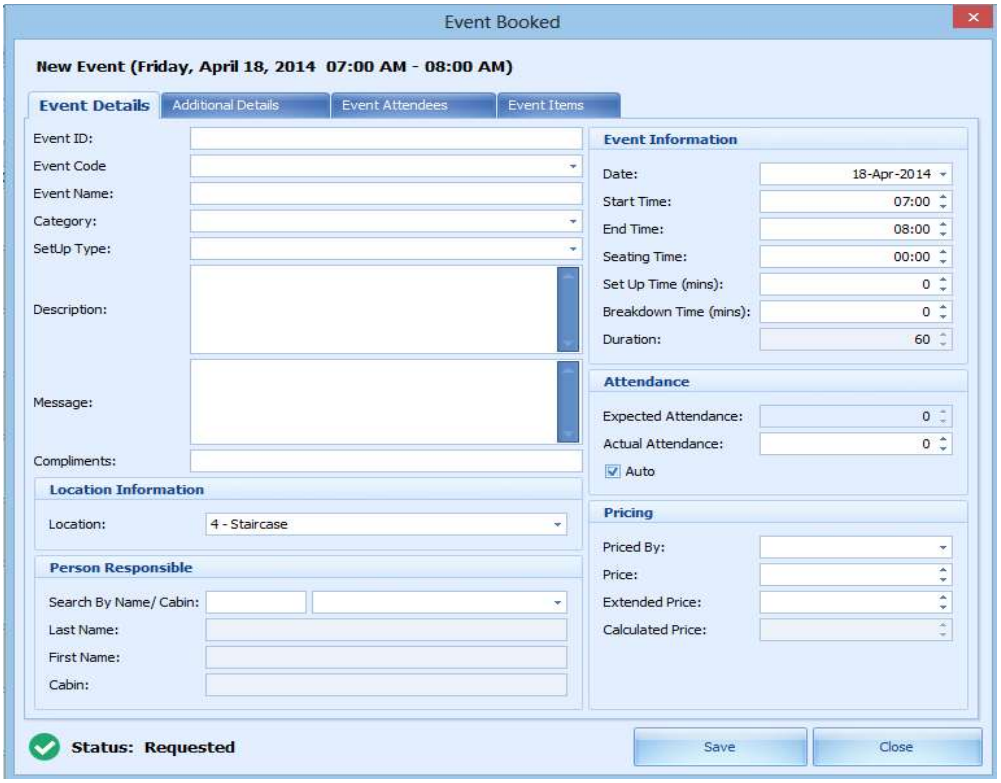


Figure 4-5 - Add New Event

1. Select the **Types of View** from the ribbon bar, for instance, Timeline View and place the mouse on the start time of the required location.
2. Drag your mouse over the timeline on the grid and click **Add**. The system auto-populates the **Location, Date, Start Date, End Time** and **Duration** based on the location selected in booking calendar.

3. If the mandatory field is empty, the system prompts an error and mark the fields with a red x.

Additional Details

The Additional Details tab stores event notes if any, and itinerary printing information

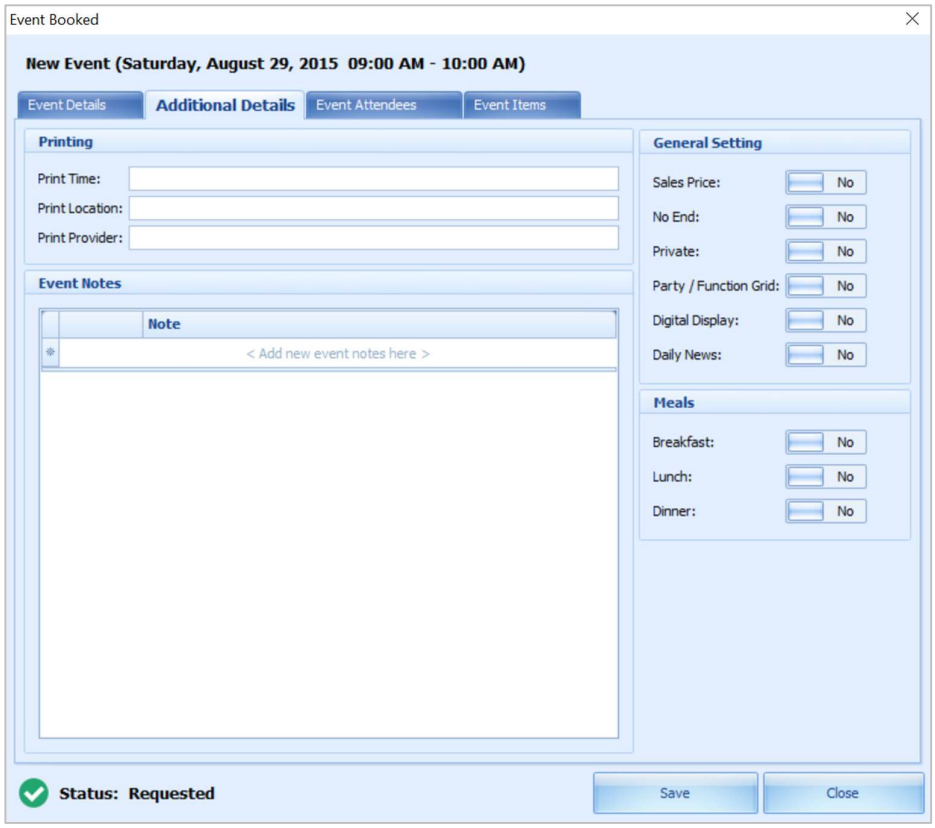


Figure 4-6 - Event Booked Status

Table 4-2 - Additional Details tab

Field Name	Field Definition
Print Time	For client itinerary, if the specific time of the event should be shown in a different manner, what should display. For example, if the event is for the sail away party and is scheduled for 5 PM for 60 minutes, a Print Time could be After boat drill.
Print Location	A location description that overrides the default printer location.
Print Provider	Some events may not have any items included for fulfillment but still need to show a provider. In this case, the Print Provider can be used to show who should fulfill the event.

Event Attendees

The Event Attendees tab allow you to add **Group Attendees** and **Guest** for the event. In Event Booking, members of group attendees is based on attendees in Group Attendees setup in Profiles. For example group “861B TESTER” has total five attendees setup in Profile. When the group “861B TESTER” is selected, these five names then appears in List of Available Guest in Event Attendees tab.

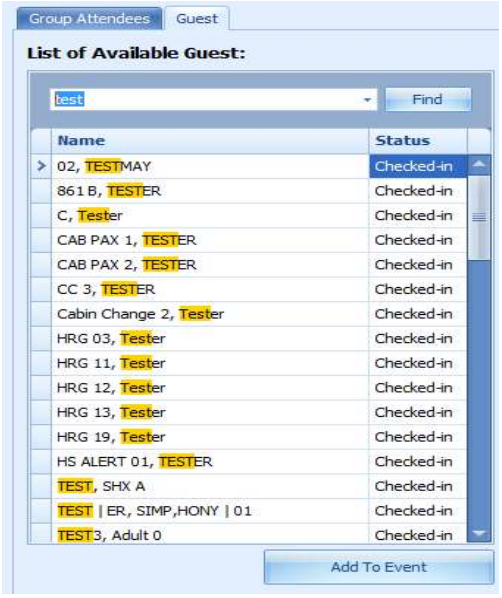


Figure 4-7 - Event Attendees (Find Function)

1. To add an attendee, navigate to **Event Attendees** tab of the select group.
2. In the Attendees selection window, select the guest to add from the Group Attendees or Guest tab, and then click **Add to Event** at the bottom of the screen.
3. To remove the attendee, choose the attendee from the existing list and click **Remove From Event**.

Event Items

The Event Items allow you to choose and add items or packages use in the event from items setup in Items Setup.

Figure 4-8- Event Items - Add To Event

1. From the Event Booking screen, navigate to Event Items tab and select one of the tabs.
2. Available Items or Packages are listed below the tab. Select the item listed in List of Available Items or Package, the click **Add to Event**. Do note that some items may increase the setup/breakdown time of the event.
3. By default, the quantity of the selected item is one and to increase the quantity, navigate to Items use for this event section and use the arrow up/down to increase/decrease the quantity, thus increases the Total Item Price.
4. Depending on how the Item is set up and provided the warning message prompt is configured, the system prompts an 'Out of Stock' warning when the item is fully utilized. Click **OK** to close the prompt and add the item to the event.

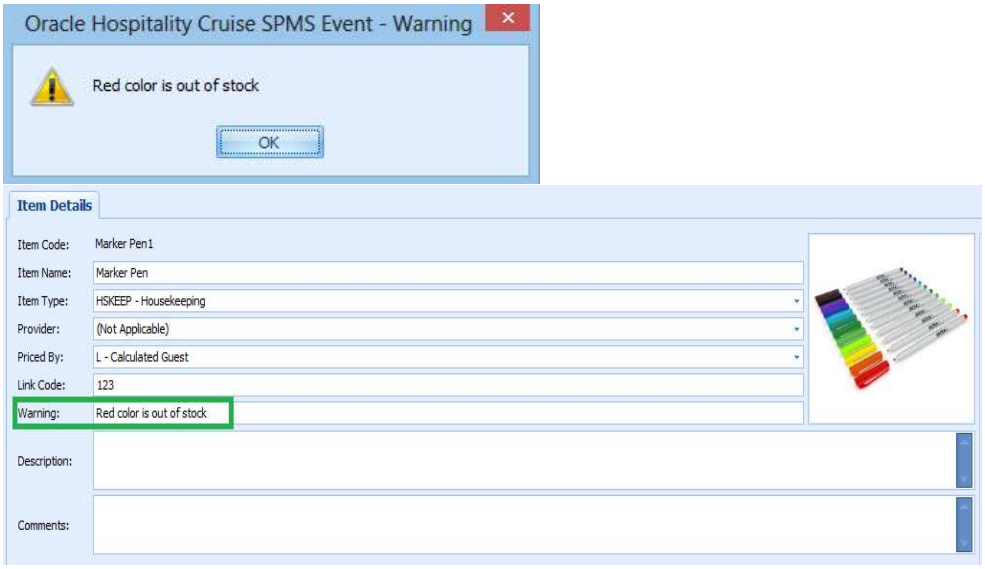


Figure 4-9 - Out of Stock Prompt

5. If the item is set as Private in Item's Setup, the system prompts a confirmation message when adding the item to the event. Clicking **Yes** on the Confirmation prompt add the item to the event and set the event as Private. Click **No** to exit without making any changes.

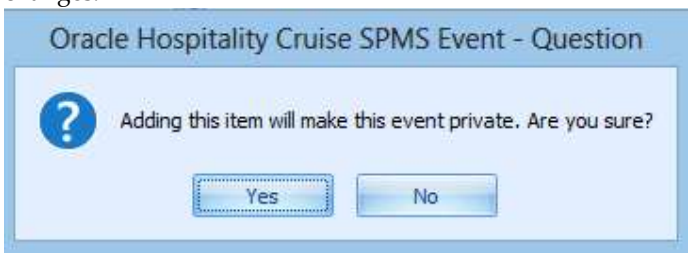


Figure 4-10 - Adding Item Confirmation Prompt

6. To remove the item/packages, choose the item from the Items use for the event and the click the **Remove from Event**.

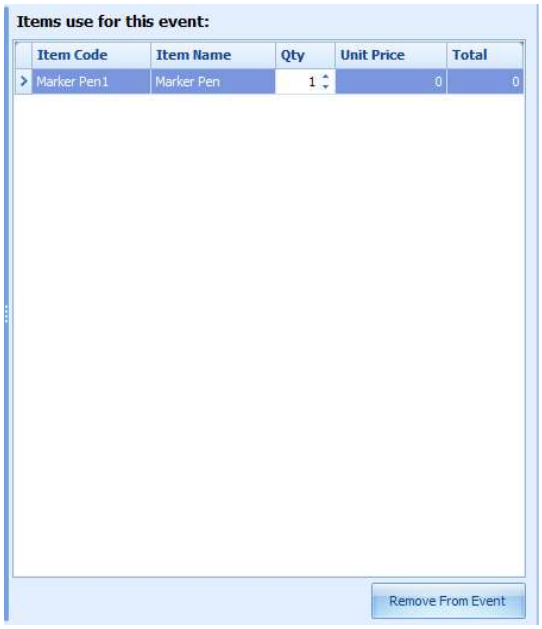


Figure 4-11 - Event Items - Remove From Event

4.3. Deleting an Event

Deleting an event is possible if the guest no longer wishes to go ahead with the booking. Below are the steps to delete an event.

1. To delete an event, navigate to Event Overview screen and right-click the event to delete.
2. At the context menu, select **Delete Event**. This prompts a Confirmation message. Clicking **Yes** on the prompt deletes the event or **No** to exit without making any changes. Alternatively, you may select the event and click the **Delete** icon from the ribbon bar.

4.4. Editing an Event

1. To change the event details, select the event from the Event Overview screen, then click **Edit** on the ribbon bar to open the Event Booking form.
2. Alternatively, you may right-click on the Event and select **Edit Event** from the context menu, then click **More Details** to open the Event Booking form.

Figure 4-12 - Event Information in Detail

3. Edit the information and then click **Save** to update the changes made.

4.5. Filter

The Filter functions allow you to filter the Events by location. You may choose to permanently dock the filter or set it to Auto Hide.

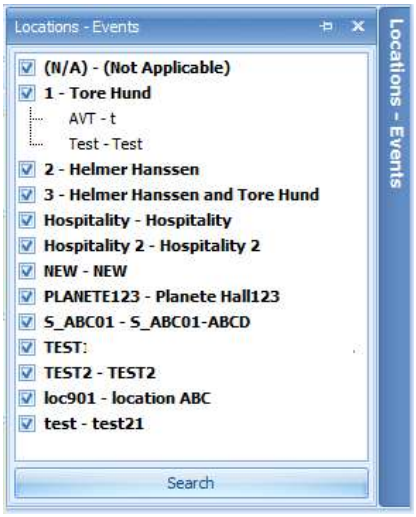


Figure 4-13 - Filter

1. Click **Filter** from the ribbon bar and this opens the Locations – Events window at the right of the Event screen.
2. All existing events are shown in a tree view by location. Check the check-box for the location to filter and click Search at the bottom of the screen.
3. The system returns relevant events based on the location filter.
4. The Location – Event window can be set to dock permanently or set to Auto Hide by clicking the pin icon on the header bar.

4.6. Auto Refresh

The Auto Refresh function refreshes the Event Booking every 60 seconds. The Auto Refresh button color changes to orange when enabled and to disable the function, click Auto Refresh again.

5. Pending Approval Request

5.1. Pending Approval

The majority of the event data are imported through DGS ResOnline and the event bookings status is pending approval. This would require a user with access rights #4657 granted to approve/decline the event booking, items, location that are set to **Privacy.** The Pending Approval icon is disabled when a user without the access rights #4657 login.

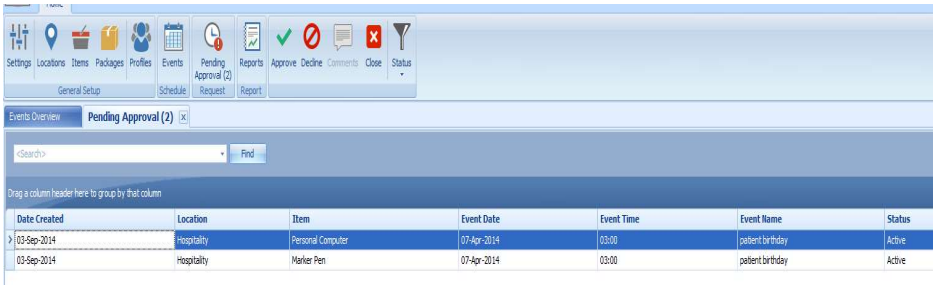


Figure 5-1 - Pending Approval

Approving an Approval Request

1. Select **Pending Approval** from the ribbon bar.
2. Bookings pending approval are shown in the grid. Select the booking from the grid and then click **Approve** on the ribbon bar.
3. At the confirmation prompt, click **Yes** to confirm.

Declining an Approval Request

1. Repeat step 1 of the above.
2. At the booking from the grid and then click **Decline** on the ribbon bar.
3. At the confirmation prompt, click **Yes** to confirm.

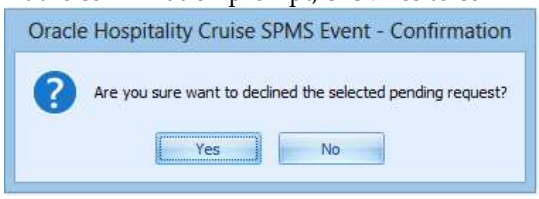


Figure 5-2 - Request Declined Confirmation

4. Enter the deny reason in the Request Comments window and then click **Deny** to proceed.

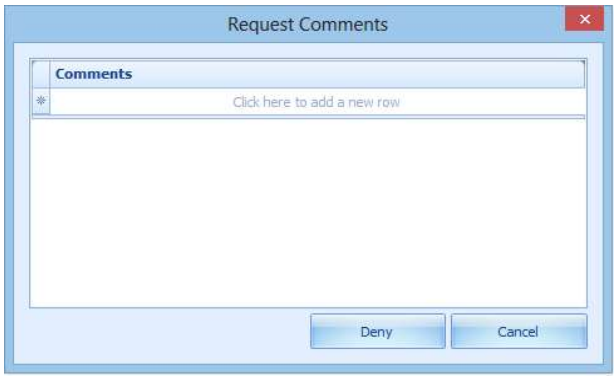


Figure 5-3 - Request Comments

Viewing a Comment

Comments or declined approval requests entered is viewable by clicking the **Comments** icon at the ribbon bar.

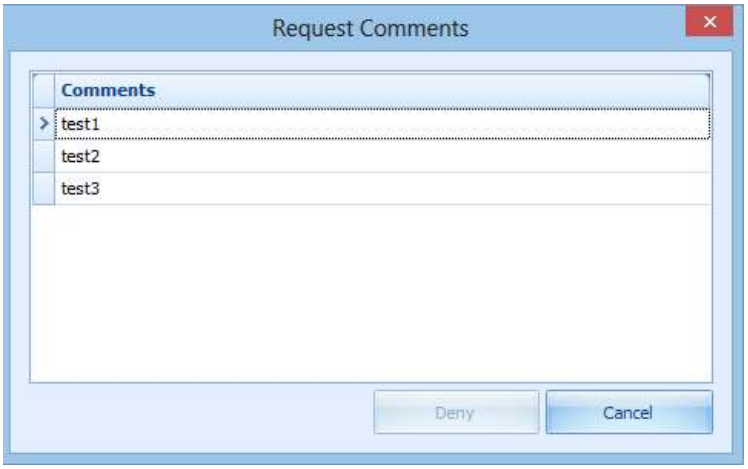


Figure 5-4 - Approval Request Comments

Clicking the **Status Filter** from the menu bar, all approval request for can then be filtered by status as shown in below screenshot.

Figure 5-5 - Request Status Filter
Table 5-1 - Pending Approval Filter

Field Name	Field Definition
All Open	Lists all open status request for location or item that is waiting for approval.
Open Items	Lists entire item request in open status that is waiting for approval
Open Location	List entire location request in open status that is waiting for approval.

Field Name	Field Definition
Declined	Display list of location/item request that has been declined.
Approved	Display list of location/item request that has been approved.

6. Report Setup

All event reports can be previewed, printed, export to other format or custom excel report from the Report Printing group at the menu bar.

This function requires report template to configured in Administration, System Setup, Reports Setup. Refer *Administration User Guide* for detail report configuration.

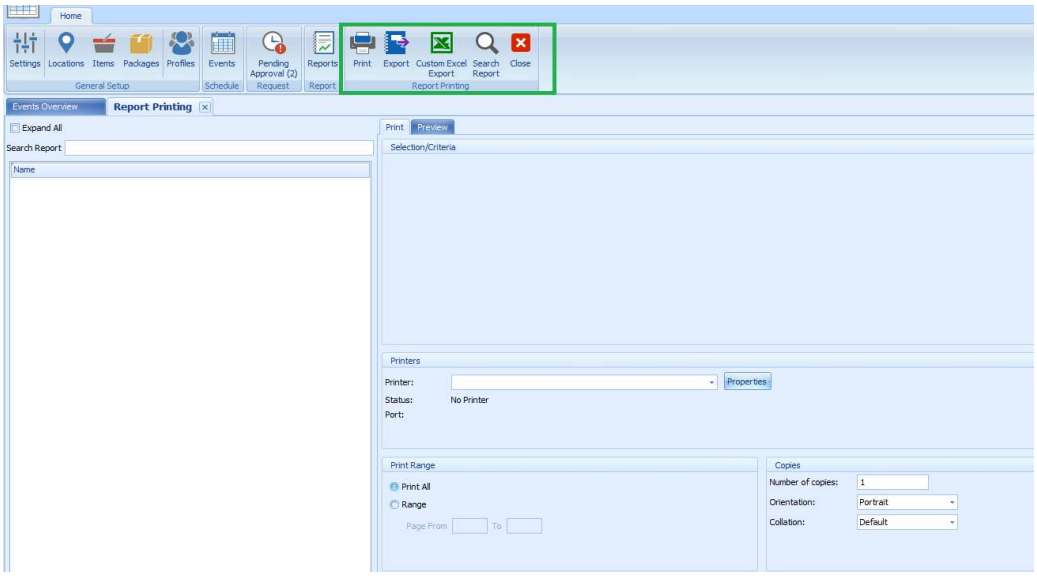


Figure 6-1 – Report Printing function