

**Oracle® Hospitality Cruise Shipboard Property
Management System**

Maintenance User Guide

Release 8.0

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November 2017

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Preface

The Maintenance Work Order function is a program that schedule, records maintenance and preventive task onboard of the ship.

Audience

This document is intended for application specialist and end-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
- 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
November 2017	▪ Initial publication.

Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for the Maintenance Module in Oracle Hospitality Cruise Shipboard Property Management System (SPMS).

Prerequisites

- Administration.exe
- Maintenance.exe
- Management.exe

Compatibility

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

1 Configuring Maintenance Work Order Codes

The required configuration codes for Maintenance Work Order module are listed under the Maintenance Setup in Administration module.

The setup function is accessible by launching the **Administration** module, and then navigate to **Administration, Setup** and select **Maintenance** from the drop-down list.

1.1. Setting Up Maintenance Codes

The steps taken to set up the codes are the same for the following:

- **Location Codes:** Defines the location that requires maintenance work outside the cabins.
- **Work Order Type:** Defines the type of maintenance work required.
- **Priority:** Defines the work order priority
- **Location Usable Status:** Defines the location availability.

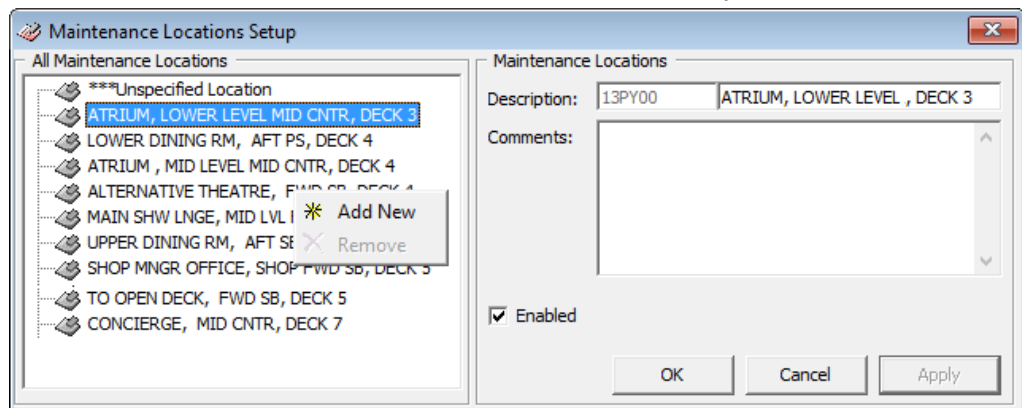


Figure 1-1 - Location Setup

1. From the **Administration, Maintenance Setup** menu, select one of the above code.
2. Right-click on the left panel of the screen and select **Add New**.
3. Enter a shortcode and a full description in the description field and a comment.
4. Click **OK** to save.

Apart from configuring the public locations, a Customized Locations may be added to further define the area by category. For example, ice machine or a counter fridge in a bar area.

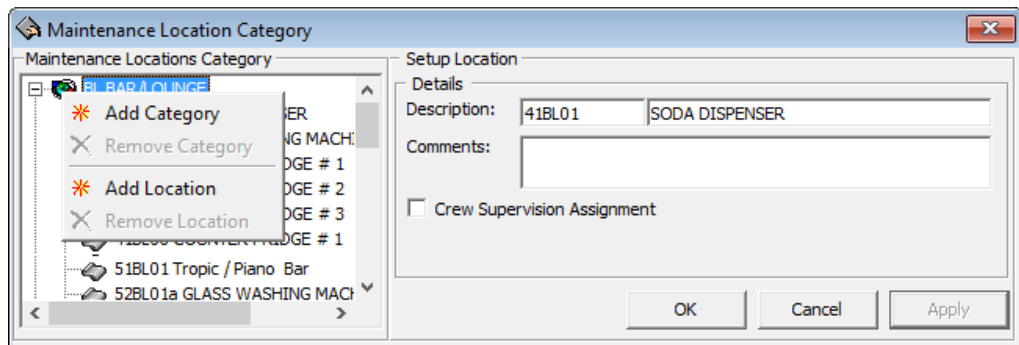


Figure 1-2 - Maintenance Location Category

1. Repeat step 1 to 3 of the above.
2. Click **Apply** to save the Location Category.
3. Select the newly created category, then right click and select **Add Location**.
4. Enter the short code, description of the field and comment, and then check '**Crew Supervision Assignment**' if the category requires supervision.
5. Click **OK** to save.

Workers in Workgroup

The Worker in Workgroup is a sub-category of Work Order Type, where workers are grouped according to their expertise.

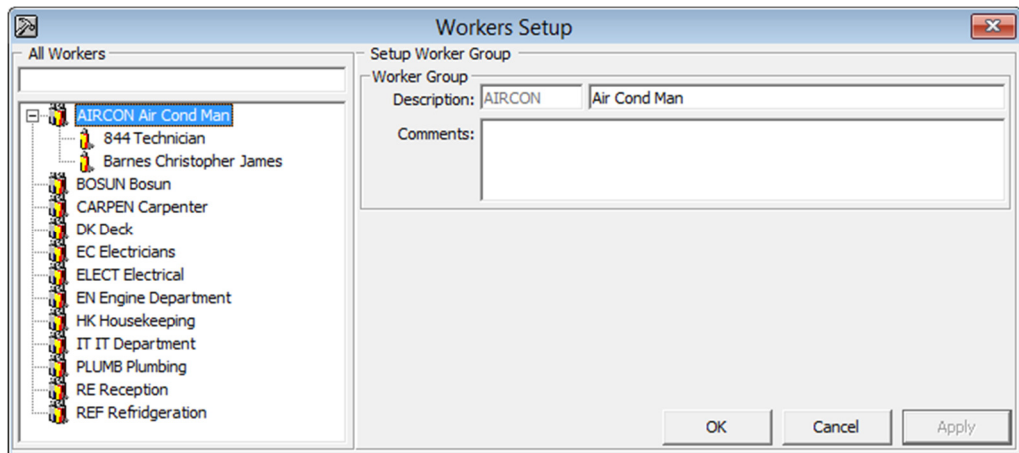


Figure 1-3 - Worker in Workgroup setup

1. Select **Workers in Workgroup** from the Maintenance Setup.
2. Right-click on the left panel and select **Add Group**.
3. Enter the short code and description of the group, then click **Apply** to save.
4. Select the newly created worker's group, then right-click and select **Add Worker**.

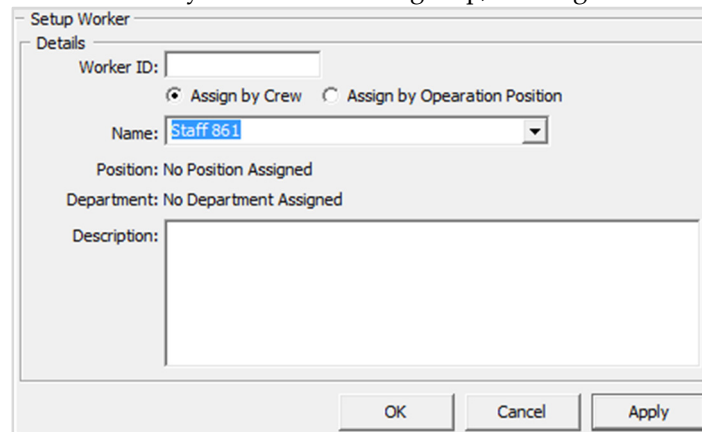


Figure 1-4 - Worker assignment by Crew or Operation Position

5. Select to **Assign by Crew** or **Assign by Operation Position**, then choose the staff name or position from the drop-down list.
6. Enter the description then click **Apply** to save and then **OK** to close the window.

Task Code

The Task Code defines the type of task required, workers involved and the task priority.

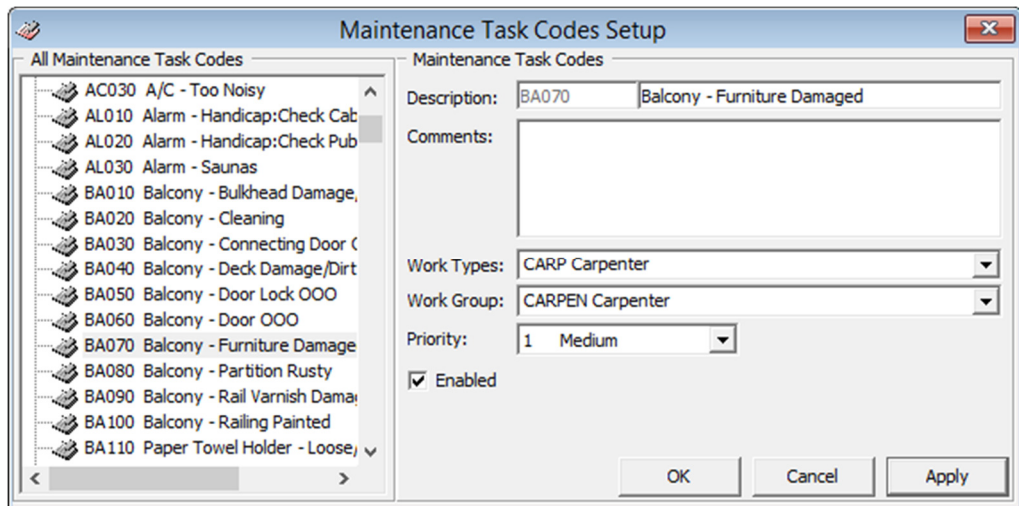


Figure 1-5 - Task Code Setup

1. Select **Task Code** from the Maintenance Setup.
2. In the Task Codes Setup window, right-click on the left panel and select **Add New**.
3. Enter the short code and description of the code, then select the **Work Types**, **Work Group**, and **Priority** from the drop-down list.
4. Click **Apply** to save the task code.

Items

The Item code is used describe the items required for repair work, its cost and stock availability.

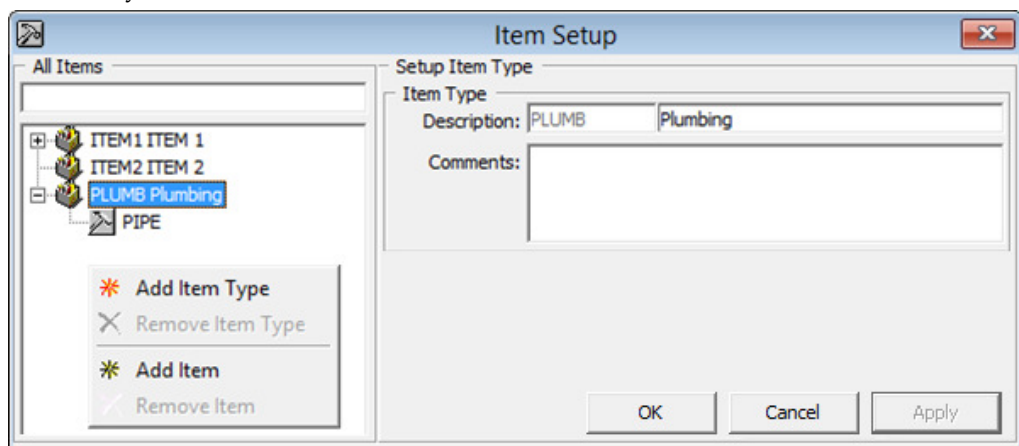


Figure 1-6 - Maintenance Item Category Setup

1. Select **Items** from the Maintenance menu.
2. Right-click on the Item Setup window and select **Add Item Type** to add an item category.
3. Right-click on the newly created item category and select **Add Item**.

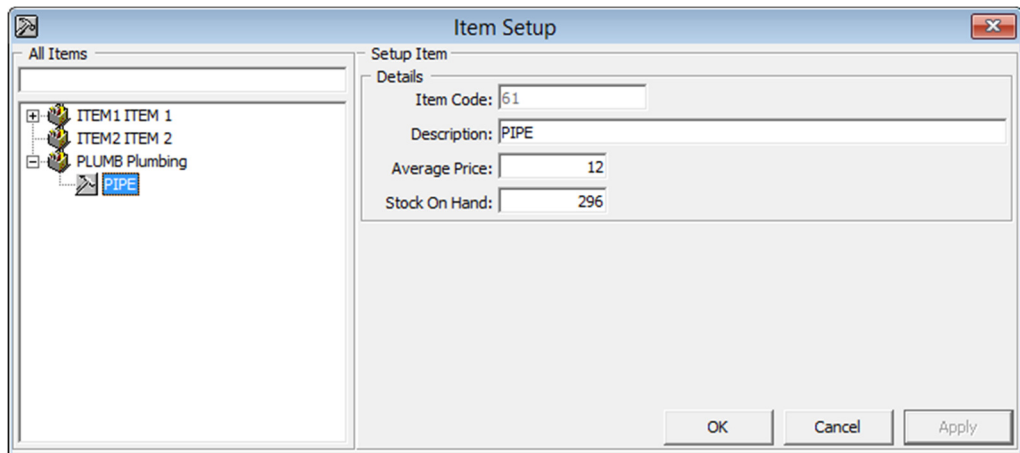


Figure 1-7 - Maintenance Item Setup

4. Enter the **Item Code**, **Description**, **Average Price** and **Stock in Hand**, then click **OK** to save.

2 Maintenance Module

The Maintenance module records all maintenance work required on board of the Ship, be it a cabin or public locations and enable scheduling of preventive maintenance. The function within the module includes adding of the work order, viewing of location work history and printing of reports.

2.1. Work Orders

The Work Orders can be added singly or by batch using the Criteria Add function. Entries of the work order are not limited to Maintenance module and this function is also available in **Management module, Front Desk, Add Work Order**.

Id	Name
1029	P AA Deluxe Verandah Outside
1030	P AA Deluxe Verandah Outside
1031	P AA Deluxe Verandah Outside
1032	P AA Deluxe Verandah Outside
1033	P AA Deluxe Verandah Outside
1034	P AA Deluxe Verandah Outside
1035	P AA Deluxe Verandah Outside
1036	P AA Deluxe Verandah Outside
1037	P AA Deluxe Verandah Outside
1038	P AA Deluxe Verandah Outside
1039	P AA Deluxe Verandah Outside
1040	P AA Deluxe Verandah Outside
1041	P AA Deluxe Verandah Outside
1042	P AA Deluxe Verandah Outside
1043	P AA Deluxe Verandah Outside

Figure 2-1 - Add New Work Order form

Adding Single Work Order

1. From the **Work Orders** menu, select **Add Work Orders**.
2. In the Add New Work Order form, enter the external document number in **Work Order Request No.** field, if any.

3. Select the **Work Order Type** and **Task Code** from the drop-down list.
4. Enter the **Task Description** and **Comment** in the respective field.
5. Select the **Priority** and **Location/Cabin Usable Status** from the drop-down list and attach a picture file, if any. You may choose a different **Priority** and **Location Usable Status** other than the predefined when adding or editing a work order.
6. In the Reported By section, select the **Cabin number** and enter the **Name of Person Reporting AVO**.
7. In the Location Type, either select **Cabin, Public** or **Others (Select Category)>**, then navigate to Location section and select the exact location(s) from the grid.
8. Click **Add** to add the location to Location (Selected) section.
9. To de-select the location from Locations (Selected), select the item to remove and then click **Remove(-)** or **Remove All**.
10. Click **OK** to save the work order.

Adding Work Orders by Batch

1. Repeat step 1 to 6 of the above.
2. Click the **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, check the required filter, and then click **Refresh** to update the information in the grid.

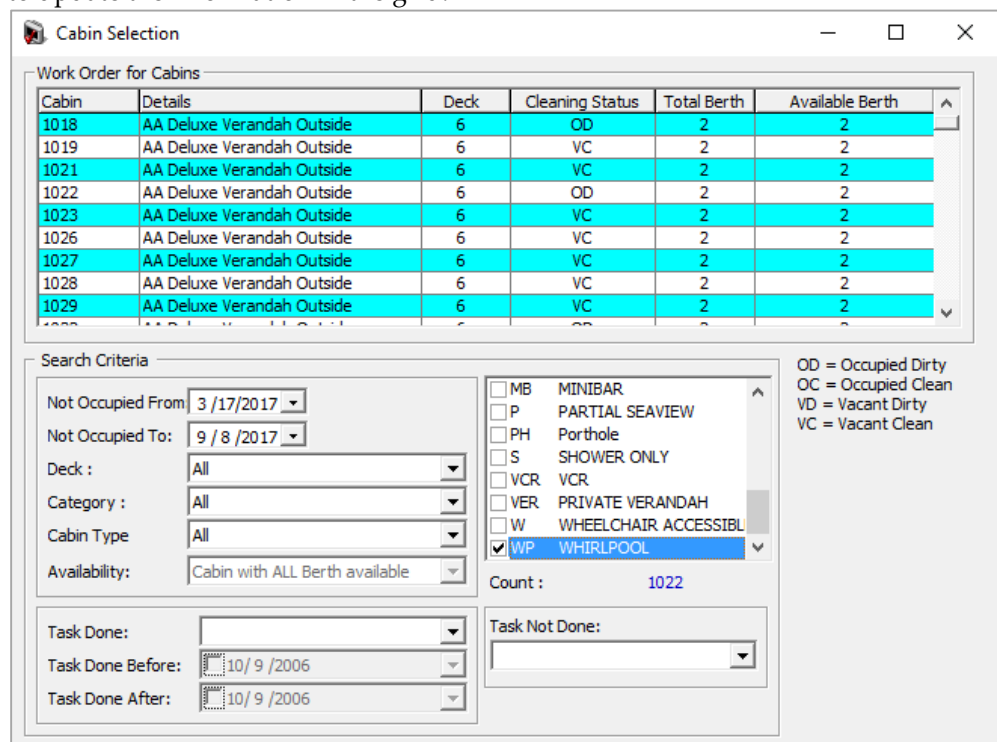


Figure 2-2 - Cabin Selection Criteria

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

2.2. Work Order Overview

The Work Order Overview provides an overview of completed, pending or in progress work order. It also allows editing, printing and assigning work orders to the Maintenance team.

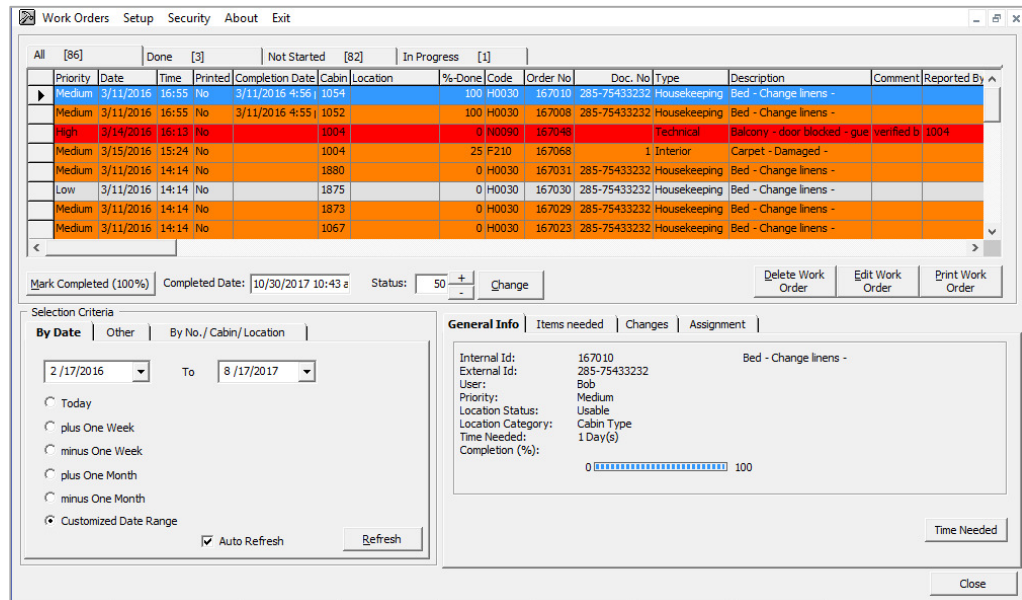


Figure 2-3 - Work Order Overview

The Work Order Overview screen is comprised of:

- A grid view of all work orders by status and its corresponding count.
- Function to Delete, Edit and Print Work Order.
- A display view by date, others and by No/Cabin/Location.
- A detailed information of the work order – General Info, Items needed, Changes and Work Order Assignment.

Searching for Work Order

Using the Search Criteria, work orders can either filtered date, other criteria such as Work Order Type, User or by external number, cabin or location.

1. At the Work Order Overview screen, **Selection Criteria** section, choose the filter from the available tab.
2. Click **Refresh** to refresh the information on the grid.
3. The information shown on the Overview grid may be sorted by clicking the column header and support columns are **Priority, Date, Time, Printed, Completion Date, Cabin, Location, %-Done, Code, Order no, Doc.No, Type and Description.**

Editing a Work Order

1. Select the Work Order from the grid and click **Edit Work Order**.
2. In the Update Work Order form, edit the necessary information and click **OK** to save the changes.

Rejecting a Work Order

Work orders submitted work orders may be rejected due to insufficient materials, against regulations, too costly or need to wait until the ship reaches the dry dock. Such work orders should be marked as rejected instead of completed.

1. Select the Work Order from the grid and click **Edit Work Order**.
2. Check the **Rejected** check box located on the left of Comment field, then click **OK** to save. The system places a check mark in the Rejected column on the Overview screen.

Deleting a Work Order

1. Select the Work Order from the grid and click **Delete Work Order**.
2. At the confirmation prompt, click **Yes** confirm.
3. Enter the reason to delete the work order, and then click **OK** to proceed.

Printing a Work Order

1. Select the work order from the grid and click **Print Work Order**.
2. At the Print Job confirmation prompt, click **OK** to print.

Assigning/Editing/Deleting an Assignment

1. Select the Work Order from the grid and then navigate to **Assignment tab** located at the bottom right of the screen.
2. In the Assignment tab, click **Assign Work Order**.
3. On the New Work Order Assignment form, Assign To section, select the **WorkGroup** and/or **Worker** from the drop-down list and then click **OK** to confirm.

The screenshot shows a software dialog box titled "New Work Order Assignment". It is split into two panes. The left pane, "Selected Work Order For Worker Assignment", shows a selected work order ID "166969" and its code "Code:285-75433232/ Task:H0030". Below this, there are two dropdown menus for "Assign To": "WorkGroup" is set to "H Housekeeping" and "Worker" is empty. A "Comments" text area is at the bottom of this pane. The right pane, "General Work Order Details", lists: Work Order ID: 285-75433232, Entry Date: 3/11/2016, Time: 14:14, Cabin: 1013, Location: (blank), Status: 0 % Done, and Description: Bed - Change linens. "OK" and "Cancel" buttons are at the bottom right.

Figure 2-4 - New Work Order Assignment

4. Status of the assigned work order will now change and appears under **In Progress** tab. The Date, Time, Assigned By and Worker are also shown in the **Assignment** tab of the work order.
5. To edit an assignment, select the work order from the Assignment tab, click **Edit Assignment** and then click **OK** to save the changes.
6. To delete an assignment, select the work order from the Assignment tab and click **Delete Assignment**.

Adding/Editing/Deleting Items Needed In a Work Order

Replacement parts for the assigned job can be added to the Work Order.

Item	Quantity	Price	Remarks
No Item Specified	2	0	

Figure 2-5 - Items Needed

1. Select the work order from the Overview tab.
2. In the Items needed tab, click **Add Items**.
3. Select the Item Type and Item from the drop-down list, enter the required quantity and price if any.

Work Order Internal ID = 166956

Work Order ID: 2235-876543
 Entry Date: 3/11/2016
 Time: 11:56
 Cabin:
 Location: 26PE00 MAIN SHW LNGE, MID LVL
 Status: 0 % Done
 Description: Loud speaker not working

Item Details

Item Type: 4 Part On Order
 Item:
 Quantity: 2 Stock on hand: -2
 Price: 0
 Comments:

Figure 2-6 - Add Items

4. Click **OK** to save.
5. To edit the items needed, select the item from the grid, click **Edit Items** and then click **OK** to save the changes.
6. To delete the items needed, select the item from the grid and click **Delete Items**.

General Information of the Work Order

In the General Info tab of the selected work order, information such as Internal ID, User, Priority Location, Time Needed and Completion % are shown.

Figure 2-7 - General Info tab

The total time needed is adjustable by clicking the **Time Needed**, then update the days(s) field and click **OK** to save.

Updating Work Order Progress Status

As the work progresses, an update of the work order is required progressively.

Figure 2-8 - Updating Progress/Completion Status

1. From the **Progress** tab, select the work order to update.
2. In the middle section of the Overview screen, enter the **completed date**, then set the **Status** using the (+/-) and click **Change** or click the **Mark Completed (100%)**. A work order that is mark as complete is listed in the **Done** tab.
3. The percentage of completion is logged in **Changes** tab.

2.3. Work Order Status

The Work Order Status provides a quick count of the number of new work orders entered, in progress or completed. This information is accessible from **Work Orders**, **Work Order Status**.

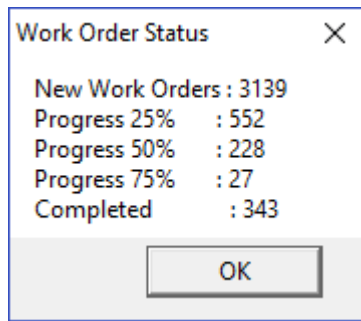


Figure 2-9 - Work Order Status count

2.4. View Location History

The View Location History enables retrieval of past work orders by location, users, type of work order or task description, and information's are either filtered by date or completion status and is printable from this function.

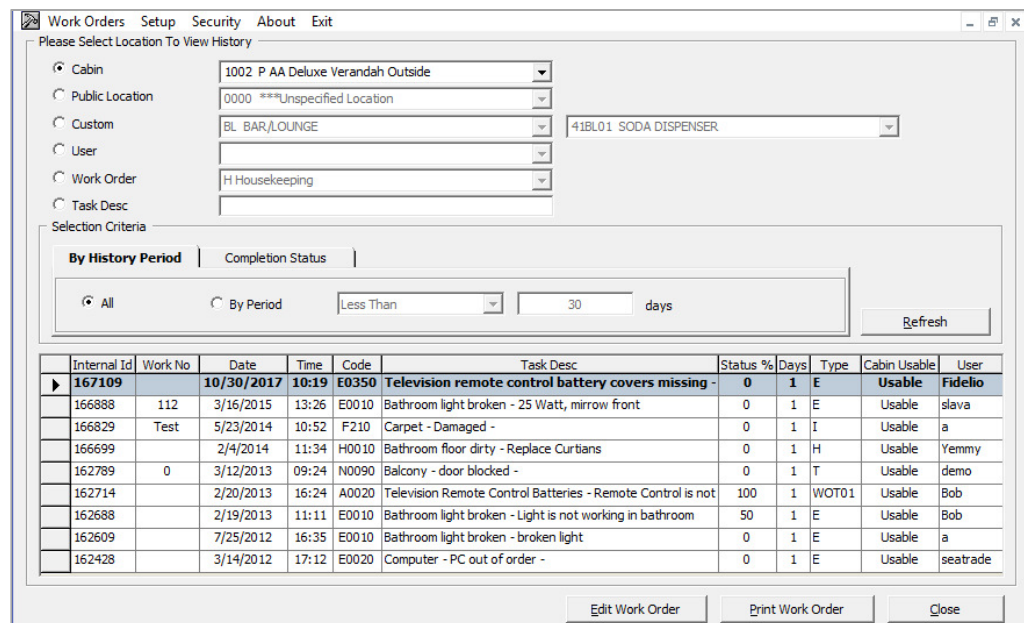


Figure 2-10 - View Location History screen

1. In the View Location History window, select one of the options from the drop-down list.
2. Choose from the Selection Criteria section and then click **Refresh** to populate the information on the screen.
3. Selecting the work order and click **Edit Work Order** opens the Update Work Order window. This function does not work if the selected work order is marked as complete.

2.5. Reports

Reports are added in Administration module under report group 'Maintenance' and they are printable from Maintenance module.

1. To view the available reports, click **Reports**.

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

2.6. Task Printers

A printer may be assigned according to the Task ID, making it easier for the task to be delivered efficiently.

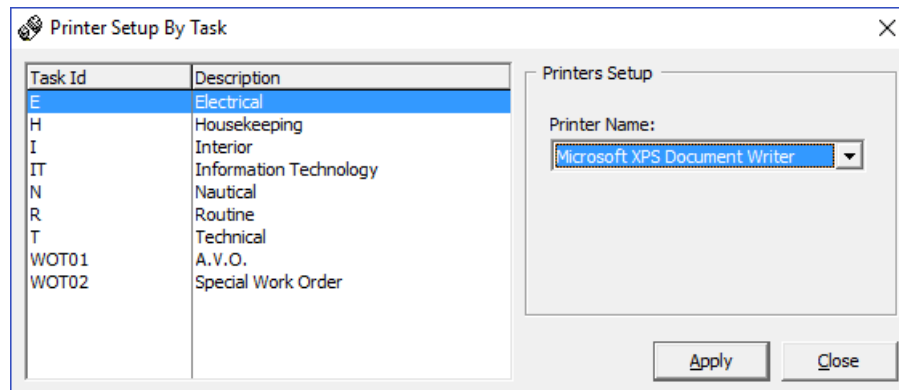


Figure 2-11 - Task Printer Assignment

1. From the Main screen, select Setup and then Task Printer.
2. Select the Task ID and then choose the printer name from the drop-down list.
3. Click **Apply** to save.

2.7. Other Settings

The colors of the work order priority may be defined according to the Ship's standard and this is changed in **Management module, Options, Colors**.

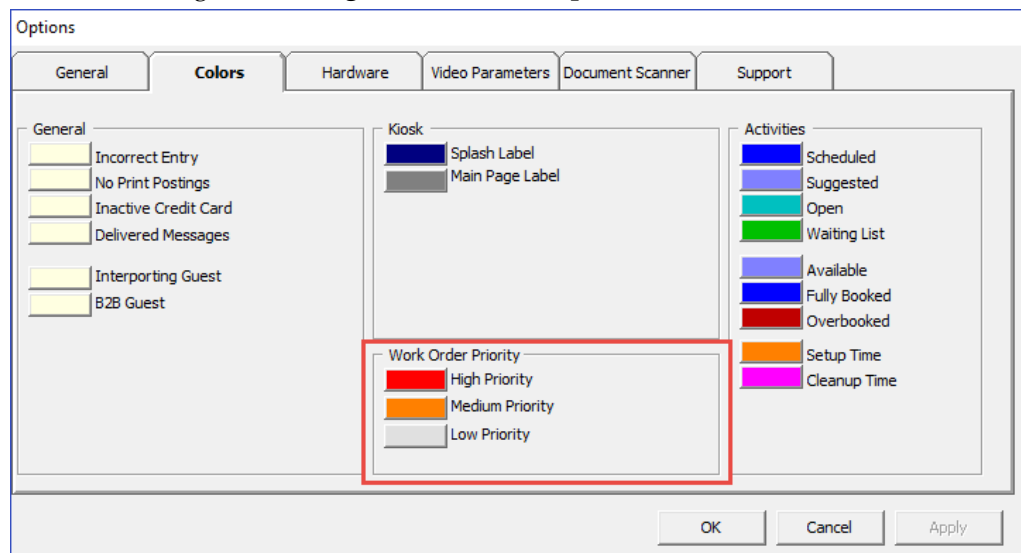


Figure 2-12 – Work Order Priority color chart

3

User Security Group

This section describes the user security access group which will enable the users in accessing the Maintenance function. The security privilege is assigned to the user through the **User Security** module.

Table 3-1 - User Access Rights

Security Reference No	Description
342	Work Orders
343	Overview
664	Delete other user work order
669	Edit Work Order
670	Delete Work Order
671	Print Work Order
4477	Allow Edit Completed Work Order

4 Parameters

This section describes the **Parameters** available to the Maintenance module. They are accessible the **Administration** module under **System Setup, Parameter**. Changing these parameters shall alter the program behavior. Please consult Oracle Customer Support for further clarification if you unsure the definition.

Table 4-1 – PAR Group – Maintenance

PAR Name	Description
Allow Modify Work Order Date Time	Enable modification of work order date/time. 0 = Do not allow 1 = Allowed to modify work order reported date time
Default Tab for Work Overview	Define the default tab to show 0 = All 1 = Done 2 = Not Started 3 = In Progress
Hide Work Order Request No	Define Work Order Request No to be shown in Work Order Screen 0 = To show on screen 1 = To hide from screen
Maximum picture size allow	Specify the maximum picture size allowed
Print By Task	Enable Printing by Task 0 = No print maintenance task 1 = Print