Oracle® Hospitality Cruise Shipboard Property Management System
Management Module
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Preface

The Management module is the core module within Shipboard Property Management System (SPMS) that maintains all passengers/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
- 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	• Removed Log SQL feature
February 2022	• Updated Gender field to include 'Binary'
	• Replaced New Guest Information and Express Reservation Form

Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirement for Management module.

Prerequisite

- Management.exe

Supported Operating System

- Microsoft Windows 7 - 32-bit/x64-bit System
- Microsoft Windows 8 - 32-bit/x64-bit System
- Microsoft Windows 10 - 32-bit/x64-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.

1.   Front Desk Function

The Front Desk Menu comprises of functions that provide user a high-level monitoring and overview of the operations such as Cabin Overview, Postings Overview and check in/check out status.

1.1.   Reports

The Shipboard Property Management System (SPMS) comes pre-installed with a set of operational reports, and additional user customize reports may be added through the Administration module, System Setup, Reports Setup.
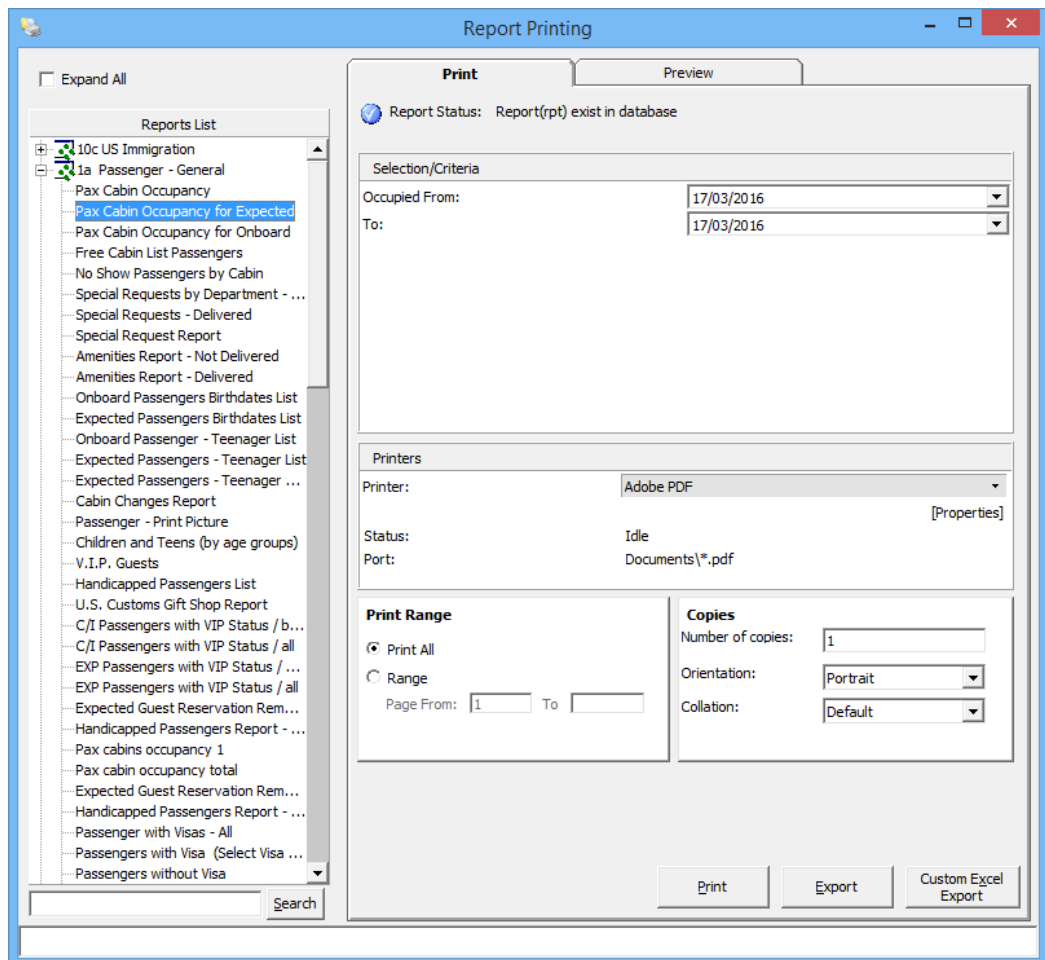
Figure 1-1: Reports List

Printing a Report

1. From the Front Desk 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**.

Prerequisite, Supported Systems, and Compatibility

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.

Printing Report by batch,

1. Select **Reports Batch Printing** from the Front Desk 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**.

1.2.   Passenger Disembark Assistant Setup

The Passenger Disembark Assistant Setup is a tool used to organize and assist with debarkation in groups, and the setup is based on debarkation date.
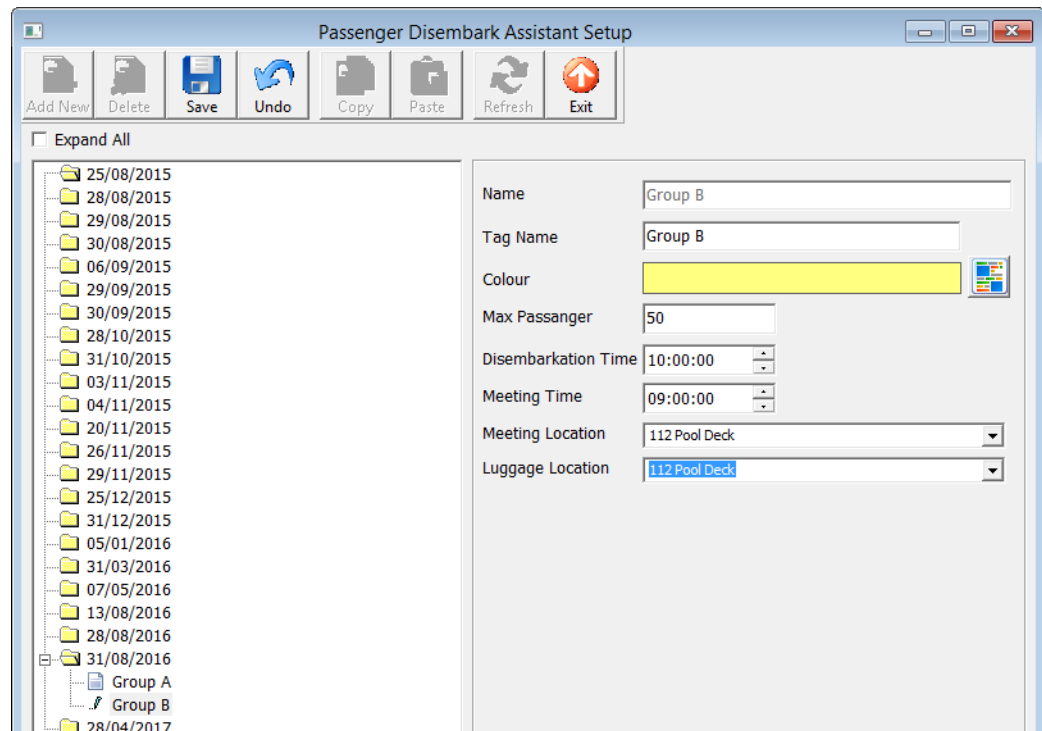
Figure 1-2: Passenger Disembark Assistant Setup

Adding a Debarkation Group

1. In the Passenger Disembark Assistant Setup form, click **Add New.**

2. Enter the **Name, Tag, Max. Passenger** and select from the drop-down list the **Disembarkation Time, Meeting Time, Meeting and Luggage Location**, and then assign a **Colour** for this group.

3. Click **Save** to save the debarkation group, the click **Exit** to close the form.

Removing a Debarkation Group

1. In the Passenger Disembark Assistant Setup form, select the group to delete, and then click **Delete**.

2. At the delete confirmation prompt, select **Yes**. Note that if the group has passengers assigned, deletion is not possible until all passenger is un-assigned.

1.3. Child Locator

The Child Locator function enables users in monitoring the location a child is checked in to, based on their reservation status - Expected, Check-In or Check-Out, and the guardian assigned to take care of the child.
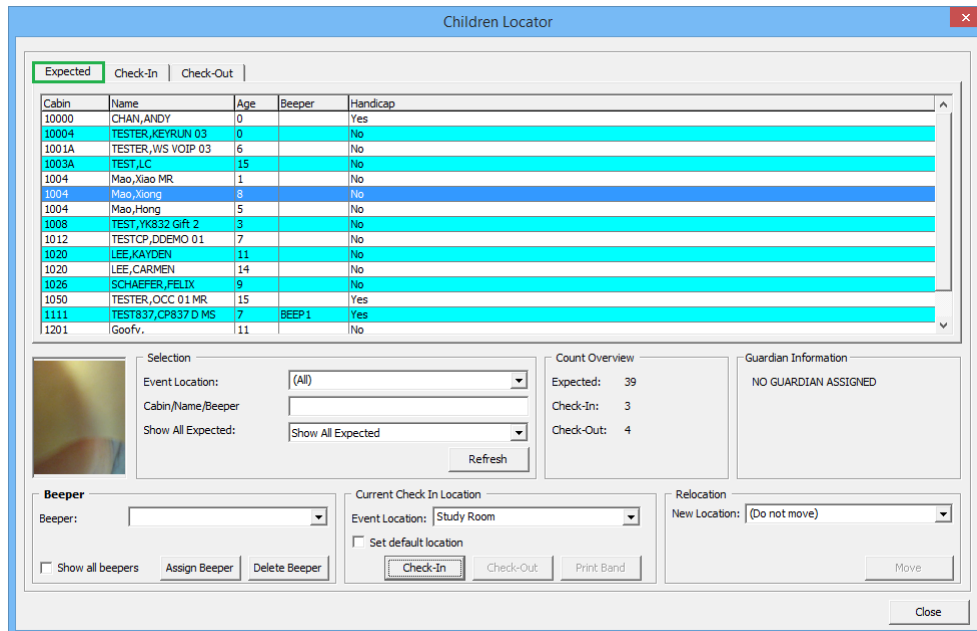
Figure 1-3: Child Locator

Checking In a Child

1. From the Front Desk menu, select the **Child Locator** from the drop-down list.

2. Navigate to the Check In tab from the Children Locator window.

3. In the Selection section, select the **Event Location, Cabin/Name** and/or **Show All Expected**, then click **Refresh**.

4. If a beeper is used, at the Beeper section, select a beeper number from the drop-down list and click **Assign Beeper**.

5. Navigate to **Current Check-In Location** section, select the **Event Location** from the drop-down list, and then click **Check-In**.
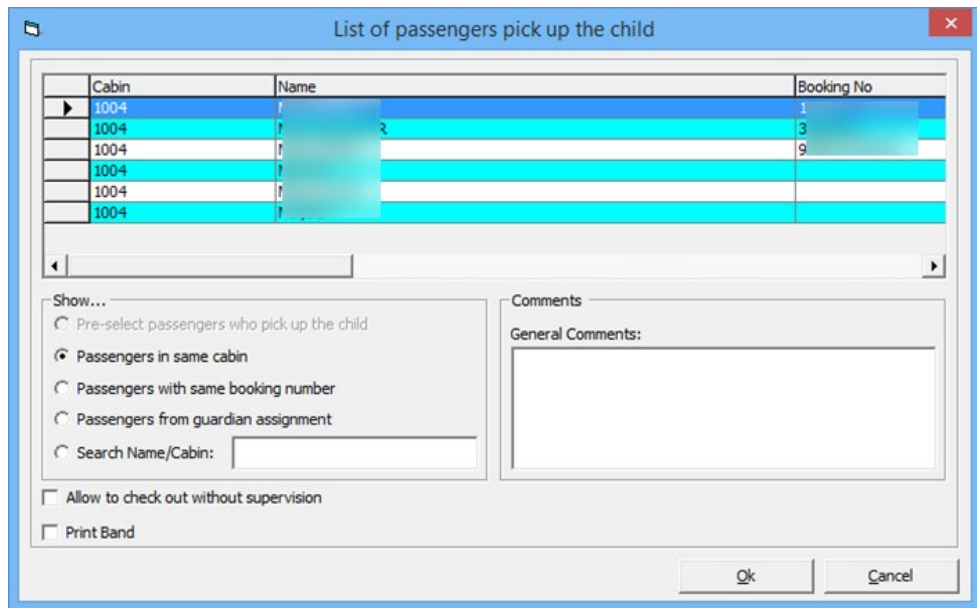
Figure 1-4: Child Locator Pick Up

6. In the **List of Passengers Pick Up** window, select the passenger name that collects the child, and the click **OK** to return to the Child Locator window. By default, Passengers in the same cabin is checked.

7. Information of the child is now shown in Check-In tab.

Checking Out a Child

1. From the Child Locator window, navigate to the Check-In tab.

2. From the Selection section, select one of the options, then click **Refresh**.

3. Select the child name from the grid and then click **Check-Out**.

4. At the Passenger to Pick Up Child window, verify the name and then click **OK** to confirm. This then transfers the child information to the Check-Out tab.

Changing Pick Up Person

1. In the Child Locator window, navigate to the Check-In tab.

2. From the name grid, right-click on the child name and select **Change Pick Up Person**.

3. In the Show section, select the one of the options, then select the passenger name from the grid and click **OK**. By default, the names shown are the Passengers in the same cabin.

1.4.   Advance Board Card Printing

The Advance Board Card Printing is a function that prints board cards by batch, based on the template criteria configured in Administration module.
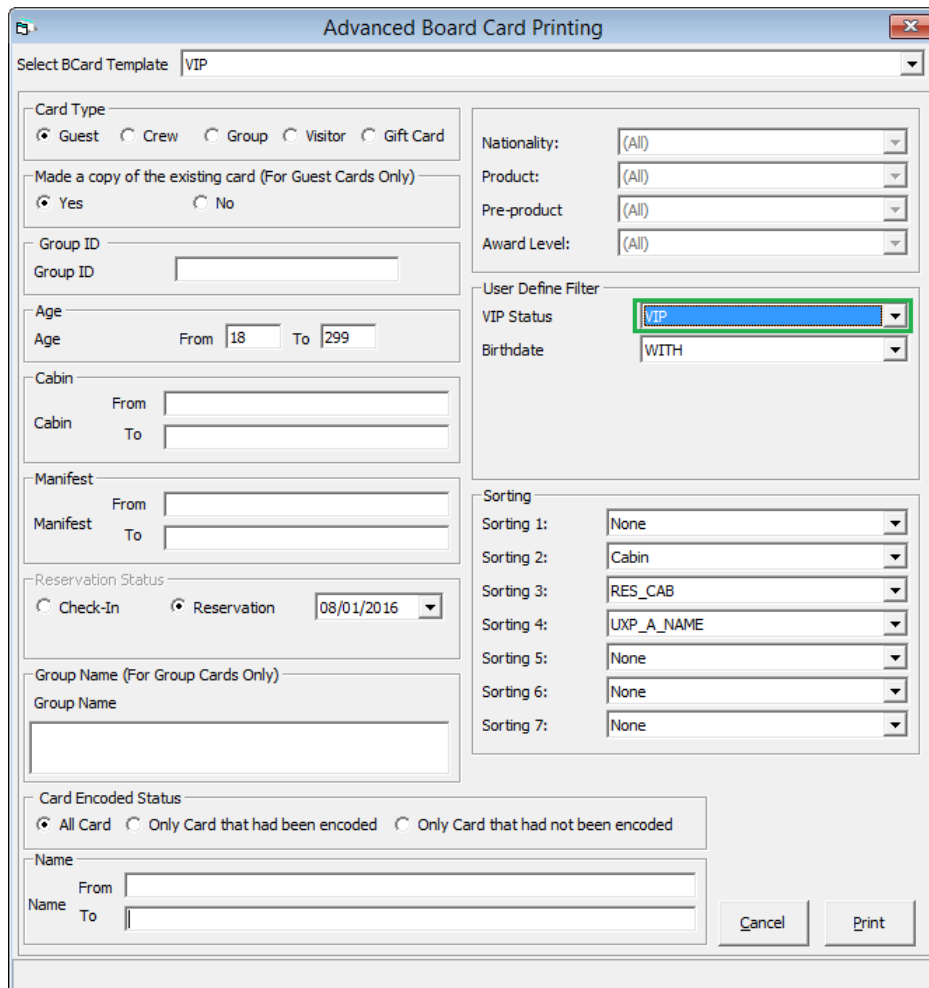
Figure 1-5: Advance Board Card Printing screen

1. From the **Front Desk** menu, select **Advanced BoardCard Printing**.

2. Select the **BCard Template** from the drop-down list to populate the predefined fields. Note: The selected field(s) is can be manually changed using the drop-down list.

3. Click **Print** to print the board cards.
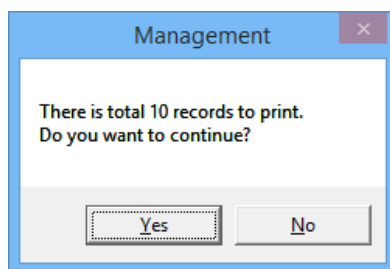
Figure 1-6: Total Record to print

4. Select **Yes** to confirm the total records to print when prompt.

5. In the Batch Board Card Printing window, the status of the board card are shown.
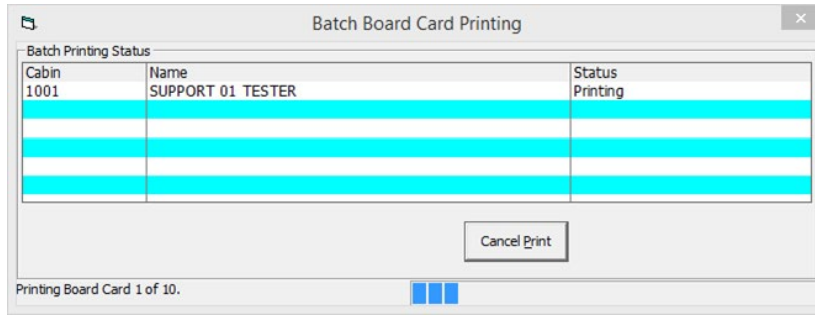
Figure 1-7: Batch Board Card Printing

1.5.   BoardCard Wizard

The Board Card Wizard enables you to perform a quick board card print by guest, crew, group, visitors or gift cards, through a selection of available filters.

1. From the Front Desk menu, select **BoardCard Wizard** from the drop-down list.

2. In the BCard Printing Wizard prompt, read and follow the instructions before clicking **Next**.

3. In the following window,

- Select the type of board card to print and click **Next**.

- Select whether to encode with existing card number or newly generated a card number, then click **Next**.

- Select whether to print cards for guest already on-board or future reservations. For future reservations, select the **Embarkation Date** from the drop-down list and click Next.

- Check the **Filter Age** and enter the age From/To field, if any.

- Select one or more options using the drop-down list, such as **Nationality, Product, Pre-Product** and **Award Leve**l, if any.

- Enter the **Names, Room numbers or Manifest from/to**, if any, and then click **Next**.

4. The number of cards matching the selection is shown. Check if the cards should be sorted by Product when printing.

5. Check the preferred sort order to print, either by room number, name, room number descending or person name descending.

6. Click the **Finish** button to proceed with printing.

7. The number of cards printed successfully or failed are shown in the Batch Board Card Printing window.
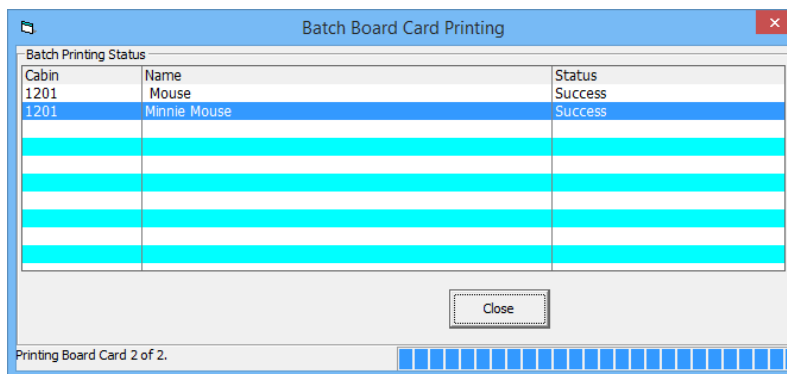
8. Click **Close** to exit and return to the main menu.

1.6.   Check In/Out Status

The Check In Status provides a real time overview of the expected check in for the day. It displays the number of reservations for the day, number of checked in and remaining check in at the selected time.
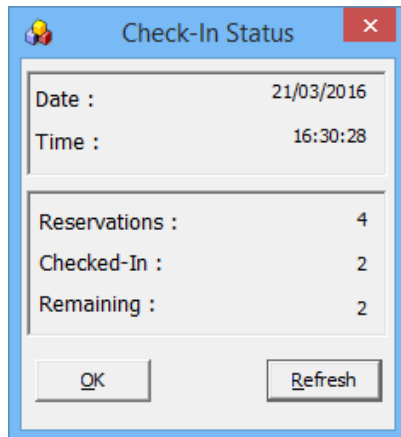
Figure 1-8: Check In Status

Similarly, the Check-Out Status shows the total of reservations checking out, number of reservations already when ashore and remaining.
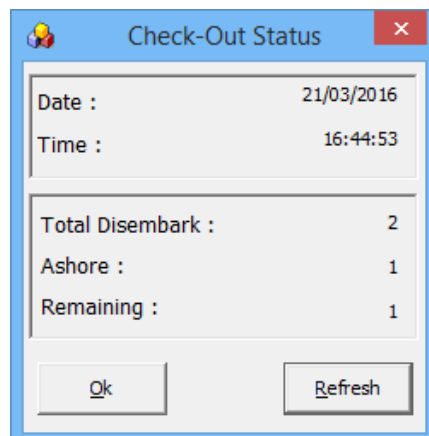
Figure 1-9: Check Out Status

1.7.   Cruise Comment

The Cruise Comment field is made available to the Ship Operator for comments pertaining to the cruise to be added, and it caters up to 4000 characters.

1. From the Front Desk menu, select **Cruise Comment** from the drop-down list.

2. Select the Cruise from the drop-down list.

3. Enter the comment in the blank field and then click **OK** to save.

1.8.   Cabin Availability

Cabin Availability provides an overview of the available cabin by date, deck, category and/or features, and a view by deck plan. It also displays the current cabin cleaning status and the number of available berths.
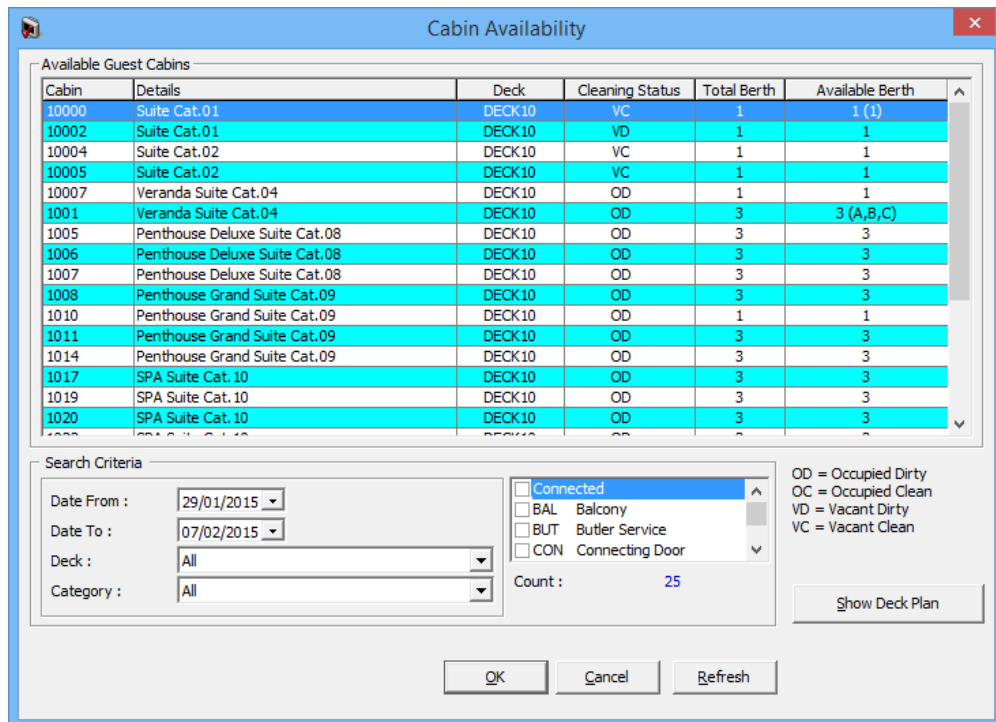
Figure 1-10: Cabin Availability

1.9.   Searching for Available Cabin

1.   From the Front Desk 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.
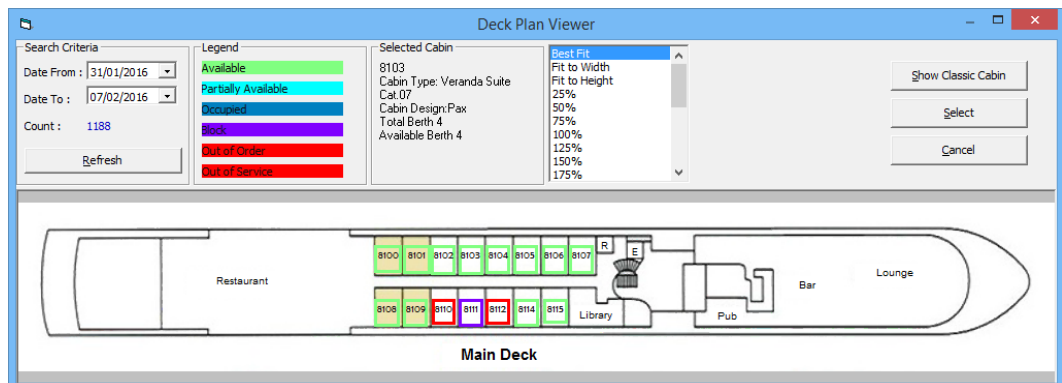
Figure 1-11: Deck Plan Viewer

1.10.   Viewing Availability Using Deck Plan

1.   From the Cabin Availability window, click **Show Deck Plan**.

2.   In the Selection Criteria, enter the **Date From/To,** then click **Refresh.**

3.   In the diagram, the status of the cabin is reflected according to the color chart, and information of the selected cabin is displayed in Selected Cabin section.

1.11. Cabin Overview

Cabin Overview provides a quick view of all cabin status by date, category, cabin clean status and occupant's name. It also has the capability of updating the cabin clean status by batch, and this function is accessible from Front Desk menu.
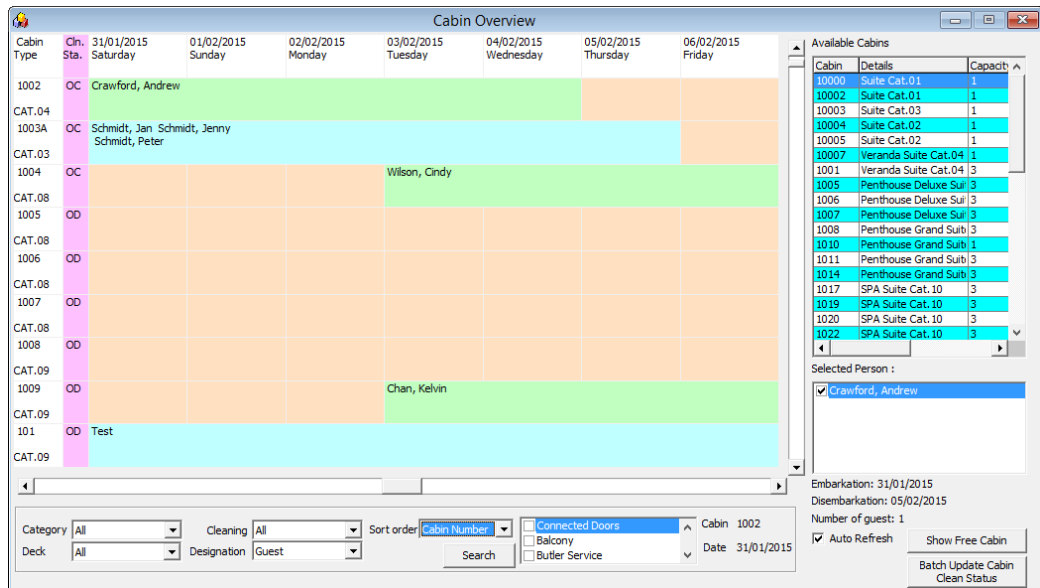
Figure 1-12: Cabin Overview screen

Navigating through Cabin Overview

- From left to right of the Overview screen, the cabin number and category are shown, with its cabin cleaning status.

- If the cabin is occupied or block for an expected guest, the passenger name is shown on the grid from the embarkation to disembarkation date.

- To search for a specific category, cabin cleaning state, use the filter fields located at the bottom of the screen.

- To show the Available Cabins on the right section of the screen, select the guest name then click **Show Free Cabin**.

Batch Update of Cabin Clean Status

This function allows you to update the cabin status by batch, using the available filters.
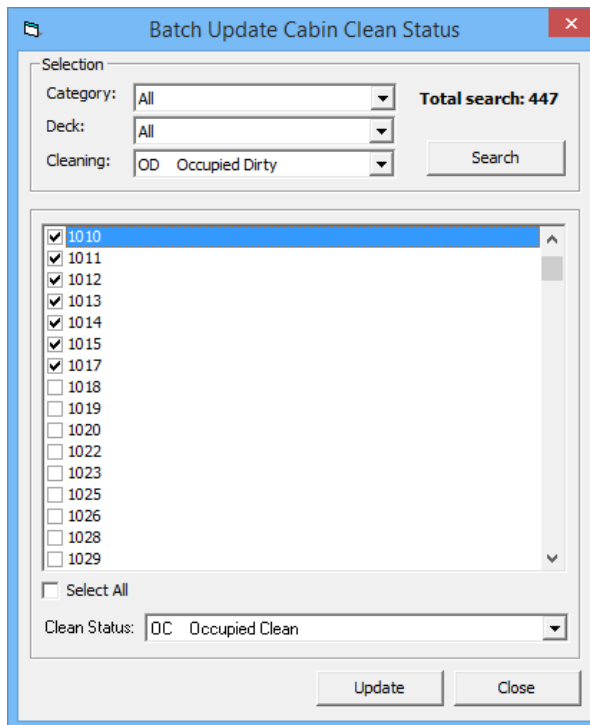
Figure 1-13: Batch Update of Cabin Clean Status

1. At the bottom right of the Cabin Overview screen, click **Batch Update Cabin Clean Status**.

2. In the Batch Update Cabin Clean Status window, choose the **category** or **deck**, followed by **cleaning status**, and then click **Search**.

3. Cabins matching the criteria are shown. Select the cabin by checking the check box beside the cabin number or the **Select All** to update all cabins.

4. Select the **Clean Status** from the drop-down list, then click **Update**.

1.12. Cabin Status

The Cabin Status function sets the cabin into unavailable mode over a period of time, be it for servicing or maintenance purposes.
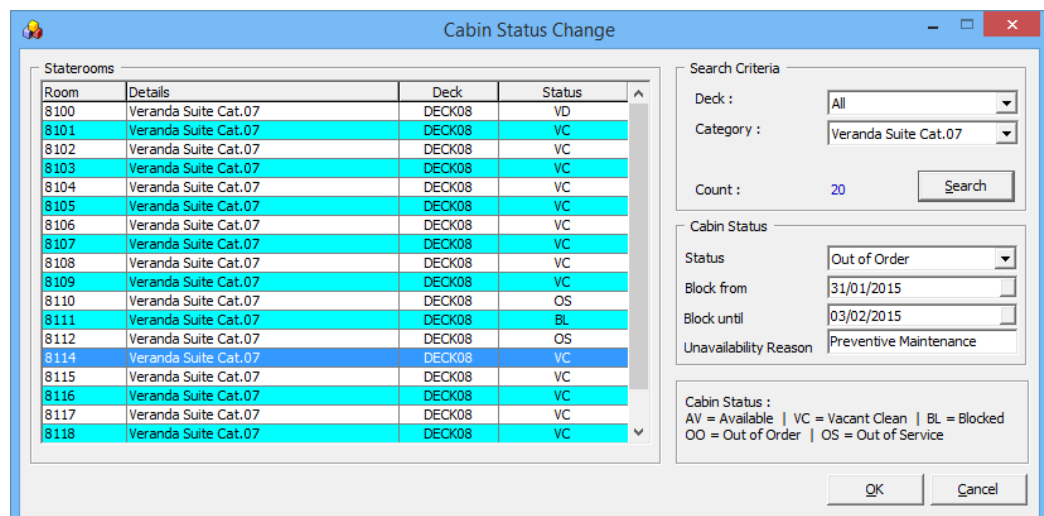
Figure 1-14: Cabin Status Change

1. From the Front Desk menu, select **Cabin Status** from the drop-down list.

2. In the Search Criteria, select the **Deck** and/or **Category**, then click **Search**.

3. Cabins matching the search criteria are shown on the left of the screen. Select the cabin, then navigate to Cabin Status on the right of the screen.

4. Select the **Status** from the drop-down list, insert the **Block From/Until** date and the **Unavailability Reason**.

5. Click **OK** to proceed and this updates the status shown in the grid. Blocked cabins are highlighted in light orange in the Cabin Overview screen.

1.13. Postings Overview

This function displays detailed postings by department code of the selected cruise and date. Information shown includes Date, Total Discounts, Vat Tax, Payer, Buyer, User, Transaction ID, Check No and Posting Type (Manual or Automated).
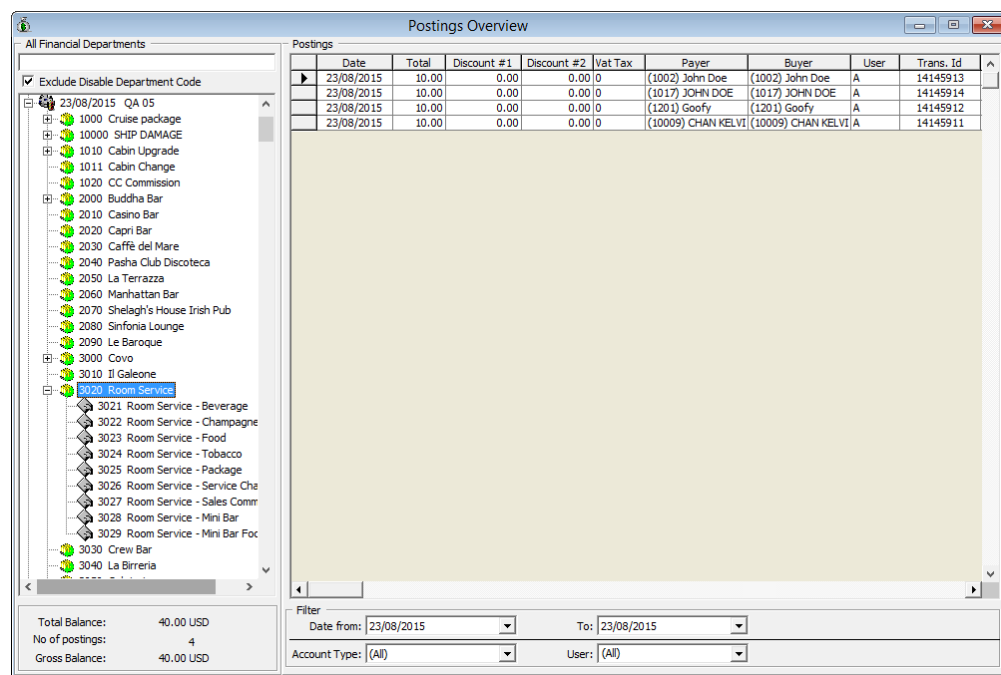
Figure 1-15: Posting Overview screen

1. From the Front Desk menu, select **Postings Overview** from the drop-down list.

2. Select the **Cruise Date** from the left panel of the screen.

3. Double-click the date to expand the container.

4. Select the **Department code** to view.

5. Postings of the selected department code are shown on the right panel of the Overview window.

6. Double-clicking the transaction opens the posting details screen, where bill image is shown.

1.14. Amenities Overview

Amenities Overview allows you to view all the amenities requests from a single screen, be it pending delivery or delivered. It also has the capability of adding new amenities or editing existing ones.
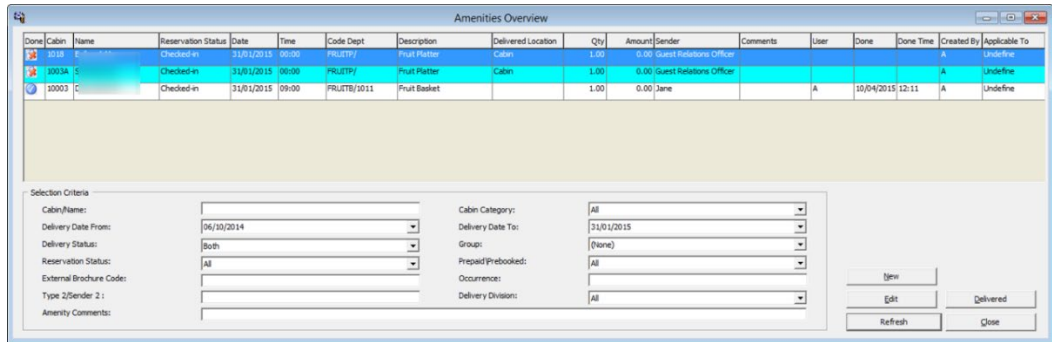
Figure 1-16: Amenities Overview screen

Viewing Amenities Request

1. From the Front Desk menu, select **Amenities 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 criteria are displayed at the top section of the screen.

Adding/Editing/Delivering Amenities

See topic Cashier Function, Guest Handling, Service Info Tab for more information.

1.15.   Itinerary Overview

This function displays the Itinerary or daily activities available in each cruise by Location, Packages or Counselors. These information's are entered in **System Cruise Setup, Itinerary Setup**.
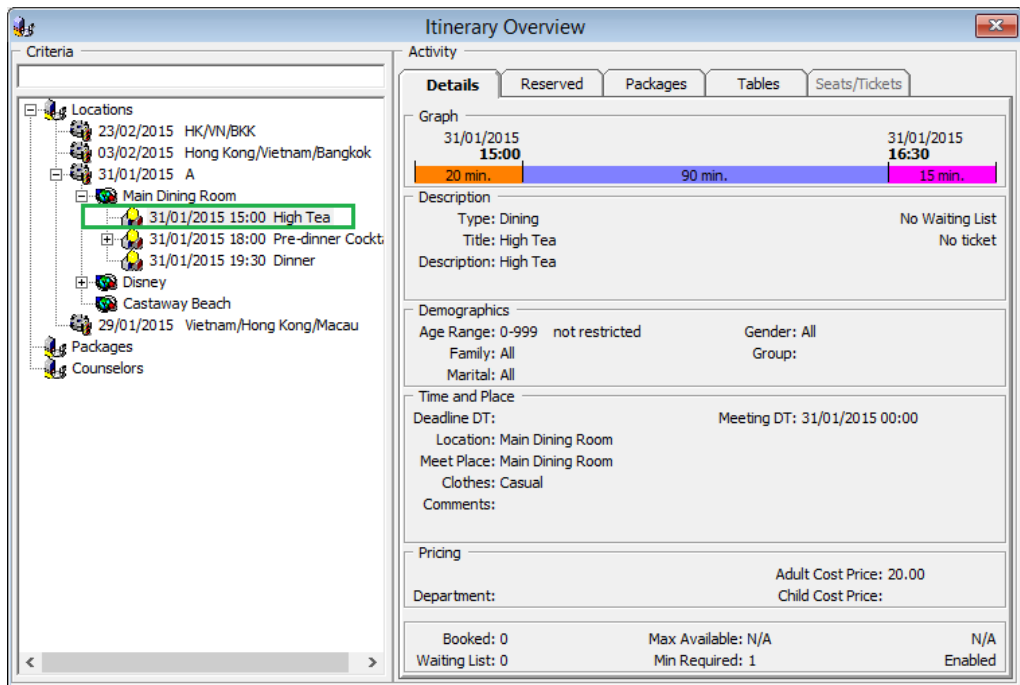
Figure 1-17: Itinerary Overview

1. From the Front Desk menu, select **Itinerary Overview** from the drop-down list.

2. Expand the **Locations or Packages** container, then double-click on the **Cruise Date** to display available activities.

3. Expand the Activities to view the details, shown on the right panel.

1.16. Flights Overview

This function allows you to plan and view the flights arrival or departure, and organize ground transfers where necessary.
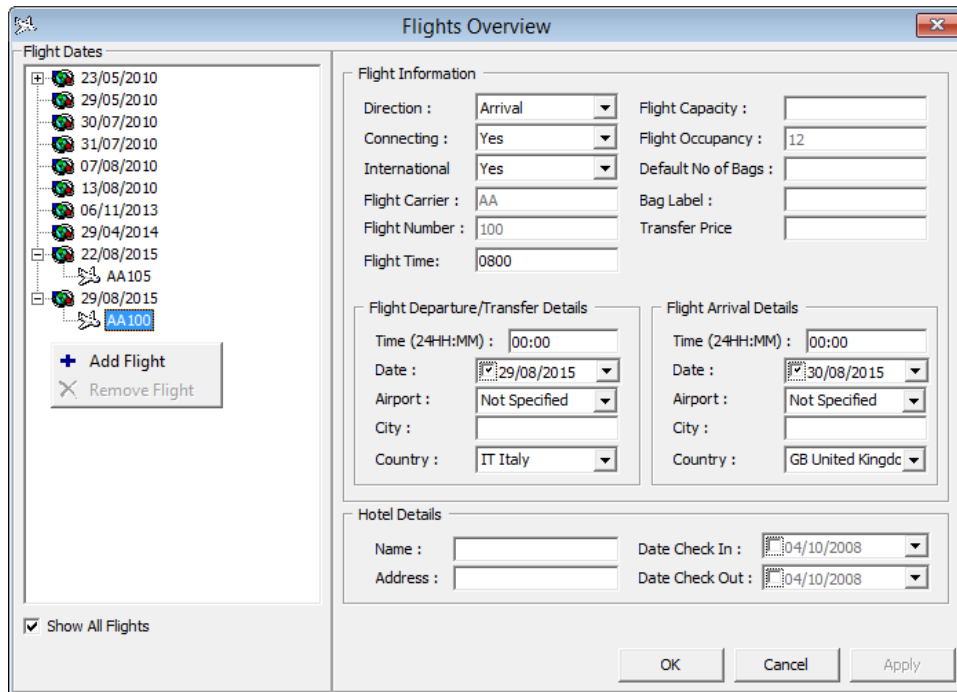
Figure 1-18: Flight Overview screen

Viewing of Flight Details

1. From the Front Desk menu, select **Flights Overview** from the drop-down list.

2. On the left of the Flights Overview screen, select the flight date to expand the date container.

3. To view the Flight Information, select the **Flight Number** below the date.

Adding/Removing Flight Information

1. In the Flight Overview window, select the date from the left panel.

2. Right-click and select **Add Flight**.

3. Enter the **Flight Information** on the right section of the screen.

4. Click **OK** to save.

5. To remove the Flight information, select and right-click the **Flight Number,** and then select **Remove Flight**.

1.17. Comments Overview

Comments Overview allows you to view and edit all comments entered in Guest Handling module, as well as adding new comments.
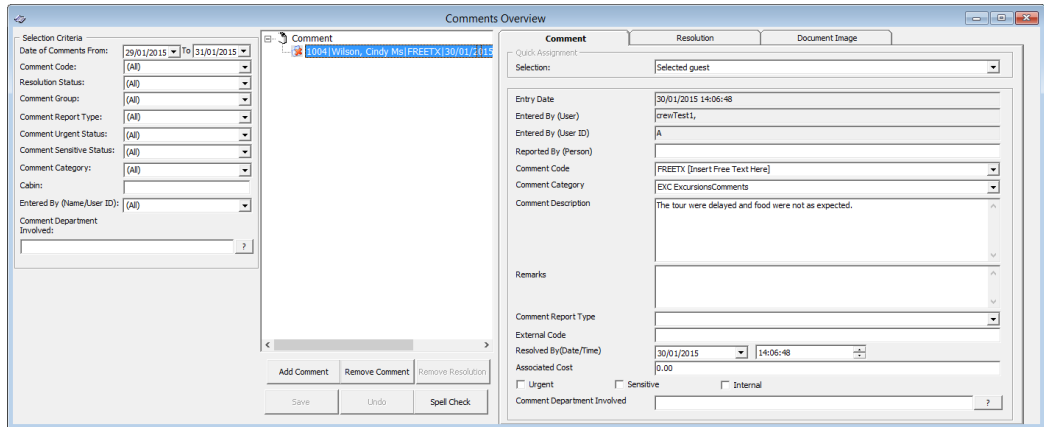
Figure 1-19: Comments Overview screen

1. From the Front Desk menu, select **Comments Overview** from the drop-down list.

2. In the Selection Criteria, choose from the available filters for information to be display, and then click **Refresh**.

3. Information matching the selection is shown in **Comment** section located in the middle of the screen.

4. To view the comment, select the comment from the Comment section.

See topic Cashier Function, Guest Handling, Comments Tab for more information on how to add and remove comments.

1.18. Revenue Overview

The Revenue Overview provides a comprehensive view of daily revenue per cruise.

Figure 1-20: Revenue Overview screen

1. From the Front Desk menu, select **Revenue Overview** from the drop-down list.

2. Select the **Cruise** to view the revenue by day.

Front Desk Function

3. Click the '+/- ' to expand or collapse the information.

4. To further drill down the information by **User, Payer, Buyer** or **Transaction ID**, select from the drop-down menu.

5. Check the box beside the code and click the check mark to refresh the information.
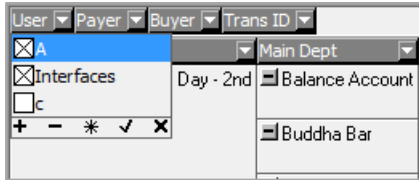
1.19. Add Work Order

This function records all maintenance work required on board the Ship, be it in a cabin or public location. Work Orders may be added singly or by batch using the Criteria Add function.

Figure 1-21: Add New Work Order form

Adding Single Work Order

1. From the Front Desk menu, select **Add Work Orders**.

2. At the Add New Work Order form, **Work Order Request No.** field, enter the external document number, 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. Note that you may override the predefined Priority and Location Usable Status when adding or editing a work order.

5. At 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.
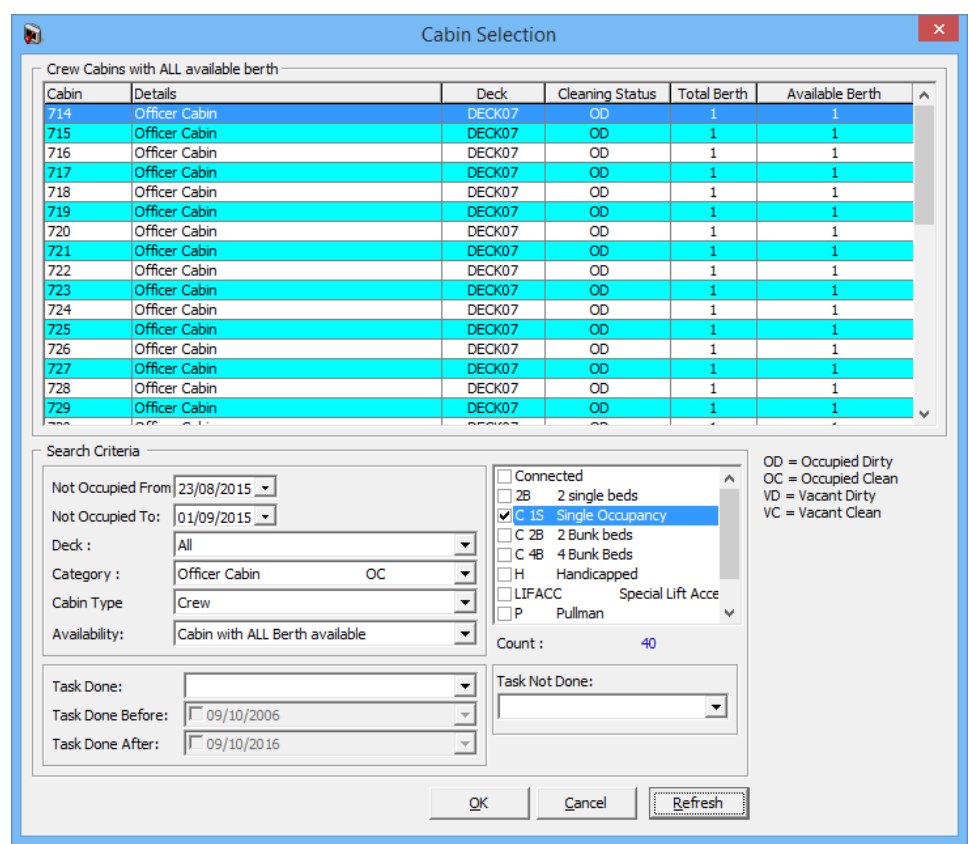
Figure 1-22: Cabin Selection Criteria

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. Note: Work orders entered here is also viewable from Maintenance Module, Work Order Overview function.

2. Cashier Function

The Cashier Menu is the most commonly used function in a Ship Operation, a function where the passenger profile, reservations, billing and stay histories are recorded and stored.

2.1. Guest Handling

This section describes the available functions to access guest data such as guest information, travel documents, invoice, guest history, group account and others. It also allows one to create, amend and cancel a reservation, post a charge and check out a guest/account. These functions are access via **Management, Cashier** drop-down menu.
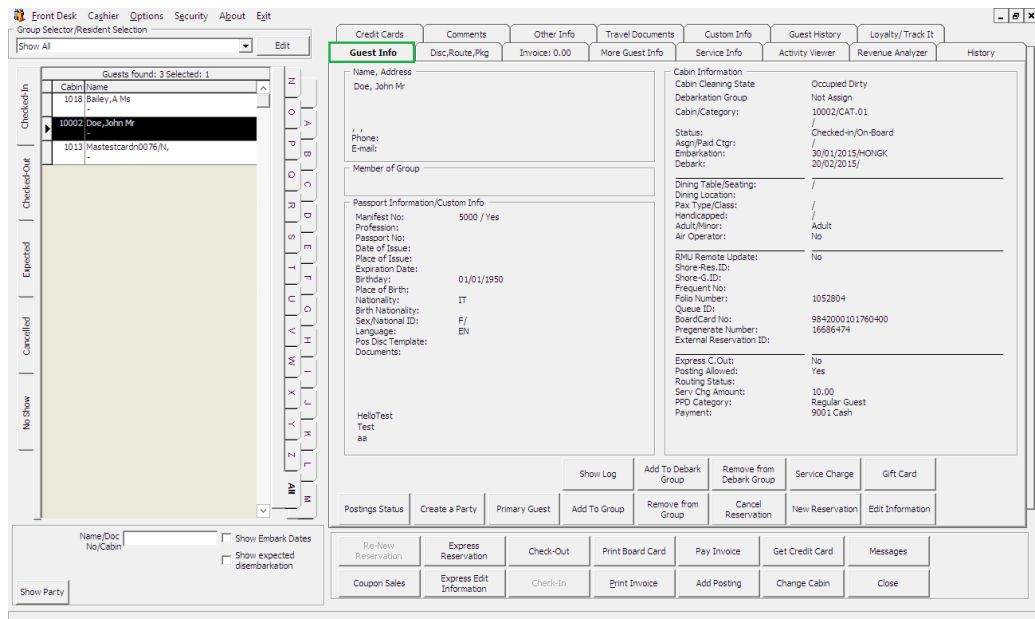
Figure 2-1 – Guest Handling

2.2. Search Panel

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

Prerequisite, Supported Systems, and Compatibility
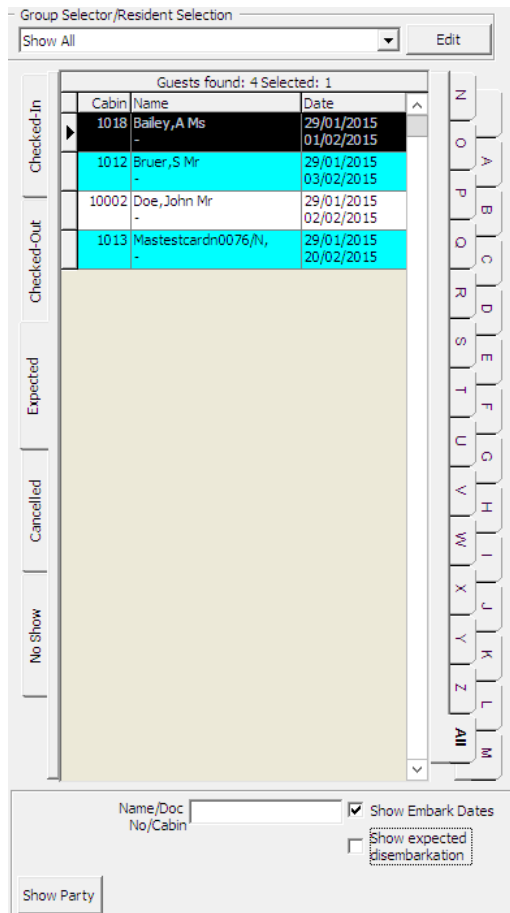
Figure 2-2 - Search Panel

Table 2-1 - Search Panel list

Tab	Description
Checked-In	Tab list all registered passengers.
Checked-Out	Tab list all checked-out passengers of past and current cruise.
Expected	Tab lists all passengers 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 Embark Dates	To include guest embarkation/debarkation dates in the result list.
Show Expected disembarkation	Displays disembarking guest of selected date and cabin.

Searching a guest.

1. At the left panel of the Search Panel, select the **Status tab**.

2. On the right of the Search Panel, select an alphabet corresponding to the reservation's last name. If ALL is selected, this displays all reservations in alphabetical order.

3. You may narrow down the search using either the guest name, document number or cabin number and date.

2.3. Guest Info Tab

The Guest Info tab is the main tab you access from the Guest Handling function. It provides a single view of guest's information's such name, address, passport details, cabin information and others, and enable you to drill down further into the reservation for more information.

Figure 2-3 - Guest Info tab

New Reservation Function

The New Reservation function allows you to create a booking for guest that arrives without prior reservation. A reservation form is launched when the **New Reservation** button is clicked and below are the field definitions of the form.

Figure 2-4 - New Guest Information screen

Table 2-2 - Field definition of Guest Information tab

Field	Description
Name	
Surname	Last name of the guest.
Forename	First name of the guest.
Middle Initial	Middle name of the guest.
Other Name	Other Last Name.
Other First Name	Other First Name.
Salutation	The salutation of the guest.
Title	Title of the guest.
Royality No	Additional Title. User definable label.
Marital Status	Marital Status of guest. Configurable system codes in **Administration, System Codes, Marital Codes.**
VIP	VIP classification of the guest. Configurable system codes in **Administration, System Codes, VIP Codes**.
Classification	Classification/VIP flag.
Frequent No	Frequent Cruiser number. User definable label.
Award Level	Frequent Cruiser Award Level.

Field	Description
Shore-Res.ID	External System Reservation ID. User definable label.
Onboard Email	Email contact whilst on board.
Total No. of Cruise Days	Total Cruise days signed up. Information from data import.
Number of Cruises	Number of cruises purchased. Information from data import.
Disc Templates	Available discount templates.
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 was issued.
Expiry Date	Expiry date of travel document.
Birthdate	Birthdate of the guest.
Birth Place	Birth place of the guest.
Nationality	Nationality according to travel document.
Language	Language spoken by guest.
Profession	Profession of the guest.
Gender	Gender identifier.
Smoker	Smoker identifier.
Birth Nation	The original nationality of the guest if defer from Nationality field.
Travel Information	
Embarkation Date	Embarkation date.
Embarkation Port	Port of embarkation.
Port Comments	Additional comments of the port.
Debark Date	Debarkation date.
Debark Port	Port of debarkation.
Cabin	Cabin number assigned.
Muster Station	Muster Station assigned. Linked to Cabin number.
On Board	On/Off board identifier
Deny Boarding	Deny boarding identifier
Deny Reason	Reason boarding denied.
Telephone Pincode	Pin code setup for outgoing calls and access to Kiosk.
National ID	Local identification document, for example, ID or Driving License
Handicapped	Disability status of the guest. User definable label.
Handicapped Remarks	Disability remarks.
Manifest Printout	Default inclusion of guest in manifest print out.

Field	Description
Queue ID	Assigned queue ID during embarkation.
Shore.G-ID	Unique Identifier for FMS. User definable label.
Life Boat	Life Boat assigned. Linked to Cabin number.
Documents	
Documents	Confirmation check box of whether travel document is checked or collected.
Dining Preferences	
Table/Seating	Assigned table number and seating preferences for dining.
Location	Assigned dining location.
Other Parameter	
Resident	Indicator whether the guest is a Resident.
Air/Sea operator	Indicator whether the guest is an Air/Sea operator.
Intoxication	Intoxication identifier.
Express Check Out	Indicates guest require Express Check Out.
Group Leader	Group Leader identifier.
Non-inclusive Guest Type	Indicates that guest is not part of a package or all inclusion plan.
Charge for Checked-out Calls	Define whether checked-out calls will be charged.
Switch to Crew in Manifest	Indicates that reservation has been moved Crew manifest.
Stay overnight shoreside	Indicates that guest stays overnight at shore side.
Guest Categories	
Selection box	User configurable system codes in Administration, System Codes, Guest Categories.
Payments/Remarks	
Payment	Payment Department code for this reservation
Remarks	Additional remarks pertaining this payment.
PPD Type	Revenue per person per day tag.
Agent Information	
Agent Id	Additional Agent ID for external system
Booking Id	Additional Booking ID for the external system
Reservation Id	Additional Reservation ID for external system
Others	
Document Image Snapshot	Displays snapshot of scanned passport.
Photo	Displays saved photo of the guest.
Notice and Consent	Mandatory field. Indicates passenger accept and agrees to the Notice and Consent Terms

Figure 2-5 - Guest Information Address/Other Info

Table 2-3 - Field definition of Guest Information Address tab

Field	Description
Address / Temporarily Address	
Address 1	Address 1
Address 2	Address 1
Street	Street name
Zip/City	Zip code/ Name of city
Country	Country
State	State
Phone	Phone number of guest
Email 1	Email address of the guest
Email 2	2nd Email address of the guest
Other Info	
Permanent Resident ID	Permanent Resident ID of the guest
Common Access Area	Allowed common access area
Exclude from Quick Billing Printing	Indicator whether to exclude from Quick Billing printing.

Field	Description
Encode Additional Cabin for Ving/Onity Door	
Cabin 2 / 3	Cabin number of joint cabin
Emergency Contact Address	
Name	Name of Emergency contact person
Relationship	Relationship of Emergency contact person and guest
Address	Address
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 the contact person
Business Phone	Business phone number of contact person
Travel Insurance	
Description	User configurable system codes in Administration, System Codes, Travel Insurance.
Ins. Number	Insurance Policy Number.
Minor Debark Authorization	
Port Date/Name	Selectable port allowed for minor to debark.
Notice and Consent	Mandatory field. Indicates passenger accept and agrees to the Notice and Consent Terms.

Creating a New Reservation

1. Click the **New Reservation** button located at Guest Handling screen to open a New Guest Information form.

2. Enter all the relevant information, particularly the mandatory fields such as Notice and Consent. If this check box is unchecked, the system does not allows you to proceed and prompts warning message.

3. Your operation may define other fields as mandatory. Please refer to your company standard operating procedure.

4. Click **OK** to save the form.

5. Saved information is updated and shown under **Guest Info tab** and is categorized as **Expected Arrival**.

Editing a Reservation

1. Search the reservation from the Search Panel, then click **Edit Information** under **Guest Info tab** to open the existing Reservation Form.

2. Edit all the relevant information and click **OK** to save the changes.

Canceling Reservation

1. Search the reservation from the Search Panel, then click **Cancel Reservation** under Guest Info tab.

2. Select **Yes** to cancel the reservation when prompt. This places the booking under the **Cancelled** tab.
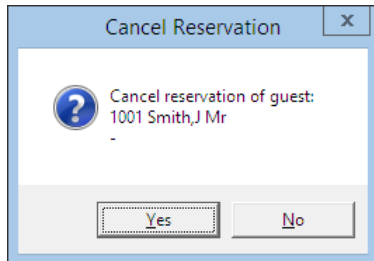
Figure 2-6 - Cancel Reservation prompt

Posting Status

The **Posting Status** is a function that assists you in managing cash paying guest or guest that may have exceeded their credit limit. This function enables/disable the postings from flowing through to the account.

Disabling Posting

1. Retrieve the reservation from the Search Panel, then click **Posting Status** in Guest Info tab.

2. Enter the reason to disable the posting when prompt, either by selecting a predefined reason from the drop-down list or manually insert them.
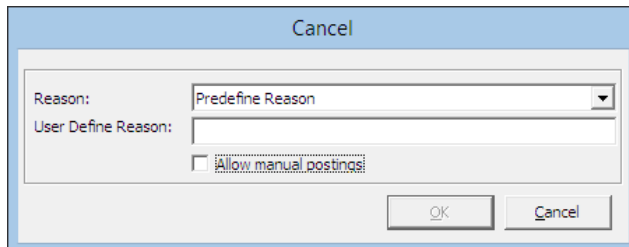
Figure 2-7 - Predefined Reason to Disable Posting

3. If **Allow manual postings** is checked, this will only *disable* postings via the interfaces and manual posting within Guest Handling screen is still permissible.

4. Click **OK** to set the posting status for the account to either **No** or **Manual**.
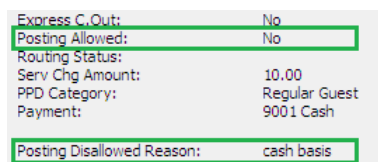
Figure 2-8 - Posting Allowed status
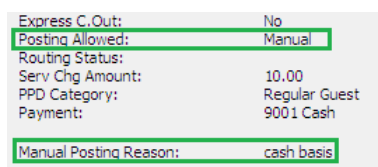
Figure 2-9 - Manual Posting Allowed status

Enabling Posting

1. Retrieve the reservation from the Search Panel, then click **Posting Status** in Guest Info tab.

2. The system prompts for a response to accept the postings. Selecting **Yes** resets the Posting status to allowed, whereas **No** will remain as unchanged.
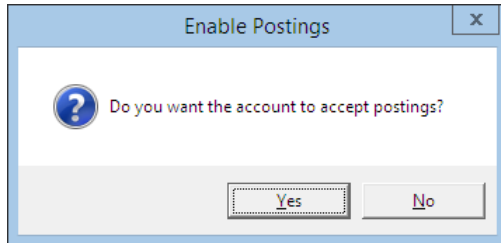
Figure 2-10 - Enable Posting prompt

Create a Party

This function manages and identifies a small number of persons traveling together that may not necessarily be in the same cabin. In addition to identification purposes, the person responsible for payment of accounts or main contact liaison can be made as "primary" passenger.

Creating a Party

1. Search the reservations in Search Panel, then use the **CTRL+** key to select the names that make up a party.

Figure 2-11 - Create Party Guest List

2. Click **Create Party** located on bottom right of the Guest Info tab.

3. The system updates the guest in the same party with **Shore-Res.ID**.

Figure 2-12 - Party Identifier

Show a Party

This function displays all travel companions within a party when searched.

Showing a Party

1. In the Search Panel, click **Show Party**.

2. The affiliated passengers of the searched party will be listed.

Figure 2-13 - Party List

Add to Group

A guest can be an individual traveler or part of the group. If the guest has a reservation and were to become part of a group, you may link the reservation to the group account and displays all travel companion within a party when searched.

Adding to Group

1. Search the guest name from the Search Panel.

2. Mark the reservation(s) and then click **Add to** Group in the Guest Info tab.

3. The system prompts for a response whether to assign selected guest(s) to the group. Click **Yes** to proceed.
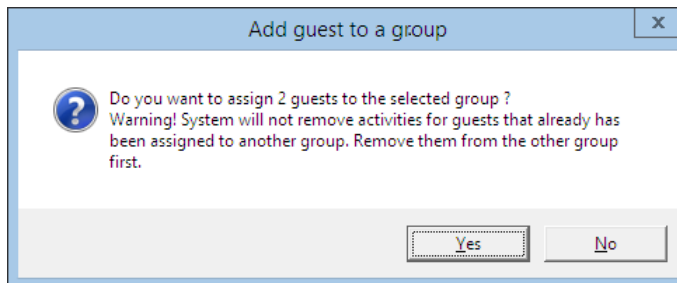
Figure 2-14 - Add to Group prompt

4. In the Group Selection window, select the group from the list.
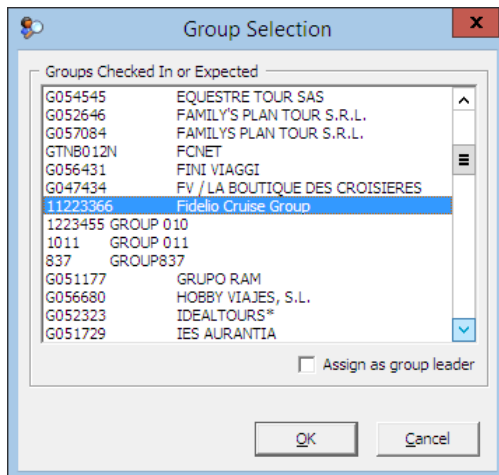
Figure 2-15 - Add to Group selection

5. If **Assign as group leader** is checked, this will make the guest as a leader. It is possible to have more than one leader in a group.

6. Once added, the group name is shown under **Member of Group** in Guest Info tab. If the guest is a Group Leader, the word (Leader) appears after the group name.
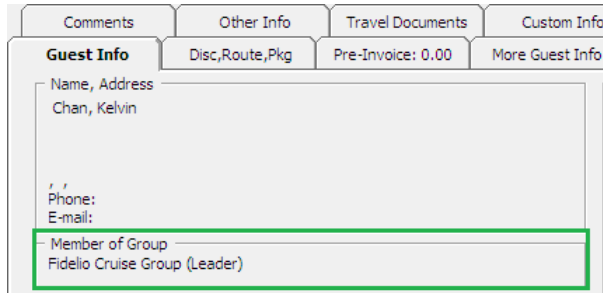
Figure 2-16 - Group Leader Identifier

7. Guests affiliated to the group is listed when searched by group name from the Search Panel.
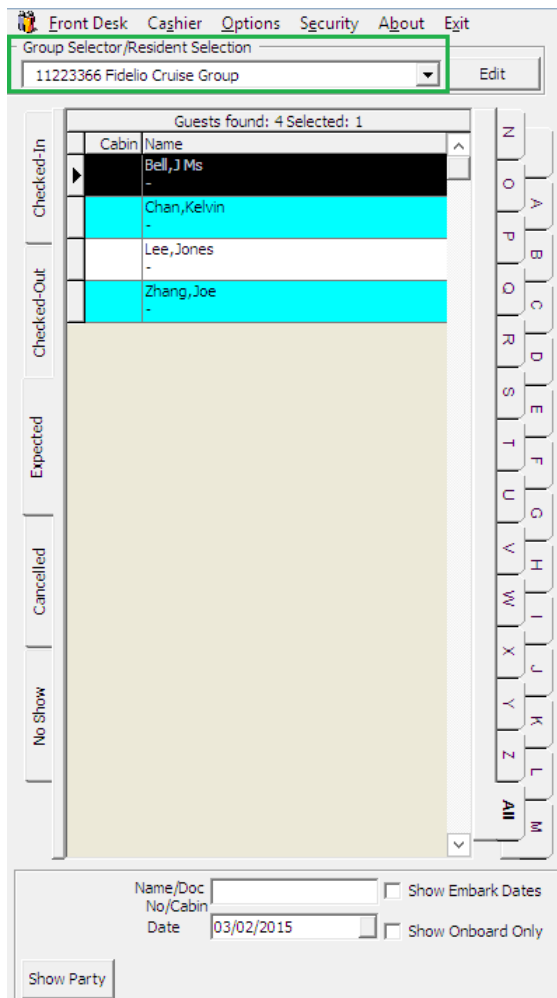
Figure 2-17 - Group Guest List

Remove from Group

Remove from Group function removes guest from an existing group and convert the reservation into an individual reservation.

Removing a guest from group

1. Search the guest name using the Search Panel.

2. Mark the reservation(s), then click **Remove from Group** in the Guest Info tab.

3. The system prompts for a response to remove selected guest(s) from the group. Click **Yes** to proceed.
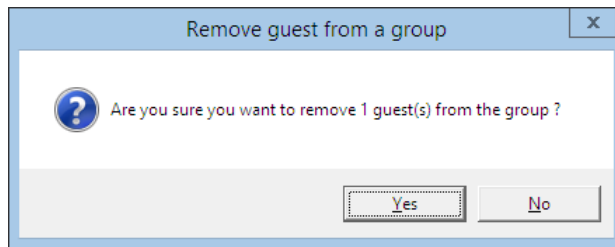
Figure 2-18 - Remove from Group prompt

4. This removes the group name in the **Guest Info, Member of Group**.

Primary Guest

In earlier mentioned topic **Create a Party**, one is able to designate a guest within a party as a primary guest, or the person in the party who is in charge and responsible for accounts. Below are the steps to assign a Primary guest. Do note that this process supersedes earlier assigned Primary guest, if any.

Assigning a Primary Guest

1. Identify the party by clicking the **Show Party** button.
2. Highlight the name of the person to be designated as Primary.
3. Click **Primary Guest** to assign the selected person and the word **Primary** will show under the **Cabin Information** section.

Figure 2-19 - Primary Guest Identifier

Show Log

A chronological record of activities such as passenger's 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.

Showing Log

1. Retrieve the reservation from the Search Panel, then click **Show Log** in Guest Info tab.
2. The system returns a list of events on screen, sorted by date/time order. Click **Print** to send a copy of the log to the printer.

Figure 2-20 - Show Log Events

3. Click the **Export** button to export the log into a supported file format, by selecting the format from the drop-down list.

Figure 2-21 - File Export prompt

Guardian Assignment

Depending on the Ship's policy and age set forth as a Minor, a guardian may be required to accompany a Minor on certain activities or in the absence of the parents. This function is available to account for passengers age is below the *Minimum Adult Age* sets in parameter, General, Guardian Auto Assignment.

Assigning a Guardian

1. Navigate to the **Guest Handling** screen and search for the Minor's name/cabin.

2. Click the **Guardian Assignment**.

3. At the Guardian Assignment window, choose from the following options.

- Passengers in the same cabin.

- Passengers with same booking number.

- Search Name/Cabin number.
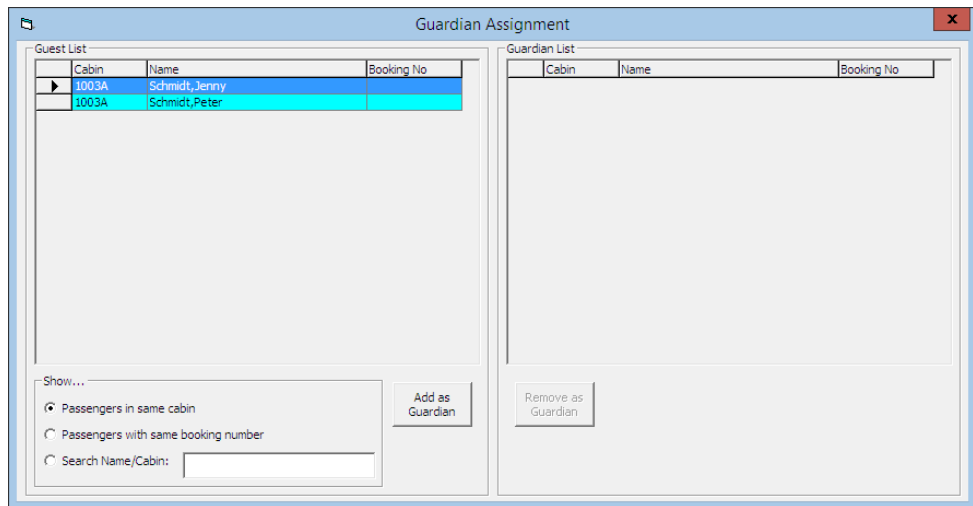
Figure 2-22 - Guardian Assignment window

4. Selecting one of the above options illuminates the **Add as Guardian** button.

5. Choose the guardian name from the guest list, then click **Add as Guardian** to save the name to Guardian List.

6. The assigned guardian name will appear in the **Guest Info**, **Name/Address** section.

Removing Guardian Assignment

1. Retrieve the Minor's account and click the **Guardian Assignment**.

2. Select the name of the guardian under the Guardian List, and click **Remove as Guardian**.
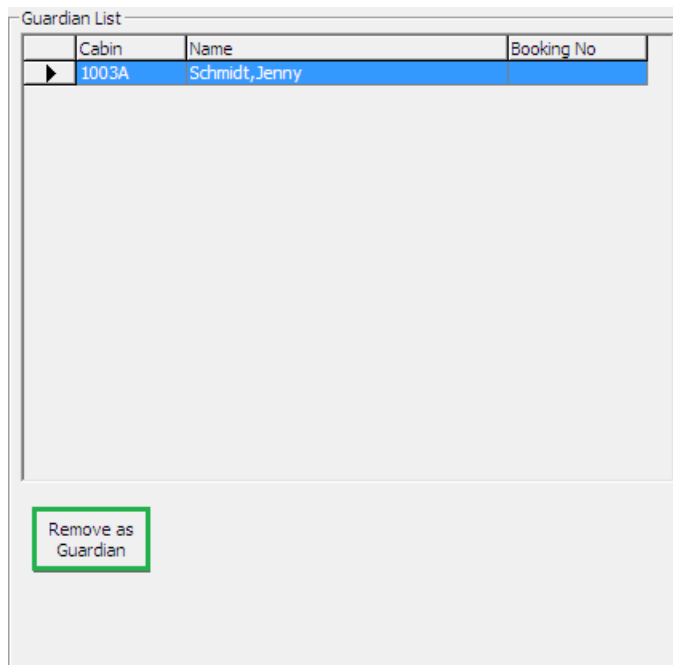
Figure 2-23 - Guardian List

Mark No Show

The Mark No Show function enables you to change the guest status from *Expected* to *No Show* prior to End of Day (EOD) process and is only permissible to users that are assigned with such access rights.

Mark No Show

1. Search for the guest name using the Search Panel, **Expected tab**.

2. Click the **Mark No Show** button located at the bottom right of the Guest Handling screen.

3. At the Mark Guest to No Show prompt, click **Yes** to change the reservation status from *Expected* to *No Show*.
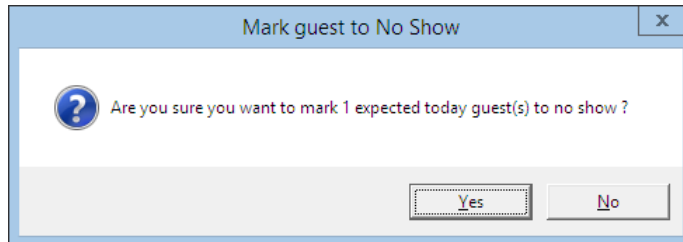
Figure 2-24 - Mark No Show prompt

4. The booking will now appear under the No Show tab.

Service Charge

The Ship may have set up a fixed Service Charge value to be posted automatically into the guest account, and posting is typically performed using the Quick Service Charge Posting function instead of the regular Quick Posting functionality. The value of the Service Charge is managed in Parameter, "**Service Charge", "Default Charge Amount"** and **"Minimum Passenger Age"**. The Service Charge function in Guest Handling enables you to post the service charge manually or disable the automatic posting.

Posting a Service Charge

1. At Guest Info tab of the selected account, click the **Service Charge** button located at the bottom of the screen to open the **Change Service Charge Posting Amount** window.

2. The selection is default to **Post the following amount daily** with **Use System Default Value** checked. Click **OK** to post.
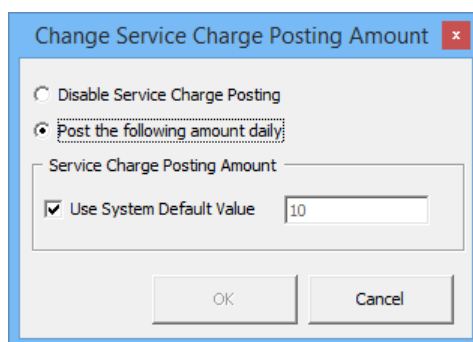
3. If the amount is not per defined, uncheck the **Use System Default Value** check box and manually insert the amount.

4. In the Management prompt, select **Yes** to override the system default value.

```
Express C.Out:            No
Posting Allowed:          Yes
Routing Status:
Serv Chg Amount:          10.00
PPD Category:             Regular Guest
Payment:                  9001 Cash
```

5. The service charge posted is shown in Guest Info tab.

Disabling Service Charge Posting

1. From the **Change Service Charge Posting Amount** window, select **Disable Service Charge Posting**, and then click **OK** to save.

2. In the Guest Info tab, the Service Charge Amount are then changed to **No Service Charge Posting**.

```
Express C.Out:            No
Posting Allowed:          Yes
Routing Status:
Serv Chg Amount:          No Service Charge Posting
PPD Category:             Regular Guest
Payment:                  9001 Cash
```

Add to Disembark Group

Add to Disembark Group function allows you to organize disembarking passengers to disembark in batches at a designated assembly location, departure time and luggage collection location.

1. At the Guest Info tab of the guest account, click **Add to Disembark Group.**

2. In the selection window, select the available group from the grid and then click **Select**.

Name	Tag Name	Meet Time	Disembarkation Time	Available
Group A	Group A	09:00 AM	10:00 AM	50
Group B	Group B	09:00 AM	10:00 AM	49
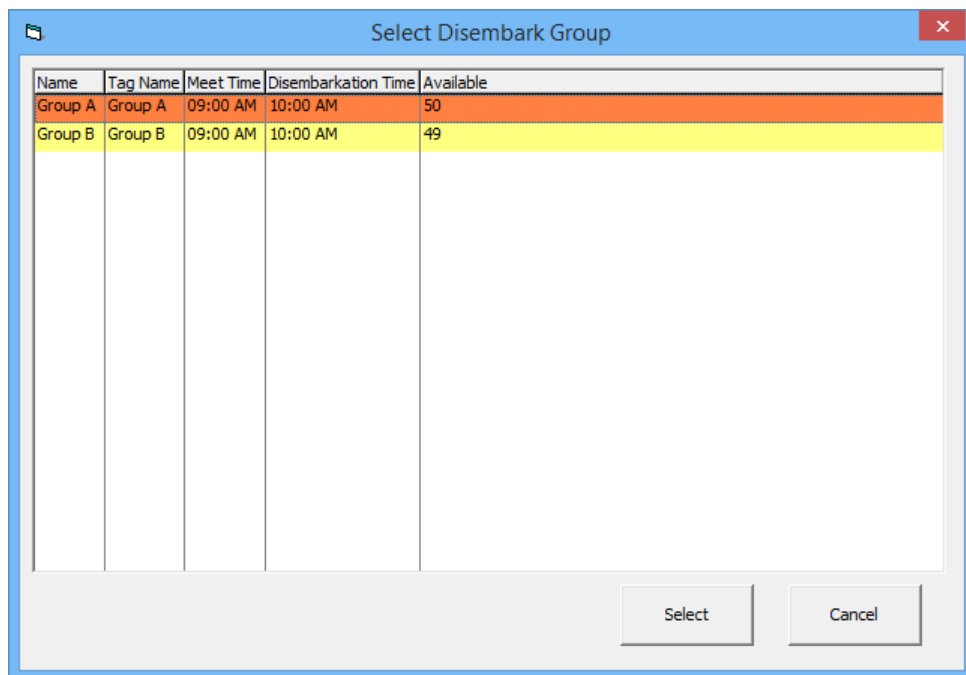
Figure 2-25 - Debarkation Group Assignment

3. At the Add guest to debarkation group prompt, click Yes.

4. The assigned debarkation group is shown in the Guest Info tab, Cabin Information section.

Figure 2-26 - Assigned Debarkation Group

Remove from Debark Group

When a passenger is wrongly assigned to a debarkation group, or they would like to depart with their friends, you are required to firstly remove the assignment and then reassign to the desired group.

In order to remove a passenger from the debark group, click the **Remove from Disembark Group** from the Guest Info tab.

2.4.   Disc, Route, Pkg Tab

Discount, Route, Package function facilitates charges to be routed within the same invoice or to other guest prior to guest check in, setting up of allowable discounts in SPMS and MICROS and a view of Package Plan entitlement.

Routing

The Routing function is designed to automate the transfer of charges within the guest 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 using one of this option - '**Pay for**' or '**Paid by**'.

Figure 2-27 - Routing tab

Table 2-4 - Routing tab definition

Section	Description
1	Pays for - This section defines the payor 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 guest payor is responsible for.
4	User who setup the routing and reason.
5	Financial Department code assigned.
6	Button to setup or remove routing instructions.

> **NOTE:**
>
> Before moving or routing the charges, do check the current routing arrangements first to avoid duplication of routing which will result to charges not being re-directed as planned

Pay for another party

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

1. Search the guest account and navigate **to Disc,Route,Pkg, Routing** tab.
2. Click the **New Routing** button to open the routing dialog box.
3. Select the **Invoice number** where to route the charges.
4. For charges within the same account, leave the cabin number and guest name as it is.
5. In the event where the guest is paying **for** another account, change the cabin number and select the respective guest.
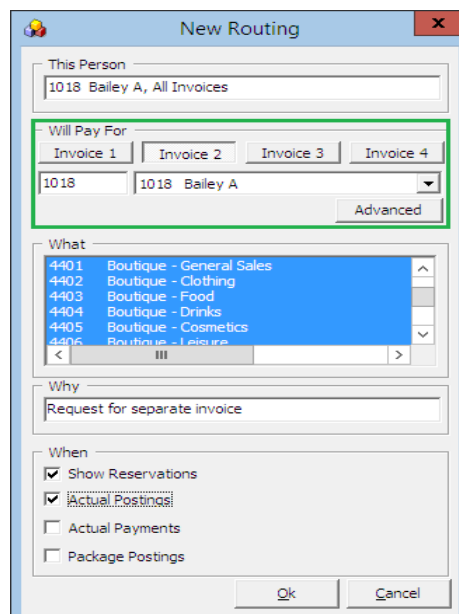
Figure 2-28 - New Routing –'Will Pay For'

6. Select the **Financial Department** group or codes to be routed and insert the routing reason.

7. Check the options where applicable:

    o **Show Reservations:**   Include expected to embark and reserve bookings. Checked-in booking is shown when the check boxes are un-checked.

    o **Actual Postings:** Actual postings routed to another account.

    o **Actual Payments:** Actual payments routed to another account.

    o **Package Postings:** Only route package postings.

8. Click **OK** to save.

9. Once saved, the selected assignments is added to '**Pays for**' in the Routing tab.

Figure 2-29 - Routing Pays For window

Paid by another party

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

1. Search the guest account and navigate to **Disc,Route,Pkg, Routing** tab.

2. Click the **New Routing button** on the right panel under '**For**' section to open the routing dialog box.

3. Select the **Invoice number** where charges are routed to.

4. Enter the cabin number and select the respective guest name from the drop-down list.
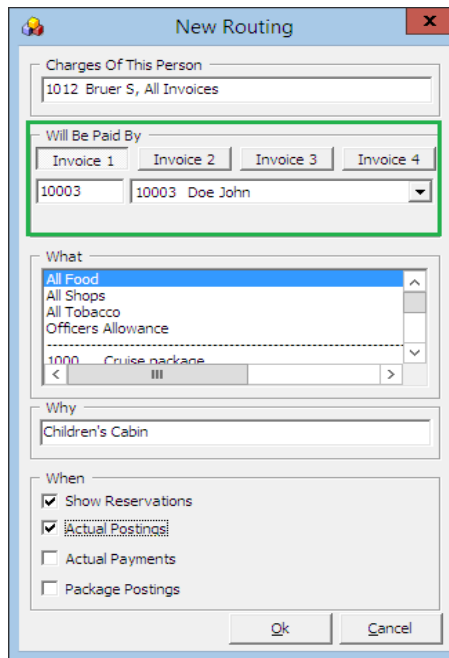
Figure 2-30 - New Routing To – 'Will Be Paid By'

5. Select the **Financial Department** group or codes to be routed and insert the routing reason.

6. Select the options where applicable.

7. Click **OK** to save.

8. Once saved, the selected assignments are added to '**Pays for**' in the Routing tab.
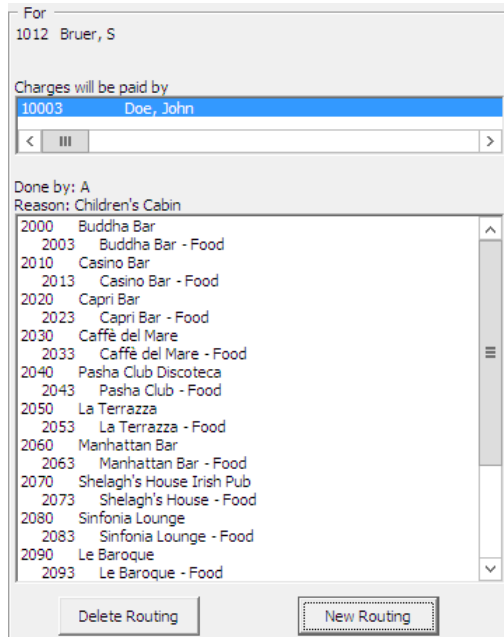
Figure 2-31 – Routing Paid By window

Advanced Routing

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

1. Search for the guest account and navigate to **Disc,Route,Pkg, Routing** tab.

2. Click **New Routing** to open the routing dialog box.

3. In the dialog box, click **Advanced** located below the Invoice drop-down list to open the **Multiple Accounts Selection** window.
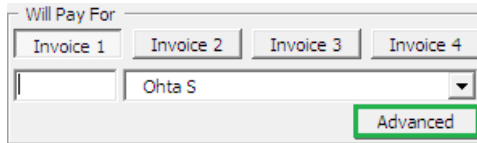
Figure 2-32 - New Routing - Advanced

4. Guests listed in the **Non Selected Accounts** section is based on the default set in **Status** and **Account Type** criteria and this criterion can be changed according to the user requirement.
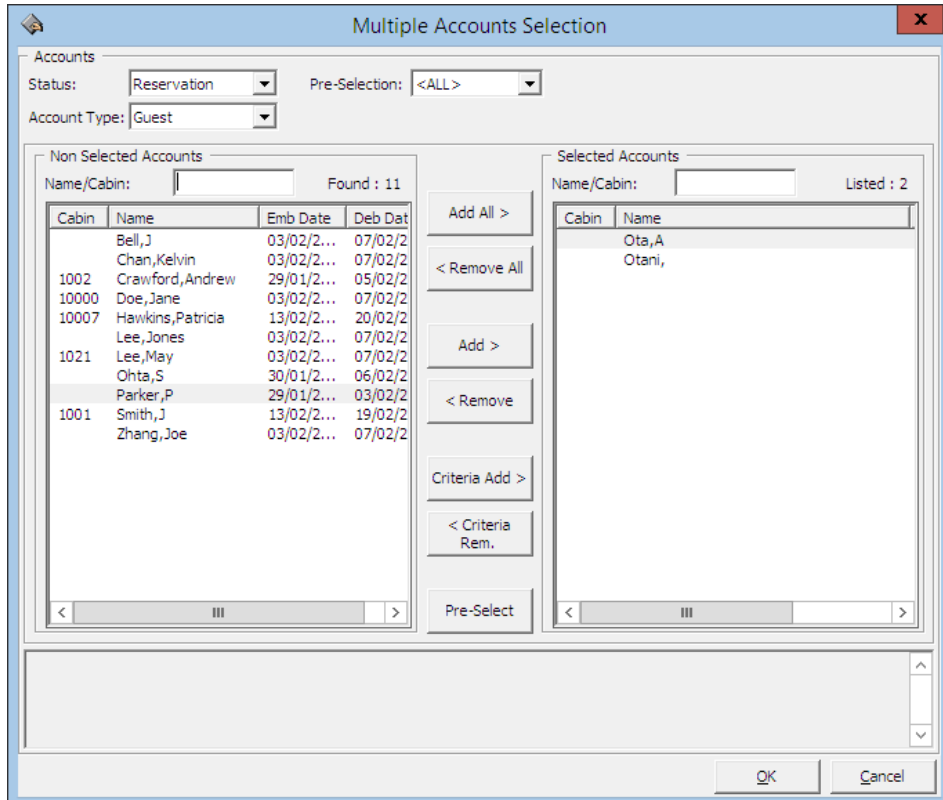
Figure 2-33 - Routing Multiple Account Selection window

5. To select all guests, click **Add All>** or individually select the guest, then click **Add>** to move the selection to the **Selected Accounts** pane.

6. Click **OK** to confirm the multiple accounts selection and this opens the New Routing window with the selected guest account listed on the right table.
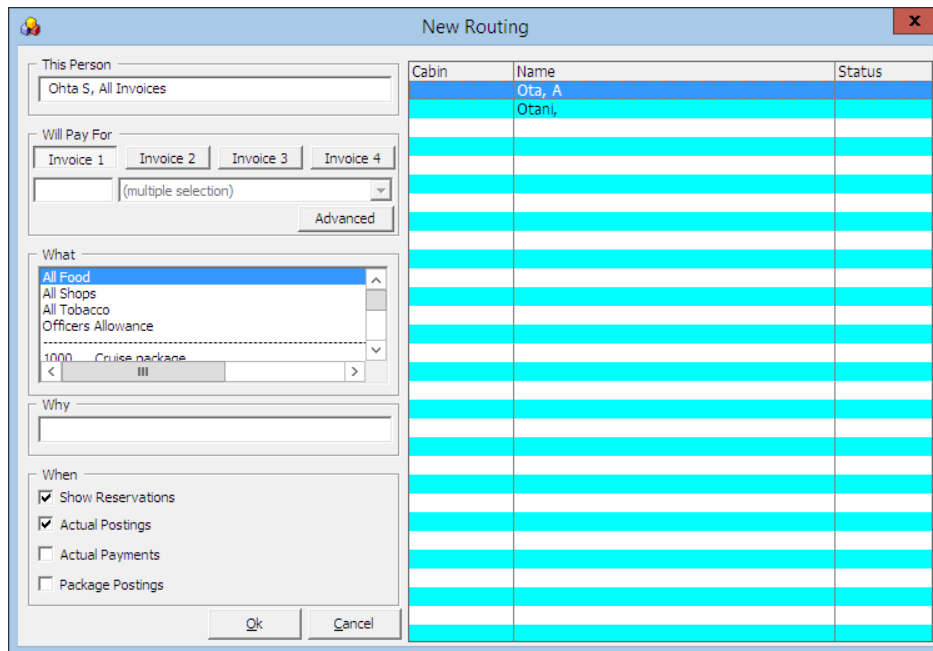
Figure 2-34 - Routing Multiple Account instructions

7. On the left pane of the window, select the **Financial Department, Reason** and when routing will occur, then click **OK** to initiate the multiple account routing instructions.

8. During the assignment process, the status of the guest account will change to **OK**, followed by **Done** and the New Routing window will close automatically once the process completes.

Deleting an existing routing

Below are the steps remove the routing set up in a guest account.

1. Search the guest account and navigate to **Disc,Route,Pkg, Routing** tab.

2. Select the **sub-financial department code** to delete the individual assignment, or the **Main Financial Department** to delete all, and then click **Delete Routing**.

3. The system prompts for a confirmation to delete the assignment. Click **Yes** to confirm or **No** to return to Routing screen.
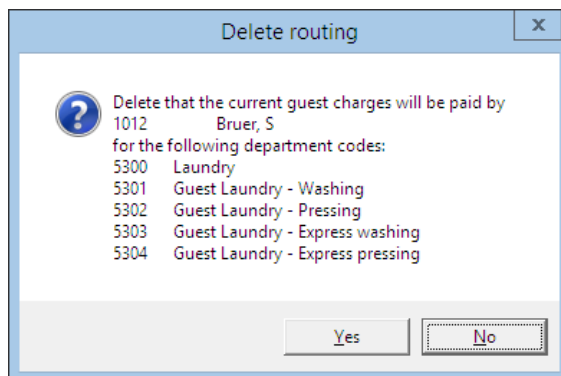
Figure 2-35 - Delete Routing prompt

SPMS Discount

The SPMS Discount function enables you in assigning eligible discount either by percentage or value to a guest account.

Assigning a Discount

1. Look up the guest account and navigate to **Disc,Route,Pkg, SPMS Discount** tab.

2. Click the **New Discount button** to open the discount dialog box.

Figure 2-36 - SPMS Discounts window

3. Insert the **Percentage** and the number of counts in the **Apply Count** field, if the discount is to be accorded an **X** number of times. 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.

4. Select the **Posting Department** entitled to discount, either by selecting department group or individually. For example, All Food/Beverage or Room Service Food only.

5. 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.

6. 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 posts the discount until it reaches the count indicated, and No discount will be accorded to any postings thereafter.

7. The system saves the assigned discounts in SPMS Discount tab. Similarly, these are added when Future Postings is checked in Criteria Discount.
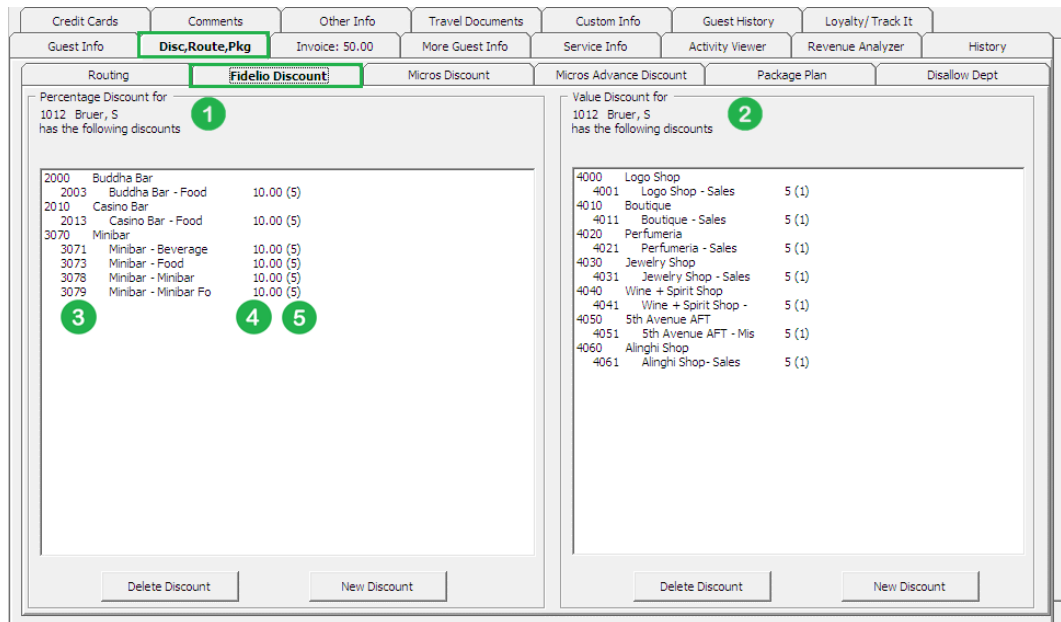
Figure 2-37 - Disc, Route, Pkg - SPMS Discount tab

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

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

Deleting a Discount

1. Look for the guest account, then go to **Disc,Route,Pkg, SPMS Discount** tab.
2. Select the Financial code to delete, then click **Delete Discount**.
3. If **Delete Discount** is clicked *without* first selecting any Financial code, this will delete **All** assignment from the respective window.
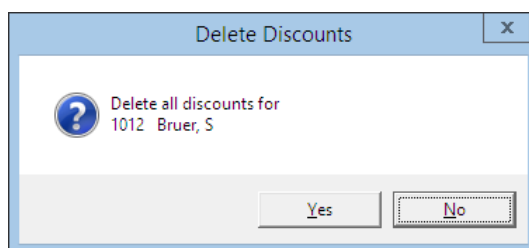
Figure 2-38 - Delete Discount prompt

Micros Discount

The Micros Discount tab displays discounts accorded to the guest by **Micros Discount Itemizer** level. These discounts are shown when a guest has a discount level assigned in **Guest Info, Edit Information, Discount Template** field.
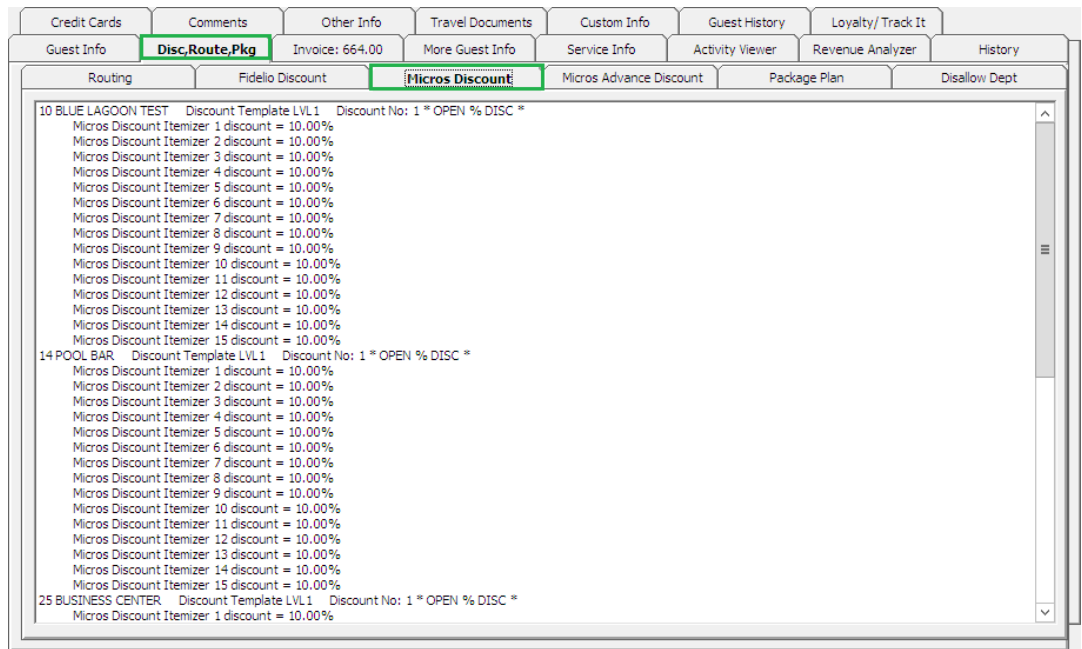
Figure 2-39 - Disc,Route,Pkg - Micros Discount

Assigning Point-of-Sale (POS) Discount Level

1. Search for the guest account in Search Panel.

2. At the Guest Info tab, click **Edit Information** to open the Edit Guest Information screen.

3. In the **Name section**, select the discount template from the drop-down list.

Figure 2-40 - Micros Discount Level Assignment

4. Click **OK** to save.

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

Figure 2-41 - Assigned POS Discount template

6. To view eligible POS Discounts by Itemizer level, go to Disc, Route, Pkg, Micros Discount tab.

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

Micros Advance Discount

The Micros Advance Discounts works similarly to Micros Discount, except that discounts are applied to *Micros Major Group, Family Group* and *Menu Item level* instead of Itemizer Level.

Figure 2-42 - Disc,Route,Pkg - Micros Advance Discount

See topic Administration, POS Discount on how to configure the **Advance Micros Discount**.

Disallow Department

The Disallow Department function manages charges *not* permissible from being posted to the guest account. For example, Casino Bar, all tobacco and others.

Setting Disallow Department

1. Retrieve the guest account, then navigate to **Disc,Route,Pkg, Disallow Posting** tab.

2. Select the **Financial Department** codes to disallow, either by **Group** or I**ndividual department code** from the list, and then click **Save**.
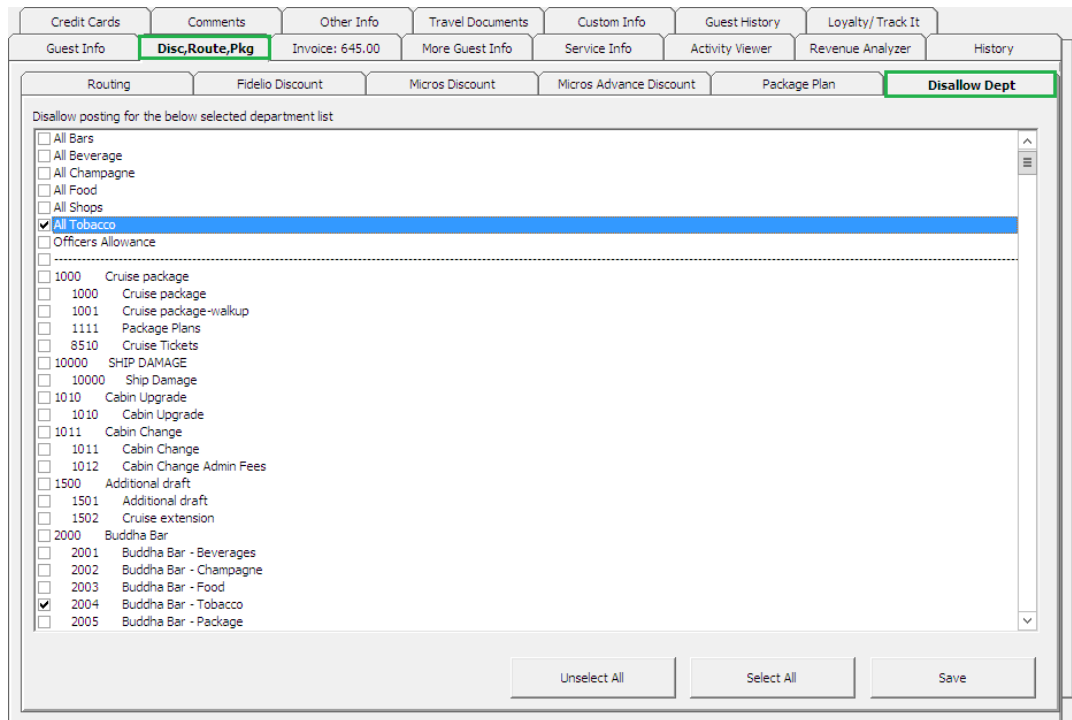
Figure 2-43 - Disallow Department tab

3. When a posting matches the disallowed department, the system prompts that posting is not permissible.
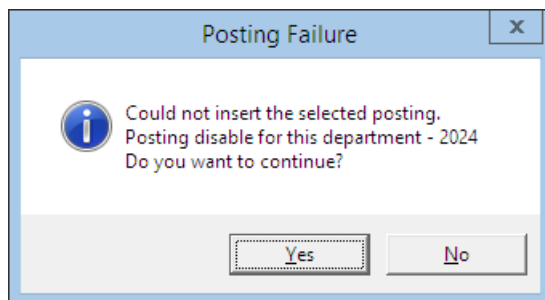
Figure 2-44 - Disallow department posting failure prompt

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

Package Plan

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

Assigning/Purchasing a Package Plan

Assigning the right package to the guest account enables transactions to be posted accurately throughout the cruise, and packages can be assigned to the passenger account.

1. At the Guest Handling screen, search and select the guest record using the guest name or cabin number.

2. At the selected guest record, navigate to **Disc, Route, Pkg** tab, and then **Package Plan** tab.

Cashier Function

3. At the bottom of the screen, select one of this option:

- **Assign package Plan:** To assign an available package that does not have a pre-set Purchase price.

- **Purchase Package Plan:** To purchase a package setup with the purchase price.
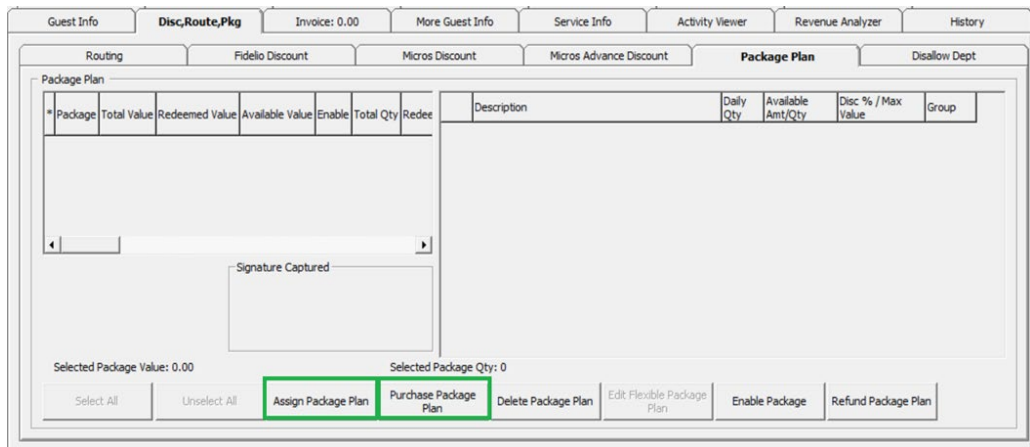
Figure 2-45 - Package Plan options

4. In order to assign/purchase a package, select the available Package from the drop-down list, and then enter the **Reason**.
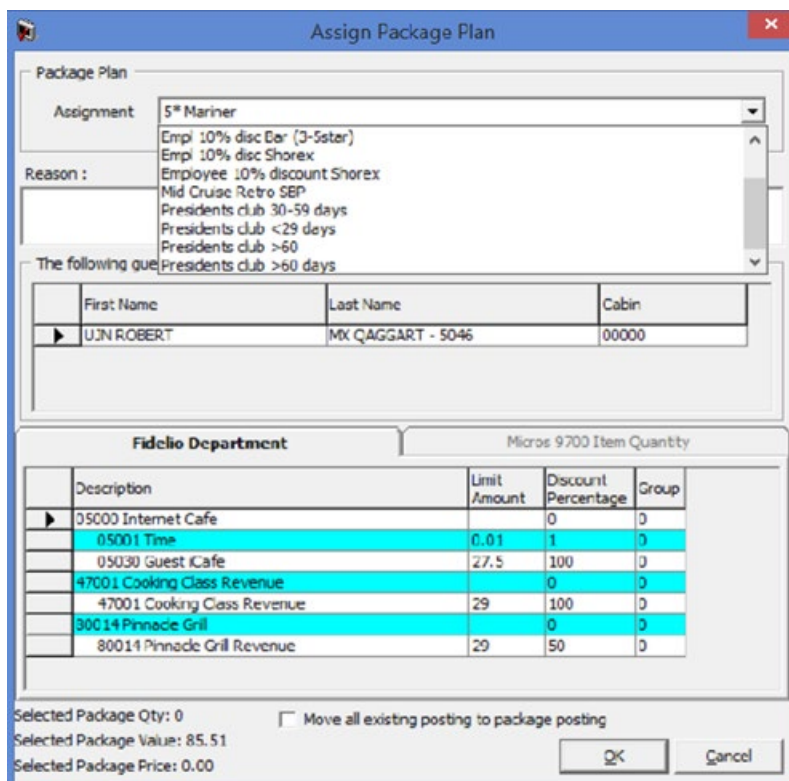
Figure 2-46 - Package Plan assignment screen

> ✎ **NOTE:**
>
> Only check the **Move all existing posting to package posting** when you wish to move the existing postings to package plan. For example, A guest purchases the package part way through the cruise, and past postings that meet the package elements are to be considered as package plan

5. Click **OK** to save.

6. Information's pertaining to the package are displayed in the **Package Plan** tab and status is **Active**.
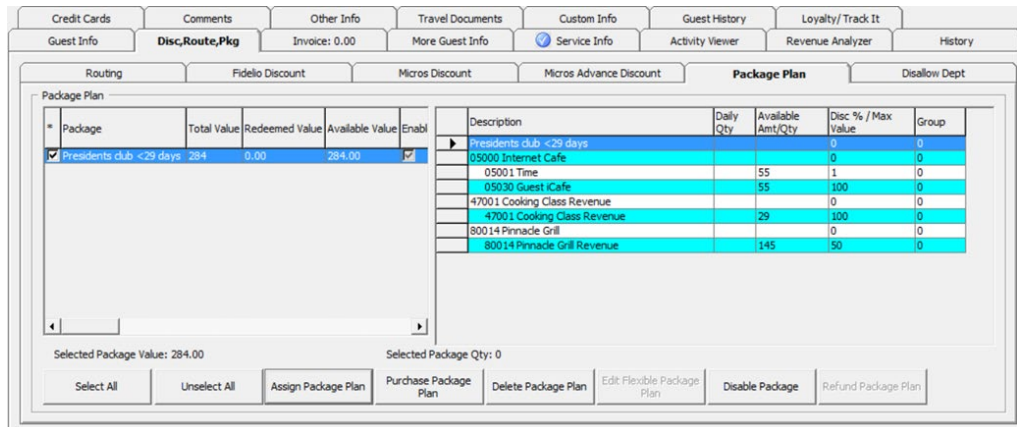
Figure 2-47 - Package Plan Assigned/Purchased

Refunding a Package Plan

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

1. In the Guest Handling screen, search and select the guest record using the guest name or cabin number.

2. In the selected guest record, navigate to **Disc, Route, Pkg tab**, and then **Package Plan tab**.

3. At the bottom of the screen, select **Refund Package Plan**.
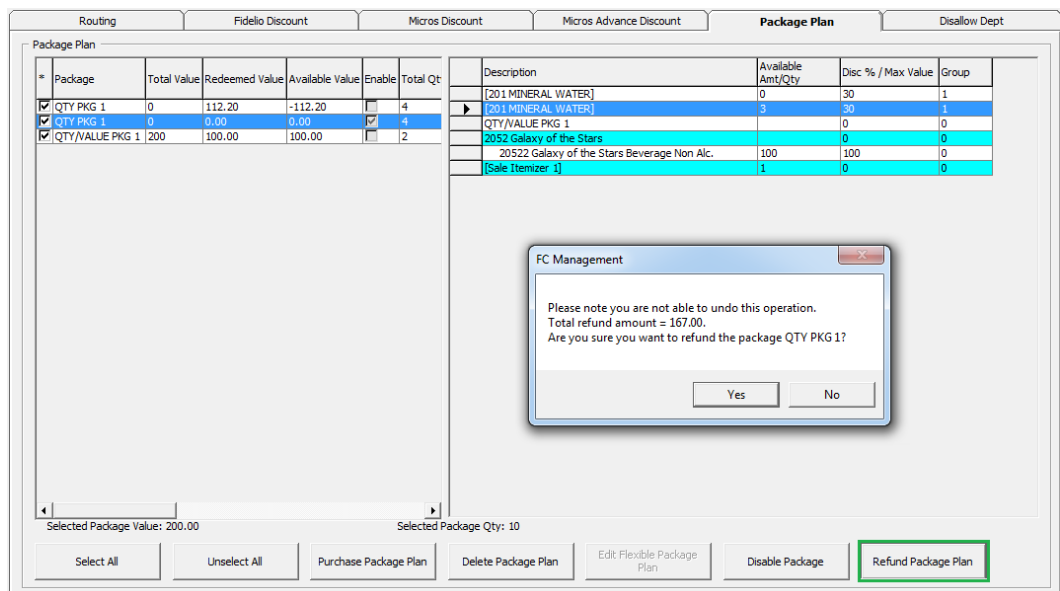
Figure 2-48 - Package Plan Refund option

⚠️ **WARNING:**

It is not possible to reverse the charge once a refund it is processed. This process also *disables* the package plan.

4. Once the package plan is refunded, the system disables the package and displays the remaining value/quantity for references only.

5. In the event where the postings are more than the package price, the system prompts that the refund is not allowed.

Routing a Package Plan posting

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

In the event where both payer and buyer has a package, all postings will go to the payer. Once the payer package is fully utilized, subsequent postings are posted to 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**, and the system auto balances the package invoice/account after each transaction and reduces the total package value or quantity at the same time.

Figure 2-49 - 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.

Balancing a Package Invoice Manually

1. Log in to **Management** module, and in the menu bar, select **Cashier**.

2. Select **Guests** from the drop-down menu to open the Guest Handling screen.

3. In the Guest Handling screen, search and select the guest record using the guest name or cabin number.

4. Navigate to the **Invoice tab**, and then click the amount under the **Package Invoice**.

Figure 2-50 - Settling a Package Plan

5. Choose the **Payment method** and verify the amount to settle when prompt, and then click **Pay or Pay & Print** to pay and print the invoice at the same time, and reduces the Package Invoice balance accordingly.

Figure 2-51 - Paying an invoice

2.5.   Invoice Tab

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

Figure 2-52 - Add Posting screen

Table 2-5 - Field definition of Add Posting screen

Field	Description
Account	Guest Account by Cabin No. and Name
Department	Financial Department codes
Clear fields after adding to postings 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 guest 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 a number of postings added in Quick Posting function.
Current Count	Current count recorded in 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 and/or manually adjust a charge.

Adding a Posting

1. Retrieve the guest account from the Search Panel, then click **Add Posting** in the Guest 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 2-53 - 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 2-54 - Adding a charge

4. Item count increases automatically when the posting is more than one.

Figure 2-55 - Add posting count

5. Click **Post** to finalize the posting(s).

6. Posting will appear in Invoice tab, among other posted charges.

Void Posting

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

Voiding a Posting

1. Search for the guest account in **Guest Handling** screen and navigate to Invoice tab.

2. On the Invoice tab, select the transaction to void, then press the **Void** button.

Figure 2-56 - Void Posting

3. The system prompts for confirmation on the charge to void, indicating the outlet name and amount. Press **Yes** to confirm.

4. Insert the void reason or select from the drop-down menu, and then press **OK**.

Figure 2-57 - Void Reason prompt

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

Figure 2-58 - Invoice display of voided transaction

Pay Invoice

The **Pay Invoice** function is a settlement process against an invoice, be it part or full payment. As the Ship accepts various payment method, the process in applying these payments may vary.

Figure 2-59 – Invoice Payment window

Table 2-6 - 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 Guest Info tab.
Charge 1% Commission	Credit Card commission charge. Amount auto populate in **Commission** field when checked.

Field	Description
Credit Cards Payment Details	Displays masked credit card number assigned to this invoice.
Package Plan Credit	Eligible credit value for Package Plan posting.
Non Refundable Credit	Credit value non-refundable to the 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 the foreign exchange has commission defined.
Due Balance	Outstanding sum after deducting payment applied.
Change Due	Balance due to guest 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 guest when payment method is either cash or foreign currency. The option is available to default the "change due enabled" to be permanently checked. If this is not set as default, the user must check this option to activate the automatic change due calculation when applying the the payment.

Paying an Invoice by Cash

1. Retrieve the guest account from the Search Panel, then click the **Pay Invoice** button located at the bottom of **Guest Handling** screen.
2. The payment department is defaulted 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 then calculates the total amount due by the guest.
4. Enter the amount to settle.

• If the "Change due enabled" is checked and the amount entered is more than the Current Balance, the system automatically calculates the change due amount and set the invoice to Zero balance. See *Figure 2-60 - Invoice Payment with Change Due*

• If the payment applied *does not have* "Change due enabled" checked, the system then post the amount as a *negative* value in Due Balance, resembling a deposit posting. See *Figure 2-61 - Invoice Payment without Change Due*.

• If the payment is of an exact amount, the system posts the value as payment receipt. See *Figure 2-62 - Invoice Payment with exact amount*.

Figure 2-60 - Invoice Payment with Change Due

Figure 2-61 - Invoice Payment without Change Due

Figure 2-62 - Invoice Payment with exact amount

Cashier Function

5. Select either **Pay**, **Pay & Print or Pay & Print Cash Receipt** to complete the transaction. If **Pay** is selected, be sure to print a copy of the invoice for guest reference.

Paying an Invoice with Foreign Currency

1. Retrieve the guest account from the Search Panel, then click **Pay Invoice** located at the bottom of **Guest Handling** screen.

2. The system defaults the payment department according to payment method defined during check in. Select **Foreign Currency Payment department** from the drop-down list.
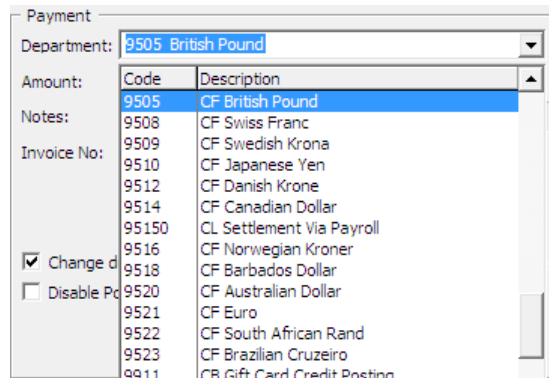
Figure 2-63 - Foreign Currency Financial Department

3. The exchange rate of the selected payment method is displayed beside the amount field.

4. Enter the foreign currency amount and the system then convert the value as shown in **Received Amount**.
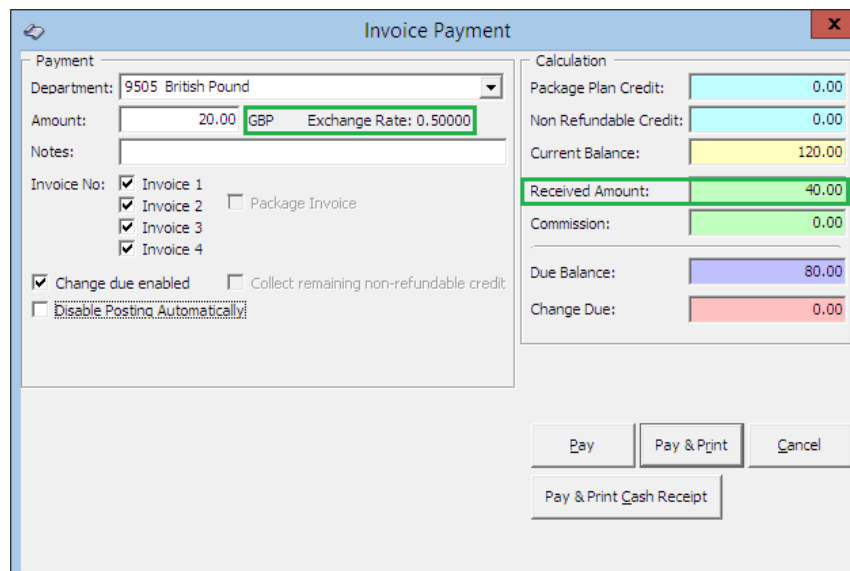
Figure 2-64 - Invoice Payment with foreign currency

5. Select an invoice to apply this payment and the system then calculate the total amount due by the guest.

6. 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 the '**Change Due Enable'** is set as default.

7. Click 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, the account is settled by a company or an agent within agreed payment terms. The invoice is typically transferred to an Account Receivable, being the holding account and will age until payment is received.

1. Retrieve the guest account from the Search Panel, then click **Pay Invoice** located at the bottom of **Guest Handling** screen.

2. The system defaults the payment department according to payment method defined during check in. Select the **Payment department** from the drop-down list.

3. Select an invoice to settle and the system then calculate the total amount due by the guest.

4. Insert the amount to settle.

5. If the exact amount is paid, the system sets the value as payment receipted and Due Balance is 0.00.

Figure 2-65 - Invoice payment by City Ledger

6. Select **Pay** or **Pay & Print** to complete the transaction. If **Pay** is selected, be sure to print a copy of the invoice for guest reference.

Disable Posting Automatically

Deselecting the '**Disable Posting Automatically**' from the check box sets the *Posting Allowed* to *No* in Guest Info tab when the invoice balances is 0.00.
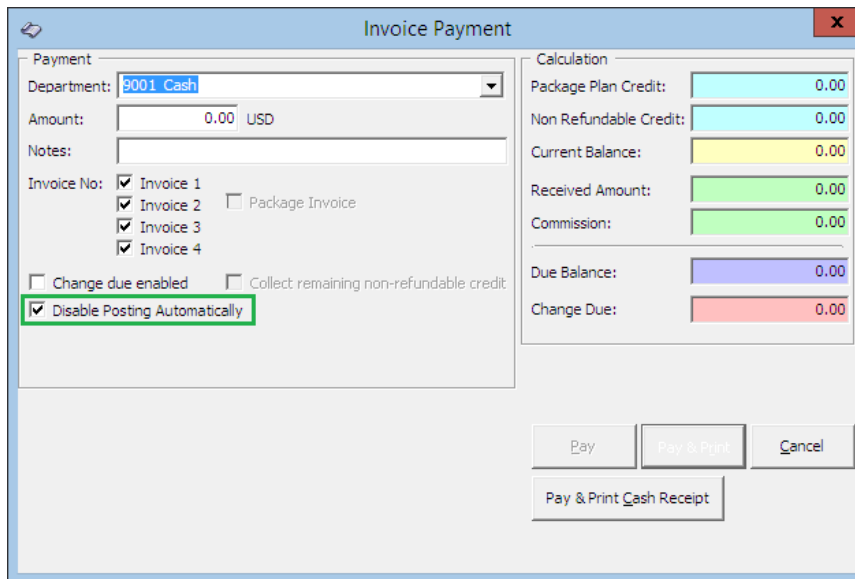
Figure 2-66 - Disable Posting Automatically
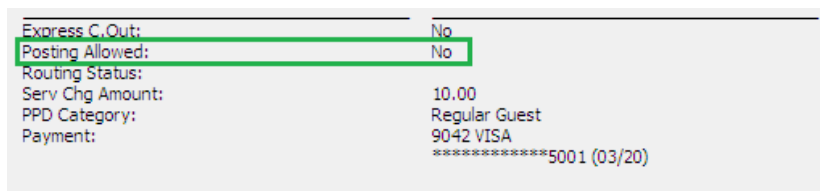
Figure 2-67 - No Posting Allowed in Guest Info tab

The system prompts below message when user tries to post a charge to this invoice and rejects the posting.
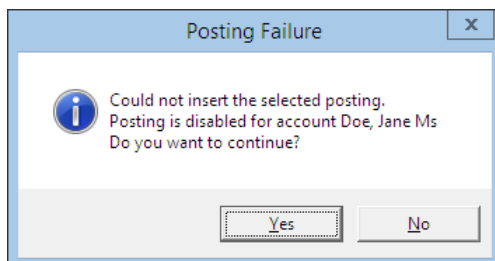
Figure 2-68 – Disable Posting prompt

Resetting posting status to Allowed

1. Click the **Posting Status** in Guest Info tab.

2. At the Enable Posting prompt, select **Yes** to confirm and resets the posting allowed to Yes.
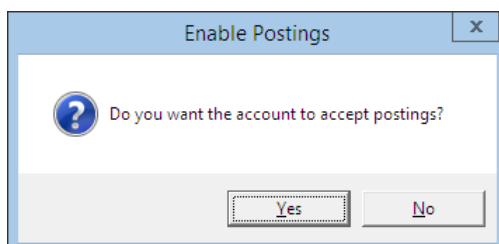
Figure 2-69 - Reset Posting status

Payment by Credit Card

1. Retrieve the guest account from the Search Panel, then click **Pay Invoice** located at the bottom of **Guest Handling** screen.

2. An **Invoice Payment** form opens, displaying the payment department defined during check in.

3. Select the **Payment department** from the drop-down list, if it defers from earlier payment method.

Figure 2-70 - Credit Card Payment selection

4. The amount is automatically filled based on current outstanding of the selected invoice, for example: Invoice 1 balance = $30, Invoice 2 balance = $20. When all the invoices is checked, the total becomes $50. Adjust the amount and select the invoice to pay *if they defer*.

Figure 2-71 - Credit Card Commission selection

5. The % commission shown is according to the commission rate set up in **Financial Department** codes and is *checked* by default. The value of commission chargeable is shown in **Commission** field and if the commission is not applicable, deselect the commission check box.

6. Click the **Pay** or **Pay & Print** to complete the transaction. If **Pay** is selected, be sure to print a copy of the invoice for guest reference.

Print Invoice

The Print Invoice function enables you to print invoices in a different layout, made available by the Ship. It has a preview function which allows 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 Guest Info tab to open the **Passengers 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. Click **Print** to send the print job to the printer.
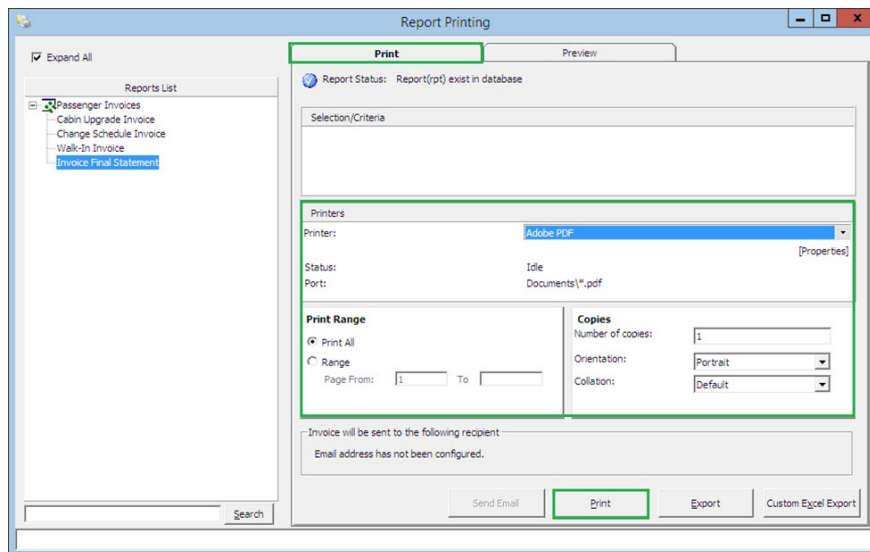
Figure 2-72 - Print Invoice screen

Preview Invoice

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

1. Repeat step 1 and 2 of above.

2. Navigate to the Preview tab to view the invoice.

3. Click the **Printer icon** if you wish to send the print job to the printer.
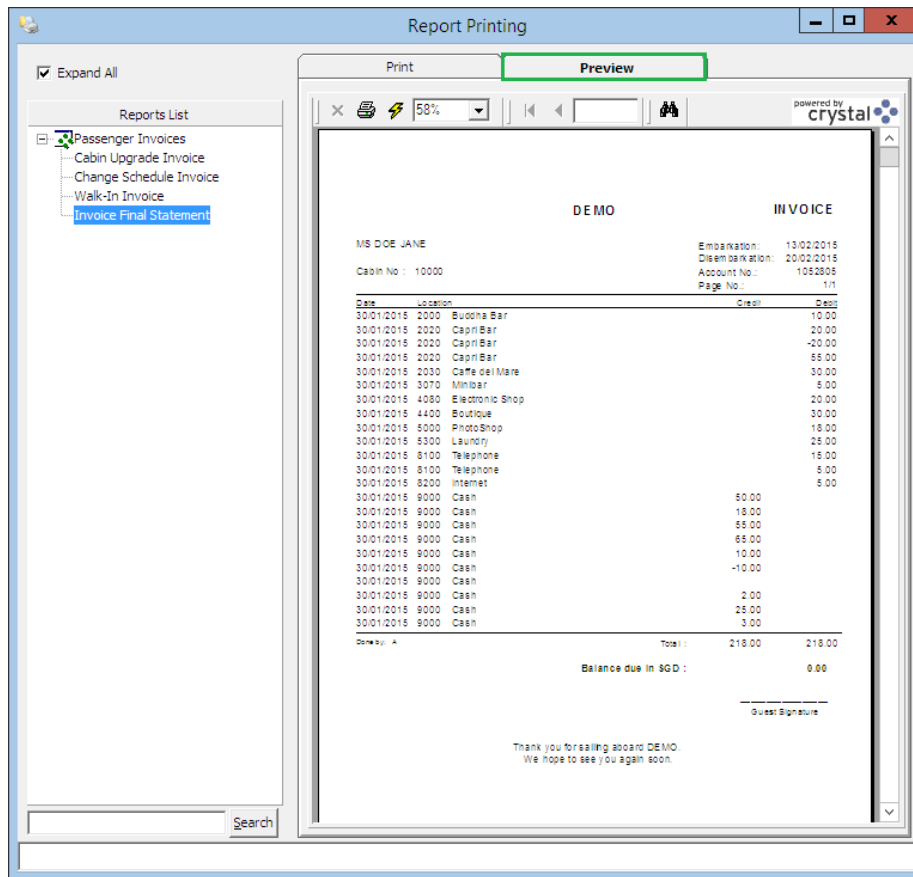
Figure 2-73 - Preview Invoice before printing

Emailing an Invoice

In a paperless environment, a copy of the invoice may be sent to the guest's email account, only when on-board email is listed in the guest 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 Printing an Invoice.

2. In the Print tab, press **Send Email** and you will receive below prompt once the email is successfully sent.
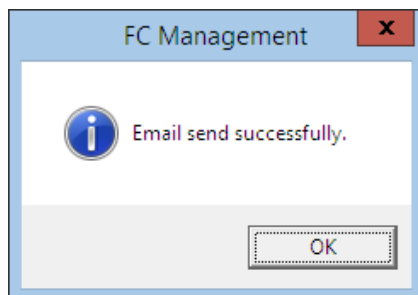
Figure 2-74 - Invoice successfully emailed

Exporting an Invoice

The system allows export of invoices into another file format. The supported file formats are: Acrobat Format, Crystal Report, MS Word, MS Excel and many more.

1. Repeat step 1 and 2 of Printing an Invoice.

Cashier Function

2. In the Print tab, press **Export**.

3. Select the file format and destination type from the drop-down list when prompt.
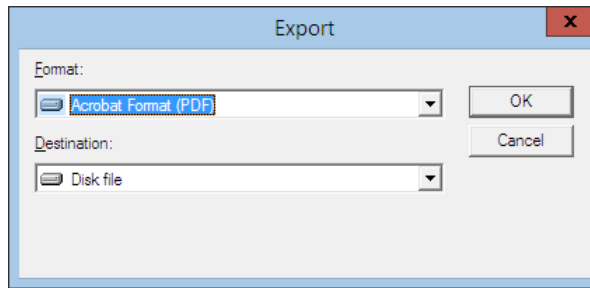
Figure 2-75 - File Export Format selection

4. Select the page range to print.

5. Enter the file name to save as when the system prompts for file saving location.

Figure 2-76 - Sample Invoice

Custom Excel Export

This function exports the invoice into a predefined Excel format.

1. Repeat step 1 and 2 of Printing an Invoice.

2. In the Print tab, press **Custom Excel Export**.

3. Enter the file name to save when the system prompts for file saving location.

Move & Route

The Move and Route function enable bills to be organized at the time of credit sign up, during the cruise or at the end of the cruise when a guest 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 suits the operational needs.

Moving a charge from one invoice to another

1. Select the guest account and navigate to the Invoice tab.
2. Mark the transaction to be moved.
3. Press, and hold down the left mouse click.
4. Drag the transaction to the location by moving the mouse pointer.
5. Drop the object by releasing the left mouse click.

	Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID
▶	29/01/2015	2020 Capri Bar		10.00	0.00	0.00	0.00	Doe John	14118857
	29/01/2015	1010 Cabin Upgrade		100.00	0.00	0.00	0.00	Doe John	14118836

All Invoices	1.Invoice	2.Invoice	3.Invoice	4.Invoice	Package
110.00	110.00	0.00	0.00	0.00	0.00

Figure 2-77 - Move & Route function

6. The original invoice amount will decrease and the newly created invoice amount increases.

All Invoices	1.Invoice	2.Invoice	3.Invoice	4.Invoice	Package
110.00	100.00	10.00	0.00	0.00	0.00

Setting Up Charge Route

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

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

Figure 2-78 - Move Posting tab

Table 2-7 - Definition of Move Posting tab

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

1. By default, the system displays **All Invoices** as the main invoice. Select the invoice where the charges are routed to.

2. If charges are routed to another guest/payer, enter the **cabin number** and select the guest name.

3. Select either the department group or financial department code to route and the reason in the **Why** field.

4. Choose the type of posting to route, actual/future postings or actual payments.

5. If **Future Postings** is checked, the system automatically places the department code in **Disc, Route, Pkg tab, Routing** window. See also Disc, Route, Pkg section for more information.

Criteria Discount

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

According a Criteria Discount

1. Select the account and navigate to Invoice tab.

2. Click **Criteria Discounts** to open a dialog box.

3. Enter the **Percentage value** and the number of counts in **Apply Count** field if the discount is accorded an *X* number of times. For example, enter 1 to specify a one-time discount for every selected department code or leave as blank for unlimited discounts is given for every selected department.
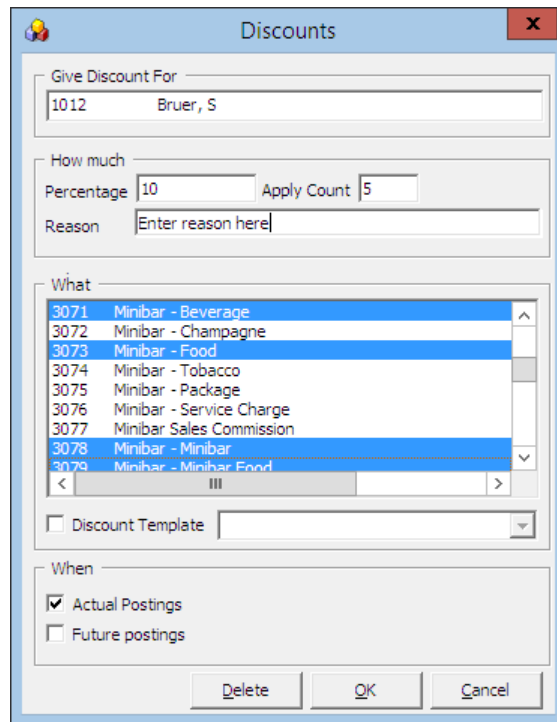
Figure 2-79 - Criteria Discounts window

4. Select the **Financial Department** entitled to discount.

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 posts the discount until it reaches the count indicated, and No discount will be accorded to any postings thereafter.

6. The system then posts an adjustment (reverse) against the original posting and set the adjusted posting to **No Print** automatically, then repost the correct value with discount 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 2-80 - Example of Criteria Discount

See also Disc, Route, Pkg

Item Discount

The Item Discounts is a function that deducts a specific percentage of selected postings on the guest invoice.

Note: This is a Percentage discount and not available as value discount.

According an Item Discount

1. Atn the **Invoice** tab, mark the posting entitled to the discount, then **Item Discounts** button.

2. Insert the value in percentage in the **Discount** field, then click **OK** to proceed.
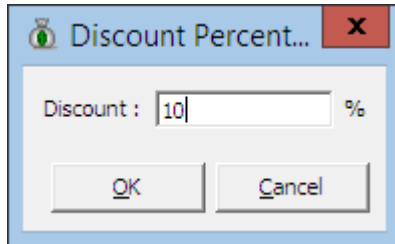
Figure 2-81 - Item Discount

3. The system posts an adjustment (reverse) against the original posting and set the adjusted posting to **No Print** automatically, and 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 2-82 – Example of Item discount transactions

Hide No Print

This function works with transactions that are marked with **No Prints,** for example: voided transactions. The process changes the information displayed, giving you an organized invoice view.

Hiding transactions with NoPrints

1. Click **Hide NoPrints** to switch the button from Hide NoPrints to Show NoPrints.

2. Transactions marked with NoPrints (pale yellow) are then hidden from the invoice screen until user clicks the Show NoPrints.

To Show NoPrints transactions

1. Click **Show NoPrints** to switch the button from Show NoPrints to Hide NoPrints.

2. Transactions marked with NoPrints (pale yellow) are shown on the invoice screen.

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 2-83 - Example of NoPrints transactions

No Print

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

Showing transactions set to NoPrint

1. Retrieve the account and navigate to the Invoice tab.

2. Select the desire transactions and click **NoPrint.**
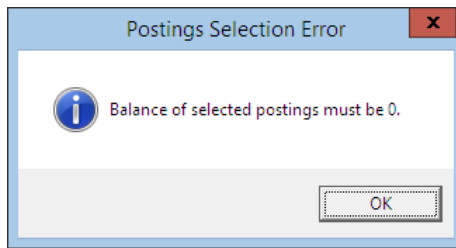
Figure 2-84 -No Print posting not equal to 0

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

4. Transactions marked as **No Print** are highlighted in pale yellow.

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 2-85 - Example of NoPrints transactions

To reset NoPrint transactions to original state

1. Select the NoPrint transactions, then click **NoPrint.**

2. Transactions are reverted 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 can be adjusted for specific guest at the jurisdiction of the Chief Purser.

Setting a Credit Limit

1. In the Invoice tab, click **Set Credit Limit** button.

2. Insert the credit value in the dialogue 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** warning prompt will appear in both SPMS and MICROS System during posting and charges will not be added.
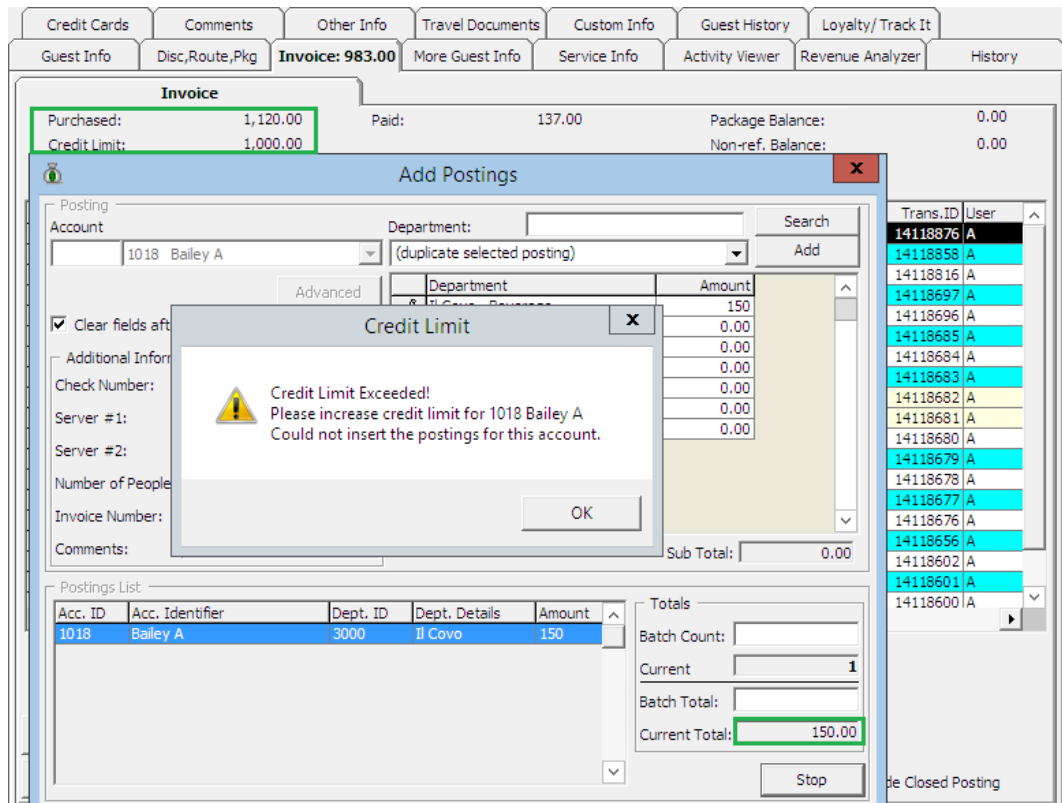
Figure 2-86 - Warning prompt when Credit Limit exceeded

> ✏️ **NOTE:**
>
> The same warning prompt appears if the account is routed and payor has a Credit Limit defined.

4. Consult your Chief Purser or 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:**
>
> This *cannot be undone* once the account is closed

Closing an account with Close Posting

1. Retrieve the account and navigate to Invoice tab.

2. Ensure all invoices are 0.00 balance. If the account is unbalanced, the system then prompts a **Balance not zero** message.
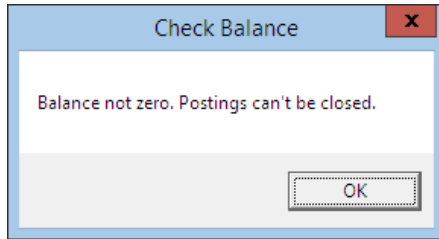
Figure 2-87 - Balance not 0.00 in Close Posting

3. Click **Close Postings** button.

4. Select **Yes** when system prompt for a response. If **No** is selected, it will return to Invoice tab *without* closing the postings.
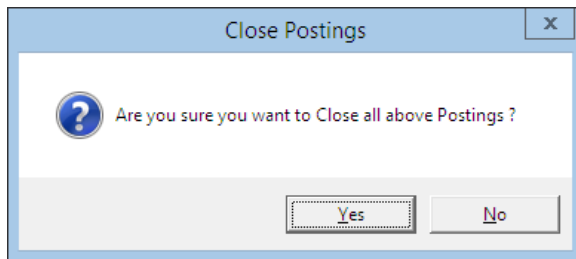
Figure 2-88 - Close Posting confirmation

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

Set Spending Limit

Set Spending Limit function limits the buyer spending value and is only enabled when an account is routed to another account, for example: Mr X paying for Mr Y and would like to limit the spending of Mr Y to $500. The Set Spending Limit is enabled in Mr. Y account and not Mr. X.

> ⚠️ **WARNING:**
>
> This *cannot be undone* once the account is closed

Setting a Spending Limit

1. Retrieve the guest account and navigate to the Invoice tab.

2. The **Set Spending Limit** is enabled when routing is present in the account.

3. Click **Set Spending Limit** to open a dialogue window.
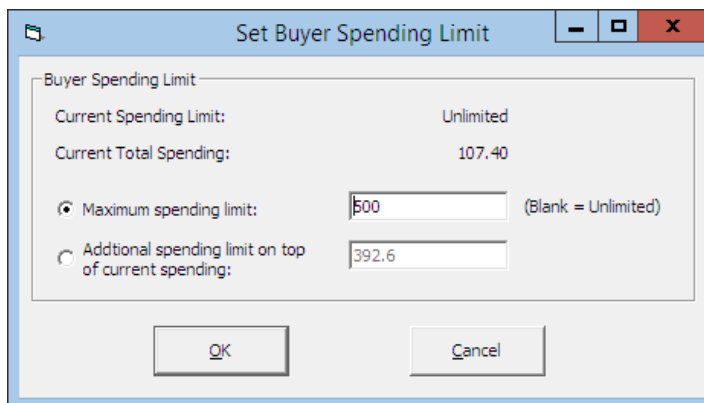
Figure 2-89 - Set Spending Limit options.

Table 2-8 - Options available in Set Buyer Spending Limit

Field	Description
Maximum Spending Limit	The maximum value allowed to spend.
Additional Spending Limit on top of current Spending	Additional value to top up the limit. For example: Current spending is $107.40 and the intended limit is $500. The value to insert is $392.60.

4. Insert the spending limit in one of the available option, then click **OK to save.**

5. The system updates the guest credit limit in Invoice tab with new information.

Figure 2-90 - Credit limit displayed in Guest Invoice tab

Show Pre-Cruise Invoice

Pre-Cruise Invoice allows you to prepare an advance invoice for the guest. Postings and payments posted in Pre-Cruise Invoice function are *not* actual revenue until they are posted to a checked in account.

Creating a Pre-Cruise Invoice

1. Retrieve an **Expected** guest reservation from the Search Panel.

2. In the **Guest Handling** screen, click **Add Posting (Pre-Cruise)** to open the Pre-Cruise Posting screen.
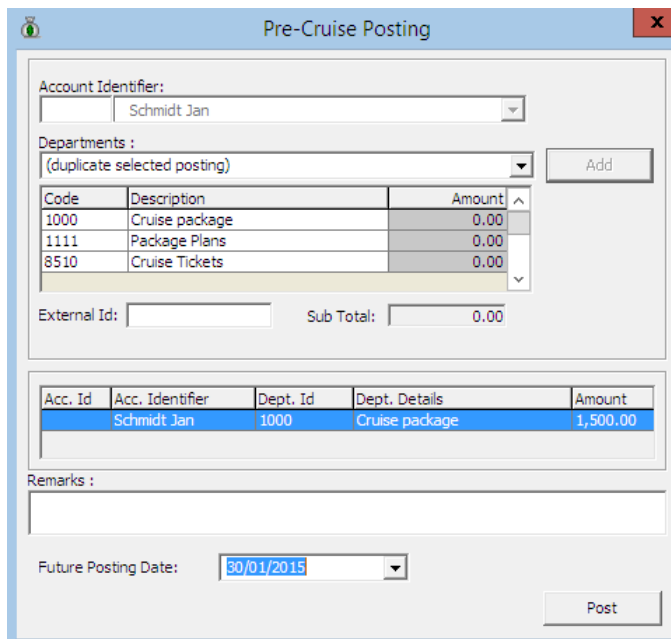
Figure 2-91 - Pre-Cruise Posting screen

3. Select the **Financial Department** to post, then click **Add**.

4. Insert remarks pertaining to this posting, if any.

5. In **Future Posting Date** field, select the date to post to.

6. Click **Post** to complete the pre-cruise invoice with earlier added postings in **Pre-Invoice** screen.

Figure 2-92 - Sample Pre-Cruise transactions

Converting a Pre-Cruise Invoice into Actual Posting

1. At the point of check-in, the system prompts you to convert the pre-cruise postings into regular postings.
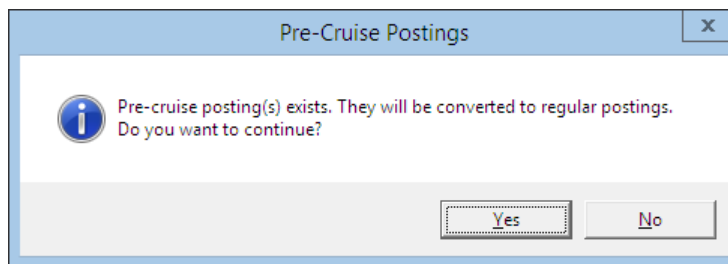
2. Select **Yes** to convert the postings.

3. A **Show Pre-Cruise Invoice** is now added to the bottom right of the screen.

4. Click the **Show Pre-Cruise Invoice** to toggle between guest invoice and pre-cruise invoice screen, if there are future postings. When toggling, the button will change to **Show Invoice** or vice versa.

> ✎ **NOTE:**
>
> When the Show Pre-Cruise Invoice is clicked, the **Add Posting** will change to **Add Posting (Pre-Cruise),** enabling you to perform pre-cruise posting and apply the payment to future posting date. .

5. Once all the pre-cruise postings are posted, the **Show Pre-Cruise** is automatically disabled.

Undoing Non-Converted Pre-Cruise Posting

When you accidentally click **No** at the prompt to convert pre-cruise postings to regular postings, these postings are stored in **Quick Pre-Posting Conversion** function, allowing you to repost all the pre-posting.

1. In the **Cashier** drop-down menu, select **Quick Pre-Posting Conversion** from the drop-down list.
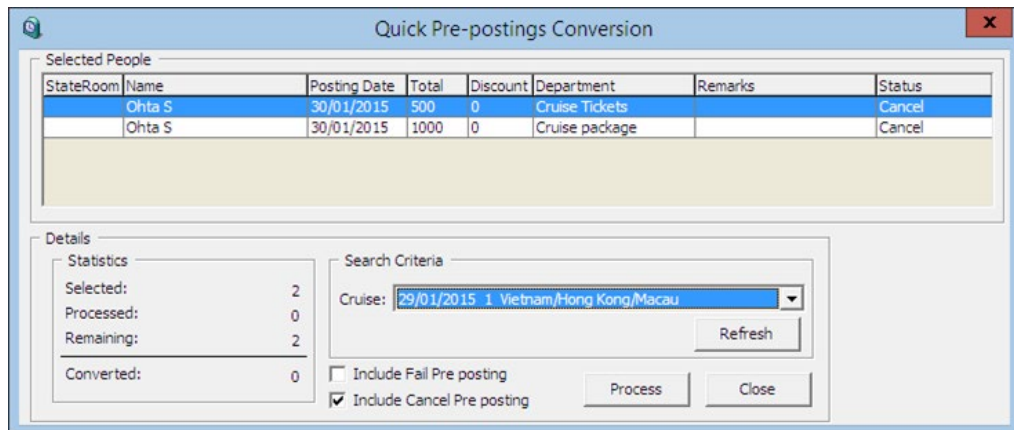
Figure 2-93 - Quick Pre-Posting Conversion

2. A list posting failed to convert is displayed in **Selected People** grid.

3. In the **Search Criteria** drop-down list, select the **Cruise** and then click **Process**.

4. Click **Yes** on **Quick Prepostings Conversion** prompt to post all the pre-cruise postings, and then click **OK** on a number of pre-postings to post when prompt.

5. In the **Statistic** section, number of selected, process, remaining and converted posting(s) are shown.

2.6. More Guest Info Tab

The More Guest Info tab stores various information's such as Billing Address, Travel Agency contact, Cruise Reservation Related Information, guest picture and Document Return status, and most of all fields in Billing Address, Travel Agency and Product Details section are editable with an *in-line edit function* by simply clicking on the field name and insert the text. Editing other sections such as Take Picture, Edit Cruise Fare and Document Return would require the user to click on the available buttons.

Figure 2-94 - More Info tab

Table 2-9 - Field definition of More Info tab

Field	Description
Name	Billing Name
Street	Billing Address
City	City of Billing Address
Zip	Zip code of Billing Address
State	State of Billing Address
Country	Country of Billing Address
Travel Agency	
Name	Travel Agency Name
Street	Street Address of Agency
City	City
State	State
Zip	Zip Code
Country	Country
Phone	Phone number of Travel Agency
Fax	Fax number of Travel Agency
Salutation	Salutation of contact person
First Name	First name of contact person
Last Name	Last name of contact person

Field	Description
E-Mail	email address of contact
AgentID	Agency ID
Agent R.ID:	Additional Agency ID
Agent B.ID	Additional Agency ID
Take Picture	
Live Picture	Live view of the guest before picture were taken
Stored Picture	Picture saved using Live Picture function
Cruise Reservation Related Info	
Pre Cruise	Pre-Cruise arrangement. Information imported via DGS.
Post Cruise	Post-Cruise arrangement. Information imported via DGS.
Currency	Cruise Fare Currency. Information imported via DGS.
Trav. Insurance	Travel Insurance number. Information imported via DGS.
Cruise Fare Code	Fare code from the reservation system. Information imported via DGS.
Cruise Fare	Cruise Fare. Information imported via DGS.
Cruise Full Fare	Full Cruise Fare. Information imported via DGS.
Edit Cruise Fare	Function to edit cruise fare balance. User right dependent.
Product Details	
Product	Product code linked to the booking
Promotion	Promotion code linked to the booking
Savings	Discount code linked to the booking
Return Documents	
Documents are not returned	Indicate the date/time and user who returned the guest travel document.

Take Picture

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

Taking Guest Picture

1. Retrieve the account and navigate to the More Info tab.
2. The live image of the guest is displayed in the **Live Picture** window.
3. Click the **Take Picture** button to capture the image.
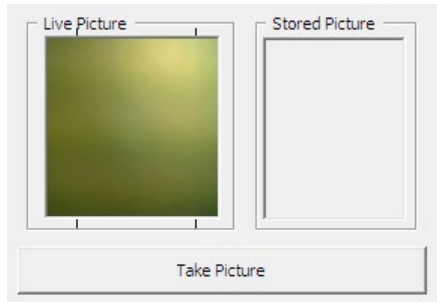
Figure 2-95 - Take Picture

Cruise Reservation Related Info

The Cruise Reservation Related Info section displays the cruise price paid in Reservation system, and these data are imported from DGS ResOnline. These fields are not editable, except for the **Cruise Fare Balance,** and it is dependent on User Access Rights #4461.

Editing Cruise Fare

1. In the More Info tab, click the **Edit Cruise Fare**.

2. Edit the Cruise Fare Balance and then click **OK** to save.
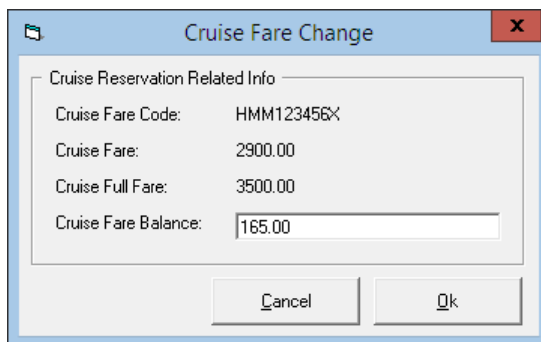
Figure 2-96 - Edit Cruise Fare

Document Return

The Document Return section stores the date, time and user who returned the travel documents to the guest via the **Document Return** module.
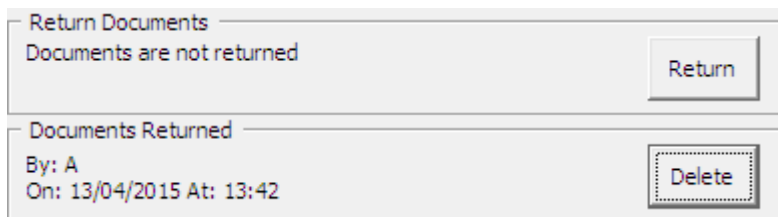
Figure 2-97 - Document Return in More Guest Info

Canceling a Document Return

1. In the More Info tab, click **Delete** to reset the document status.

2. This changes the button display to **Return** and status of the document as 'Documents are not returned'.

2.7. Service Info Tab

The **Service Info** function in **Guest Handling** screen stores the type of service, amenities package or special requests rendered by the ship, without having to rely on the large manifest for information. The packages and requests arranged by the cruise company prior to actual sail date are also included in the reservation information during the periodic import. Although these information's are mainly updated through reservations import file, manual update is possible when needed. Besides listing these requests under individual guest records, a summary of such information are populated in **Amenities Overview** function, allowing the responsible parties on board such as Manager, Chief Steward, Hostess/Group Coordinator an access, and ensuring requests are fulfilled.

Figure 2-98 - Guest Handling-Service Info tab

The screen is divided into two sections:

1. The section contains details of pre-planned company packages or any amenities to be accorded during the cruise.

2. The section contains all the Special Requests for a passenger with special needs.

Setting Up an Amenity / Special Request

1. Retrieve the account and navigate to Service Info tab.

2. Click the **New** button under the **Amenity/Special Request** section to open a dialog box, and then fill in all the required information.

Figure 2-99 - Amenity Information Form

Figure 2-100 - Special Request Form

Table 2-10 - Field definition of Amenity / Special Request Form

Field	Description
Code / Action Code	Short Amenity /Special Request Code
Description	Description of the code
Ext. Code	External brochure/reference code.
Comments	Additional comments pertaining to this amenity
Quantity	Required quantity
Price each	Unit price of amenity

Cashier Function

Field	Description
Cost	Amenity Cost Price
Currency	Amenity price currency.
Applicable	Price sold per passenger or cabin.
Status	Amenity status - Active or Cancelled
Sender	Amenity Sender
Message	Message from sender
Division	Division responsible for delivery
Date / Event Date	Schedule delivery date
Time / Event Time	Schedule delivery time
Location	Delivery location
Occurrence	No of occurrence if any
Done by Date/Time	Date and time items were delivered
Waiter	Service completed by

3. Click the **OK** to save, and this adds the items into the Amenities/Special Request section and a **Red X envelope** icon under **Done** column.

Figure 2-101 – Amenities/Special Request Items

4. A **Check Mark** icon is placed on the **Service Info** tab as an alert that there are entry needing follow-up.

Marking Items as Delivered

1. Select the item from the Amenity/Special Request section and then click **Delivered**.

2. The system then replaces the Red X envelope with a Check Mark in the **Done** column, with its Date/Time and User who complete the task shown.

Figure 2-102 - Amenities/Special Request Delivered Items

3. Click the **OK** to save, and this adds the items to the Special Requests section and a Red X envelope under **Done** column.

4. The system places a check mark on the Service Info tab as an alert that there are entry needing follow-up.

2.8. Activity Viewer Tab

The Activity Viewer tab provides users a quick view of the activities signed up by the guest, be it Excursion, Dining arrangements or Spa booking, thus enabling them to locate the guest or follow up on up-coming activities. The information's displayed are controlled by two parameters:

- EONE, Use RCL XML Format
- Personal Itin, ShowAlt
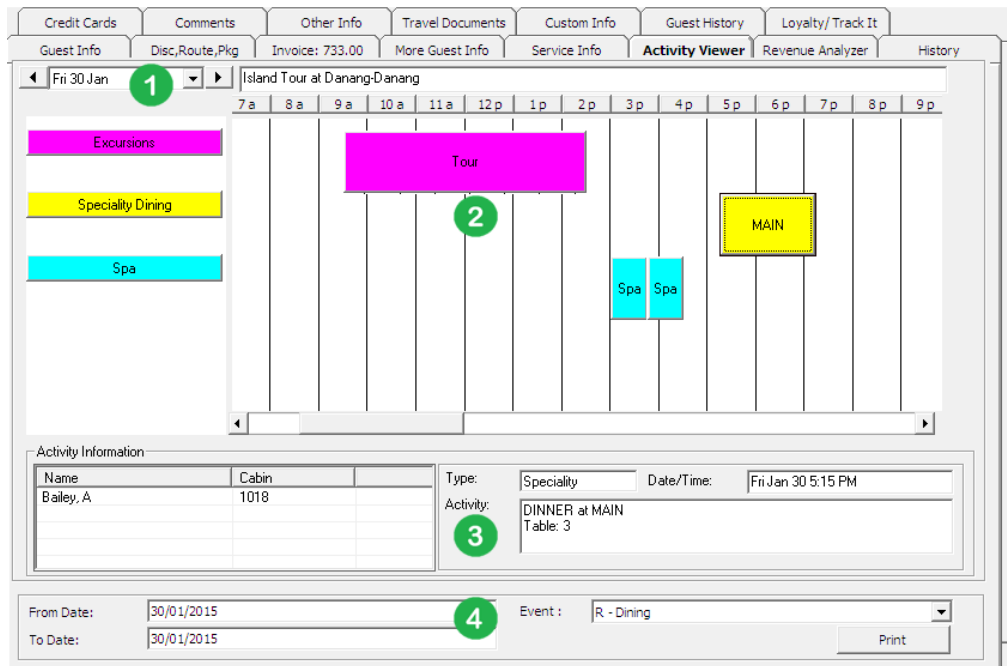
Figure 2-103 - Activity Viewer Screen

Table 2-11 - Activity Screen

Field	Description
1	Date/Time grid of activity screen
2	Type and scheduled time of activities
3	Details of selected activity
4	Date/Time of even filter for Itinerary print out

By default, the time grid is set to an hourly grid and this can be easily changed by right-clicking on the time grid, and then select the desired time frame to display.
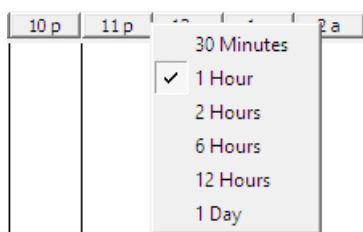
The activity time in the grid are indicated according to the color define for each type of activity per below:

Navigating through Activity Viewer

1. On the date field, select either the date to display using the down arrow key, or use the arrow left/right to navigate to previous or next day view.

2. Use the scrollbar to navigate to the previous or future time period.

3. Clicking the activity bar in the grid view will further display information such as passenger name of the selected cabin, activity type, activity date and time of a selected event outlet or table reservation in Activity Information section.

4. An itinerary can be printed from the same screen. A report configuration under report group Itinerary is required prior to printing an itinerary. See Administration User Guide, Report Setup section for report configuration steps.

Printing an Itinerary

1. In the Date/Time filter at the bottom of the screen, enter the activity date range to print.

2. Select the type of event from the drop-down list.

3. Click **Print** to generate the Itinerary.

Figure 2-104 - Sample Excursion Itinerary

2.9.   Revenue Analyzer Tab

The Revenue Analyzer provides a revenue analysis of selected guest by date, department and transaction number order. It comprises of two tabs - Department Details and Item Details. By default, information displayed on the screen are imploded and only the transaction date, net total and gross total are shown. In order to view a detailed information, place a check mark in **Expand All** or manually click the '+/-' key to show/hide the column or click the **arrow down** on the drop-down list to further expand the information of respective column.
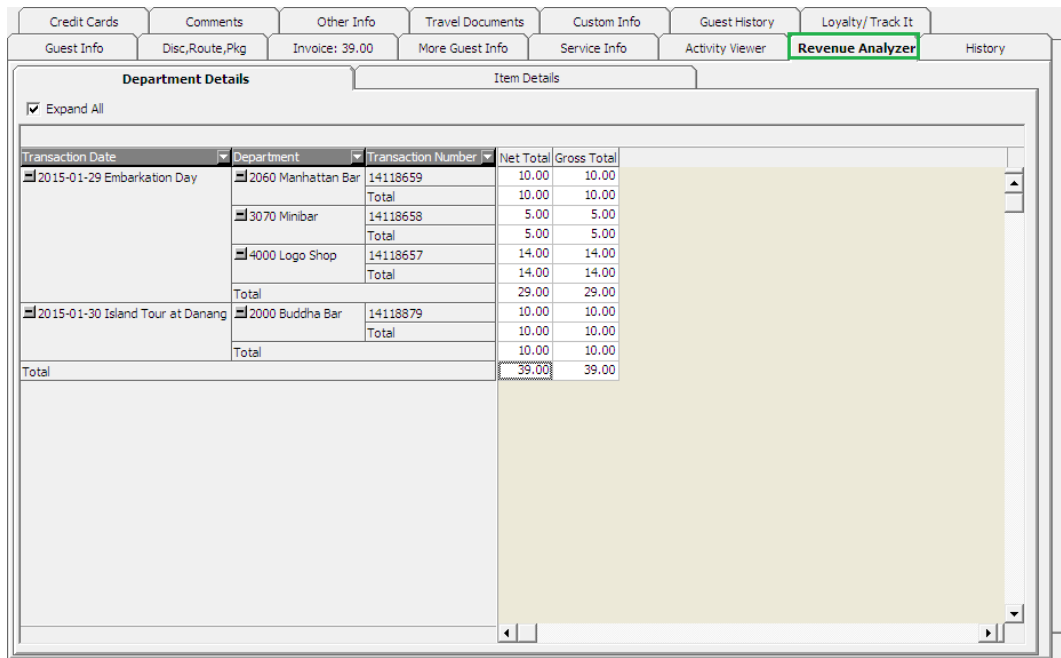
Figure 2-105 – Revenue Analyzer Viewer Screen

Table 2-12 - Field definition of Revenue Analyzer

Field	Description
Transaction Date	Date transaction was 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)

2.10.   History Tab

The History tab stores future and past reservation records, as well as the cabin change log. Other than the **Future Reservations** section where the user is able to insert, edit and remove a reservation, all other information on this screen are non-editable.
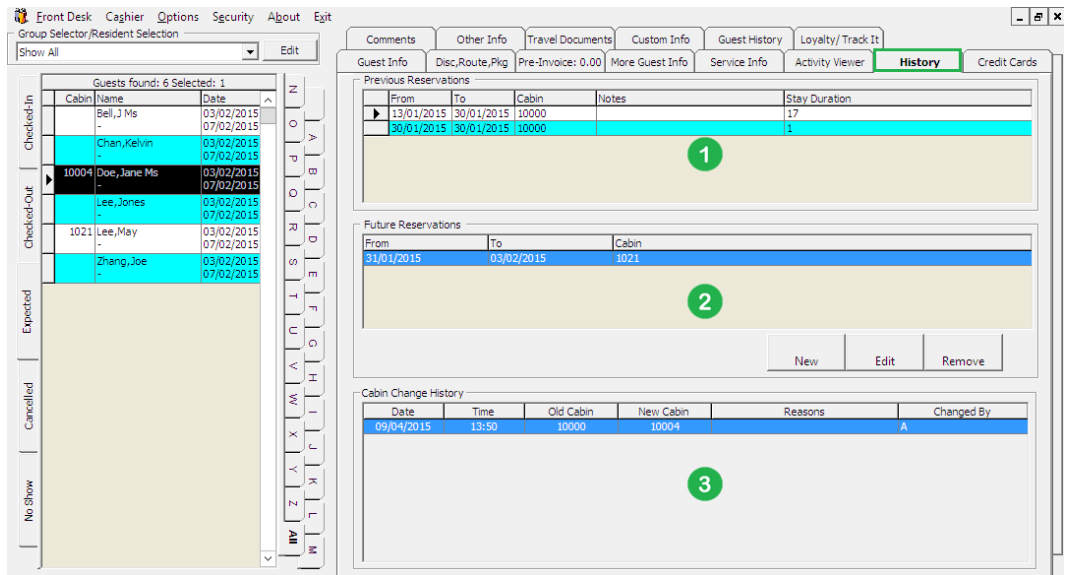
Figure 2-106 - History tab

Table 2-13 - 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 user checks out the guest.
2	• This section stores records of future reservations. • During system date change, the system checks for future reservations records for expected embarkation that falls on the next system date and automatically renewed them to Expected Arrival.
3	• This section stores records of cabin assigned to the guest during their stay, including future reservations if any.

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. Click **OK** to save and the record is inserted in the Future Reservation section.
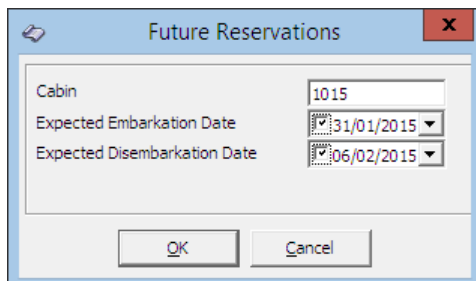
Editing Future Reservation

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.

Removing Future Reservation

1. In the **Future Reservation** section, select the future reservation.

2. Click **Remove** to remove the record.

2.11. Comments Tab

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

Figure 2-107 - 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, Comment description, Additional Cost** and check the urgency and sensitivity, if any.

4. Click **Save** to save the record, and this adds 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 will set all sub-comments as resolved.

Figure 2-108 - Comment Resolution tab

2.12.   Other Info Tab

Other Info tab stores the passenger flight assignment, cabin maintenance tasks and other general information. Other functions included in this tab are board card printing, enabling/disabling phone and printing passport label.

Figure 2-109 - Other Info Tab

Flight Assignment

Arrival/departure flight information and transfers arrangements are updated in the Flight Assignment section.
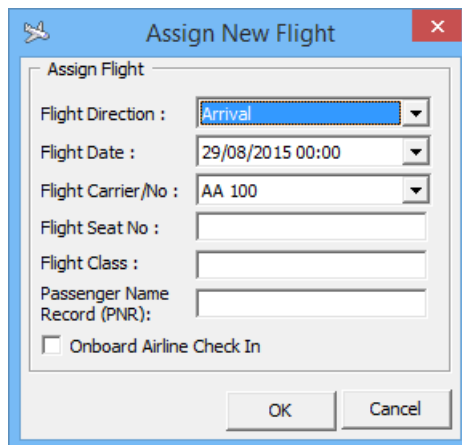
Figure 2-110 - Flight Assignment in Other Info tab

Adding arrival/departure flight details,

1. Click **Add** in the Other Info tab, Flight Assignment section.

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.

    Note: The Edit assignment only allows you to edit the Transfer price, no of bags, bag label or Seat number.
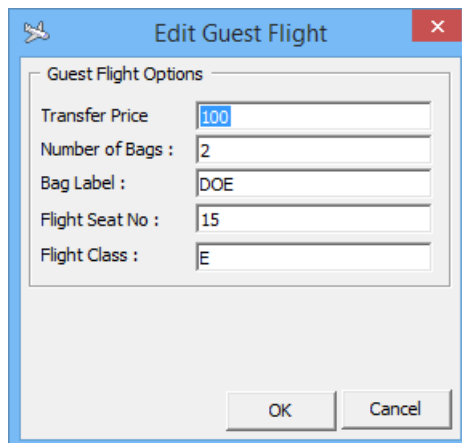
Figure 2-111 - Edit Flight Assignment

Maintenance

The Maintenance section displays all maintenance task related to selected cabin, regardless of its completion status and these tasks are entered in Maintenance module.

Guest Categories

The Guest Categories section displays the selected information from Edit Information, Guest Categories check box. These information's are configured in **Administration, System Codes, Guest Categories codes**.

Guest Categories / Other Information

The Guest Categories and Other Information section displays the selected information from Edit Information, Guest Categories check box and various fields in Name/Reservation section.

2.13. Travel Documents Tab

Details of the guest 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 2-112 - Travel Documents tab

Table 2-14 - 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 Number	Passport or ID number
Issue Date	Document issue date
Expiry Date	Document expiry date
Birthdate	Passenger Birthdate
Issued Country	Country document were issued
Valid From	Validity of document
Document Name	Document type
Issued Place	Document issued place
First Name	First Name
Last Name	Last Name
Code MRZ1	Machine Reader Track 1

Field	Description
Code MRZ2	Machine Reader Track 3
Code MRZ3	Machine Reader Track 3
Number of Entries	Number of entries allowed
Allow Duration of Stay	Allowed duration of stay on each visit.

Adding/Editing a Travel Document

Figure 2-113 - Travel Document Add/Edit screen

1. In the **Travel Documents** tab, click **Add New** to open the Document Add/Edit form.

2. Fill in all relevant information using the drop-down list or manually enter them.

3. Click **Upload File** to upload the picture or scanned a 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.

2.14. Custom Info Tab

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

2.15. Guest History Tab

The Guest History tab records the historical reservation data, the amount spent, amenity and special requests from various ships the guest has been on-board, and these data are transferred from Shoreside Fleet Management System database through the Reservation Online Interface. The Guest History screen is comprised of two main tab - Booking and Raw XML.

The Booking tab is further sectionalized into 5 different views and they are: Transactions, Item Details, Shore Excursion, Amenity, Special Request and Comments.

Figure 2-114 - Guest History Tab

Transactions Tab

The first tab within the Booking tab is Transactions. In this tab, past transactions from previous cruises sorted by Department class, Department code, Department Group, Post date and Sum of amount are shown.

Figure 2-115 - Guest History Transaction tab

Pressing the **+/-** key or the arrow down key will explode or implode the details under each section, enabling information in each respective columns to be further drilled down.
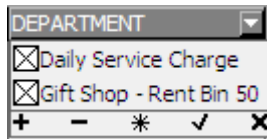
Items Details

The Item Details tab list all the POS Postings in details.

Figure 2-116 - Guest History Details tab

Shore Excursion

The Shore Excursion tab displays past excursions participated by the guest.

Figure 2-117 - Guest History Shore Excursion tab

Amenity

The Amenity tab displays past chargeable amenities requests from previous cruises.

Figure 2-118 - Guest History Amenity tab

Special Request

Special Request tab displays the request history during each stay whilst on-board.

Figure 2-119 - Guest History Special Request tab

Comments

The Comment tab displays past comments inserted on previous cruise.

	Resolved	Status	Report Type	Date	Description	Comment Type
►	Unresolved	Open		01/09/2007	left courtesy vm-abbie	[Insert Free Text Here]
	Resolved	Closed		15/04/2009	Issue: Grinding noise from bathroom ceiling	*** Not Assigned ***
	Resolved	Closed		01/09/2007	LVM to guest informing Egypt Visa is $15 per person.	*** Not Assigned ***
	Unresolved	Open		06/09/2007	left vm regadring GO	*** Not Assigned ***
	Unresolved	Open		02/09/2007	if gst approach, kindly show thm the onboard value booklet as gst is inquiring	*** Not Assigned ***
	Unresolved	Open		02/09/2007	courtesy call	*** Not Assigned ***
	Resolved	Closed	Air Conditioning	30/10/2011	Facility Manager	Facility Manager
	Resolved	Closed	Odor	20/11/2011	11/20/2011 1245PM	Guest Relations Supervisor

Figure 2-120 - Guest History Comments tab

Raw XML

The Raw XML tab shows the actual passenger history in XML format that was sent from Reservation Online to the ship database.

```
<GUESTDETAILS xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="http://www.fcruise.com/schemas/FConsol/DataSetGuestHistory.xsd C:\Users
\CPathak\Desktop\07-Apr-2010\GuestHistory.xsd" xmlns="http://www.fcruise.com/schemas/FConsol/DataSetGuestHistory.xsd">
        <PASSENGER>
                <PASSENGERID>12345678</PASSENGERID>
                <FIRSTNAME>PAULA</FIRSTNAME>
                <LASTNAME>COOK</LASTNAME>
                <BIRTH_DATE>1974-09-07</BIRTH_DATE>
                <SEX>F</SEX>
                <ADDRESS>
                        <PASSENGERID>12345678</PASSENGERID>
                        <ADDRESSID>1000006428</ADDRESSID>
                        <STREET>1739 WILSON AVE</STREET>
                        <ZIP>917841774</ZIP>
                        <CITY>UPLAND</CITY>
                        <STATE>CA</STATE>
                        <COUNTRY>US</COUNTRY>
                        <TELEPHONE>9099492972</TELEPHONE>
                </ADDRESS>
                <IDENTIFICATION>
                        <PASSENGERID>12345678</PASSENGERID>
                        <IDENTIFICATIONID>1000012232</IDENTIFICATIONID>
                        <DESCRIPTION>Frequent Cruiser Card</DESCRIPTION>
                        <CARDNO>374602886</CARDNO>
                        <ISSUE>1900-01-01</ISSUE>
                        <EXPIRY>1900-01-01</EXPIRY>
                        <COUNTRY>**</COUNTRY>
                </IDENTIFICATION>
                <IDENTIFICATION>
                        <PASSENGERID>12345678</PASSENGERID>
                        <IDENTIFICATIONID>1000012233</IDENTIFICATIONID>
                        <DESCRIPTION>Passport</DESCRIPTION>
                        <CARDNO>07899951720</CARDNO>
                        <ISSUE>1900-01-01</ISSUE>
                        <EXPIRY>2008-07-26</EXPIRY>
                        <COUNTRY>MX</COUNTRY>
                </IDENTIFICATION>
                <BOOKINGS_DETAILS>
                        <PASSENGERID>12345678</PASSENGERID>
```

Figure 2-121 - Guest History Raw XML tab

2.16. Loyalty/TrackIt Tab

Loyalty/TrackIt tab provides a quick overview on the loyalty program the passenger is attached to, and items that were confiscated or returned during embarkation/disembarkation, and the confiscated items are managed in TrackIt module.
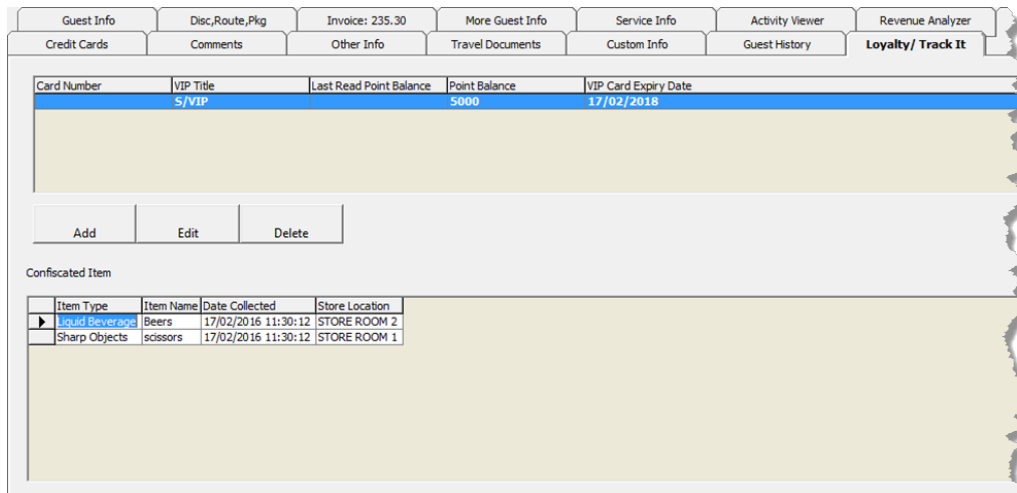
Figure 2-122 - Loyalty/TrackIt tab

Loyalty Assignment

The passenger may sign up a loyalty program through the course of the voyage and information such as loyalty card number, points balance, personal details are stored in this tab.

Figure 2-123 - Loyalty Program form

Adding/Editing a Loyalty Program

1. In the Loyalty/TrackIt tab, click **Add** to open the Edit Loyalty program form.

2. Fill in all relevant information's using the drop-down list or manually enter them.

3. To edit existing information, select the line item and then click **Edit** and then update the information.

4. Click **Save** to save the information.

Confiscated Item

Movement and storage location of the confiscated items are displayed in the following section and records are updated:

- When a confiscated item is *returned* or *checked-out temporarily* to the passenger, the system *removes* the record from Confiscated Item section.

- When a confiscated item is checked-in by the passenger, then the system *inserts* a record in the Confiscated Item section.

Figure 2-124 - Confiscated item storage location

2.17. Renew Reservation Function

Instead of making a new reservation for passengers that has checked-out, a reservation can be renewed using the guest historical data.

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

2. By default, the date is set to *System Date.* Change the date to the passenger checked-out date.
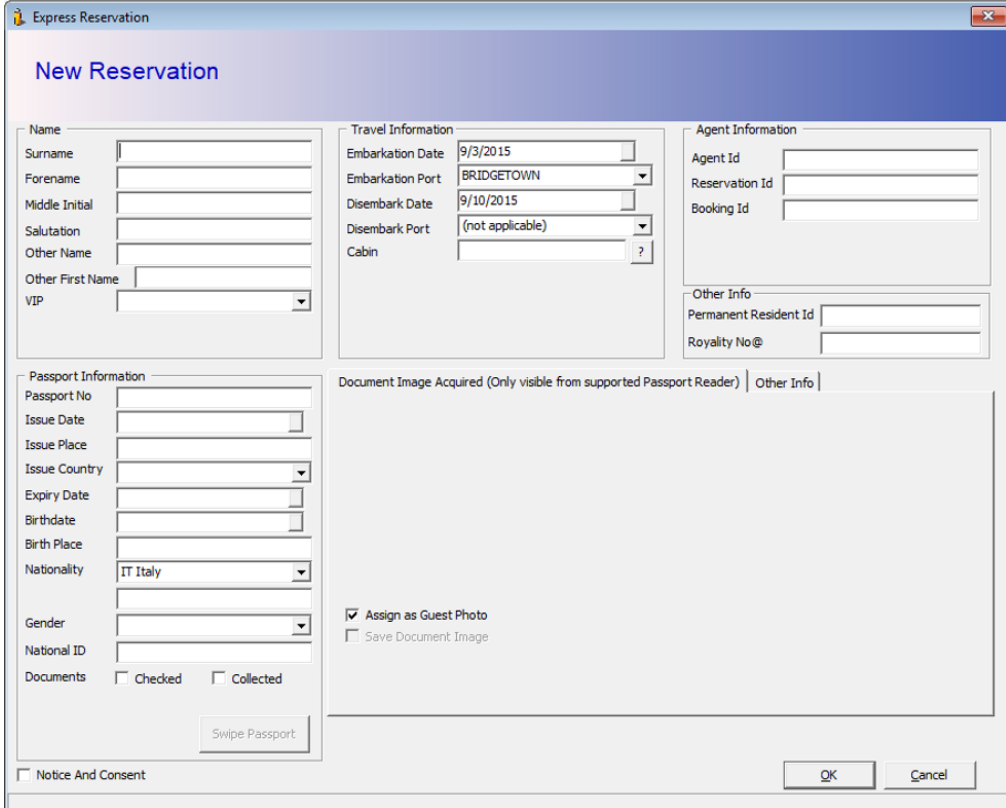
3. Enter the passenger's Last Name or use the alphabets tab to search for the last name by alphabet. Selecting **ALL** tab will list all passengers departed on the date specified.

4. Click the **Re-New Reservation** located at the bottom of the Guest Handling screen.

5. At the New Guest Reservation prompt, select **Yes** to renew the reservation.

6. Click **Edit Information** to change the expected arrival date, if required.

2.18.   Express Reservation Function

The Express Reservation function within Guest Handling enables you to create a quick reservation using a simplified Reservation Form. Refer New Reservation Function for further information of the field descriptions.

Figure 2-125 - Express Reservation form

Creating an Express Reservation

1. Click the **New Reservation** locate at the bottom of the Guest Handling screen to open the Express reservation form.

2. Enter all relevant information's into the form and update the embarkation / debarkation date. Do note that the Embarkation Date on the form is set to current System Date by default.

3. Click **OK** to save the reservation.

2.19.   Get Credit Cards Function

Get Credit Cards enables you to update the passenger credit card details by swiping the card through the magnetic card reader.

Updating Credit Card Details

1. In the Search Panel, search for the passenger record, then click the **Get Credit Card** locate at the bottom of the Guest Handling screen to open the blank Credit Card Entry form.

Figure 2-126 - Credit Card Entry form

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

Figure 2-127 - 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 2-128 - Manual Credit Card Entry form

3. Click **Yes** at the CC-Check dialog box to update the credit card details onto the guest account.

4. Stored credit card details are viewable on Credit Card tab.
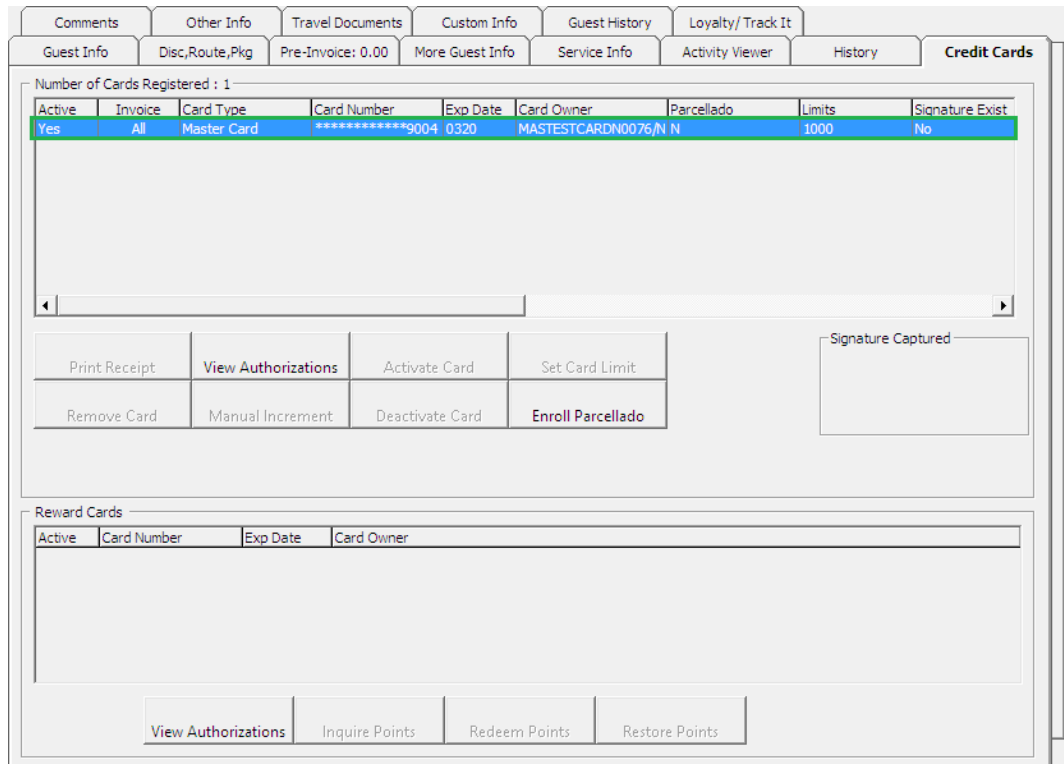
Figure 2-129 - Guest Handling Credit Card tab

Capturing Signature

If a Signature Capture device is installed, a sample of the guest signature is 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.
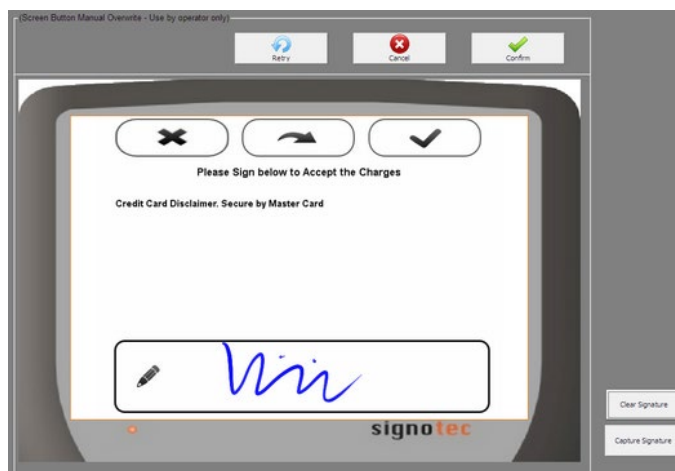
Figure 2-130 - Sample signature on Signature Capture device

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

Cashier Function
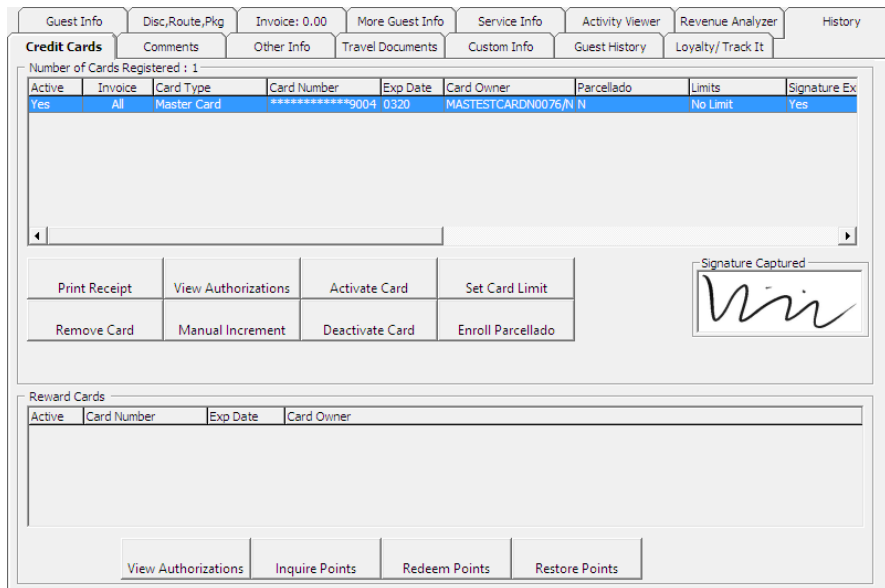
Figure 2-131 - Credit Card Tab - Stored Signature

Registering Multiple Credit Card

Multiple card type maybe stored for ease of settlement and is particularly useful when a guest decides to settle part of their invoices invoice using certain 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.
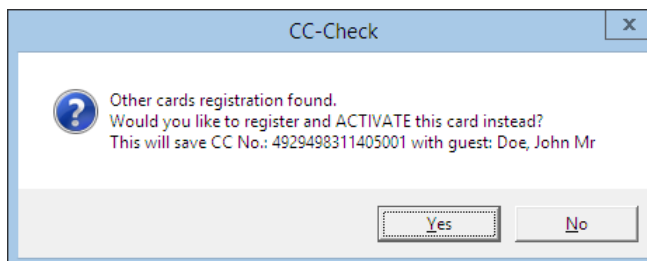
Figure 2-132 - Credit Card Check prompt

Activating Credit Card for a Particular Invoice

1. At the Credit Card tab, select the card to activate, and then click **Activate Card**.
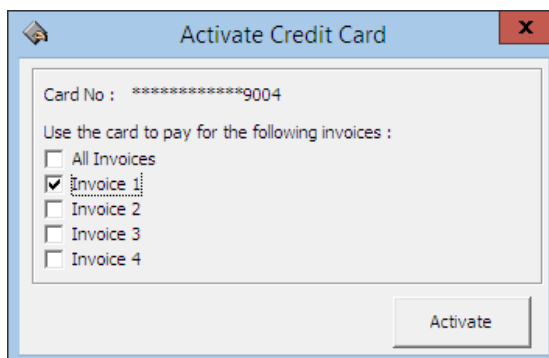
Figure 2-133 - Activating Credit Card by Invoice

2. Select the invoice at the Activate Credit Card prompt and click **Activate** to activate the card.

3. The chosen invoice is shown under **Invoice column** and the card is set as **Active**.
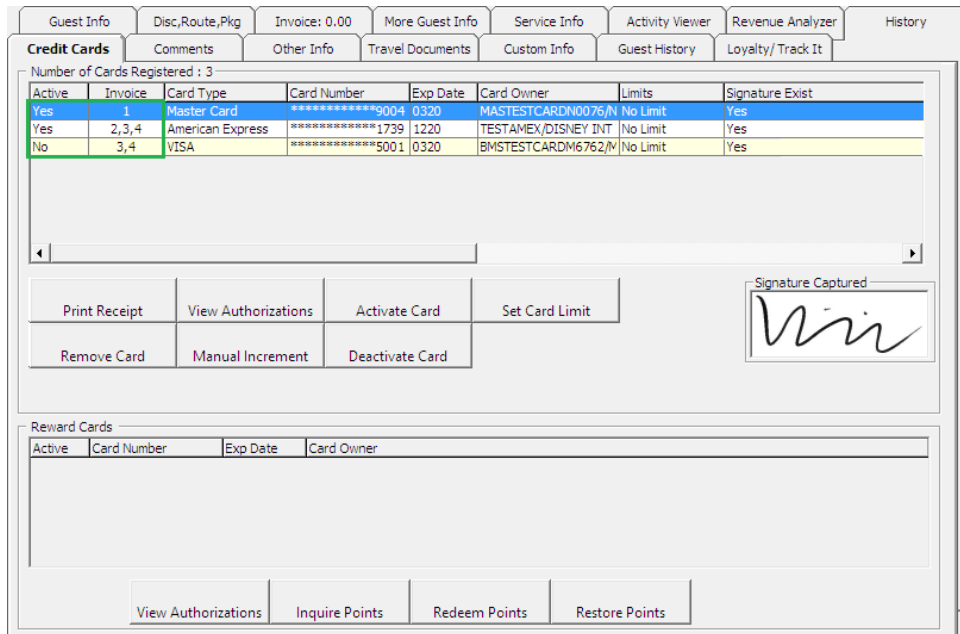
Figure 2-134 - Multiple Credit Card Assignment

2.20. Check In Function

Passengers joining the cruise are required checked-in to the system prior to boarding, and these reservations are categorized under the 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.
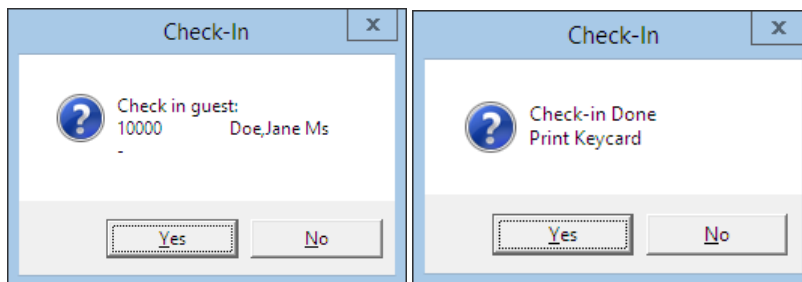
Figure 2-135 - Check In prompt

2.21. Check Out Function

At the end of the voyage, all guest 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 unbalanced, the system prompts for an invoice to be settled before proceeding. Click **OK** to return to the guest account.

Cashier Function
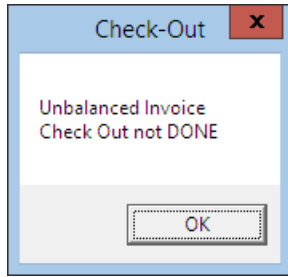
See Pay Invoice section for steps on how to settle an account.

2.22. Print Boardcard Function

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

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

2. At the Print Board Cards prompt, select **Yes** to save the board card number under Guest Info tab. This process increases the Board Card number shown in Guest Info tab, and the last digit of the board card denotes the number of times the board card were re-printed. The first printed card always end with 0.
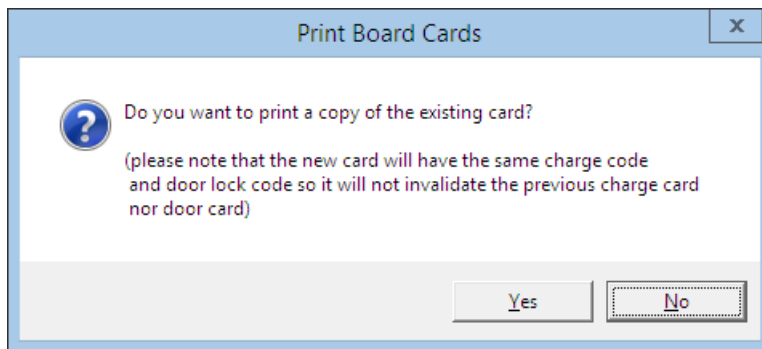
Figure 2-136 - Print Board card prompt

Figure 2-137 - Boardcard number in Guest Info tab.

3. In the Print Board Card Reason prompt, select the reason from the drop-down list, and then press **OK**.

4. 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.

5. Check the Interface or Printer connectivity if the board card failed to print.
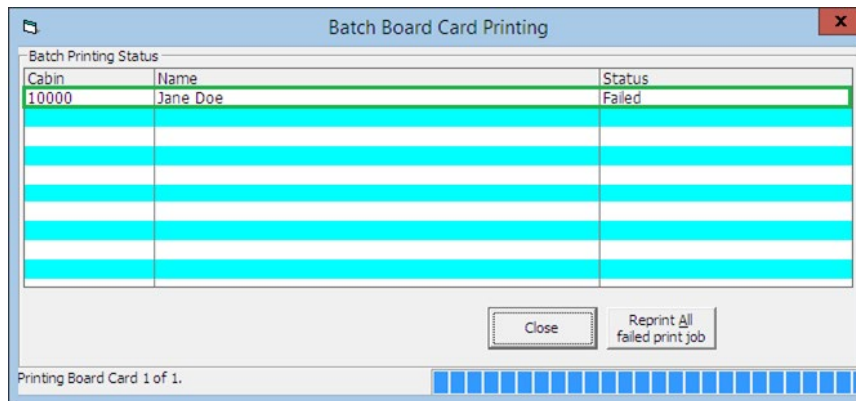
Figure 2-138 - Batch Board Card Printing

Printing New Board Card

During a cabin move or when guest extends their stay, a recode of board card is required and such card is printable from Guest Handling, Other Info tab.

1. At the Other Info tab, click the **New Board Card** and select **Yes** at the Recreate Cards prompt.

2. At the Print Board Card Reason prompt, select the reason from the drop-down list, then press **OK** to confirm.

Resetting a Board Card

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

1. At the Other Info tab, click the **Reset Board Card**.

2. Select **Yes** at the Recreate Cards prompt. This process invalidates all previously issued cards.
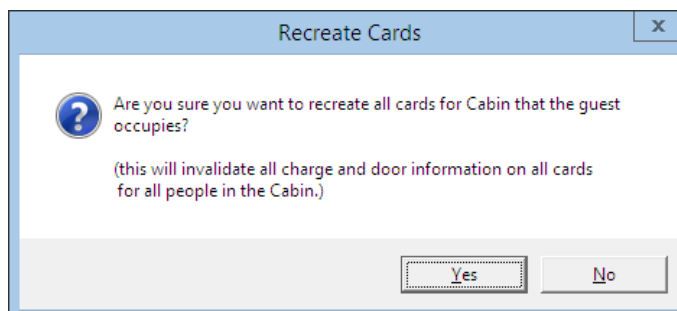
Figure 2-139 - Recreate Board Card

3. At the Print Board Card Reason prompt, select the reason from the drop-down list, then click **OK** to confirm.

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

2.23. Change Cabin Function

During the course of the stay, the cabin may become unavailable due to defect, guest may decide to move to a bigger cabin or prefer to have cabin closer to their family/friends. Such occasion requires a cabin change, and depending on the policy and procedures set forth by the Ship, a cabin change may be chargeable.

A cabin change can be performed from different avenues, either using the Cabin Change function, Edit Information or Edit Express Reservation function. Further setup is required if a fee is applicable for a cabin upgrade and these are setup in *Administration, Financial Setup, Stateroom Upgrade Prices* module.

Changing a Cabin with Cabin Change function

When a cabin change is chargeable, it is best to perform the task using Cabin Change option in Guest Handling function. A setup such as **Financial Department, General Change Reason** and **Database Parameter** must be in place in order for the charge to be posted. See topic Administration User Guide, Stateroom Upgrade Setup for more details.

1. Look up the guest account in Search Panel, then click the **Change Cabin** at the bottom of the Guest Handling screen.

2. The system prompts a pre-configured **Cabin Upgrade Price Calculation** table. Click the **question mark (?)** button besides the **New Cabin** field to search for a new cabin.

Figure 2-140 - Cabin Change function

3. In the Cabin Availability screen, select **date from/to, Deck, Category** from the drop-down list in the Search Criteria section, and then click **Refresh** to update the availability grid.
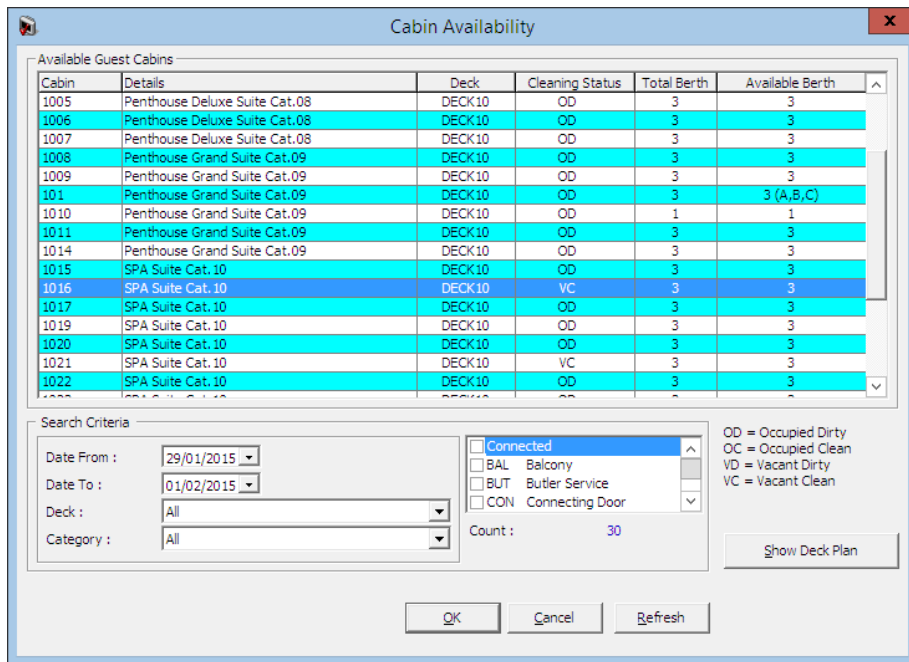
Figure 2-141 - Cabin Availability screen

4. Select the desired cabin by highlighting the cabin number, and then click **OK** to confirm.
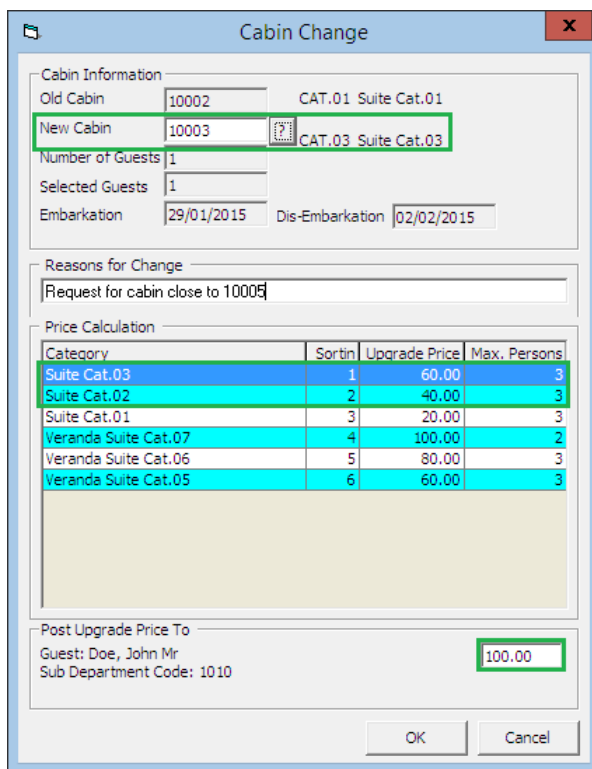
Figure 2-142 - Cabin Change price calculation

5. The system automatically calculates the upgrade price based on the selected category, and in this instance, the guest is moving from Cat.01 to Cat.03 and the chargeable price is at $100, a total comprises of Cat.02+Cat.03.

6. In the **Reasons for Change** prompt, enter the reason for the change in the free text field.

7. Click **Yes** at the Cabin Change prompt to confirm and this will then post a charge to the guest account.

Figure 2-143 – Cabin Upgrade charge posted to guest account

Changing Assigned Cabin

When the assigned cabin for the guest becomes unavailable at the point of check-in, re-assignment of the cabin is required. In such cases, the cabin change is done by editing the reservation.

1. Repeat steps 1 to 4 of the above.
2. In the Reasons for Change prompt, select the reason of the change from the drop-down list, then click **OK** to save the changes.
3. Click **OK** on the Edit Information form to save the cabin reassignment.

Assigning a Cabin in Edit Express Information

At the point of creating a reservation using Express Reservation, a cabin number may be assigned to the guest and the process is identical to changing a cabin with Edit Information.

2.24. Messages Function

There may be occasions that guest is to be notified pertaining to their reservations, tour arrangements or inquiries by means of leaving a message in their cabin. These messages are not only presented in hard copy, it can also prompt on screen at the Gangway, Internal Gate or Immigration Gate when scanning the guest board card.
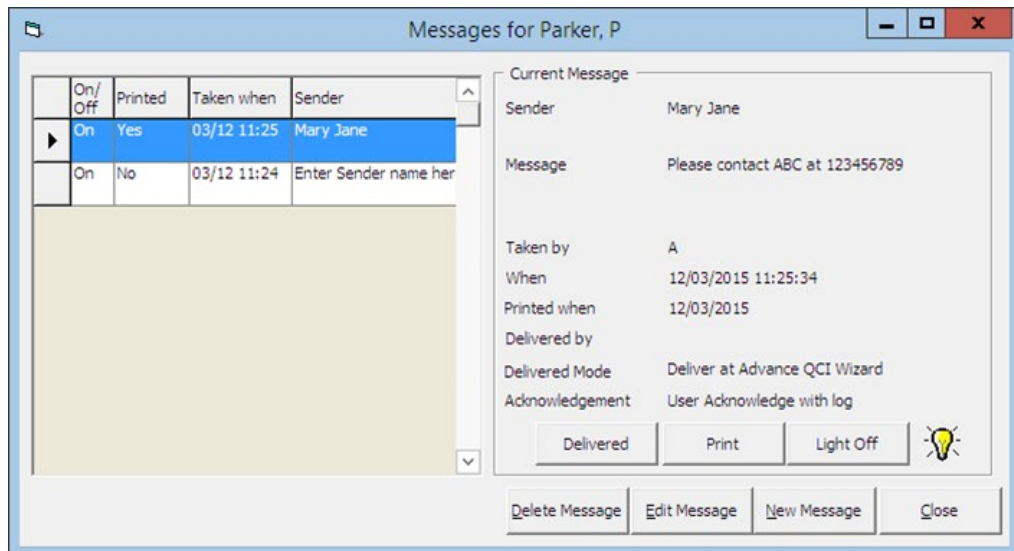
Figure 2-144 - Message Form

Table 2-15 - Field definitions of Message form

Field	Description
On/Off	Message light indicator.
Printed	Indicator whether message has been printed.
Taken When	Date/Time message were entered.
Sender	Sender's Name enter.
Message	Content of the message.
Taken by	User who enter the message.
Delivered by	User who deliver the message.
Delivered Mode	Location of where to prompt for message delivery, either at Advance QCI Wizard, Gangway, Internal Gate, Immigration Gate or none.
Acknowledgement	Type of delivery acknowledgement, either by User, Manager or none.
Delivered button	Sets the message status to/from delivered.
Print button	Print selected message.
Light On/Off	Sets on/off phone message light in cabin.
Delete Message	Remove message from passenger account.
Edit Message	Edit message content and/change delivery mode.
New Message	Creates a new message.

Creating / Editing a Message

1. Look up the guest account in Search Panel, then click **Message** located at the bottom of Guest Handling screen.

2. On the Message form, click **New Message** to create a new message or **Edit Message** to edit an existing message.

3. Enter the **Sender's name** and **message content** in the respective area.

Figure 2-145 - Message details form

4. Select the **Delivery** and **Acknowledgement Mode** from the drop-down list, then click **OK** to save.

5. New Messages entered will set the message light to **On** automatically and this setting is controlled by **Parameter, General, Message Light On**.

6. To edit a message, click **Edit Message**, then edit the content and click **OK** to save the changes.

7. A check mark is placed in the Message tab as an indicator for undelivered messages.

Delivering/Undo Delivery of a Message

1. Look up the guest account in Search Panel, then click **Message** located at the bottom of Guest Handling tab.

2. On the Message form, select the message to deliver, then click **Delivered** to confirm delivery and this inserts the delivered by, date/time**.**

3. This process *does not* turn off the message light automatically. User is required to manually click **Light Off** to reset the message light.

Figure 2-146 - Current Guest Message screen

4. To reset the message delivery to undelivered, click **Delivered** and select **Yes** at the message prompt.

Deleting a Message

1. Search the guest account in Search Panel, then click **Message** located at the bottom of Guest Handling tab.

2. On the Message form, select the message to delete, then click **Delete Message**.

3. At the Delete Message prompt, select **Yes** to confirm deletion of the Message or **No** to return to the earlier screen. Once a message is deleted, it *can not* be undone.

Printing a Message

1. On the Message form, select the message and then click **Print**.

Figure 2-147 - Sample Printed Message

2. The indicator in the **Printed** column will then switch to **Yes**, and the date the message was printed is shown in the Message Grid.

Turning Message Light On/Off

Message light is automatically turned on as an indicator to the guest that there are messages for them. If the message function is used as internal messaging, it is best not to set the message light on when creating a message and this is managed in **Parameter, General, Message Light On.**

1. On the Message form, select the message and then click the Light On/Off.

2. If the message light is:

- **On**: The light bulb is illuminated and clicking Light Off will turn off the light.

- **Off**: The light bulb is dimmed and clicking Light On will illuminate the light.

3. Clicking **Light On/Off** triggers the indicator for all message in the Message grid.

2.25. Express Edit Information Function

Express Edit Information function enables editing of the basic Reservation information's as displayed in Express Reservation function.

1. In the Search Panel, search for the guest account, then click the **Express Edit Information** located at the bottom of the Guest Handling screen.

2. Update the relevant information on the Express Reservation form and then click **OK** to save the changes. Refer New Reservation Function for further information of the field descriptions.

3. System Accounts

System Accounts is a repository account mainly used for postings that do not impact any of the passenger's account, for example Cash postings from an outlet, Ad-hoc purchases, Crew signing privilege or as an adjustment account. These accounts do not have a check-in/out date, and can be easily set to 'Inactive' when not in use.
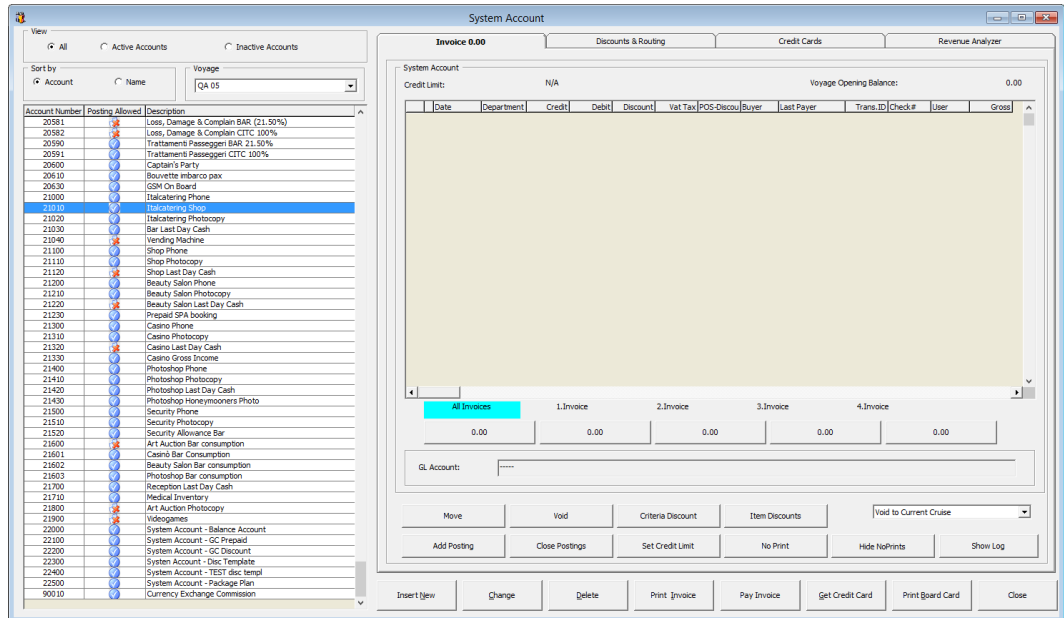
Figure 3-1 - System Account

In the System Account Main screen, accounts are filtered by **All, Active Accounts** or **Inactive Accounts**, sortable by **Account/Name** or **Voyage**.
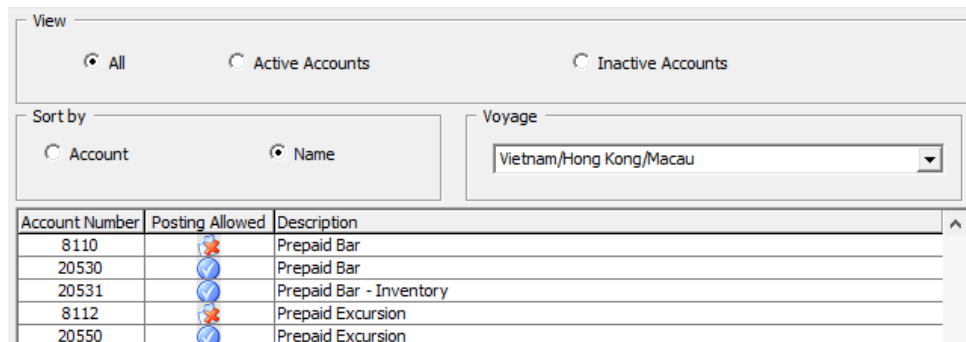
Figure 3-2 - System Account filters

3.1.   Creating a System Account

1. In the Management module, select **Cashier**, then System Accounts from the drop-down menu.

2. At the System Account screen, select **Insert New**.

3. Enter the information for the account and then click **OK** to save. The account will appear as '**Active**' in the account list.

Figure 3-3 - System Account Entry form

Table 3-1 - Field definition of System Account Entry form

Field	Description
Account No	User Assigned account number
Name	System Account Name
Payment by Credit Card	Enable credit card payment type
Payment	Payment type linked to Department Codes in Financial Setup
Access Priv	Privilege level allowed to access the account.
Posting Allowed	Sets the account Active/Inactive.
POS Room ID	Assigned Room ID for MICROS POS.
Post to Next Cruise on embarkation date	Enable posting of charges into the next Cruise when the account is balanced.
Disc Template	Linked to available Discount template and apply the discount when the posting added is a department code listed in the template.
GL Account	Link the transactions to designated GL account. Require Parameter: **General, Enable System Account GL Setting.**

3.2. Changing Information of System Account

Information of the System Account may be changed by selecting the account from the Account list, then click **Change** at the bottom of the screen, and then click **OK** to save.

3.3. Deleting a System Account

To delete the account, select the account and then click **Delete** located at the bottom of the screen.

Note: You can only delete an account that does not have any posting history.

3.4.　Posting a Charge to System Account

Posting a charge to System Account is similar to Add Posting in Guest Handling. See Invoice Tab section on how to Add, Void, Move and Route posting, Pay and Print an invoice, and other posting related function.

3.5.　Enabling Posting to Next Cruise

System Account allows posting to into future cruise by checking the '**Post to Next Cruise on embarkation date**' in the System Account Entry form.

1. Retrieve the guest account from the Search Panel, then click **Add Posting** in the Guest Handling window.

2. On 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 3-4 - 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 3-5 - Adding a charge

4. Item count increases automatically when the posting is more than one.

Figure 3-6 - Add posting count

5. Click **Post** to finalize the posting.

6. At the Make Posting warning prompt, select **OK** to proceed to post the next cruise.

Figure 3-7 - Posting to future cruise warning prompt

🖊 **NOTE:**

Posting will not appear on Invoice tab until you perform a System Cruise Change

3.6.   Applying Payment to Next Cruise Posting

When applying a payment to future cruise, the account must have **'Post to Next Cruise on embarkation date'** checked, otherwise the system posts the payment to Current Cruise.

1. In System Account Invoice tab, select **Pay Invoice**.

2. In Invoice Payment screen, the **'Enable System Account to post to future cruise on Embarkation date after full payment'** is checked.

Figure 3-8 - Payment to Next Cruise

3. Click the **Pay** or **Pay & Print** to post the payment.

4. Under the Make Payment warning prompt, select **OK** to post payment on the next cruise.

Figure 3-9 - Payment to future cruise prompt

> ✏️ **NOTE:**
>
> If the **'Post to Next Cruise on embarkation date'** is *not checked* in the System Account Entry form, the system will post the payment into current cruise by default, and this may cause an imbalance

3.7. Discount & Routing Tab

The Discount & Routing tab in System Account function is similar to Discount handling in Guest Handling. See Disc, Route, Pkg Tab for more information.

3.8. Registering a Credit Card

The Credit Card registration process in System Account is the same as in Guest Handling, Get Card Function. See Get Credit Cards Function for more information.

3.9. Setting an Inactive Account

An account can be enabled/disabled easily by un-checking the **Posting Allowed** in the System Account Entry form. An Inactive Account carries a Red Cross symbol in the Posting Allowed column in the System Account number grid.

4. Groups

Passengers travelling in a group can be easily identified by assigning a group ID and group leader to the parties. Apart from travelling together, these groups usually have a preset itinerary, other special arrangements and a group billing account. These arrangements are setup and access through Management, Cashier, Groups drop-down menu.
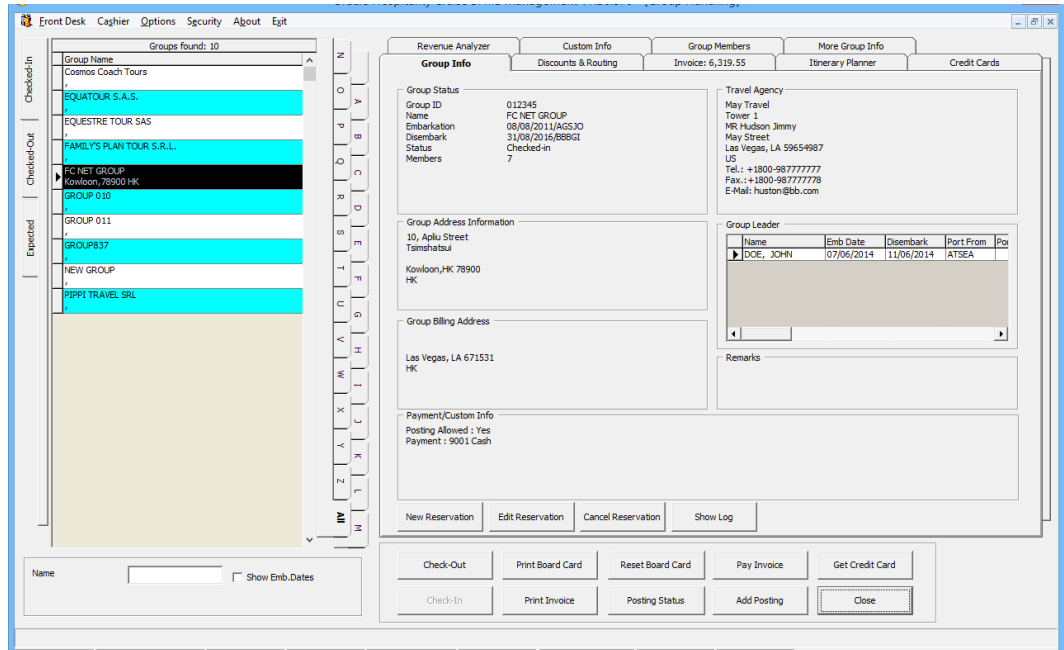
Figure 4-1 - Group Handling

4.1. Group Info Tab

Information's pertaining to the group are entered through the Group Info tab.

Creating New Group Account

A group account containing a group ID, billing address, travel information and payment type is created prior to adding its group members.

Prerequisite, Supported Systems, and Compatibility

Figure 4-2 - Group Information screen

1. Select **Group Info** tab from the Group Handling screen.

2. At the Group Info tab, click **New Reservation**.

3. At the Account Identifier section, enter the **Group name, Group ID, group type** and then select the **Group Leader**.

4. Insert all relevant information in **Address, Billing Address and Travel Agency**.

5. At the Travel Information section, select the **Embarkation/Disembarkation Date** and **Port** from the drop-down list, then click **OK** to save.

Editing a Group Account

1. From the Search Panel, select the **Group Account** and then click the **Edit Reservation**.

2. Click **OK** to save the changes.

Cancelling a Group Account

1. From the Search Panel, select the **Group Account** and then click the **Cancel Reservation**.

2. At the Cancel Reservation prompt, click **OK** to confirm.

4.2. Discounts & Routing Tab

Special billing arrangements for the group such as Routing, Discounts and Disallow Department is set up in the Discount & Routing tab.

Setting Up Group Routing

A routing may be set for the entire group members, or individually select from the group members list.
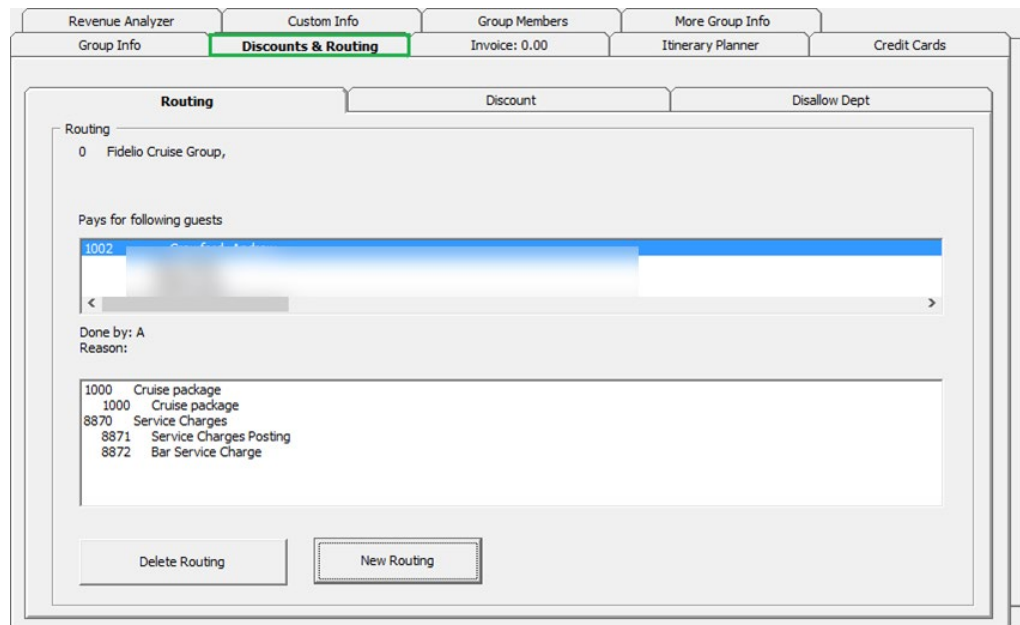
Figure 4-3 Discounts & Routing

1. Navigate to the Routing tab with Discounts & Routing, and click **New Routing**.

2. In the Routing window, select the **Invoice** to route and check '**All Group Members**' to route all members, or click **Advanced** to select an individual.
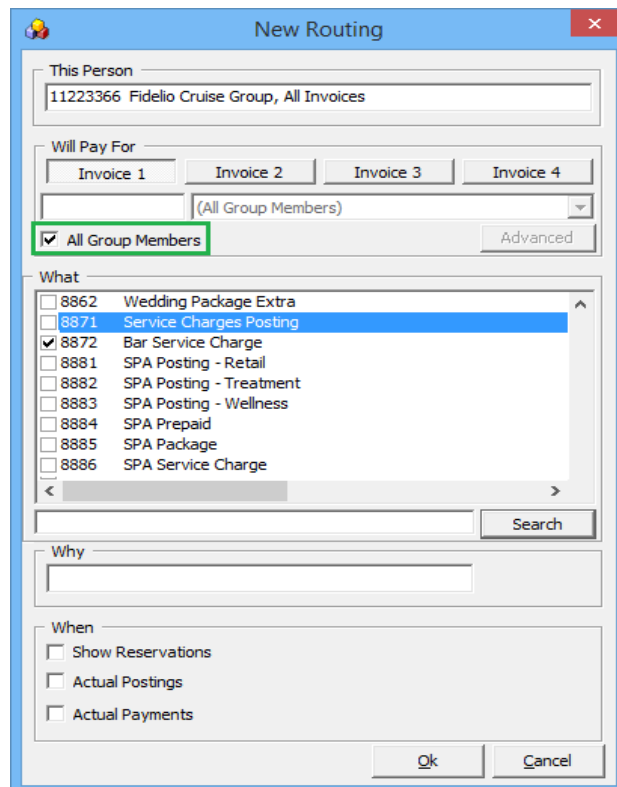
Figure 4-4 - Group Routing

3. Select the department code to route and when to route the postings by checking the box beside the code.

4. Click **OK** to save the routing.

Setting Up Discounts

Discount set up in group account is identical to a guest discount. See Disc, Route, Pkg Tab – SPMS Discount and Micros Discount section for more details.

Setting Up Disallow Department

Disallow Department set up in group account is identical to guest disallowed department. See Disc, Route, Pkg Tab - Disallow Department for more details.

4.3. Group Invoice Tab

Unlike the Guest Invoice, the Group Invoice tab has two tabs – Invoice and Closed Posting, and all Closed Postings are displayed in a tab.

Functions within Invoice tab works exactly the same as **Guest Invoice**. See Invoice Tab for more details.

Figure 4-5 - Group Invoice tab

4.4. Itinerary Planner Tab

The Itinerary Planner tab displays the Excursion, Dining arrangements or any activities available to the Group. These activities are configured in Administration Module, Itinerary Setup.
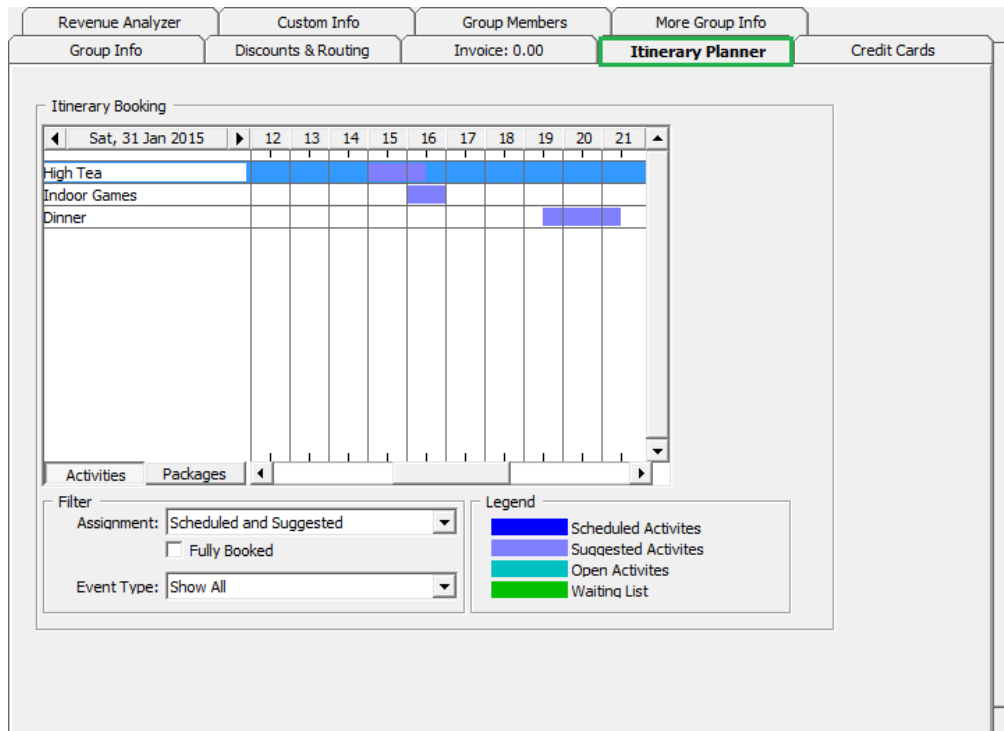
Figure 4-6 - Itinerary Planner Tab

Viewing an Available Itinerary

1. Navigate to the Itinerary Planner tab.

2. In the Filter section, select from the **Assignment** and **Event Type** drop-down list the information to display.

3. Information are shown by date, in an hourly grid.

4.5.   Group Credit Card

Registering a Credit Card in Group Account is the same as Guest Handling, Get Card Function. See Get Credit Card Function for more information.

4.6.   Group Members Tab

The Group Members tab lists all the passengers that are linked to the Group ID, and member's details are editable from this screen.

Figure 4-7 - Group Members tab

Table 4-1 - Field definition of Group Member tab

Field	Description
Cabin No	Passenger cabin number.
Status	Booking status of the passenger
Embarkation Date	Embarkation Date
Debark Date	Debarkation Date
Guest Name	Passenger name
Group Leader	Group Leader of the group

1. Select the group member name from the grid and then click **Edit Information**.
2. Edit all the relevant information in the Edit Information screen, and then click **OK** to save and return to the group members' grid.
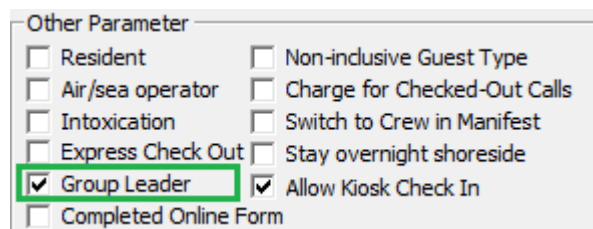
Adding Reservation to Group Account

Reservations may be added/remove from Group Account using the **Add to Group** and **Remove from Group** function. Refer Add to Group and Remove from Group for more details.

Assigning a Group Member as Group Leader

Member of the group may be assigned as a Group Leader, and the system permits more than one Group Leader.

In order to assign the passenger as group leader, check the **Group Leader** check box in **Group Member** tab, or click **Edit Information** and then select **Group Leader** in Other Parameter section.

Figure 4-8- Group Leader Assignment

4.7. Custom Info, More Group Info, Revenue Analyzer Tab

Refer Custom Info Tab, More Guest Info Tab and Revenue Analyzer Tab for handling of these tabs.

4.8. Checking In Group Account

A group account must be checked-in in order to route group members charges to the group account.

1. From the Expected tab of the Search Panel, search for the group account.
2. Select the account and click **Check In** located at the bottom of the screen.
3. Select **Yes** at the Check-In Group prompt, and then click **OK** at the confirmation prompt.

4.9. Checking Out Group Account

A group account can only be checked out when the invoice is balanced.

1. Retrieve the group account from the Search Panel, **Check Out 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 account.

3. If the account is unbalance, the system prompts for invoice to be settled before proceeding. Click **OK** to return to the guest account.
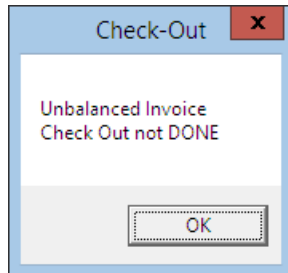
See topic Pay Invoice section for steps to settle an account.

5. Visitors

The Visitor function allows the Security Officer and Gangway staff to enter visitors information, produce visitor passes and track whether the visitor is onboard or ashore. This function is accessible in **Management module, Cashier, Visitor** drop-down menu.
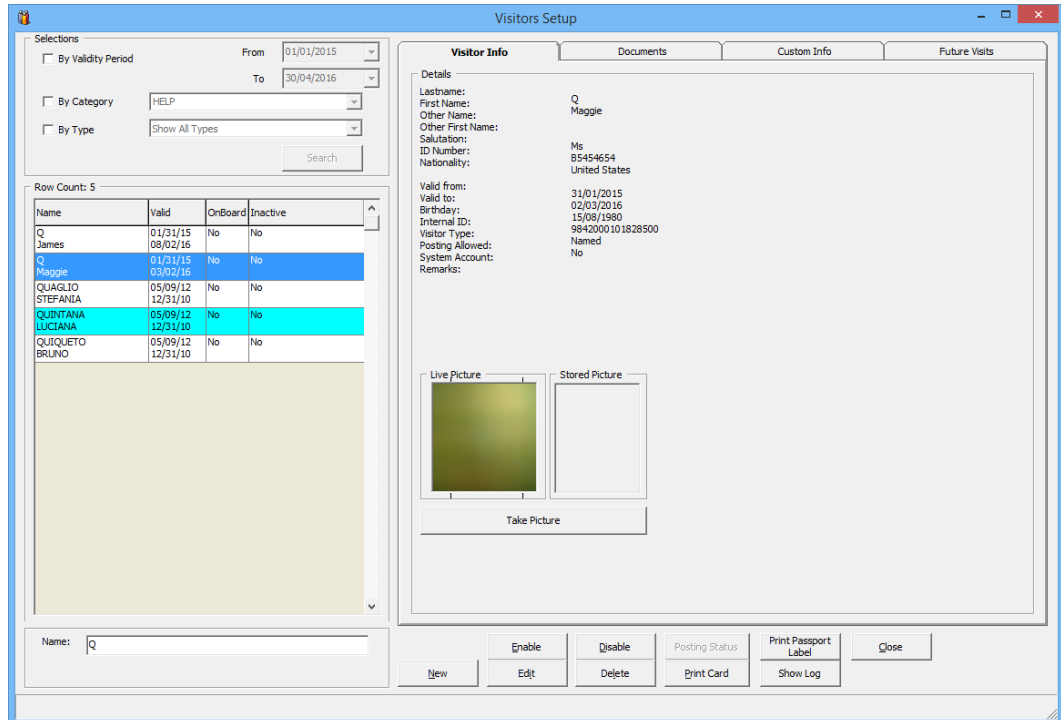
Figure 5-1 - Visitor Setup screen

5.1. Adding New Visitor

1. Launch the function from **Cashier, Visitor** drop-down menu.
2. At the bottom of Visitor Setup screen, click **New** to open the New Visitor Details form.

Prerequisite, Supported Systems, and Compatibility

Figure 5-2 - New Visitor Details form

3. Enter the Visitor's name, passport ID and select the Nationality, Valid-From-To date, birthdate and Visitor Category from the drop-down list and check the Notice and Consent checkbox.

4. Click OK to save the information.

5.2. Editing Visitor Information

1. Select the Visitor using the selection filters on the top right of the Visitor Setup screen.

2. At the bottom of the screen, click **Edit** to open the Visitor Details form.

3. Edit the relevant information and then click **OK** to save.

5.3. Enabling/Disabling a Visitor

Since the Visitor account does not have a cabin assigned or required to be check in/check out, the account is managed by setting the status as Active/Inactive in Enable / Disable function.

1. Select the visitor name from the Visitor Account grid and click either **Enable** or **Disable**.

2. At the Disable Visitor prompt, click **Yes** to proceed.

3. In the Visitor name grid, Inactive column, status of the visitor changes to Yes/No, depending on the selected option.

Figure 5-3 - Visitor Status

5.4.   Changing Status to Onboard/Ashore

When a Visitor goes onboard/ashore, Security Officer is required to set the visitor status as Onboard/Ashore to ensure all visitors movement is registered and accounted for.

1.   Search the visitor name from the Visitor Setup screen.

2.   Double-click on the visitor name and select **Yes** at Change Status prompt.
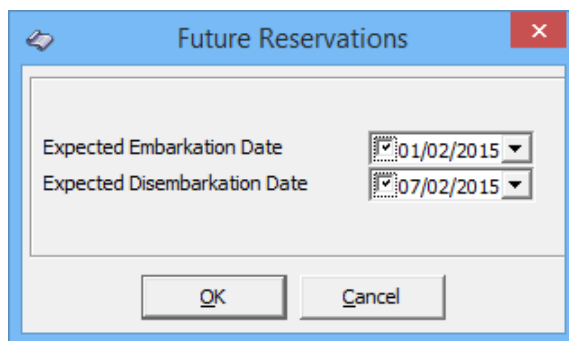
5.5.   Scanning Travel Document

Visitors going on-board is not only required to be registered, their travel document will also be scanned and stored in the system. See Travel Documents Tab for steps to scan travel documents.

5.6.   Adding Future Visit

A future visit may added to visitors who visit the Ship in the near future.

1.   Search the visitor name from the Visitor Setup screen, and then navigate to Future Visits tab.

2.   Click **New** at the bottom of the screen, and then enter the future embarkation/debarkation date in the Future Reservations window.

Figure 5-4 - Visitor Future Reservations

3.   Click **OK** to save the reservations.

4.   The saved dates will appear in the Future Visits tab grid.

6. Gift Card

The Gift Card function allows the Cruise Operator to extend a pre-paid credit to its passengers in the form of Gift Card. The Gift Cards may be offered to passengers as consumer incentives, through promotional programs, or integrated into a reward point program to increase sales volumes. Refer to *Gift Card Handling User Guide* for detail configuration and usage.

Prerequisite, Supported Systems, and Compatibility

7. Quick Billing

The Quick Billing function is designed to expedite check out process during disembarkation, and enable invoices to be printed in batches using the available criteria. This function is accessible from **File Menu, Cashier, Guest Quick Billing**.

Figure 7-1 - Quick Balance Selection Criteria

Table 7-1 - Field definition of Quick Billing screen

Field	Description
Passenger Invoices	Type of invoice form
Embarkation Date	Embarkation Date filter
Disembarkation Date	Disembarkation Date filter
Express Check Out	Select to include/exclude in Express Check-Out
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 eg: greater than or equal to X value.
Do not collect non-refundable credit	Credit balance withheld for use in future cruise.
Deck	Invoice sort order by deck.
Starboard/Portside	Invoice sort order Starboard/Portside.
Section	Invoice sort order by section.

Prerequisite, Supported Systems, and Compatibility

Field	Description
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.
Group	To include Group Account.
Printer	Printer assigned for invoice printing, number of copies to print and print orientation.
Charge Commission	Define whether to applicable commission applies when balancing the accounts.
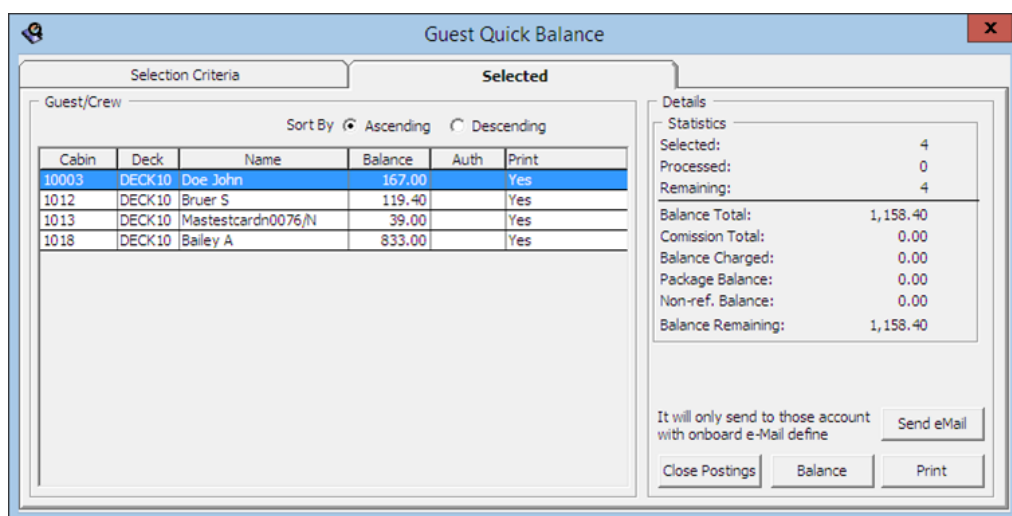
Figure 7-2 - Quick Balance Selected tab

Table 7-2 - Field definition of Guest Quick Balance

Field	Description
Cabin	Cabin number
Deck	Location of Cabin
Name	Guest Name
Balance	Total Invoice Balance
Auth	Authorization Status
Print	Invoice Printed status.
Statistics	Indicator count of selected, processed and remaining accounts with its value in balance or charged.
Send eMail	Invoices are email to guest on-board email account.
Close Postings	Set invoice postings to Disallowed
Balance	Process balancing for selected accounts
Print	Print invoices for selected accounts

7.1. Guest Quick Billing

Quick Bill Printing

The Selection Criteria tab in Guest Quick Billing function will determine the type of invoices to print/pay based on the criteria chosen for all disembarking passengers, for example, passenger paying by credit card or only guest with *X* outstanding amount.

1. From **the Cashier file menu, select Guest Quick Billing function**.
2. In the Guest Quick Balance window, select an invoice type, Embarkation Date, Disembarkation Date, Payment Type, Folio Balance (if applicable), Deck and Section.
3. In the Printer section, select an invoice printer, enter the number of copies to print and select print orientation, and then click **Print**.
4. At the Quick Printing prompt, select **Yes** to continue.

Quick Bill Balance

Other than printing invoices by batch, balancing of the passenger account is possible if there is a credit card on file.

1. Repeat step 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 desire result is achieved.
4. To exclude a passenger from the search result, right-click on the name and then click **Remove**. Once the passenger is removed, the statistic count will update accordingly.
5. At the Confirmation prompt, click **Yes** to confirm and then click **Balance** at the bottom of the screen.
6. Select **Yes** at the Quick Balance prompt, then click **OK** at the Quick Balance Info prompt.
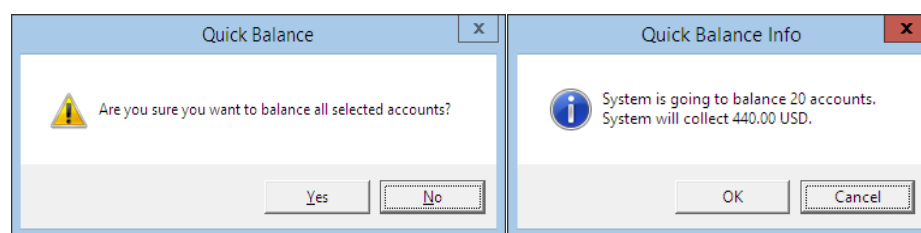
Figure 7-3 - Quick Balance Info Prompt

7. At the Quick Balance Info warning prompt, *read the warning*, then click **OK** to proceed.
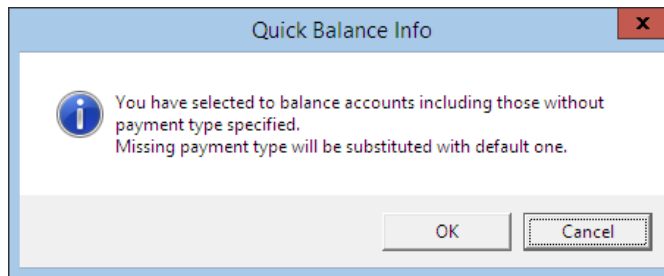
8. The total value charged and number of accounts processed are shown in the Statistic section once the accounts is successfully balanced.

Figure 7-4 - 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

Passenger or crew that has on-board email account may opt to receive copy of their invoices via Email, and this function is Parameter controlled. Please consult your IT Department for setup if this is not pre-configured.

1. Repeat step 1 to 4 of Quick Bill Balance. If no printer is assigned, the system disables the **Send eMail** feature.

2. Navigate to the Selected tab and then click **Send eMail**, located at the bottom right of the screen.

3. Without balancing the invoice, click **Send eMail**.

4. At the Quick Printing prompt, click **Yes** to proceed. An 'e-Mail sent' are added to the Auth column when invoice is successfully sent.

Figure 7-5 - Invoice successfully emailed indicator

Quick Bill Balance with Commission

The Quick Bill Balance with Commission enables credit card commission to be charged at the point of balancing the passenger account. By default, the Charge Commission is checked in the Criteria Selection tab and commission value are then

calculated by the system based on the pre-defined commission linked to the Financial Department – Credit.

1. Repeat step 1 to 4 of the Quick Bill Balance.

> **NOTE:**
>
> To exclude a commission charge for certain payment type, filter using the Payment type and un-check the Charge Commission check box

2. Navigate to the **Selected** tab to verify the results, and adjust the selection until desire result is achieved. The chargeable commission is shown in the commission column.

3. To exclude a passenger from the search result, right-click on the name and then click **Remove**.

4. Click **Balance** at the bottom of the screen to proceed.

5. At the follow on prompt, click **OK** and note each prompt messages before proceeding to the next.

6. In the Statistic section, the total value charged and number of account processed get updated.

7. Click **Close Postings** to disallow further postings for these accounts.

7.2.   Residents Quick Billing

The Residents Quick Billing function is the exact same function as Guest Quick Billing, with the exception that it only filters the **Residents** accounts instead of passengers. These accounts must have a **check mark** in the "**Residents**" field in **Edit Information, Other Parameter Resident**.

7.3.   System Accounts Quick Billing

The System Accounts Quick Billing is a process that *only* balances the System Accounts and has lesser criteria to choose from than Guest Quick Billing.
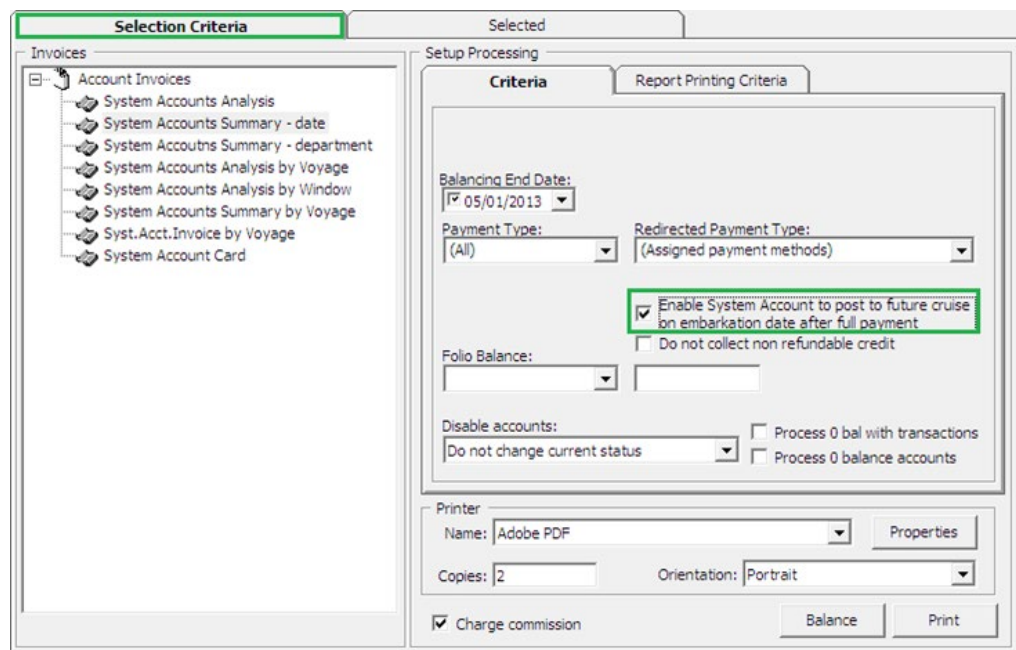
Figure 7-6 - System Account Quick Billing

1. From the **Cashier** file menu, select **System Account Quick Billing** from the drop-down list.

2. In the Invoices section, select the **Invoice format**, then navigate to Criteria tab and select the **Balancing End Date, Payment Type, Folio Balance**, if any.

3. If **Enable System Account to post to future cruise on embarkation date after full payment** is checked, all postings posted after the invoice is fully paid are recorded in the next cruise.

4. At the Printer selection, select an invoice printer, enter the number of copies to print and the print orientation, and then click **Print**.

5. Repeat step 3 – 9 of Quick Bill Balance.

7.4. Group Quick Billing

The Group Quick Billing function similarly to Guest Quick Billing, and it only filter the Group Account, excluding all its group members.

Figure 7-7 - Group Quick Billing screen

Repeat steps 1 to 9 of Quick Bill Balance.

8. Quick Postings

Quick Postings function allows you to perform posting by batch to single account or multiple accounts.

8.1. Quick Posting

This function is extremely useful when you are required to post a large quantity of guest check at a time, for example Laundry or Telephone. The function applies to Guest, Crew, Group and System Accounts.

Quick Posting to Single Account

Figure 8-1 - Quick Posting screen

1. From the **Cashier** File Menu, select **Quick Posting** from the drop-down list.

2. Select the **Account** using the drop-down list, then navigate to **Department** and select the department code and then enter the value to post.

3. 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.

4. Click **Add** to add the account to the Posting List grid. Repeat step 3 until all checks are added to the Posting List.

5. Note and tally current count and Current Totals with physical guest checks.

6. Click **Post** to confirm posting.

Quick Posting to Multiple Account

Quick Posting to Multiple Account allows you to post transaction to many Guests, Crews, Group and System Account.

1. From the **Cashier Menu**, select **Quick Posting** from the drop-down list.

2. Under the Account field, click **Advanced**.
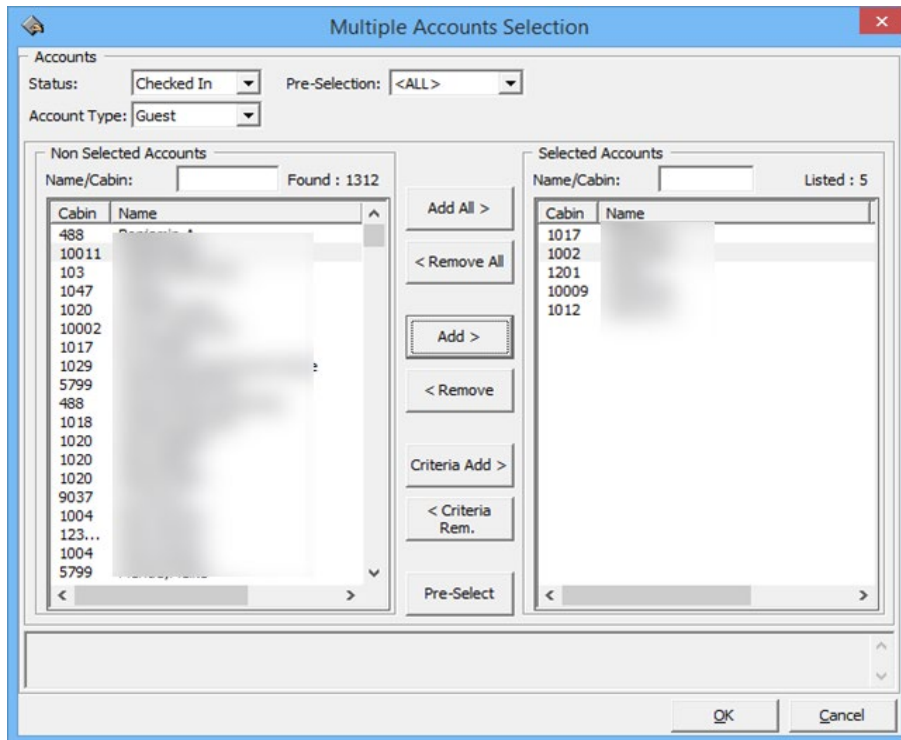
Figure 8-2 - Quick Posting Multiple Account Selection

3. In the **Multiple Accounts Selection** window, select the **Status** and **Account Type** from the drop-down list.

4. 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 next section to select accounts using Criteria Add.*

5. Account selected are shown in the Selected Account.

6. Click **OK** to return to Quick Posting window.
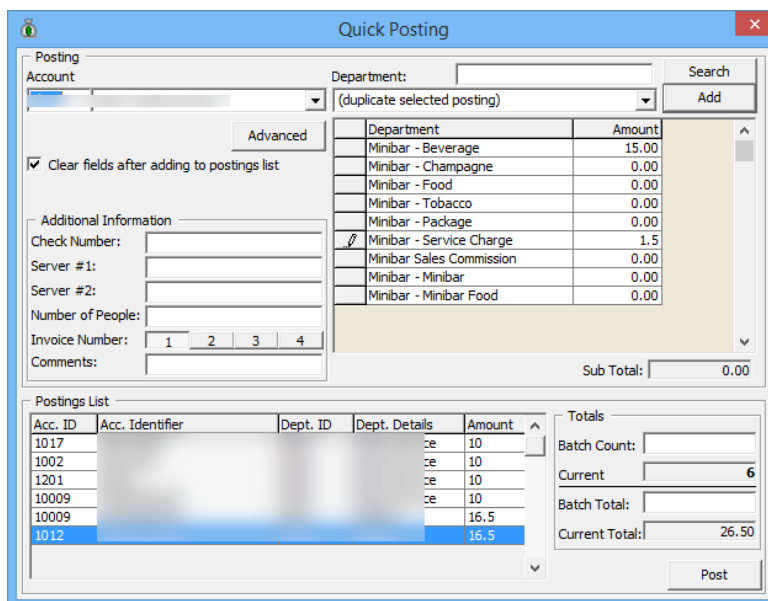
Figure 8-3 - Quick Posting to Multiple Accounts

7. Navigate to the Department field and select the department code and then enter the value to post.

8. In 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.

9. Click **Add** to add the account to the Posting List grid.

Selecting Account Using Criteria Option

The criteria options is made available to further filter the accounts based on the criteria entered, for example by embarkation/disembarkation date, cabin category, VIP status, nationality and etc.

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 Guest tab.

Figure 8-4 - Account Selection Criteria

3. At the **Guest tab**, select from the available options using the drop-down menu and continue to select from the remaining tabs if required, and then click **OK** to return to the Multiple Account Selection window.

Figure 8-5 - Account Selection Criteria - Guest

Note: Tabs in Accounts Criteria Selection may varies depending on the Guest Type chosen in Multiple Account Selection window.

8.2.   Quick Posting Status

Quick Posting Status allows you to Enable/Disable the account posting status by batch.
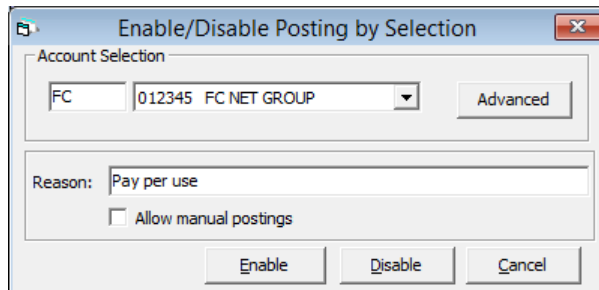
Figure 8-6 - Enable/Disable Posting Selection

1. From the **Cashier File** menu, select **Quick Posting Status** from the drop-down menu.

2. At 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 **Allow manual postings** if manual posting is allowed in Disabled accounts.

5. Select one of the option - Enable or Disable the account.

8.3.   Quick Discount

Quick Discount allows you to set up discounts for multiple passenger's accounts using the available selection criteria – by percentage or value. See Invoice Tab, Item Discount for discount assignment to individual passengers.

Figure 8-7 - Quick Discount screen

Quick Discount to Multiple Guest by Percentage/Value

1. From the **Cashier File** Menu, select **Quick Discount** from the drop-down list.

2. Repeat step 2 to 5 of Quick Posting to Multiple Account, then click **OK** to return to Discounts window.

Figure 8-8 - Quick Discount to Multiple Account

3. At the Discounts window **How much** section, enter the **percentage value, number of applicable discounts** and **reason**. To apply a Value discount, deselect the check box next to **Percentage**.

4. At the **What section**, select the **department group** or **code** the discount is applicable to, then click **OK** to confirm.

8.4.　Quick Check-Out

Quick Check-Out allows you to check-out passenger's by Deck and selected Check Out Date.
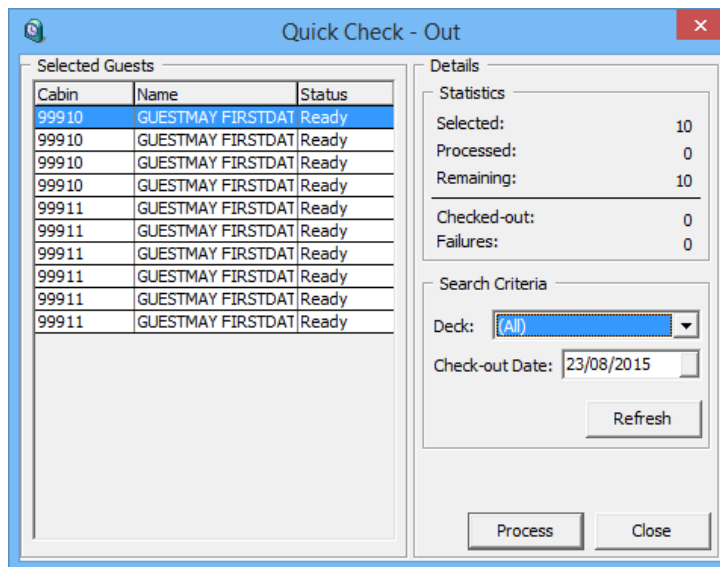
Figure 8-9 - Quick Check Out

1. From the **Cashier** File Menu, select **Quick Check Out** from the drop-down list.

2. Select the **Deck** and **Check Out date** from the drop-down list and then click **Refresh**.

3. At the Selected Guest section, cabin number and name of passengers due to check out will appear, and the total selected account is shown in the Statistic section.

4. Click **Process** and then select **Yes** at the confirmation prompt to proceed. This updates the number of record processed and its status in Statistic section.

5. Click **Close** to return to the Main Screen.

8.5.　Quick Service Charge Posting

The Quick Service Charge Posting is a function that post service charges in bulk or individually based on the criteria set in Quick Edit tab.
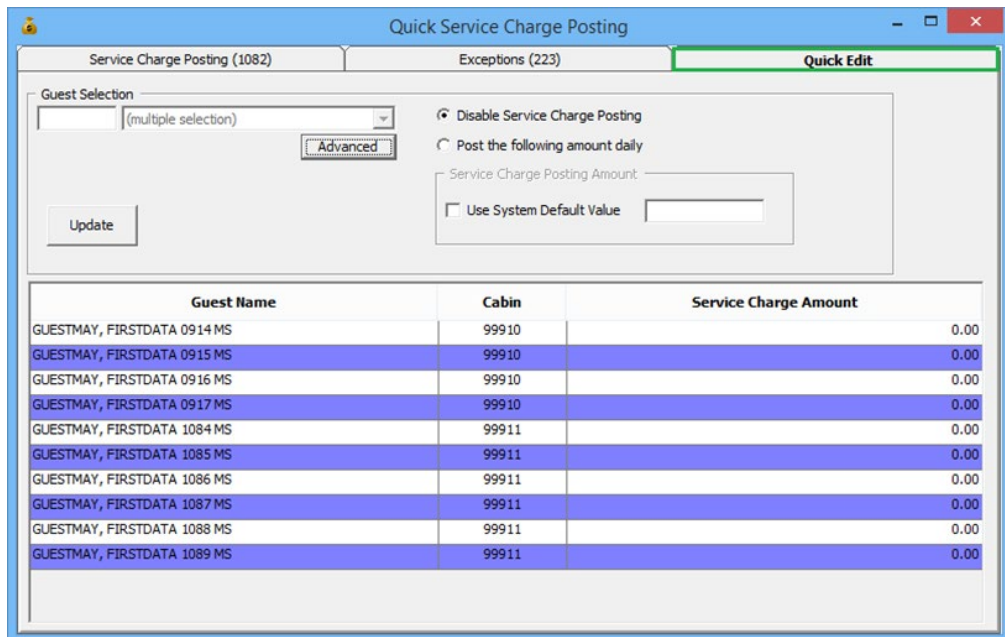
Figure 8-10 - Quick Service Charge Posting

Posting a Service Charge by Batch

1. From the **Cashier File** Menu, select **Quick Service Charge Posting** from the drop-down list and navigate to **Quick Edit** tab.

2. At the **Guest Selection** section, click **Advanced** to open the Multiple Account Selection window.

3. At the **Multiple Accounts Selection** window, select the **Status** and **Account Type** from the drop-down list.

4. 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>**.

5. Accounts selected are shown in the Selected Account.

6. Select **Post the following amount daily,** and check **Use System Default Value** or manually enter the value in the field beside it, if the value defers.

7. Click **Update** to update the service charge value and information is shown in Guest Handling, Guest Info, Cabin Information section.

8. Navigate to the **Service Charge Posting** tab to review the accounts with Service Charge pending.

Figure 8-11 - Service Charge Posting

9. Click **Post** to post the service.

10. At the confirmation prompt, click **Yes** to the value of the service charge to post.

Disabling Service Charge Posting

1. Repeat above steps 1 to 5.

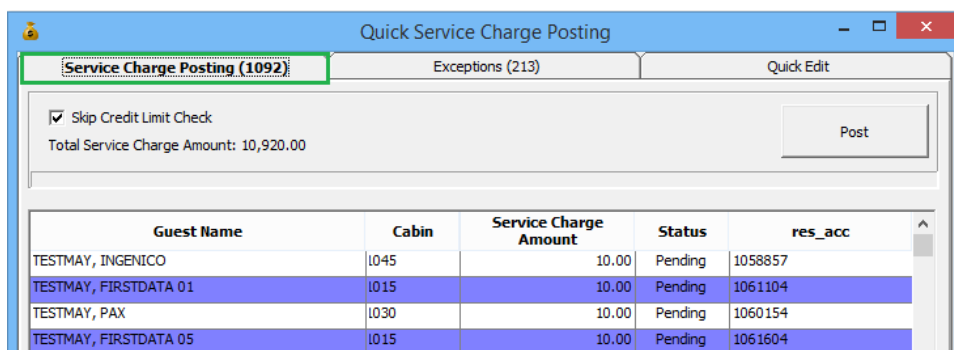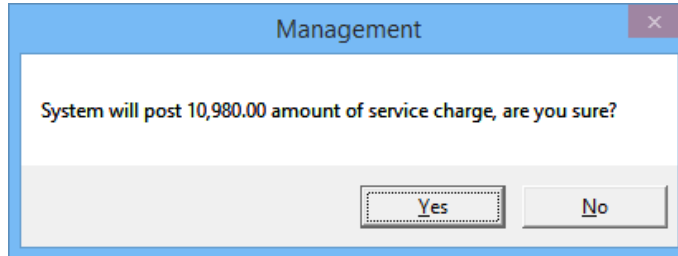2. Select **Disable Service Charge Posting,** then click **Update**.

3. Updated accounts are shown **in Exception tab and** in Guest Handling, Guest Info, Cabin Information section.

8.6. Quick Messages

Quick Message function allow user to send messages to a group of passengers or individually, using the Advanced Selection.

1. From the Cashier File Menu, select **Quick Messages** from the drop-down list.

2. At the Quick Message window, click **Advanced** to open the Multiple Account Selection window.

3. At the Multiple Accounts Selection window, select the Status, Account Type from the drop-down list.

4. 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>**, then click **OK** to return to Quick Message window.

5. At the Quick Message window, enter the **Sender's name** and **message** content.

6. Select the **Delivery Mode** and **Acknowledge mode** from the drop-down list, then click **OK** to save.

7. The system places a check mark in the guest account in Guest Handling, Message tab as an indicator for undelivered messages.

Figure 8-12 – Quick Message form

9. Flight Assignment

Flight Assignment function is similar to Quick Billing and Quick Posting. This function enables assigning of arrival or departure flight individually or by a group of passengers.

Figure 9-1 - Quick Flight Assignment

9.1.   Assigning Flight Details

1.   From the Cashier File Menu, select **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, Flight Number** from the drop-down list.

4.   In the Additional Information section, enter the additional information if any.

5.   Click **Add Guest** to add the selected guest 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 guest account in Guest Handling, Other Info tab.

10. Ashore Deny List

Ashore Deny List is a function that manages passengers or crew movements, by denying certain passenger or crew from going ashore.
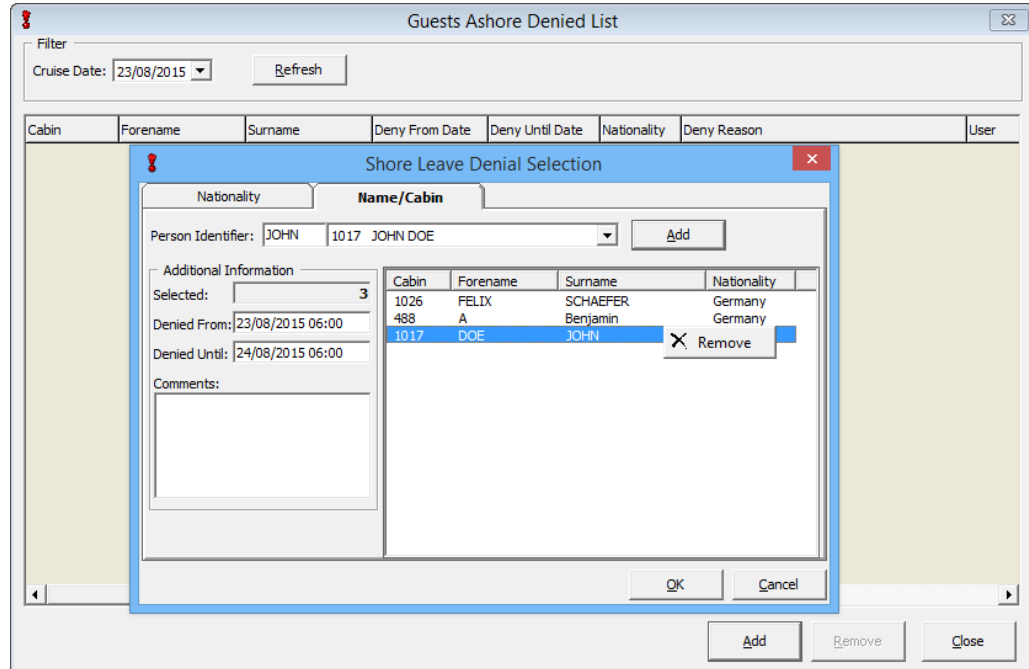

Figure 10-1 - Guest Ashore Denied List

10.1. Denying Passenger from Going Ashore

1. From the Cashier File Menu, select **Ashore Deny List** from the drop-down list.

2. Select the Cruise Data from the drop-down list and click **Refresh**.

3. Click **Add** at the bottom of the Guests Ashore Denied List to open the Shore Leave Denial Selection window.

4. Navigate to either the Nationality or Name/Cabin tab, then select the nationality or cabin from the drop-down list.

5. Click **Add** to add the selected passenger(s) to the denied list grid.

6. To remove the name from the Denied List grid, right-click on the name and select **Remove**.

7. Select the **Denied from/until date** in Additional Information section and click **OK** to return to the Guests Ashore Denied List. All Denied passengers name are highlighted in Red on Gangway Log.

8. Click **Close** to return to the main screen.

10.2. Removing Passenger from Going Ashore List

1. Repeat step 1 and 2 of the above.

2. In the Guests Ashore Denied List, select the name from the grid and click **Remove** at the bottom the screen.

3. Select **Yes** at the confirmation prompt and then click **Close** to return to the main screen.

11. Batch Assign Disembark Group

The Batch Assign Disembark Group function is similar to Add to Disembark Group in Guest Handling, and this function enable you to organize disembarking passengers by batches.
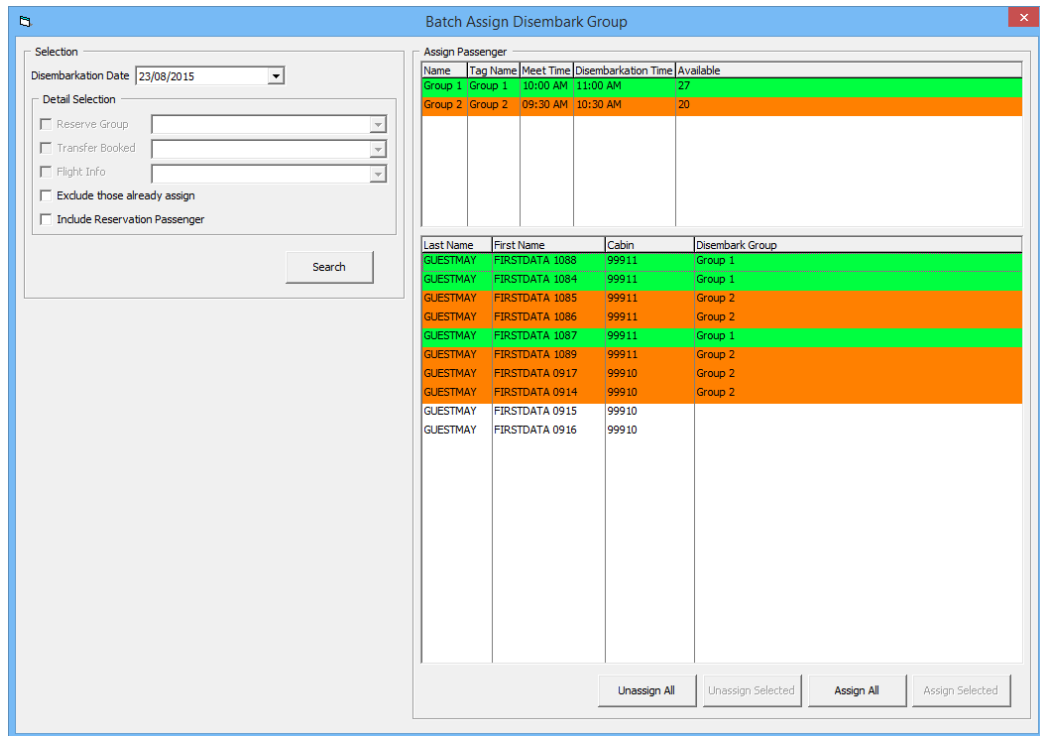
Figure 11-1 - Batch Assign Disembarking Group

11.1. Assigning Passengers to Disembarkation Group

1. From the Cashier File Menu, select **Batch Assign Disembark Group** from the drop-down list.

2. Select the **Disembarkation Date** from the drop-down list.

3. In the Detail Selection section, select the appropriate option and click **Search**.

4. Select the **Group** in Assign Passenger section, then select the **passenger name/cabin**. Use the **CTRL+ key** to select multiple passenger.

5. Click **Assign Selected** to assign. To assign all passenger, click **Assign All**.

11.2. Un-assigning Passengers to Disembarkation Group

1. Repeat step 1 to 4 of the above.

2. Click **Unassign Selected** to unassign from the grid.

Prerequisite, Supported Systems, and Compatibility

12. Print Disembark Letter

The Print Disembark Letter allows you to print and notify passenger of the debarkation time and meeting location.

Figure 12-1 - Print Disembark Letter

1. From the Cashier File Menu, select **Print Disembark Letter** from the drop-down list.

2. Select the **Disembarkation Date** from the drop-down list.

3. In the Detail Selection section, select the appropriate option and click **Search**.

4. Select the Passenger name from Selected Passenger section and then click **Print Selected**.

13. Unposted Package Posting

Unposted Package Postings are predominantly postings imported from Data Import or DGS ResOnline.

13.1. Viewing All Unposted Package Postings

1. From the Cashier Menu, select **Unposted Package Posting**.

2. Select the item and click **Post** to post the package amount to the system account. The package posting are shown in the Guest Account.

> ⬥ **WARNING:**
>
> The system does not check for unposted package postings when checking out the passenger account.

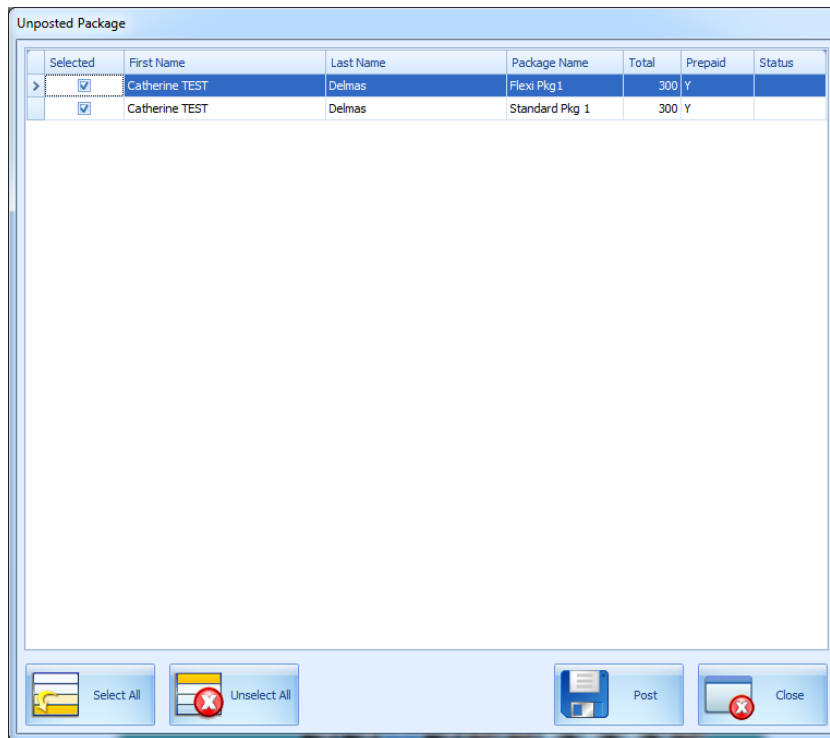| Selected	First Name	Last Name	Package Name	Total	Prepaid	Status
☑	Catherine TEST	Delmas	Flexi Pkg1	300	Y	
☑	Catherine TEST	Delmas	Standard Pkg 1	300	Y	

Figure 13-1 - Unposted Package Postings screen

14. Cashier Sessions

The Cashier Sessions is a function that register all credit collections for the day, by individual user, and user must have rights #371 – Cashier Sessions assigned. This function is enabled with Parameter **Cashier, Use Full Cashier**. A session code is required before the assigned cashier is able to open the cash register. These session codes are setup in Administration Module, System Codes, Session Codes.
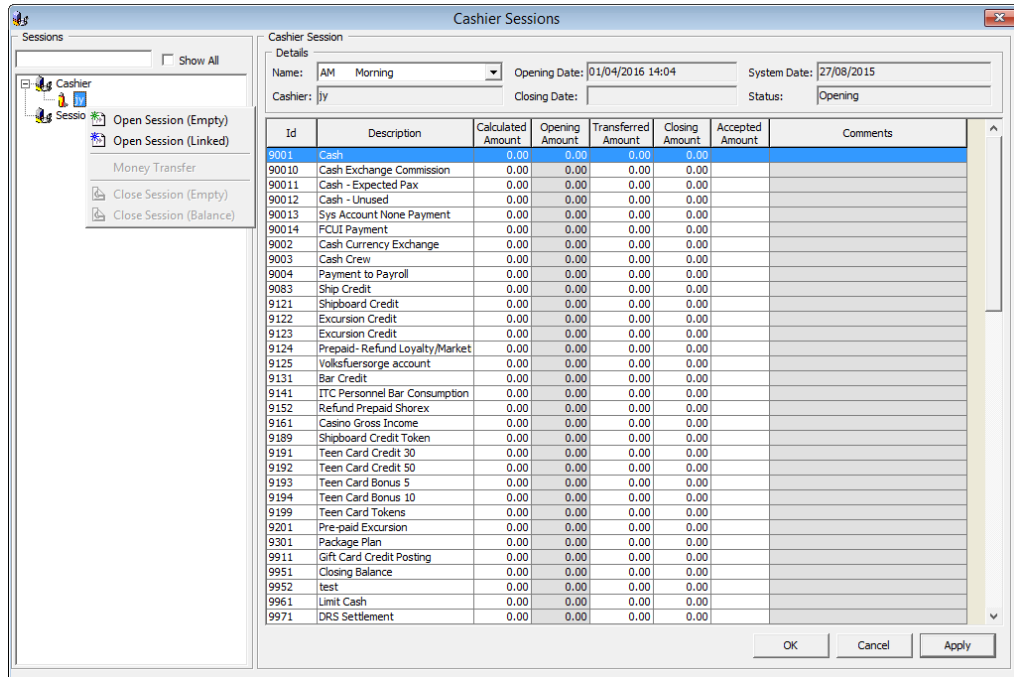

Figure 14-1 - Cashier Sessions

14.1. Opening a Cashier Session

1. From the Cashier Menu, select **Cashier Session** from the drop-down menu.
2. Click the plus (**+**) key to expand the Cashier container on the left, then right-click on the user name and select one of this option:

- Open Session (Empty) - This function open a cashier session for the selected shift.
- Open Session (Linked) – This function open a cashier session with previous closing balances being brought forward as Opening Amount.

3. In the Name field, select the **Session code** from the drop-down list.
4. Enter the **Opening Amount** for the respective department code, then click **Apply** to save.

14.2. Closing a Cashier Session

1. From the Cashier Menu, select **Cashier Session** from the drop-down menu.
2. Expand the Cashier container on the left, then right-click on the session and select one of this option:

- Close Session (Balance) – This function closes the cashier session by automatically filling in the amount in the **Closing Amount** column.
- Close Session (Empty) – This function requires user to input the value in **Column Amount** column.

Prerequisite, Supported Systems, and Compatibility

3. Click **Apply** to save the value entered.

4. When there is discrepancy on the value, the system prompts for further action. Selecting **Yes** sets the session status to Discrepancy, which allows you to further research and resolve the discrepancy.
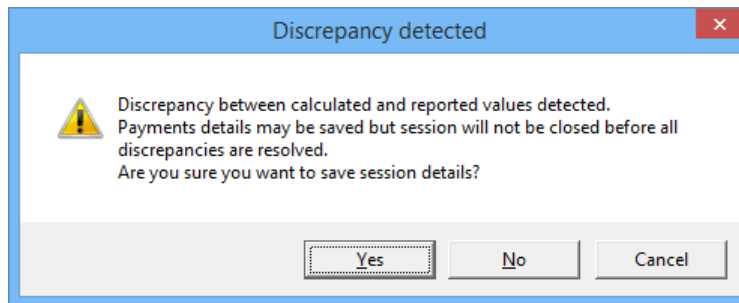

Figure 14-2 - Cashier Closing Discrepancy

14.3. Resolving Imbalance Cashier Session

1. From the Cashier Menu, select **Cashier Session** from the drop-down menu.

2. Expand the Session container on the left, right-click on the session and select **Close Session (Balance)**.

3. Enter the correct value in the **Accepted Amount** column, then click **Apply** to save the amount and print the final closing report.

14.4. Transferring Money From/To Ship

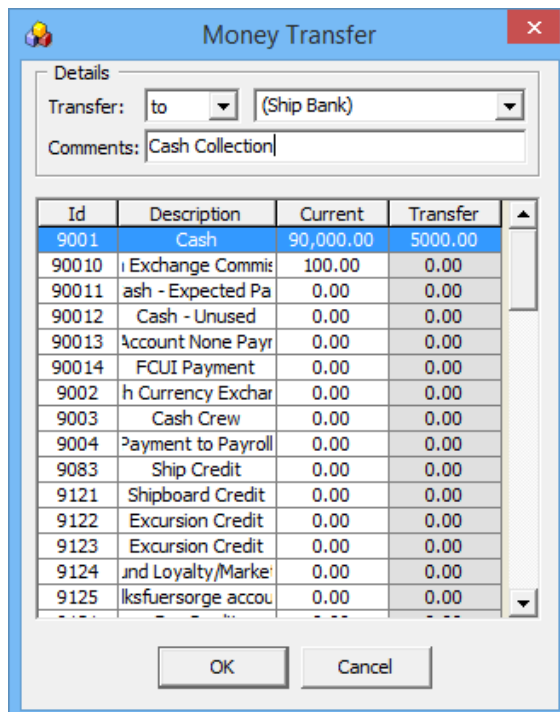Funds collected can be transferred from Ship to bank or shore side office or vice versa.

Figure 14-3 - Money Transfer

1. In the Cashier Session, click the **plus (+) key** to expand the **Session** container.

2. Choose the session to transfer the amount, then right-click and select **Money Transfer**.

3. Select the transfer type from the drop-down list, enter a comment in the Comment column and amount to transfer in the **Transfer** column.

4. Click **OK** to confirm the transfer.

5. Amount transferred are shown in Cashier Session, Transferred Amount column.

15. Options

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

General Tab

In the General Tab, you may determine the options to switch on/off by checking the check box. By default, the check boxes are un-checked.
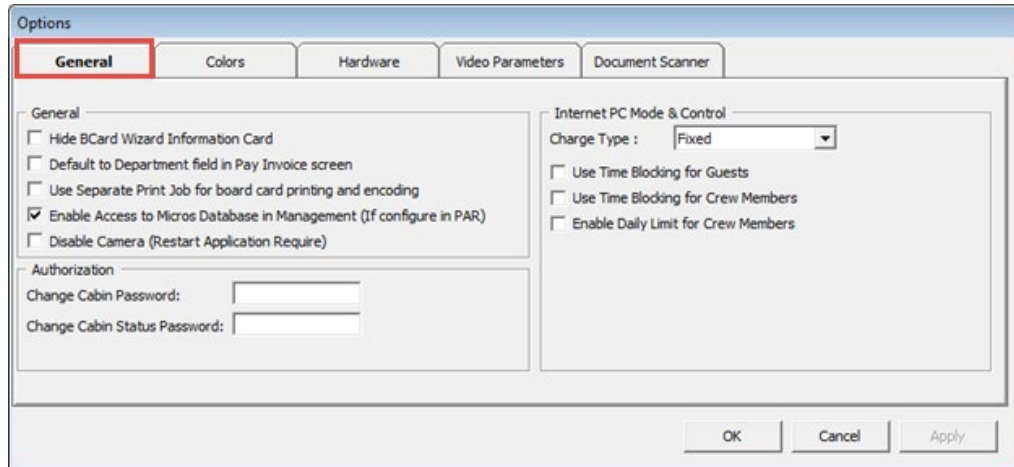
Figure 15-1 - Options Menu – General Tab

Colors

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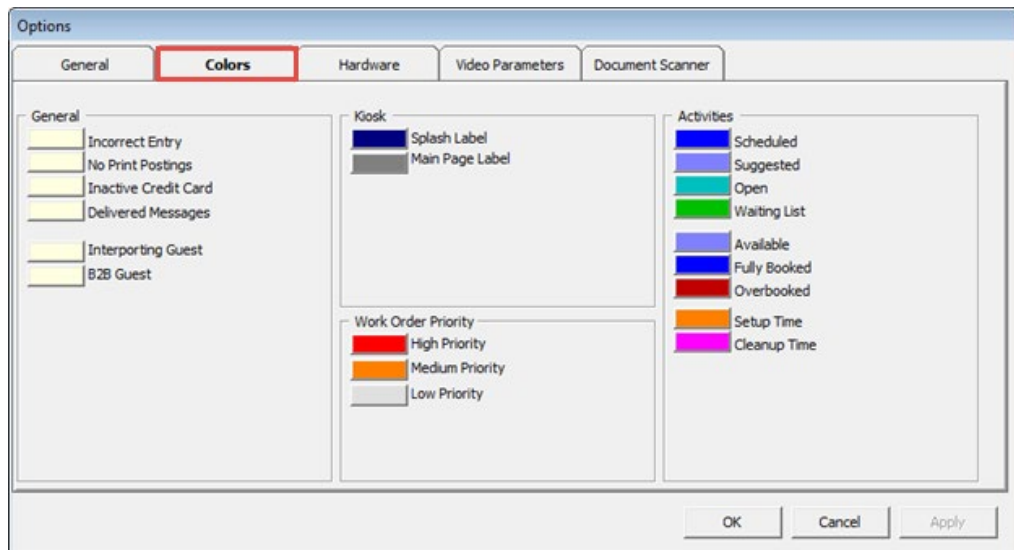

Figure 15-2 - Options Menu, Colors Tab

Hardware

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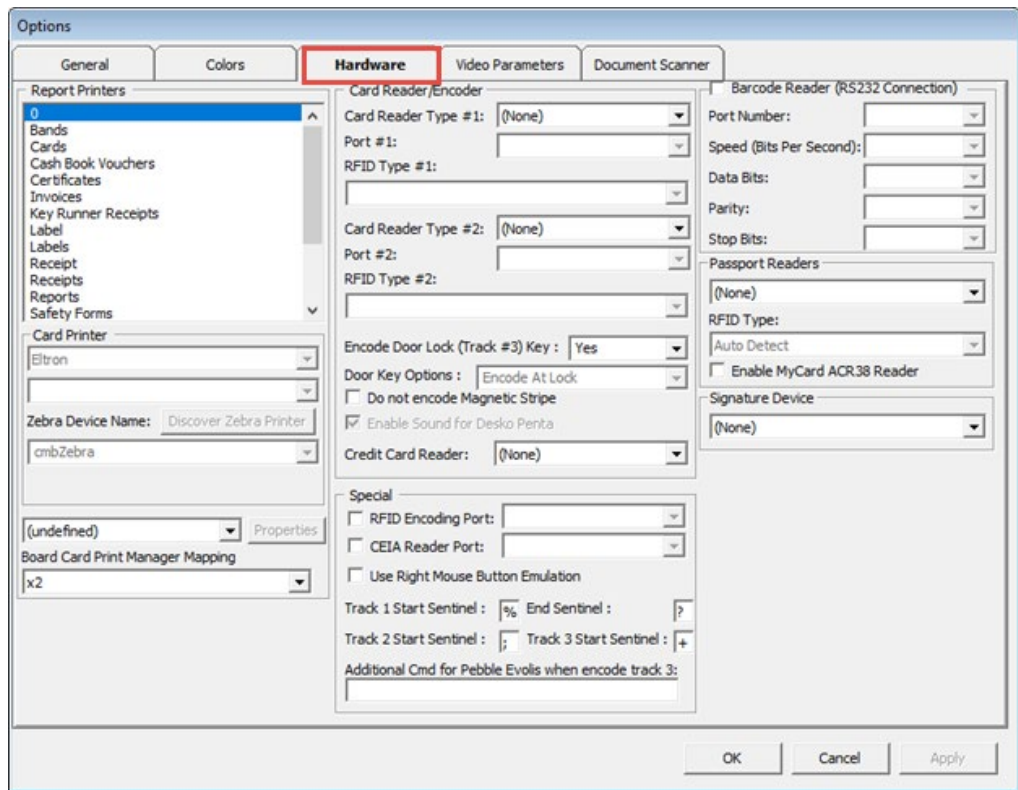
Prerequisite, Supported Systems, and Compatibility

Figure 15-3 - Options Menu, Hardware

Video Parameters

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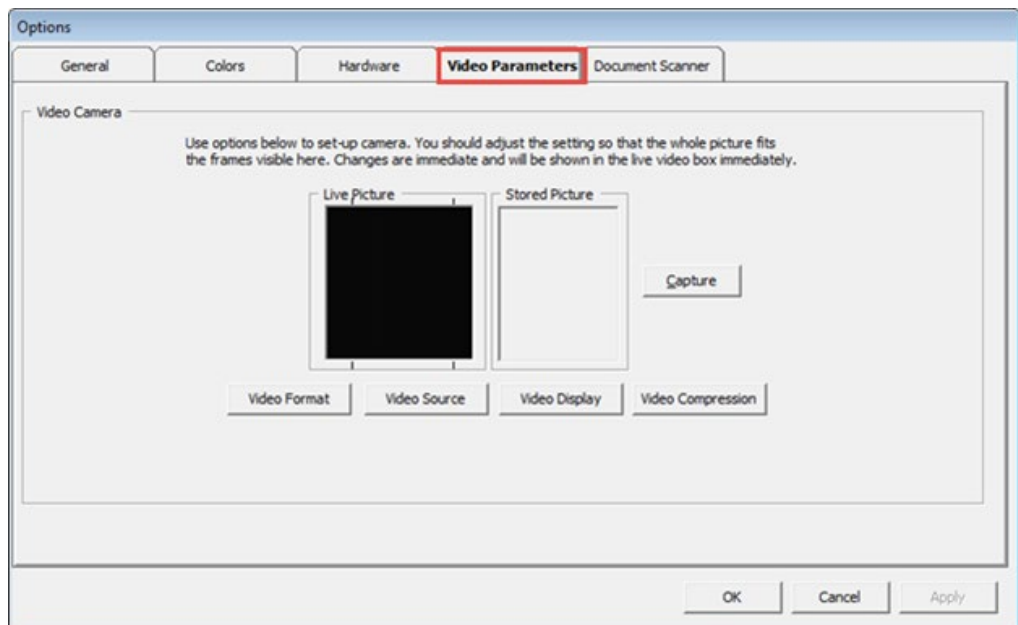

Figure 15-4 - Options Menu, Video Parameters

Document Scanner

This section link the type of scanner use for specific forms, for example, driving license, passport, and others.
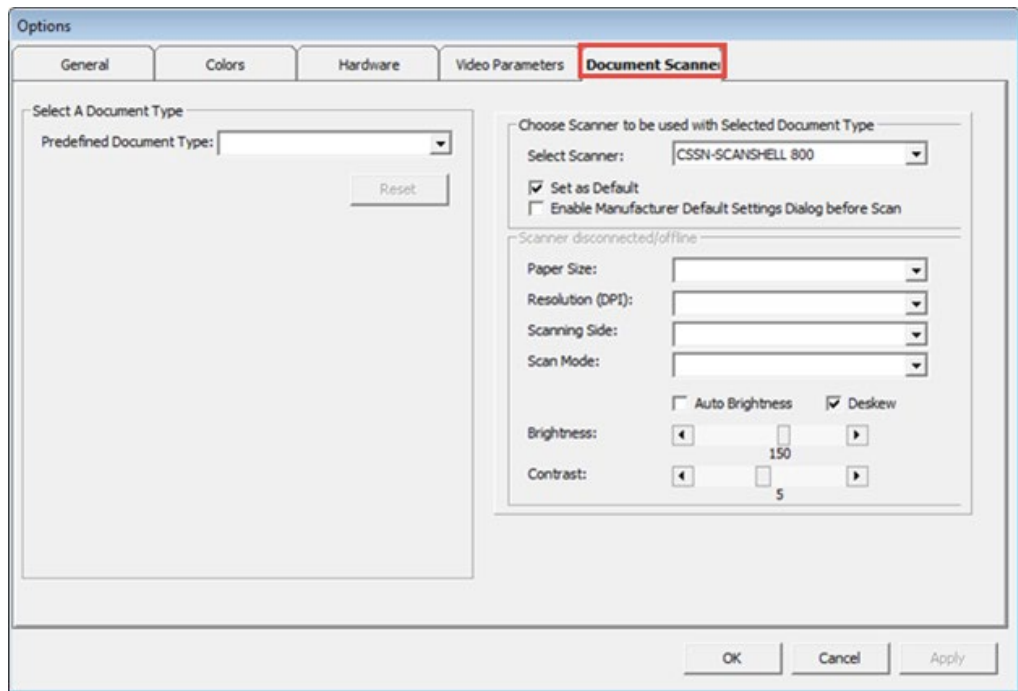
Figure 15-5 - Options Menu, Document Scanner
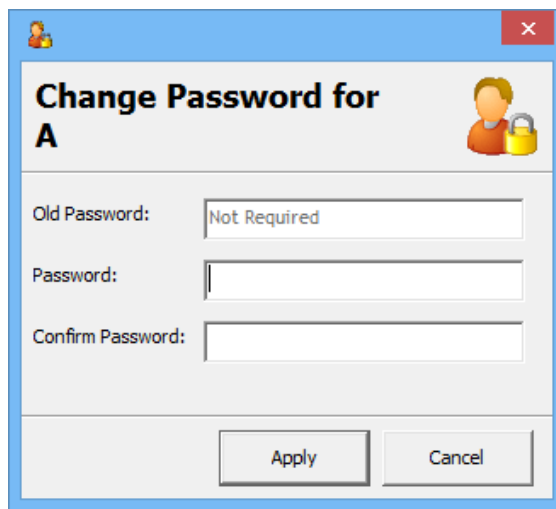
16. Security

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.

Login

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

Change Password

Change Password function allows user to reset their password. User is required to login prior to accessing this function.

Figure 16-1 - 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**.

User Logfile

User Logfile records all transactions performed by users by date and time order. These 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 16-2 - 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 16-3 - Gangway Logfile

Count Onboard/Shoreside

The Count Onboard/Shoreside displays the security count of total passengers, number of passengers onboard or at shoreside, and the count are shown by the type of passengers.
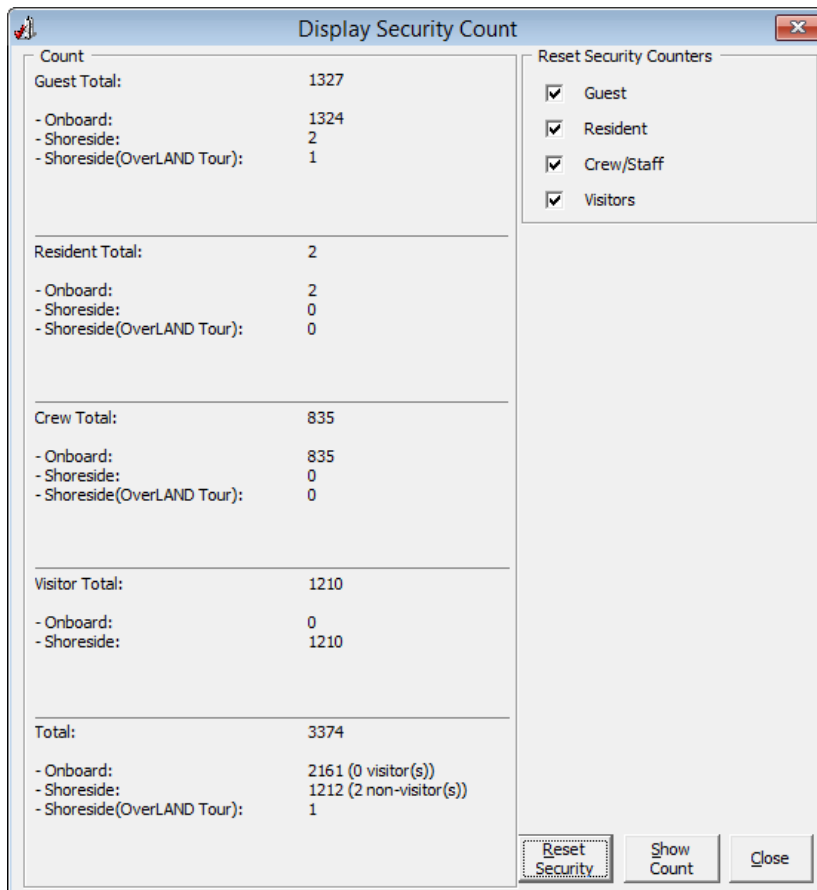
Figure 16-4 - Count Onboard/Shoreside

Clicking the **Reset Security** will reset the count.

> 🖉**NOTE:**
>
> Do read the message prompt when resetting the count as they message in each prompt varies.

Guests/Crew Onboard

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

Figure 16-5 - Guest/Crew Onboard

- Click the **Go Ashore** to set the selected passenger status from Onboard to Ashore.
- Click the **Gangway Log** to open the Gangway movement log.

Guests/Crew Shoreside

This function is the same as Guest/Crew Onboard and it only display passengers that are Ashore.

- Click the **Go Onboard** to set the selected passenger status from Ashore to Onboard.
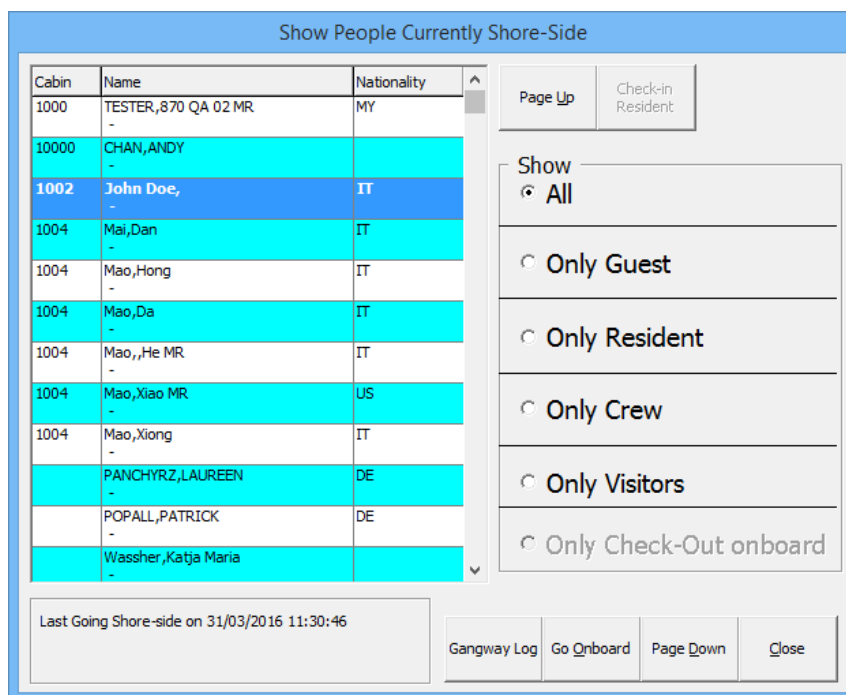- Click the **Gangway Log** to open the Gangway movement log.

Figure 16-6 - Guest/Crew Ashore

Port/Visa Requirement

This function enables user in restricting passenger of selected nationality with travel restrictions on travel documents from going ashore on port day. Once setup, the system prompts user when a restricted passenger's passport/travel document are swiped at the Gangway.


Figure 16-7 - 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. Select whether restriction applies to Pax and Crew, Pax or Crew only.

4. In the Conditions Setup section, select the **Nationality** and **Visa Type** from the drop-down list, the click **Save**.

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

Immigration Filtering

This function enables the Ship Operator to define the guest or crew to exclude from the Immigration Inspection.
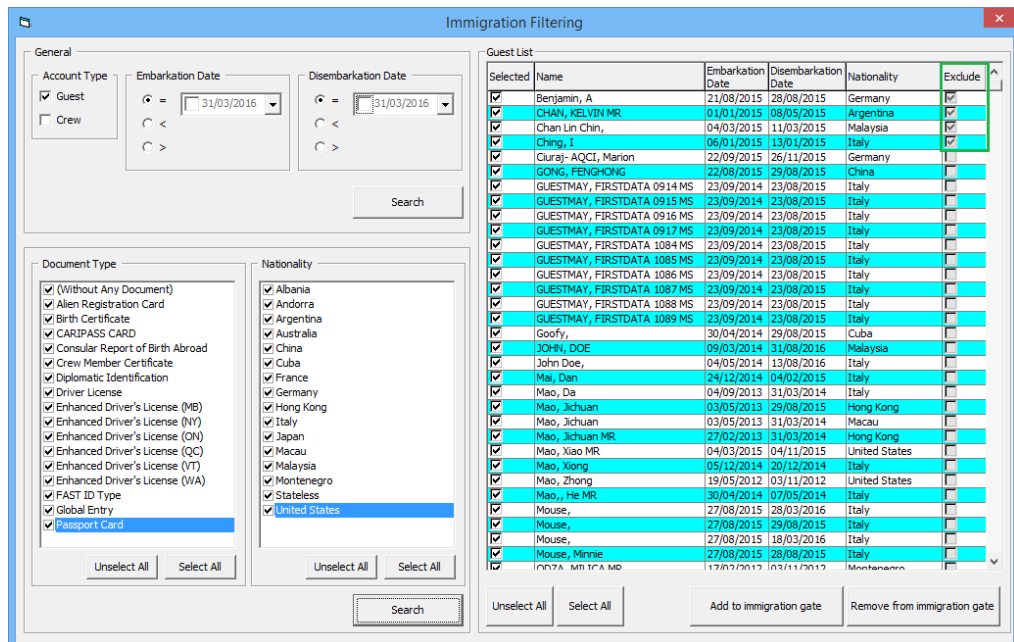
Figure 16-8 - Immigration Filtering

1. From the Security Menu, select **Immigration Filtering**.

2. In the General section on the left, select the **Account,
   Embarkation/Disembarkation**, and then click **Search**.

3. Select the **Document Type** and **Nationality** and then click **Search** to further filter
   the guest list.

4. In the Guest List on the right, select the passenger to add or exclude from
   immigration gate, then click the respective button.

5. Excluded passengers will have a check mark in the '**Exclude**' column

> ✏️ **NOTE:**
>
> If Guest has '*Switch to Crew in Manifest*' setup, then the guest account is
> shown under Account Type 'Crew'. If Crew has *'Switch to Passenger in
> Manifest'* setup, then the Crew account is shown under Account Type
> 'Guest'.