Oracle® Hospitality Cruise Shipboard Property Management System

Remote Manifest Update User Guide
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Preface

The Remote Manifest Update (RMU) is a module that updates manifest information such as guests, crews, and visitors remotely without a direct connection to Ship's production server. The RMU function comprises of two of modules.

Audience

This document is intended for application specialist and users of Oracle Hospitality Cruise Shipboard Property Management System (SPMS).

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screenshots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/

Revision History

Date	Description of Change
April 2017	• Initial publication

Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirements to operate the RMU module.

Prerequisite

- A Pretty Good Privacy (PGP) Key pair for the Shipboard database (SPMS DB).
- An Exchange PGP Key pair for the Remote database (RMU DB).
- RMU DB structure script. (RMU_Scripts_8.x)
- Required DLL
    - OHCSPMSBusiness.dll
    - OHCSPMSData.dll
    - OHCSPMSUI.dll
    - PGPBBox7.dll
    - SFTPBBoxCli7.dll
    - SSLBBoxCli7.dll
    - SSLBBoxSrv7.dll

Supported Operating Systems

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

Compatibility

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

1. General Overview

The Remote Manifest Update (RMU) is a module that updates the vessel with the latest manifest information such as guests, crews and visitors remotely, without having to connect directly to the Ship's production server. This module work alongside with two other modules:

- Shipboard Data Exchange – manages data at Shipside
- Remote Data Exchange – stores data at Remote side.

The RMU connects to two different databases through the above module and the setup of both modules differs from one another.

2. Shipboard Data Exchange

The Shipboard Data Exchange module predominantly handle exporting of information from the Shipside by generating an export file in .XML format, and the information are then re-imported into the database when the shore side completes the Remote Manifest Update.

2.1. Exporting Shipboard Data

1. Launch **Shipboard Data Exchange**. When launching the program and PGP Encryption Key does not exist in the database, the system prompts a message '*The RMU public key for PGP is not exist in the database. Please upload a public key to generate or read the file.*' Refer *Tools User Guide.pdf - Upload PGP Keys* section for steps on how to upload a PGP key.

2. On the ribbon bar, click **Export** and verify that the output file location is the correct location.

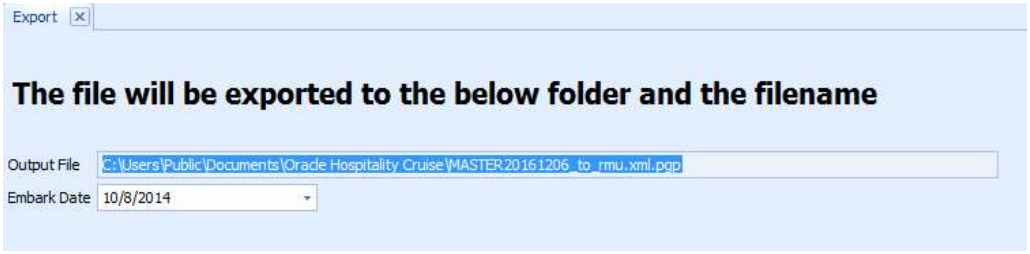

Figure 2-1 - Export Shipboard Data

3. Select the expected **Embarkation date** from the date editor and then click **Export** to proceed. The system prompts message '*The file had been exported to C:\Users\Public\Documents\Oracle Hospitality Cruise\MASTERyyyymmdd_to_rmu.XML.pgp*' when export completes.

   The Data exported are the Guest and Crew reservation with status 'RR' and 'RE' of the selected embarkation date and the file is encrypted with a PGP Key.

2.2. Importing Remote Data

The Shipboard Data Exchange module imports the information into the production database on the ship and updates all passengers' records with the collected information and pictures that were taken from RMU.

1. Click **Import** at the ribbon bar.
2. The latest transfer file exported from Remote Data Exchange is displayed by default on the Import screen. Click **Browse** to browse for other.XML file, if any.

3. The system allows an import of picture image without the data by checking the **Import Data Picture Only**. When this check box is unchecked during import, the system imports all the data, including the pictures.

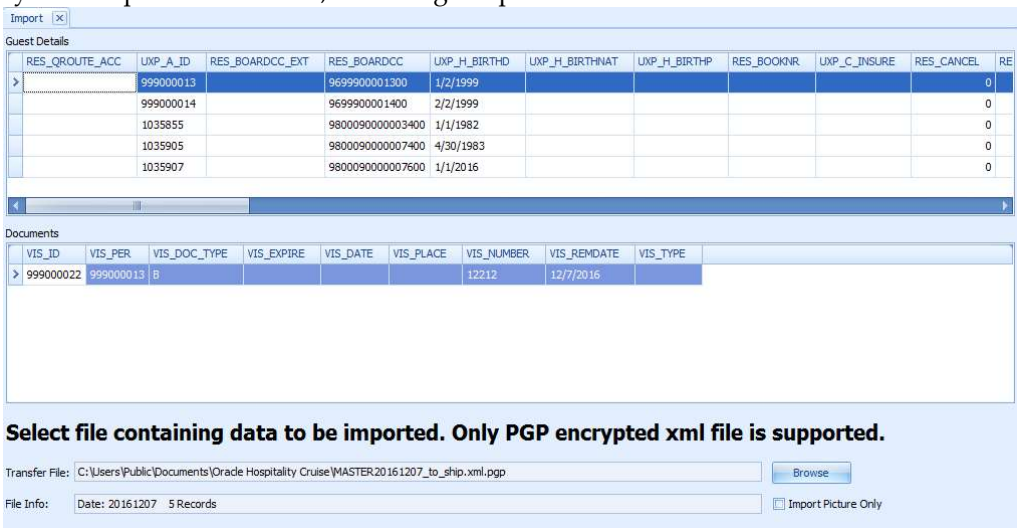

Figure 2-2 - RMU Import screen

4. Select the file name to import and then click the **Import** under Import group to proceed with the import of RMU DB into the SPMS DB. The system prompts a message 'Import completed with x record(s) added, x record(s) updated, x record(s) skipped' when import completes.

3. Configuring Remote Data Exchange

The Remote Data Exchange module connects to its own Remote Data Update Database (RMU DB). Information from the shipside are then imported into RMU DB, making the Shipboard data available for updating through Remote Manifest Update.

3.1. Change PGP Key

A PGP Key is required to decrypt the import .XML file from SPMS DB prior to uploading the data into the RMU DB. The same PGP Key is use to encrypt the export.XML file before it is being sent to the Shipside. This function is perform using the Tools program. Refer to *Tools User Guide* for steps to change the PGP Key.

3.2. Importing Shipboard Data

A connection to the RMU DB must be established and has all the required setup including uploading of the exchange PGP Key Pair before data import takes place. Refer section *4.1 Setting up Remote Manifest Update* on how to establish a connection.

1. Launch the **Remote Data Exchange** module and click the **Import** under Main Menu group.

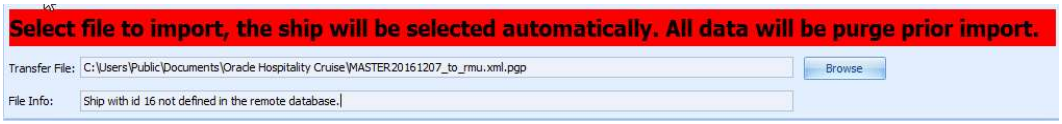

Figure 3-1 - Remote Data Exchange file transfer path

If the Ship ID is not setup in the RMU DB, the following are shown in the **File Info** '*Ship with id xx not defined in the remote database*.' Refer *to Setting up Remote Manifest Update* for more information.

2. At the bottom of the screen next to Transfer File, click **Browse** to browse the .XML file exported from the Shipboard Data Exchange to load the records of the guest onto the Guest Detail grid.

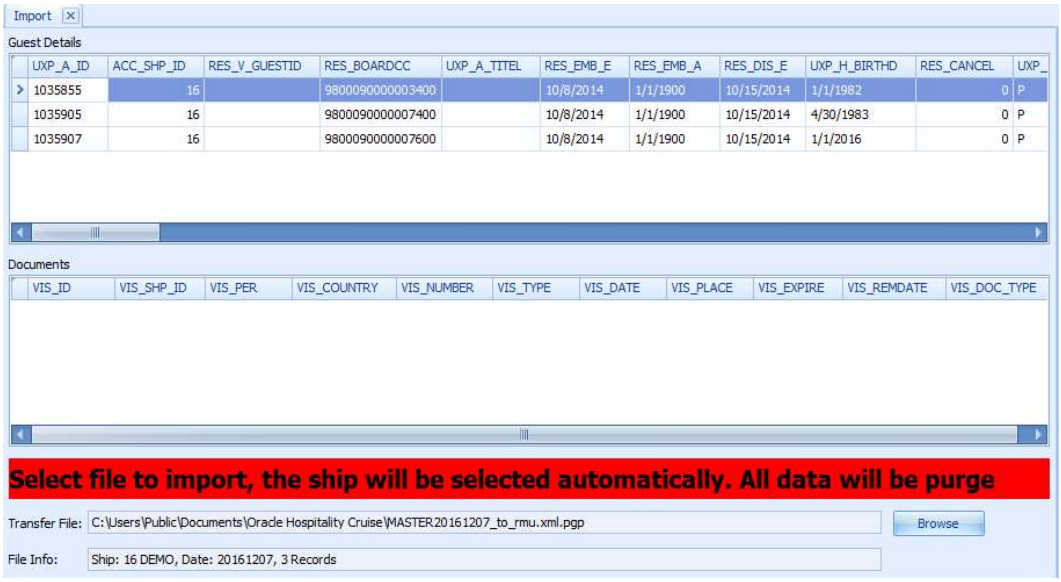

Figure 3-2 - Remote Data Exchange Import screen

3. Click the **Import** under Import group to proceed. This process purges *all* existing data and writes the newly imported data onto the RMU DB. The system prompts message 'x reservation (s) imported' when the import completes.

3.3. Exporting Remote Data

The Remote Data Exchange module creates an export file in .XML format after updating all the imported information, and information contained in this file are then re-imported into the SPMS DB along with the corresponding passenger pictures.

1. At the ribbon bar of **Remote Data Exchange** application, click **Export**.
2. In Export screen, checking the **Export All Data** check box exports all current data in the RMU DB or only export changes made when the field is left uncheck.

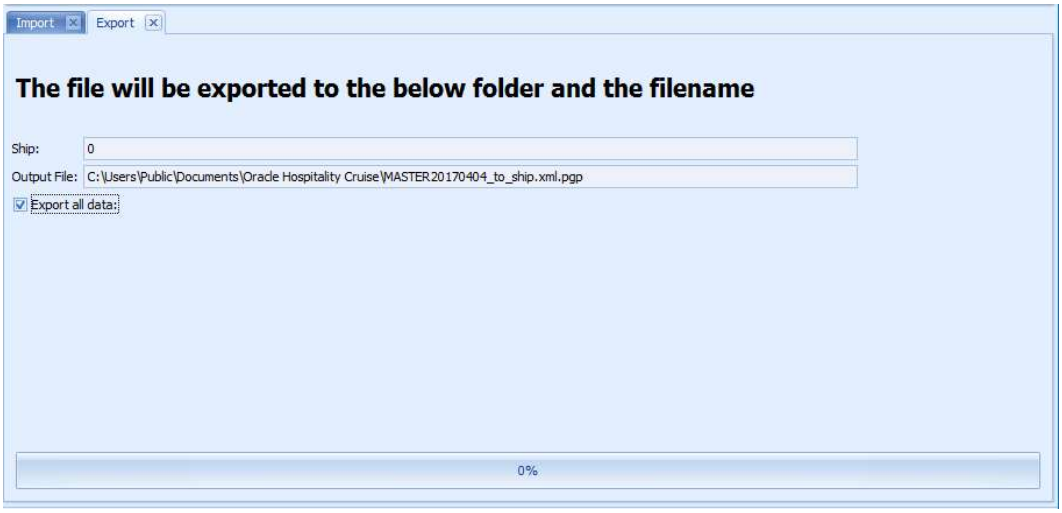

Figure 3-3 - Remote Data Exchange Export screen

3. Click the **Export** from Export group to proceed. The export progress is indicated at the bottom of the screen. The system prompts 'The file had been exported to C:\Users\Public\Documents\Oracle Hospitality Cruise\MASTERyyyymmdd_to_ship.XML.pgp.' when export completes and encrypt the file with a PGP Key.

4. Remote Manifest Update

The Remote Manifest Update (RMU) is a function that updates the vessel with the latest manifest information prior to embarkation using a snapshot of the guest details collected from the reservations system such as passport details, credit card swipes, photos in offline mode, and others.

Prior to using the module, configuration of parameters listed below is required.

4.1. Setting up Remote Manifest Update

Launch **Remote Manifest** module and select **Setup** from the menu bar.

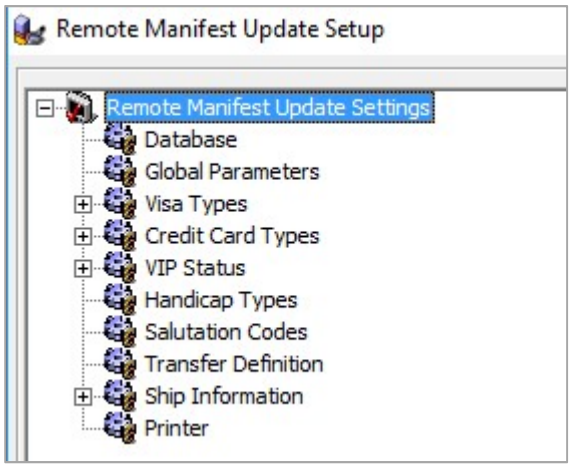

Figure 4-1 - RMU Setup

Remote Database Connection

The Remote Database Connections stores the login credentials that connects to RMU DB.

1. Under the **Remote Manifest Update Settings** container, select **Database** and then enter the RMU DB connection credentials.

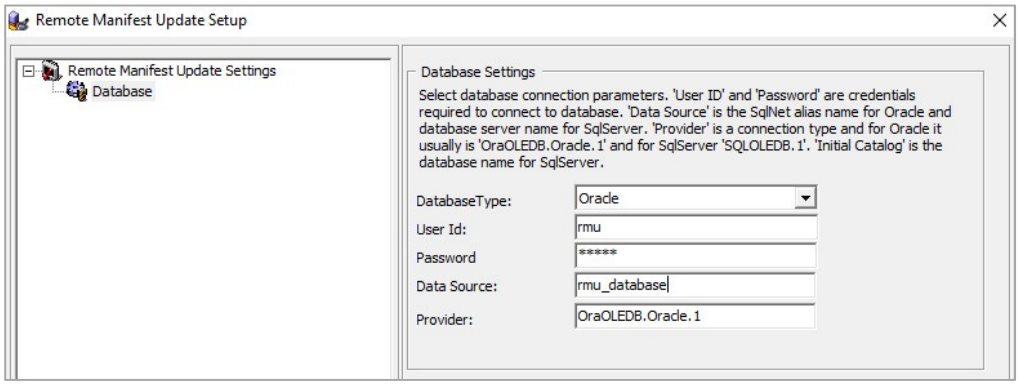

Figure 4-2 - Remote Manifest Update Settings

2. Click **Apply** to save the settings. The system prompts 'Connection Successful' once the connection is established and the connection settings are saved into OHCSettings.par.

   If the system prompts 'Connection failed, please correct the settings', this may be due to the Oracle Net Manager is not setup to connect to the RMU DB or RMU database structure is blank.

Ship Information

The Ship Information not only stores the Ship ID and Name, it also defines the information to be transferred.

1. In **Remote Manifest Update Settings container**, right click the **Ship Information** and then select **Add**.
2. The system defaults the ship information as 'TestShip' when information is setup for the first time. Enter the matching two digits **Ship ID** and **Ship Name** defined in Parameter Group, 'RMU','Ship ID' in its respective field and then click **Apply** to save.
3. The fields for table 'ACC' and 'VIS' then become visible, allowing you to specify the required column and the default value needed. In the Ship Information screen, select the table from the drop-down list then the fields underneath the table and navigate to the Field Properties section.
4. In the Field Properties section, select the **Status** from the drop-down list, check the **Required** check box if the field is required, then enter the **Default Value**. The default value must match the column data type.
5. Click **Apply** to save the changes.

Global Parameters

The Global Parameters manages the configuration setting used in RMU, including some hardware related settings.

1. From the Remote Manifest Update Settings window, select **Global Parameters** and select the default ship from the drop-down list.
2. In Local Parameters screen, specify the format use for the selected ship and then click **Apply** to save the changes.

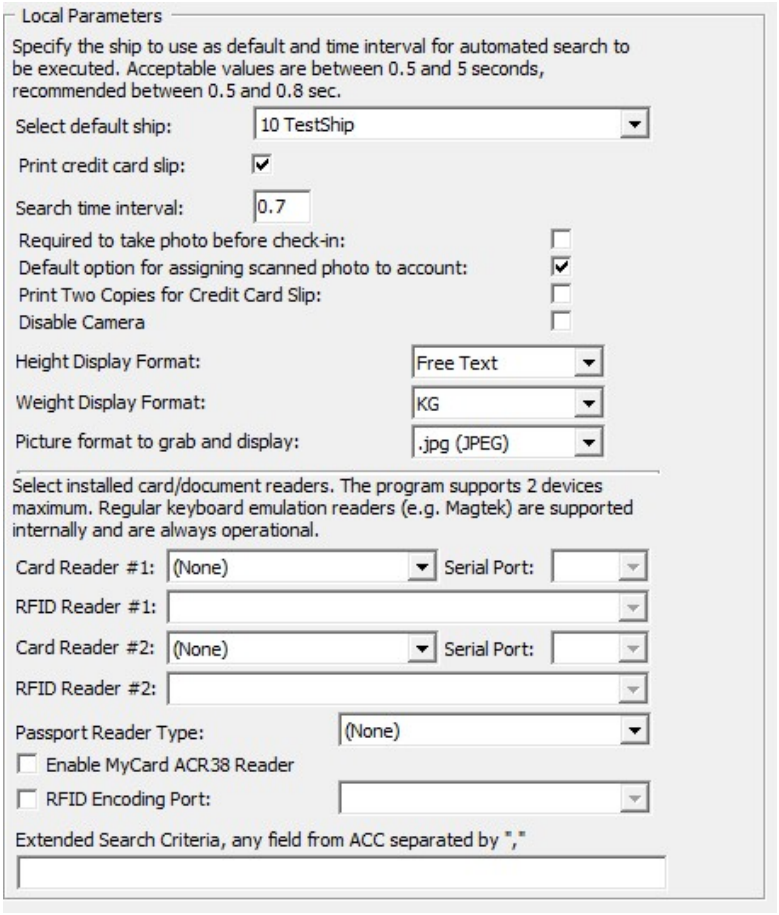

Figure 4-3 - RMU Setup - Local Parameters

Table 4-1 - Field Definition of RMU Global Parameters

Field	Definition
Select default ship	Ship ID that matches the shipboard ID.
Print credit card slip	Default to print credit card receipt when a credit card is registered.
Search time interval	Time interval use for automated search. Acceptable value is between 0.5 – 5 seconds.
Require to take photo before check in	Flag the guest status as incomplete. The Info column shows yellow if the guest does not have their photo taken.
Default option for assigning scanned photo to account	Photos can be assign to the account if a passport scanner is use and this require 'Assign to Account' checked.
Print Two copies for credit card slip	The number of copies of credit card slip to print when registering the credit card.

Disable Camera	Function disable the camera when the check box is checked and may result to GetPicture no longer works.
Height Display Format	Defines the metric use to store height.
Weight Display Format	Defines the metric use to store weight.
Picture format to grab and display	Defines the metric use to stores picture format in GetPicture.
Card Reader #1 and #2	Defines the device use for Credit Card or Board card scanning.
RFID Reader #1 and #2	The RFID device linked to Card Reader #1 or #2.
Passport Reader Type	Type of device use to scan passport
Enable MyCard ACR 38 Reader	Enable device to read ACR 38 Smart Card.
RFID Encoding Port	Port number use by RFID encoding device.
Extended Search Criteria	Search criteria based on the specified field. Only available to fields in ACC table.

Visa Type

The Visa Type defines the type of Travel Visa accepted.

1. From the Remote Manifest Update Settings window, select **Visa Types**, right-click and select **Add** to add new code.
2. In Visa Card Type screen, select the Visa Type from the drop-down list, enter the description, and then click **Apply** to save the changes.

Credit Card Type

The Credit Card Type defines the type of credit card accepted.

1. From the Remote Manifest Update Settings window, select **Credit Card Types**, right-click and select **Add** to add a new credit card.
2. In Credit Card Type screen, enter the Credit Card Code, Full name of the card and Recognition digits. For example for Master credit card: *MC, Master Card, -51-,-52-,-53-,-54-,-55-*
3. Click **Apply** to save the code.

VIP Status

The VIP Status is use to define the status accorded to a Very Important Person (VIP).

1. From the Remote Manifest Update Settings window, select **VIP Status,** right-click and select **Add** to add new code.

2. In VIP Status screen, select the VIP Status code from the drop-down list, enter the corresponding description, and then click **Apply** to save the code.

Handicap Types

The Handicap Types is use to define the available accessibility type.

1. From the Remote Manifest Update Settings window, select **Handicap Types,** right-click and select **Add** to add new code.
2. In Handicap Types screen, select the type from the drop-down list, enter the corresponding description, and then click **Apply** to save the code.

Salutation Codes

The Salutation Codes is used to address the guest by salutation, be it in person or by email.

1. From the Remote Manifest Update Settings window, select **Salutation Types,** right-click and select **Add** to add new code.
2. In Salutation Types screen, select the type from the drop-down list, enter the corresponding description, and then click **Apply** to save the code.

Transfer Definition

The Transfer Definition defines the type of fields use when exporting data for transfer between RMU DB and SPMS DB.

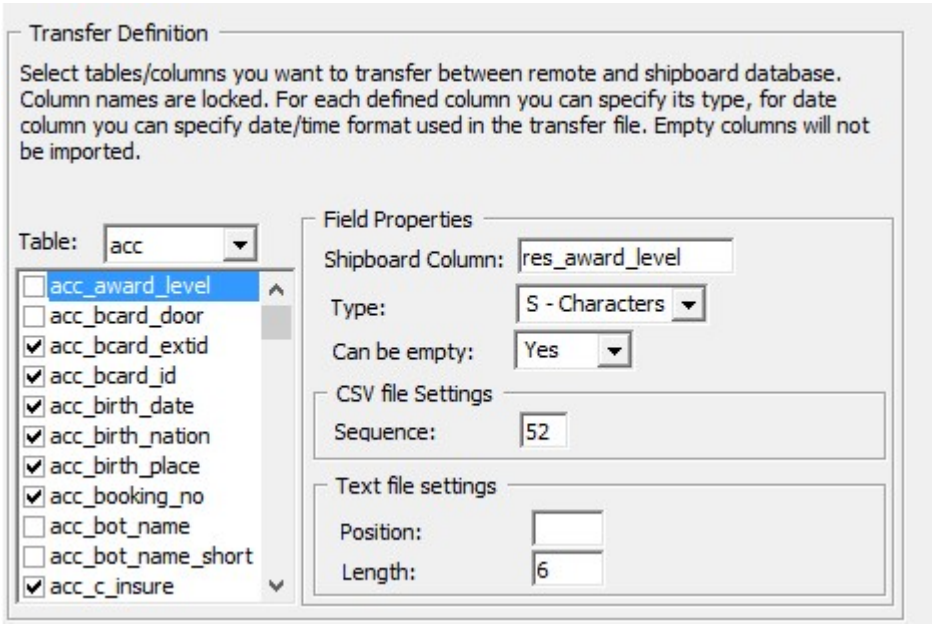

Figure 4-4 - Transfer Definition Settings

1. From the Remote Manifest Update Settings window, select **Transfer Definition,** right-click and select **Add** to define the fields for the first time.
2. Select the table from the drop-down list either 'ACC' or 'VIS', then check the appropriate fields underneath the table, and then navigate to the **Field Properties**. In

each of the field, specify the **Type** by either character, date/time or number, or have field as NULL by setting **Can be Empty** equals to Yes.

The transfer file accepts the field with NULL value. If the field has NULL value, the system will not write the information into the .XML file.

3. Click **Apply** to save.

Printer

1. From the Remote Manifest Update Settings window, select **Printer,** right-click and select **Add**.
2. Select printer for each printing type using the drop-down menu, then click **Apply** to save.

Change Encryption Key

In each client PC running Remote Manifest, a unique encryption key of the client PC must exist in OHCSecurity.par. When different client PC connects to the same RMU DB, the user is required to perform a Change Encryption Key to create a new key. Otherwise, the system shall prompt '*Please create the encryption key first*'

Figure 4-5 - Change Encryption Key

1. From the Remote Manifest main menu, select **Change Encryption Key** from the menu list.

2. In the Change Encryption window, enter eight characters for **Passphrase 1** and **Passphrase 2**, and then click **Apply** to save.
3. The system then prompt 'This will clear all the existing data, are you sure want to continue?'. Select **Yes** to continue or **No** to cancel.
4. The system stores the passphrase in `OHCSecurity.par` for one year, with its expiry date indicated on the message prompt once the encryption key is registered successfully.

Editing Remote Manifest Information

This function enables you to update the passenger's reservation before sending the record back to the ship. The field available on this screen is a scale down version of the reservation screen in Management module. The layout of the Edit Info screen is customizable to a One Tab, Two Tabs or Four Tabs view and this is defined in RMU Schema. Please contact Oracle Support for assistance if you wish to change the screen layout.

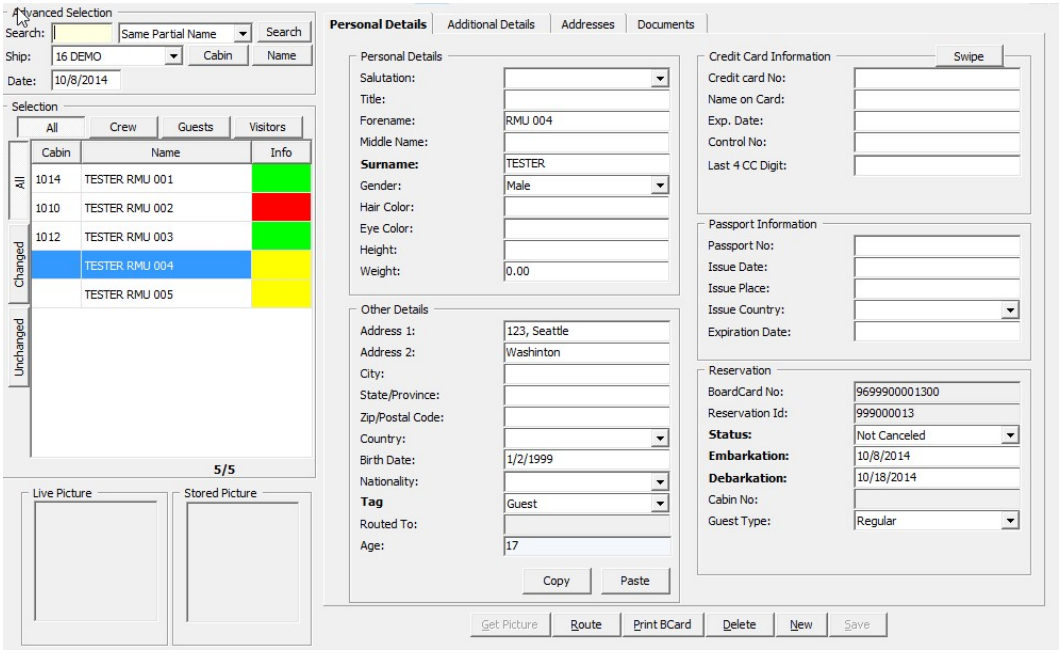

Figure 4-6 - Advanced Selection screen

1. From the Remote Manifest main menu, select **Edit** from the menu list to open the Advanced Selection screen.
2. On the left panel of the screen, use the **Search** field to search for a passenger record manually or swipe the passport or credit card through a reader defined in **Global Parameter, Extended Search Criteria**.
3. In the Search result grid, other than cabin number and name, any passenger's record that requires attention are marked with different color and the mandatory fields are bold. Selecting the record enables you to further edit or insert the missing data.

- RED: Required field are missing
- YELLOW: Partial information is missing. For example, missing guest photo.
- GREEN: All required fields are complete.

4. Click **Save** to complete the editing.

The **Edit** function also enable you to edit the following information within the record.

- To Auto-populate the guest passport information into the respective fields, scan the passport using a passport scanner or reader. Ensure the device is setup and 'Default option for assigning scanned photo to account' in **Setup, Global Parameters** setting is checked
- To capture a live photo, select the guest record and click the **GetPicture** button. This feature does not work when 'Disable Camera' setting is checked in **Setup, Global Parameter**.
- Register a Credit Card Information using a credit card reader to register or manually enter the card details.
- The Copy and Paste option enable you to copy the Address, Temporary and Emergency Address information to a different account by selecting the account, click **Copy** and then search for the account to paste the copied information to, click **Paste** and then click **Save**.
- To permanently delete the reservation from the RMU DB, select the record and then click the **Delete**.
- To print the physical onboard card using the **Print BCard**. A report file (.rpt) must be saved in Oracle Hospitality Cruise Public Document folder before board card can be printed. Otherwise, the system prompts an 'Error during printing' if the file is missing.
- The **Route** button allows charges to be routed to an individual traveling with other parties and is responsible for payment of all invoices. To create a route, select the Payer account and then click **Route.** All selected guests in the grid are then routed to the Payer. The function supports multi-select using the CTRL key.
- To undo the routing, highlight the record and click **Cancel Route**. Read the message prompt before clicking **Yes** to confirm. To Undo all routings, highlight the payer record and click **Cancel Route**.

5. Remote Check-In

The Remote Manifest does not provide a check-in feature. All passengers check-in are processed through Advanced Quick Check-In module or Management module on the ship's database.

Quick Remote Check-In

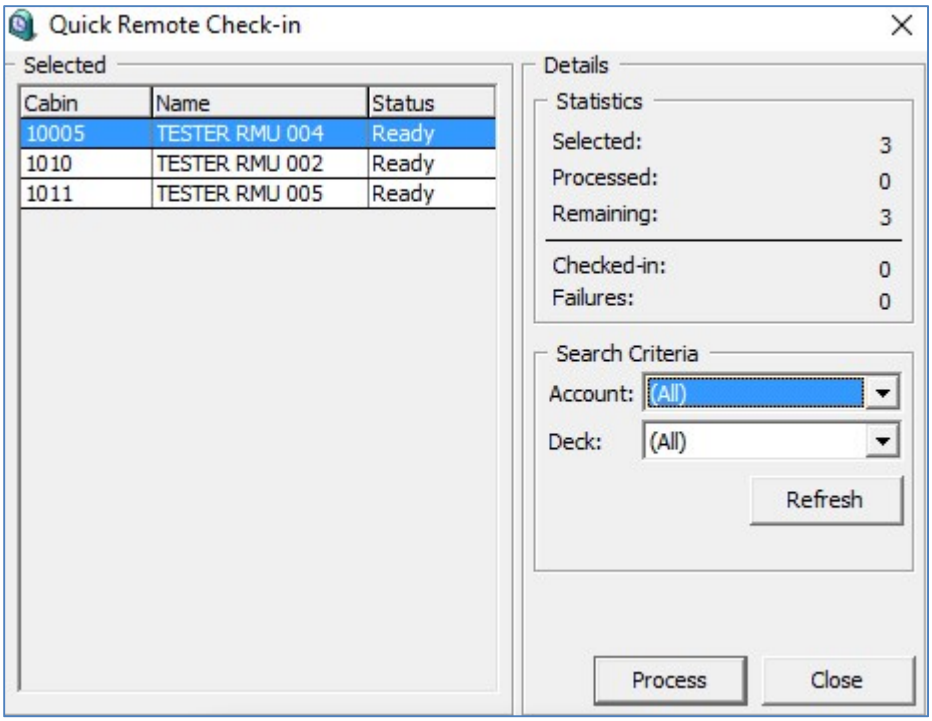

Figure 5-1 - Quick Remote Check-In

1. Launch the Management module and select **Cashier, Quick Remote Check-In** from the main menu.
2. In Quick Remote Check-in window, search the record to check in by selecting the **Account** or **Deck**, then click **Refresh** to populate the records imported from a RMU DB into the grid.
3. Click **Process** to check-in all the guest records.

Auto Check In

An Auto Check In function is available to automatically check-in the guest when the Shipboard Data Exchange import routine is performed. This process only auto check-in RMU reservations that have cabin assigned and modified data. Reservations without cabin assignment are imported as per normal with its status set to 'Expected'.

The default check-in status is control by Parameter, 'General','RMU Check-In Status' and it can either be 'Onboard' or 'Ashore'.