

**Oracle® Hospitality Cruise  
Shipboard Property Management  
System**  
ResOnline Viewer User Guide  
Release 8.0  
**E84184-02**

August 2018

---

Copyright © 2010, 2021, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are commercial computer software pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

---

---

# Contents

<b>Tables</b> .....	<b>4</b>
<b>Figures</b> .....	<b>5</b>
<b>Preface</b> .....	<b>6</b>
Audience .....	6
Customer Support.....	6
Revision History.....	6
<b>Prerequisites, Supported Systems, and Compatibility</b> .....	<b>7</b>
Prerequisites .....	7
Supported Operating Systems .....	7
Compatibility.....	7
<b>1 ResOnline Viewer</b> .....	<b>8</b>
1.1. ResOnline Viewer Main Screen.....	8
Search Criteria .....	9
Information Tabs.....	9
1.2. Accessing Information using Search Criteria .....	11
1.3. Viewing Information within a Tab .....	11
Viewing Tab Information using Built-in Filter Control.....	12
1.4. Configuring a View with Field Mappings .....	13
1.5. Searching Information using Search XML .....	14
1.6. Comparing the Database .....	15
1.7. Importing Reservation Data .....	16
Checking Imported Data.....	16
1.8. Defining Tabs to Hide/Show .....	17
1.9. Copy Template .....	17
1.10. Setting up User Define Template .....	18
Adding New Template .....	18
Updating an Existing Template .....	19
Exporting Existing Templates .....	19
Importing Existing Templates.....	19
Deleting Existing Template .....	19
1.11. eOne Message Viewer .....	19
Viewing Incoming/Outgoing/Error Messages.....	20
<b>Appendix A. Example of Import Errors</b> .....	<b>21</b>
Reservation Not Found .....	21
ID Does not Exist.....	21
Cruise Not Set Up .....	21

---

---

# Tables

Table 1-1 - ResOnline Functions.....8  
Table 1-2 - Available information tabs .....9  
Table 1-3 - Built-in Filter Controls ..... 13

---

---

# Figures

Figure 1-1 - ResOnline Viewer main page .....	9
Figure 1-2 - Summary of searched records. ....	11
Figure 1-3 - Reservation/Guest tab .....	12
Figure 1-4 - Built-in Filter Controls.....	13
Figure 1-5 - Field mapping table .....	14
Figure 1-6 - Search XML screen.....	15
Figure 1-7 - Sample data comparison records. ....	16
Figure 1-8 - Import Error screen.....	17
Figure 1-9 - Copy Tour Template screen.....	18
Figure 1-10 - User Define Template function .....	19
Figure A-11 - Reservation Not Found error .....	21
Figure A-12 - ID Does not Exit error.....	21
Figure A-13 - Cruise Not Setup error .....	21

---

---

# Preface

This document describes the setup and functionality of the ResOnline Viewer in Shipboard Property Management System (SPMS).

ResOnline Viewer is a module that enable users in viewing the guests' information, bookings, gift orders, special request, and many more information transferred from the Fleet Management System (FMS) through DGS ResOnline Interface.

## Audience

This document is intended for application specialist and end-users of Oracle Hospitality Cruise Shipboard Property Management System.

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: <https://support.oracle.com>

When contacting Customer Support, please provide the following:

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

## Revision History

Date	Description of Change
October 2015	<ul style="list-style-type: none"><li>• Initial publication.</li></ul>
May 2017	<ul style="list-style-type: none"><li>• Added eOne Function</li><li>• Revised document template</li></ul>
August 2018	<ul style="list-style-type: none"><li>• Updated DB Compare steps.</li></ul>

---

---

# Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for the ResOnline Viewer in SPMS.

## Prerequisites

- ResOnline Viewer.exe

## Supported Operating Systems

- Microsoft Windows 32-bit / 64-bit System

## Compatibility

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

---

---

# 1 ResOnline Viewer

With the ResOnline system, the IT Officers will no longer receives or uploads manifests in the system manually. Data from shore-side reservation system such as guest information, shore excursion bookings, gift orders, and special requests are automatically transferred to the ship's SPMS system before the voyage begins on a daily basis, allowing users to view all the reservations changes made.

## 1.1. ResOnline Viewer Main Screen

The ResOnline module is comprises of the following functions:

**Table 1-1 - ResOnline Functions**

Function	Description
Field Mapping	A selection of fields to display on each available tabs.
Search XML	A function that searches the XML reservation records.
Compare DB	A function that compares two databases.
Import Reservation Data	A function to import reservation data in XML format.
Show Import Error	A function that displays DGS ResOnline data import error.
Hide/Show Tab	A function that hide/show user selected tabs.
Show All Tab	A function that show all available tabs in the system.
Copy Template	A function to copy bookable Tour template to bookable tour date
eOne Message Viewer	A function to show the eOne data process
Search Function	A function that search the database based on selected criteria.
Save/Import/Export	Save/Import/Export User Defined template.
Load	A function that refreshes the screen according to selected template view.



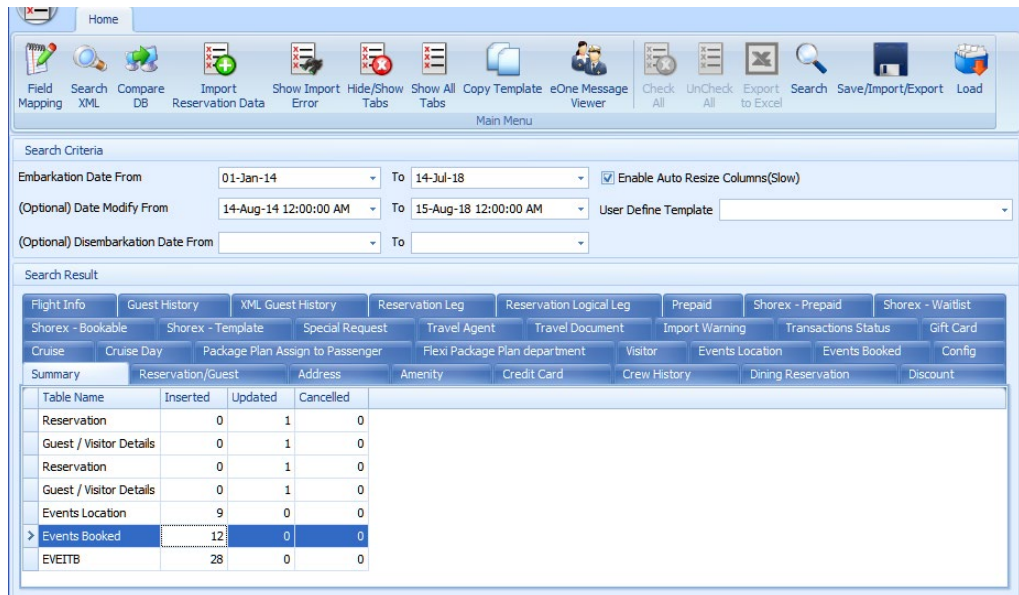


Figure 1-1 - ResOnline Viewer main page

## Search Criteria

Information's displayed in ResOnline Viewer are based on the search criteria entered in the middle section of the main screen, which then populate into available tabs. The criteria's are:

- Embarkation Date From / To
- Date Modify From /To (optional)
- Disembarkation Date From / To (optional)
- User Define Template, if user wish to load information based on previously saved template.

## Information Tabs

Below are the tabs provided by default, and user may choose to hide or show the tabs that suits their operations.

Table 1-2 - Available information tabs

Tab Name	Description
Summary	Display a summary of changes made on each tab, for example; number of records were inserted, updated or deleted.
Reservation/Guest	Displays the reservation information and the changes made.
Address	Displays address information and changes made.
Amenity	Displays the gift order information table and changes made.
Credit Card	Displays the credit card information and the changes made.
Crew History	Displays the crew history information and the changes made.

<b>Tab Name</b>	<b>Description</b>
Dining Reservation	Displays the dining information and the changes made.
Discount	Displays the discounts accorded and the changes made.
Flight Info	Displays the flight information and the changes made.
Guest History	Displays the guest history information and the changes made.
XML Guest History	Displays the reservation information and the changes made in XML format.
Reservation Leg	Displays the reservation information for back to back reservations and the changes made.
Reservation Logical Leg	Displays overland/overnight tour information for back to back reservations and the changes made.
Prepaid	Displays the pre-postings information and the changes made, including promo credit, shipboard credit, gift order credit.
Shorex – Prepaid	Displays the web booking information for shore excursion and changes made.
Shorex – Waitlist	Displays the waitlisted shore excursions booking information and changes made.
Shorex – Bookable	Displays the bookable shore excursions information and changes made.
Shorex – Template	Displays the shore excursions template information and changes made
Special Request	Displays the special services and request information's, and the changes made.
Travel Agent	Displays the travel agency information and changes made.
Travel Document	Displays the travel documents information and changes made.
Import Warning	Displays the records with warning messages prompt during import.
Transaction Status	Displays the status of the records transferred.
Gift Card	Displays the gift card information and changes made.
System Cruise	Displays cruise information and changes made.
Cruise Day	Displays cruise day information and changes made.
Package Plan Assign to Passenger	Displays Passenger package plan and changes made.
Flexi Package Plan Department	Displays Flexi Package Plan charge department, discounts value and changes made.
Events Location	Displays Events Location and changes made.
Events Booked	Displays Events booked on selected period and changes made.
Visitor	Displays Visitors information and changes made.

Tab Name	Description
Config	Display System Configuration Setup information details and changes made.

## 1.2. Accessing Information using Search Criteria

Below section describes the steps to look up for any information's, be it a newly inserted record or changes made.

1. Enter the Embarkation Date From / To, and then click **Search** on the ribbon bar. If you are searching for a change records over a certain period, enter the Date Modify From /To (optional), and then click **Search**.
2. To view records more than one voyage, consider entering the **Disembarkation Date From / To (optional)**, and then click **Search**.
3. A list of total records inserted, updated or cancelled are displayed in the Summary tab.
  - Inserted column shows the number of new records/information's transferred to the ship.
  - Updated column shows the number of changes/updates made to the guests and shore excursion information including cancellations.
  - Cancelled column shows the number of records physically removed from the database, for example; Reservation were made and cancelled at the very last minute.

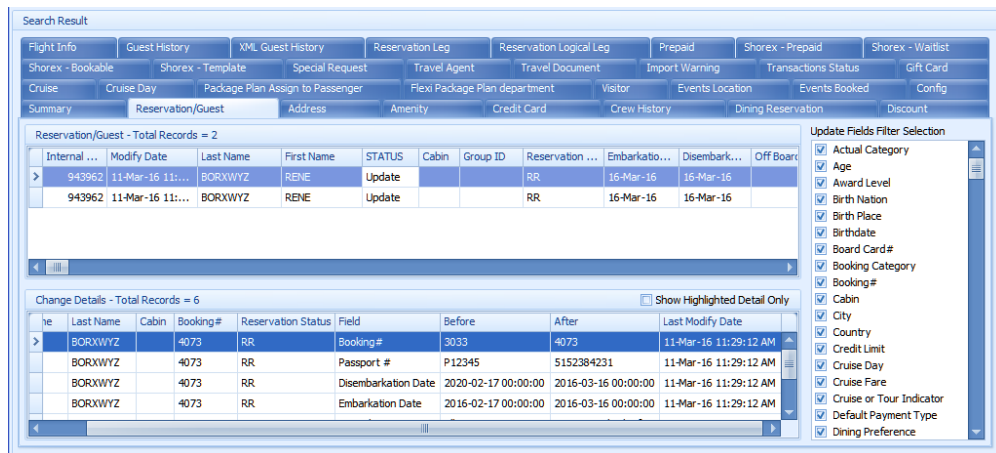
The screenshot shows a 'Search Result' window with a ribbon bar containing 'Shorex - Waitlist', 'Shorex - Bookable', and 'Shorex - Template'. Below the ribbon, there are tabs for 'Summary', 'Reservation/Guest', and 'Address'. The 'Summary' tab is active, displaying a table with the following data:

Table Name	Inserted	Updated	Cancelled
> XML Guest History	1	0	0
Travel Document	2	14	0
Shorex - Prepaid	2	0	0
Guest / Visitor Details	6	3	0
Dining Reservation	3	0	0
Travel Agent	3	0	0
Reservation	6	1	0
Reservation Leg	0	2	0
Address	5	0	0
Amenity	3	0	0
Reservation Logical Leg	5	0	0

Figure 1-2 - Summary of searched records.

## 1.3. Viewing Information within a Tab

The searched information are shown in its respective tab according to the system's data fields. Below fields describes the steps to view the search information for the period.



**Figure 1-3 - Reservation/Guest tab**

1. From the ResOnline Viewer main screen, select a tab to view.
2. The searched results are shown in the top section of the screen, and all the change details are shown at the bottom section of the screen.
3. The **'Update'** status of the Reservation records section represents the latest update, and it's changed value from before and after are reflected in the Change details section.
4. Use the **Update Fields Filter Selection** on the right panel of the screen to filter the information to display in Change details section. Use **Check All** or **Uncheck All** to select or unselect all fields.  
The view can be saved as a template for future use. See [Setting up User Define Template](#) on how to save a template view.
5. Check the **'Show Highlighted Details'** to view the highlighted records in the Change Details section.
6. Click **Load** to refresh the screen information.

## Viewing Tab Information using Built-in Filter Control

The program is preinstalled with a Built-in Filter Control function that allow you to re-order the information displayed on screen.

1. At the header of the selected tab, right mouse click the header bar to open the Built-in Filter Control.
2. Choose an option from the menu to re-order the information display.

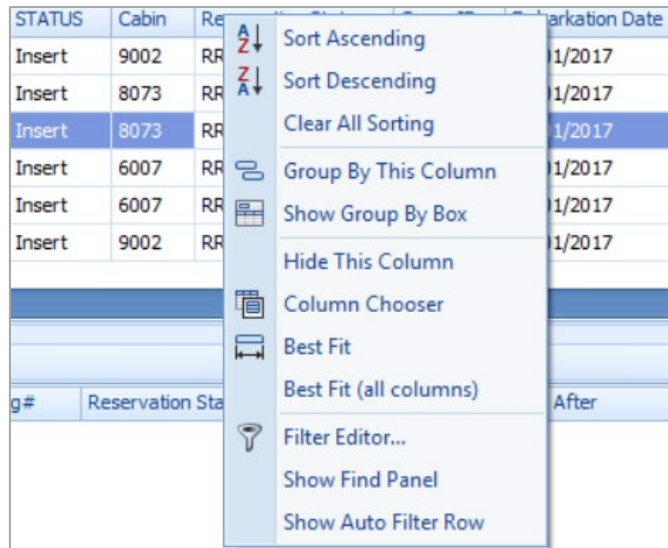


Figure 1-4 - Built-in Filter Controls

Table 1-3 - Built-in Filter Controls

Function	Description
Sort Ascending	Re-order the column to display in ascending order.
Sort Descending	Re-order the column to display in descending order.
Clear All Sorting	Removes the column sort order.
Group by this column	Group selected column and display in tree view.
Show Group by box	Hides the tree view pane above the column header.
Hide This Column	Permit user to hide the column from the table.
Column chooser	Permit user to choose, remove a field or insert hidden fields into the header.
Best Fit	Auto fit selected column according to header name.
Best Fit (all columns)	Auto fit all columns according to header name.
Filter Editor	Filter the search by field name, date selection, user ID and others using queries such as "And", "Or" and others.
Show Find Panel	Launches a keyword search bar.
Show Auto Filter Row	Shows the auto filter row separate from the list of other row.

## 1.4. Configuring a View with Field Mappings

By default, all fields are shown in the available tabs. The Field Mappings function allows you to customize the tab view.

1. Click the **Field Mappings** at the ribbon bar, and then click the (+) next to the table name in the field mapping setup screen.
2. The actual database field name are shown on the left of the table. Click **Caption** to rename the labels.
3. Enter a number in the **Position** field to re-order the column display if desired.
4. Check **Hide** box to hide the field from the view.

5. Check **Alert** box to push out a change notification to relevant parties when there are changes during reservation import. This alert notification is based on the setting defined in ResOnline Interface setting.
6. Click **Save**, and then click **Close** to exit the setup screen.

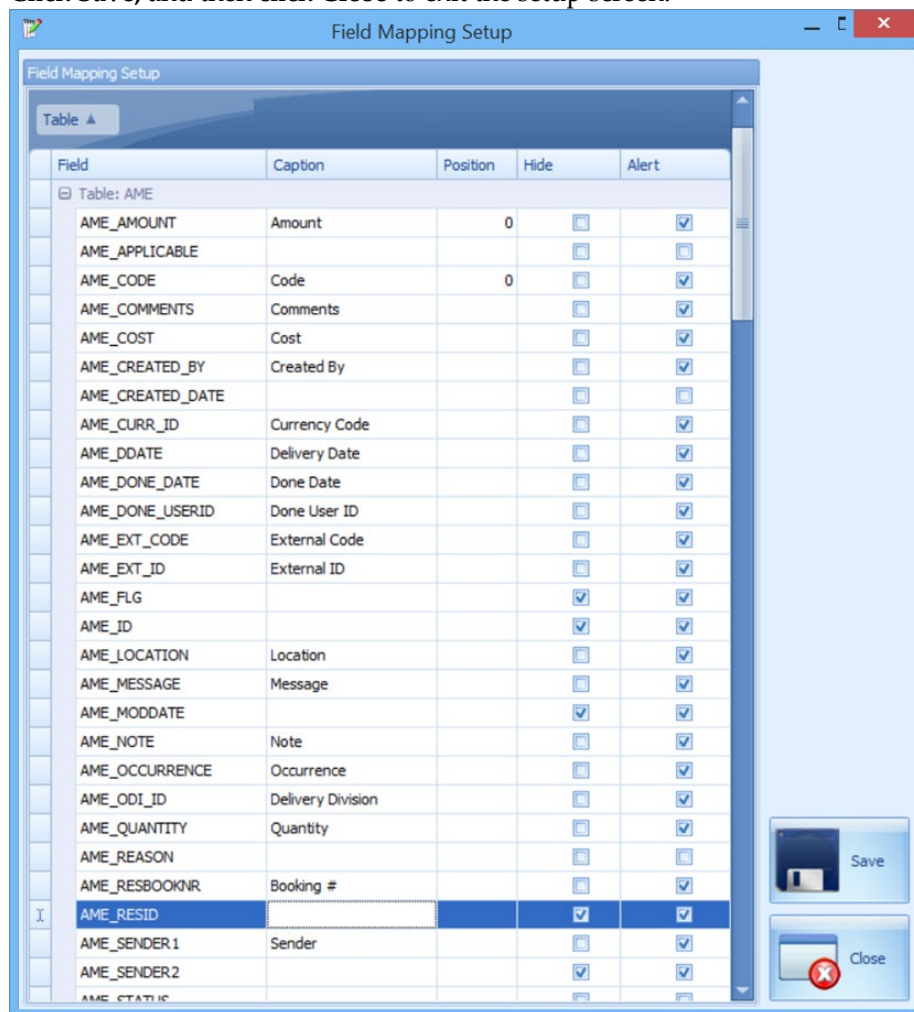


Figure 1-5 - Field mapping table

7. Click **Load** at the ribbon bar to refresh the information if a user define template is selected.

## 1.5. Searching Information using Search XML

As reservations data are usually imported from the shore-side system in an XML file format, the Search XML function is used when searching the content.

1. At the ribbon bar, click **Search XML** to open a search window.
2. Enter the **Reservation ID** or **Cabin number** in the search string or any information content in the XML file, and then click the **Search XML** located on the right of the ribbon bar.
3. The number of the searched records are displayed on the left panel whereas the detailed content of the record are shown on the right panel.

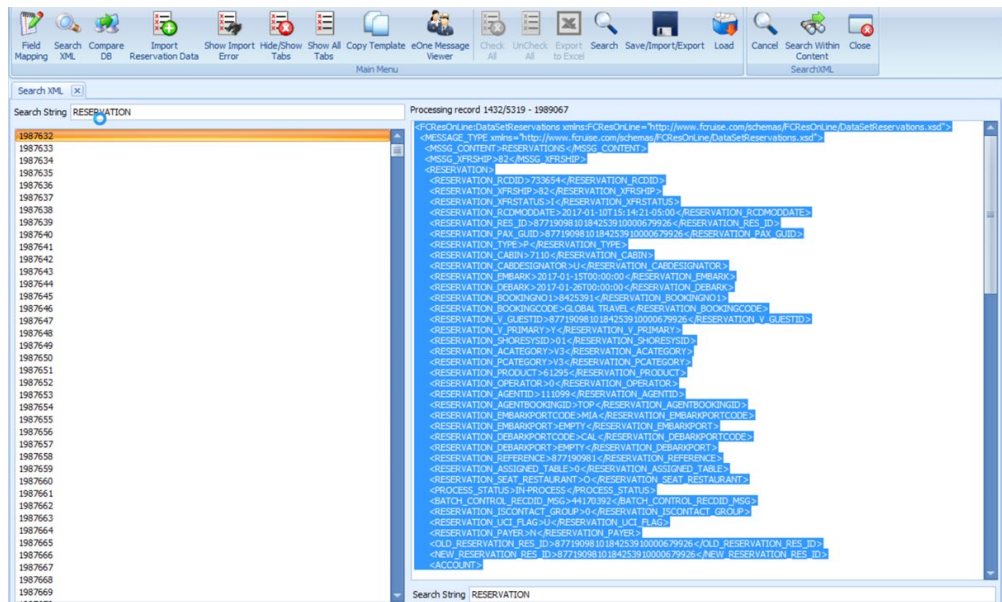


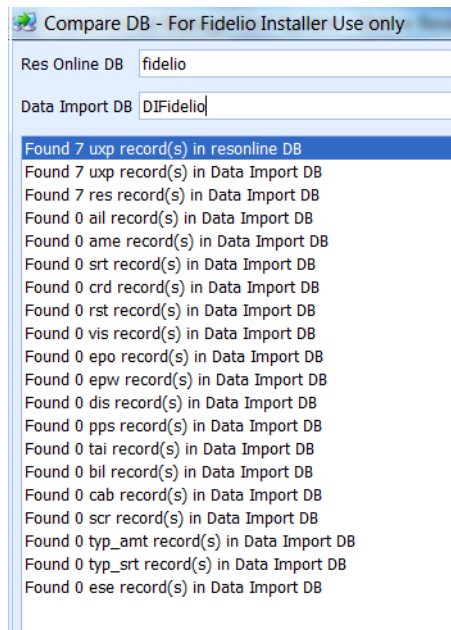
Figure 1-6 - Search XML screen

4. Click **Search within Content** to narrow down the information.
5. Click **Close** to exit.

## 1.6. Comparing the Database

As reservations data are usually imported using DGS ResOnline program, the Compare DB tool is used to compare the ResOnline Data and Data Import database for any variances prior to importing the data to the ship production database. This function is for the use of SPMS Application Specialist.

1. At the ribbon bar, click **Compare DB** to open a database comparison window.
2. Enter the source database in **ResOnline database name** field, the password in **DB Password**, and then select the Date from the drop-down list.
3. Enter the destination database in the **Data Import DB** field, the password in **DB Password**, and then select the **Date** from the drop-down list.
4. Click **Compare DB** on the right of the ribbon bar.
5. At the end of the process, the results are shown on the screen. If there are variances, please check and update the record from the external system, and then re-import the reservation data.



**Figure 1-7 - Sample data comparison records.**

6. Click **Close** to exit.

## 1.7. Importing Reservation Data

The Import Reservation Data function allow you to import the last minute reservations, pre-paid gift card sales, reservation changes received in XML file format. See *OHC ResOnline to SPMS Mapping and Specifications* ([Doc ID 2575588.1](#)) for supported fields.

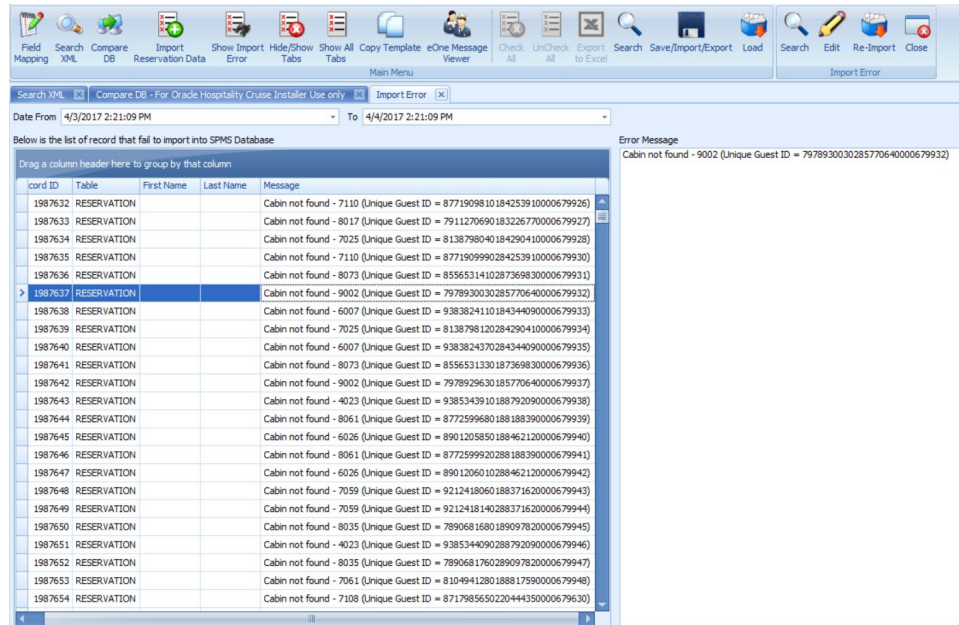
1. Click **Import Reservation Data** at the ribbon bar and search for the XML file at the window explorer.
2. Click the **Open** to start the import process. The system prompts the number of records updated/imported and the import progress and records processed are shown in **DGS ResOnline** program.

### Checking Imported Data

The Show Import Error function enable you to search for the error reported during data import to database.

1. Click **Show Import Error** at the ribbon bar.
2. Enter the **Date From/To**, and then click **Search**. Error messages are displayed on the right pane of the window, if any.





**Figure 1-8 - Import Error screen**

3. To correct the errors, select the line item to edit and then click **Edit** at the ribbon bar.
4. Edit the description in the **Error Message** box, and then click **Re-Import**.

## 1.8. Defining Tabs to Hide/Show

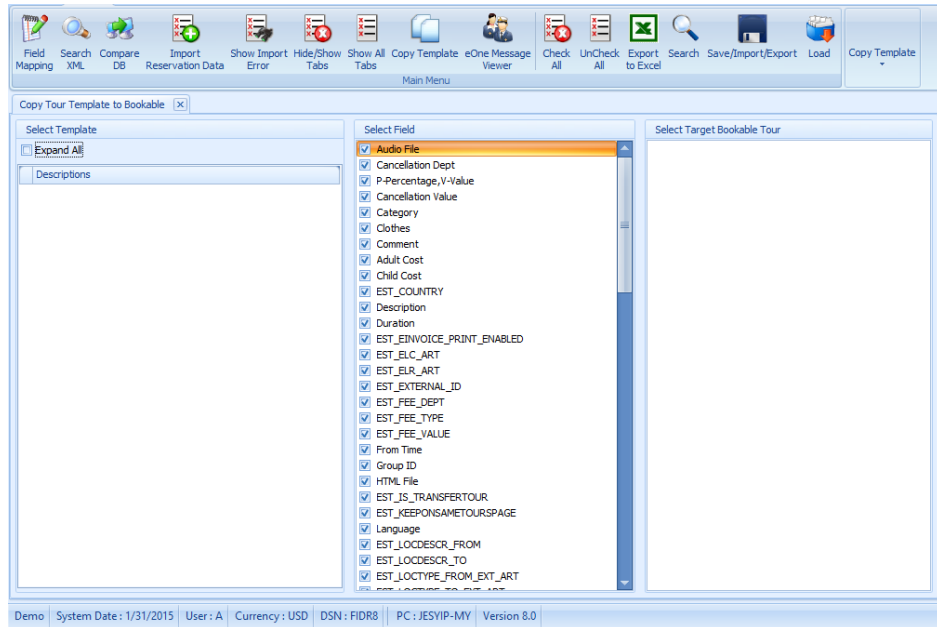
By default, all available tabs are presented onscreen and they may not be relevant to users currently login. These tabs can be hidden using the Hide/Show Tabs function.

1. Click **Hide/Show** tabs at the ribbon bar.
2. Select the tabs to hide by unchecking the respective check box and then click **Save**.
3. To reset the view to its original presentation, click **Show All Tabs** or manually select the tabs to show/hide using **Hide/Show** option. Alternatively, you may use the **User Define Template** option to define a view for all users. See *Setting up User Define Template* for more details.

## 1.9. Copy Template

The Copy Template is a function that pushes an update made to Bookable Template into multiple bookable tours, enabling user to change the bookable tour information within ResOnline Viewer instead of individually updating the tours in Shore Excursion module.

1. Click **Copy Template** at the ribbon bar.



**Figure 1-9 - Copy Tour Template screen**

- **Select Template:** All bookable Templates currently loaded in the system, sorted by Port Name.
  - **Select Field:** All fields available to be copied/update from the template to the bookable.
  - **Select Target Bookable Tour:** All bookable tour currently loaded in the system with service date and starting time.
2. At the Copy Tour Template screen, select the template to copy from the left panel followed by selecting the fields from **Select Field** panel, and then mark the **Target Bookable Tour** on the right panel.
  3. Click **Copy** to complete the process and the click **Close** to exit.

## 1.10. Setting up User Define Template

With an enormous amount of information being presented upon login, user may choose to hide/show certain information screen using this function. These templates are exportable for use on other vessels.

### Adding New Template

1. Click **Save/Import/Export** at the ribbon bar.
2. Enter a template name under **Add New Template** in the middle section.
3. Check the **'Visible to All User'** if the template is available to all users.
4. Click **Add New**.

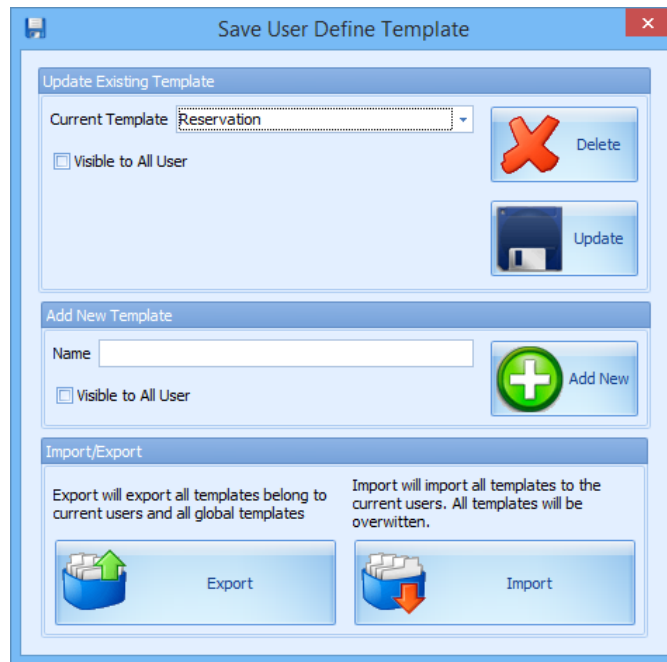


Figure 1-10 - User Define Template function

## Updating an Existing Template

1. Repeat steps 1 and 2 of Adding New Template.
2. Select the **Current Template** from the drop-down list.
3. Click **Update** to save the changes.

## Exporting Existing Templates

1. Click **Save/Import/Export** at the ribbon bar.
2. Click **Export** and choose a destination to save to, and then click **Save**.

## Importing Existing Templates

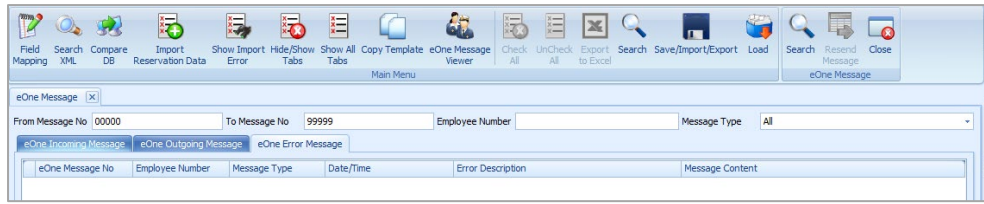
1. Click **Save/Import/Export** at the ribbon bar.
2. Click **Import** and select the XML file from the folder where template is stored, and then click **Open**.
3. The system overrides the existing template or insert new ones, if any.

## Deleting Existing Template

1. Click **Save/Import/Export** at the ribbon bar.
2. Select the template to delete from **Current Template** drop-down list.
3. Click **Delete** to confirm deletion.

## 1.11. eOne Message Viewer

This function allow you to view the data transferred from/to SPMS through eOne through eOne Interface using the Microsoft Message Queue (MSMQ). The information displays in each of the tab varies although the steps to obtain the information are the same.



- eOne Incoming Message: Displays all incoming messages received from eOne Interface.
- eOne Outgoing Message: Displays all changes sent to eOne Interface. For example update of name, embarkation/disembarkation date, check-in, when synchronization is performed and others.
- eOne Error Message: Displays all messages of records that were not processed during synchronization.

## Viewing Incoming/Outgoing/Error Messages

Below are the steps to view incoming messages sent from eOne.

1. At the ribbon bar, click **eOne Message Viewer**.
2. In the eOne Message form, enter the sequence number in **From Message No** and **To Message No** field.
3. Specify the **Employee Number** if you wish to show specific crew account.
4. Select the **Message Type** from the drop-down list or leave as default.
5. Click **Search** to display the detail messages on respective screen.

---

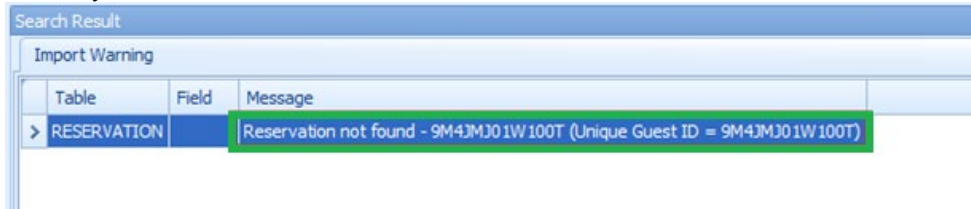
---

# Appendix A. Example of Import Errors

This section describes the common error messages encountered during Data Import.

## Reservation Not Found

This error message occurs when the guest information received does not exist in the SPMS system.

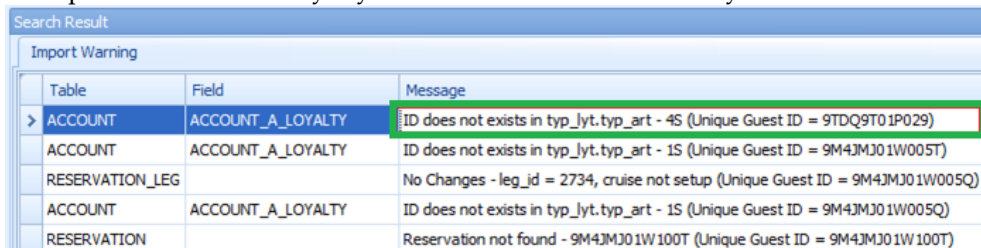


Search Result		
Import Warning		
Table	Field	Message
> RESERVATION		Reservation not found - 9M4JM301W100T (Unique Guest ID = 9M4JM301W100T)

Figure A-11 - Reservation Not Found error

## ID Does not Exist

The ID Does Not Exist error occurs when the Code/ID of certain fields are either different from what was stored in the database or does not exist in SPMS. Below example shows that the loyalty code does not exist in SPMS system.

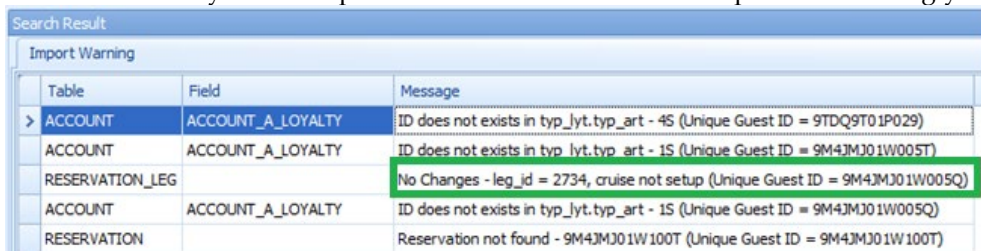


Search Result		
Import Warning		
Table	Field	Message
> ACCOUNT	ACCOUNT_A_LOYALTY	ID does not exists in typ_lyt.typ_art - 4S (Unique Guest ID = 9TDQ9T01P029)
ACCOUNT	ACCOUNT_A_LOYALTY	ID does not exists in typ_lyt.typ_art - 1S (Unique Guest ID = 9M4JM301W005T)
RESERVATION_LEG		No Changes - leg_id = 2734, cruise not setup (Unique Guest ID = 9M4JM301W005Q)
ACCOUNT	ACCOUNT_A_LOYALTY	ID does not exists in typ_lyt.typ_art - 1S (Unique Guest ID = 9M4JM301W005Q)
RESERVATION		Reservation not found - 9M4JM301W100T (Unique Guest ID = 9M4JM301W100T)

Figure A-12 - ID Does not Exit error

## Cruise Not Set Up

The Cruise Not Setup error is a warning error and occurs when the imported shore excursion booking for the next cruise were not set up in System Cruise setup. This is a reminder for you to setup the next cruise for data to be imported accordingly.



Search Result		
Import Warning		
Table	Field	Message
> ACCOUNT	ACCOUNT_A_LOYALTY	ID does not exists in typ_lyt.typ_art - 4S (Unique Guest ID = 9TDQ9T01P029)
ACCOUNT	ACCOUNT_A_LOYALTY	ID does not exists in typ_lyt.typ_art - 1S (Unique Guest ID = 9M4JM301W005T)
RESERVATION_LEG		No Changes - leg_id = 2734, cruise not setup (Unique Guest ID = 9M4JM301W005Q)
ACCOUNT	ACCOUNT_A_LOYALTY	ID does not exists in typ_lyt.typ_art - 1S (Unique Guest ID = 9M4JM301W005Q)
RESERVATION		Reservation not found - 9M4JM301W100T (Unique Guest ID = 9M4JM301W100T)

Figure A-13 - Cruise Not Setup error