

**Oracle® Hospitality Cruise Shipboard  
Property Management System**  
Shore Excursion User Guide  
Release 8.0  
**E90629-02**

March 2019

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# Preface

The Shore Excursion is a module that manages the setting up of excursions and packages available to the cruise passengers. Tickets are printed for excursions during embarkations and disembarkations.

## 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.
- 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

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Date	Description of Change
November 2017	<ul style="list-style-type: none"><li>• Initial publication</li></ul>
March 2019	<ul style="list-style-type: none"><li>• Added description multiple field name and field description for Transfer Tour tab</li><li>• Added steps to Fixed Cost, Variable Cost, Vendors and Group Linking tab.</li><li>• Added steps for Route Booking, Prepaid and Package Booking.</li><li>• Corrected some typo mistake</li></ul>

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# 1

# Parameters

The parameters listed below controls the behavior of the Shore Excursion program and they are editable under **Setup, Parameter**. Please consult Oracle Customer Support for more details if you are unsure of the settings.

**Table 1-1 - Parameters**

PAR Name	Value	Description
Adult Min Age check for Kiosk	6	Minimum age of a passenger required to be able to use Kiosk or Business Center
Alert Email address for Web Service booking		Separate each email address by ";"
Allow FCKiosk Bookings	1	1 - Enable / 0 - Disable Kiosk Booking capability
Allow Multiple Bookings	1	1 – Enable Multiple Bookings for each Account-Tour 0 – Allow Kiosk to book only one ticket per Account-Tour
Allow to use customized Account Information header	1	1 – Allow using customize the Account Information header in Bookings and Account Handling screen using custom SQL Query in PAR_COMMENT field, 0 – Do not allow. Use the system default Account Information header
Auto Populate Cancellation Fees info	0	1 – Enable auto-populating Cancellation Fees info when creating new Tour Templates or Bookable Tours
Booking Future Cruise Tours handled as Unposted	1	0 – Future Cruise Tours bookings posted directly into accounts and accounted as Current Cruise revenue. 1 – Future Cruise Tours Bookings in Transit Accounts will appear in Unposted Bookings screen under Future Cruise Bookings.
CancelFees Default Dept		Debit Department to be used when posting Cancellation Fees when voiding an excursion if they are not specified in Bookable Tours Setup.

PAR Name	Value	Description
Cancellation Fees Default Value	75%	Default Value or Percentage (if % sign exists) for Cancellation Fees.  If the Use Cancellation Fees parameter is enabled and the Bookable Tour setup of a tour does not have a cancellation default value set, the value specified in the parameter is used when canceling this tour. If a different cancellation fee value is specified in the Bookable Tours setup, the value specified there will be used instead.
Child Max Age check for Excursions	14	Maximum age of an Account required to be able to book Child tickets in Excursions module
Control ITV Parameter in FCUI	1	1 – Control the ITV Parameter in FCUI
Current Cruise Unposted Bookings Notification	1	1 – Enable Current Cruise Unposted Bookings Notification Message when starting Shore Excursions module (2 days before End Of Cruise).  0 – Disable Current Cruise Unposted Bookings Notification Message
Default Account Search	0	Default searched for in Cabin/Account Screen by:  1 – Payer / 0 – Buyer
Default Language	EN	Default language for excursions using two-letter ISO Code.
Default Posting Department for Amount Refunds		Default Credit or Debit Posting Department to use when posting Amount Refunds after selecting to apply Discount Amount option.
Default Posting Department for FCUI	8001	FCUI Default Posting Department used when creating new Tour Template or Bookable Tour.
Default Posting Department for Fees		Default Posting Department to be used when posting pre-booked (non-prepaid) bookings that include additional fees.
Default Posting Department for KIOSK	8001	Kiosk Default Posting Department to use when creating new Tour Template or Bookable Tour

PAR Name	Value	Description
Default Posting Department for PREPAID	8001	Prepaid Default Posting Department to be used when creating new Tour Template or Bookable Tour
Default Ticket Report	EXC01TICKET	Default Ticket Report for Shore Excursion.
Default setting for Prepaid/Routed Booking option	0	0 – Prepaid Booking option set as default in regular Bookings screen. 1 – Routed Booking option set as default in regular Bookings screen.
Default value for Sales Tax	0	Default Value or Percentage (if % sign exists) for Sales Tax
Disable FCUI/Kiosk Booking options by default	0	1 – Disable FCUI/Kiosk Booking options by default for all newly created Bookable Tours from within Excursions module and all newly imported Bookable Tours imported from RESOnline. 0 – Enable FCUI/Kiosk Booking options by default
Disable Tours display if Max count is 0	0	1 – Disable / 0 – Enable Tours to display in Booking screens if Max count is 0
Discounts affect Taxes	1	Discounts Calculation Method to use: 1 – Discounts affect Taxes 0 – Discounts don't affect Taxes
Display Booking Origin column	2	0 – Do not Display Booking Origin column (SHOREX - IMPORT - KIOSK - FCUI) in Batch Ticket Printing and Exporting screen. 1 – Display Booking Origin column in Batch Ticket Printing and Exporting screen on LEFT portion of the grids. 2 – Display Booking Origin column in Batch Ticket Printing and Exporting screen on RIGHT portion of the grids.
Display Time Fields in 24Hour format	1	0 – Display time fields in 12Hour AM/PM format 1 – Display time fields in 24Hour format.
Display Time elements on all grids	1	0 – Do not Display Tour Time elements on grids (Start / End / Meeting Time)

PAR Name	Value	Description
Display Tour Name instead of Tour Code	0	1 – Enable displaying of Tour Name in bookings screen. 0 – Display Tour Code in bookings screen
Display Tours in Green if Minimum not reached	0	0 – Default setting shows tour labels in blue regardless of minimum attendees reached. 1 – Displays Tour labels in Booking screen as green when minimum attendees have not been reached.
Enable Bookable Tour assignment to specific Cruise	0	1 – Assigning a Bookable Tour to a specific Cruise is mandatory and this System Cruise assignment is used in Unposted Bookings screen when searching for Tour Bookings.
Enable Embarkation Dates search	0	1 – Enable Embarkation Dates search checkbox in Tour Dates Period tab in Batch Printing And Exporting screen
Enable Group Tour Message	0	1 – Enable / 0 – Disable pop up message on group tour linking message
Enable Handicapped Warning	1	1 – Enable Handicapped Warning. 0 – Disable Handicapped Warning in Bookings screen
Enable Language info for Kiosk	1	Allow Guests to enter Language information at Kiosk Terminal
Enable Multiple Bookings	1	1 – Enable Multiple Bookings functionality in Bookings screen 0 – Disable Multiple Bookings
Enable NOPRINT for Shorex Voids	1	1 – Enable Shorex Voids to "NO PRINT" on accounts in Management module automatically. 0 – Disable "NO PRINT" for Shorex voids on accounts in Management module.
Enable Onboard Account screen	1	1 – Enable / 0 – Disable the access to the onboard Account details screen in Kiosk
Enable OverWeight Bookings	1	1 – Enable / 0 – Disable use of Overweight Bookings that require two seats.

PAR Name	Value	Description
		2 – Enable but Checkbox is by default UNCHECKED when Bookings screen opens.
Enable Shoreside Refunds for Prepays	1	1 – Enable Refunds Shoreside (on System Account) when applying Discounts or Voids to Prepaid Bookings. 0 – Disable Refunds Shoreside
Enable Tour Dates search	1	1 – Enable Tour Dates search checkbox in Tour Dates Period tab in Batch Printing and Exporting screen
Enable Tours Daily Limit check	1	1 – Enable Bookable Tours per Date limit check in Excursions Setup. 0 – Disable
Enable Tours Overbooking	1	1 – Enable Tours Overbooking 0 – Disable Tours Overbooking
Enable Voiding Bookings from previous Cruises	1	1 – Enable Voiding Bookings that belong to previous Cruises or have been closed 0 – Disable
Enable Voiding Bookings on Checked-Out Accounts	0	1 – Enable Voiding Bookings on Checked-Out Accounts with Voided Transaction posted into Internal Error System Account
Exc Link for all Excursions	0	1 – Perform linking check for all Excursions 0 – Perform linking check only for Packaged Excursions
Exporting Tickets	0	1 – Exporting Tickets is in progress - Does not allow any other process to start
Future Tour bookings Warning	1	1 – Provide warning message to prevent future Tour bookings for current cruise guests
Include Sales Tax in Price	0	1 – Include / 0 – Exclude Sales Tax from Excursions Price on screen
Keep same Tours Page when selecting new Account	0	1 – Stay on same Tours Page after selecting a new Account, 0 – Return back to first Tours Page after selecting a new Account

PAR Name	Value	Description
Move Expected Accounts Waitlisted Bookings to EPO	0	1 – Enable moving Expected Accounts Waitlisted Bookings from EPW to EPO when trying to post Waitlisted Bookings for Expected Accounts in Handling List screen  0 – Keep Expected Accounts Waitlisted Bookings into EPW
Notify for Overlapping Tours	0	1 – Enable Overlapping Tours checking and notification during Booking process,  0 – Disable
Notify when Booking Future Cruise Tour as Unposted	1	1 – Enable Notification Message when Booking Future Cruise Tours to be handled as Unposted is enabled
Onboard Refund for Prepays	1	1 – Onboard  0 – Shoreside refunding when voiding Prepaid Bookings
OverWeight Price Increase	50%	Default Over Weight Bookings Net Price increase by percentage (%) value.
OverWeight Weight Limit	250	Weight above this value during Booking is considered as Over Weight Booking
Posting Status Box Default Selection	0	0 – All (Posted and Unposted) Bookings, 1-Posted Bookings, 2- Unposted Bookings
PrePaid CancelFee Default Dept	8422	Debit Department to be used when posting Cancellation Fees when voiding PrePaid Bookings in Excursions
PrePaid Voids Default Dept	8421	Debit Department to be used when posting Voids when voiding PrePaid Bookings in Excursions
Prepaid Fees Posting Department	8011	Prepaid Fees Default Posting Department to be used when posting imported Prepaid Bookings that include additional Fees
Prepaid Fees Void Department		Prepaid Fees Default Voiding Department to be used when Voiding imported Prepaid Bookings that include additional Fees.

PAR Name	Value	Description
Prepaid Loyalty Discounts Posting Department	8735	Prepaid Discounts Default Posting Department to be used when refunding due to Loyalty Package
Prepaid Marketing Discounts Posting Department	8736	Prepaid Discounts Default Posting Department to be used when refunding due to Marketing Discounts
Prepaid Marketing Discounts System Account	20550	Default System Account to be used when posting Prepaid Marketing Discounts
Prepaid Status when Discounting Prepaid Bookings	Y	Y – Keep Prepaid Status when Discounting Prepaid Bookings, N – Remove Prepaid Status
Prepays Refund Confirmation	1	1 – Require Confirmation when Refunding Prepays during voiding
Previous Cruise Tours Warning	1	1 – Provide warning message to prevent Previous Cruise(s) Tour bookings for Current Cruise guests
Print + Post Summary	1	0 – Do not print summary after printing tickets in “Print+Post”, 1 – Print
Print Excursions Summary	1	0 – Do not print summary after printing tickets in “Print+Post” 1 – Print
Print Excursions Tickets	1	0 – Do not print tickets 1 – Print
Print Void Summary	1	0 – Do not print summary after voiding tickets 1 – Print
Print Voided Tickets	1	0 – Do not print tickets when voiding; 1 – Print also voided tickets (please note that you must also change selection formula for tickets in this case)
Print Waitlist Receipt when moving to real Booking	1	0 – Do not Print Receipt when moving somebody from the waitlist to a real booking on top of the normal ticket, 1 – Print
Require Waitlist Confirmation	1	0 – No confirmation when adding Booking into Waitlist 1 – Display confirmation with Waitlist No.

PAR Name	Value	Description
Show Disabled Accounts in Bookings screens	0	1 – Enable showing Accounts with Postings Disabled status in Bookings screens
Show Voided Transactions	1	1 - Show / Hide Voided Transactions in Cabin/Account screen only
Signature Display Body Text Font	40	Value must be bigger than 12 - 200
Ticket Summaries check buttons default selection	0	0 – Nothing is selected, 1 – Both options are selected (Payer and Buyer), 2 – Payer option is selected, 3 - Buyer option is selected
Unposted Bookings Posting		When Unposted Bookings posting is in progress, the system writes the Workstation Name in order not to allow any other process to start
Use Adult/Child Max Counts	0	0 – Do not use Adult/Child Max counts separation , 1 – use Adult/Child Max counts separation
Use Bookable Tours Languages linking	1	Use Bookable Tours Languages linking when Booking and Language module is enabled, to limit the available Language selection only with the Languages defined in Bookable Tours Setup
Use Cancellation Fees	1	1 – Enable / 0 – Disable use of Cancellation Fees when voiding Bookings in Excursions
Use E-Invoices Exporting and Printing	0	1 – Enable the overall functionality for storing and printing E-Invoices
Use E-Invoices Printing option	0	1 – Enable the option to also physically print E-Invoices on paper
Use Excursions Waitlists	1	1 – Enable / 0 – Disable use of Excursions Waitlists
Use Free Text Port Entry	0	0 – Use Predefine Port Selection, 1 – Use Free Text Port Entry
Use Free Text Tour Comments/Recommended Clothes	0	0 – Use Predefine Tour Comments/Recommended Clothes text for different Languages

---

<b>PAR Name</b>	<b>Value</b>	<b>Description</b>
		1 – Use Free Text Tour Comments/Recommended Clothes
Use Language Module	1	1 – Activate Excursions Language Module, 0 – Deactivate it

---

There are two different approaches in VAT handling within the Excursion module. In both cases, this is **not** an add-on VAT but for prices already include the VAT.

With the VAT Posting Split that caters up to four split % and the amount of the tour price is posted as a sum along with VAT not reflected anywhere on the application, you can have these split extracted on a report.

Using the VAT Posting Split the price of the excursion can be broken down into components with the different price splits and tax rates.

## VAT Tax Class

A VAT Tax Class is a tax classification used to identify the type of tax associated with the posting code.

1. Login to **Administration** module.
2. Select **Financial Setup** from the drop-down menu and then **VAT Tax Class**.
3. On the left pane of the setup screen, right-click and select **Add New**.
4. Enter the short code and the Tax Class name, for example, Reduced Tax in the Description Field, then click **Apply** to save.

## VAT Tax Rate

1. From the Financial Setup, select **VAT Tax Rate**.
2. Expand the tree view of the country listed and select the Tax Class.
3. On the left pane, associate the correct VAT Tax Posting Department to the code.
4. Click **Apply** to save.

## Posting Department

1. Navigate to **Financial Setup, Department Codes, Debit** and create a sub-department for each of the various tax classes, if none are available.
2. Under the Department VAT Tax section of Debit Department Code Setup, select the **Type of Posting 'DX Tax Department'** from the drop-down list.
3. Click **OK** to save
4. Navigate to the department for Excursion postings and assign 'VAT Tax Class' to each of the different excursion sub-departments.
5. Click **OK** to save.

---

---

# 3

# Setting up Bookable Tours

In the Setup menu of the Shore Excursion, configurations such as Parameters, Vendors, Language Module, Ticket Language Template Setup, Bookable Templates Setup, Bookable Tours Setup, Packages Setup, Tour Transportation Sharing, Tour Categories, Package Combination Types, Tour Reporting Categories, Tour Reporting Tags, Tour Reporting Difficulty Levels, Tour Transfer Locations, Tour Cost Item Types are defined.

This function enables you to set up the type of tours available per cruise and it's criteria for each tour by cruise day. It is advisable that you create a Tour Template for repetitive tours.

Before you set up a Bookable Tour, ensure you have all the Financial Posting codes available for template creation.

## 3.1. Setting up Tour Codes

Prior to setting up the Tour Templates and have them available for booking, below system codes may be required, depending on the Ship's operations.

Tour Transportation Sharing	Link bookable tours that share the same transportation
Tour Categories	Tour category that every tour is assigned to
Package Combination Types	Link Package Tours to provide multiple tour choices from the booked package
Tour Reporting Categories	Group of tour category
Tour Reporting Tags	Tag used for reporting
Tour Reporting Difficulty Levels	The difficulty level of the tour; easy, moderate or difficult
Tour Transfer Locations	The pick-up location for the Transfer Tours
Tour Cost Item Types	The type selection in fixed cost and variable assignment

Once configured, these tour codes will be available for selection in Template Setup and Bookable Tours Setup.

To configure the codes,

1. Select the option from the **Setup** menu.
2. On the left pane of the setup window, right-click to select **Add New**.
3. Key in the Description code and name, additional information in the details section
4. Click **Apply** to save the code.
5. To remove, right-click on the code and select **Remove**.

## 3.2. Vendors

The Vendors Setup is used to store contact details of vendors fulfilling the ground arrangements, supplying equipment or other services for the tours.

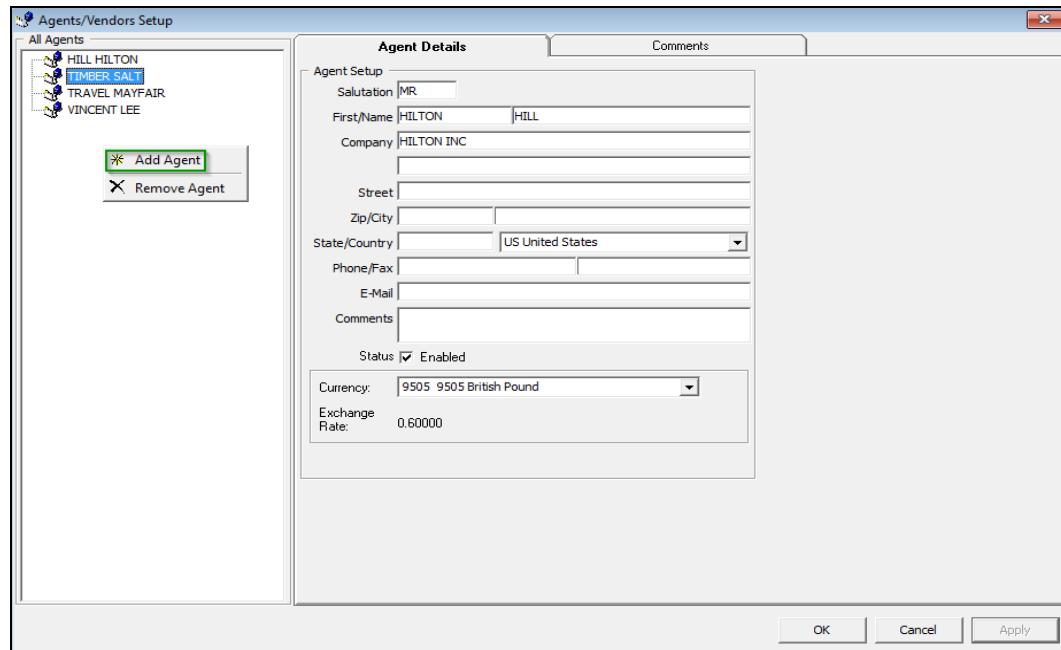


Figure 3-1 - Vendor/Agent Setup

1. From the Agents/Vendors Setup window, right-click on the left pane and select **Add Agent**.
2. Enter the Agents details and then navigate to **Comments** tab to add an additional comment or document image, if any.
3. In the Comments tab, select **Add Comment** to enter a new comment by inserting the relevant details.
4. Navigate to the **Document** tab to upload, scan or export an image file and then click **Save**.
5. Click **OK** to save the Agent details.

## 3.3. Language Module Setup

The Language Module Setup is activated with Parameter "Use Language Module", which enables linking of comments/tour requirements template described in other languages to be printed on the ticket. This function works with Parameter, "**Use Free Text Tour Comments/Recommended Clothes**" set to "1". This setting also changes the screen layout of General tab in Tour Template Setup and Bookable Tours Setup and only displays/print information in other languages if the setup has **Tour Languages** defined in Linking tab.

1. From the Setup menu, select **Language Module Setup**.

2. Select the **Default Language** and then check the **Activate Language Module**.
3. Click **OK** to confirm and close the window.

### 3.4. Ticket Language Template Setup

The Ticket Language Template Setup allows you to create Comments Templates and Recommended Clothes Templates used in Shore Excursion in different languages. This function only works when the Language Module Setup is activated. Once enabled and if no language is selected during booking, the system will use the default language.

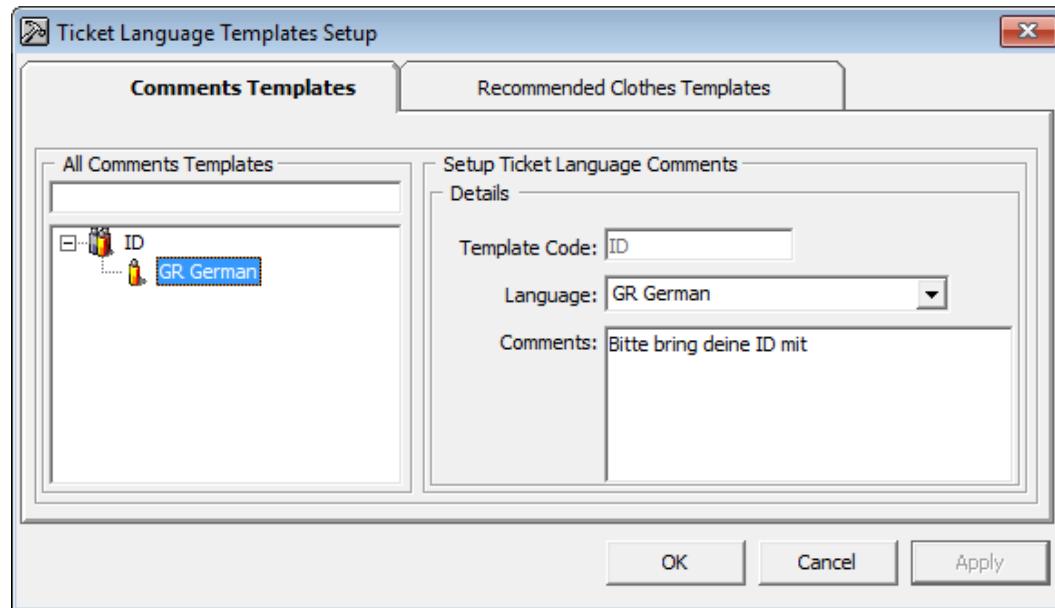


Figure 3-2 - Ticket Language Template Setup

1. From the Setup menu, select **Ticket Language Template Setup**.
2. Select either the **Comments Templates** or **Recommended Clothes Templates** tab.
3. Right-click on the left pane and select **Add Template**.
4. At the **Code** field, enter the code ID and comments, and then click **Apply**.
5. Right-click the newly created code on the pane and select **Add Language**.
6. At the form, select the **Language** from the drop-down list and enter the comments and then click **Apply**.

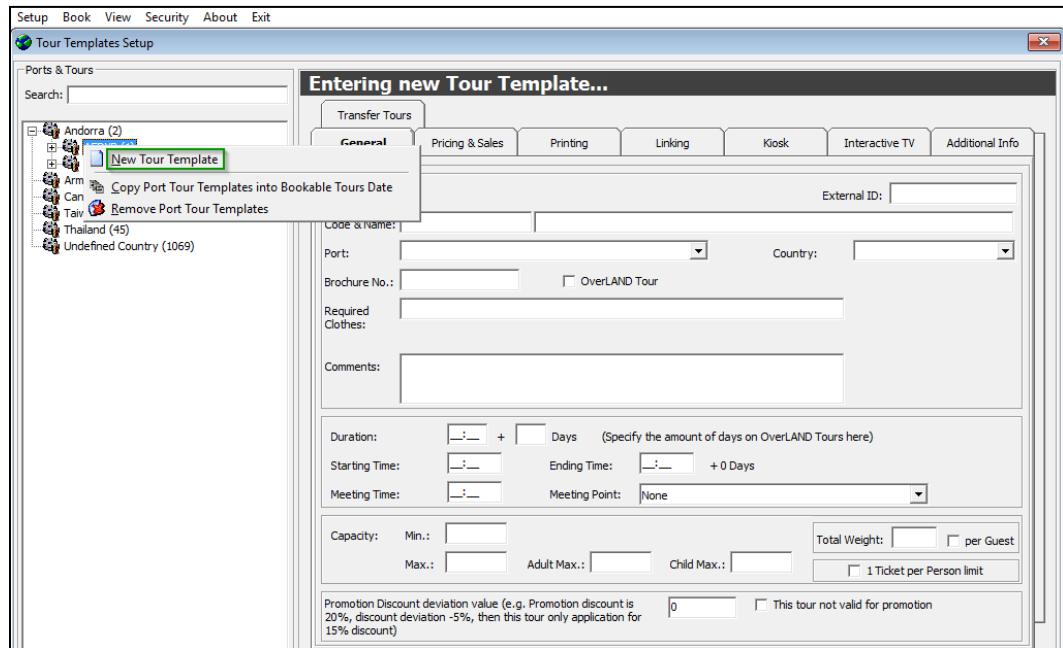
### 3.5. Tour Templates Setup

A Tour Template enables you to create a base for recurring tours instead of creating the tour individually.

#### New Tour Template

1. From the Setup menu, select **Tour Template Setup**.

2. Expand the **Country** tree view on the left pane and select the respective country the template resides. These are grouped by the field selection in **General Tab, Port or Country**.
3. Right-click and select **New Tour Template**.



**Figure 3-3 - Tour Templates Setup**

4. At Tour Template window, insert the necessary information such as price, meeting time/location, weight/clothing/equipment requirement, transport arrangement and others in the respective tabs. See below tables for a description of the available fields.
5. Click **Apply** to save the template and close the form.

External ID:

Code & Name: BEL001 Snorkeling Adventure

Port: BELIZE CITY Country: (not applicable)

Brochure No.:   Overnight Tour

Required Clothes: Swim Gear

Comments:

Duration: 04:00 + 1 Days (Specify the amount of days on Overnight Tours here)

Starting Time: 09:00 Ending Time: 13:00 + 1 Days

Meeting Time: 08:00 Meeting Point: End of Gangway-Pier Ashore

Capacity: Min.: 10 Total Weight: 0  per Guest

Max.: 45 Adult Max.: 0 Child Max.: 0  1 Ticket per Person limit

Promotion Discount deviation value (e.g. Promotion discount is 20%, discount deviation -5%, then this tour only application for 15% discount)   This tour not valid for promotion

**Figure 3-4 – Tour Template General Tab**

**Table 3-1 - Field description of Tour Template General Tab**

Field Name	Description
External ID	External ID.
Code & Name	Short Code and Name of the tour.
Port	Port of the tour, selectable from the drop-down menu.
Country	Country of the tour, selectable from the drop-down menu.
Brochure No.	Brochure Number in cruise catalogue number.
Overnight Tour	Sets the tour an overnight tour when checked.
Required Clothes/Comments	Additional information to be printed on tour ticket.
Duration & Times	Duration of the tour, Starting/Ending Time/ Meeting Time and Meeting Point of the tour.
Capacity	Max/ Min seat capacity of the tour.
Adult/ Child Max	Max seat capacity for an adult/ child of the tour.
Total Weight	Max total weight allowed for the tour.
Total Weight per guest	Sets the max weight per guest allowed for the tour when checked.
1 Ticket per person limit	Sets the purchase to allow one ticket per person once checked.

Field Name	Description
Promotion discount deviation value	Discount deviation value for the tour.
This tour not valid for promotion	Disables the tour from promotional sale when checked.

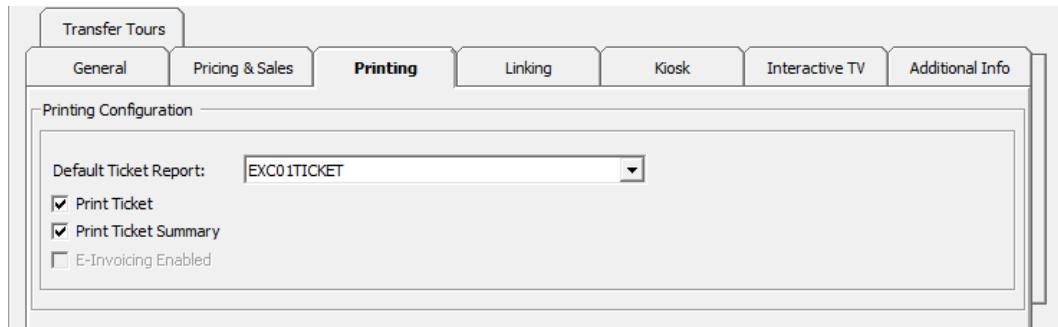
The screenshot shows the 'Pricing & Sales' tab of the Tour Template configuration. The 'Pricing & Sales' tab is active, indicated by a blue border. The 'Prices' section contains fields for 'Adult' and 'Child' prices, with 'Regular' and 'Package' price boxes, and an 'Overweight Price Increase' field with a 'Value' or '%' radio button. The 'Sales Configuration' section contains tabs for 'Sales Posting', 'Sales Tax & Fees', 'VAT Reporting split', and 'VAT Posting split'. Under 'Sales Posting', fields include 'Regular Posting Dept.' (20004 Shorex Revenue), 'Prepaid Posting Dept.' (None), 'Kiosk Posting Dept.' (None), 'FCUI Posting Dept.' (None), and 'Voiding' (Prepaid Posting Dept. 95009 Refund Website Shorex). Under 'Cancellation Fee', there is a 'Posting Dept.' field and a 'Value' field with a 'Value' or '%' radio button.

**Figure 3-5 - Tour Template Pricing & Sales Tab**

**Table 3-2 - Field description of Tour Template Pricing & Sales Tab**

Field Name	Description
Regular Adult/Child Price	Tour selling price for an adult/ child.
Package Adult/Child Price	Tour package selling price for an adult/ child.
Cost Adult/Child	Tour costs for the adult/ child. Cost prices textboxes have been disabled in order to display-only. This fields will get updated automatically when adding a new Booking or Void an existing one based on the variable cost applied.
Actual Counts Adult/ Child	Actual Tour counts for an adult/ child for the tour.
Overweight Price Increase	Value or percent to increase if overweight occurs.
Minimum Age	The minimum age allowed for the tour.
Posting Departments	Reference to Financial Setup, Department Code setup.

Field Name	Description
Voiding Departments	Reference to Financial Setup, Department Code setup.
Cancellation Department & value	Cancellation fee definable in value or %. Reference to Financial Setup, Department Code setup for posting code.
Sales Tax & Fees	<p>Sales Tax &amp; Fees Tab:</p> <ul style="list-style-type: none"> <li>• Sales Tax definable in value or %.</li> <li>• Additional Fees definable in value or %.</li> </ul> <p>Reference to Financial Setup, Department Code setup for posting code</p>
VAT Reporting Split	<p>VAT Reporting Split Tab:</p> <p>For reporting purposes. Use of different VAT percentages resulting from the selling of excursion in order to produce a report where the respective VAT classes.</p> <p>The 4 type of VAT categories is user definable. The user can change the label name from Administration module, System Setup, Label Setup</p>
VAT Posting Split	VAT rate in % or price used for posting.



**Figure 3-6 – Tour Template Printing Tab**

**Table 3-3 - Field description of Tour Template Printing Tab**

Field name	Description
Default Ticket Report	Default ticket report used for ticket printing for the tour, selectable from the drop-down menu.
Print Ticket & Ticket Summary	Once checked, ticket and ticket summary are printed upon posting of the tour.

**Figure 3-7 – Tour Template Linking Tab**

**Table 3-4 - Field description of Tour Template Linking Tab**

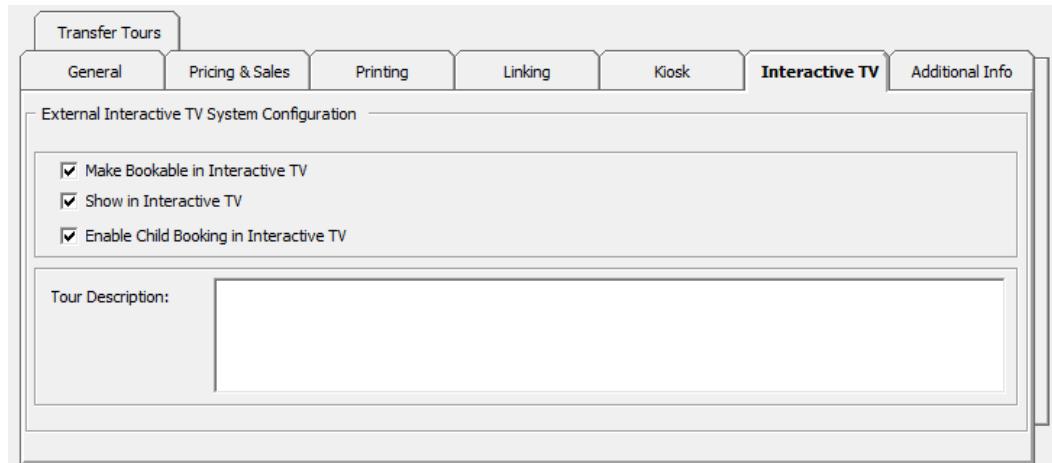
Field name	Description
Tour Transportation Sharing	Link tour transportation sharing for the tour, selectable from the drop-down menu. In Bookings screen, all the bookable tours box has the tour transportation sharing code appearing at the bottom right with the yellow background.
Tour Categories & Languages	Link tour categories and languages for the tour, selectable from the drop-down menu. See <a href="#">Language Module Setup</a> and <a href="#">Ticket Language Template Setup</a> for more information
Tour Reporting Categories, Tags & Difficulty levels	Link tour reporting categories, tags and difficulty levels for the tour, selectable from the drop-down menu.

**Figure 3-8 – Tour Template Kiosk Tab**

---

**Table 3-5 - Field description of Tour Template Kiosk Tab**

Field name	Description
Make Bookable in Kiosk.	Sets this tour as available for booking via Kiosk
Show in Kiosk	Sets this tour visible in Kiosk.
Enable Child Booking in Kiosk	Sets this tour available for child booking via Kiosk.



**Figure 3-9 - Bookable Tour Interactive TV Tab**

**Table 3-6 - Field description of Tour Template Interactive TV Tab**

Field Name	Description
Make Bookable in Interactive TV.	Sets this tour as bookable via Interactive TV.
Show in Interactive TV.	Sets this tour visible in Interactive TV.
Enable Child Booking in Interactive TV.	Sets this tour available for child booking via Interactive TV.
Tour Description	Additional details for the tour. The "custom comment" is user definable in <b>Administration module, System Setup, Label Setup</b> .

**Figure 3-10 – Tour Template Transfer Tours Tab**

**Table 3-7 - Field description of Transfer Tour in Additional Info tab**

Field Name	Description
Transfer Tours Setup	Once checked, this mark the tour as a transfer tour.
Transfer Start Location	The start location of the tour.
Transfer End Location	The end location of the tour.

1. Check the **Transfer Tour** if the tour is transferred tour.
2. Select the **Transfer Start Location** type. For example, Airport, Hotel, Train station.
3. Enter Transfer start location description
4. Select **Transfer End Location** type and enter the description.

### Setting up Tour with VAT Tax Split

The VAT Tax Split feature enables different tour elements to have different a VAT Tax assignment.

In the following example, let's assume the tour is priced at \$620 and it comprises of three elements that have different VAT Tax and pricing:

	Cost	VAT %
Excursion	\$423	8
Food	\$81	25
Guiding	\$116	0

1. In the Financial Setup, create the Department Code and associate the corresponding VAT Tax Class.
2. At the **Tour Template Setup**, navigate to **Pricing & Sales**, **VAT Posting Split** tab. See [VAT\\_Posting\\_Split](#) and [VAT\\_Report\\_Split](#).
3. Click **Add** to add the **VAT Department**.

4. In the VAT Split Configuration window, select the **Posting Department** from the drop-down list, enter the **Amount for Adult/Child** and select the **Booking Type**.

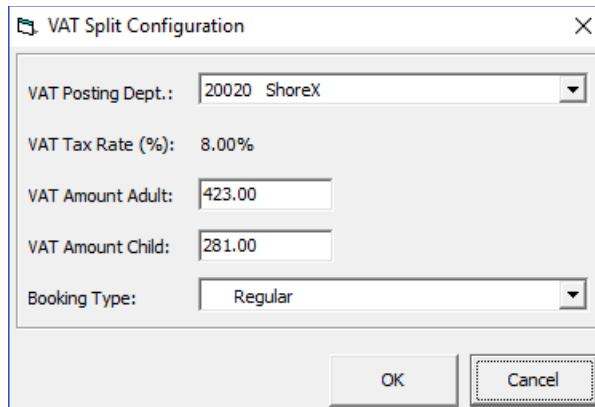


Figure 3-11 - VAT Split Configuration

5. Click **OK** to save and repeat the above steps for the other elements.

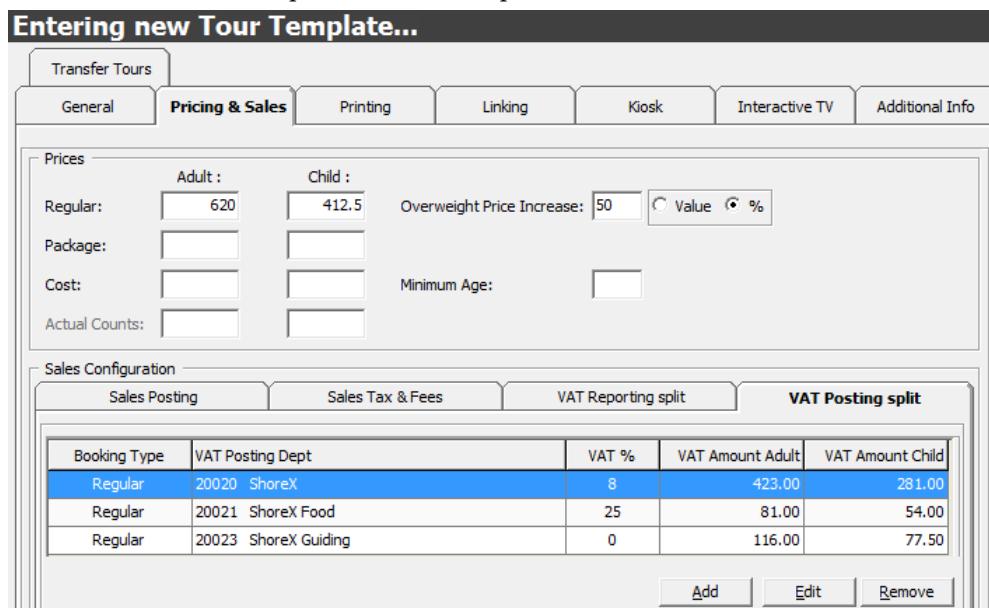


Figure 3-12 - VAT Posting Split

6. When copying the template from Port Tour Template into Bookable Tours Date or Tour Template into Bookable Tour, it then copies the VAT Posting Split setup to the selected port date. The same applies when copying using Copy Date's Bookable Tours into another Date in Bookable Tours Setup.

The formula to calculate the VAT Posting Split is: **"Total - round (Total / (1+VAT\_RATE)/100)"**

In addition to the **General**, **Pricing & Sales**, **Printing**, **Linking**, **Kiosk**, **Interactive TV** and **Additional Info**, tabs such as Fixed Cost Variable, Vendors and Group Linking are visible once you return to the template.

---

## Fixed Cost Tab

This tab defines the Cost price per excursion, regardless of the number of attendees

- a. Clicking the **Add** button opens the Fixed Code Configuration window.
- b. Select the **Item Type** which references to the [Tour Cost Item Types](#).
- c. Select the **Vendor**. See section [Vendors](#).
- d. Enter the **Price** and **Quantity**.
- e. The Total will auto populate based on the price and quantity defined.
- f. User have the option to Edit, Remove the Fixed Cost

## Variable Cost Tab

The Variable Cost tab allow you to specify the number of attendees with a corresponding price. For example:

### Range 20

Adult Cost Price \$80  
Child Cost Price \$50

### Range 40

Adult Cost Price \$70  
Child Cost Price \$40

With the above setting, the Tour prices for up to 20 is at \$80 / \$50 respectively. The prices reduces from quantity 21 to 40.

- a. Clicking the **Add** button opens the Variable Code Configuration window.
- b. Enter the Range, Adult Cost and Child Cost.
- c. User have the option to Edit, Remove the Variable Cost
- d. The cost will reflect in the **Cost** field of **Bookable Tour Setup**. The price is adjusted when a booking made or Void reaches the range defined.

## Vendors Tab

To add a vendor, select a vendor from drop down list and then click **Add Vendor**.

See section [Vendors](#). To remove the vendor, select the vendor from the grid and click the **Remove Vendor**.

## Group Linking Tab

The group linking tab enable you to link certain excursion to certain group. For example, Tour A is linked to Group A. Tour B linked to Group B. Passenger 01 from Group A make a booking, only Tour A is shown.

To link a group, select the group account created in Management module, Group handling and then click **Add Group**.

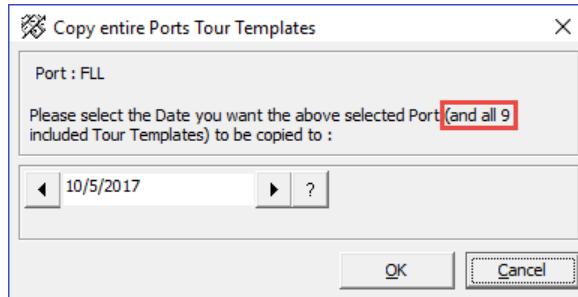
---

## Copy Port Tour Templates into Bookable Tours Date

Once the Tour Template is available, you may copy the templates into Bookable Date individually or by batch. Upon clicking **Apply** to save new Tour Template, the additional setting will be visible. See [Figure 3-4 – Tour Template General Tab](#).

### Copy Template by Batch

1. At the Tour Templates Setup, expand the tree view and select the port. The total number of templates linked to the port is shown in ( ).
2. Right-click and select **Copy Port Tour Templates into Bookable Tours Date**.
3. At the Copy entire Ports Tour Templates window, select the desired date using the date editor.



**Figure 3-13 - Copy Port Tour Template**

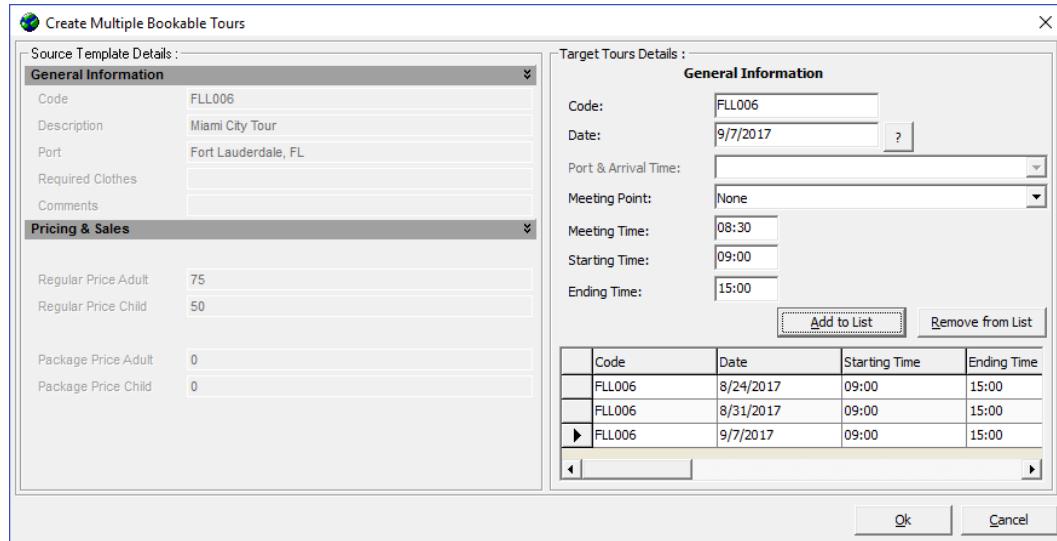
4. Do note the number of templates to copy across before proceeding. Click **OK** to confirm or **Cancel** to abort.

### Copy Template Individually

1. At the Tour Templates Setup window, expand the tree view until you see the template name or codes.
2. Right-click and select **Copy Tour Templates into Bookable Tours Date**.
3. At the Copy selected Tour Template window, select the desired date using the date editor.
4. Click **OK** to proceed or **Cancel** to abort.

### Create Multiple Bookable Tours

The Create Multiple Bookable Tours enables you to create a tour from a single template across multiple dates.



**Figure 3-14 - Create Multiple Bookable Tours**

1. Repeat step 1 of Copy Template Individually.
2. Right-click and select **Create Multiple Bookable Tours**.
3. At the Target Tour Details section, select a date and click **Add to List**.
4. Repeat until you have all the dates.
5. Click **OK** to confirm.

## Remove Port Tour Templates

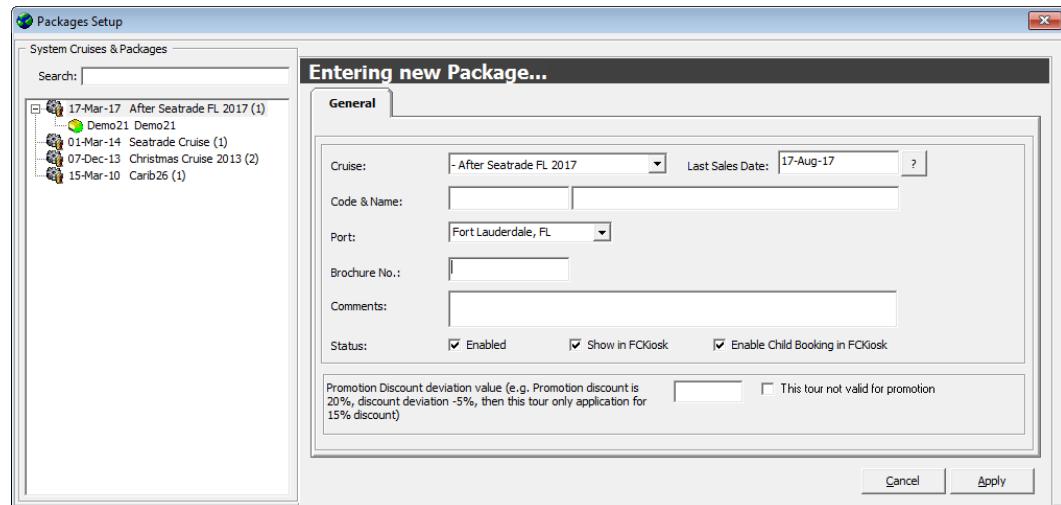
When a Port Tour template(s) are no longer required, you may remove a single template or all from a port using the **Remove Port Tour Templates** or **Remove Tour Templates**, depending on the selection at the tree view.

1. At the Tour Templates Setup window, expand the tree view.
2. Right-click on the selected Port and select **Remove Port Tour Templates** or further expand the tree view to select a template.
3. At the Remove selected Port window, click **OK** to confirm or **Cancel** to abort.

## 3.6. Packages Setup

### New Package

This function creates a bookable package using the available tours for the cruise.



**Figure 3-15 - Packages Setup (General Template)**

1. Select **Packages Setup** from the Setup menu.
2. On the System Cruises & Packages panel, right-click and select **New Package**.
3. Select a cruise from **Cruise** drop-down list.
4. Select **Last Sales Date**.
5. Enter the Package code and name in **Code & Name** field.
6. Select a port from **Port** drop-down list.
7. Enter the **Brochure No.**, **Comments**, and check the respective checkboxes under **Comments**.
8. Click **Apply**.
9. When **Apply** is clicked, this enables the Packaged Tours tab.
10. For Link to Package Combination Type, the package tours shown in the Combination Type column are the type of package combination.

Packaged Tours Linking						
		Remove Tour from Package		Assign Bookable Tours		Clear Tour Combination Type
Date	Code	Description	Port	Pck Adult Price	Pck Child Price	Combination Type
05-Oct-17	FLL006	Miami City Tour	Fort Lauderdale, FL	50.00	0.00	
05-Oct-17	FLL007	Florida Tropical Plantation Tour	Fort Lauderdale, FL	50.00	0.00	
				100.00	0.00	

**Figure 3-16 - Packaged Tours Linking**

11. Navigate to the tab and then click the **Assign Bookable Tours** to assign the bookable tours.

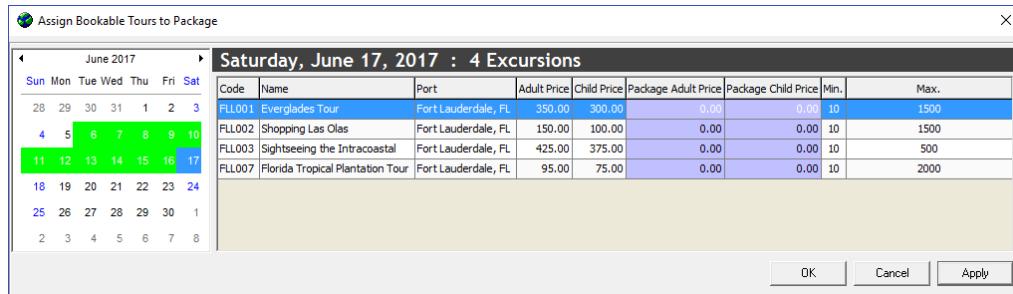


Figure 3-17 - Assign Bookable Tours to Package

12. Select the date and tour to assign.
13. Click **Apply** and choose another tour to add to the package.
14. Click **OK** to return to the previous window.
15. Define the price per adult/child in the grid.

## Remove Cruise Packages

A Cruise Package that is no longer required can be easily removed by right-clicking the package name and select **Remove Cruise Package**. However, this process is not allowed if the package has a booking linked.

## 3.7. Bookable Tours Setup

Once the Tour Template is in place, you can then make these tours available for booking by date. It is also possible to create an ad-hoc tour from this function.

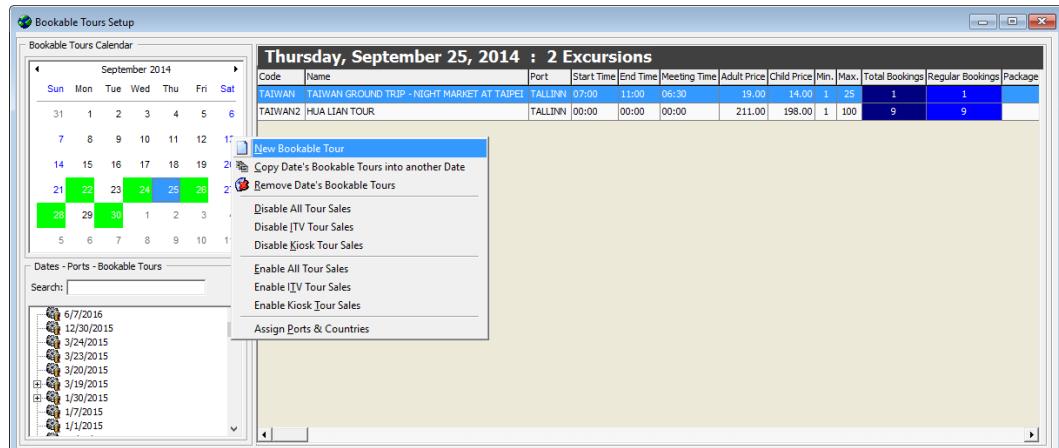


Figure 3-18 - Bookable Tours Setup

## Adding new Bookable Tour

1. From the Setup menu, select **Bookable Tours Setup**.
2. At the Bookable Tours Calendar, right-click on the desired date and select **New Bookable Tour**.
3. Fill in all the required the details of the tour in each of the tabs. Refer to tables in [New Tour Template](#) for field description of each available tabs.
4. Click **Apply** to save.

## Copy Date's Bookable Tours into another Date

This function enables you to copy the same Bookable Tour information into another date instead of creating a tour from scratch.

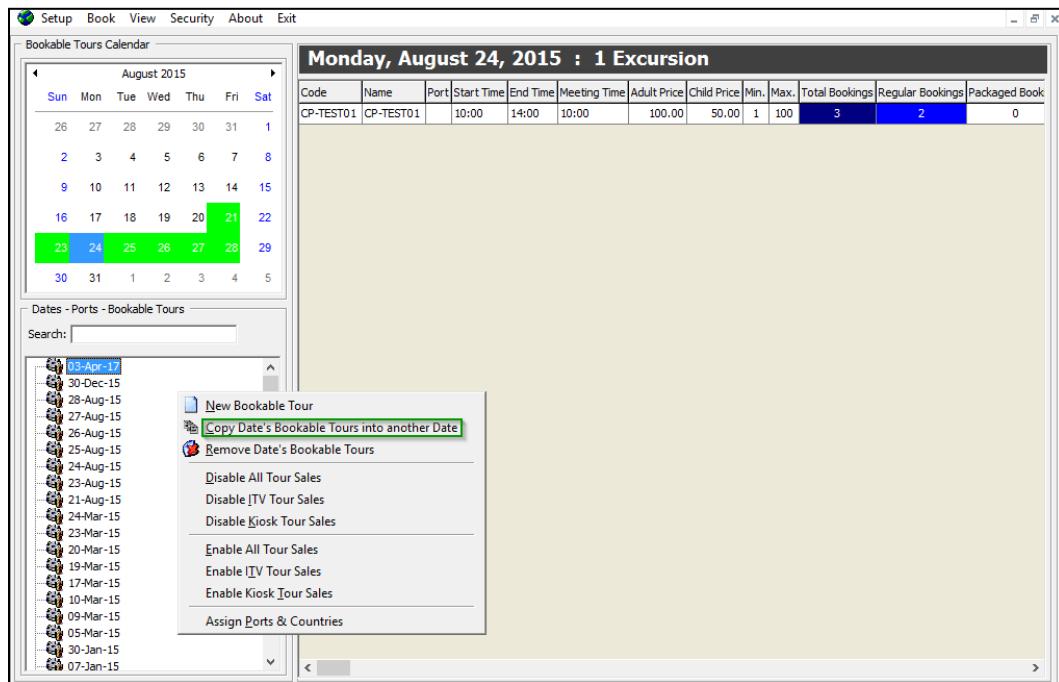


Figure 3-19 - Copy Date's Bookable Tours

1. At the Calendar pane, select the date to copy the tour from.
2. Right-click and choose option **Copy Date's Bookable Tours into another Date**.
3. In the Copy entire Bookable Tours Date window, select the date to copy to using the date editor.

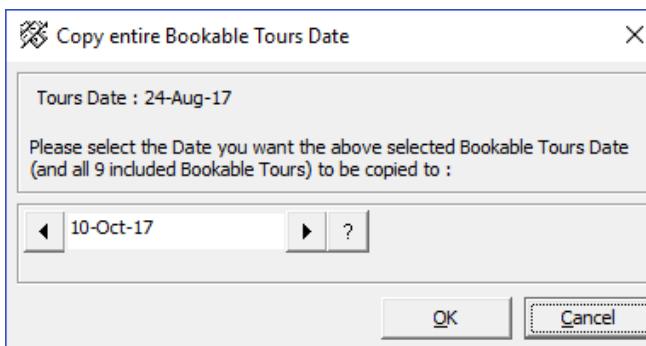


Figure 3-20 - Copy Entire Bookable Tours Date

4. Click **OK** to proceed. Note that only the non-existing tours are copied.

## Remove Date's Bookable Tours

The Remove Date's Bookable Tours removes all tours of the selected date. This is not permissible if the tours is attached to a booking.

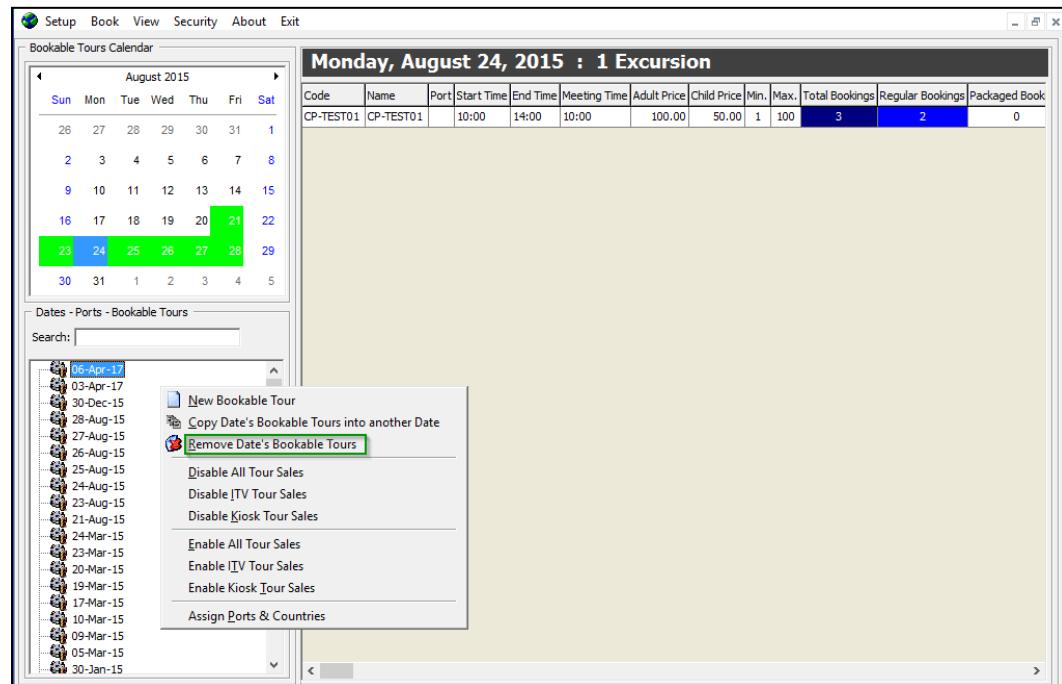


Figure 3-21 - Remove Date's Bookable Tours

1. On the calendar left pane, select the desired date and right-click to select **Remove Date's Bookable Tours**. This removes all bookable tours from the date and the system disallow removal of tours if the tour has been booked.
2. At the Remove current Bookable Tours Date window, click **OK** to proceed or **Cancel** to abort.
3. Alternatively, you may remove the individual tour by expanding the tree view and select the tour to remove.
4. Right-click and choose option **Remove Bookable Tour** and then click **OK**.

## Disable All Tour Sales, ITV Tour Sales and Kiosk Sales

The Disable All Tour Sales, ITV Sales and Kiosk Sales options disable all tours of selected date and hide them from the booking screen.

1. On the calendar left pane, select the desired date and right-click to select **Disable All Tour Sales**.
2. At the Disable All Sales for Selected Bookable Tours Date window, click **OK** to proceed or **Cancel** to abort.
3. To enable the tours at a later stage, repeat step 1 and select **Enable All Tour Sales** instead.
4. Repeat the above steps to enable/disable the tour sales from ITV or Kiosk.

## Assign Ports & Countries

The Assign Ports & Countries function allows you to assign port and country to tours with undefined port or country.

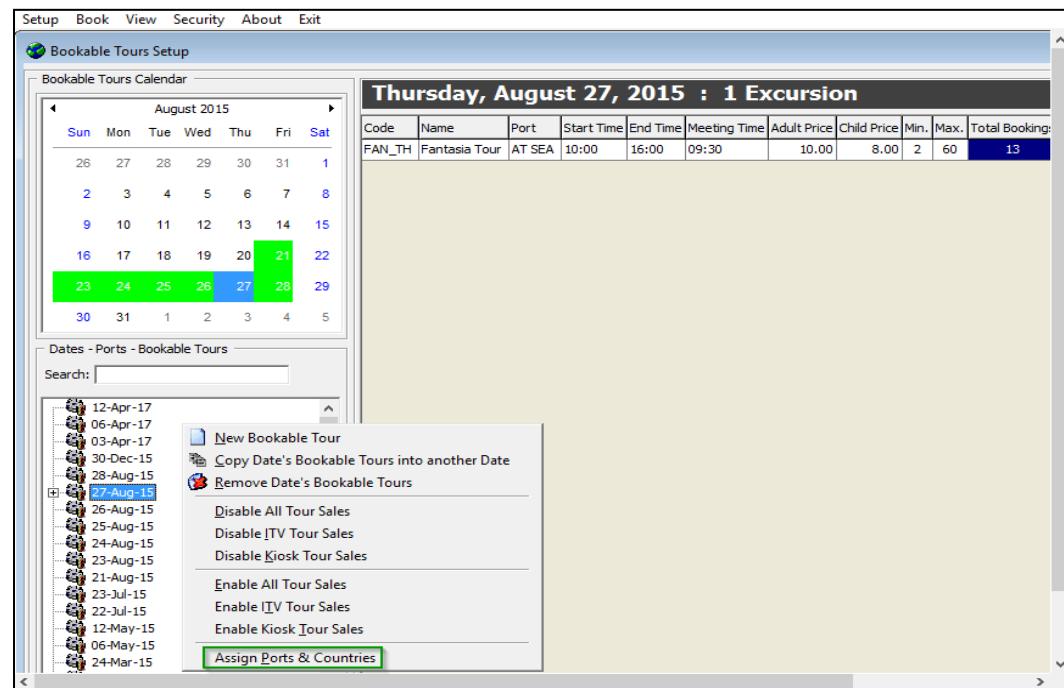


Figure 3-22 - Assign Ports & Countries

1. On the calendar left pane, select the desired date and right-click to select **Assign Ports & Countries**.
2. At the Assign Ports & Countries window, select the Port and Country from the drop-down list.
3. Click **OK** to proceed or **Cancel** to abort.

# 4 Excursion Booking

The Book menu is comprised of three booking functions; a Book, Quick Bookings and Unposted Bookings.

## 4.1. Booking

The Book function is a comprehensive booking screen that provides an overview of available tours by date, price, and tour information. It also shows the selected account information and booking history, if any. The available tours are shown in a menu pane by Adult/Child Price for the selected date.

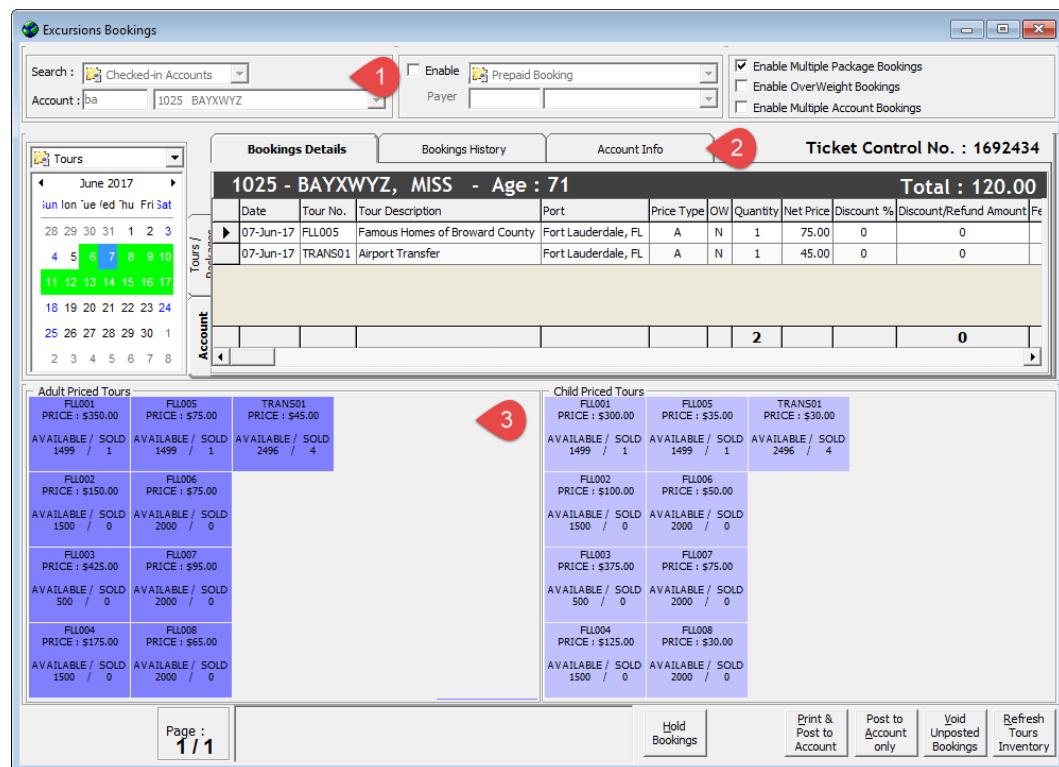


Figure 4-1 - Excursion Booking Screen

The Booking Screen is comprised of three sections:

1. Account Search
2. Booking details, including Booking History and Account Info.
3. Available Tour Code and Prices

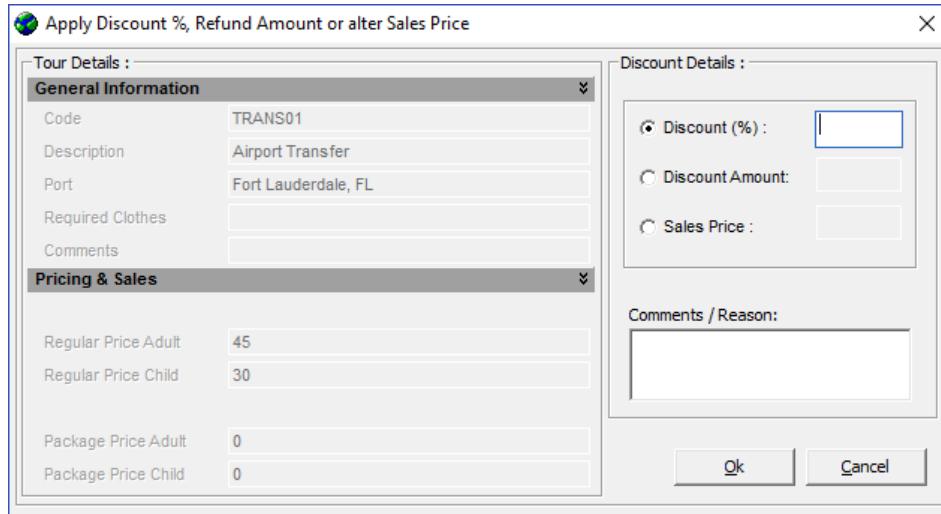
## Adding a Booking

1. At the **Account Search** section, swipe/tab the board card through an MSR or RFID device or manually search for the cabin number or name, and then select the guest name from the result list.

2. Above the date editor, select the type of tour and then select the booking date.
3. Available tours are shown in the **Adult/Child Price Tours** panel and placing the mouse over the tour code will display the tour information at the bottom of the screen. Select the desired tour by clicking on the tour code.
4. If the **Use Language Module** parameter is enabled, the system prompts a Language & Other Guest Information window for language to be selected. Check the **Apply choice to ALL subsequent Tours of this (same) Control No** if the same selection is to be applied to multiple bookings.

**Figure 2-12 - Booking Language & Other Guest Information**

5. Similarly, the **Weight & Height** fields are enabled if they tour has Weight limit defined. If the entered weight value exceeds the defined weight limit, an extra charges is imposed per item defined in the bookable tour.
6. Click **OK** at the Language & Other Guest Information window. This adds the selected tour to the Booking Details tab.
7. Click on the same tour to increase the quantity or select another tour code to add into the same booking.
8. If the booking is entitled to a discount, right-click on the booking at the Booking Details grid and select **Apply Discount**. Multiple selections are allowed.



**Figure 4-2 - Discount, Refund Amount or Alter Sales Price**

9. In the Discount Details section, select the type of discount and then enter the value in the field.
10. Enter a comment or reason for the discount and click **OK** to save.
11. Complete the booking by selecting one of this option:
  - **Hold Bookings:** Places the booking on hold.
  - **Print & Post to Account:** Post the booking and print the ticket and summary.
  - **Post to Account only:** Post the booking without printing the ticket.
  - **Void Unposted Bookings:** Remove all unposted bookings from the grid.
  - **Refresh Tours Inventory:** Refreshes the booking counts for all tours on the page.

To add more than one tour before completing the booking, repeat from step 2. The tour will be added to the booking list. Click the **Post** button, to complete the booking once it is confirm.

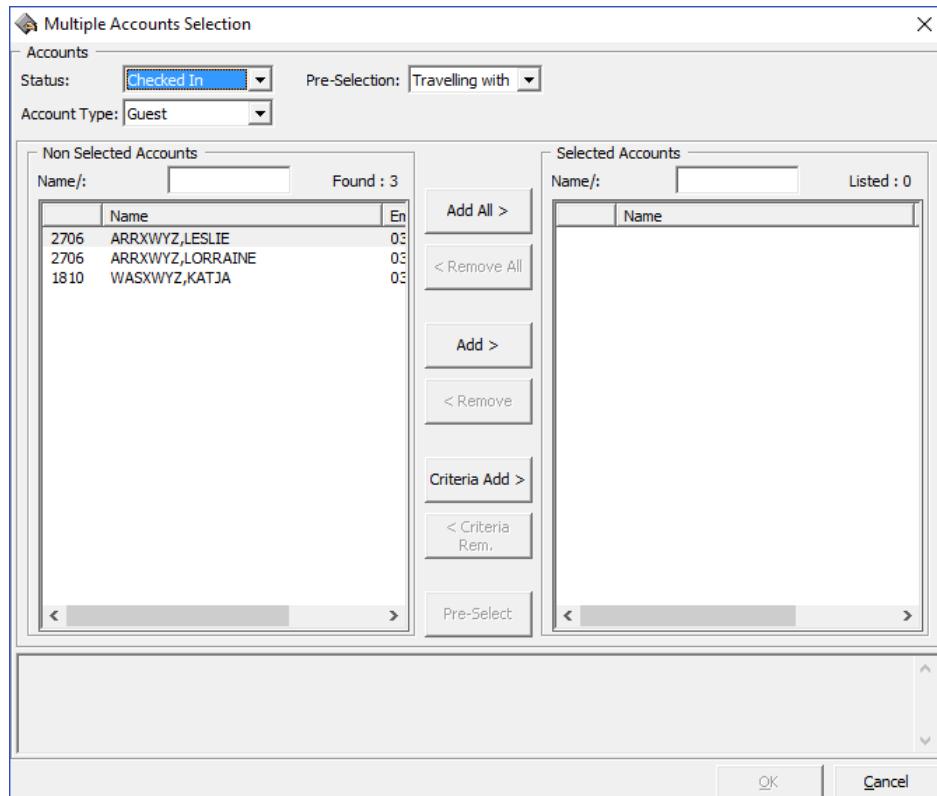
## Edit Booking Information

The Edit Booking Information option enable alteration of booking information such as a discount and language.

1. At the **Booking Details** tab, select one or multiple bookings in the grid.
2. Right-click and select one of the option.
  - **Apply Discount:** Apply discount in % (percentage), value or a fixed sales price for the selected booking.
  - **Remove Discount:** Removes the discount applied on selected booking.
  - **Void:** Removes selected booking from being posted.
  - **Edit Info:** Edit language & other information for selected booking.

## Multiple Account Bookings

Multiple Account Bookings function enable you to book the same Tour for a group of guests. This function is enabled when checkbox “**Enable Multiple Account Bookings**” is checked.



**Figure 2-14 - Multiple Account Bookings**

1. Repeat step 1 to 10 of [Adding a Booking](#).
2. Select **Post to Account only** or **Print & Post to Account**.
3. In the Multiple Accounts Selection screen, select the **Status**, **Account Type** and **Pre-Selection** from the drop-down list.
4. Search for name/cabin, then click **Add All >**, **Add >** or **Criteria Add >** to add the accounts into the booking and click **OK**.
5. At the confirmation prompt, click **OK** to confirm posting or **Cancel** to abort.

## Route Booking

A route booking is a booking paid by another person. This function is enabled when checkbox “**Enable**” is checked and **Routed Booking** is selected.

Once the Routed Booking is enabled, repeat the steps 1 to 11 of [Adding a Booking](#) to book.

Upon completing the booking, the Buyer shown is the selected guest who makes the booking, whereas the booking charges are posted to the routed account.

---

## Prepaid Booking

The booking is marked as prepaid booking and paid by system account. This function is enabled when checkbox "Enable" is checked and **Prepaid Booking** is selected.

Once the Prepaid Booking is enabled, repeat steps 1 to 11 of [Adding a Booking](#) to book. Upon completing the booking, the booking is marked as '**Prepaid**' booking and posted to the selected account.

## Package Booking

1. At the Account Search section, swipe/tab the board card though an MSR or RFID device or manually search for the cabin number or name, and then select the guest name from the result list.
2. Above the date editor, select the type of Package followed by the date.
3. Available package are shown in the **Adult/Child Price Tours** panel.
4. Select the desired package by clicking on the package code. The Linked Tours by Groups is prompt if the package is linked to Package Combination Type.
5. If the **Use Language Module** parameter is enabled, the system prompts a Language & Other Guest Information window for language to be selected.
6. Similarly, the Weight & Height fields are enabled if the tour has a weight limit defined. When weight value exceeds the defined weight limit, extra charges are charged as per rate defined in the bookable tour.
7. Click **OK** at the Language & Other Guest Information window. This adds the selected Package to the Booking Details tab.
8. Clicking the **Tours / Packages** tab will list the tours belong to the package in the Package Overview tab.
9. Continue to complete the booking by selecting one of this option:
  - **Hold Bookings:** Places the booking on hold.
  - **Print & Post to Account:** Post the booking and print the ticket and summary.
  - **Post to Account only:** Post the booking without printing the ticket.
  - **Void Unposted Bookings:** Remove all unposted bookings from the grid.
  - **Refresh Tours Inventory:** Refreshes the booking counts for all tours on the page.

## 4.2. Quick Bookings

The Quick Bookings function is a simplified booking screen that allows booking to be created swiftly and does not allow bookings to be placed on hold. The dates shown is a week from current system date and uses a Function Key to forward or backward the date by week.

Quick Bookings

ALT + P	F1	F2	F3	F4	F5	F6	F7	ALT + N
	08-Jun-17 Thursday Fort Lauderdale, FL	09-Jun-17 Friday Fort Lauderdale, FL	10-Jun-17 Saturday Fort Lauderdale, FL	11-Jun-17 Sunday Fort Lauderdale, FL	12-Jun-17 Monday Fort Lauderdale, FL	13-Jun-17 Tuesday Fort Lauderdale, FL	14-Jun-17 Wednesday Fort Lauderdale, FL	
Previous Week								Next Week

Excursions Bookings :

<input type="checkbox"/> Enable		Prepaid Booking	<input type="button" value="Search"/>	Check-in Accounts
Payer				

Account : **1034** 1034 AGUXWYZ Oscar      Tour Identifier: **TRANS01 Airport Transfer**

Clear Fields after adding to postings list

TRANSO1 Airport Transfer

<input type="button" value="Refresh"/>	<input type="button" value="Bookings Sold"/>	<input type="button" value="Bookings Available"/>	<input type="button" value="Bookings in Postings List"/>
Total : <b>1</b>		<b>2499</b>	<b>1</b>

Tour Bookings Details :

Ticket Type	Net Price	Sales Price	Quantity	Total
<input type="checkbox"/> Child	45.00	45.00	1	45.00

Postings List

Acc. ID	Acc. Identifier	Tour ID	Tour Details	Type	Sales Price	Quantity	Total Amount	Net Price
1034	AGUXWYZ Oscar	FLL002	Shopping Las Olas	Adult	150.00	1	150.00	150.00
1034	AGUXWYZ Oscar	FLL003	Sightseeing the Intra	Adult	425.00	1	425.00	425.00
1034	AGUXWYZ Oscar	TRANS01	Airport Transfer	Adult	45.00	1	45.00	45.00

Totals

Batch Count:	
Current	3
Batch Total:	
Current Total:	620.00

Figure 4-3 - Quick Bookings screen

## Adding, Removing or Editing Quick Bookings

1. From the Book menu, select **Quick Bookings**.
2. Navigate the dates using the **Function Keys** listed above or click on the date shown.
3. Click **Previous Week** to go back a week from the current date or **Next Week** to move forward a week.
4. At the Excursion Bookings section, check **Enable** to select a payer for the booking if the booking payment is to be routed to another party.
5. At the **Search** option, choose the account status from the drop-down menu.
6. In the **Account** field, search for the required cabin/name.
7. Click the **Tour Identifier** to select the tour from the drop-down list.
8. By default, the Ticket Type and price listed is for an adult. If the ticket is for a child, check the **Child** checkbox.
9. Enter the required quantity in the **Quantity** field.
10. Click **Add** to add the selection to the Posting List. Repeat the same to add other tour bookings. The total tour value and the count are shown in the Totals section.
11. Click **Remove** to remove the selected tour from the Posting List or **Edit** to edit the information.
12. Click **Post** or **Print & Post** proceed with the booking.

## 4.3. Unposted Bookings

The Unposted Bookings has two tabs; **Unposted Bookings** that list bookings that are placed for previous, current and future cruises and **On Hold Bookings** tab that lists bookings that are placed on hold.

The Unposted Bookings for a future cruise is controlled by Parameter “**Booking Future Cruise Tours handled as Unposted**”, and all imported bookings are flagged as Unposted for all cruises. This is to ensure that revenue is accounted for in the cruise when the excursion takes place. It is important to frequently check the unposted bookings option and follow through to ensure no revenue is lost.

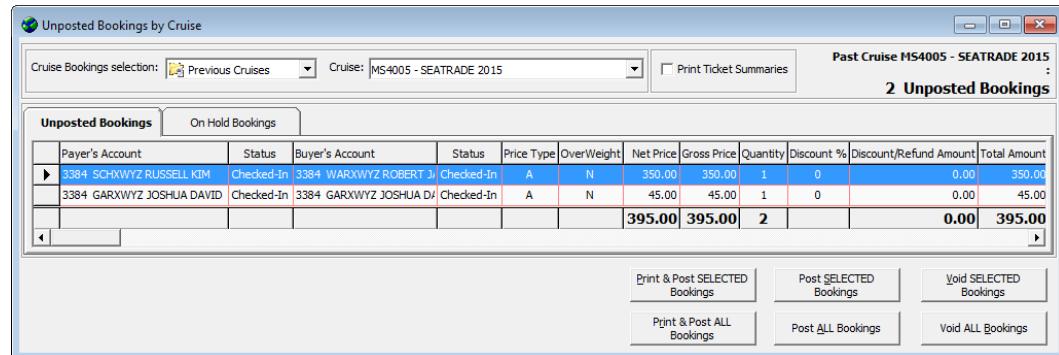


Figure 2-16 - Unposted Bookings by Cruise

Table 4-1 - Field Description of Unposted Bookings By Cruise

Field	Description
Cruise Booking Selection	Filter function for Current, Future or Previous Cruise.
Cruise	The filter is enabled for selection when Past or Future Cruise is selected in Cruise Booking Selection.
Print Ticket Summaries	Default to print ticket summary upon postings.
Unposted Bookings	List all the unposted bookings based on the filter criteria.
On Hold Bookings	List all on hold bookings based on the filter criteria.
Print & Post SELECTED Bookings	Post and Print Ticket for Selected booking(s).
Print & Post All Bookings	Post and Print Tickets for all the bookings listed in the grid. If one of the selected bookings failed to post, an error message is prompt at the end of the posting process.
Post SELECTED Bookings	Post selected booking(s) without printing the ticket. If one of the selected bookings failed to post, an error message is prompt at the end of the posting process.

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Field	Description
Post ALL Bookings	Post all the bookings listed in the grid without printing the tickets.  If one of the selected bookings failed to post, an error message is prompt at the end of the posting process.
Void SELECTED Bookings	Void and removes selected bookings (single or multiple) from the grid.
Void ALL Bookings	Removes all bookings listed in the grid.

1. From the **Book** menu, select **Unposted Bookings** option.
2. Select the **Cruise Bookings Selection** from the drop-down list and the **Cruise** for past or future cruise.
3. Select the tab and the bookings in the grid.
4. Complete the posting by selecting the option at the bottom of the screen.

The View menu has six functions and they are Reports, Handling Lists, Account/Control No. Handling, Batch Ticket Printing & Exporting, Cruise Revenue Overview and Cruise Revenue Details.

## 5.1. Reports

A set of standard report is loaded with the program during installation. If these reports is not suitable for the ship's operation, please contact Oracle Customer Support for the report to be customized.

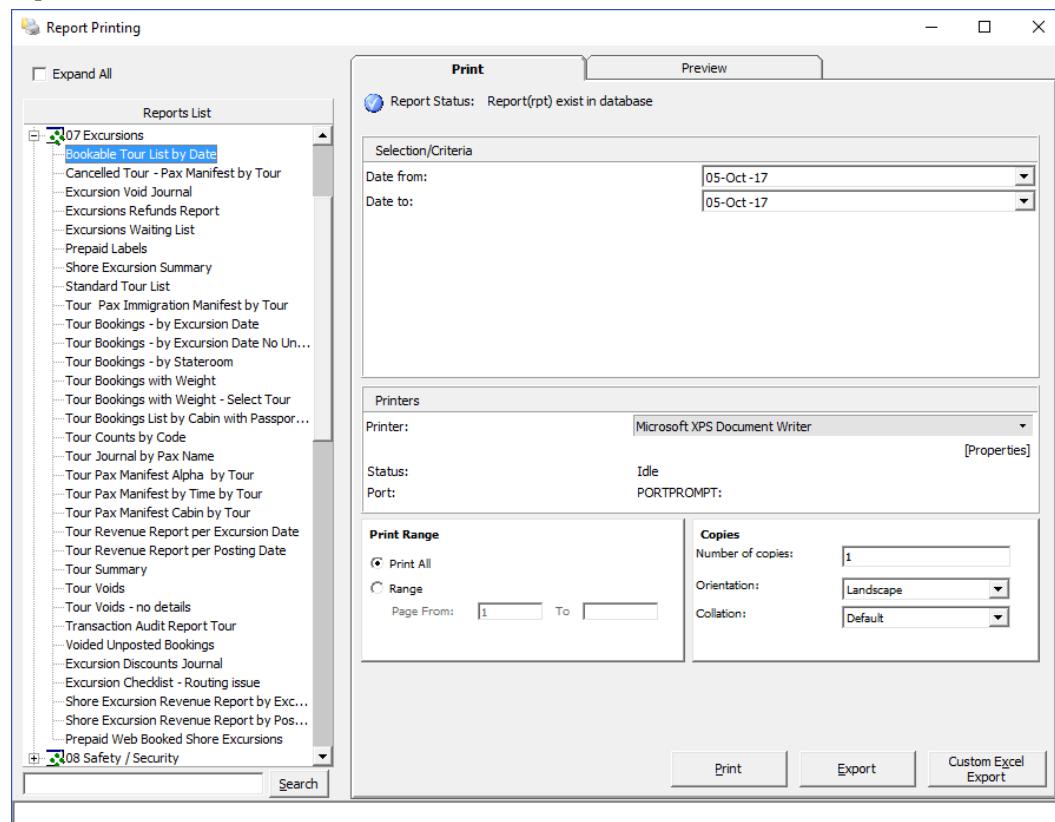


Figure 5-2 – Report Printing

### Printing a Report

1. From the View menu, select **Reports**.
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 the **Preview tab**.
6. To export the report, repeat the above steps, and then click **Export**.

## 5.2. Handling Lists

The Handling Lists provides a quick overview of the selected tour, enabling bookable tours to be managed from one location. The information shown is based on the selected date and filter by the type of bookings. Lists of tours available for the day is shown in the top section of the screen, and the Booking List, Waiting List, Language Overview and Discount/Void to Current Cruise at the bottom section.

Figure 5-1 – Handling List

The booking types are color coded per below chart.



Figure 5-2 - Bookings Color Definition

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## Booking List

Apart from listing the bookings for the day, functions such as posting discounts, voiding a tour or moving a booking to another date and printing tickets are enabled to better manage the booking.

### Add Discounts

1. Select a tour/booking and click on **Add Discount**.
2. Click **Yes**.
3. Select the discount options available in **Discount Details** section followed by comments in the **Apply Discount** Window.
4. Click **OK**. The discount amount is shown in the **Discount** column and this reduces the **Total Amount** of the booking.

### Remove Discounts

Selecting a tour/booking and click **Remove Discounts** reverse the discount applied and recalculates the Total Amount for the tour/booking.

### Void Tour Bookings

The Void Tour Bookings not only void the tour/booking, it also post a cancellation fee when applicable.

1. Select a tour/booking and click on **Void Tour Bookings**.
2. At the Excursions Bookings Void window, check the **Apply Cancellation Fee** if the cancellation fee is to be imposed.
3. Click **OK** to proceed and enter the void reason manually when prompt or select from pre-defined reasons.
4. Click **OK** to complete the void and post the cancellation fee if the option is selected. This process prints a void report. Please ensure they are set up.

### Void Tour Cancellation Fees

This function reverses the Cancellation Fees applied and removes the booking from the grid.

1. Select a tour or booking and click on **Void Tour Cancellation Fees**.
2. At the Void Cancellations Fees confirmation window prompts, click **Yes**.
3. Enter the reason manually when prompt or select a pre-defined reason from the drop-down list.
4. Click **OK** to confirm.

### Move Bookings

This function moves the selected tour or booking to another date that has bookable tours.

1. Select a tour/booking and click the **Move Bookings**.

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2. At Move All Bookings window, select a **date** and **tour** to move the bookings to and then click **OK**.
3. At the confirmation prompt, click **Yes** to proceed or **Cancel** to abort.

## Print Tickets

This function reprints the ticket(s) for selected tour or bookings.

1. Select a tour or bookings and then click **Print Tickets**.
2. At the Reprint All Tickets prompt, click **Yes** to proceed or **No** to abort. All the selected bookings ticket is reprinted using the default template.

## Waiting List

The Waiting List tab lists all reservation placed under Waitlist for the selected date and tour. The information displayed is cataloged by **Active Waitlist (Unposted Bookings)**, **Removed from Waitlist (Posted Bookings)** and **Removed from Waitlist completely (Deleted Booking)**.

## Print Tickets & Post to Account

1. Select a tour or bookings and click **Print Tickets & Post to Account**.
2. Clicking **Yes** at the Waitlisted Booking Confirmation prompt enable you to overbook the tour when the capacity reaches the maximum allowed. Otherwise it will be considered as a normal post option. Click **Overbook** to proceed or **Cancel** to abort.
3. The ticket and booking summary will be printed and booking is posted to waitlisted booking.

## Post to Account Only

Similar to Print Tickets & Post to Account, this function only posts the waitlist booking and does not print any ticket.

## Remove Waitlisted Bookings

This function removes and voids the selected booking from the Waitlist Listing when the **Removed Waitlisted Bookings** is clicked.

## Shift Waitlisted Bookings

The Shift Waitlisted Bookings allow you to reorder and prioritize the waitlisted booking.

1. Select a tour or bookings and click **Shift Waitlisted Bookings**.
2. At the Shift Waitlisted Bookings window, the default number is '1'. Enter a number to shift this booking to.

3. Click **OK** to confirm and this shift the waitlisted bookings to the assigned number.

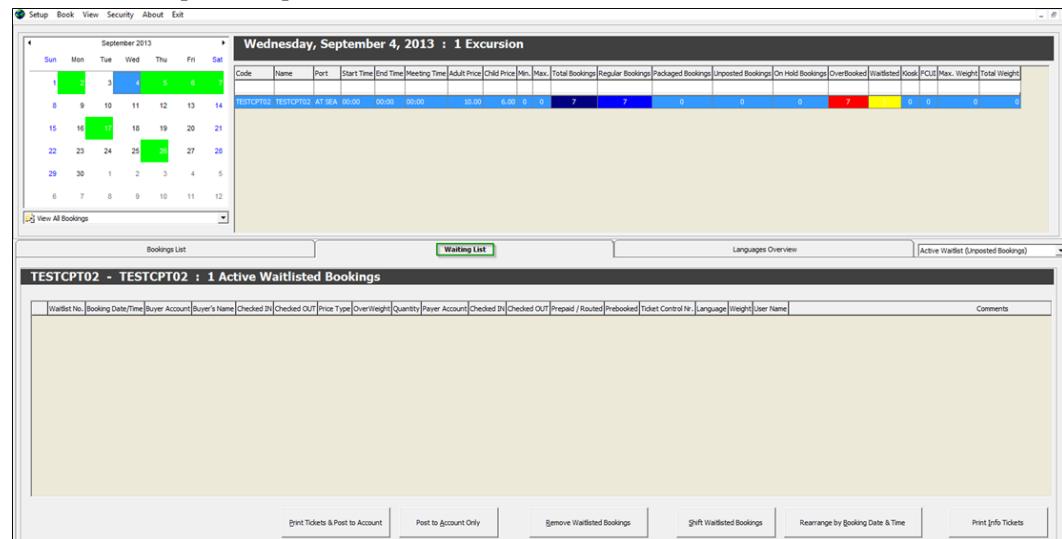
### Rearrange by Booking Date & Time

The **Rearrange by Booking Date & Time** reorder the waitlist booking according to the Booking date/time and overrides the priority orders set earlier.

### Print Info Tickets

This function prints ticket information for the selected booking.

1. Select a tour or bookings and click **Print Info Tickets**.
2. Click **YES** at the Print Waitlisted Info Tickets window. This prints according to the defined report template.



**Figure 5-3 - Waiting List**

## Languages Overview

The Languages Overview provides a quick view of the type of the language selected in bookings for the selected tour by Price Type and Tickets sold.

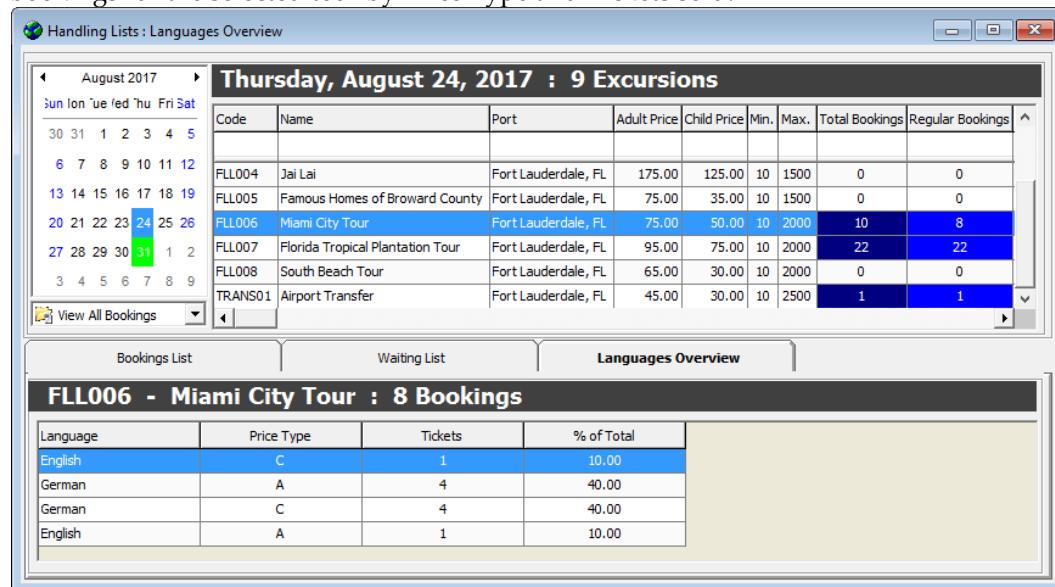


Figure 5-4 - Languages Overview

## 5.3. Account / Control No. Handling

The Account Handling provides a view of bookings made, posted or voided through an account in a single screen by navigating through available filters.

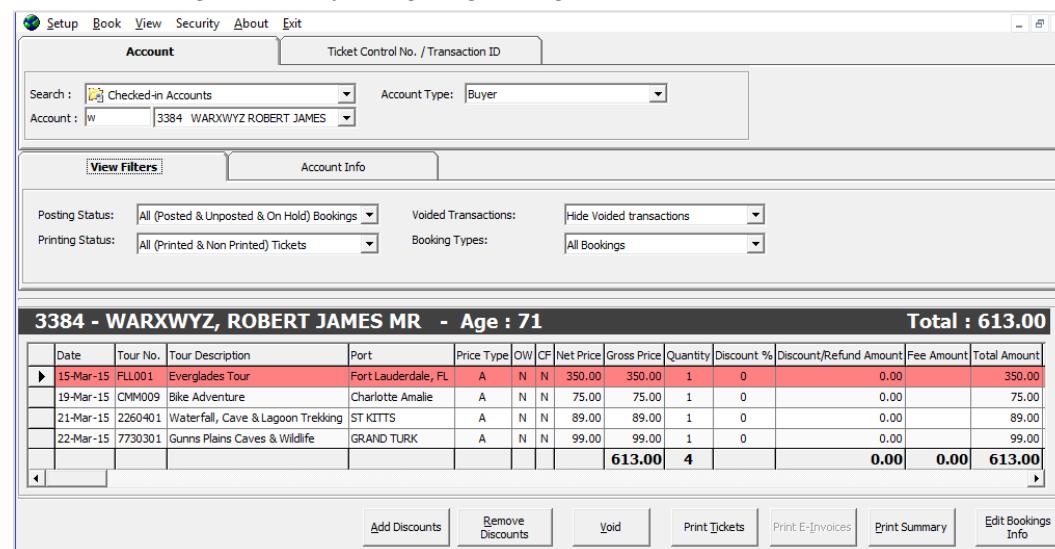


Figure 5-5 Account / Control No. Handling (Account)

Table 3-1 - Account and Ticket Control No. / Transaction ID

Field Name	Description
Search	Searches the guest account by status: Checked-In/Reserved Accounts
Account Type	Search account by Payer/Buyer
Account	Search by Cabin No. / Name
View Filters	Filter accounts by Posting Status, Printing Status, Voided Transactions and Booking types using options available in each filter.
Account Info	Display information of selected guest.
Features	Additional Function that can be performed on the account such as: <ul style="list-style-type: none"> <li>• Add Discounts</li> <li>• Remove Discounts.</li> <li>• Void.</li> <li>• Print Tickets.</li> <li>• Print E-Invoice</li> <li>• Print Summary</li> <li>• Edit Booking Info</li> </ul>
Ticket Control No. / Transaction ID	Provide quick overview by searching Control No. or Transaction ID with the filtering options.
Promotion discount deviation value	Discount deviation value for the tour.

In the Account/Control No. Handling, search for an account using the filters and then performed the desired task using the available features. See [Handling List](#) for more information on how to post, void and print tickets.

## 5.4. Batch Ticket Printing & Exporting

The Batch Ticket Printing & Exporting enable tickets to be printed or exported by batch. The return results are based on the selection criteria entered in any of these tabs.

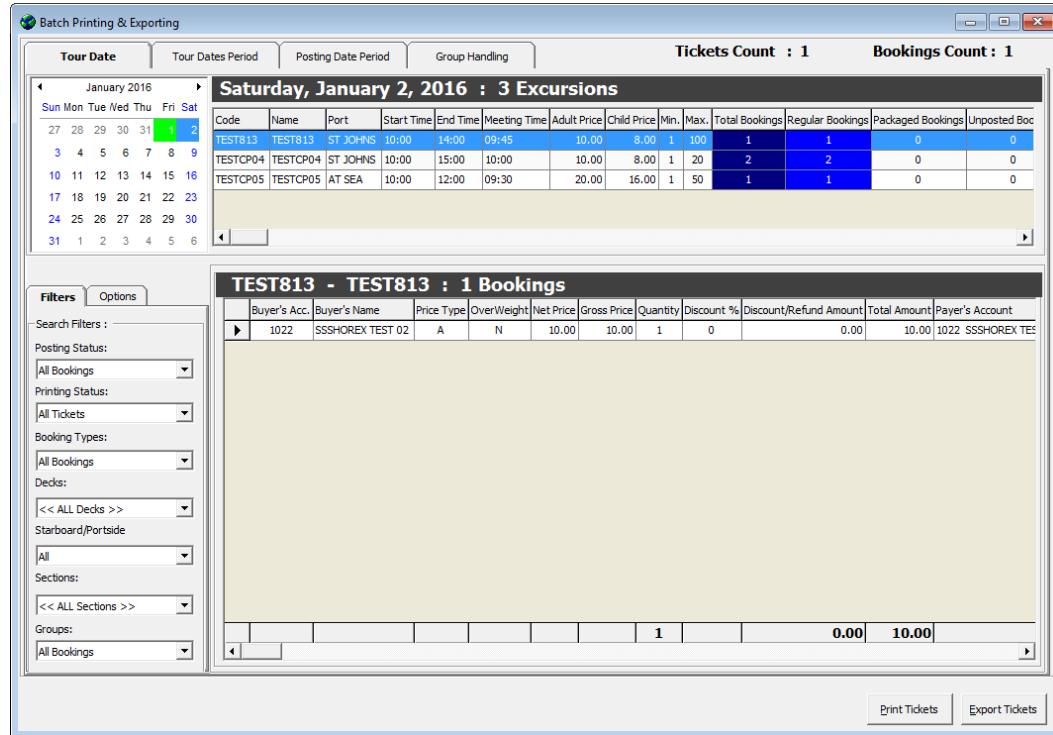


Figure 5-6 - Batch Ticket Printing & Exporting (Filters)

To print or export the tickets using any of these tabs,

1. Select the date and tour.
2. At the **Filter** tab, choose the options for each of the filters.
3. Navigate to the **Options** tab and check the required check boxes under the Primary Sort Order and Ticket Summaries for Payer or Buyer. If the **RES Product** checkbox is checked, the RES product is used as the primary sort order.
4. Select the bookings from the search results is shown in the grid and then click **Print Tickets** or **Export Tickets**.

## 5.5. Cruise Revenue Overview

The Cruise Revenue Overview displays the Total Revenue generated for the previous, current or future cruise. Revenue is grouped by Department ID.

Cruise Revenue Overview				
Cruise : 17-Mar-17 - After Seatrade FL 2017				
Dept. ID	Dept. Details	Revenue NOT Realised (UNPOSTED)	Revenue Realised (POSTED)	Revenue Totals
20004	Shorex Revenue	0.00	8,902.00	8,902.00
950303	Package Revenue	0.00	-95.00	-95.00
		0.00	8,807.00	8,807.00
<input type="button" value="Recalculate Revenue"/>				

Figure 5-7 - Cruise Revenue Overview

## 5.6. Cruise Revenue Details

The Cruise Revenue Details provides a detailed view of revenue generated by date and tour, including the number of bookings by an adult/child, price and cost for each tour and total profit. Information on this screen is exportable to an Excel spreadsheet.

Cruise : 17-Mar-17 - After Seatrade FL 2017													
Date	Tour No.	Tour Description	Adult Price	Child Price	Adult Cost	Child Cost	Adult Bookings	Child Bookings	Total Bookings	Net Total	Adult Cost Total	Child Cost	Profit Total
15-Mar-15	FLU001	Everglades Tour	350.00	300.00	0.00	0.00	3		3	1,050.00	0.00	0.00	1,050.00
11-Mar-16	FLU005	Famous Homes of Broward County	75.00	35.00	0.00	0.00	2		2	150.00	0.00	0.00	150.00
15-Mar-17	FLU007	Florida Tropical Plantation Tour	95.00	75.00	0.00	0.00	1		1	95.00	0.00	0.00	95.00
17-Mar-17	FLU002	Shopping Las Olas	150.00	100.00	0.00	0.00	1		1	150.00	0.00	0.00	150.00
06-Jun-17	FLU001	Everglades Tour	350.00	300.00	0.00	0.00		1	1	300.00	0.00	0.00	300.00
06-Jun-17	FLU005	Famous Homes of Broward County	75.00	35.00	0.00	0.00	1		1	75.00	0.00	0.00	75.00
07-Jun-17	FLU001	Everglades Tour	350.00	300.00	0.00	0.00	1		1	350.00	0.00	0.00	350.00
07-Jun-17	TRANS01	Airport Transfer	45.00	30.00	0.00	0.00	2	1	3	120.00	0.00	0.00	120.00
08-Jun-17	FLU001	Everglades Tour	350.00	300.00	0.00	0.00	1		1	350.00	0.00	0.00	350.00
09-Jun-17	FLU001	Everglades Tour	350.00	300.00	0.00	0.00	1	7	8	2,450.00	0.00	0.00	2,450.00
09-Jun-17	FLU005	Famous Homes of Broward County	75.00	35.00	0.00	0.00	1		1	75.00	0.00	0.00	75.00
12-Jun-17	FLU008	South Beach Tour	65.00	30.00	0.00	0.00	1		1	65.00	0.00	0.00	65.00
12-Jun-17	TRANS01	Airport Transfer	45.00	30.00	0.00	0.00	3		3	135.00	0.00	0.00	135.00
13-Jun-17	FLU001	Everglades Tour	350.00	300.00	0.00	0.00	1		1	350.00	0.00	0.00	350.00
24-Aug-17	FLU006	Miami City Tour	75.00	50.00	0.00	0.00	5	5	10	625.00	0.00	0.00	625.00
24-Aug-17	FLU007	Florida Tropical Plantation Tour	95.00	75.00	0.00	0.00	22		22	2,090.00	0.00	0.00	2,090.00
24-Aug-17	TRANS01	Airport Transfer	45.00	30.00	0.00	0.00	1		1	45.00	0.00	0.00	45.00
31-Aug-17	FLU006	Miami City Tour	75.00	50.00	0.00	0.00	1		1	75.00	0.00	0.00	75.00
07-Sep-17	FLU006	Miami City Tour	75.00	50.00	0.00	0.00	1		1	75.00	0.00	0.00	75.00
05-Oct-17	FLU002	Shopping Las Olas	150.00	100.00	0.00	0.00	1		1	150.00	0.00	0.00	150.00
05-Oct-17	FLU007	Florida Tropical Plantation Tour	95.00	75.00	0.00	0.00	1		1	95.00	0.00	0.00	95.00
05-Oct-17	TRANS01	Airport Transfer	45.00	30.00	0.00	0.00	1		1	45.00	0.00	0.00	45.00
							52	14	66	8,915.00	0.00	0.00	8,915.00
<input type="button" value="Export To Excel"/> <input type="button" value="Recalculate Revenue"/>													

Figure 5-8 - Cruise Revenue Details