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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

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2015</td>
<td>• Initial publication.</td>
</tr>
<tr>
<td>May 2017</td>
<td>• Added eOne Function</td>
</tr>
<tr>
<td></td>
<td>• Revised document template</td>
</tr>
</tbody>
</table>
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 receive or upload 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 comprises the following functions:

Table 1-1 - ResOnline Functions

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

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>
<thead>
<tr>
<th>Tab Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary</td>
<td>Display a summary of changes made on each tab, for example; number of records were inserted, updated or deleted.</td>
</tr>
<tr>
<td>Reservation/Guest</td>
<td>Displays the reservation information and the changes made.</td>
</tr>
<tr>
<td>Address</td>
<td>Displays address information and changes made.</td>
</tr>
<tr>
<td>Amenity</td>
<td>Displays the gift order information table and changes made.</td>
</tr>
<tr>
<td>Credit Card</td>
<td>Displays the credit card information and the changes made.</td>
</tr>
<tr>
<td>Crew History</td>
<td>Displays the crew history information and the changes made.</td>
</tr>
<tr>
<td>Dining Reservation</td>
<td>Displays the dining information and the changes made.</td>
</tr>
<tr>
<td>Discount</td>
<td>Displays the discounts accorded and the changes made.</td>
</tr>
<tr>
<td>Flight Info</td>
<td>Displays the flight information and the changes made.</td>
</tr>
<tr>
<td>Guest History</td>
<td>Displays the guest history information and the changes made.</td>
</tr>
<tr>
<td>XML Guest History</td>
<td>Displays the reservation information and the changes made in XML format.</td>
</tr>
<tr>
<td>Reservation Leg</td>
<td>Displays the reservation information for back to back reservations and the changes made.</td>
</tr>
<tr>
<td>Reservation Logical Leg</td>
<td>Displays overland/overnight tour information for back to back reservations and the changes made.</td>
</tr>
<tr>
<td>Prepaid</td>
<td>Displays the pre-postings information and the changes made, including promo credit, shipboard credit, gift order credit.</td>
</tr>
<tr>
<td>Shorex – Prepaid</td>
<td>Displays the web booking information for shore excursion and changes made.</td>
</tr>
<tr>
<td>Tab Name</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Shorex – Waitlist</td>
<td>Displays the waitlisted shore excursions booking information and changes made.</td>
</tr>
<tr>
<td>Shorex – Bookable</td>
<td>Displays the bookable shore excursions information and changes made.</td>
</tr>
<tr>
<td>Shorex – Template</td>
<td>Displays the shore excursions template information and changes made</td>
</tr>
<tr>
<td>Special Request</td>
<td>Displays the special services and request information's, and the changes made.</td>
</tr>
<tr>
<td>Travel Agent</td>
<td>Displays the travel agency information and changes made.</td>
</tr>
<tr>
<td>Travel Document</td>
<td>Displays the travel documents information and changes made.</td>
</tr>
<tr>
<td>Import Warning</td>
<td>Displays the records with warning messages prompt during import.</td>
</tr>
<tr>
<td>Transaction Status</td>
<td>Displays the status of the records transferred.</td>
</tr>
<tr>
<td>Gift Card</td>
<td>Displays the gift card information and changes made.</td>
</tr>
<tr>
<td>System Cruise</td>
<td>Displays cruise information and changes made.</td>
</tr>
<tr>
<td>Cruise Day</td>
<td>Displays cruise day information and changes made.</td>
</tr>
<tr>
<td>Package Plan Assign to Passenger</td>
<td>Displays Passenger package plan and changes made.</td>
</tr>
<tr>
<td>Flexi Package Plan Department</td>
<td>Displays Flexi Package Plan charge department, discounts value and changes made.</td>
</tr>
<tr>
<td>Events Location</td>
<td>Displays Events Location and changes made.</td>
</tr>
<tr>
<td>Events Booked</td>
<td>Displays Events booked on selected period and changes made.</td>
</tr>
<tr>
<td>Visitor</td>
<td>Displays Visitors information and changes made.</td>
</tr>
<tr>
<td>Config</td>
<td>Display System Configuration Setup information details and changes made.</td>
</tr>
</tbody>
</table>

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.

![Cancelled column example](image)

**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.

![Reservation/Guest tab](image)

**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.

4. Check the ‘Show Highlighted Details’ to view the highlighted records in the Change Details section.
5. 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.

![Built-in Filter Controls](image)

**Figure 1-4 - Built-in Filter Controls**

**Table 1-3 - Built-in Filter Controls**

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

![Field Mapping Setup](image)

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.
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**, and then select the **Date** from the drop-down list.
3. Enter the destination database in the **Data Import DB** field, 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.
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.

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.
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.
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. 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.
Updating an Existing Template

1. Repeat above 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.

![Image]

**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.

![Figure A-11 - Reservation Not Found error](image)

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.

![Figure A-12 - ID Does not Exit error](image)

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.

![Figure A-13 - Cruise Not Setup error](image)