

Oracle® Hospitality Cruise AffairWhere
User Guide
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Preface

AffairWhere is a system specifically designed to manage the function space and banquet events for a cruise line. The system can run as a stand-alone application receiving group and delegate information directly from a cruise line's reservation system, or it can use data from an existing SilverWhere database.

The system can process both shore side and shipboard. Shore side, the system would be used by the Group Reservations agents to book group events and prepare contracts. Shipboard, the system allows the crew to manage the shipboard function space and to create Banquet Event Orders for the fulfillment of the events.

The document details the various forms, features and function of the AffairWhere system with descriptions of how each form works and when it should be used.

Audience

This document is intended for the personnel/teams whom are involved in working with AffairWhere system.

Customer Support

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

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

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

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com>

Revision History

| Date | Description of Change |
|------------|-------------------------------------------------------------------------------|
| April 2017 | <ul style="list-style-type: none">• Initial Publication. |
| July 2017 | <ul style="list-style-type: none">• Added Chapters 5 through 10 |

1 Maintaining Properties and Locations

AffairWhere Locations are the venues at which events are scheduled. Locations are grouped together into Properties. Properties normally are associated with a ship in a Cruise Line's fleet, but they can also be used to hold bookable location venues on private islands or at a pier.

AffairWhere Properties and Locations are maintained using the Location Maintenance available from the Function Space menu. When selected, the following form will display.

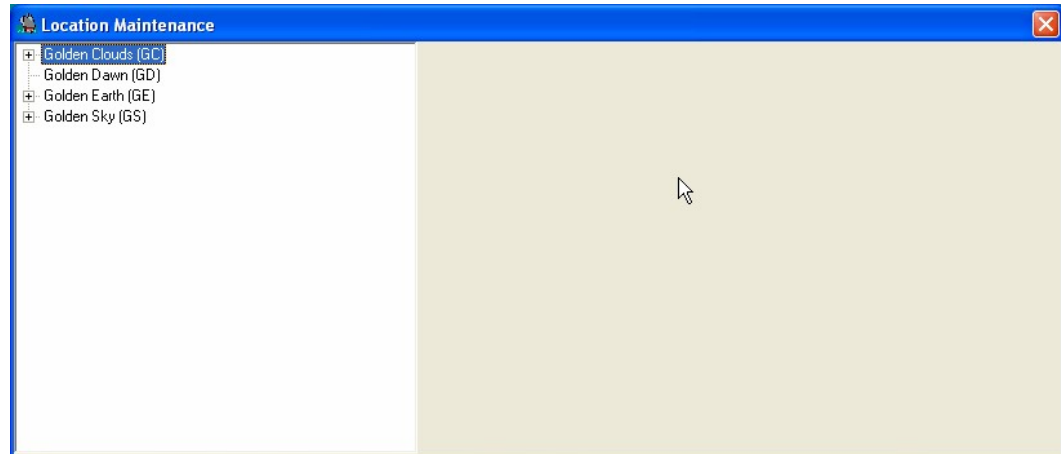


Figure 1 - Select Location Maintenance from Function Space Menu

Click on the name of a Property to see the detail information about that Property.

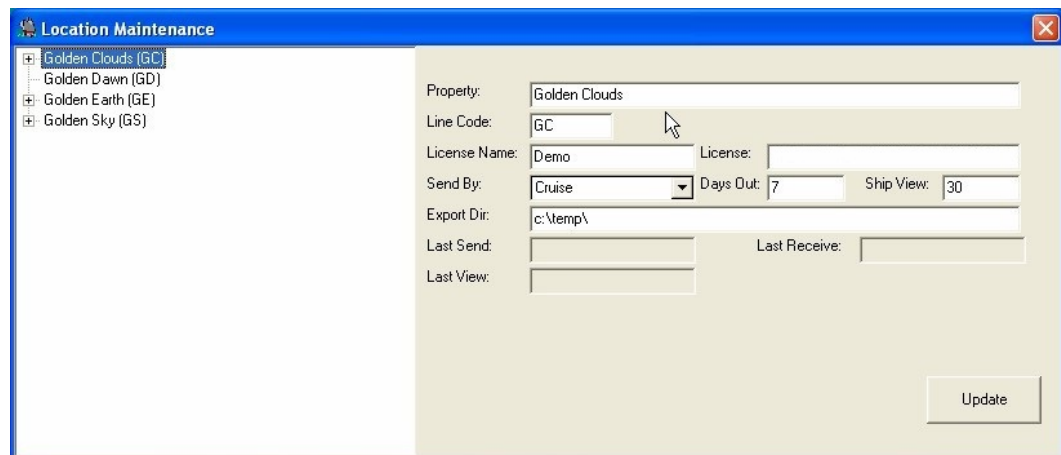


Figure 2 - Click on the Property Name to See Details

The fields on the Maintain Property frame have the following definitions:

Table 1 – Fields Definitions Table

| Fields | Type and Size | Description |
|---------------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Property | String(30) | The name of the Property. |
| Line Code | String | The code assigned to this Property by the Cruise Line. |
| License Name | String | The name assigned to this Property by Oracle Hospitality Cruise for Licensing. This is only needed for shore side implementations of AffairWhere. |
| License | String | The license code assigned by Oracle Hospitality Cruise for the property. |
| Send By | String | Determines when data is sent from shore to ship. If the value is Cruise, then the information for the Property is sent to the ship, Ship View days before each cruise starts and is updateable on the ship (locked to shore side) Days Out days from the start of the Cruise. If the value is Day, then the Ship View and Days Out fields apply to the current date. |
| Days Out | Numeric | The number of days in the future at which the events at this property become updateable by the property and are locked shore side. If this field is zero, the data is never locked shore side. |
| Ship View | Numeric | The number of days in the future when event information is sent to the ship and is viewable (but not updateable) there. |
| Export Dir | String | The directory where the export of the information to be sent to the ship is stored. |
| Last Send | String | The last date that information for this property was sent to the ship. |
| Last Receive | String | The last date that information for this property was sent from the ship and posted to the shore side database. |
| Last View | String | The current date that the ship can view events. |

To insert a new property, right-click anywhere in the Tree View and select **Add Property**. A blank Property form will display. Complete the fields and click **Insert** to add new property.

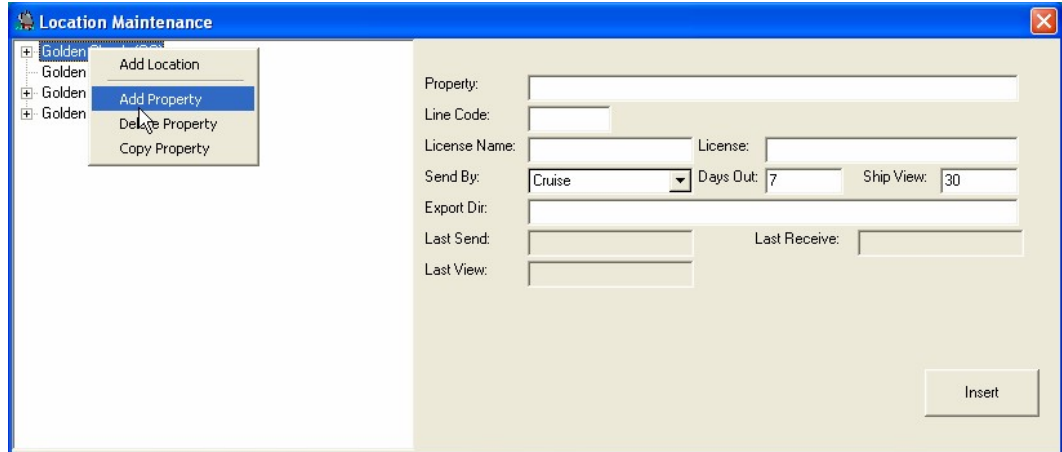


Figure 3 - Adding Property

To copy a new property, copy all locations and item assignment information from another property, right-click on the property that is to be copied and select **Copy Property**.

A blank property form will display with the Copy From at the top of the form. Complete the other fields in the form, and click **Insert**. When added, all locations and event availability will be copied from the Copy From property to the new property.

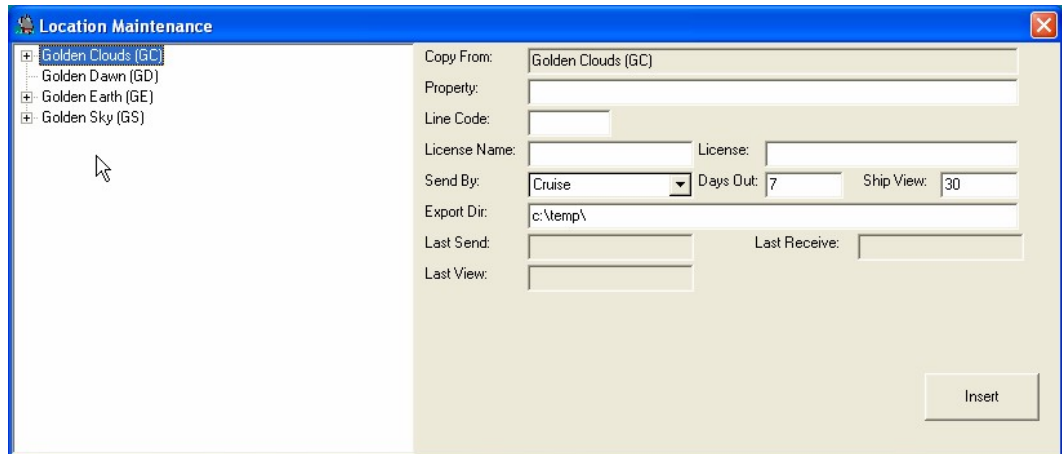


Figure 4 - Copying Property

To change information on a property, click on the Property name, make any necessary changes and click **Update**.

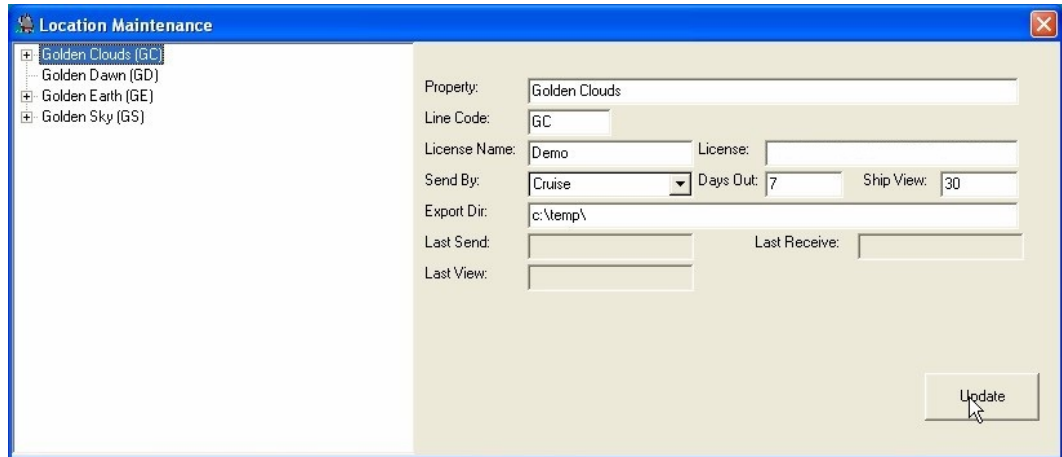


Figure 5 - Changing Property Information

To delete a property, left click on it so that the information about that property appears in the form, then right-click and select **Delete Property**.

Note: A Property must have all Locations deleted before it can be deleted.

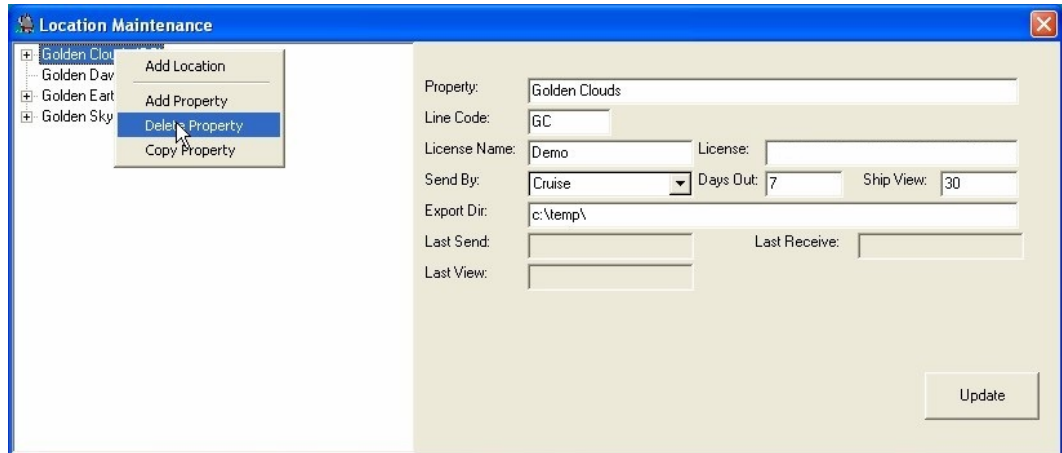


Figure 6 - Deleting Property

Left-click the + sign to the left of a property to see all locations at that property. Clicking on a Location will display all information about that Location.

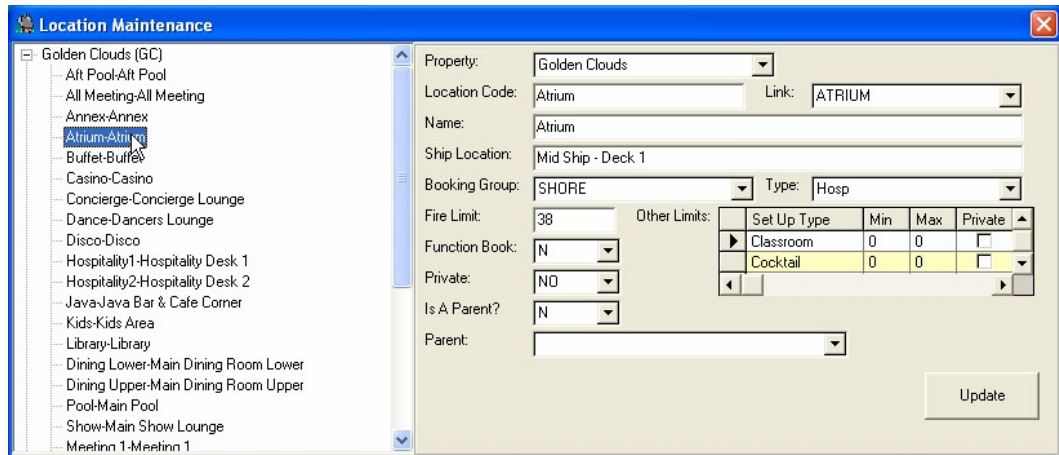


Figure 7 - Viewing Locations to a Particular Property

The fields on the Maintenance Location frame have the following definitions:

Table 2 - Fields on Maintenance Location Frames with Definitions

| Fields | Type And Size | Description |
|---------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Property | Number | The name of the Property. |
| Location Code | String | The code for this location that appears in the Function Book. |
| Name | String | The full name for this location that would appear in correspondence. |
| Ship Location | String | Where on the ship this location can be found. Usually what deck and how far forward or after. |
| Booking Group | String | The owner of this location. Please see Booking Group explanation below. |
| Type | String | The type of Location. Used to group like locations together on the Function Book. |
| Fire Limit | String | The maximum number of guests allowed in this location at one time. |
| Private | String | Whether or not this location can have multiple events at one time. |
| Is a Parent | String | Whether or not this location is a combination of smaller locations. For example, a location could be All Conference Rooms, and each individual room would point to this location. |
| Parent | String | If the location can be combined with other locations into a larger space, the name of the larger space. |
| Other Limits | | A list of set-up types with a minimum, maximum and whether or not when used with the set-up the location must be set to Private. |

To **add** a new location, right-click anywhere in the Tree View and select **Add Location**. A blank form will get displayed.

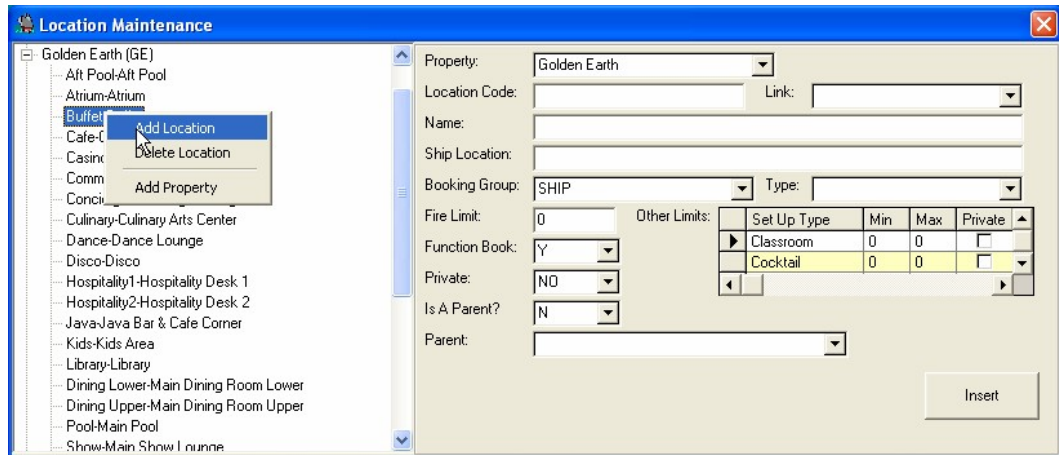


Figure 8 - Add Location in Tree View

Complete all fields in the form and click **Insert** to store the new Location in the AffairWhere database.

To update the information for a location, select it from the Tree View, make any required changes, and then click **Update**.

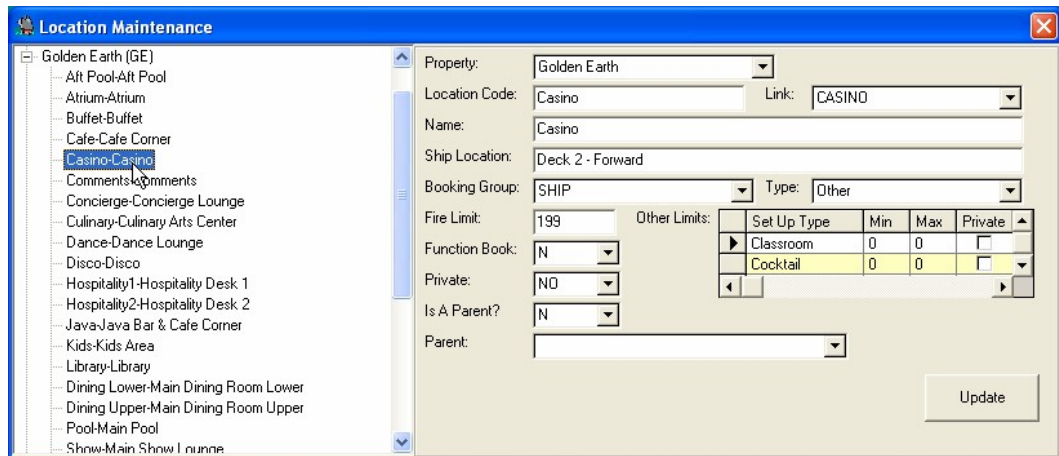


Figure 9 - Update Information Associated with Location

To delete a location, select it in the Tree View then right-click and select **Delete Location**.

Note: A location cannot be deleted if any events were ever scheduled for it.

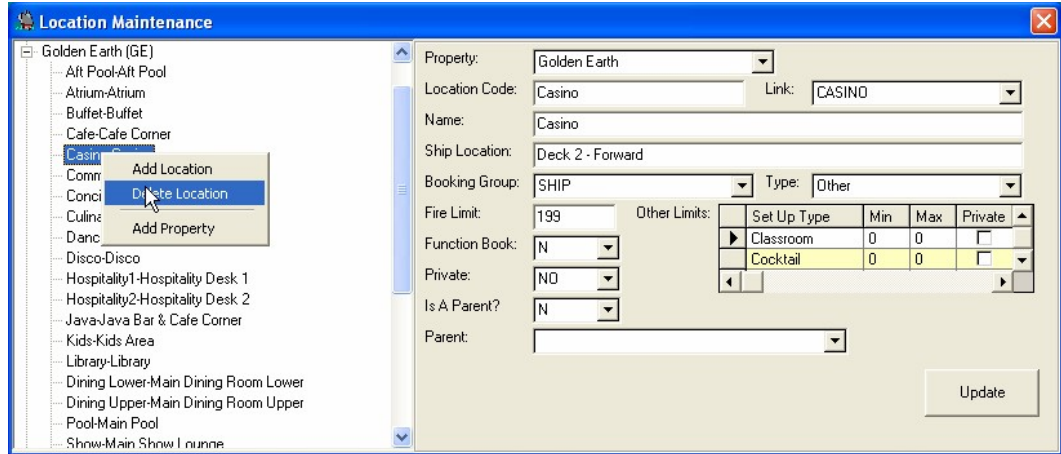


Figure 10 - Deleting Location in Tree View

2 Booking Groups

Through Booking Groups, AffairWhere determines whether a particular user is allowed to book events at a location. Each Location is owned by a booking group. For example, the Casino Location has a Booking Group of SHIP, which means that only users who have been assigned the SHIP Booking Group will be allowed to schedule events at this Location unless someone else with that Booking Group has given them permission.

Note: Please see Opening/Close Times and Templates later in this manual for additional information.

Maintaining Standard Event Items

Standard Event Items are supplies, food, beverages or any other goods or services that may be included while booking an event. They are maintained from the Standard Event Items selection from the Event Components menu.

The screenshot shows the 'Standard Event Items' application window. On the left is a tree view of event categories. The 'Beverage and Bar' category is expanded, and 'Wine & Beer Pkg ~ Unlimited Wines and Champagne under \$30' is selected. The right pane displays the details for this item:

- Item Code: Wine & Beer Pkg
- Item Type: Beverage and Bar
- Provider: Beverage & Bar
- Priced By: Attendance (with checkboxes for Make Private and Package Only)
- Description: Unlimited Wines and Champagne under \$30 and all beers. Per day fee
- Comments: (empty)
- Link Code: (empty)
- Min Setup: 0
- Min BreakDown: 0
- Events From: 8 / 6 / 2008
- Events To: 1 / 1 / 2099
- Price: 36.80
- Sales: 0.00

Below the form are two tables:

| Item Prices | | | | |
|-------------|-------|-------|-------------|-----------|
| | Price | Sales | Events From | Events To |
| ▶ | 36.80 | 0.00 | 8/6/2008 | 1/1/2099 |

| Properties | | | |
|-----------------|-------------------------------------|-----|--|
| Property | Avail | Qty | |
| ▶ Golden Clouds | <input checked="" type="checkbox"/> | 0 | |
| Golden Dawn | <input checked="" type="checkbox"/> | 0 | |
| Golden Earth | <input checked="" type="checkbox"/> | 0 | |
| Golden Sky | <input checked="" type="checkbox"/> | 0 | |

An 'Update' button is located at the bottom right of the form.

Figure 11 - Select Standard Event Items from Event Component Menu

The fields on the Maintain Standard Item form have the following definitions:

Table 3 - Maintain Standard item with Definitions

| Fields | Type And Size | Description |
|-----------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Item Code | String | A short name for this item. |
| Item Type | Look-Up | The category under which this item can be found on the Add Event form. |
| Provider | Look-Up | The department or area on board responsible for performing the task or providing the item. |
| Priced By | Look-Up | How the item is to be priced. Options include Attendance (priced by the number of guests), Fixed (fixed priced regardless of number of guest), and Consumption (priced by number of items consumed during the event). |
| Make Private | Selection | If checked, an event will be set to private once this item is added to the event. For example, if the item was a band, when added to an event, the system would warn if other events were scheduled for the same location at the same time. |
| Package Only | Selection | Determines if this item can only be used in a package and would not appear by itself on the Event Maintenance form. |
| Description | String | A longer description of the item that could appear on a client's itinerary. |
| Comments | String | Any comments for this item. These are usually considered for back office information and would not be shown to the client. |
| Link Code | String | A code that links this item to an outside system that may maintain prices or descriptive information. |
| Min Setup | Number | The minimum number of minutes needed by the provider to set up this item before the event starts. |
| Min Breakdown Pricing | Number | The minimum number of minutes needed by the provider to clean up after the event is over. See below for how the pricing feature works for Item and Package Maintenance. |
| Properties | Selection | Properties (Ships) that can fulfill this item will be checked. If the item is capacity controlled (such as a TV, microphone, projector, etc.), the number of that item at each Property/Ship. |

To add a new item to the database, right-click anywhere in the Tree View and select **Insert**. Fill in the information on the form, and then click **Insert**.

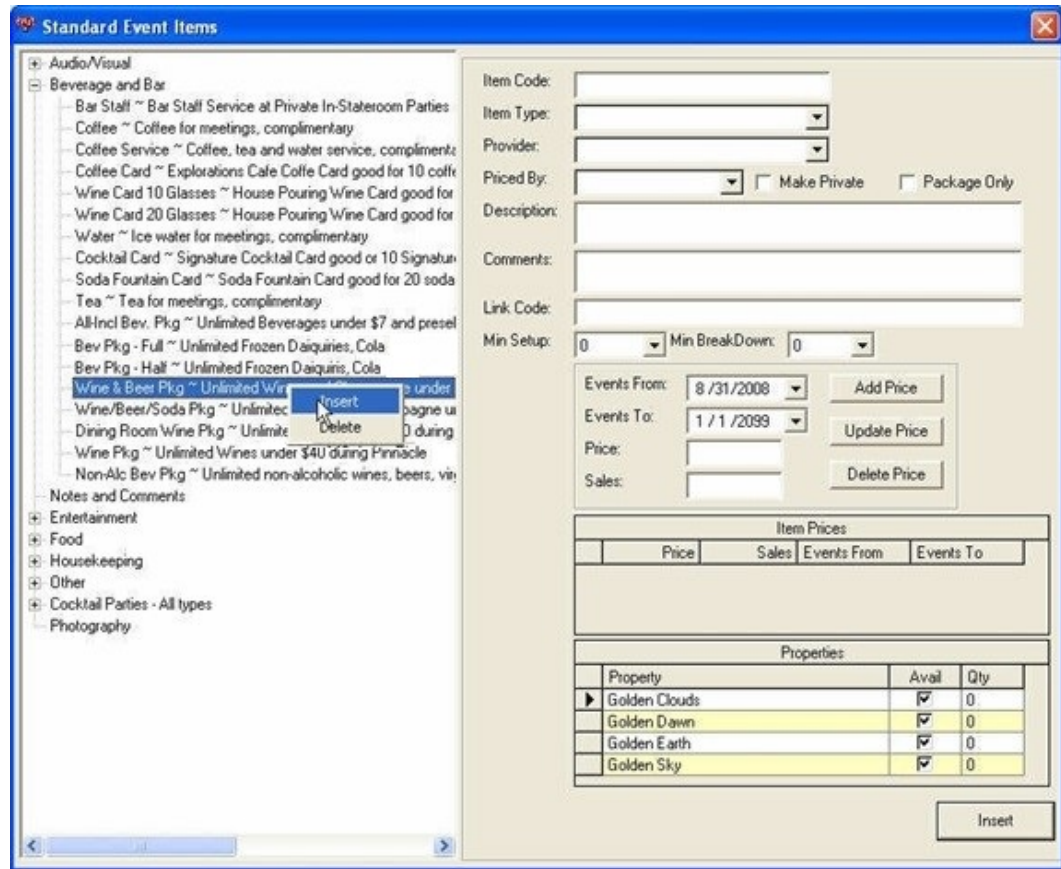


Figure 12 - Inserting Data in Database

To update the information on an item, left-click it in the tree view so that the current information displays, make any changes, and then click **Update**.

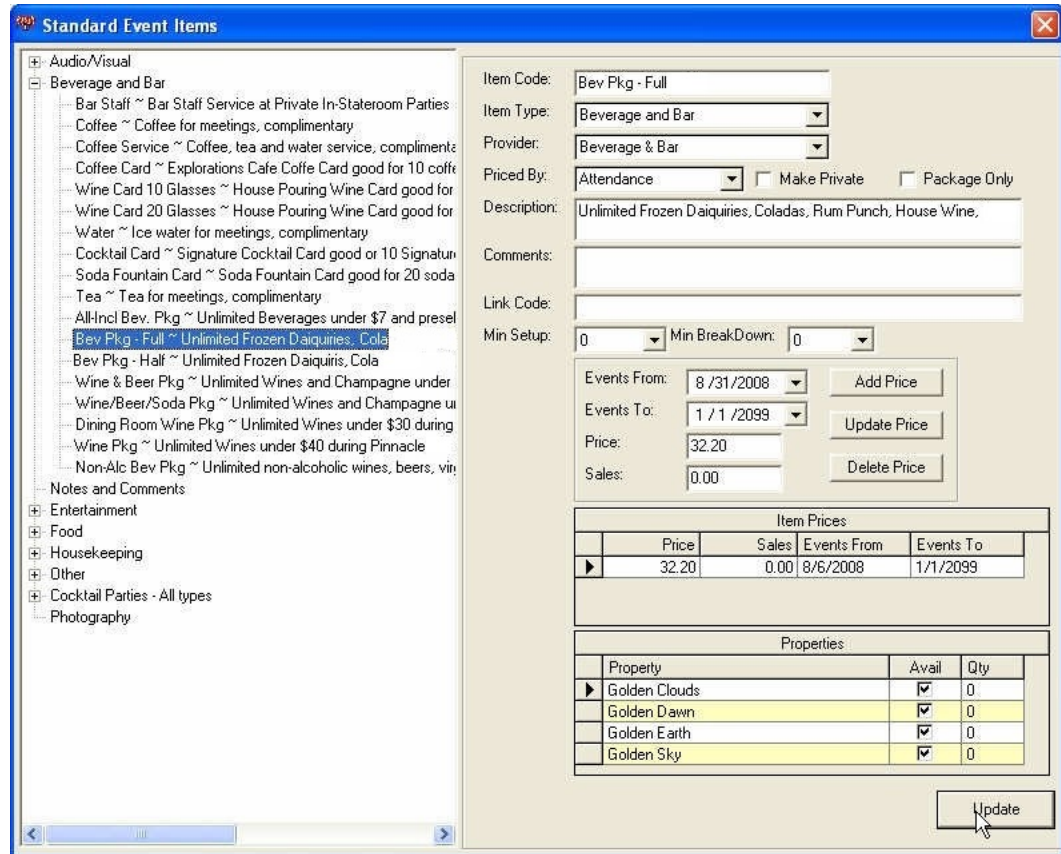


Figure 13 - Updating the Information

To delete an Item, select it, then right-click and select **Delete** from the Pop-Up Menu. To disable an Item without deleting it, click on the Item for an update, uncheck all Properties, and then click **Update**.

Standard Event Packages

Event Packages are collections of Items that are sold together for a single price. For example, a Cocktail Party may include Drinks, Food, Invitations, Music and Venue Set-Up instructions. These Items can be combined together into a Package to make adding them to an Event.

To maintain Packages, select **Standard Event Packages** from the Event Component menu.

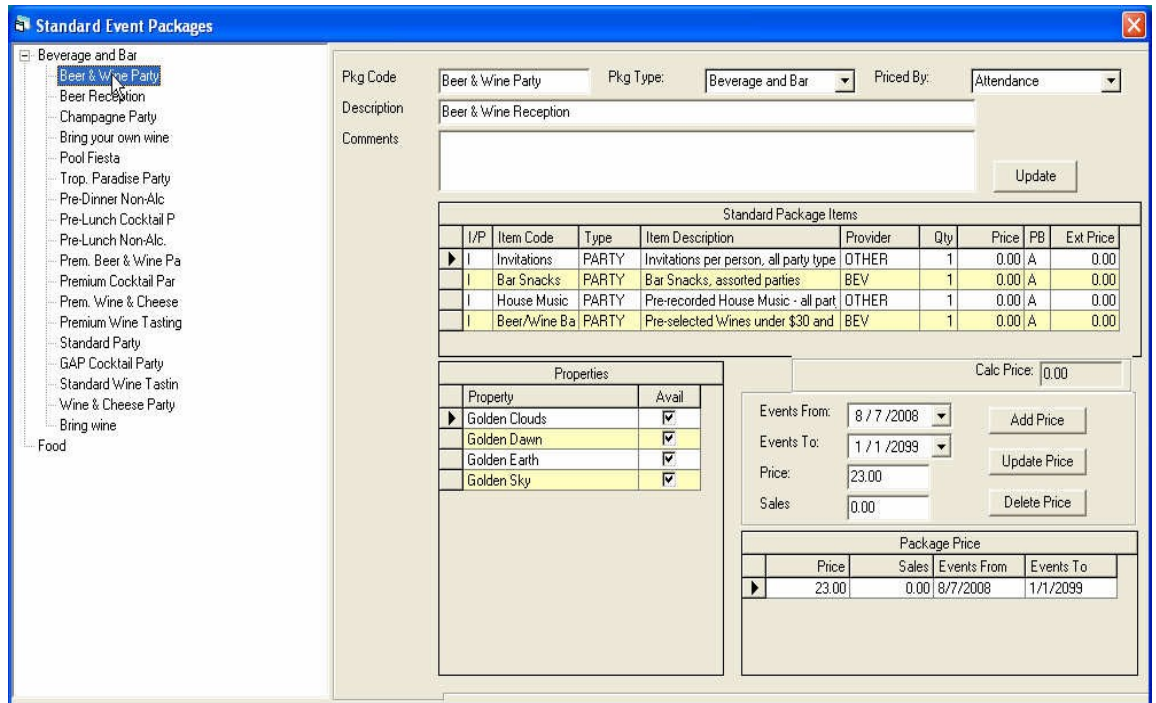


Figure 14 - Standard Event Packages

The fields on the Maintain Event Package form have the following definitions:

Table 4 - Maintain Event Package with Definitions

| Fields | Type And Size | Description |
|------------------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pkg Code | String | A short name for this package |
| Pkg Type | Selection | The category under which this item can be found on the Add Event form. |
| Priced By | Look-Up | How the item is to be priced? Options include Attendance (priced by the number of guests), Fixed (fixed priced regardless of number of guest) and Consumption (priced by number of items consumed during the event). |
| Description | String | A longer description of this package that could appear on a Client's itinerary. |
| Comments | String | Any back office comments about this package. |
| Standard Package Items | | The Items in this Package. See below for adding or removing items. |
| Properties | Selection | The properties that can sell this package. |
| Calc Price | | The calculated price of this package based on the individual item prices. |
| Pricing | | See below for how the pricing feature works for Item and Package Maintenance. |

Standard Event Packages

To add items to a package, right-click on the Standard Package Items grid, and select **Add Item**.

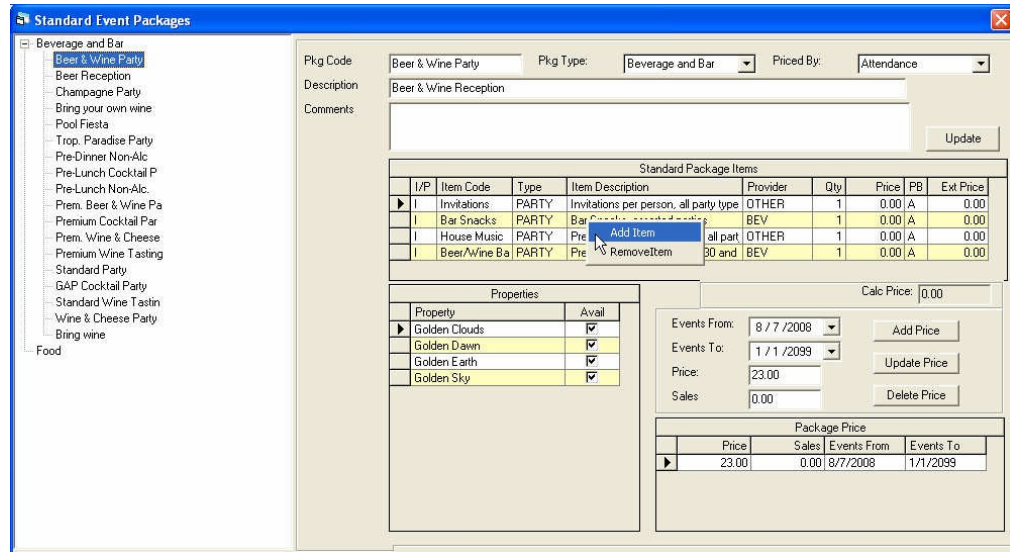


Figure 15 - Adding Items to Package

A form will then display with all items that can be added to the package. Check the items you want to add, and then click **OK**. The checked items will be added to the package.

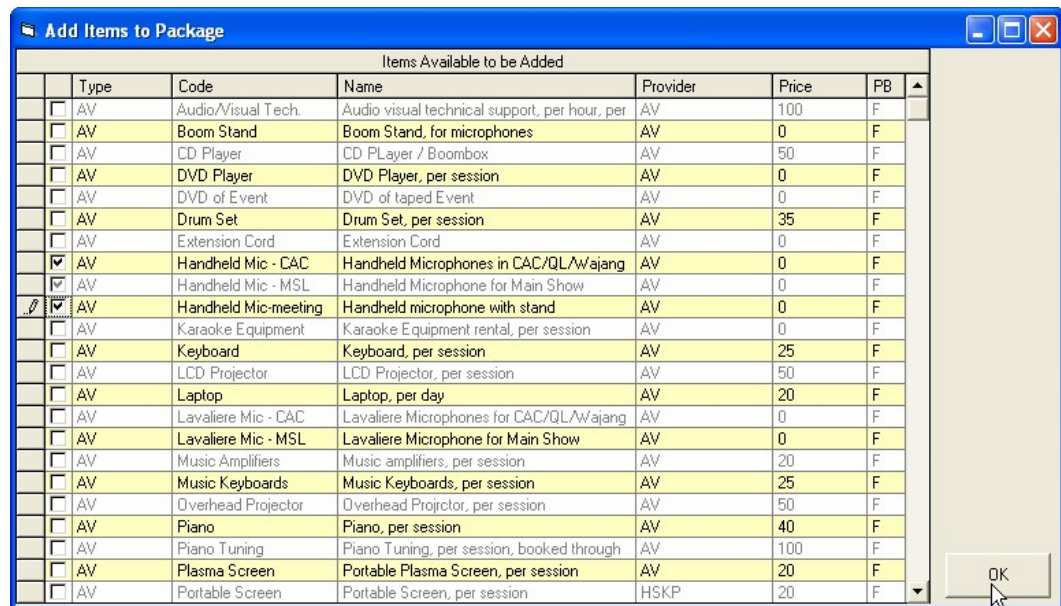


Figure 16 - Deleting Item from Package

To remove an item from a Package, select the item then right-click and select **Delete Item** from the pop-up menu.

Item and Package Pricing

Both Items and Packages include similar areas on their maintenance forms to record prices. AffairWhere supports two prices, a standard price and a Sales price. The Sales

price is usually associated with an internal price when the items are for a group being hosted by the cruise line.

Prices are active for periods of time. These periods may not overlap, but multiple periods can be used for different cruising seasons or to increase the price of an item at a specific date.

To add a new price for an item or package, select the Event From and Event To dates, enter the standard price and the sales price and click **Add Price**. The new price will be validated and will appear in the Item Prices grid.

| Item Prices | | | | |
|-------------|-------|-------|-------------|-----------|
| | Price | Sales | Events From | Events To |
| ▶ | 75.00 | 0.00 | 8/6/2008 | 1/1/2099 |

Figure 17 - Adding a Price for Item or Package

To update the price of an item, select it from the Item Prices grid. The information for that price will be displayed. Change the prices and click **Update Price**.

To delete a price for an item, select it from the Item Prices grid and click **Delete Price**.

| Item Prices | | | | |
|-------------|-------|-------|-------------|-----------|
| | Price | Sales | Events From | Events To |
| ▶ | 75.00 | 0.00 | 8/6/2008 | 1/1/2099 |

Figure 18 - Updating Price or Deleting Price for an Item or Package

Note: All price changes are held until the user click **Update** on the Package or Item Maintenance forms. If **Update** is not clicked, no price changes will be recorded.

3 Function Book

The Function Book is defined so that Events are scheduled at Locations in AffairWhere. The Function Book can be accessed by selecting Function Book and Events from the Function Space menu. The main page of the Function Book has the following information:

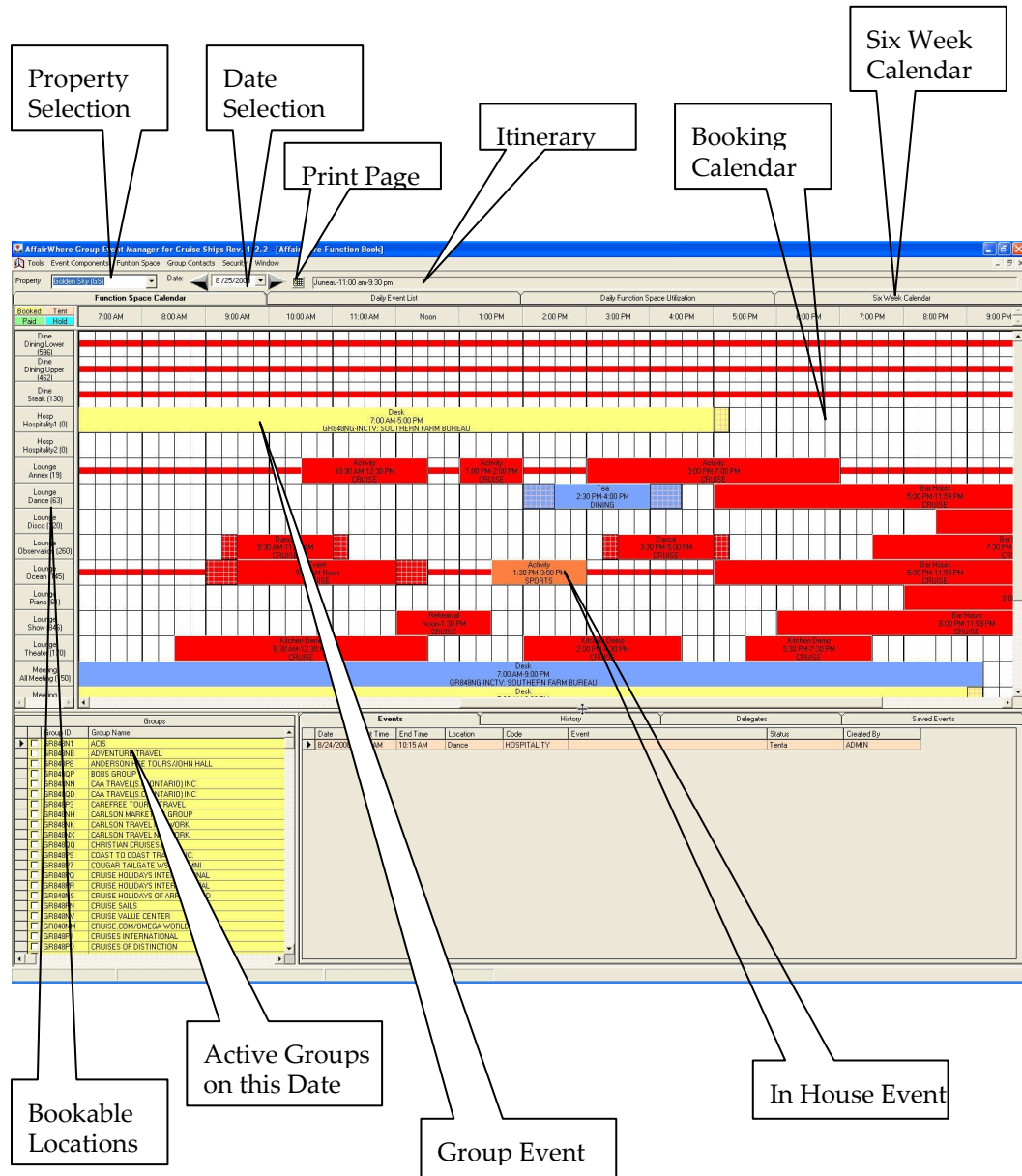


Figure 19 - Function Book and Events

Function Book Basics

To add an event to the function book, select the Property and Date, select the group from the Group grid, right-click the Location and Time when the event is to start, and select **Add Event** from the pop-up menu.

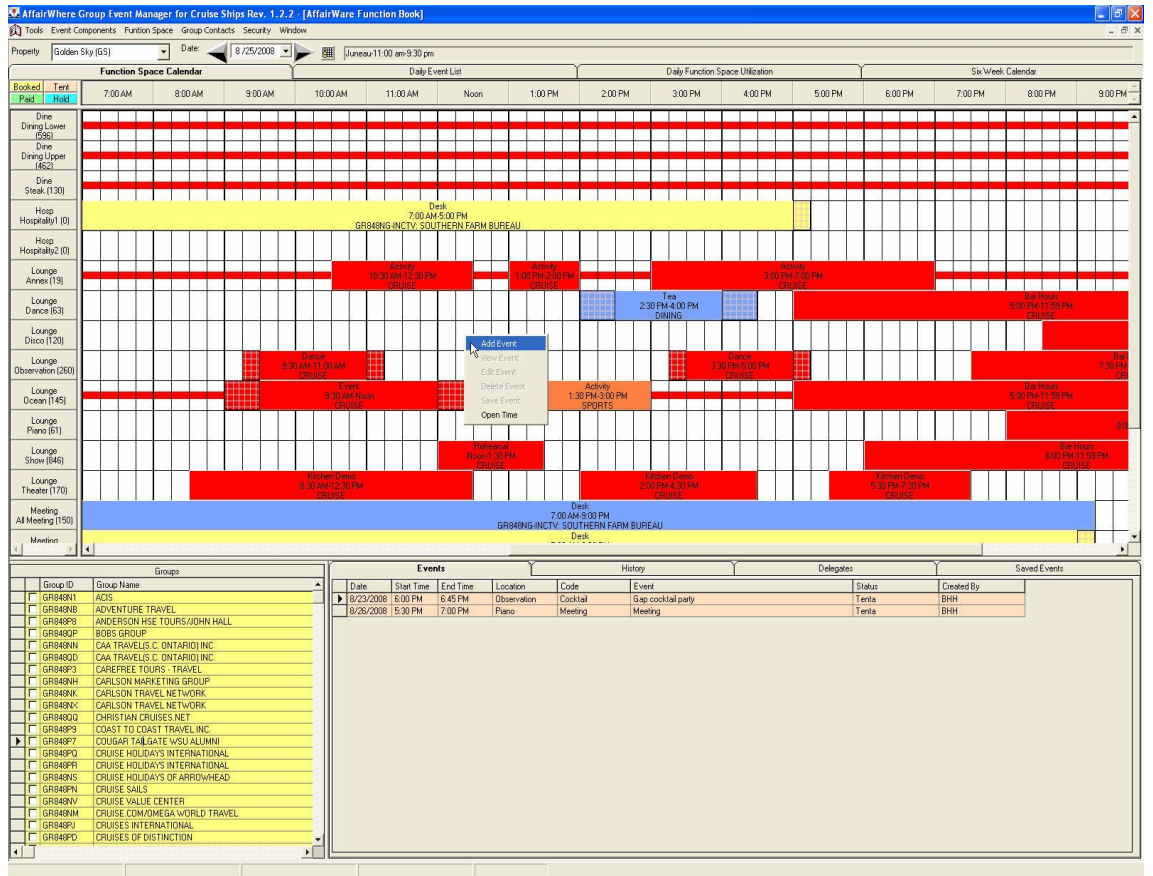


Figure 20 - Adding Event to Function Book

In this example, we will be booking an Event for the Cougar Tailgate on the Golden Sky on August 25 in the Disco at noon. Once the Add Event menu is selected, the Event Maintenance form will display:

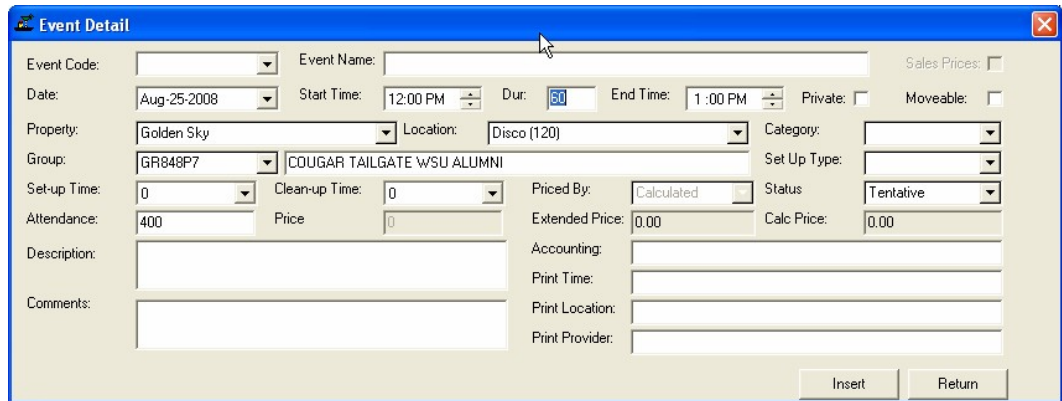


Figure 21 - Event Detail

Event Form Field Definitions

The fields on the Event Detail form have the following definitions:

Table 5 - Event Form Field Definitions

| Fields | Type And Size | Description |
|---------------|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Event Code | String | A short name for this event that will be seen on the Function Book. |
| Event Name | String | A longer name for this event that is usually displayed for the client on their itinerary. |
| Date | | The date for this event. Automatically populated from the Function Book. |
| Start Time | Selection | The time this event is to start. |
| Duration | Numeric | The number of minutes that this event lasts. |
| End Time | Selection | The time this event ends. |
| Private | Selection | Determines if other events can be booked at the same location at the same time. If checked, then when trying to book another event at the same time and location, an error will display. |
| Moveable | Selection | Determines if a user with only Update authority can modify this event. Please see User Security for more information. |
| Property | Selection | The ship where the event will be held. |
| Location | Selection | The location on the ship where the event will be held. |
| Category | Selection | Used for cruise lines that need to categorize the information sent to the client. Usually related to the order that the event is to appear on a client's itinerary. |
| Group | Selection | The group code and name of the group. The system also supports In-House events which are usually repeating events on a ship. If In-House is selected from the Group drop down, an In House Type must be selected from the drop down that displays next to the Group drop down. |
| Set-up Type | Selection | For locations that can be set up in multiple ways (for example, Meeting or U-Shape or Standing), the way the room should be set up. |
| Set-Up Time | Numeric | The number of minutes before an event begins that must be blocked for setting up the event. |
| Clean-Up Time | Numeric | The number of minutes after an event ends needed to clean up the event. |

| | | |
|----------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Priced By | Selection | How this event is to be priced. Values include: Calculated – Priced from the events added. Fixed – Price is a fixed amount no matter what items are added. Attendance – Price is attendance times item prices. Consumption – Price is attendance times item price but is only an estimate. Final price to be determined on the ship. |
| Status | Selection | For Group items, the status of the event: Hold, Tentative, Booked, Paid |
| Attendance | Numeric | The projected attendance for the event. |
| Priced | Numeric | For fixed priced events, the total price for the event. For Attendance and Consumption, the price per person. For Calculated, this field is not accessible. |
| Extended Price | Numeric | The price of the event based on Attendance and the Price field. |
| Calc Price | Numeric | The price of the event based on all items added to the event. |
| Description | String | A longer description of the event that would be displayed to the client. |
| Comments | String | Comments on this event that are usually only shown to the provider or the on board group coordinator. |
| Accounting | String | A note indicating how the cost of this event is to be handled. |
| Print Time | String | For client itinerary, if the specific time of the event should be shown in a different manner, what should display. For example, if the event is for the sail away party and is scheduled for 5 PM for 60 minutes, a Print Time could be After boat drill. |
| Print Location | String | A location description that overrides the selected location on client documentation. |
| Print Provider | String | Some events may not have any items included for fulfillment but still need to show a provider. In this case, the Print Provider can be used to show who should fulfill the event. |

When **Insert** is clicked, the new Event is validated to make sure that all information is correct, and that there are no conflicts with other events. If there are any errors or conflicts, a message will appear and the user must correct the errors before continuing. Once the Event is accepted, the space will be blocked and the form will expand to include Event Item, Event Notes and History information.

Items are added to the event by selecting them and either double clicking on the item or selecting the item, right-clicking and selecting **Add To Event**.

Event Detail

Event Code: MEETING Event Name: A meeting in the Casino Sales Prices:

Date: Aug-25-2008 Start Time: 12:15 PM Dur: 60 End Time: 1:15 PM Private: Moveable:

Property: Golden Sky Location: Casino (227) Category:

Group: GR848P7 COUGAR TAILGATE WSU ALUMNI Set Up Type:

Set-up Time: 15 Clean-up Time: 15 Priced By: Calculated Status: Tentative

Attendance: 400 Price: 0 Extended Price: 0.00 Calc Price: 16,560.00

Description:

Comments:

Accounting:

Print Time:

Print Location:

Print Provider:

Preview Update Return

Event Items **History and Notes**

- BEV
- Bar Staff Service at Private In-Stateroom Parties
- Coffee for meetings, complimentary
- Coffee, tea and water service, complimentary
- Explorations Cafe Coffee Card good for 10 coffee beverages
- House Pouring Wine Card good for 10 glasses (red/white/r
- House Pouring Wine Card good for 20 glasses (red/white/r
- Ice water for meetings, complimentary
- Signature Cocktail Card **Add To Event**
- Soda Fountain Card good for 10 soft drinks
- Tea for meetings, complimentary
- Unlimited Beverages under \$7 and preselected wines at din
- Unlimited Frozen Daiquiris, Coladas, Rum Punch
- Unlimited Frozen Daiquiris, Coladas, Rum Punch

| Item Code | Type | Description | Provider | Qty | F |
|--------------|------|------------------------------------|----------|-----|---|
| Coffee | ITM | Coffee for meetings, complimentary | BEV | 1 | |
| Wine Card 10 | ITM | House Pouring Wine Card good for | OTHER | 1 | 4 |

Figure 22 - Selecting Event Item and Adding Item

Once all items have been added to the Event, click **Return** to close the Event Detail form and return to the Function Book.

The Function Book Form is divided into three areas and a header line. The three areas include:

The Function Space Calendar: a graphical view of all events for a specific ship and date,

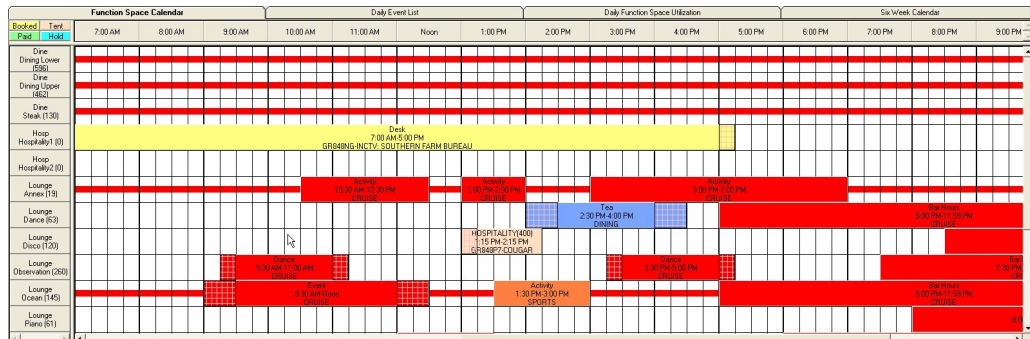


Figure 23 - Function Space Calendar

The Group Information Grid: a list of all groups onboard the selected ship and date,

| Groups | | | | |
|----------|----------------------------------|-----|-----------|-----------|
| Group ID | Group Name | Pty | Arrives | Delegates |
| GR848N1 | ACIS | | 8/23/2008 | 32 |
| GR848NB | ADVENTURE TRAVEL | | 8/23/2008 | 80 |
| GR848P8 | ANDERSON HSE TOURS/JOHN HALL | | 8/23/2008 | 26 |
| GR848QP | BOBS GROUP | N | 8/23/2008 | 36 |
| GR848NN | CAA TRAVEL(S.C. ONTARIO) INC | Y | 8/23/2008 | 48 |
| GR848QD | CAA TRAVEL(S.C. ONTARIO) INC | | 8/23/2008 | 0 |
| GR848P3 | CAREFREE TOURS - TRAVEL | | 8/23/2008 | 32 |
| GR848NH | CARLSON MARKETING GROUP | | 8/23/2008 | 16 |
| GR848NK | CARLSON TRAVEL NETWORK | | 8/23/2008 | 32 |
| GR848NX | CARLSON TRAVEL NETWORK | | 8/23/2008 | 16 |
| GR848QQ | CHRISTIAN CRUISES.NET | | 8/23/2008 | 16 |
| GR848P9 | COAST TO COAST TRAVEL INC. | | 8/23/2008 | 16 |
| GR848P7 | COUGAR TAILGATE WSU ALUMNI | | 8/23/2008 | 400 |
| GR848PQ | CRUISE HOLIDAYS INTERNATIONAL | | 8/23/2008 | 16 |
| GR848PR | CRUISE HOLIDAYS INTERNATIONAL | | 8/23/2008 | 16 |
| GR848NS | CRUISE HOLIDAYS OF ARROWHEAD | | 8/23/2008 | 16 |
| GR848PN | CRUISE SAILS | | 8/23/2008 | 16 |
| GR848NV | CRUISE VALUE CENTER | | 8/23/2008 | 16 |
| GR848NM | CRUISE TRIM/DMFGA/WORRI D TRAVEL | | 8/23/2008 | 16 |

Figure 24 - Group Information Grid

and the Group Detail Grids: A series of grids that list different information about a group.

| Events | | | History | | | Guests | | Saved Events | |
|-----------|------------|----------|----------|-------------|-------|--------|------------|--------------|--|
| Date | Start Time | End Time | Location | Code | Event | Status | Created By | | |
| 8/24/2008 | 9:15 AM | 10:15 AM | Dance | HOSPITALITY | | Tenka | ADMIN | | |
| 8/24/2008 | 11:15 AM | 12:15 PM | Dance | HOSPITALITY | | Tenka | ADMIN | | |
| 8/25/2008 | Midnight | 1:00 AM | Casino | MEETING | | Tenka | ADMIN | | |

Figure 25 - Group Detail Grids

At the top of the form is a Header Frame which can be used to select the Property/Ship and Date for the rest of the form. Once selected, the Itinerary for that ship and date is displayed in the text box to the right.

Property: Golden Sky (GS) Date: 8/25/2008 Juneau-11:00 am-9:30 pm

Figure 26 - Header line

Dates may be changed by using the Arrow or by pressing the drop down box on the date and selecting a new date from a calendar. If the small grid box is clicked, a snapshot of the Function book is sent to the workstation's default printer.

The Function Space Calendar shows Events scheduled for a specific date or time. Events that are related to a group are colored one of the four colors shown at the top left corner of the Calendar. Events in darker shades are those events that are scheduled for In-House type events.

| Function Space Calendar | | Daily Event List | | | | | | | Daily Function Space Utilization | | | | | | | Six Week Calendar | | | | | | |
|-------------------------|-------------------|------------------|---------|---------|----------|----------|------|---------|----------------------------------|---------|---------|---------|---------|---------|---------|-------------------|--|--|--|--|--|--|
| Booked | Text | 7:00 AM | 8:00 AM | 9:00 AM | 10:00 AM | 11:00 AM | Noon | 1:00 PM | 2:00 PM | 3:00 PM | 4:00 PM | 5:00 PM | 6:00 PM | 7:00 PM | 8:00 PM | 9:00 PM | | | | | | |
| Dine | Dine Lower (650) | [Event bar] | | | | | | | | | | | | | | | | | | | | |
| Dine | Dine Upper (650) | [Event bar] | | | | | | | | | | | | | | | | | | | | |
| Dine | Steak (130) | [Event bar] | | | | | | | | | | | | | | | | | | | | |
| Hosp | Hospitality (0) | [Event bar] | | | | | | | | | | | | | | | | | | | | |
| Hosp | Hospitality2 (0) | [Event bar] | | | | | | | | | | | | | | | | | | | | |
| Lounge | Annex (13) | [Event bar] | | | | | | | | | | | | | | | | | | | | |
| Lounge | Dance (63) | [Event bar] | | | | | | | | | | | | | | | | | | | | |
| Lounge | Discos (130) | [Event bar] | | | | | | | | | | | | | | | | | | | | |
| Lounge | Observation (260) | [Event bar] | | | | | | | | | | | | | | | | | | | | |
| Lounge | Discos (145) | [Event bar] | | | | | | | | | | | | | | | | | | | | |
| Lounge | Piano (61) | [Event bar] | | | | | | | | | | | | | | | | | | | | |

Figure 27 – Events Scheduled for a Specific Date or Time are Being Displayed

Each event includes a legend that includes the assigned Event Code on the first line. If a number is displayed after the Event Code, it contains the number of expected guests for that Event. The scheduled start and end time of the event is being displayed on the second line. The third line shows the Group that booked the Event or the In-House department. Hover over an event and it will show the full group information, the current status of the Event and the Event Name.

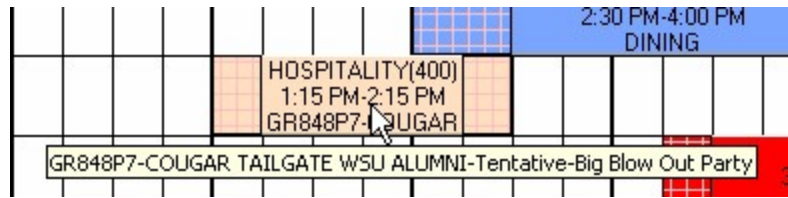


Figure 28 - Event Code

The background of the Calendar indicates whether or not Events can be added or edited for the property and date selected. A background of pink indicates that the date is locked for a property. A background of Yellow indicates that this date has not yet been set up for events.

Function Space Calendar

A red line through a Location indicates that the current user does not have the ability to add or update events in that Location.

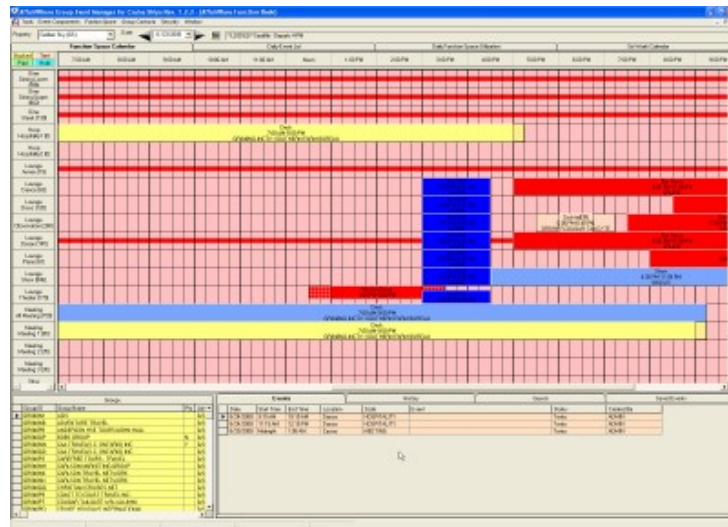


Figure 29 - Red Line Indicating User Cannot add or Update Event

If the Location has a space where there is not a red line, then the user can book events into that time.

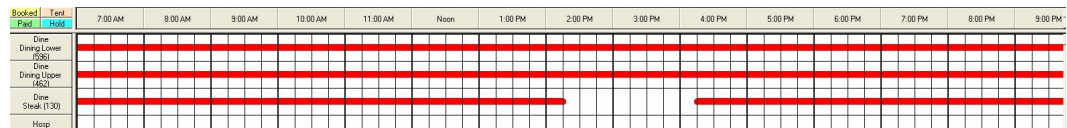


Figure 30 - User Can Book Events Where Red Line is Not Marked

Right-clicking on an Event or anywhere on the Calendar will present a list of options in a pop-up menu. Options will vary depending upon which user created the Event, the date, the Location and other factors. Consult User Security for more information on how the system decides if a user can update an Event.

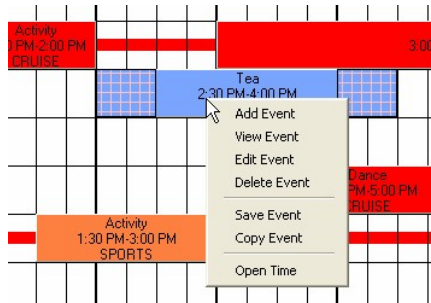


Figure 31 – Event Contextual Menu

Selecting **Add Event** will display the Event Detail form, to add a new Event to the system. **View Event** will display the details of the Event in a window that cannot be edited. **Edit Event** will display the Event Detail form with the selected Event loaded for editing, and **Delete Event** will remove the Event from the system. Selecting **Save Event** will display the Saved Event Group dialog and place the information for the Event in the Saved Event list (See Saved Events below).

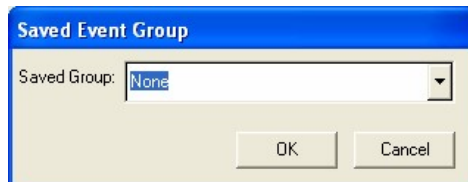


Figure 32 - Saved Event Group

Selecting **Copy Event** will move all information for the selected Event into the Event Detail form ready to **Insert** a new event with the same information as the selected Event.

Note: Event Items and Notes will only appear after the new Event has been successfully added to the Calendar.

Selecting **Open Time** will display a dialog that allows selected users to open or close a time to other users. Refer to Maintaining Open/Closed Times later in this manual for more information.



Figure 33 - Open or Close Location

The Function Space Calendar area includes three other tabs that show Event information in different ways.



Figure 34 - Function Space Calendar Area with Tabs

The Daily Event List tab shows all events for a property/date in a grid.

| Location | Start-Time | End-Time | Group-ID | Group Name | Event Code | Function | Created By |
|-------------|------------|----------|----------|-----------------------|--------------|------------------|------------|
| Annex | 10:30 AM | 12:30 PM | | In House Event CRUISE | Activity | Digital Workshop | ADMIN |
| Annex | 1:00 PM | 2:00 PM | | In House Event CRUISE | Activity | Digital Workshop | ADMIN |
| Annex | 3:00 PM | 7:00 PM | | In House Event CRUISE | Activity | Digital Workshop | ADMIN |
| Ocean | 9:30 AM | Noon | | In House Event CRUISE | Event | Indoor Game | ADMIN |
| Ocean | 1:30 PM | 3:00 PM | | In House Event SPORTS | Activity | Indoor Game | ADMIN |
| Ocean | 9:00 PM | 11:59 PM | | In House Event CRUISE | Bar Hours | Bar Hours | ADMIN |
| Dance | 2:30 PM | 4:00 PM | | In House Event DINING | Tea | Afternoon Tea | ADMIN |
| Dance | 9:00 PM | 11:59 PM | | In House Event CRUISE | Bar Hours | Bar Hours | ADMIN |
| Theater | 8:30 AM | 12:30 PM | | In House Event CRUISE | Kitchen Demo | Kitchen Demo | ADMIN |
| Theater | 2:00 PM | 4:30 PM | | In House Event CRUISE | Kitchen Demo | Kitchen Demo | ADMIN |
| Theater | 5:30 PM | 7:30 PM | | In House Event CRUISE | Kitchen Demo | Kitchen Demo | ADMIN |
| Observation | 9:30 AM | 11:00 AM | | In House Event CRUISE | Dance | Dance Class | ADMIN |
| Observation | 3:30 PM | 5:00 PM | | In House Event CRUISE | Dance | Dance Class | ADMIN |
| Observation | 7:30 PM | 11:59 PM | | In House Event CRUISE | Bar Hours | Bar Hours | ADMIN |
| Piano | 9:00 PM | 11:59 PM | | In House Event CRUISE | Bar Hours | Bar Hours | ADMIN |
| Pool | 9:30 PM | 11:59 PM | | In House Event CRUISE | Bar Hours | Bar Hours | ADMIN |
| Pool | 11:30 AM | 2:00 PM | | In House Event CRUISE | Sail In | Sail In | ADMIN |
| Show | Noon | 1:30 PM | | In House Event CRUISE | Rehearsal | Rehearsal | ADMIN |
| Show | 6:00 PM | 11:59 PM | | In House Event CRUISE | Bar Hours | Bar Hours | ADMIN |

Figure 35 - Daily Event List Tab

The grid can be sorted in ascending order by any of the column headings by clicking on them. Selecting a row and then right-clicking will display a similar pop-up menu allowing new Events to be added and existing events to be edited, saved, copied, deleted or viewed.

The Daily Function Space Utilization tab shows the same Event information, but each Location has its own grid.

| Dine-Dining Lower | Dine-Dining Upper | Dine-Steak | Hosp-Hospitality1 | Hosp-Hospitality2 | Lounge-Annex | Lounge-Dance |
|--------------------------------------------|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------|------------------------------------------------------------------------------------|---------------------------------------------------|
| | | | | | 10:30 AM-12:30 PM Activity 1:00 PM-2:00 PM Activity 9:00 PM-7:00 PM Activity | 2:30 PM-4:00 PM Tea 9:00 PM-11:59 PM Bar Hours |
| Lounge-Disco 9:30 PM-11:59 PM Bar Hours | Lounge-Observation 9:30 AM-11:00 AM Dance 2:30 PM-5:00 PM Bar Hours | Lounge-Ocean 9:30 AM-11:00 AM Event 1:30 PM-3:00 PM Activity 9:00 PM-11:59 PM Bar Hours | Lounge-Piano 9:00 PM-11:59 PM Bar Hours | Lounge>Show 9:00 PM-11:59 PM | Lounge>Theater 9:30 AM-12:30 PM Kitchen Demo 9:30 PM-7:30 PM Kitchen Demo | Meeting-All Meeting |
| Meeting-Meeting 1 | Meeting-Meeting 2 | Meeting-Meeting 3 | Other-Alt Pool | Other-Library | Other-Pool 11:30 AM-2:00 PM Sail In | |

Figure 36 - Daily Function Space Utilization Tab

This display also allows for selecting a specific Event, and then editing or viewing that Event.

The Six Week Calendar tab shows all Events scheduled for the next six weeks. Double clicking on any date will move that date to the current date of the Function Space Calendar.

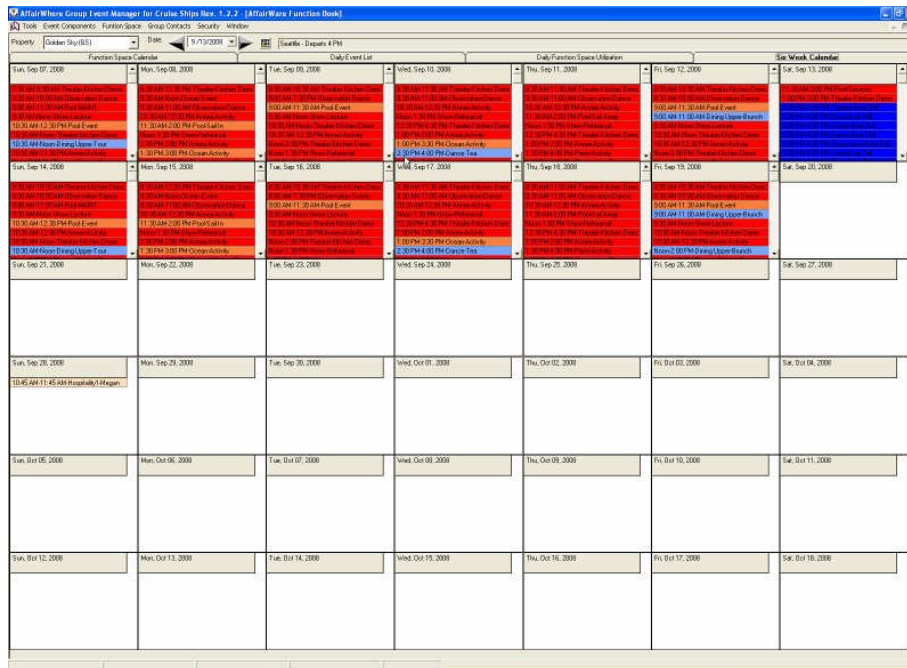


Figure 37 – Six-Week Calendar Tab

The Group Information Grid displays all groups that are onboard for the selected Date and Property selected at the top of the Function Book. Groups highlighted in yellow are linked with the reservation system, while groups not highlighted were created by an Affair Where user, usually to hold Events for a Charter or for a non-group guest.

| Groups | | | | | | | |
|----------|-------------------------------|-----|-----------|-----------|------------|--------|--------------------------|
| Group ID | Group Name | Pty | Arrives | Delegates | Group Type | Voyage | NS |
| GR851NL | CARLSON TRAVEL NETWORK | | 9/13/2008 | 32 | Direct | 0851 | <input type="checkbox"/> |
| GR851QJ | CARROUSEL TRAVEL | | 9/13/2008 | 32 | Standard | 0851 | <input type="checkbox"/> |
| GR851PC | CLASSIC TRAVEL INC | | 9/13/2008 | 16 | Standard | 0851 | <input type="checkbox"/> |
| GR851N5 | COSTCO TRAVEL | | 9/13/2008 | 32 | Standard | 0851 | <input type="checkbox"/> |
| GR851NR | CRUISE ADVENTURES UNLIMITED | | 9/13/2008 | 32 | Standard | 0851 | <input type="checkbox"/> |
| GR851NS | CRUISE ADVENTURES UNLIMITED | | 9/13/2008 | 30 | Standard | 0851 | <input type="checkbox"/> |
| GR851PT | CRUISE ADVISORS INC | | 9/13/2008 | 16 | Standard | 0851 | <input type="checkbox"/> |
| GR851P9 | CRUISE CONSULTANTS COMPANY | | 9/13/2008 | 16 | Standard | 0851 | <input type="checkbox"/> |
| GR851QM | CRUISE HOLIDAYS INTERNATIONAL | | 9/13/2008 | 16 | Direct | 0851 | <input type="checkbox"/> |
| GR851QN | CRUISE HOLIDAYS INTERNATIONAL | | 9/13/2008 | 16 | Direct | 0851 | <input type="checkbox"/> |
| GR851PF | CRUISE HOLIDAYS OF HAWAII | | | | Standard | 0851 | <input type="checkbox"/> |
| GR851PK | CRUISE HOLIDAYS/OF SHELBY | | | | Standard | 0851 | <input type="checkbox"/> |
| GR851PL | CRUISE MASTERS | | | | Standard | 0851 | <input type="checkbox"/> |
| GR851PB | CRUISE NETWORK | | | | Standard | 0851 | <input type="checkbox"/> |
| GR851N6 | CRUISE VALUE CENTER | | | | Standard | 0851 | <input type="checkbox"/> |
| GR851P1 | CRUISE-PROS.COM | | | | Standard | 0851 | <input type="checkbox"/> |
| GR851NP | CRUISE.COM/OMEGA WORLD TRAVEL | | | | Standard | 0851 | <input type="checkbox"/> |
| GR851P4 | CRUISES OF DISTINCTION | | | | Standard | 0851 | <input type="checkbox"/> |
| GR851NM | CRUISESHIPCENTER | | | | Standard | 0851 | <input type="checkbox"/> |

Figure 38 - Group Information Grid

The **Pty** column indicates whether the group was granted a free party because of their size or other reason.

The **NS** column at the end of each row can be checked so that a group is no longer displayed in this grid or in any group drop-downs. It is beneficial when the reservation system has many groups that will not have any Events and the user wants the list to be smaller. Once a Check Box is checked for a group, the next time the group grid is refreshed, that group will no longer display. To display all groups, a user can right-click and select **Show All**. Once in the **Show All** mode, right-clicking will display the option of Hide Checked, not to show the checked groups.

To edit an existing group, left click on the group, then right-click and select **Edit Group**. The Maintain Group Information form will display with all of the information currently known about that group.

Note: In the below example that some of the fields are grayed out, those cannot be changed. Depending upon what data is maintained in the reservation system, some fields in the AffairWhere Group table are owned by the reservation system, while others are owned (and updateable by) AffairWhere. The fields that are owned by the reservation system will vary from cruise line to cruise line. Refer to Maintaining Locked Group Fields in this document.

Figure 39 - Maintain Group Information

The fields in the Maintain Group Information form have the following definitions:

Table 6 - Maintain Group Information Form with Definitions

| Fields | Type and Size | Description |
|------------|---------------|-----------------------------------------------------------------------------|
| Group ID | String | The ID assigned by the reservation system to this Group. |
| Group Name | String | The name of this Group. |
| Group Name | Selection | If checked, this group will not show unless the Show All selection is made. |
| Arrives | Date | The date this group is due to embark |
| Departs | Date | The date this group is scheduled to debark the ship. |
| Cruise | String(12) | The Cruise ID for the voyage this group is on. |
| Guests | Number | The number of expected guests in this group. |
| Type | Selection | The type of group. This field will vary by cruise line. |

| | | |
|---------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Coordinator | String (30-50) | The name of the group agent at the cruise line that is handling this group. |
| Fields | Type and Size | Description |
| Received | Date | The date that the events requested by this group were received. |
| Confirmation | Date | The date that the events requested by this group were confirmed. |
| Company | Selection | A selection from a Look-Up table that allows the users to link selected groups back to a company. It will be used so that previous events can be easily pulled up. |
| Profile | String (2000) | An overview of the group. |
| Dining | String(255) | The assigned dining for this group. |
| Comments | String(2000) | Any additional comments about this group. |
| Other Contact | String (30-50) | Another contact name for this group. |
| Ship Contact | String(255) | Names and cabin numbers for contacts onboard the ship. |
| Agency | String(100) | The name of the travel agency booking the group. |
| Agent Name | String (30-50) | The name of the travel agent booking the group. |
| Address | String (50) | The street Address for the travel agency. |
| City St Zip | String (50-2-10) | The city, state and zip code for this agency. |
| Country | String(50) | The country of this agency. |
| Phone | String(20) | The phone number of this agency. |
| Fax | String(20) | The fax number of this agency. |
| Email | String(255) | The email address for the contact of this group. |

User may make any needed modifications to the form and click **Update** to apply the changes.

Note: The information in the grid on the Function Book will not be updated until the next time the group grid is populated.

To Add a new group, right-click on the Group Information Grid and select **Add Group**. A blank Maintain Group Information form will be displayed. Complete the form and click **Insert** to save the group information.

Figure 40 - Adding a New Group

A group that was manually created can be linked to a group in the reservation system by updating the Group ID (and Cruise for some lines) so that it matches the one in the reservation system. This feature allows the group agents to set up a group and (possibly) hold function space before the group actually books in the reservation system.

To delete a group, select the group, then right-click and select **Delete Group**. Only groups that are not linked with the reservation system and that have no scheduled events can be deleted.

To find a group by their Group ID, right-click on the Group Information Grid and select **Find**. A dialog will display asking for the Group ID.

Figure 41 - Enter Group ID to Find the Related Group

Enter the ID and click **OK**. If the group is in the list, the selection will change to that group.

Group Detail Grids

Associated with each group are a series of three other grids that provide additional information about that group.

The Events grid shows all events that were scheduled for the group selected on the left. Selecting and then right-clicking on the grid will allow an event to be edited, deleted, copied or saved in a similar fashion as the Calendar and the Daily Event List.

| Groups | | | | Events | | | | History | | Guests | | Saved Events | |
|----------|-------------------------|-----|-----|-----------|------------|----------|-------------|----------|-------------------------|----------------|------------|--------------|--|
| Group ID | Group Name | Ply | Arr | Date | Start Time | End Time | Location | Code | Event | Status | Created By | | |
| GR14800 | AMERICAN | 8/9 | | 8/30/2008 | 4:15 PM | 5:15 PM | Theater | Cocktail | Standard Cocktail Party | Tent | MEJ | | |
| GR1480C | AMERICAN | 8/9 | | 8/30/2008 | 12:30 PM | 11:00 PM | All Meeting | Meeting | Bridge | Booked | MEJ | | |
| GR1480I | AME | 8/9 | | 8/31/2008 | 9:00 AM | 11:30 AM | All Meeting | Meeting | Bridge | Booked | MEJ | | |
| GR1480B | AMERICAN | 8/9 | | 8/31/2008 | 12:00 PM | 4:00 PM | All Meeting | Meeting | Bridge | Booked | MEJ | | |
| GR1480E | AUTO BUILDERS | N | 8/9 | 8/31/2008 | 12:30 PM | 11:00 PM | All Meeting | Meeting | Bridge | Booked | MEJ | | |
| GR1480M | AUTO CLUB SO CALIFORNIA | 8/9 | | 8/31/2008 | 9:00 AM | 11:30 AM | All Meeting | Meeting | Add Event | Booked | MEJ | | |
| GR1480P | AVC GROUP | 8/9 | | 8/31/2008 | 2:00 PM | 4:00 PM | All Meeting | Meeting | View Event | Booked | MEJ | | |
| GR1480K | BEST OF US | 8/9 | | 8/31/2008 | 7:30 PM | 11:00 PM | All Meeting | Meeting | Edit Event | Booked | MEJ | | |
| GR1480O | BDS CRUI | 8/9 | | 9/5/2008 | 4:15 PM | 5:15 PM | Observation | Cocktail | Delete Event | Cocktail Party | Tent | MEJ | |
| GR1480Z | CAA VACATION | Y | 8/9 | | | | | | Save Event | | | | |
| GR1480N | CAA VACATION | 8/9 | | | | | | | Copy Event | | | | |
| GR1480R | CANYON CREST | 8/9 | | | | | | | | | | | |
| GR1480Q | CARLSON CRUI | 8/9 | | | | | | | | | | | |

Figure 42 – Right-Click on Event to Perform Desired Actions

The History grid shows all information pertaining to that group including any events that were added or changed, any prices that were changed and any notes recorded by the group agent.

| Groups | | | | Events | History | Guests | Saved Events |
|----------|--------------|-----|-----|-----------------------------------------------------------------------------------------|----------|--------------------|--------------|
| Group ID | Group Name | Pty | Ass | History/Note | Added By | Date/Time | |
| GR849QD | AMERICA | S/3 | | Event Added Cocktail 8/30/2008 16:15 Culinary Arts Center (170) | MEJ | 8/30/2008 10:30:02 | |
| GR849RC | AMERIC | S/3 | | Event ChangedCocktailSetup 0:30/Duration 60:30 | MEJ | 8/8/2008 10:52:05 | |
| GR849W1 | FRESTIGE | S/3 | | Event ChangedCocktailSetup 0:30/Duration 60:30 | MEJ | 8/8/2008 10:53:52 | |
| GR849NB | AUDREY BRIDG | S/3 | | Event AddedCocktail 8/30/2008 16:15 Diner's Heat (26) | MEJ | 8/8/2008 10:54:49 | |
| GR849RE | AUTO | N | S/3 | Event ChangedCocktail Date 8/30/2008 9:45/2008 | MEJ | 8/8/2008 10:55:06 | |
| GR849NM | AUTO CLUB | S/3 | | Event Added Meeting 8/29/2008 8:15 Hudson/Half Moon/Shavesant combined (150) | MEJ | 8/8/2008 11:06:09 | |
| GR849PF | AVC GROUP | S/3 | | Event ChangedMeeting/Start 8:15/1500/Setup 30:15/Duration 60:25 | MEJ | 8/8/2008 11:20:17 | |
| GR849NC | BEST CRUISE | S/3 | | Event Added Meeting 8/31/2008 9:0 Hudson/Half Moon/Shavesant combined (150) | MEJ | 8/8/2008 11:22:13 | |
| GR849RO | BOBS | S/3 | | Event ChangedMeeting/Setup 0:15/Duration 150:185 | MEJ | 8/8/2008 11:26:17 | |
| GR849QV | CAA VACAT | Y | S/3 | Event ChangedMeeting/Date 8/30/2008 8:01/2008/Start 8:15-900/Setup 30:0/Duration 60:150 | MEJ | 8/8/2008 11:22:31 | |
| GR849NN | CAA VACA | S/3 | | Event Added Meeting 8/31/2008 14:0 Hudson/Half Moon/Shavesant combined (150) | MEJ | 8/8/2008 11:27:28 | |
| GR849ST | CARTON CREST | S/3 | | Event ChangedMeeting/Start 9:00/1400/Setup 0:15/Duration 150:135 | MEJ | 8/8/2008 11:28:08 | |
| GR849QJ | CARLSO | S/3 | | Event ChangedMeeting/Start 9:00/1400/Setup 0:15/Duration 150:135 | MEJ | 8/8/2008 11:29:10 | |
| GR849Q7 | CARLS | S/3 | | Event Added Meeting 8/31/2008 19:30 Hudson/Half Moon/Shavesant combined (150) | MEJ | 8/8/2008 11:29:29 | |
| GR849WB | CARL | S/3 | | Event ChangedMeeting/Start 9:00/1930/Setup 0:15/Duration 150:225 | MEJ | 8/8/2008 11:30:11 | |
| GR849VW | CARLS | S/3 | | Event ChangedMeeting/ | MEJ | 8/8/2008 11:30:38 | |
| GR849RD | CARLSO | S/3 | | Event Added Meeting 9/1/2008 9:0 Hudson/Half Moon/Shavesant combined (150) | MEJ | 8/8/2008 11:32:22 | |
| GR849WV | COSTCO | S/3 | | Event ChangedMeeting/Date 8/30/2008 8:01/2008/Start 19:30-900/Duration 225:185 | MEJ | 8/8/2008 11:33:07 | |
| GR849PD | CRUI CO | S/3 | | Event Added Meeting 9/1/2008 14:0 Hudson/Half Moon/Shavesant combined (150) | MEJ | 8/8/2008 11:34:20 | |
| GR849QH | CRUISE | S/3 | | Event ChangedMeeting/Date 8/31/2008 8:01/2008/Start 19:30-1400/Duration 225:135 | MEJ | 8/8/2008 11:34:54 | |
| GR849FC | CRUISE HOLID | S/3 | | Event Added Meeting 9/1/2008 19:30 Hudson/Half Moon/Shavesant combined (150) | MEJ | 8/8/2008 11:35:32 | |
| GR849NT | CRUISE HOL | S/3 | | | | | |
| GR849ND | CRUISE HOLI | S/3 | | | | | |

Figure 43 - History Grid Displaying Recorded Changes

Additional history records can be created by typing text into the box at the bottom of the grid and clicking **Add Comment**.

The Guest grid allows user to look up the guests within a group by entering a few characters of their last name or cabin number in the text box and clicking Search.

| Groups | | | | Events | History | Guests | | | | | | | | |
|----------|---------------------|-----|-----|---------------------|--------------------------------|---------------------------------------|---------|----------|----------|----------|-----------|---------------|----------|----------|
| Group ID | Group Name | Pty | Ass | Last Name or Cabin: | <input type="text" value="B"/> | <input type="button" value="Search"/> | | | | | | | | |
| GR849PD | AAA MICHIGAN | S/3 | | Last Name | First Name | Room | Dining | Language | BirthDay | Arrives | Departs | Property | Res-ID | Guest ID |
| GR849PH | AAA MICHIGAN | S/3 | | BEERSE | JOHANNA | 2064 | R1/2:62 | | Apr 13 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 22908717 | 29111851 |
| GR849PP | AAA MICHIGAN | S/3 | | BERGUER | EDMOND | 2111 | R3/2:58 | | Mar 08 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 22819732 | 28831255 |
| GR849SN | AAA SIGNATOURS | S/3 | | BERGUER | LAURA | 2111 | R3/2:58 | | Mar 29 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 22819732 | 28831254 |
| GR849P4 | AAA TRAVEL | S/3 | | BERGUER | ROBERT | 2111 | R3/2:58 | | Apr 17 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 22819732 | 28831256 |
| GR849NL | AAA TRAVEL | S/3 | | BINDER | KAREN | 2084 | R2/1:28 | | Jul 30 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 22862843 | 29343164 |
| GR849PT | AAA TRAVEL | S/3 | | BIRLAND | CHRISTINE | 2132 | R3/1:18 | | May 23 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 23050480 | 29553550 |
| GR849RD | AAA VACATIONS | S/3 | | BIRLAND | DEVIN | 2132 | R3/1:18 | | Mar 03 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 23050480 | 29553551 |
| GR849SV | ADVANTAGE | S/3 | | BRINDICCI | PAULA | 2016 | R2/1:16 | | May 01 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 22858667 | 29353477 |
| GR849SP | ADVENTURE | S/3 | | BURCH | BROOKLYN | 2572 | R1/1:49 | | Aug 21 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 23154788 | 29678824 |
| GR849QS | AFFORDABLE | S/3 | | BURCH | CHASE | 2572 | R1/1:49 | | Sep 30 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 23154788 | 29678823 |
| GR849P4 | AKRON AUTO | S/3 | | BURCH | JARED | 2072 | R1/1:49 | | Mar 12 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 23154789 | 29678826 |
| GR849NL | ALL CRUISE | S/3 | | BURCH | JONAH | 2072 | R1/1:49 | | Mar 15 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 23154789 | 29678827 |
| GR849NH | ALLEN | S/3 | | BURCH | SEASON | 2572 | R1/1:49 | | May 25 | 8/3/2008 | 8/10/2008 | GS-Golden Sky | 23154788 | 29678822 |
| GR849PW | AMBASSADOR | S/3 | | | | | | | | | | | | |
| GR849P5 | AMBASSADOR | S/3 | | | | | | | | | | | | |
| GR849QD | AMERICAN | S/3 | | | | | | | | | | | | |
| GR849RC | AMERICAN | S/3 | | | | | | | | | | | | |
| GR849NT | AMEX | S/3 | | | | | | | | | | | | |
| GR849NB | AUDREY BRIDGE GROUP | S/3 | | | | | | | | | | | | |
| GR849RE | AUTO BUILDERS | N | S/3 | | | | | | | | | | | |
| GR849NM | AUTO CLUB | S/3 | | | | | | | | | | | | |
| GR849PF | AVC GROUP | S/3 | | | | | | | | | | | | |

Figure 44 - Searching Guest Information

Maintaining Opened or Closed Times

A separate form is used to maintain time that were opened or closed from the Function Space Calendar or were copied from a template. To view all open/close entries for a property, select **Maintain Opened/Closed Times** from the Function Space menu, then select the Property and range of dates. The grid will load with all Open/Close entries for that Property and date range.

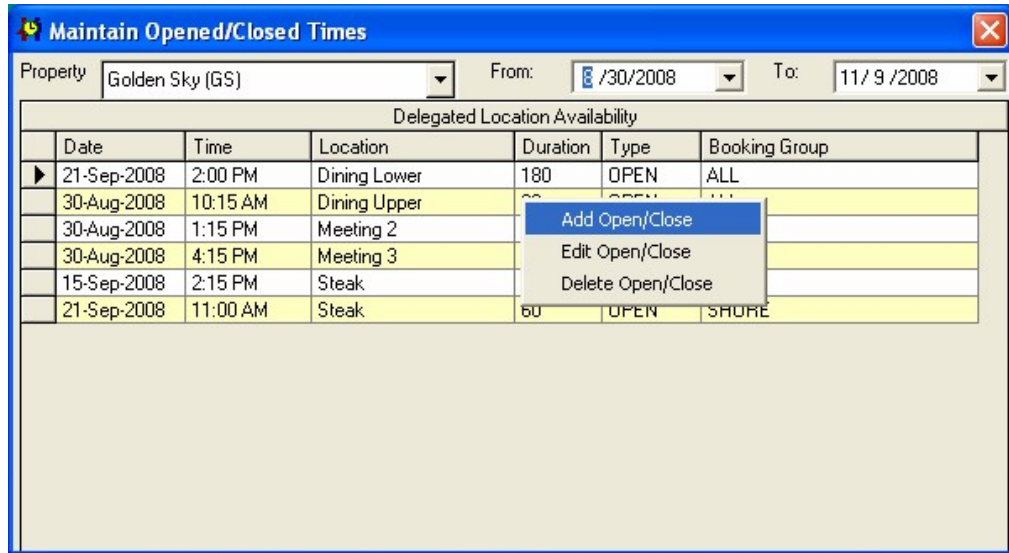


Figure 45 - Maintaining Opened or Closed Time

To add a new entry, right-click on the grid and select **Add Open/Close**. The Open/Close Location dialog will display:

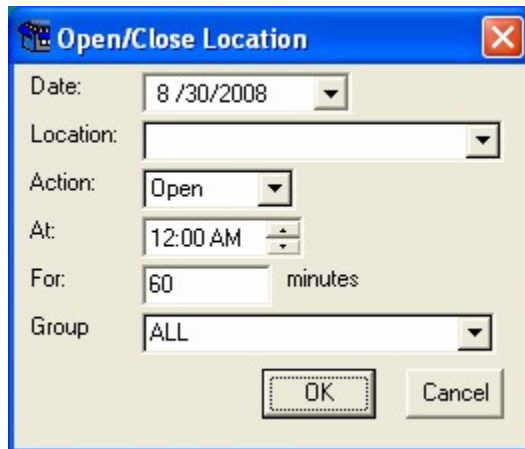


Figure 46 - Open or Close Location

Select the Date, Location, Action and other fields, and click **OK** to complete the entry. To edit an existing entry, select it, then right-click and select **Edit Open/Close**. Make any needed changes and click **OK**. To remove an entry, select it, then right-click and choose **Delete Open/Close**.

The Event Detail Form is used to maintain group events and to record banquet items for those events. Please see above for a field-by-field description of the form.

At the bottom of the form are two tabs: Event Items and History and Notes.

The Event Items tab allows a user to add, update, or remove items or packages. On the left side of the tab is a tree view with all available Items and Packages for the selected Property.

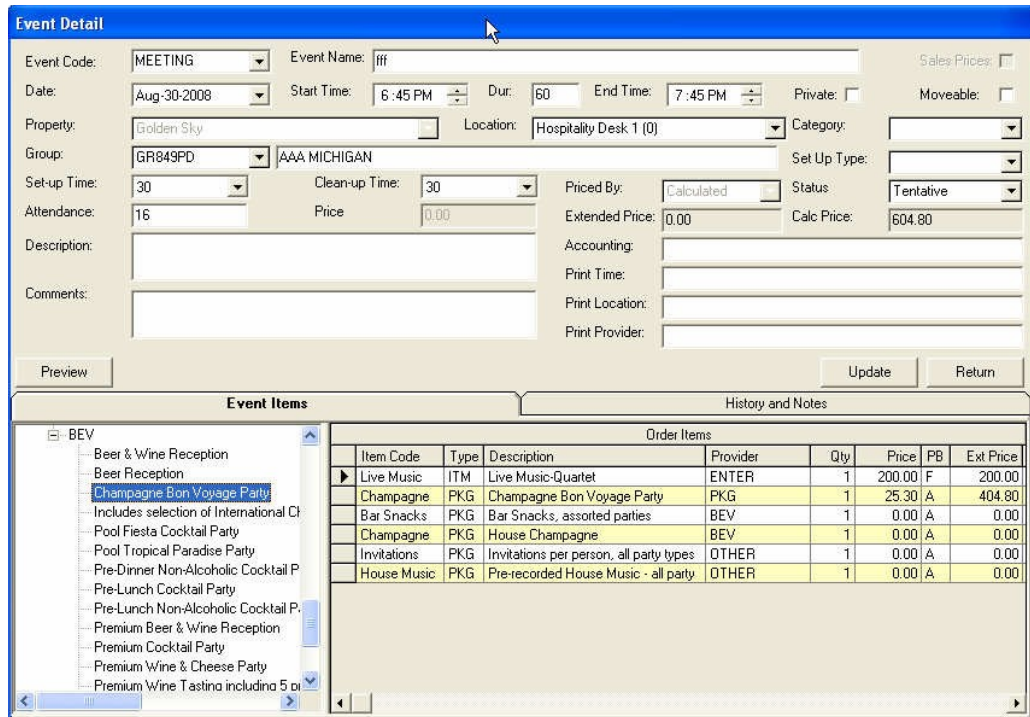


Figure 49 - Adding Package to an Event

To remove an Item from an event, select it in the Order Items grid, then right- click and select **Delete Item**.

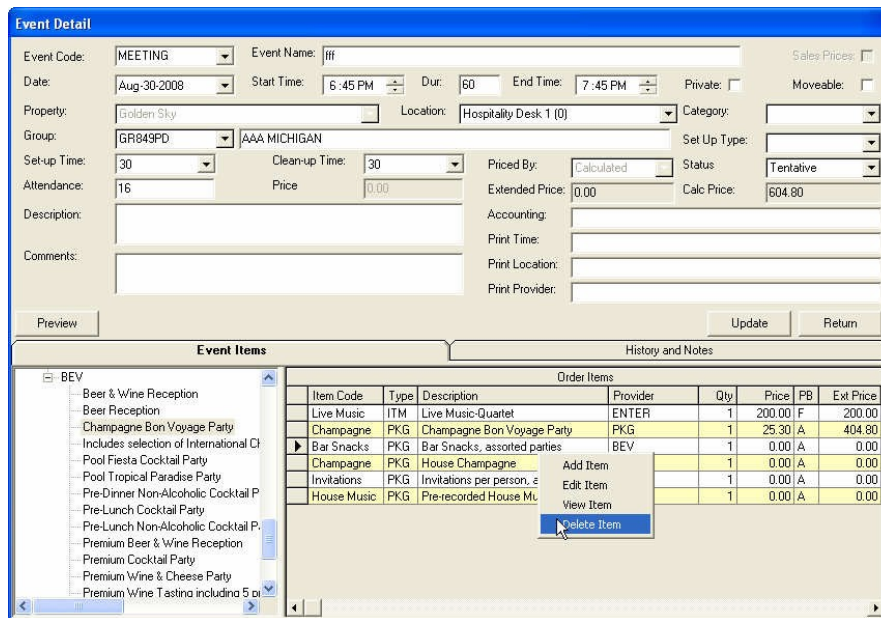


Figure 50 - Removing Item from an Event

To change the quantity of an item, click on the quantity in the Qty column on the Order Items grid. Once the quantity is changed, click the TAB key to move to another item to record an update. The change will not be made until the cursor leaves the Qty cell.

| Order Items | | | | | | | | |
|-------------|-------------|------|-----------------------------------------|----------|-----|--------|----|-----------|
| | Item Code | Type | Description | Provider | Qty | Price | PB | Ext Price |
| | Live Music | ITM | Live Music-Quartet | ENTER | 2 | 200.00 | F | 400.00 |
| ▶ | Champagne | PKG | Champagne Bon Voyage Party | PKG | 1 | 25.30 | A | 404.80 |
| | Champagne | PKG | House Champagne | BEV | 1 | 0.00 | A | 0.00 |
| | Invitations | PKG | Invitations per person, all party types | OTHER | 1 | 0.00 | A | 0.00 |
| | House Music | PKG | Pre-recorded House Music - all party | OTHER | 1 | 0.00 | A | 0.00 |

Figure 51 - Changing Quantity of an Item

To change other information about an item, select it from the Order Items grid, right-click and select **Edit Item**. The Update Banquet Item form will display. Required changes can be made and click on the **Update**.

The Notes section is for any detail notes about this item. Generally, notes which are checked are considered back-office notes, while those that are not checked are considered for the client. Right-clicking on Notes will allow the user to move notes up and down and delete notes that are no longer needed.

Figure 52 - Updating Banquet Item Details

New items that are not part of the Standard Items for a Property can be added to an event by right-clicking on the Order Items grid and selecting **Add Item**. A blank Add Banquet Item form will display. Complete the form and click **Insert** to add the new item to the event.

Add Banquet Item

Item Code: Kosher Snacks

Item Type: Food

Provider: Galley

Priced By: Fixed Priced

Price: 0 Quantity: 1

Description: Kosher Snacks

Comments:

Notes:

*

Insert **Cancel**

Figure 53 - Adding Banquet Item to an Event

To view the detail information about an Item in an Event, select it in the Order Items grid, right-click and select **View Item**. The detail information about that item will get displayed.

View Banquet Item

Item Code: House Music

Item Type: Cocktail Parties - All types

Provider: Other

Priced By: Attendance

Price: 0.00 Quantity: 1

Description: Pre-recorded House Music - all party types

Comments:

Notes:

*

Cancel

Figure 54 - View Banquet Item

History and Notes

The History and Notes tab shows two separate grids. The left side of the tab shows all History related to this Event. New History records can be added by entering information in the text box below the History grid and clicking **Add History**.

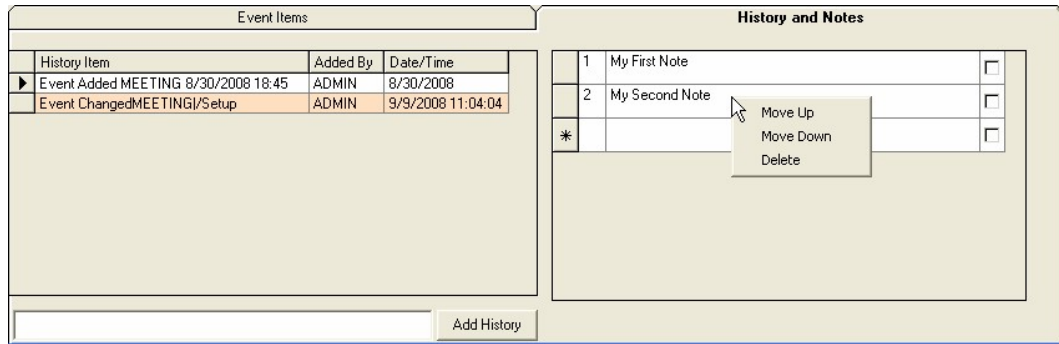


Figure 55 - History and Notes Tab

The right side of the tab contains any notes entered for the event. Right-clicking on Notes will allow the user to move notes up and down and delete notes that are no longer needed. Notes are recorded once the **Update** is clicked for the Event.

Maintaining Templates

Templates allow AffairWhere to automatically setup events, or open/close times to users based on cruise itineraries, specific ports of call or general port information. Each cruise line will use Templates differently depending upon their ship's itineraries and needs.

To access Templates, select **Space Availability Templates** from the Function Space menu. The Function Space Template form will display.

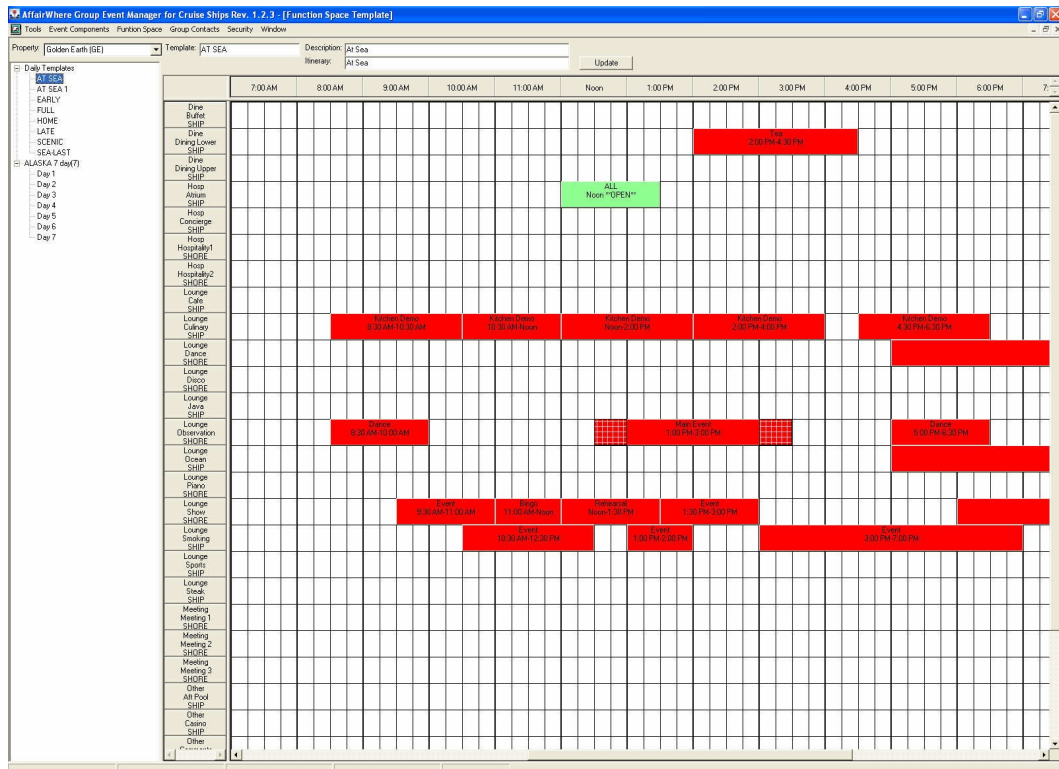


Figure 56 - Function Space Template

The system maintains two types of templates: Daily Templates and Cruise Templates.

Daily Templates are used when a generic template is needed for a certain type of cruise day or port. In the example above, there are templates for days at sea, embarkation days and different types of port days. The specific rules for when each daily template is used will vary from cruise line to cruise line and must be specifically coded in their interface to the reservation system.

Cruise Templates are used when a template is needed for a specific cruise itinerary of a ship. In the above example, the template is for an Alaska 7 Day cruise on the Golden Sky. For Cruise Templates, each day of the cruise has standard events, and open/close times.

To create a new daily template, right-click on the tree view and select **Add Daily Template**. A dialog will display asking for the template code and what itinerary the template is used for.

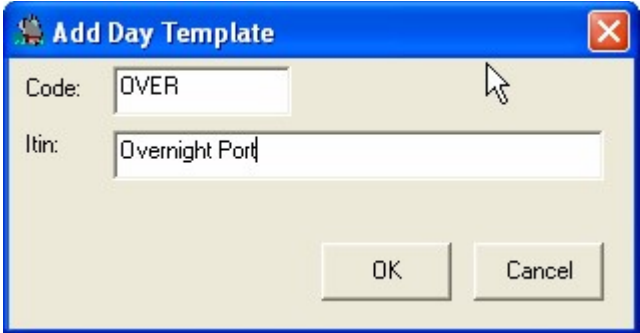


Figure 57 - Add Day Template

When this information is entered, the template is created and the template calendar is ready to accept events. The template works in a similar manner as the Function Book Calendar. To add a new Event to the system, right-click anywhere in the calendar and select **Add Event**. The Template Event Detail form will display.

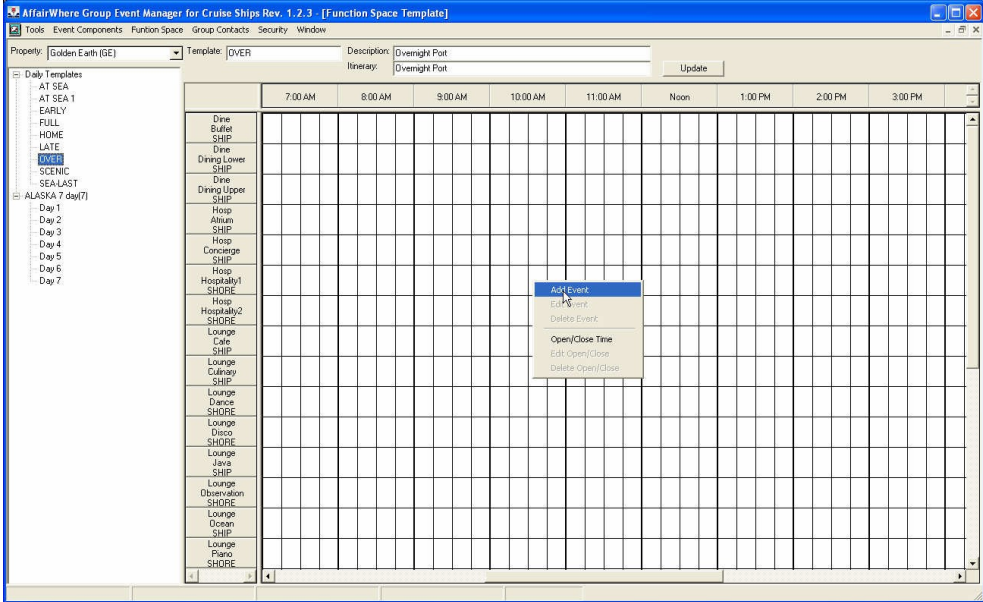
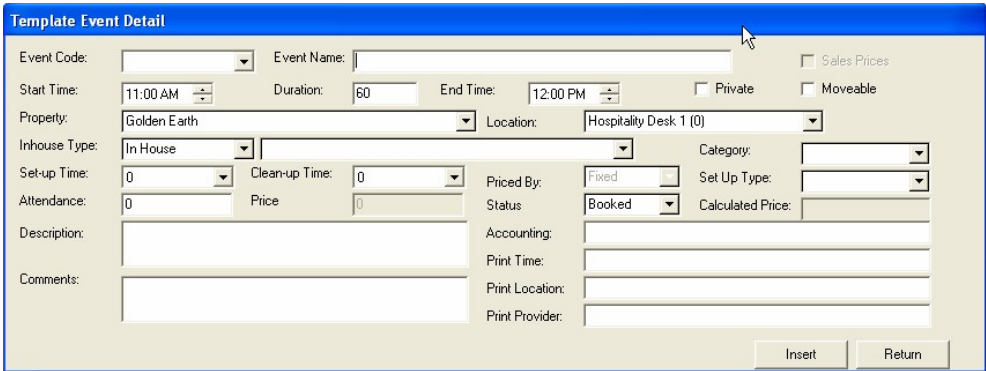


Figure 58 - Add Event to a Template

The Template Event Detail form operates in the same manner as the Event Detail form from the Function Book Calendar except that only In House event types can be selected. Once the basic information for the event has been entered, the **Insert** can be clicked to

record the Event into the Template Calendar and to display the Event Items and Event Notes tab.

Note: Please refer to the Event Detail Form section in this manual for more information.



The screenshot shows the 'Template Event Detail' form. It includes fields for Event Code, Event Name, Start Time (11:00 AM), Duration (60), End Time (12:00 PM), Property (Golden Earth), Location (Hospitality Desk 1 (0)), Inhouse Type (In House), Set-up Time (0), Clean-up Time (0), Attendance (0), Price (0), Priced By (Fixed), Status (Booked), Category, Set Up Type, Calculated Price, Description, and Comments. There are also checkboxes for Sales Prices, Private, and Moveable. Buttons for Insert and Return are at the bottom right.

Figure 59 - Template Event Detail

Once an event is scheduled in the Template Calendar, it can be updated by right-clicking on it and selecting **Edit Event**. Events can be deleted by right-clicking on them and selecting **Delete Event**.

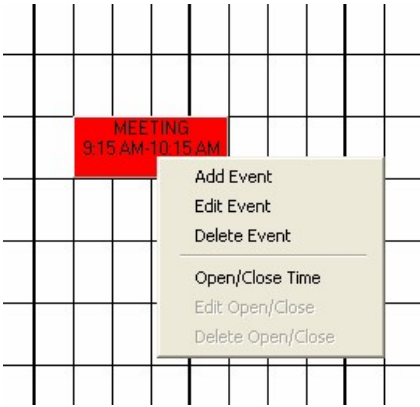


Figure 60 – Right-Clicking the Event to Change It

To Open or Close a Location to specific Booking Groups, right-click on the Template Calendar and select **Open/Close Time**. The Open/Close Location form will display with the time and location filled in. Make any changes to the form needed and click **OK**.



Figure 61 - Open or Close Location

Opened Times will appear light green on the Template Calendar while Closed Times will appear pink.

| | 7:00 AM | 8:00 AM | 9:00 AM | 10:00 AM | 11:00 AM | Noon | 1:00 PM |
|-------------------------|---------|---------|-------------------------|-----------------------------|----------|--------------------------|---------|
| Dine Buffet SHIP | | | | | | | |
| Dine Dining Lower SHIP | | | | | | | |
| Dine Dining Upper SHIP | | | | | | | |
| Hosp Atrium SHIP | | | | | | | |
| Hosp Concierge SHIP | | | | MEETING 9:15 AM-10:15 AM | | | |
| Hosp Hospitality1 SHORE | | | | | | | |
| Hosp Hospitality2 SHORE | | | | | | | |
| Lounge Cafe SHIP | | | | | | | |
| Lounge Culinary SHIP | | | ALL 8:30 AM *CLOSED* | | | ALL 11:30 AM **OPEN** | |
| Lounge Dance SHORE | | | | | | | |
| Lounge Disco SHORE | | | | | | | |
| Lounge Java SHIP | | | | | | | |

Figure 62 - Representation of Open or Close Times

Open/Closed times can be updated or deleted directly from the Template Calendar by right-clicking on the event and selecting **Edit Open/Close** or **Delete Open/Close**.

To create a Cruise Template, right-click on the tree view and select **Add Cruise Template**. The Add Cruise Template dialog will then display. Enter a name for the Template, the number of days, and then click **OK**. The new cruise template will be created, along with a Template Calendar for each day.

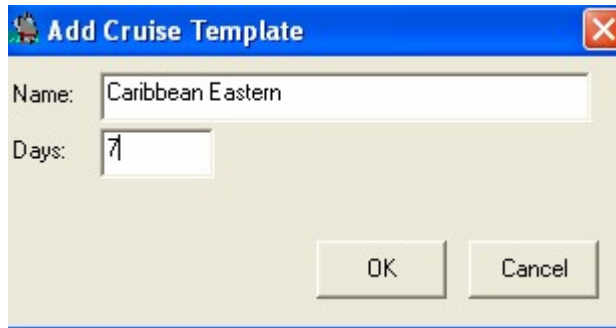


Figure 63 - Add Cruise Template

Events are added to a Cruise Template day by day, so first select the template and then click on the day to display the Template Calendar.

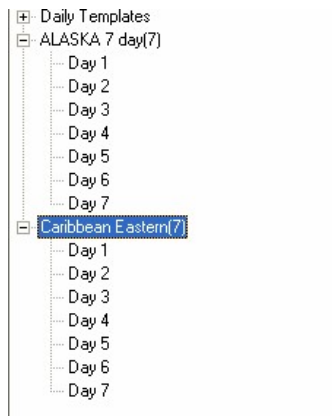


Figure 64 - Daily Template

Once a template has been created for one day, it can be copied to another day by first selecting it, then right-click on it in the tree view and clicking **Copy From**. Then select the day to which all events and open/close entries are to be copied, right-click and select **Copy To**.

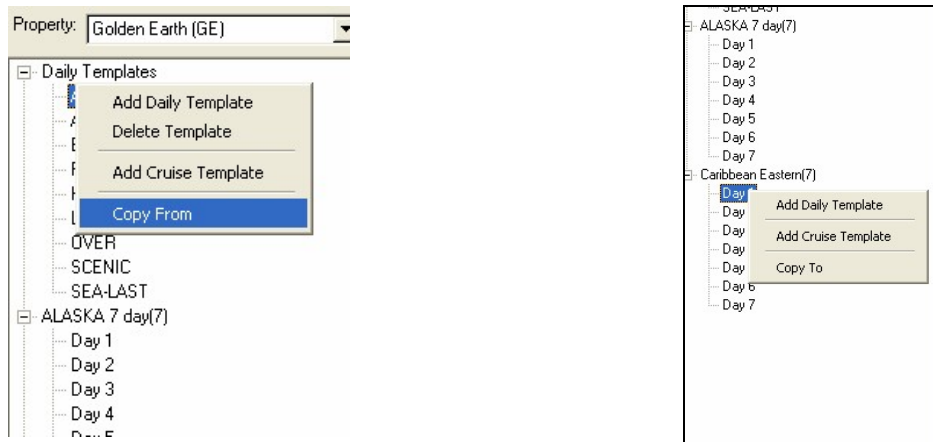


Figure 65 – Copying the Template

Daily and Cruise Templates can be deleted by selecting them in the tree view, then right-clicking and selecting **Delete Template**.

Note: Specific days cannot be deleted from a cruise template.

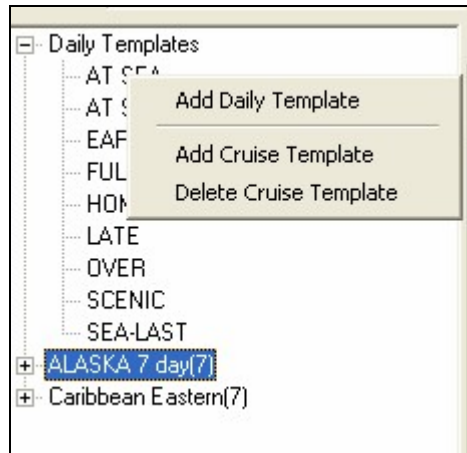


Figure 66 – Deleting a Template

4 Group Overview

The Group Overview form allows a user to look up group information by group name for selected or all Properties. The form is accessed by selecting **Group Overview** from the Groups Contact menu. To look for a group, enter the first few characters of the group name in the text box, select the ship and date range and click **Search**. All groups that match that search criteria will display.

| Group ID | Property | Group Name | Ply | Arrives | Guests | Group Type | Voyage | NS |
|----------|---------------|---------------|-----|-----------|--------|------------|--------|--------------------------|
| GR849R6 | GS-Golden Sky | AUTO BUILDERS | N | 8/30/2008 | 20 | CAST | 0849 | <input type="checkbox"/> |
| GR849NB | GS-Golden Sky | AUDREY BRID | | 8/30/2008 | 100 | Standard | 0849 | <input type="checkbox"/> |
| GR849NM | GS-Golden Sky | AUT | | 8/30/2008 | 32 | K | 0849 | <input type="checkbox"/> |
| GR850QZ | GS-Golden Sky | AUT | | 5/2008 | 32 | K | 0850 | <input type="checkbox"/> |
| GR852NN | GS-Golden Sky | AUT | | 20/2008 | 32 | Direct | 0852 | <input type="checkbox"/> |

Figure 67 - Group Overview

Group information can be edited by selecting a group in the Groups grid, right-clicking and selecting **Edit Group**. The Maintain Group Information form will display to allow the user to make changes.

Figure 68 – Editing Group Information

New groups can be added by selecting **Add Group** from the Groups grid, completing the Maintain Group Information form and clicking **Insert**.

Groups that are not linked to the reservation system and that do not have any events can be deleted by selecting the group in the Groups grid, right-clicking and selecting **Delete Group**.

The detail information on the group selected in the Groups grid will appear in the Group Profile panel. The Events, Delegates and History tabs work in an identical fashion as the same tabs on the Function Space Calendar.

| Group Profile | | | Events | | | Delegates | History |
|---------------|------------|----------|-------------|----------|-------------------------|-----------|---------|
| Date | Start Time | End Time | Location | Code | Event | | Status |
| 8/30/2008 | 4:15 PM | 5:15 PM | Theater | Cocktail | Standard Cocktail Party | | Tenta |
| 8/30/2008 | 7:30 PM | 11:00 PM | All Meeting | Meeting | Bridge | | Booked |
| 8/31/2008 | 9:00 AM | 11:30 AM | All Meeting | Meeting | | | Booked |
| 8/31/2008 | 2:00 PM | 4:00 PM | All Meeting | Meeting | | | Booked |
| 8/31/2008 | 7:30 PM | 11:00 PM | All Meeting | Meeting | | | Booked |
| 9/1/2008 | 9:00 AM | 11:30 AM | All Meeting | Meeting | | | Booked |
| 9/1/2008 | 2:00 PM | 4:00 PM | All Meeting | Meeting | | | Booked |
| 9/1/2008 | 7:30 PM | 11:00 PM | All Meeting | Meeting | | | Booked |
| 9/5/2008 | 4:15 PM | 5:15 PM | Observation | Cocktail | Cocktail Party | | Tenta |

Figure 69 - Group Grid

In History tab, Comment can be added to the history item.

| Group Profile | | | Events | Delegates | History |
|------------------------------------------------------------------------------------------|----------|----------------------|--------|-----------|---------|
| History Item | Added By | Date/Time | | | |
| Event Added Cocktail 8/30/2008 16:15 Culinary Arts Center (170) | MEJ | 8/8/2008 10:30:02 AM | | | |
| Event ChangedCocktail/Setup 0-30/Duration 60-90 | MEJ | 8/8/2008 10:52:05 AM | | | |
| Event ChangedCocktail/Setup 0-30/Duration 60-90 | MEJ | 8/8/2008 10:53:52 AM | | | |
| Event Added Cocktail 9/5/2008 16:15 Crow's Nest (260) | MEJ | 8/8/2008 10:54:49 AM | | | |
| Event ChangedCocktail/Date 8/30/2008-9/5/2008 | MEJ | 8/8/2008 10:55:06 AM | | | |
| Event Added Meeting 8/30/2008 8:15 Hudson/Half Moon/Stuyvesant combined (150) | MEJ | 8/8/2008 11:06:09 AM | | | |
| Event ChangedMeeting/Start 8:15-19:30/Setup 30-15/Duration 60-225 | MEJ | 8/8/2008 11:20:27 AM | | | |
| Event Added Meeting 8/31/2008 9:0 Hudson/Half Moon/Stuyvesant combined (150) | MEJ | 8/8/2008 11:22:13 AM | | | |
| Event ChangedMeeting/Date 8/30/2008-8/31/2008/Start 8:15-9:00/Setup 30-0/Duration 60-150 | MEJ | 8/8/2008 11:22:31 AM | | | |
| Event ChangedMeeting/Setup 0-15/Duration 150-165 | MEJ | 8/8/2008 11:26:17 AM | | | |

Add Comment

Figure 70 - History Tab

Saved Events

Events can be saved from the Function Space Calendar or from any of the Event Grids by right-clicking and selecting **Save Event**. Once saved, they will appear in the Saved Event tab on the Function Book:

| Events | | | History | Guests | Saved Events | |
|----------|----------|-------------------------|----------|---------------------|--------------------|--|
| Category | Code | Event | Saved By | Date Saved | Last Used | |
| WEDDING | Cocktail | Standard Cocktail Party | ADMIN | 8/31/2008 10:47:21 | 9/10/2008 11:22:26 | |
| WEDDING | Demo C | Cocktail Party | ADMIN | 7/6/2008 5:24:43 PM | 9/10/2008 11:24:11 | |
| CHARTER | MAIN2a | #2 (ALT) | ADMIN | 8/3/2008 8:33:56 AM | 9/10/2008 11:18:15 | |

Figure 71 - Saved Event

From the Saved Event tabs, the events can then be Edited, Viewed or Deleted. Only user that saved the event will be allowed to Edit or Delete the Event. The Saved Event Detail form works in a similar manner to the regular Event Detail form.

| Item Code | Type | Description | Provider | Qty | Price | PB | Ext Price | Cor |
|------------|------|-----------------------------------|----------|-----|-------|----|-----------|-----|
| Cocktail | ITM | Premium Cocktail Party | PKG | 1 | 33.35 | A | 1,000.50 | |
| Appelizers | PKG | Hot Appelizers for Cocktail Party | FOOD | 1 | 0.00 | A | 0.00 | |
| Cocktail | PKG | Music for Cocktail Party | AV | 1 | 0.00 | A | 0.00 | |
| Open Bar | PKG | Open Bar - Premium Brands | BEV | 1 | 0.00 | A | 0.00 | |

Figure 72 - Saved Event Details

To use a Saved Event, select **Copy Saved** from the pop-up menu and the information for this event will be copied into the Event Detail form. Make any changes required and click **Insert** to store the copied event into the Function Book Calendar.

Figure 73 - Modifying Event Details

5 Maintain Ship Schedule

The Maintain Ship Schedule form provides a spreadsheet like ability to manage in-house events. The form is available from the Function Book menu.

The screenshot shows the 'Maintain Ship Schedule' application window. At the top, there are dropdown menus for 'Property' (Chicken of the Sea (NO)), 'Cruise' (NO090314), and 'Type' (Entertainment). The main area is a grid with four rows representing days of the cruise:

- Day 1: Tuesday Mar 13, Fort Lauderdale, Florida, 07:00-17:00**. Activities include 'Enter Eorthing In', 'Safety - New Crew', 'Embarkation', 'Lifeboat Drill', and 'Safety - New Crew'.
- Day 2: Wednesday Mar 14, Private Island, 08:00-16:00**. Activities include 'Mass' and 'Farewell Sing Along'.
- Day 3: Thursday Mar 15, At Sea**. Activities include 'Shp's Staff Meeting', 'Devotional Period with', 'Coffee Chat w/HM & COM', 'Movie', 'Golf Chipping', 'Trivia: MEGA', 'Bridge', and 'Shipbuilding'.
- Day 4: Friday Mar 16, St. Thomas, U.S.V.I., 08:00-17:00**. Activities include 'General Supplies issue', 'Mass', and 'Irish Drinking Songs'.

Each day's grid is divided into three columns: 'Admin Activities', 'Events/Parties', and 'Shows and Lectures'. Each cell in the grid contains a table with columns for 'Description', 'From', 'To', and 'Location'. Some cells are highlighted in yellow, indicating selected or active events.

Figure 74 – Maintain Ship Schedule

At the top of the form are drop down boxes where the user can select a Property, a Cruise and Type of Event to display. Types are managed in the PROFORMA Look-Up table and determine which in-house events are to appear. Each In-House Event in the PROFORMA Look-Up table is shown in its own column on the form.

On the left side of the form is a cell that shows the current day within the cruise and the itinerary information for that day. Authorized users can right-click on a day and select **Edit Day** to change the information for that daily itinerary:

The screenshot shows the 'Itinerary Update' dialog box. It contains the following fields:

- Property:** Chicken of the Sea
- Date:** 3/13/2012
- Itinerary:** Fort Lauderdale, Florida 07:00-17:00
- Dress:** Casual
- Notes:** (Empty text area)

At the bottom right of the dialog box is an 'OK' button. On the left side of the dialog box, there is a context menu with options: 'Edit Day', 'Lock Cruise', 'Copy From Template/Cruise', and 'Copy Cruise to Template'.

Figure 75 – Editing a Daily Itinerary

Each intersection of a day (row) and In-House code (column) has a grid that contains the basic information for an event. New events can be added to the grid by entering a

Description, a "From" and "To" time (military time with no colon) and selecting a Location.

| Admin Activities | | | | |
|------------------|----------------------|------|------|-------------|
| | Description | From | To | Location |
| | Ship's Staff Meeting | 1030 | 1200 | Hotel Man. |
| | Lifeboat Drill | 1300 | 1400 | |
| * | | | | Location |
| | | | | All Meeting |
| | | | | Annex |
| | | | | Art Gallery |
| | | | | Atrium |
| | | | | Bev Office |
| | | | | Casino |

Figure 76 – Editing the From and To Times

Adding an event in this manner results in a standard Event record being created with the following attributes:

Event Detail

Event Code: Event Name: Sales Prices:

Date: Start Time: Dur: End Time: No End: Private: Moveable:

Property: Loc: Category:

Group: Set Up Type:

Set-up Time: Clean-up Time: Priced By: Status:

Attendance: Auto: Price: Extended Price: Calc Price:

Description:

Comments:

Message:

Compliments:

Digital Display: Daily News: Party/Function Grid:

Event Items History, Notes and Distribution

| | | Order Items | | | | | | |
|-----------|------|-------------|----------|-----|-------|----|---|--|
| Item Code | Type | Description | Provider | Qty | Price | PB | E | |
| | | | | | | | | |

Figure 77 – Event Detail

Changes to the Event Description, From Time, To Time and Location can also be directly entered into the grid. Updates are recorded when the user tabs to a new row in the grid, or to another grid.

Right-clicking on a grid results in a pop-up menu that allows the user to edit the grid in a spreadsheet-like manner.

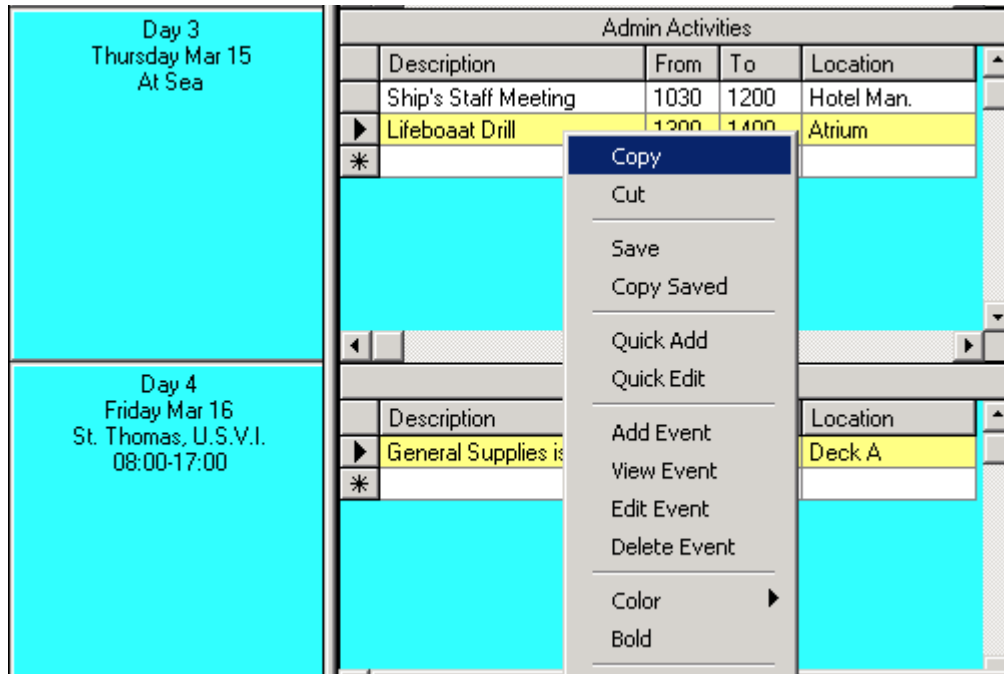


Figure 78 – Editing the Itinerary

Copy stores the information about an event into a buffer so that it can be Pasted into another grid using the same Description, From, To and Location. Once something is in the Copy buffer, it can be pasted multiple times into other grids.

Cut is used to move an event from one grid to another. When completed, the original event is deleted.

The **Save** option allows user to save an event in the Saved Event table in a similar manner as the Function Book.

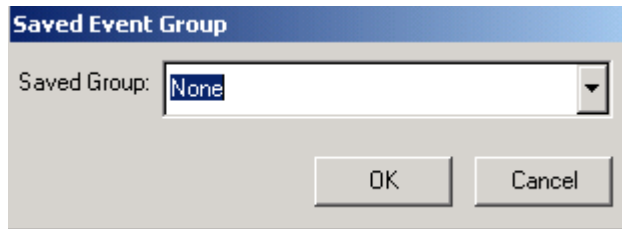


Figure 79 – Saving the Event

Once saved, the event can be retrieved by using the Copy Saved menu option.

| Copy Saved Event | | | | | |
|------------------|--------------|---------------------------------------|----------|---------------------|----------------------|
| | Code | Event | Saved By | Date Saved | Last Used |
| ALL | | | | | |
| NONE | | | | | |
| | MEETING | IRR Supply meeting with onboard staff | ADMIN | 8/11/2009 12:16:24 | 8/11/2009 12:16:24 |
| | DEMO | A longer description of the Event | ADMIN | 2/9/2010 3:18:33 PM | 2/9/2010 3:19:31 PM |
| | MAIN2ALT | Main Event #2 (ALT) | ADMIN | 8/3/2008 8:33:56 AM | 8/3/2008 8:33:56 AM |
| | ADMIN | Lifeboat Drill | ADMIN | 12/19/2011 5:38:22 | 12/19/2011 5:38:22 |
| | Demo Cocktai | Demo Cocktail Party | ADMIN | 7/6/2008 5:24:43 PM | 7/6/2008 5:24:43 PM |
| | PARTY | Drink and Be Merry | ADMIN | 4/3/2009 3:03:00 PM | 8/14/2009 3:13:50 PM |

Figure 80 – Copy Saved Event

The Quick Add and Quick Edit selections allow the use of a shorter Event Detail form that includes only information typically required for In-House Events. Many of the fields required for Group Events are missing as are the Item Maintenance functions.

Figure 81 – Quick Event Entry

The Add, View, Delete and Edit Event menu selections operate the same way as the similar pop-up menus in the Function Book allowing the user to make changes to the Event using the full Event Detail Form.

The Color and Bold menu selections allow the user to set switches on the event so that the event is displayed in the selected color, or is bolded. This feature can be included in reports so that events are printed using the selected color or are bolded on the report.

Figure 82 – Editing the Event Color

The Ship Schedule includes two additional functions that help with the assignment of staff members to events or to enter actual attendance for an event.

To enter Attendance for an event, first right-click on the grid where the attendance is to be entered and select **Attendance** from the pop-up menu. A new column will be added to the grid:

| Admin Activities | | | | |
|------------------|----------------------|------|------------|-------|
| | Description | To | Location | Attnd |
| | Ship's Staff Meeting | 1200 | Hotel Man. | 4 |
| ▶ | Lifeboat Drill | 1400 | Atrium | 0 |
| * | | | | |

Figure 83 – Editing Event Attendance

Actual Attendance can then be updated using the column on the far right of the grid. Shipboard, attendance can also be updated using the Event Detail Form.

To update the staff assigned to an event, select **View Staff** from the pop-up menu, and a Staff column will display. Select the staff to be assigned to the event from the drop-down. Once selected, tab to another row for the update to be recorded in the database.

| Admin Activities | | | |
|------------------|----------------------|----------------|--|
| | Description | Staff | |
| ▶ | Ship's Staff Meeting | Staff | |
| | Lifeboat Drill | Staff | |
| * | | Cruise Staff 1 | |
| | | Cruise Staff2 | |

Figure 84 – Updating Event Staff

Staff can also be updated using either the Event Detail form...

| Event Detail | | | | | | | | | | | | | |
|-----------------|--------------------|-------------------|-----------------------------|--------------------------|--------|---------------|--------------------------|---------|--------------------------|----------|--------------------------|-----------|--------------------------|
| Event Code: | ADMIN | Event Name: | Ship's Staff Meeting | | | Sales Prices: | <input type="checkbox"/> | | | | | | |
| Date: | Mar-15-2012 | Start Time: | 10:30 AM | Dur: | 90 | End Time: | 12:00 PM | No End: | <input type="checkbox"/> | Private: | <input type="checkbox"/> | Moveable: | <input type="checkbox"/> |
| Property: | Chicken of the Sea | Loc: | Hotel Manager's Office (20) | | Staff: | Staff1 | Category: | | | | | | |
| Group: | In House | Admin Activities: | Admin Activities | | Staff: | Staff | Up Type: | | | | | | |
| Set-up Time: | 0 | Clean-up Time: | 0 | Priced By: | Staff1 | us | Booked | | | | | | |
| Attendance: | 0 | 4 | Auto: | <input type="checkbox"/> | Price: | 0 | Extended Price: | 0.00 | Calc Price: | 0.00 | | | |
| Description: | | | | | | | | | | | | | |
| Comments: | | | | | | | | | | | | | |
| Accounting: | | | | | | | | | | | | | |
| Print Time: | | | | | | | | | | | | | |
| Print Location: | | | | | | | | | | | | | |

Figure 85 – Updating Staff in Event Detail

or the Quick Event Entry form:

Figure 86 – Updating Staff in Quick Event Entry

Once a Day or a Cruise has been set up using the Maintain Ship Scheduled form, it can be saved as a Template by right-clicking on the itinerary information and selecting **Copy Cruise to Template** or **Copy Day to Template**.

| Description | From | To | Location |
|-------------------|------|------|-------------|
| Enter Eomthing In | 0800 | 0900 | Art Gallery |
| Safety - New Crew | 1000 | 1100 | Training |
| Embarkation | 1130 | 1630 | All Meeting |
| Lifeboat Drill | 1600 | 1700 | All Meeting |
| New Crew | 1700 | 1800 | Meeting |

Figure 87 – Saving as a Template

Copy Cruise to Template will display the Add Cruise Template form.

Figure 88 – Add Cruise Template

Copy Day to Template will display the Add Day Template form.

Figure 89 – Add Day Template

Once a day or cruise has been copied to a template, they can be edited using the Space Availability Template form in the same manner as other templates. Please see Maintaining Templates in this manual.

Templates can also be applied to a current or future cruise by selecting **Copy From Template/Cruise** from the Pop-Up Menu:

Figure 90 – Applying a Template

This feature allows authorized users to copy In-House events from a Cruise Template, a Day Template or from a previous cruise. The copy can be for an entire cruise or just selected days, and can be for all In-House codes or for selected ones. There is also an option to first remove existing events before completing the copy, or adding the copied events to existing events.

Authorized users also have the ability to lock or unlock a cruise to update on the Maintain Ship Schedule form by selecting **Lock Cruise** or **Unlock Cruise** from the Pop-Up menu. Once locked, the background for the schedule will turn pink to indicate that it is locked to changes.

| Maintain Ship Schedule | | | | | | | | | |
|------------------------------------------------------------------------------|---------------------|------------------|------|-------------|------------------------|------|------|-------------|--|
| Property: Chicken of the Sea (ND) | | Cruise: N0090314 | | | Type: Entertainment | | | | |
| Day 1 Tuesday Mar 13 Fort Lauderdale, Florida 07:00-17:00 Casual | Admin Activities | | | | Events Parties | | | | |
| | Description | From | To | Location | Description | From | To | Location | |
| | ▶ Enter Eomthing In | 0800 | 0900 | Art Gallery | ▶ Hi how are you doing | 1100 | 1200 | Art Gallery | |
| | Safety - New Crew | 1000 | 1100 | Training | House Band on Deck | 1230 | 1430 | Lido Dome | |
| | ation | 1130 | 1630 | All Meeting | Digital Workshop Open | 1300 | 1500 | Annex | |
| | at Drill | 1600 | 1700 | All Meeting | Ship Tour | 1430 | 1500 | Crow | |
| | - New Crew | 1700 | 1800 | Meeting | Mass | 1700 | 1800 | Theatre | |
| | | | | | Sail Away | 1700 | 1800 | Lido Alt | |
| | | | | | Welcome Aboard Sing | 2100 | 2200 | Piano | |
| | | | | | Singles & Solos w/DJ | 2230 | 2300 | Disco | |
| Day 2 Wednesday Mar 14 Private Island, 08:00-16:00 | Admin Activities | | | | Events Parties | | | | |
| | Description | From | To | Location | Description | From | To | Location | |
| | * [Redacted] | | | | ▶ Mass | 1700 | 1800 | Theatre | |
| | | | | | Farewell Sing Along | 2100 | 2200 | Piano | |
| | | | | | * [Redacted] | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

Figure 91 – Locked Cruise Itinerary

6 Requests and Approvals

Many times shipboard personnel need to be aware of and approve events taking place in certain locations or events that have specific items. To facilitate this requirement AffairWhere includes a Request and Approval process for Shore Side entered Group Events.

When a user tries to book an event to a location that is normally closed (red lined) to that user, and that location has an approval email, then the event is put on “Requested” status, and an approval request is created.

When a user tries to add an Item to an Event, and that Item has an Approval Email, then the Event is placed on also “Requested” status.

If both a Location Request and an Item Request are active, the Location must first be approved before the item is approved.

The base generic approvers are maintained in the APPROVALS Look-Up Table. For consistency, the Look-Up Code and Look-Up Value should be the same for each entry.

| Code | Value | Comment |
|-------------------------|-------------------------|---------|
| BarManager | BarManager | |
| CruiseDirector | CruiseDirector | |
| ExecutiveChef | ExecutiveChef | |
| FoodBeverageDirector | FoodBeverageDirector | |
| GroupCoordinator | GroupCoordinator | |
| HeadBroadcastTechnician | HeadBroadcastTechnician | |
| RestaurantOpsManager | RestaurantOpsManager | |
| SportsDeckManager | SportsDeckManager | |
| StageProductionManager | StageProductionManager | |

Figure 92 – The Approvals Look-Up Type

Each Location can then have either a generic Approval Email selected from the APPROVALS Look-Up Table...

The screenshot shows the 'Location Maintenance' window for the 'Oyster of the Sea (OS)' property. The 'Casino-Casino' location is selected in the tree view. The form fields are as follows:

- Property: Oyster of the Sea
- Location Code: Casino
- Name: Casino
- Ship Location: Deck 2 - Forward
- Booking Group: SHIP
- Type: Other
- Fire Limit: 227
- Function Book: N
- Private: NO
- Is A Parent?: N
- Parent: (empty)
- Min Guests: 0
- Approval Email: (empty)
- Room Details: BarManager, Chef, CruiseDirector, HotelDirector

| Other Limits: | Set Up Type | Min | Max | Private |
|---------------|-------------|-----|-----|--------------------------|
| Classroom | 0 | 0 | | <input type="checkbox"/> |
| Cocktail | 0 | 0 | | <input type="checkbox"/> |
| Conference | 0 | 0 | | <input type="checkbox"/> |

Figure 93 – Generic Approval Email

or can have a specific Approval Email directly entered into the Approval Email Field:

The screenshot shows the 'Location Maintenance' window for the 'Oyster of the Sea (OS)' property. The 'Sports-Casino/Sports Bar' location is selected in the tree view. The form fields are as follows:

- Property: Oyster of the Sea
- Location Code: Sports
- Name: Casino/Sports Bar
- Ship Location: Deck 2 - Midship
- Booking Group: SHIP
- Type: 2-Lounge
- Fire Limit: 42
- Function Book: N
- Private: NO
- Is A Parent?: N
- Parent: (empty)
- Min Guests: 0
- Approval Email: MrHappy@MyCruiseLine.Com
- Room Details: (empty)

| Other Limits: | Set Up Type | Min | Max | Private |
|---------------|-------------|-----|-----|--------------------------|
| Classroom | 0 | 0 | | <input type="checkbox"/> |
| Cocktail | 0 | 0 | | <input type="checkbox"/> |
| Conference | 0 | 0 | | <input type="checkbox"/> |

Figure 94 – Specific Approval Email

If a location is set up without an Approval Email, then the system assumes there are no approvers for that location. In this situation, users will either be barred from making any booking for that location if they do not have the correct security, or will be warned if they do certain actions that would have required approval if the Approval Email was present.

Each Event Item can be set up in a similar manner, either with generic Approval Email:

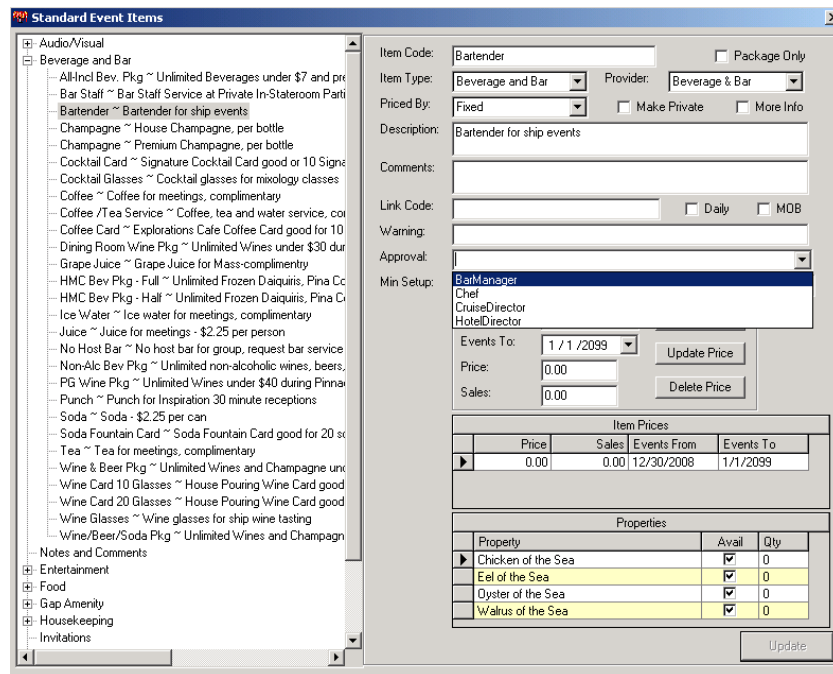


Figure 95 – Event Item Generic Approval Email

A specific Approval Email:

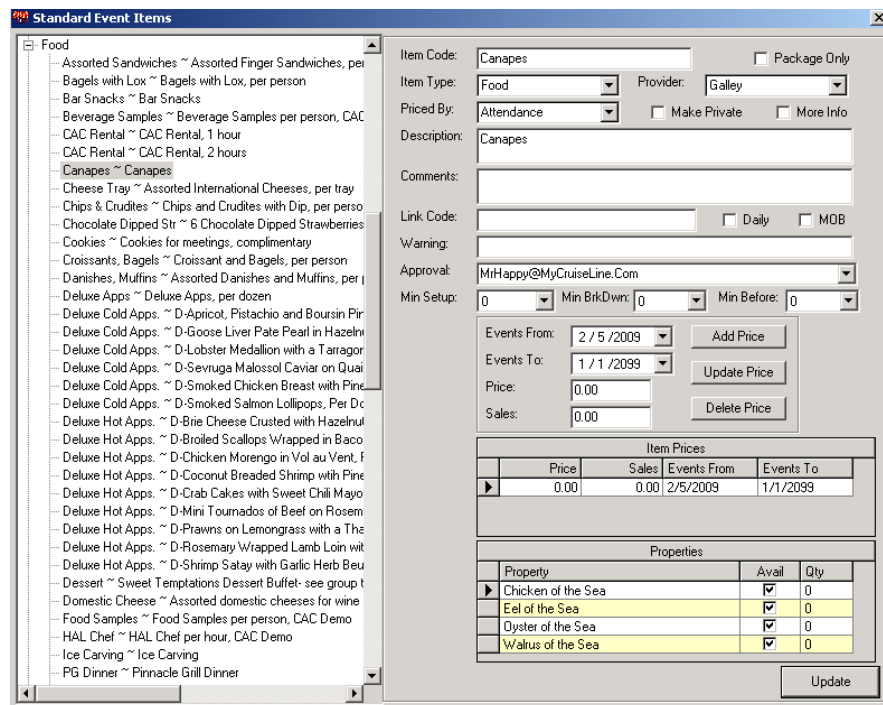


Figure 96 – Event Item Specific Approval Email

Or no Approval Email. If there is no Approval Email, then anyone can book the item without an approval.

There are rules about Generic vs. Specific Approval Emails that are applied so that everything will work correctly:

1. Generic Approval Emails are ONLY shipboard personnel. The email address associated with a generic email address on a ship should be an email address on that ship.
2. Generic Approval Email addresses CANNOT include a “@” sign.
3. Specific Approval Emails are ONLY for shore side personnel.
4. Specific Approval Emails MUST be real email addresses within the correct domain.

Requests and Approvals - Linking Approval Emails to Users

Shoreside users that will be Approvers of either items or locations must have their Email Address completed through the User-ID Maintenance menu option. As mentioned above, all shoreside users must have a real Email Address.

| User_ID | Name | Loc | Depart |
|----------|----------------------|-------|----------|
| ADMIN | Administrator Admin | | Info Ser |
| BEVMGR | Beverage Manager | SHIP | |
| C\$ | C Money | SHORE | IS Shipt |
| COM | Culinary Ops Manager | SHIP | |
| DEMO | Seatrade Demo | | Info Ser |
| EVENT | Event Manager | SHORE | Events |
| EVENTMGR | Event manager | SHIP | |
| HTL-MGR | Hotel Manager | SHIP | |
| REV | Revenue Manager | SHIP | |
| REVM | Revenue Manager | SHIP | |
| SHIP | Ship Board | SHIP | Info Ser |
| SHORE | Shore Side | SHIP | Info Ser |

User-ID: SHORE Password: [] Expire Password

Name: Shore Side

Ship/Shore: SHIP Admin: Y Update Prices All Dates

Dept: Info Services Last Logon: Feb 16 2011 09:38:40

POS Card: [] Specific Dates

Email Address: MHappy@MyCruiseLine.Com

| Form Name | Allowed | Update |
|--------------------------------------|-------------------------------------|-------------------------------------|
| ▶ Able to add items on the fly | <input type="checkbox"/> | <input type="checkbox"/> |
| Allowed to Change Status of an Event | <input type="checkbox"/> | <input type="checkbox"/> |
| Allowed to Lock Cruises Shipboard | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Copy In House Events | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Edit Cruises | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Export Definitions | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Function Book | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Itinerary Update | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Look Up Table Maintenance | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Maintain Auto Reports | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Maintain Availability Templates | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Maintain Cruise Templates | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Maintain Properties & Locations | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Maintain Standard Items | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Update

Figure 97 – Linking a Shoreside User Approval Email

Requests and Approvals - Linking Approval Emails to Users

Shipboard users that will be Approvers of either items or locations for their ship must have a generic Email Address that matches one of the ones set up in the APPROVALS Look-Up table entered as their email address. It is expected that a concise set of users will be created on a ship, and that the security for these users will match from ship to ship:

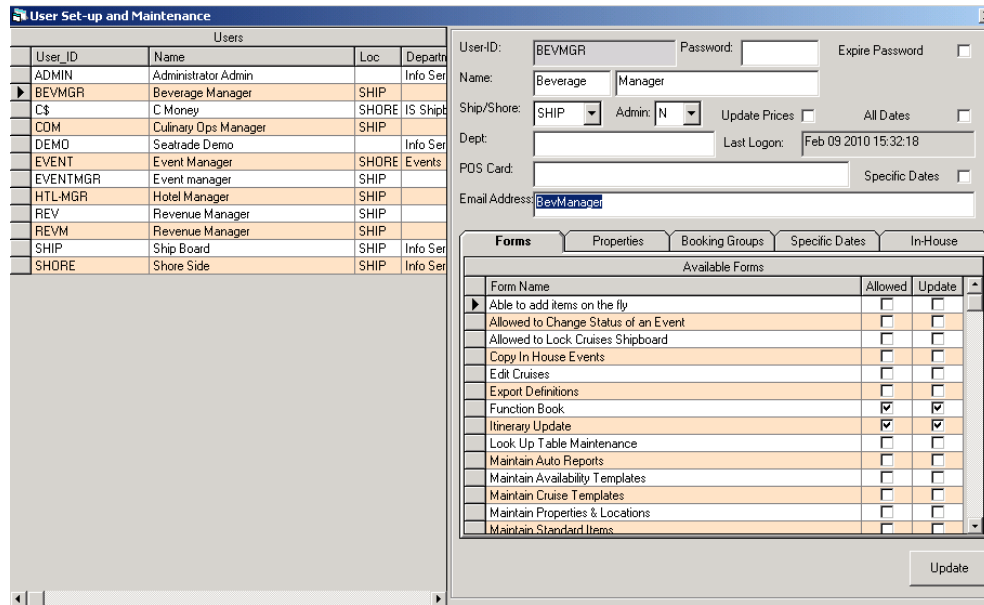


Figure 98 – Linking a Shipboard User Approval Email

More than one user shipboard may use the same Generic Email Address. This would mean that any user with that Generic Email Address could approve Items or Locations that were set up with that ID.

Users on either shore or ship can be granted “Super Ship Approver” abilities by checking the Approver check box beside the ship to which this power is to be granted. A user so checked can approve ANY items or locations for a ship.

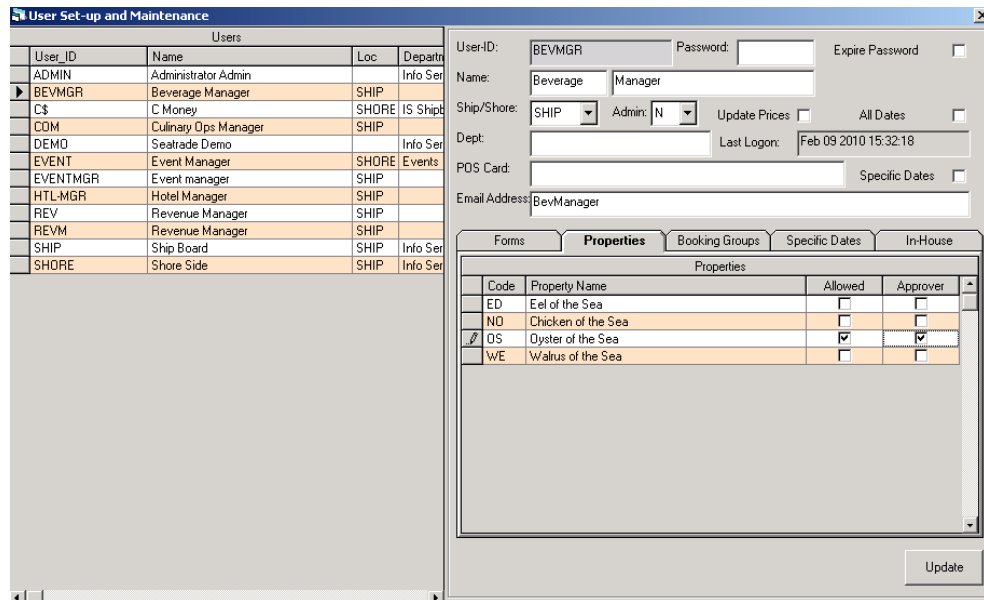


Figure 99 – Super Ship Approver

Requests and Approvals - Notification Emails

As Approvals are moved from shore to ship and from ship to shore, the AWImport Program will send notification emails to both Approvers and Requesters as the status of a request changes.

The emails to Approvals shoreside will be the exact email address entered into the Item or Location. Emails for the ship will use a conversion Look-Up Table named APPROVAL EMAIL to determine the actual email addresses to which the notifications are to be sent:

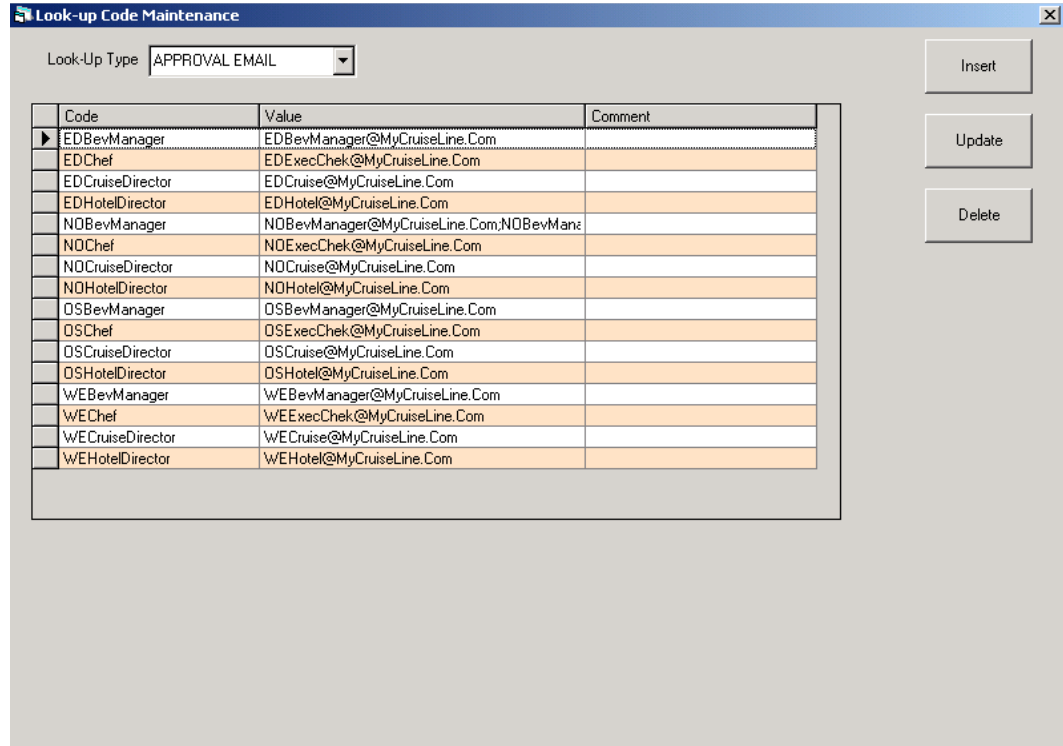


Figure 100 – The Approval Email Look-Up Type

The Code to the APPROVAL EMAIL table is XXYYYYYYYY, where XX is the assigned ship code and YYYYYYYY is one of the Generic email addresses stored in the APPROVALS table.

All requestor email addresses will be extracted from the Email Address stored in the User Set-Up and Maintenance Form.

Requests and Approvals – Approval Grid

The Approval Grid on the Function Book is the main method used to change the status of an Item of Event that is pending approval.

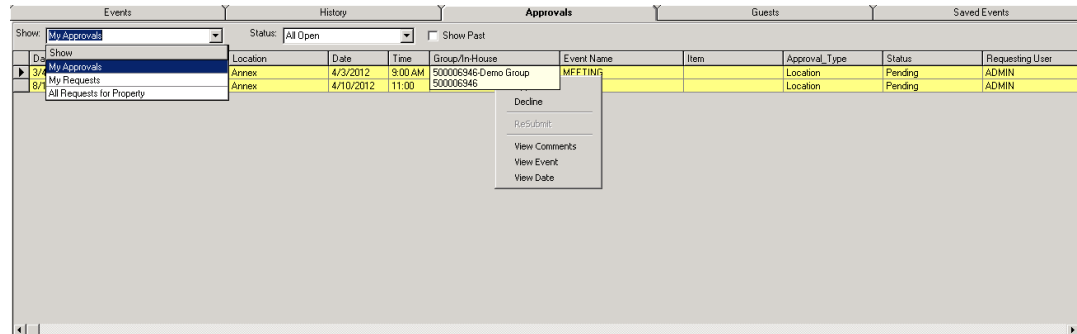


Figure 101 – Changing Event Item Status via the Function Book Approval Grid

At the top left corner is the drop down that allows a user to see just the Approvals that they have, the Requests they have made or all Requests for a Property.

If **My Approvals** is selected, then only the requests where the Approval Email matches the Email of the currently signed on user will be displayed.

If **My Requests** is selected, the only the requests entered by the currently signed on user will display.

If **All Requests for Property** is selected, then all requests regardless of who entered it or who can approve it are displayed.

A second drop down is available to expand or narrow the selection

| Events | | | | History | | Approvals | | Guests | | Saved Events | |
|----------------------|--------------------|----------|----------------|----------------------|------------|-----------|---------------|----------|-----------------|--------------|--|
| Date Entered | Property | Location | Status | Group/In-House | Event Name | Item | Approval_Type | Status | Requesting User | | |
| 8/18/2011 11:34:29 | Chicken of the Sea | Annex | All Open | 500006949-Demo Group | DESK | | Location | Pending | ADMIN | | |
| 3/4/2011 5:05:34 AM | Chicken of the Sea | Annex | Open Items | 500006946-Demo Group | MEETING | | Location | Pending | ADMIN | | |
| 3/7/2011 11:14:38 AM | Chicken of the Sea | Annex | Open Locations | 500006946-Demo Group | MEETING | | Location | Approved | ADMIN | | |

Figure 102 – Updating Approvals

All Open will display all open requests for both Items and Locations. **Open Items** will only show items that are pending, **Open Locations** only locations that are pending. **Declined** will show all requests declined, and **Approved** all requests approved. The Show Past check box can be used to see requests in the past. If this is not checked, only requests for the future are shown.

Once the grid is populated, users can select a request and right-click on it.

All users have the ability to View Comments, which show any interaction between the approver and the requestor, View Event, which will open the event in the Event Detail window, and View Date, which will switch the Function Book to the date of the event.

| Events | | | | History | | Approvals | | Guests | | Saved Events | |
|----------------------|--------------------|----------|-----------|---------|----------------------|------------|------|---------------|----------|-----------------|--|
| Date Entered | Property | Location | Date | Time | Group/In-House | Event Name | Item | Approval_Type | Status | Requesting User | |
| 8/18/2011 11:34:29 | Chicken of the Sea | Annex | 4/10/2012 | 11:00 | 500006949-Demo Group | DESK | | Location | Pending | ADMIN | |
| 3/4/2011 5:05:34 AM | Chicken of the Sea | Annex | 4/3/2012 | 9:00 AM | 500006946-Demo Group | MEETING | | Location | Pending | ADMIN | |
| 3/7/2011 11:14:38 AM | Chicken of the Sea | Annex | 4/3/2012 | 2:15 PM | 500006946-Demo Group | MEETING | | Location | Approved | ADMIN | |

Figure 103 – Approvals Right-Click Menu

Approvers have the option to either Approve or Decline the request. If the Approve option is selected the Event or Item is approved. If this was the only (or last) request for this event, the event status is changed to “BOOKED”.

If this was the first approval done for a login session, the system will ask the user to enter their full name.

Approver Name

Please enter your full name

OK

Cancel

Happy Camper

Figure 104 – Approver Name Prompt

This information is retained in the Approval record and can be reported on if required.

If the request is declined, a dialog box is displayed where who declined the request and the decliner must enter their name and a reason the request was declined.

Figure 105 – Adding Request Comments

Once a request has been declined, the user requesting the approval can reopen the request by right-clicking on the request and selecting **Resubmit** from the popup menu:

| Events | | History | | Approvals | | Guests | | Saved Events | | |
|----------------------|--------------------|----------|-----------|-----------|----------------------|------------|------|---------------|----------|-----------------|
| Date Entered | Property | Location | Date | Time | Group/InHouse | Event Name | Item | Approval Type | Status | Requesting User |
| 8/18/2011 11:34:29 | Chicken of the Sea | Annex | 4/19/2012 | 11:00 | 500008945-Demo Group | DESK | | Location | Pending | ADMIN |
| 3/4/2011 5:05:34 AM | Chicken of the Sea | Annex | 4/3/2012 | 9:00 AM | 500008945-Demo Group | MEETING | | Location | Declined | ADMIN |
| 3/1/2011 11:14:38 AM | Chicken of the Sea | Annex | 4/3/2012 | 2:15 PM | 500008945-Demo Group | MEETING | | Location | Approved | ADMIN |

Figure 106 – A Declined Request

This action will display the Request Comments form where the requestor can enter additional information for the request

Figure 107 – Adding Request Comments

Other users can re-open the request by editing the Event in the Function Book and making any change.

Requests and Approvals - Other Notes

When an Approver signs on to the system and there are open approvals, the following message box displays:

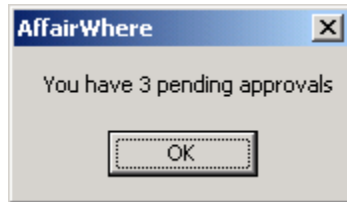


Figure 108 – AffairWhere Pending Approvals Prompt

When that user opens the function book, the Approval Grid will be selected. Locations must be approved before Items can be approved.

Any change to the date, time, and duration or end time for an event that was previously approved due to a location request will automatically cause that event to be set back to “Requested” and a new Approval Request sent to the ship.

All declined location requests will have their location changed to the “DECLINED” location. All properties must have a “DECLINED” location set up to accept the rejected requests.

The system was not set up for ship personnel to have to make requests for their space. It is assumed that ship personnel will be able to book their in-house events without requesting the space.

If a user’s security allows them to book into a location and there are no items that require approval, the event is considered booked, and no additional request records are recorded or maintained. This hopefully is the normal operation of booking events with requests happening only a few occasions.

7 Item Distribution

For certain cruise lines, AffairWhere provides the ability to specify the exact guests that are to attend an event or be included on an item distribution. For this to work correctly, additional logic must be added to the AffairWhere program so that it can access information on guests further in the future than is normally available.

The actual distribution is performed by the Item Distribution grid found in the History, Notes, and Distribution tabs on the Event Detail form.

| History | | |
|-------------------------------------|----------|------------|
| History Item | Added By | Date/Time |
| ▶ Event Added MEETING 4/4/2011 17:0 | Admin, | 3/15/2011 |
| Event Changed MEETING/Loc | Admin, | 3/15/2011 |
| Location Annex Approved | Admin, | 3/15/2011 |
| Event Changed MEETINGI | Admin, | 12/18/2011 |
| Event Changed MEETINGI | Admin, | 12/18/2011 |
| Event Changed MEETINGI | Admin, | 12/18/2011 |
| Event Changed MEETINGI | Admin, | 12/18/2011 |

| Notes | |
|---------------|--------------------------|
| Note | Inl |
| * [Text Area] | <input type="checkbox"/> |

| Item Distribution | |
|-------------------|-------|
| Guest Name | Cabin |
| | |

Add History

Figure 109 – History, Notes, and Distribution

Distributions can only be done when the Priced By for an Event is set to “Calc Guest” or “Calc Cabins”, and the Auto switch must be set off.

To record a distribution, right-click on the Item Distribution grid and select **Update Distribution**

| Item Distribution | |
|-------------------|-------|
| Guest Name | Cabin |
| | |

Update Distribution

Figure 110 – Updating Item Distribution

A message will flash while the guests for that group are loaded from the reservation system to the Delegates table in AffairWhere.

Once the Delegates Table is loaded, the Event Distribution form will appear.

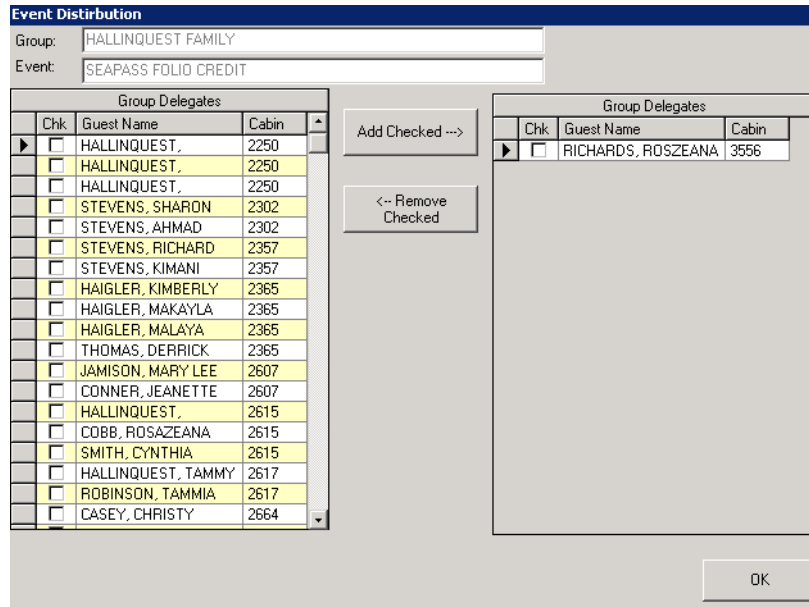


Figure 111 – Event Distribution

If the Priced By was “Calc Cabins”, then one guest per cabin will be shown in the left side grid. If the Priced By was “Calc Guests”, then all guests will appear.

Select the guests for the distribution by checking the check box beside each name and press the Add Checked command button.

To remove guests from the Distribution, check them in the right side grid, and the select **Removed Checked**.

When the OK button is pressed, the distribution for the Event is updated and the resulting guests displayed in the Distribution Grid.

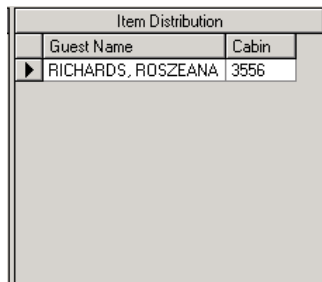


Figure 112 – Item Distribution

When an Event is distributed, the Attendance field is locked and a note beside the field shows that there was a distribution



Figure 113 – Locked Attendance Field

8 Locked Fields

Three forms in the system allow system administrators to set specific fields in these forms to locked so that users cannot make changes to these fields. This feature was originally put in place for on the Group Maintenance forms since some of the fields were owned by the cruise line's reservation system and should not be changed. The Item Maintenance form and the Add Item form were added.

The Locked Fields are controlled by the "LOCKED FIELDS" Look-Up Table Type. Once a field is locked, it cannot be altered within AffairWhere. Fields with a Background attribute will be colored pink, while others will be grayed out.

The Fields available for locking on the Add Banquet Item form include

| Look-Up Code Entry | Field on the Add Banquet Item Form |
|------------------------|------------------------------------|
| EVTITEM.CBOPROVIDER | Provide Drop Down Box |
| EVTITEM.CBOTYPE | Item Type Drop Down Box |
| EVTITEM.TXTITEMCODE | Item Code Text Box |
| EVTITEM.TXTPRICE | Item Price Text Box |
| EVTITEM.CBOPRICEBY | Priced By Drop Down Box |
| EVTITEM.TXTDELIVERY | Deliver Text Box |
| EVTITEM.TXTQUANTITY | Quantity Text Box |
| EVTITEM.TXTDESCRIPTION | Description Text Box |
| EVTITEM.TXTCOMMENTS | Comments Text Box |
| EVTITEM.GRDNOTES | Notes Grid |

The screenshot shows a window titled "Add Banquet Item" with a blue header and a close button. The form contains the following fields and controls:

- Item Code: Text box containing "Kosher Snacks"
- Item Type: Drop-down menu showing "Food"
- Provider: Drop-down menu showing "Galley"
- Priced By: Drop-down menu showing "Fixed Priced"
- Price: Text box containing "0"
- Quantity: Text box containing "1"
- Description: Text box containing "Kosher Snacks"
- Comments: Empty text box
- Notes: A grid with a "*" in the first cell and an empty cell to its right, followed by a checkbox.
- Buttons: "Insert" and "Cancel" at the bottom right.

Figure 114 – Add Banquet Item

| Look-Up Code Entry | Groups Form | Look-Up Code Entry | Groups Form Field |
|---------------------------|-------------------------|----------------------------|--------------------------------|
| FRMGROUPS.CHKLINK | Link Check | FRMGROUPS.SBOCOMPANY | Company Drop Doan |
| FRMGROUPS.CHKPARTY | Party Check | FRMGROUPS.TXTCOMMENTS | Comments |
| FRMGROUPS.DTARRIVE | Arrives Date | FRMGROUPS.TXTSALESFIRST | Sales Text Box |
| FRMGROUPS.DTDEPART | Departs Date | FRMGROUPS.TXTSALESLAST | 2 nd Sales Text Box |
| FRMGROUPS.SBOGROUPTYPE | Type Drop | FRMGROUPS.TXTOTHERREPFIRST | Other Rep Text Box |
| FRMGROUPS.TXTADDRESS1 | Address Text | FRMGROUPS.TXTCONTACT | Ship Cmnts |
| FRMGROUPS.TXTADDRESS2 | 2 nd Address | FRMGROUPS.DTRECEIVED | Received Date |
| FRMGROUPS.TXTADDRESS3 | 3 rd Address | FRMGROUPS.DTCONFIRMED | Confirmation Date |
| FRMGROUPS.TXTAGENCY | Agency Text | FRMGROUPS.CHKDONT | Don't Show Check Box |
| FRMGROUPS.TXTBOOKNBR | Booking No. | FRMGROUPS.TXTGROUP_ID | Group ID Text Box |
| FRMGROUPS.TXTCITY | City Text Box | FRMGROUPS.TXTGROUPNAME | Group Name |
| FRMGROUPS.TXTCONTACTFIRST | Agent Text | FRMGROUPS.TXTMAINCABIN | Main Cabin |
| FRMGROUPS.TXTCONTACTLAST | 2 nd Agent | FRMGROUPS.TXTMANAGERFIRST | Coordinator First Name |
| FRMGROUPS.TXTCOORDEMAIL | Coordinator | FRMGROUPS.TXTMANAGERLAST | Coordinator Last Name |
| FRMGROUPS.TXTCOORDPHONE | Coordinator | FRMGROUPS.TXTOTHERFIRST | Main Contact First |
| FRMGROUPS.TXTCOUNTRY | Country Text | FRMGROUPS.TXTOTHERLAST | Main Contact Second |
| FRMGROUPS.TXTCRUISE | Cruise Text | FRMGROUPS.TXTPHONE | Agency Phone |
| FRMGROUPS.TXTCURRENCY | Cur Text Box | FRMGROUPS.TXTPROFILE | Profile |
| FRMGROUPS.TXTDELEGATES | Guests Text | FRMGROUPS.TXTRATE | Rate |
| FRMGROUPS.TXTDINING | Dining Text | FRMGROUPS.TXTROOMS | Rms |
| FRMGROUPS.TXTEMAIL | Agency Email | FRMGROUPS.TXTSTATE | St |
| FRMGROUPS.TXTEXPECTED | 2 nd Guests | FRMGROUPS.TXTZIP | Zip |
| FRMGROUPS.TXTFAX | Fax Text Box | | |

Property: Chicken of the Sea

Group ID: TNE Group Name: Demo Group 500006954 Dont Show

Booking No: Guests: 6 16 Cruise: N923 Rms: 0 Party

Arrives: 4 / 2 / 2012 Departs: 4 / 18 / 2012 Coordinator:

Type: HEADQUARTERS Phone:

Received: 10 / 9 / 2008 Confirmation: 10 / 9 / 2008 Email:

Company: Sales:

Profile: Other Rep:

Dining: Agency: TRANSAT

Comments: Agent: SABRINA

Main Contact: Address: 191 THE WEST MALL 7TH FLOOR

Main Cabin: Curr./Rate: 1 City, St Zip: TORONTO ON M9C 5K8

Ship Cmnts: Country: Phone: 4166208080

Fax: Email:

Update Return

Figure 115 – The Locked Group Name Field

Look-Up Code Entry Field on the Standard Event Items Form

| | |
|-------------------------|---------------------------|
| FRMITEMS.CMDADDPRICE | Add Price Button |
| FRMITEMS.CBOPRICEDBY | Priced By Combo Box |
| FRMITEMS.CHKDAILY | Daily Check Box |
| FRMITEMS.CHKREFUND | MOB Check Box |
| FRMITEMS.CMDDELPRICE | Delete Price Button |
| FRMITEMS.CMDUPDPRICE | Update Price Button |
| FRMITEMS.DTFROM | Events From Date Control |
| FRMITEMS.DTTO | Events To Date Control |
| FRMITEMS.TXTLINK | Link Code |
| FRMITEMS.TXTPRICE | Price Test Box |
| FRMITEMS.TXTSALES | Sales Text Box |
| FRMITEMS.TXTITEMCODE | Item Code |
| FRMITEMS.TXTDESCRIPTION | Description |
| FRMITEMS.CHKPACKAGE | Package Only Check Box |
| FRMITEMS.CBOTYPE | Item Type Dropdown List |
| FRMITEMS.CBOPRICEDBY | Priced By Dropdown List |
| FRMITEMS.TXTCOMMENTS | Comments Text Box |
| FRMITEMS.TXTWARNING | Warning Text Box |
| FRMITEMS.TXTAPPROVAL | Approval Combo Box |
| FRMITEMS.CBOSETUP | Min Setup Dropdown List |
| FRMITEMS.CBOCLEANUP | Min BrkDown Dropdown List |
| FRMITEMS.XBOBEFORE | Min Before Dropdown List |

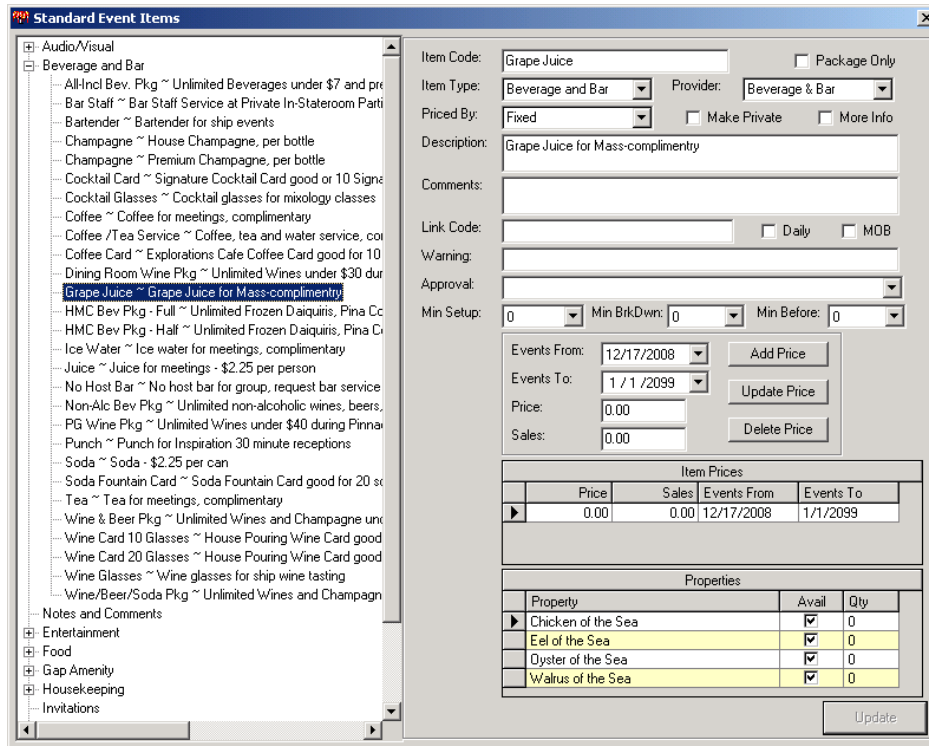
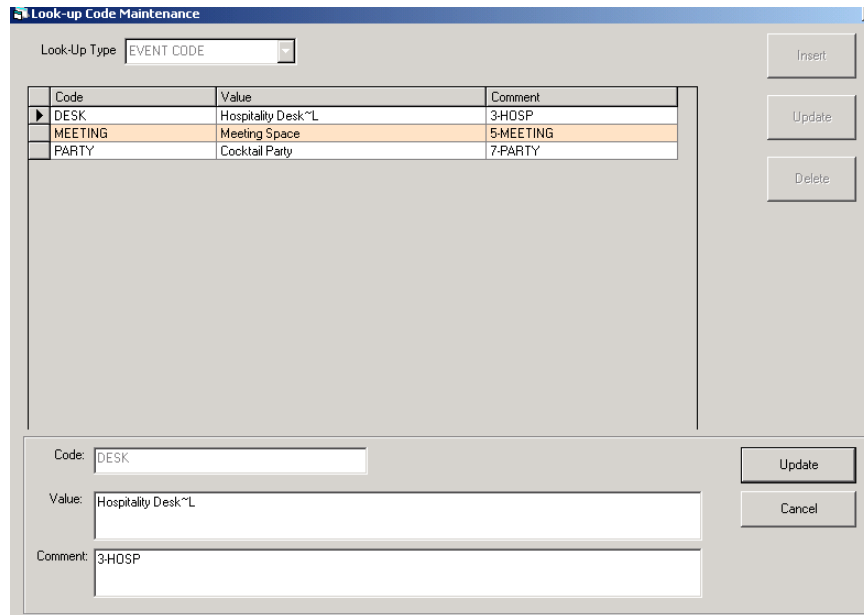


Figure 116 – Standard Event Items

9 Event Code Look-Up Table

The Event Code field on the Event Detail Form can be used to pre-populate the Event Name, Category and Priced By Fields by setting up entries in the EVENT CODE Look-Up Table.



The screenshot shows the 'Look-up Code Maintenance' window. At the top, 'Look-Up Type' is set to 'EVENT CODE'. Below this is a table with three columns: Code, Value, and Comment. The table contains three entries: 'DESK' with 'Hospitality Desk~L' and '3-HOSP', 'MEETING' with 'Meeting Space' and '5-MEETING', and 'PARTY' with 'Cocktail Party' and '7-PARTY'. To the right of the table are buttons for 'Insert', 'Update', and 'Delete'. Below the table are input fields for 'Code', 'Value', and 'Comment', with 'Update' and 'Cancel' buttons.

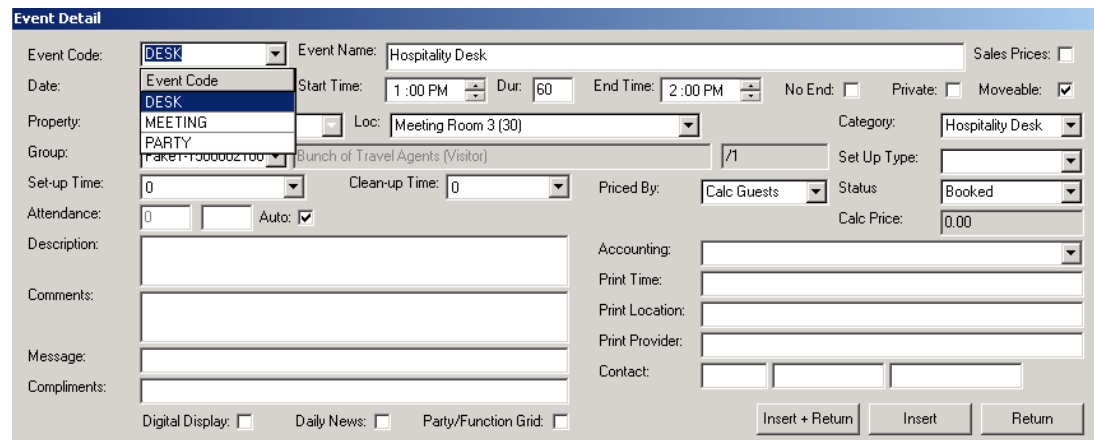
| Code | Value | Comment |
|---------|--------------------|-----------|
| DESK | Hospitality Desk~L | 3-HOSP |
| MEETING | Meeting Space | 5-MEETING |
| PARTY | Cocktail Party | 7-PARTY |

Figure 117 – Event Code Look-Up Type

The Code field in the Look-Up Table entry holds the Event Code that will be displayed in the drop down box.

The Value contains the text to be placed into the Event Name field. It can optionally include the Priced By code by appending the code at the end of the Name separated by a Tilde (“~”)

The Comments for the entry hold the Event Category and must match an entry in the EVENT CATEGORY Look-Up Table.



The screenshot shows the 'Event Detail' form. The 'Event Code' field is a drop-down menu with 'DESK' selected. A dropdown menu is open, showing 'DESK', 'MEETING', and 'PARTY'. The 'Event Name' field contains 'Hospitality Desk'. Other fields include 'Date', 'Start Time', 'Dur.', 'End Time', 'No End', 'Private', 'Moveable', 'Property', 'Loc.', 'Category', 'Group', 'Set-up Time', 'Clean-up Time', 'Priced By', 'Status', 'Set Up Type', 'Attendance', 'Auto', 'Description', 'Comments', 'Message', 'Compliments', 'Accounting', 'Print Time', 'Print Location', 'Print Provider', 'Contact', 'Digital Display', 'Daily News', 'Party/Function Grid', 'Insert + Return', 'Insert', and 'Return'.

Figure 118 – The Event Code Drop-Down

10 Send Group Letters

Some cruise lines will have a feature that allows a report to be generated for a group and then emailed to the travel agency's email address. For this feature to work, the AffairWhere client must be able to send SMTP emails through a relay provided by the cruise line.

To send a letter: select a group, right-click, and then select **Send Letter** from the pop-up menu.

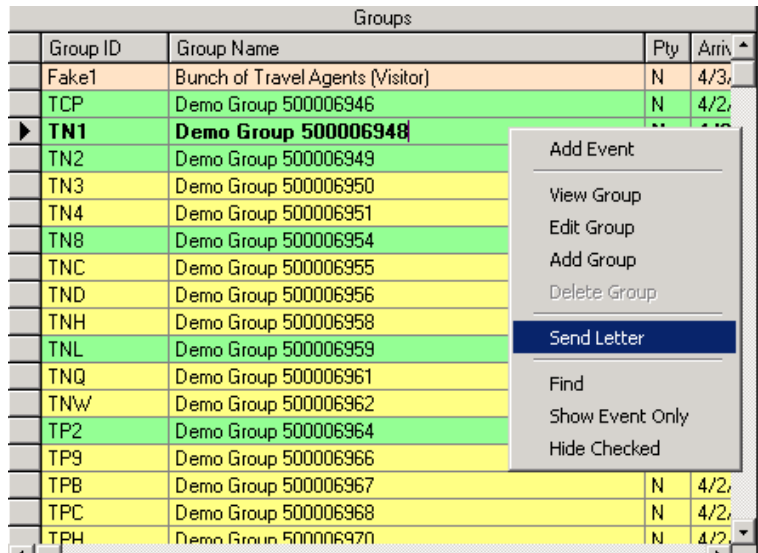


Figure 119 – Right-clicking a Group

The screen will display a dialog showing that the report is being produced and then display the Group Letter Email form.

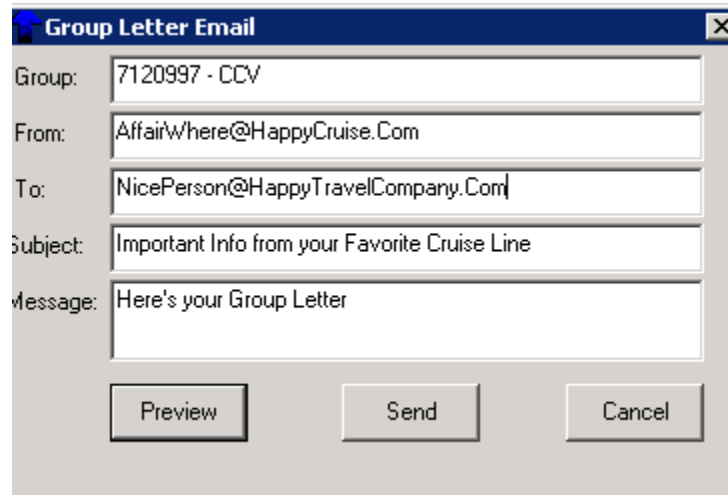


Figure 120 – Group Letter Email Dialog

The form will be pre-populated with the Coordinator's Email Address as the From and the Travel Agency's Email address as the To. The Subject is pulled from the "GROUP LETTER SUBJECT" Look-Up Param and the Message is pulled from the "GROUP LETTER MESSAGE" Look-Up Param.

The user can preview the letter before sending it by pressing the Preview command button.

To send the letter the user can press the Send command button. The date and time the letter was sent is recorded in the Group History log table.

Several other PARAM entries are needed to support this feature:

- GROUP LETTER REPORT – Holds the name of the Crystal Report to be used for the Letter.
- GROUP LETTER DIR – Holds the directory where the report PDF file will be written. Once the letter is sent, the report file will be deleted. All users allowed to send letters must have write abilities to this directory.

The system must also have all Email PARAM entries completed including:

- EMAIL PORT
- EMAIL SERVER
- EMAIL USER and
- EMAIL PASSWORD