Oracle® Hospitality Cruise Shipboard Property Management System
Advance Quick Check-In User Guide

Release 20.1

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Contents

Preface

The Advance Quick Check-In Module (AQCI) is a module that facilitates quick and effective check-in and records vital information of passengers during embarkation. It also has a wizard to help simplify the check in process, which is the Check-In Wizard (CIW).

Audience

This document is intended for project managers, application specialists and users of Oracle Hospitality Cruise Shipboard Property Management System.

Customer Support

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

https://support.oracle.com

When contacting Customer Support, please provide the following:

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

Documentation

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

Revision History

Table 1   Revision History

Date	Description of Change
September 2020	Initial Publication

Prerequisites, Supported Systems and Compatibility

This section describes the minimum requirements for the Advance Quick Check In module.

Prerequisites

- Advance Quick Check In.exe
- Administration.exe

Supported Operating System

- See Compatibility Matrix at http://docs.oracle.com/en/industries/hospitality/.

Compatibility

SPMS version 20.1 or later. For customers operating on version 20.1 and below, database upgrade to the recommended or latest version is required

1

Setting Up AQCI

In the Setup tab, you can configure the related parameter and hardware used by the ship. It features General Setup, Terminal Setup, Wizard Travel Rules, Save Layout, Restore Default Layout, and Layout Feature.

Figure 1-1   AQCI Setup Tab
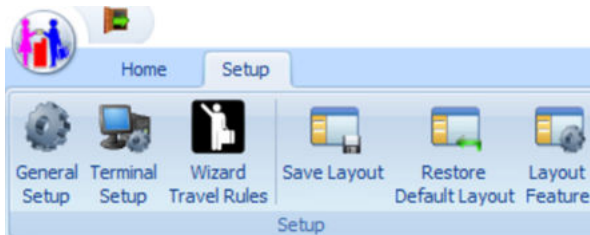
General Setup

The General Setup section contains all the general settings for use in AQCI. The general setting tabs are described as below:

Figure 1-2   AQCI General Setup

Parameters

To enable the parameters, at the Function Key Assignment section, assign the function keys according to the ship operator requirements

Hardware

You can specify the required devices such as Card Reader, Barcode Reader, Signature Devices, Passport Reader and Special Settings in this tab.

Video

The system is preconfigured with a video format and this can be adjusted settings according to the device used in this function.

- Click **Video Format** tab, adjust the necessary fields and click **Apply**.

- Click **Capture** to preview the video display.

Field Definition

To define the required entry fields in the reservation screen, you can select the available check boxes.

- **Required Field:** This sets the field as mandatory and you must enter a value into this field.

- **Editable Field:** This field is shown on the reservation screen and is editable but not a mandatory field.
- **Required Per Cabin:** If this field is checked, then it becomes required for that particular cabin and use per below scenario:
  - Either one of the checked-in guest in the same cabin have entered the required field.
  - Either one of the checked-in guest or expected guest in the same cabin have entered the required field.
  - Both expected check-in guest and expected debarking guest in the same cabin have entered the required field Message will not prompt for expected debarking guest if expected check-in guest have the required field entered. The program checks the required field for expected check-in guest even though the expected debark guest has the required field entered.
  - Program will take **Required Field** as priority if both **Required Field** and **Required per Cabin** option is checked for the field.

Document Scanner

You can assign a document scanner to each document type use in AQCI.

1. In **Predefined Document Type**, choose from the drop-down list the specific document type and in **Scanner**, and choose the preferred scanner.
2. Click **Apply** and continue to define the next document type.
3. To remove the scanner assignment from **Predefined Document Type**, select the document type from the drop-down list and click **Reset**.

Printer

In this section, printers such as Board Card Printer, Credit card slip printer or encoder are configured for use in AQCI. To configure, choose the specific printer from the drop-down list and click **Apply**.

Setting Up a Terminal

Terminal Setup is where you configure the client workstation that runs the AQCI, and is used to load the saved layout or if it is specified to be shared with certain workstation. The **Name** field in the Setup Form indicates the PC Name or the PC IP Address.

1. Click **Add** to add a new terminal workstation.
2. Enter a mandatory **Code** field and **Name**, followed by the Terminal Name.
3. Insert the comment in the **Comments** field, if any.
4. Click **Save** to save the information.
5. Click **Delete** to delete the terminal workstation that you no longer require.
6. Click **Close** to exit the setup window.

Saving a Layout

The layout selection allow you to save and grant a specific user or terminal to a use layout designed to accommodate the check in process at each location

Figure 1-3   Save Layout
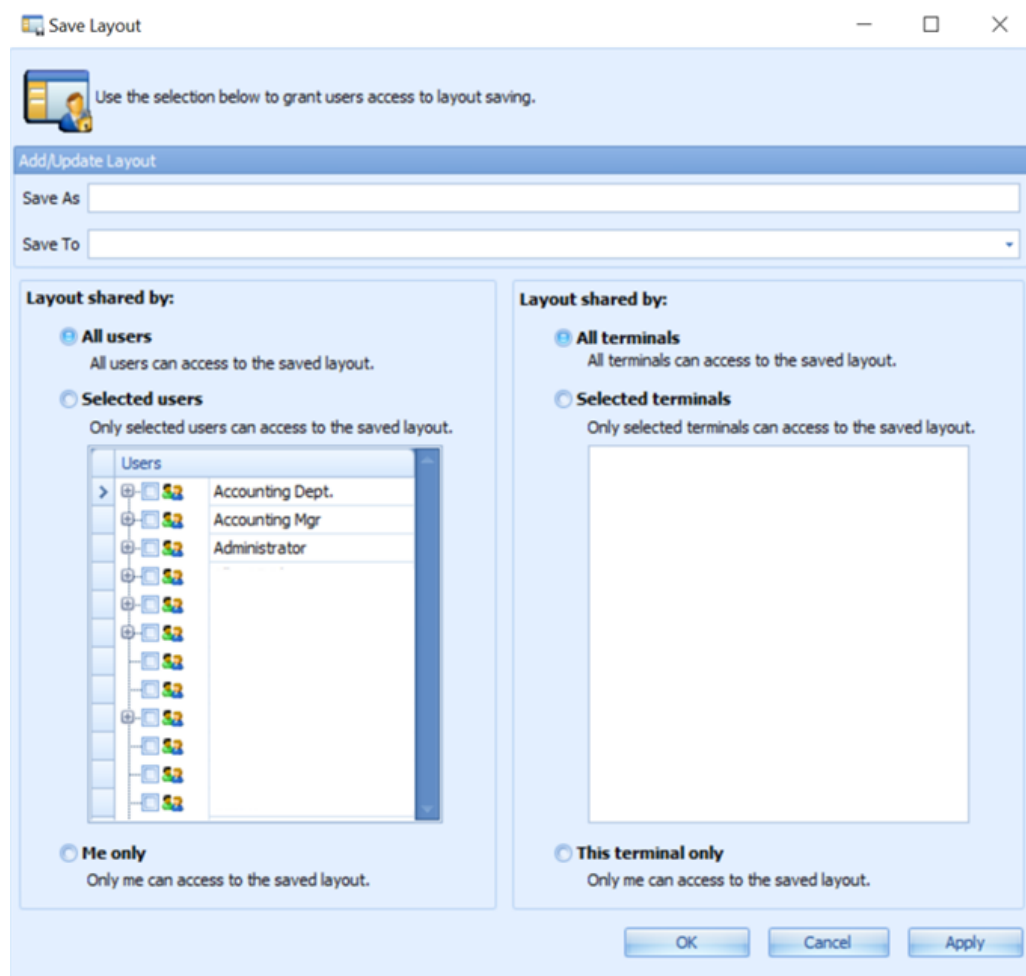
- For new layout, you can choose **Save As** to define the layout name, and click **OK** to save.
- For existing layout, you can choose **Save To**, to update the existing layout from the drop-down list.

You can share the layout using below options:

- **All Users:** All users can access to the saved layout.
- **Selected Users:** Only selected users can access to the saved layout.
- **Me Only:** Only I can access to the saved layout.
- **All Terminals:** All terminals can access to the saved layout.
- **Selected Terminals:** Only selected terminal can access to the saved layout.
- **This Terminal Only:** Only for this particular terminal can access to the saved layout.

Restoring Default Layout

The Restore Default Layout restores the entire check-in screen back to the system default layout.

To reset the layout, click the **Restore Default Layout** button at ribbon bar and then click **OK** once the restore completes.

Figure 1-4   Restore Default Layout
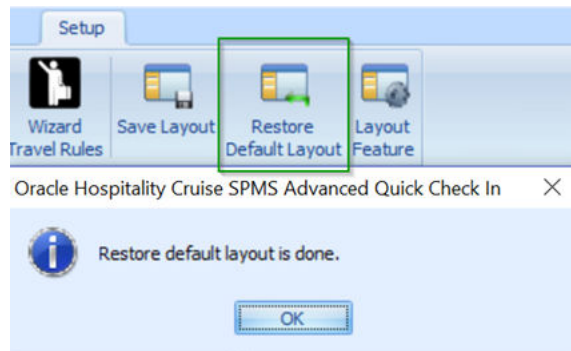
Customizing a Layout

Every ship operator have the option to design their Check-In screen layout according to their user, user group or workstation. In this Customize Layout option, you can drag and drag the objects to customize the layout.

Figure 1-5   Layout Labels
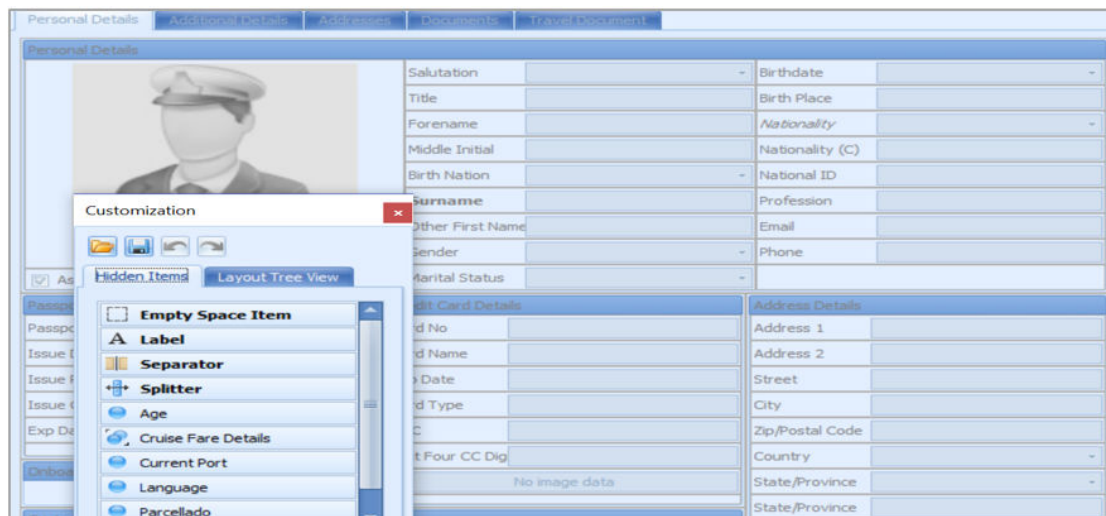
1.   At the AQCI main screen, right-click at any blank space in the **All Details Tab**.

2. Select the **Customize Layout** to open the **Customization** window and switches the AQCI form to a Disable mode.

3. To remove a field from the All Details form, highlight a field until a dotted outline appears around the element.

Figure 1-6   Selected Label
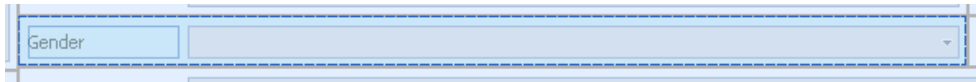
4. Drag and drop the selected field into the **Customization, Hidden Items** tab to remove the field from the AQCI Check In form.

5. Once the layout is finalized, click the **X** to close and return to AQCI *Enable* mode.

Restoring Field/Group

In order to restore a field or group back to the detail screen, you are required to switch the layout mode to *Disable*.

1. At the **Customization window, Hidden Items** tab, highlight a field or a group from the Hidden Items list.

2. Drag the field/group to the AQCI form and drop the item(s) at the desire location. The new location of the field/group depends on where the splitter line is.

Figure 1-7   Layout Field Splitter
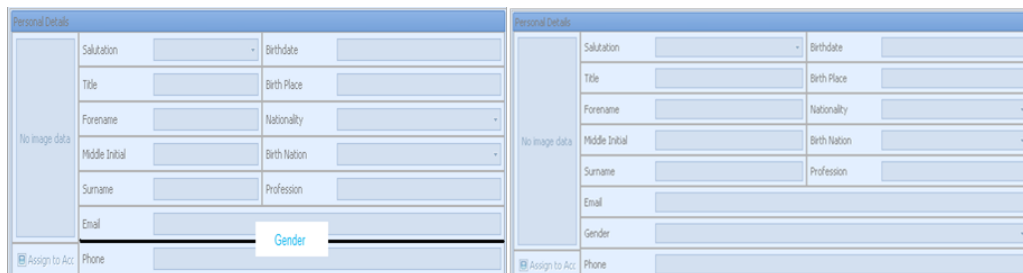
Renaming a Field Name

1. Highlight a field and then right-click to select the **Rename** option. The field label is now enabled for editing.

2. Rename the label with a new name and click **Enter** to save.

Layout Features

The Layout Feature allows you to **Import, Export** and **Remove** of the specific layout required by the users. In **Layout Change**, the default layout is the *last saved* layout, if multiple layout exists for a user.

Figure 1-8   Layout Feature
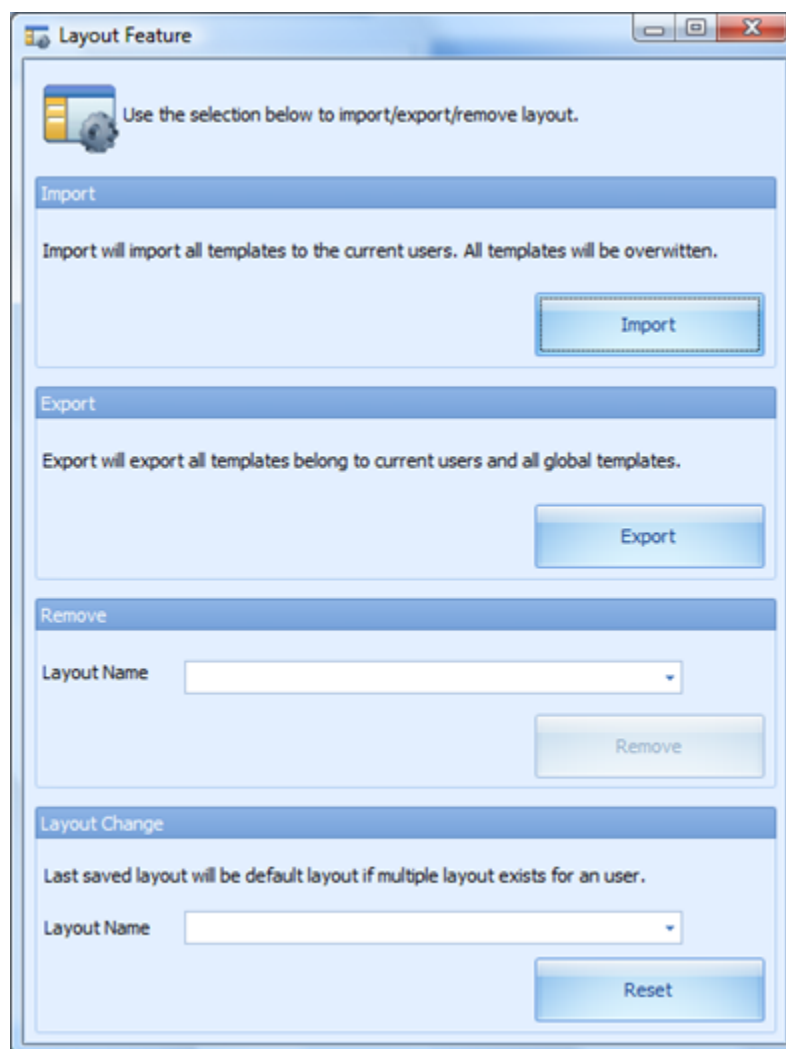
Importing a Layout

1. At the**Import** screen, browse the XML file you want to import into the database

2. By default, the *Export template with XML file default users and terminals* is checked. Uncheck the check mark to select whether shared the template to **Selected Users, an individual, Selected Terminals** or **This Terminal only**.

3. Click **Import**.

4. At the notification prompt, read and understand the message, then select **Yes** to complete the process.

Exporting a Layout

The Export feature allows you to export the saved template and layout to an XML file format, for use in the same or different database. In Template Export screen, you can export layout based on below options:

• Export all templates created by the user.

- This exports the template created by current login user. For example, Template A is created by user A. Template B is created by user B. When User A login to the system, only Template A is being exported.
- Export all templates can be accessed by the user.
  - This exports the template that are shared by the current login user. For example, Template A and Template B is shared by user A. Template C is shared by user B only. When User A login to the system. Only Template A and Template B is being exported.

Exporting a Template

1. From the Layout Feature window, click **Export**. This opens the Template Export window.
2. Choose the export option by selecting the radio button. If **Export individual template** is chosen, select the template from the drop-down list. For example, the template created by current login user is shown.

Figure 1-9   Template Export
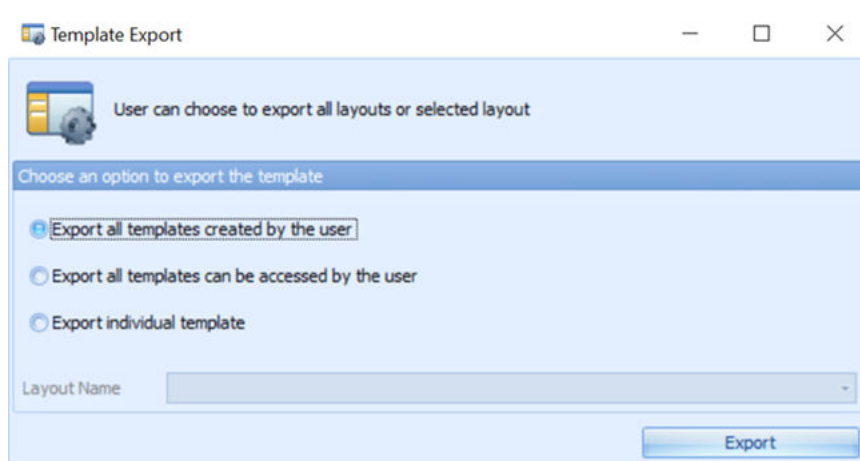
3. Click **Export** to proceed and select a location to save the file when prompt.
4. Click **Save** to complete the process.

Removing a Layout

The Remove Layout option only permits the creator of the layout to remove the layout from the view. If the layout has been deleted, only the user who is linked to that particular layout is able to login to the module and load the original layout.

To remove a layout, select the Layout Name from the drop-down list and click **Remove**.

Changing a Layout

The system permits a you to share multiple layout and specify which layout is the default for other users. Note the last saved layout is the default if multiple layout exists for the user.

To change a layout, select the layout name from the Layout Name drop-down list and click **Reset**.

Resetting Layout to System Default

A layout can be restored to the system default layout with one simple step that is, by right-clicking on the Reservation screen and select **Reset Layout**.

2
AQCI Functions

The AQCI module is designed to ease the check-in process using a quick passenger registration and collection of passport details, and printing of board card at the end of the process. All these processes are performed from the Home Tab.

Figure 2-1   AQCI Functions
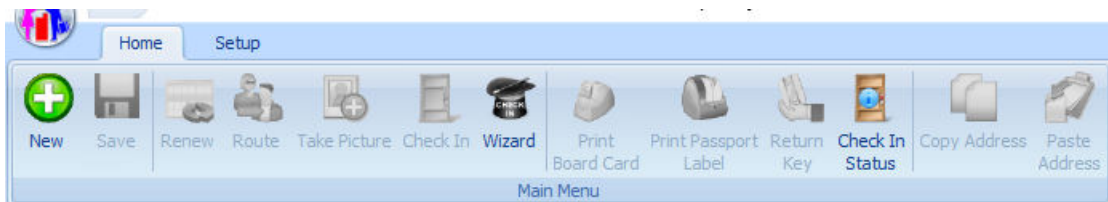
New

A vast majority of guests arriving are with confirmed reservations. However, there are instances where new reservations are added on the spot.

You can create a new reservation and add to the passenger manifest with below steps.

1. Click **New** at the ribbon bar.

2. At the Reservation Form, enter all the relevant details manually or scan the passport through the passport scanner.

3. Check the **Notice and Consent** check-box. If this is left uncheck, the system prompts a warning message and prevent you to proceed.

4. Click **Save** at the ribbon bar to save the reservation. The newly created reservation is group under the **Expected** reservation category.

Renew

The **Renew** function reactivates a "Checked Out" guest account. To renew a reservation,

1. Search for the passenger account in **Account Search** section and choose **Reserv Status** as *History* and select the past **Embark Date** using the date editor.

2. In the result grid, select the passenger name, update the passenger detail and select a cabin from the available cabin list, and click **Renew** at the ribbon bar.

3. At the *Information has been changed. Do you want to save?* prompt, select **Yes** to complete the process.

Route

The Route function either routes the charges from/to an account, depending on the routing configuration.

1. At **Account Search** section, search for the guest account and select the desire account by holding the **CTRL+** key or **SHIFT+ key**.

2. At the ribbon bar, click **Route** and select the account to route. The first account you select is the Payer and Payer account is tagged with *"P"*, whereas the Routed account is tagged with *"R"*.

3. To cancel the routing, select the account and click **Cancel Route** at the ribbon bar.

Figure 2-2   Route Function

Take Picture

The Take Picture function allows you to recapture the picture of the pre-embark guest or for a new reservation. To take a picture, select the account and click **Take Picture** at the ribbon bar

Check In

The Check In function checks in the select account(s) and changes the booking status from *Reservation* to *Embark* when all passenger's information have been corrected and updated accordingly.

The system validates the guest mandatory fields based on defined coast guard agency requirements in *Administration, System Setup, Database Parameter Setup, General, APIS Border Custom Handling*. For example, if Parameter value is **'CARICOM'**, the system validates guest mandatory fields based on Parameter, **'CARICOM',' Mandatory Fields For <NONCREW>'**.

To check in an account,

1. Search the account using the selection filters in **Account Search** section.

2. Select the account and click **Check In** at the ribbon bar. The system does not permit a check in into a dirty cabin.

Print Board Card

The Print Board card prints the cabin board cards at check-in to a printer defined in **Setup, Printer tab**.

1. At the selected account, click **Print Board Card** at the ribbon bar.

2. Select the Print Board Card reason when prompt and click **OK**. This encodes a card that includes the door lock combination, depending on the type of door lock interface and the guest details such as cabin number, embark/disembark date

Print Passport Label

The Print Passport Label prints an identification label to be tagged to passenger's passport. You are require to configure the supported hardware in **Setup, General Setup, Printer, Passport Label Printer**. You can also configure the same in **Management module, Options, Hardware, Printer**. Please consult Oracle Customer Support for supported hardware or assistance.

Return Key

The Return Key function allows the Check In agent to request a key (board card) for a passenger during embarkation from a central location where the keys are stored. This additional printing process handling speeds up the check in process by allowing the Key Runner to pull out the key for those passengers, based on the requests stated on the printed receipt.

These keys physically handed to the respective Check In agent. To use this function, you must turn on parameters in **Administration module, System Setup, Database Parameter Setup, Enable Key Runner Remote Printing** and **Auto Print Key Runner Receipt**.

The Key Runner process is triggered when you:

• Edit the passenger's passport number

• Edit the passenger's credit card information

• Scan the Booking Number barcode

To trigger Key Runner receipt printing when scanning a barcode, configure these two parameter in **Administration module, System Setup, Database Parameter Setup, 'Advance QCI'**,

• Auto Print Key Runner Receipt = 1

• Extend Search Criteria = RES_BOOKNR

• When searching for a guest, change the search criteria to **Same Booking No**. If three (3) guests with same booking number and same cabin were found, a *single* Key Runner Receipt will be printed. Whereas, for three guests with different cabins, three different Key Runner receipts will be printed.

• Guest with the same embarkation date and cabin will be printed in a single Key Runner receipt.

• The Key Runner printer must be configured in **General Setup, Printer, Key Runner Printer** and choose the required printer from the drop-down list.

• The Return Key is re-enabled at the ribbon bar of the Check In screen once the receipt has been printed for the passenger. The receipt is only print once for the same cabin, unless the Return Key is clicked to reset the key status. This would then allow the user to send the key request again to the Key Runner.

Figure 2-3   Key Runner Request

Key Runner Request

Date/Time Printed: 17/5/2010   2:23:26PM

Please deliver the following key for

4069

To

Workstation:
User:

Check In Status

You can view the total number of Reservations, Checked-In, and the Remaining status of the guests that has not checked-in based on the current date and time

Copy/Paste Address

The Copy Address function allows you to copy the address from one reservation to another reservations and saving data entry time when both reservation shares the same address.

1.   At the Passenger Details screen of the selected account, click **Copy Address** at the ribbon bar.

2.   Select the account to copy to and click **Paste Address**.

Swipe Passport

The Swipe Passport function allows you to capture the passenger's passport details by swiping the passport through a passport scanner instead of manually entering the details. This requires a passport reader to be configured in **General Setup, Hardware, Card Reader** section.

3

Guest Detail Overview

The Guest Detail Overview screen is the main screen of the AQCI module. This screen not only enables you to search for an account, it also displays the passenger's information in different tabs.

Account Search

Figure 3-1   Account Search Function

Table 3-1   Field Definition of Account Search

Field Name	Description
Search Criteria	
Same Partial Name	Searches name containing characters entered in the field
Same Name	Searches names matching the name
Name List	Displays names in listing
Same Cabin	Searches passenger in the same cabin.
Cabin List	Displays cabin by list
Same Booking Number	Searches reservation matching the booking numbers entered
Same Group	Searches for passengers in the same group entered
Same Routing	Searches for passengers in the same routing entered
Account ID	Search for matching account ID entered.

Table 3-1   (Cont.) Field Definition of Account Search

Field Name	Description
Account Type	
Guest	Search for record type categorize as Guest
Crew	Search for record type categorize as Crew
Visitors	Search for record type categorize as Visitor
All	Search for record the above category
Reservation Status	
Reservations	Filter for Reserved bookings (Expected)
Check In	Filter for all booking that has check in
All	Filter result for all booking type
History	Filter for all check-out reservations.

1. At the **Account Search** section, select one of the following criteria from the drop-down list to search for an account.
2. At **Embark Date**, choose the required embarkation date using the date editor.
3. Click **Search** to get the results of the search accordingly.

Adding/Updating New Personal Details

To add/update the passenger personal details,

1. Repeat steps 1 to 3 of Account Search.
2. Update the relevant fields within the tab and/or other tabs such as **Additional Details, Addresses, Documents and Travel Documents**.
3. Check the applicable check boxes, if any, and click **Save** at the ribbon bar to save the details.

Table 3-2   Personal Details Tab

Field Name	Description
Salutation	Salutation of contact person
Title	Given Title of contact person
Forename	Forename of contact person
Middle Initial	Middle Initial of contact person
Birth Nation	Birth Place of contact person
Surname	Surname of contact person
Other First Name	Other First Name of contact person
Other Name	Other Chinese Name of contact person
Gender	Male or Female
Marital Status	Marital Status of contact person. i.e.: 'D' Divorced, 'M' Married, 'N' Newly Wed or 'S' Single

Table 3-2   (Cont.) Personal Details Tab

Field Name	Description
Birthdate	Birthdate of contact person
Birth Place	Birthplace of contact person
Nationality	Nationality of contact person
National ID	National ID number of contact person
Profession	Profession of contact person
Email	Email Address of contact person
Phone	Phone number of contact person

Table 3-3   Passport Details Field Definition

Field Name	Description
Passport No	Passport number of contact person
Issue Date	Issue Date of Passport
Issue Place	Issue Place of Passport
Issue Country	Country passport is being issued
Exp Date	Passport Expiry Date

Table 3-4   Credit Card Details Field Definition

Field Name	Description
Card No	Credit card number of contact person
Card Name	Credit card name of contact person
Exp Date	Credit card Expiry date
Card Type	Type of Credit card
DCC	Dynamic Currency Conversion exchange rate
Last Four CC Dig	Credit Card Last Four Digit

Table 3-5   Address Details Field Definition

Field Name	Description
Address 1	Address of Contact Person
Address 2	Address of Contact Person
Street	Street Address of Contact Person
City	City Address of Contact Person
Zip/Postal Code	Zip / Postal Code Address of Contact Person
Country	Country of Contact Person
State/Province	State / Province of Contact Person
State/ Province	State / Province of Contact Person (In US) if user select the US as the first State / Province

Table 3-6   Reservation Details Field Definition

Field Name	Description
Other BCard No	Other Board Card Number
Onboard Card Number	On-Board Card Number
Shore-G. ID	Shore-G Number
Res Status	Reservation Status
Embark Date	Embarkation Date
Embark Port	Embarkation Port
Disembark Date	Disembarkation Date
Disembark Port	Disembarkation Port
VIP Status	Any VIP Status
Guest Type	Type of Guest
Cabin	Cabin number
Shore-Res.ID	Shore Reservation number
Ticket No	Ticket Number
Insurance Desc	Description of Insurance
Insurance No	Insurance Number
Tag	Guest, Crew, Visitor, Staff or Resident

Table 3-7   Additional Details Tab Field Definition

Field Name	Description
Cruise Days	Number of cruise days
No. of Cruises	Number of Cruises
Group No	Grouping by ID and Description
Classification	Classification/VIP flag
PPD Type	Regular Crew, Regular Staff or Service Staff
Queue ID	Queue Identification Number
Handicap 01 Code	Handicap Code i.e.: '01' Mentally Challenged, '02' End of Cruise (Dependent need accompanies) , 'BL' Blind , 'HA' Handicapped or 'WH' Wheelchair
Handicap 01 Note	Handicap remarks
Other Name	Other name of guest
Cruise Fare Code	Code for Cruise Fare
Cruise Full Fare	Cruise Full Fare
Cruise Fare	Cruise Fare
Cruise Fare Balance	Balance of Cruise Fare
Award Level	Frequent Cruiser Award Level
Frequent No@	Royality number
Ceia No	Card Reader Frequency ID Number

Table 3-7   (Cont.) Additional Details Tab Field Definition

Field Name	Description
Ship Email	Ship's Email Address
Disc Template	'LV1' Disc Template 1 - 10%, 'LV2' Disc Template 2 - 15% or 'LV3' Discount Template 3 - 100%
Document Checked	Confirms Travel document is verified at check in
Completed Online Form	Confirms passenger completed the Online Survey form
Document Collected	Confirms Travel Document has been collected.
Exclude From Quick Billing Printing	Passenger is excluded from Quick Billing printing

Table 3-8   Emergency Contact Details Field Definition

Field Name	Description
Name	Name for Emergency Contact
Relationship	Relationship of Emergency Contact
Address	Address of Emergency Contact
Street	Street of Emergency Contact
Zip	Zip number of Emergency Contact
City	City of Emergency Contact
State	State of Emergency Contact
Country	Country of Emergency Contact
Phone	Phone number of Emergency Contact
Mobile Phone	Mobile phone number of Emergency Contact
Email	Email of Emergency Contact

Table 3-9   Temporary Address Details Field Definition

Field Name	Description
Address 1	Temporary Address of Emergency Contact
Address 2	Temporary Address of Emergency Contact
Street	Street of Emergency Contact
Zip	Zip number of Emergency Contact
State	State of Temporary Emergency Contact (In US)
State	State of Temporary Emergency Contact
Phone	Phone number of Temporary Emergency Contact
Email	Email of Temporary Emergency Contact

Table 3-10   Documents Tab Field Definition

Field Name	Description
Doc Type	Type of Document
Doc No	Document Number
Issue Place	Place of Issue of Document
Issue Country	Country of Issue of Document
Issue Date	Date of Issued of Document
Exp Date	Expiry Date of Document
Visa Type	Type of Visa of Document

Table 3-11   Travel Document Tab Field Definition

Field Name	Description
Document Type	Type of Document
Document Name	Name of Document
Document Number	Document Number
Document Issue Date	Issue Date of Document
Document Expiry Date	Expiry Date of Document
Document Issue Country	Document Issue Country
Document Issue Place	Expiry Date of Document
First Name	First Name of Passport Holder
Last Name	Last Name of Passport Holder
Birthdate	Birth date of Passport Holder
MRZ1	Machine Readable Track 1 Info
MRZ2	Machine Readable Track 2 Info
MRZ3	Machine Readable Track 3 Info
Number of Entries	Number of Entries of the Passport
Valid From	Passport Validity Effective Date
Allow Duration of Stay	Number Of Days Allowed To Stay
Notice and Consent	Mandatory field. Indicates passenger accept and agrees to the Notice and Consent Terms.

4

Setting Up CIW

This section describes the configurations required prior to using the CIW function.

Accessing the Setup Page

The setup function is accessible by launching the **Advance Quick Check In** module, and navigate to the **Setup** tab on the main page.

Only users who has the permission are able access to the Setup tab, General Setup, Wizard Travel Rules and Wizard Travel Documents Eligibility assignment.

Setting Up Wizard Travel Rules

Before you begin using the CIW function, you must configure the travel rules for each nationality, by first creating a template and assign the nationalities to the template.

Figure 4-1   CIW Travel Rules

Adding New Travel Document Rules Template

1. At the main page, select the **Setup** tab and the **Wizard Travel Rules** at the ribbon bar to open the rules eligibility screen.

2. By default, all the entry fields are disabled. At the **Travel Document Rules Eligibility** page, click **Add** or select an existing **Template** to activate the fields.

3. Enter the Region Template Name and Comment, then select Embark/Disembark Country from the drop-down list.

4. In the **Select Accepted Document Type**, check mark the applicable check boxes.

5. In the next section, check mark the applicable check boxes if the field is **editable** or **mandatory** and click **Save** to save the template.

6. Select the **Nationality** and check the appropriate document types accepted under **Select Accepted Document Type** section. The accepted document types are defined in parameter **Advance QCI, Wizard DocType xxx**.

7. Select the requirement for document type whether it is **editable** or **mandatory** in the **Immigration, Visa or Other information** screen in AQCI.

8. To add more nationality to the rule, repeat steps 6 to 7.

9. Click **Save** to save the template.

Duplicating Nationality Rules

You can duplicate an existing rules defined in a nationality to other nationalities.

Figure 4-2   Copy/Paste Rules Based Nationality
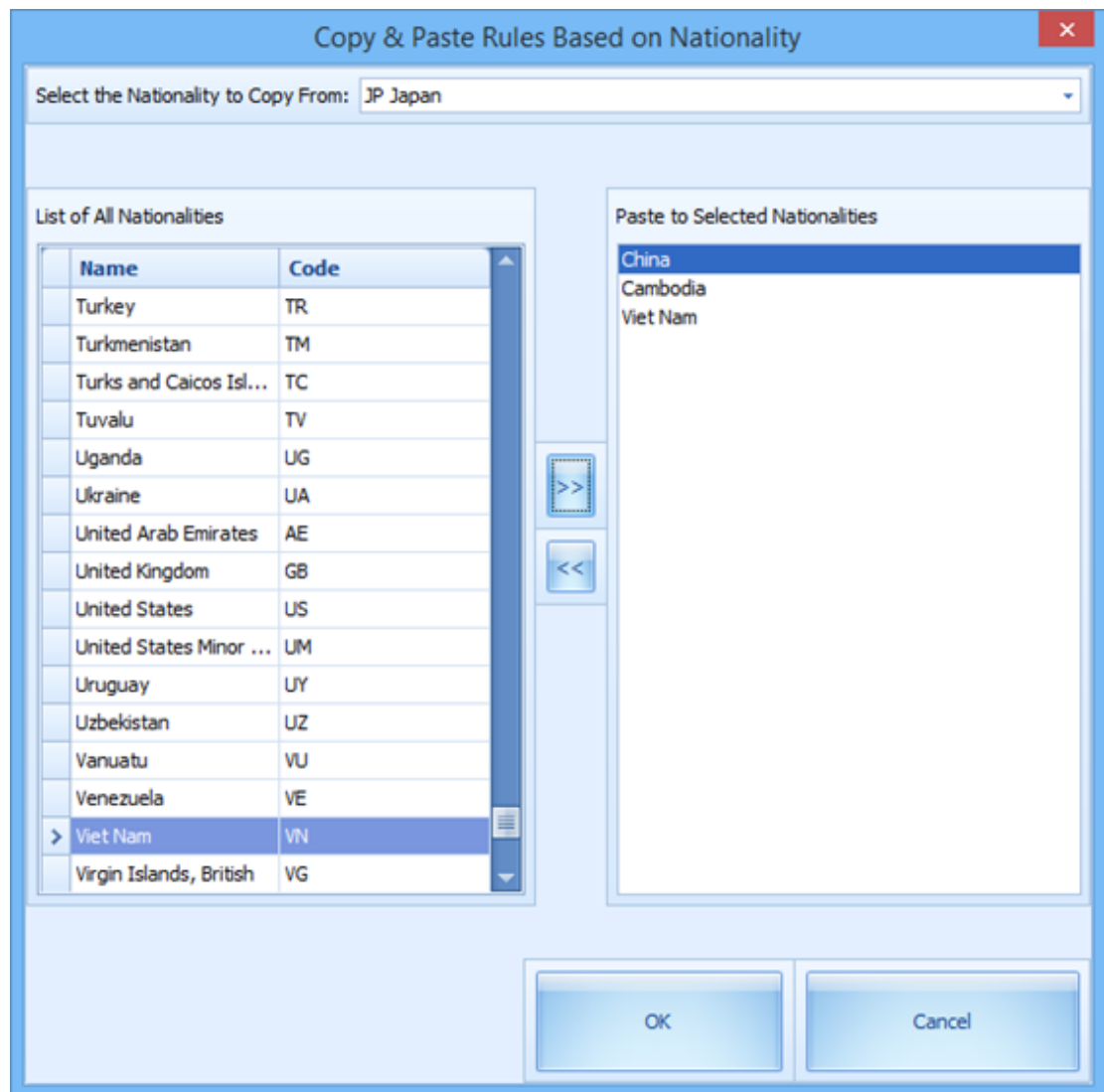
1. At the Travel Document Rules Eligibility page, click the Nationality button.

2. Select from the drop-down list the **Nationality to Copy From**.

3. Choose the nationalities at **List of All Nationalities** and click the **double right arrow** to transfer the information to **Paste to Selected Nationalities** window.

4. To remove the selection, select the nationality from **Paste to Selected Nationalities**, and click the **double left arrow**.

5. Click **OK** to copy.

Duplicating a Template

You can copy an existing template if the rules defined are relatively similar.

1. At the **Travel Document Rules Eligibility** page, select a **Region Template** from the drop-down list.

2. Click the **Template** at the ribbon bar and insert the new template name when prompt, and click **OK** to copy

Defining Template to a CIW User

Figure 4-3   CIW Travel Documents Eligibility
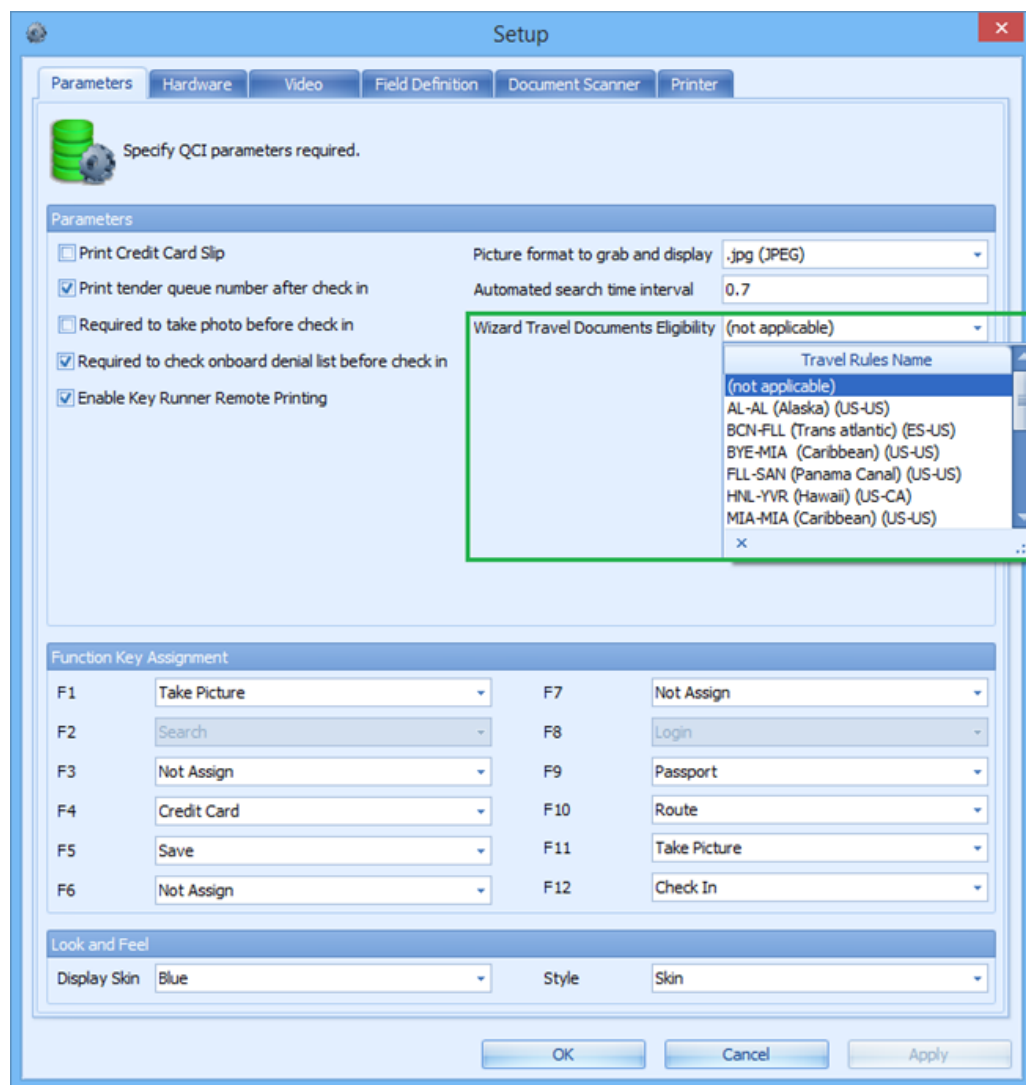
Once you have the travel rules configured in the template, you can choose the template to use based on the voyage.

1. At the main AQCI page, navigate to the **Setup** tab.

2. Click the **General Setup** on the ribbon bar.

3. At the Parameters tab, select the **Travel Rules Name under Wizard Travel Documents Eligibility** drop-down list, and click OK to save.

4. The system then updates the selected template in parameter **Advance QCI, Travel Documents Eligibility Setup**, and selected template is shown.

Setting Up Barcode Scanner

The CIW supports barcode scanning of passenger's board card, and the field used to search the passenger's record is defined in Parameter, **Advance QCI, Wizard - Scan Barcode** field. Typically, the search uses the reservation board card external number to identify the passenger as the external number is usually printed on a document such as set-sail pass.

Figure 4-4   CIW Hardware Tab
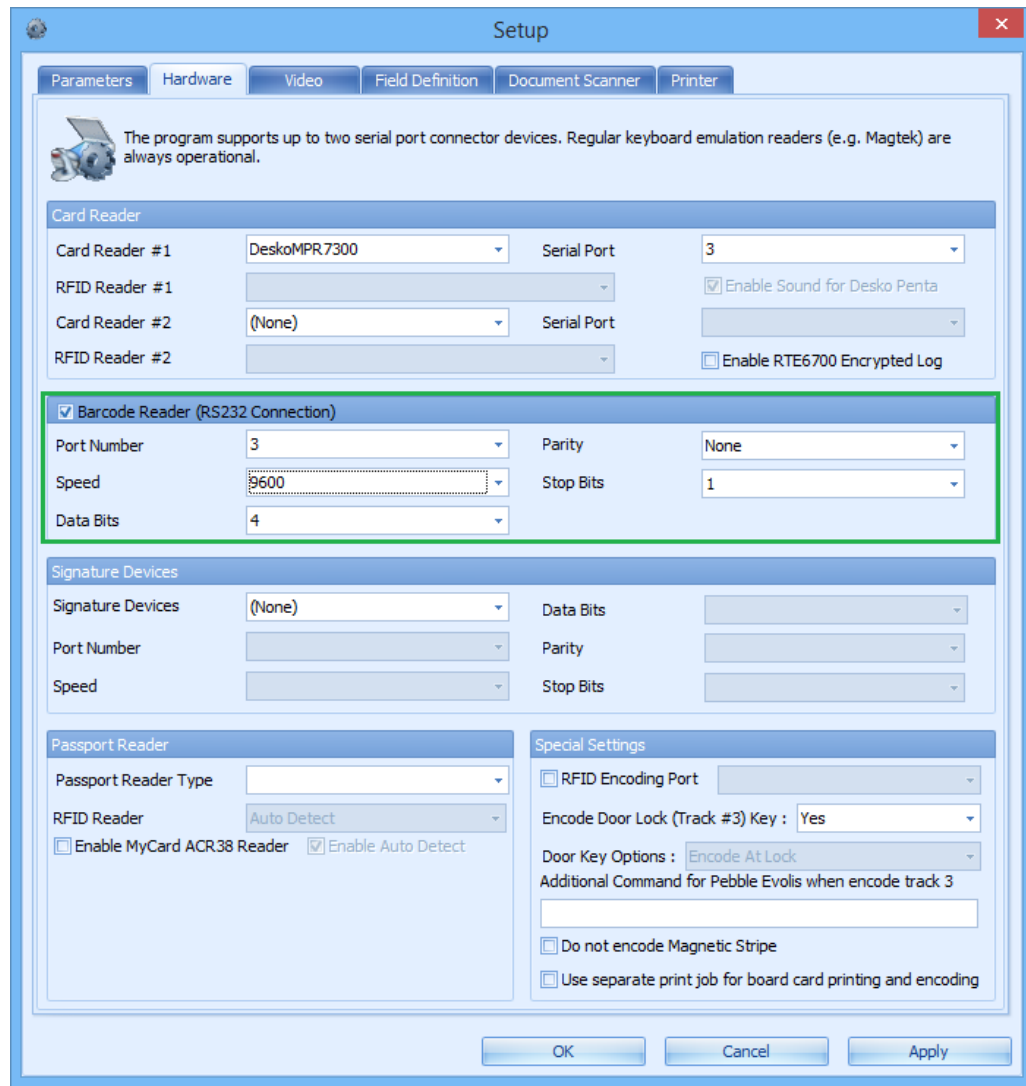
1. At the main AQCI page, navigate to the **Setup** tab and click the **General Setup** at the ribbon bar.

2. At the **Hardware** tab, check the **Barcode Reader (RS232 Connection)** check box and set the speed to **9600**, and use the system defaulted port number, parity, stop bits and data bits setting. The supported barcode format is Interleaved2of5, Code 39 and Barcode C128, minimum speed at 9600.

3. Click **OK** to save.

Setting Up Passport Reader

The CIW function supports a number of passport reader that is used for registration.

To configure the passport reader,

1. Repeat step 1 of Setting up Barcode scanner.

2. At the **Hardware** tab, select the **Card Reader** for a swipe type reader or **Passport Reader** for a scanner type reader from the drop-down list and use the system default settings.

3. Click **OK** to save.

5

Check-In Wizard Functions

The CIW function facilitates a quick and effective check-in, and record passenger's information at the same time.

The presentation of the screen may vary depending on the parameter defined in **Advance QCI, Wizard - Show Upon Startup**.

Check In Guest with CIW

The CIW is a check in process comprises of six screens.

Welcome Screen

Figure 5-1   Check In Wizard
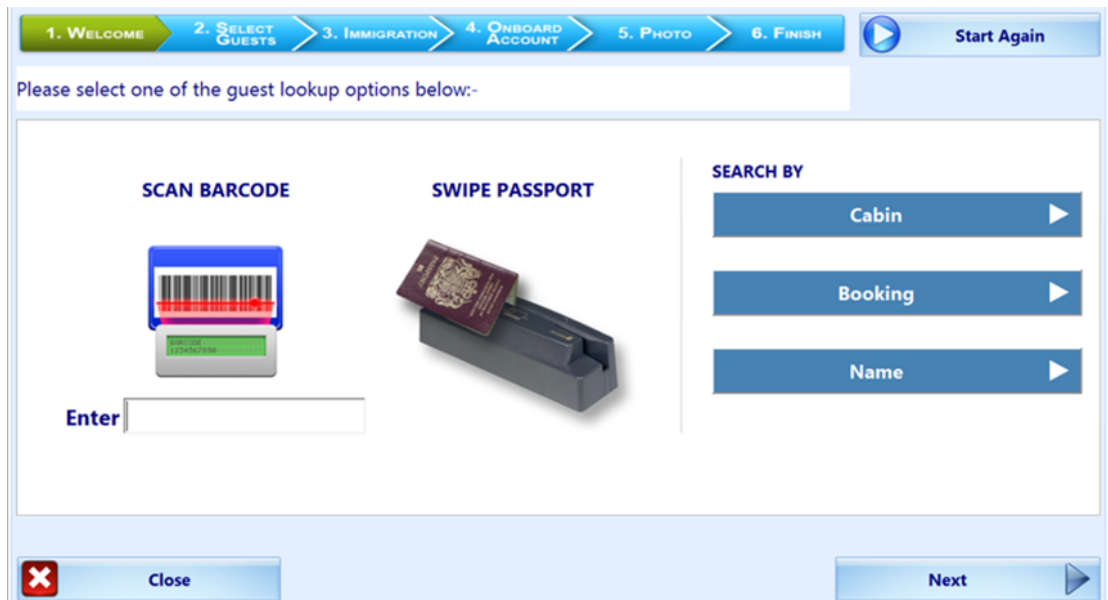
The Welcome Screen is the first of the six processes in CIW. It provides you a guest information look up, by scanning a barcode, swiping or scanning a passport through a passport reader or search by cabin, booking number or name.

Search Guest Using Scan Barcode

Scan the document barcode with the barcode scanner, or manually enter the *external code* in the field below the scan barcode image, and then click **Enter**.

The passenger's information are displayed in process **2. Select Guests**. In the event where the external number is not found, then a warning messages **"Guests not found. Please try again"** will prompt.

Search Guest Using Swipe Passport

Swipe the passport through the passport reader. The passenger's information will be displayed in process **2. Select Guests**. In the event where the passport number is not found, then a warning messages **"Guests not found. Please try again"** will prompt

Search Guest Using Cabin, Booking Number or Name

1.   At the Welcome Screen, click either the **Cabin, Booking** or **Name** icon, and enter the corresponding information into the respective field.

2.   Click **Next**. The passenger's information are displayed in process **2. Select Guests**. In the event where the passport number is not found, then a warning messages **"Guests not found. Please try again"** will prompt.

Selecting a Guest

The **Select Guests** screen is the second of the six processes in CIW. It displays the earlier searched guests that are due to embark, and below section describes the usage within the **Select Guests** screen.

Figure 5-2   CIW — Select Guests
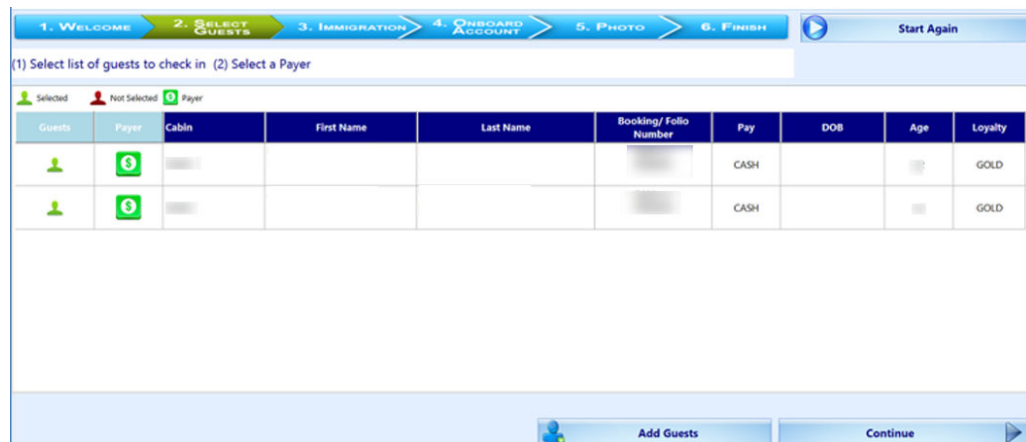
**Table 5-1   Select Guests Screen Field Definition**

Field Name	Descriptions
Guest	Indicates whether the guest account is selected or not, and by default it is shown as Selected.
Payer	Indicates whether the guest is a payer for the account.
Cabin	Displays the cabin number assigned.
First Name	First Name of the guest.
Last Name	Last Name of the guest.

Table 5-1   (Cont.) Select Guests Screen Field Definition

Field Name	Descriptions
Booking/Folio Number	Displays the guest booking number and is default to RES_BOARDCC_EXT field. The guest folio number is the user defined field, for example RES_ACC.
Pay	Displays the payment method use.
DOB	Displays the guest date of birth.
Age	Displays the age of the guest.
Loyalty	Displays the discount category entitled during the cruise.

Selecting a Guest to Select/Deselect a guest account

To select/deselect the guest, click the icon in the **Guest** column. Multiple selection is permissible when selecting guests to check in.

Adding Guest to Check-In

Additional guest may be added to the selection list using the **Add Guest** function. Upon clicking the **Add Guest**, the system returns to the **Welcome** screen, enabling you to add a guest to the list, by repeating the earlier process.

Selecting/Deselecting a Payer

- To deselect a payer from the guest account, click the **Dollar** symbol under Payer column. This will remove the symbol from the column.

- To select a payer for the account, click the **blank space** in the **Payer** column to turn on the **Dollar** symbol.

If the account has a routing instructions, the **payer account** will have the **Dollar** symbol under **Payer** column, and the guest he/she is paying for will be **blank** in **Payer** column and a letter **R** in **Pay** column.

The system always process the first payer on the grid, and next is when more than one payer account is selected before it processes the non-payer account.

Figure 5-3   Payer Routing Selection

Promotion Eligibility

If the guest is entitled to a promotion, a **Promotion Eligibility Notice** will prompt, requesting for an Authorization from the user. If the sign-on user is assigned with the user security rights *#4510 – Allow Authorize RCL Check-In Hard Stop*, the user can immediately authorize/reject the eligibility. If the sign-on user does not have the above user security right, then further authorization from a supervisor level is required.

Figure 5-4   Promotion Eligibility Notice

Guest Messages

The system prompts the following when there is a message waiting to be delivered to the guest. The Message Notice prompt is set off in **Guest Message Delivery mode, 1 – Deliver at Advance ACI Wizard**.

• If the guest have undeliverable messages, a **Message Notice** shall prompt, requesting for an authorization to mark the message as delivered. If the sign-on user is assigned with the user security right *#4510 – Allow Authorize RCL Check-In Hard Stop*, the user can immediately authorize/reject delivery of the message.

• If the sign-on user is a regular user, then further authorization from a supervisor level is required.

Figure 5-5   Guest Message Notification

- If the message is a warning notice that prevents the guest from embarking, then check-in is prohibited.

Figure 5-6   Guest Message Warning Prompt

Checking In Selected Guest

Once the guest is selected and the **Continue** is clicked, the system automatically navigate to the next process, which is the **Immigration Screen**. If the system found the booking to be a duplicate, check in is *not* permissible until the duplicate booking is resolved.
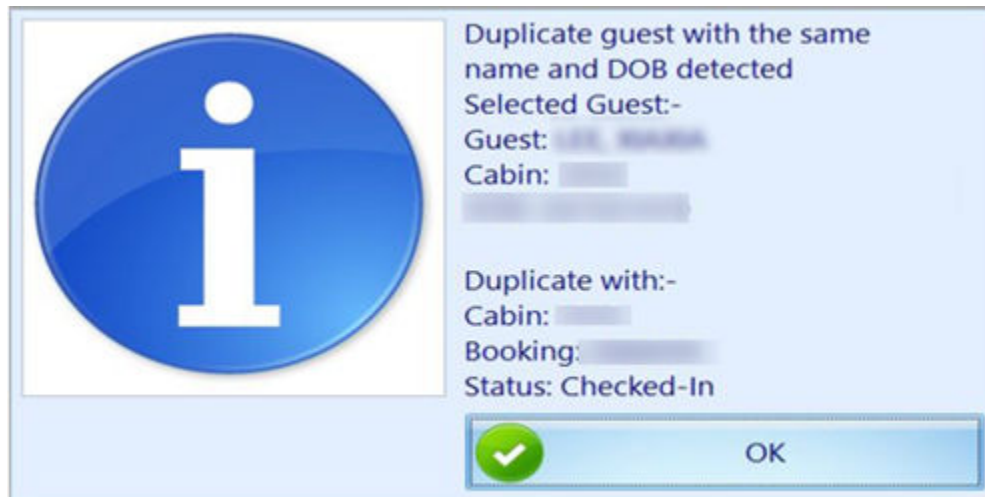
Check-In Multiple Guest

To check-in multiple selected guests,

1. Mark the guests to check in.
2. Click **Continue** and the system automatically navigate to the next process, which is the **Immigration Screen**.

Edit/View a Check-In Guest

Viewing/editing of the guest account, or print a set sail pass after the guest has checked-in is possible with Check-In Wizard, and this feature is available in **Select Guests** screen

To edit/view guest account

1. Repeat the steps in **Welcome Screen**. On **Select Guests** screen, guest that has checked-in are highlighted in green.
2. Click the **Booking/#Folio** field to edit or view the account.
3. Choose one of the option when prompt.
   - **View:** Does not permit you to change any of the guest details.
   - **Edit:** You are allowed to edit the guest details, and save the changes in a later process.
   - **Print:** This function prints the Set Sail pass to the report printer assigned in **General Setup, Hardware**.

4. If **View** is selected, this does not allow you to change the guest details. If **Edit** is selected, the system automatically navigates to the **Immigration Screen** with editable fields enabled.

5. Update the guest details, and click **Next** to update the **Visa requirements**, if any.

6. Continue to click **Next** until process **5. Photo** screen.

7. Click **Save**.

Edit/View a Check-In Guest Payment

To edit/view a checked-in guest payment method,

1. Repeat process from the **Welcome Screen**. The guest that has checked-in are highlighted in green on the **Select Guests** screen.

2. Click the **Payment Type** in **Pay** column to edit or view the account. The system automatically navigate to process **4. Onboard Account** screen.

3. Click either the **Credit Card, Cash** or **None** image to change the payment type.

4. Click **Save** to save the changes. You can add or remove a routing assignment in this section. See Routing Assignment for steps on how to add/remove a routing.

Immigration

The **Immigration** screen is the third of the six processes in CIW, and has two section; one that captures the guest personal details and a **Visa** screen that stores the travel visa information. Typically, this information's are uploaded during data import, and you are allowed to manipulate certain data based on the travel rules defined in Travel Rules Setup.

Before you can check in the subsequent guest, you must first complete the **Immigration** information and **Onboard Account** of the first guest. The system repeat this process until the last guest is updated, then only move to the next process, which is **Photo**.

Table 5-2   Immigration Screen Field Definition

Field Name	Descriptions
First Name, Middle Name, Last Name	First and Last Name of the guest and these fields is non-editable. Information auto-populate when travel document is swiped. • if login user is supervisor (#4510), then he / she is allowed to edit the first and last names on the immigration screen. • if login user is NOT a supervisor, then the first and last names are NOT editable, but there is an **edit** button for a supervisor to swipe and it makes the first/last name editable.
Chinese First Name, Last Name	Chinese First and Last Name of the guest and these fields is editable and mandatory when it matches the nationality defined in parameter, **Advance QCI - Wizard - Nationalities With Chinese Names**. Travel document information auto-populates when scanned with 3M passport scanner.

Table 5-2 (Cont.) Immigration Screen Field Definition

Field Name	Descriptions
Nationality	Information populates during passport swipe, and the field is non-editable unless **"Manual"** is clicked, which enables the drop-down selection list.
Document Type	Information populates during passport swipe. The selection list on the drop-down list is based on selected nationality and conditions defined in Travel Rules Setup.
Document Number	Information populates during passport swipe, and field is editable or mandatory depending on the conditions defined in Travel Rules Setup.
Date of Birth	Information populates during passport swipe, and the field is non-editable unless the **"Manual"** button beside Nationality is clicked.
Expiry Date	Information populates during passport swipe, and field is editable or mandatory depending on the conditions defined in Travel Rules Setup.
Birth Cert state	Information populates during passport swipe, and field is editable or mandatory depending on the conditions defined in Travel Rules Setup. For US Citizens, select the US States from the drop-down list.
Gender	Information populates during passport swipe, and field is editable or mandatory depending on the conditions defined in Travel Rules Setup.
Photo ID Type	Field is editable or mandatory depends on the conditions defined in Travel Rules Setup.
Photo ID State	Field is editable or mandatory depends on the conditions defined in Travel Rules Setup.
Country of Birth	This is a mandatory field.
Country of Residence	This is a mandatory field.
Emergency Contact Name	This is a free text field.
Emergency Phone	This is a mandatory field, and the minimum number is seven digits. Sequential and repeating numbers are not acceptable.
Copy to All	Function copies inputted number to other guests if multiple guest is chosen.
Ship Email.	This field is enabled with parameter, Advance QCI, Wizard Show Ship Email Address. The user must have access rights 4689 – Allow to Change Email address.
Exclude From Quick Billing Printing	This field is enable with parameter, Advance QCI, Wizard Show Quick Billing Printing Option. The user must have access rights 4688 – Allow to Change Quick Billing Printing Option.
National ID	National ID number of contact person
FIN Number	Foreign Identification number

Table 5-2   (Cont.) Immigration Screen Field Definition

Field Name	Descriptions
Notice and Consent	Mandatory field. Indicates that passenger accepts the Notice and Consent terms.

Some of these fields are mandatory and will be validated when you click **Next**. The examples are as follows:

Date of Birth

Figure 5-7   Year Setting Affecting Travel Documents

- If the *PC Regional Setting* year is set to 2-digit year format, the system prompts for confirmation for the correct year. Select the correct year to update.

Figure 5-8   Year Setting Affecting Guest Age

- If the changed date is within the minor age group or vice versa, you will receive another prompt requesting for SeaPass Card to be reprinted.

Expiry Date

- Similar to Date of Birth, the system validates the expiry year based on the PC Regional Settings.
- If the selected document type is a Passport, the system validates the expiry date based on the following parameter in **Advance QCI**;
- Passport Expiry Validation.
- Passport Expiry Validation Disembark Date In Day.
- Passport Expiry Validation Disembark Date In Month.
- Passport Expiry Validation Hard Stop.
- Passport Expiry Validation In Day.
- Passport Expiry Validation In Month.

Emergency Phone

Repeating numbers or numbers in sequential is *not* accepted as Emergency Phone number, for example 12345678 or 1111111

Notice and Consent

The system prompts a warning message if this check box is uncheck and prevents you from continuing. Click **OK** to return to previous screen.

Adding Visa Information

On the **Visa** section, the required Visa Type is dependent on the Travel Rules Setup.

Figure 5-9   Visa Requirements

Table 5-3   Visa Screen Field Definition

Field Name	Descriptions
Visa Type	Field is editable or mandatory depends on the conditions defined in Travel Rules Setup.
Other	Free text field
Additional Information	Free text field
Is this guest departing US within 8 hours?: Yes/ No	Field is editable or mandatory depends on the conditions defined in Travel Rules Setup. By default, *Yes* is checked.
Refresh	Button reset the screen to default selection.
Copy to All	Function copies inputted number to other guests if multiple guest is chosen.
Address 1 / 2, City, State and Zip	Field editable when the user select '**NO**' at 'Is this guest departing US within 8 hours?'. Zip code must not be less than 5 digits.

Entering Visa Information

1. Select from the drop-down list the type of Visa.

2. Use the **Other** field to enter the Visa Number and Additional Info field for other information.

Entering Post Debark US Address

1. On the 'Is this guest departing US within 8 hours?', select **No**.

2. Fill in the US Address, City, State and Zip code.

3. Click **Next** to continue.

Onboard Account

The **Onboard Account** screen is the fourth of the six processes in CIW, and it stores the guest payment type, with the selected payment type indicated with a green checkmark on the icon.

*   Payment type can be easily changed by clicking on the image.

*   If the guest has a registered credit card, the card details are displayed below the card section with its credit card number being masked.

*   It also permits you to route an account to the guest.

Figure 5-10   Onboard Account

Updating the Credit Card Details

To update or swipe the card for details,

1. Click the **Credit Card image**.

2. Swipe the credit card on the reader, or manually enter the credit card number, name and expiry date.

3. Clicking **Clear** will reset the information entered.

4. If the card name or credit card number registered online differ from the card, the system will prompt a **Change Notice**.

Figure 5-11   Credit Card Change Notice

5. Click **Yes** to overwrite the information with the latest, or **No** to retain current information and disable previously registered credit card. If the credit card is registered twice, you will be prompted with message **"This credit card is already registered in the system. Please use another credit card"**.

> **Note:**
>
> The above validation requires parameter *'General','Check Credit Card Registration'=1*

Dynamic Currency Conversion (DCC) Handling

The Check-In Wizard supports Dynamic Currency Conversion (DCC) as part of the credit card payment type. When the guest uses a foreign based credit card, they have an option to choose whether to use the home base currency or dynamic currencies during settlement. This handling requires parameters *'General', 'Enable Credit Card DCC'=1* and *'General', 'DCC Base Country'=NULL*, and default the *'DCC Enabled'* to *Yes*.

To opt in a settlement using Dynamic Currency Conversion

1. Click the **Credit Card image**.

2. Swipe the credit card through the card reader or manually enter the credit card number, name and expiry date, and click **Next**.

By default, the Ship currency is checked. Select a **Currency Type** when prompt, and click **OK** to save.

Selecting Other Payment Type

In the event where the payment type is Cash,

1. Click the **Cash image** to select.

2. Click **Save** to save the changes.

If no payment type is specified,

1. Click the **None** image. This sets off a prompt, *"You have selected NONE as payment method, do you want to continue?"*.

2. Click **Yes** to proceed to the next step, or click **No** to return the current screen.

Figure 5-12   DCC Handling

Routing Assignment

The Routing function is **enabled** when the current selected guest is the payer.

To route an account to current guest

1. On the **Onboard Account** screen **Pays for** section, search the buyer's last name or cabin number.

2. On the searched list, click the **Guest** column to select the account, and this changes the color from red to green.

3. Click **Save** to save the routing.

If more than one guest is selected in **Select Guests** screen, the system returns to the **Immigration** screen automatically, allowing you to complete the next guest information and payment option.

Figure 5-13   Onboard Account Routing

Photo

The **Photo** screen is the fifth of the six processes in CIW. It stores a copy of the guest photo captured with the live camera attached to the PC. This function requires parameter, *'Quick Check In', 'Take Photo Before Checkin'=1*.

With the above parameter, taking a picture is mandatory before you can proceed to the next step when a camera is detected to be working, and you will be prompt with message **'Guest photo must be taken before you can continue'**. If no camera is detected, or the camera is not working, then photo taking it is not required.

Saving Live Photo to Guest account

1. At the guest list, click the **Camera** icon under **Click** column of the guest you wish to capture the photo. Photo taken is displayed in the **Saved** column.

2. To retake the picture, repeat step 1.

3. If the camera becomes non-responsive, click the **Reset Camera.**

4. Click **Complete Check-In** to save the photo and you will be navigated to the **Finish** screen with lists all successfully checked-in guests shown on screen.

Figure 5-14   Photo Screen
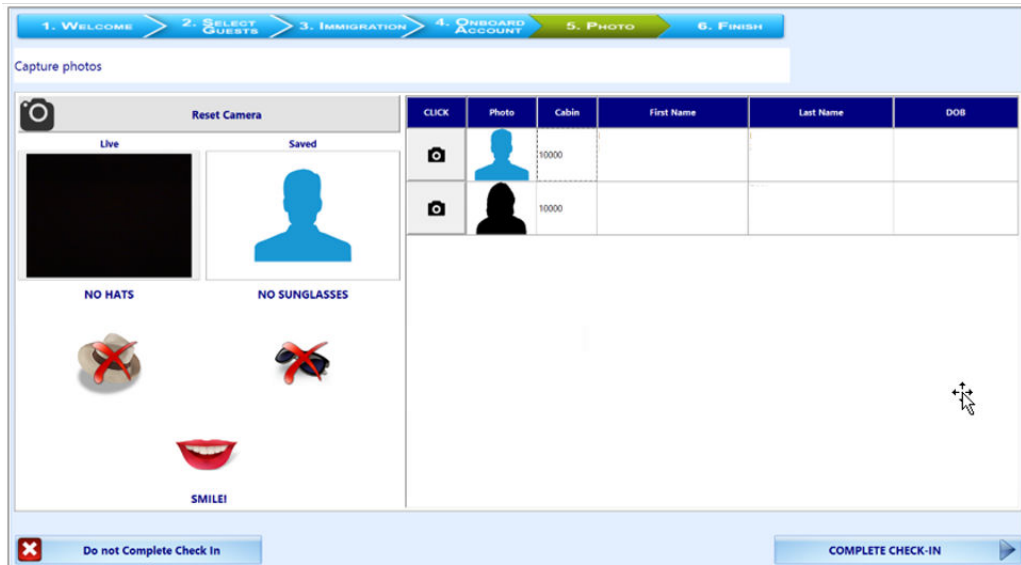
Start Again

The **Start Again** allows you to reset the earlier selection and return to the **Welcome** screen without checking in the guest.

6

User Security Group

This section describes the user security access group which enables you to access the CIW function. The security privilege is assigned through the **User Security** module

Table 6-1   AQCI User Access Rights

Security Reference No	Description
4510	Allow Authorize RCL Check-In Hard Stop
4681	Travel Rules Eligibility
4688	Allow to Change Quick Billing Printing Option.
4689	Allow to Change Email address.

7
Parameters

This section describes the Parameters available to the AQCI and CIW. They are accessible from the **Administration** module under **System Setup, Parameter**.

Table 7-1   PAR Group — AQCI

PAR Name	PAR Value	Description
Wizard DocType Alien Resident Card	Value from Document Types	Internal mapping for document type Alien Resident Card in `TYP_VIT`
Wizard DocType Birth Abroad		Internal mapping for document type Birth Abroad in`TYP_VIT`
Wizard DocType Birth Certificate		Internal mapping for document type Birth Certificate in `TYP_VIT`
Wizard DocType Enhanced Drivers License CA		Internal mapping for document type CA enhanced driver's license in `TYP_VIT`
Wizard DocType Enhanced Drivers License US		Internal mapping for document type US enhanced driver's license in `TYP_VIT`
Wizard DocType Fast		Internal mapping for document type Fast in `TYP_VIT`
Wizard DocType Naturalization Certificate		Internal mapping for document type Naturalization Certificate in `TYP_VIT`
Wizard DocType Nexus		Internal mapping for document type Nexus in `TYP_VIT`
Wizard DocType Passport		Internal mapping for document type Passport in `TYP_VIT`
Wizard DocType Passport Card		Internal mapping for document type Passport Card in `TYP_VIT`
Wizard DocType Sentri		Internal mapping for document type Sentri in `TYP_VIT`
Wizard DocType US Re-entry Card		Internal mapping for document type US Re-entry card in `TYP_VIT`
Wizard DocType US Refuge Card		Internal mapping for document type US Refuge card in `TYP_VIT`
Wizard - Show Upon Startup	0,1 or 2	Define the main screen to launch upon start up. 0 = Main AQCI screen without Check-In Wizard function. 1 = Check In Wizard 2 = Main AQCI screen with Check-In Wizard function.
Wizard - User Defined Text for Scan Barcode	E.g.: Scan Barcode	The user define button label for Scan Barcode

Table 7-1 (Cont.) PAR Group — AQCI

PAR Name	PAR Value	Description
Wizard - No. of seconds to buffer Next button	User Define	Define the number of seconds before the **Next** button appears.
Wizard - Scan Barcode Field	res_boardcc_ext	Define the column name to search when a barcode is scanned.
Wizard - Nationalities With Chinese Names	E.g.: CN, TW	Compulsory Chinese names for nationalities as specified in TYP_NAT.
Wizard Show Ship Email Address	0 or 1	Define whether to show Ship Email on Wizard form 0 = Do not show in wizard form 1 = Show in wizard form
Wizard Show Quick Billing Printing Option	0 or 1	Define whether to show Quick Billing Printing Option on Wizard form 0 = Do not show in wizard form 1 = Show in wizard form
Travel Documents Eligibility Setup	0 or 1	Displays the list of eligible travel documents based on the Travel Rules Setup in AQCI.
Passport Expiry Validation	0, 1, 2, 3 or 4	Define whether passport expiry validation is required. 0 = Do not validate 1 = Validate with the par value specified in month 2 = Validate with the par value specified in day 3 = Validate against disembark date with the par value specified in month 4 = Validate against disembark date with the par value specified in day
Passport Expiry Validation Disembark Date In Day	0, >0	Define whether passport expiry validation is required. 0 = Do not validate passport expiry >0 = Validate passport expiry date against disembark date with the par value specified in day
Passport Expiry Validation Disembark Date In Month	0, >0	Define whether passport expiry validation is required. 0 = Do not validate passport expiry >0 = Validate passport expiry date against disembark date with the par value specified in month
Passport Expiry Validation Hard Stop	0 or1	Define whether passport expiry validation is required. 0= Disable Hard Stop Validation; 1 = Enable Hard Stop Validation

Table 7-1   (Cont.) PAR Group — AQCI

PAR Name	PAR Value	Description
Passport Expiry Validation In Day	0, >0	Define whether passport expiry validation is required. 0 = Do not validate passport expiry; >0 = Validate passport expiry date with the par value specified in day
Passport Expiry Validation In Month	0, >0	Define whether passport expiry validation is required. 0 = Do not validate passport expiry; >0 =Validate passport expiry date with the par value specified in month
Overwrite Passport Details	0 or 1	Define if passport details can be overwritten. 0 = Do not allow overwrite passport details when guest name does not match with the passport guest name message prompted and 'No' answer is chosen. 1 = Allow to overwrite details
Key Runner Remote Printing	0 or 1	Define Key Runner Remote Printing 0 = Do not print Key Runner Remote Printing 1 = Print Key Runner Remote Printing
Auto Print Key Runner Receipt	0 or 1	Define Auto Print Key Runner Receipt 0 = Do Not Auto Print Key Runner Receipt 1 = Auto Print Key Runner Receipt
Auto Print Key Runner Receipt when scan barcode Extend Search Criteria = RES_BOOKNR		Define Auto Print Key Runner Receipt when scan barcode Extend Search Criteria = `RES_BOOKNR`

Table 7-2   PAR Group — Quick Check In

PAR Name	PAR Value	Description
Take Photo Before CheckIn	0 or 1	Define whether photo is required before completing the check-in. 0 = Not required 1 = Required
None Payment Department ID	E.g.: 9910	Define the **DEP_ID** for None Payment type use Wizard Screen
Gender Changed Msg If Swiped	0 or 1	Define whether to display or not to display the message when gender value changed during passport swipe.

Table 7-3   PAR Group - General

PAR Name	PAR Value	Description
Check Credit Card Registration	0 or 1	Define whether to check if same credit card is registered twice. 0 = Do not check 1 = Check card registration.
Enable Credit Card DCC	0 or 1	Option to use Dynamic Currency Conversion 0 = Disable 1 = Enable
DCC Base Country		Specify the Credit Card DCC (Dynamic Currency Conversion) Base Country, for example US.
Adult Min Age	E.g.: 18	Define the minimum age of an adult.