Oracle® Hospitality Cruise Shipboard Property Management System Track It User Guide



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ORACLE

Oracle Hospitality Cruise Shipboard Property Management System Track It User Guide, Release 20.1

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Preface

The TrackIt is a program that manages prohibited and restricted items such as camping gear, hazardous items, and alcohol from being taken on-board by passengers, visitors or crews. The function includes, but not limited to Quick Collect, Quick Check-Out and Quick Return. These functions are design to handle collection/returning of restricted items, either by batch or individually.

Audience

This document is intended for application specialists and end-users of Oracle Hospitality Cruise Shipboard Property Management System (SPMS).

Customer Support

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

https://support.oracle.com

When contacting Customer Support, please provide the following:

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

Documentation

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

Revision History

Table 1 Revision History

Date	Description of Change
September 2020	Initial publication



Prerequisites and Compatibility

This section describes the minimum requirements to run the SPMS Track It module.

Prerequisites

TrackIt.exe

Compatibility

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



1 System Configuration

This section describes the required configuration prior to using the Track It module.

Accessing the Setup Window

To access the Setup window, start the Track It module, and select the Setup tab.

Confiscate Item Location and Item Discard Method

The **Confiscate Item Location** is used to identify where the confiscated items are stored and the **Confiscate Item Discard Method** records how the items were disposed. The configuration method is identical for both codes.

Figure 1-1 Confiscate Item Location

Confiscate Item Lo	ocation - Ora	cle Hospitality Cruise Sf	PMS Tracklt	—	×
Home Setup					
		× 🕂 🛛			
Confiscate Confiscate Item Confiscate Gene Item Location Discard Method Item Setup Setu		w Delete Save Clos	se		
Setup	C	onfiscate Item Location			
Daily Overview 🗵 Confiscate Item Location	×				
Description	Code:	STORE1			
STORE1 STORE ROOM 1 STORE2 STORE ROOM 2	Name:	STORE ROOM 1			
···· STORE3 STORE ROOM 3		For Illegal Hardware			-
STORE4 STORE ROOM 4	Comments:	- Sharp Objects, including	all knives and scissors	1	•
	Enable	Yes			

- 1. From the Setup tab, click **Confiscate Item Location** or **Confiscate Discard Method Item**.
- 2. To create a new record, click Add New.
- 3. Enter the short code, description and additional comments. For example, Stores Sharp Objects or Items Hand over to Customs.
- 4. The newly added code is "Enabled" by default. To disable the record, slide the menu to the left to switch the display to **No**.
- 5. To save the code, click **Save**.



6. To enter an additional item, repeat from Step 1.

Setting Up the Confiscate Item

A **Confiscate Item** is a list of items prohibited or restricted on-board of the ship. these items are categorized into categories, depending on the nature of the items.



Confiscate Item Setup		
Expand All	Item Details	
Description	Name	Knives
Item Setup	Description	Knives
Heat Item	Security Group	All User Can Access
🖨 🔄 Liquid Beverage	Item Type	SHARP Sharp Objects
Alcohol Beers	Enable	Yes Allow Temporary Return No
⊖ 🔄 Others	Discard Duration	
Pepper Spray	Guest	2
🖻 💮 Sharp Objects	Crew	10
📄 Knives	Visitor	1
Scissors 🗸		

Creating a Confiscate Item Category

An Item Category is required before you begin creating the Confiscate Items list.

- 1. From the Setup tab, click the **Confiscate Item Setup**.
- 2. To create a new category, select Item Setup and click Add New.
- 3. Enter the Item Code, Name, and Description

4. To save the new category, click Save.

Creating a Confiscate Item for Each Category

- 1. Select an Item Category from the tree view and click Add.
- 2. Enter the Item Name, Description.
- 3. Select the **Security Group** from the drop-down list. The Security Group is defaulted to "All User Can Access" and this is set up for the User Security module. Refer Appendix A. User Security Group for more information.
- 4. The **Item Type** is default to the selection from the tree view and is *enabled* by default.
- 5. By default, the Allow Temporarily Return is set to No. If the item allows for temporarily return, slide the button to the right to set it to Yes.
- 6. At **Discard Duration** section, define the **maximum** number of days to keep the item in the store. The default value is 0 = never discard.



- 7. To save the record, click Save.
- 8. To enter additional **Confiscate Item**, repeat steps 2 to 7.

Setting Up a Signature Capture Device

A **Signature Capture** device can be linked to enable signatures to be captured for items requiring acknowledgement.

- **1.** From the **Setup** tab, click the **General Setup** button.
- In the General Setup window, check the Prompt signature when confiscate item click the Setup tab.
- 3. Choose the Signature Device from the drop-down list.
- 4. To save the setting, click **Save**.

Setting Up a Barcode Scanning Device

You can use a Barcode scanning device to scan the barcode on the items tagged and below are the set up steps.

Signature Devices	Signotec Omega	 Data Bits 		
ignoral e pevices	Signotec Omega	Data Bits		.*
Port Number		 Parity 		*
Speed		+ Stop Bits		+
☑ Barcode Reader (R: Port Number	S232 Connection)	- Parity	None	*
Speed	9600	 Stop Bits 	1	÷
Data Bits	8	*		
			Save	Cancel

Figure 1-3 Track It General Setup

- 1. From the **Setup** tab, click the **General Setup** button.
- 2. In the General Setup window, Barcode Reader (RS-232 connection) check box.
- 3. Select the device Port Number, Speed, Data Bits, Parity, and Stop Bits.
- 4. To save the settings, click Save.



Setting Up the Report Printer

A standard set track It report is inserted into the SPMS Database during installation and they are:

- Track It Return Receipt
- Track It Label
- Track It Receipt

In additional to the code and signature device setup, a report printer is required for report printing and this is setup in Management module.

- 1. Login to Management module and select Options from the menu.
- 2. Navigate to Hardware tab, Report Printers section.
- 3. Ensure Labels and Receipts type is assigned to a printer.

Figure 1-4 Management Module Printer Configuration

General Colors Hard	ware Video Parameters Document Scanner Supp	ort
General Colors Hard Report Printers 0 Sands Cards Card	ware Video Parameters Document Scanner Supp Card Reader/Encoder	ort Vumber: Speed (Bits Per Second): 600 Data Bits: 8 Parity: None Passport Readers (None) RFID Type: Auto Detect Enable MyCard ACR38 Reader
tebra Device Name: Discover Zebra Printer cmbZebra	Do not encode Magnetic Stripe Enable Sound for Desko Penta Credit Card Reader: (None) Special RFID Encoding Port:	Signature Device Signotec Omega
oard Card Print Manager Mapping	Use Right Mouse Button Emulation Track 1 Start Sentinel : 6 End Sentinel : 7 Track 2 Start Sentinel : 7 Additional Cmd for Pebble Evolis when encode track 3:	

Configuring the Database Sequence for Barcode Printing

For barcode label printing, the item ID *must* be minimum 6 digits long. An adjustment to the start sequence from 100000 is imperative and running below script will recreate the **Confiscated Item** sequence

DROP SEQUENCE [dbschema].CNT_CIL;



Barcode Printing

For barcode printing, below are the prerequisites DLL's and fonts.

Copy the DLL and font files to folders C:\Windows\system32 and C:\Windows\SysWOW64.

DLLs:

- Barcode.dll
- u2lbcode.dll

Fonts:

- Interleaved2of5.ttf
- Interleaved2of5Thin.ttf

Setting up System Labels

Labels such as *Confiscate* or *Confiscated* are configurable according to user requirement and this is setup in the **Administration** module.

- 1. Login to Administration module, select Administration, System Setup, Labels Setup.
- 2. Locate the label codes CONF00 and CONF01.



Figure 1-5 Label Setup

🥔 Labels Setup					×
- All Labels		Labels			
COMT 19 Internal	^	Description:	CONF00	Confiscate	
CONF01 Confiscated		Comments:	Confiscate		^
COPYCD					
CPLB01 Adult Cost Price:					
CPLB02 Child Cost Price:					~
CREFZ1 Ext. Res ID					
CRSOF1 Reason for Sign-Off					
CSALT1 Salutation		🔽 Enabled			
SMIB1 Shore Excursions	>		ок	Cancel	Apply

- 3. Select the code and enter a new label description, and click **OK** to saveThe label code "**CONF00**" refers to the word "**Confiscate**" and is displayed on the following windows:
 - Setup menu ribbon bar
 - General Setup: 'Prompt Signature Capture when...'
 - Confiscate Item Setup
 - Confiscate Item Discard Method
 - Confiscate Item Location
 - Ability to show for 'Button 'Confiscate Item' in menu Confiscate Item

The label code "**CONF01**" refers to the word "**Confiscated**" and is displayed on the following windows:

- Overview window: Total Item Confiscated Today
- Overview window: Top 10 most confiscated item
- Confiscate Item: Confiscated Item
- Management module: Loyalty/Track It tab, Confiscated Item section

The TrackIt program enable you to record items confiscated, its storage location and when it is return to the guest or crew.



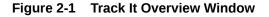
2 Track It

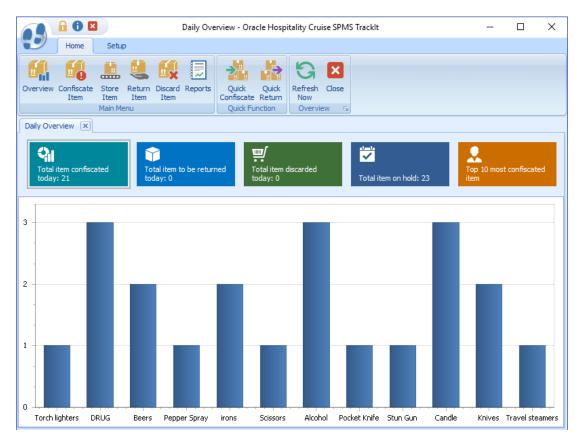
The TrackIt program enable you to record items confiscated, its storage location and when it is return to the guest or crew.

Overview Window

The **Daily Overview** window is the default window shown when you logged in, indicating the total number of items logged in a bar chart layout and they are:

- Item confiscated today
- Item to be returned today
- Item discarded today
- · Item on hold, yet to return to passenger
- Top 10 most confiscated item







Recording Confiscated Item

The items confiscated from the crew/guest or visitors are tagged and recorded before you store them in the designed storeroom.

- 1. Click the **Confiscate Item** button on the ribbon bar.
- 2. In the Account Search section, swipe the board card though the card reader to search for the account, or manually enter the cabin number/name in the Account Search field. Press F2 to reset the search information.

🔒 🔒 🖸 🛛	Confiscate Item - Oracle Hos	pitality Cruise SPMS TrackIt	- 🗆 X		
Home Setup					
Overview Confiscate Item Item Item Main Menu			ltem		
Daily Overview 🗵 Confiscate Iter	n 💌				
Account Search	Item Type DRUG Illega	Drug, HEAT Heat Item, LIQUI	D Liquid Beverage, Oth Others, 🝷		
•	Item List				
Account Information	Enter text to search		 Find 		
	Drag a column header here to	group by that column			
	Item Type	Item Name	Allow Temporary Return		
No image data	Liquid Beverage	Alcohol	Yes		
No mage data	Liquid Beverage	Beers Candle	res		
	Heat Item	Total Records = 12	No		
	Confiscated Item				
	Confiscated Item		mment		
Cabin:	Enter text to search	+ Find			
Birthdate:					
Age: Gender:	Drag a column header here to	group by that column			
	Item Type	Item Name			
Emb Date: 4/28/2016					
Dis Date: 4/29/2016		Total Records = 0			
	h,				

Figure 2-2 Confiscate Item Account Search

- In the Item Type field, choose the item category from the drop-down list, and click OK. Alternatively, you may search using the keyword search function by entering the work in the Item List text box, and click Find.
- 2. Check the Item check boxes and click Add to add the item to the Confiscated Item list.
- 3. If the same item is added to the list, the system prompts a warning message.
- 4. Click Yes to add the same item to the list or click No to cancel.
- 5. Insert a comment/description for the item, and click Confiscate Item

- 6. If a signature device is connected, the system starts the Signature Capture dialog box.
- Allow the passenger to sign on the signature pad, and press the Green Check icon on the signature pad.
- 8. If the signature device is not connected, a warning message will pop up, disallowing you to enter the item.
- 9. Once the item is added successfully, a bar code label item receipt will be printed.
- **10.** To remove the item from the list, select the item, and click **Delete**.

Managing Confiscated Items in Guest Handling Tab

When a passenger has a confiscated item, details of the items and storage location is displayed in the Loyalty/Track It tab on the **Guest Handling** tab.

Guest Info	Disc,Route,Pkg	Invoice: 80.00	More Guest Info	Service Info	Activ	ity Viewer	Revenue Analyzer	History	Credit Car
Comments	Other Info	Travel Documents	Custom Info	Guest History	Loyalty/	Track It	Luggage Info		
	lum Til			In the local					
Card Number	VIP Title	Las	t Read Point Balance	Point Balance		VIP Card Ex	(piry Date		
	1	1	1						
	5.0								
Add	Edit	Delete							
nfiscated Item									
miscated Item									
These Trees	Item Name Dat	to Collected	Chara Lana Kan						
Item Type Liquid Bevera		13/2017 3:51:31 PM	Store Location						
Liquid Bevera		/13/2017 3:51:31 PM							
Sharp Object		/13/2017 3:51:31 PM							

Figure 2-3 Confiscated Item in Guest handling

The confiscated items are recorded or removed from the Loyalty/Track It tab when:

- Item is checked-in at the security check point the system inserts a record in the Confiscated Item section.
- Item is returned or checked-out temporarily to the guest/crew; the system removes a
 record from the Confiscated Item section.

Confiscated Items in Security Gangway

A confiscated item can also be managed and tracked through the WPF Security module. Guest/Crew leaving the ship are prompt to collect their items when the board card is swiped or vice versa.

On the list of items to return page, select the item and click **Return**. Items will not be check out if you click **Close**.



Figure 2-4 Check-out Handling at Security Gangway

	V	Item Name	Location
>	X	Beers	STORE ROOM 1
	V	Pocket Knife	STORE ROOM 1
			Return Close

If there are items to be collected upon returning to the ship, the system prompt you to re-check in this item. . Click **Collect** to check-in the item.

Below is the movement activity that occurs at the Security Gangway:

- For passenger going ashore: The system changes the on-board status to shoreside without prompting the confiscated item list if a passenger checks out the item from the store location.
- For passenger returning on-board: The system changes the status from shoreside to on-board without prompting the confiscated item list when confiscated items are checked in upon returning from shore-side.
- For expected check out passenger leaving for shore-side that did not collect their confiscated item: The system prompts a reminder at the gangway for items to be collected before the stats can be change.

The reminder prompt is configurable in Administration, Security Alert Setup.

Figure 2-5 Reminder for Collection of Confiscated Item for Departing Passenger





Storing Items in Designated Store

The **Stored Item** allows you to identify the location of where the items to be stored. Items that do not have a designated store assigned are listed in the **Item List** grid, which then enables you to assign a storage location.

Figure 2-6 Store Item Window

			Store Item - (Oracle Hospitalit	y Cruise SPMS Trac	klt	- 🗆	
Hor	ne	Setup						
rview Confi Ite	scate Si m I	tore tem Item	Discard Reports	s Quick Q Confiscate Re Quick Functi				
re Item 🗙								
earch Crite	ria							
nclude Alread		Item Yes			÷	Item ID		
					Find			
em List Enter text t Drag a column	o search. header h	ere to group by	/ that column		Find	Date Collected	Item Location	
em List Enter text t orag a column	o search. header h Cabin	0.	r that column Debark Date	Item Type	Find Item Name	Date Collected	Item Location	
m List Enter text t rag a column Type Guest	o search. header h Cabin	ere to group by	r that column Debark Date 4/29/2016	Item Type Sharp Objects	Find	11/13/2017 2:21:03 PM	Item Location	
em List Enter text t Drag a column Type Guest	o search. header h Cabin	ere to group by	r that column Debark Date	Item Type	Find Item Name Pocket Knife	and a state of the second	Item Location	
m List Enter text t trag a column Type Guest Guest	o search. header h Cabin	ere to group by	that column Debark Date 4/29/2016 4/29/2016	Item Type Sharp Objects Sharp Objects	Find Item Name Pocket Knife Scissors	11/13/2017 2:21:03 PM 11/13/2017 2:21:03 PM	Item Location	
m List Enter text t trag a column Type Guest Guest Guest	o search. header h Cabin	ere to group by	that column Debark Date 4/29/2016 4/29/2016 4/29/2016	Item Type Sharp Objects Sharp Objects Heat Item	Find Item Name Pocket Knife Scissors Torch lighters	11/13/2017 2:21:03 PM 11/13/2017 2:21:03 PM 11/13/2017 2:21:03 PM	Item Location	
Em List Enter text t Drag a column Type Guest Guest Guest Guest	o search. header h Cabin	ere to group by	that column Debark Date 4/29/2016 4/29/2016 4/29/2016 4/29/2016	Item Type Sharp Objects Sharp Objects Heat Item Heat Item	Find Item Name Pocket Knife Scissors Torch lighters Travel steamers	11/13/2017 2:21:03 PM 11/13/2017 2:21:03 PM 11/13/2017 2:21:03 PM 11/13/2017 2:21:03 PM	Item Location	
Enter text t Crag a column Type Guest Guest Guest Guest	o search. header h Cabin	ere to group by	that column Debark Date 4/29/2016 4/29/2016 4/29/2016 4/29/2016 4/29/2016 4/29/2016	Item Type Sharp Objects Sharp Objects Heat Item Heat Item Sharp Objects	Find Item Name Pocket Knife Scissors Torch lighters Travel steamers Pocket Knife	11/13/2017 2:21:03 PM 11/13/2017 2:21:03 PM 11/13/2017 2:21:03 PM 11/13/2017 2:21:03 PM 11/13/2017 2:26:37 PM		
em List Enter text t Drag a column C Type Guest Guest Guest Guest Guest	o search. header h Cabin	ere to group by	that column Debark Date 4/29/2016 4/29/2016 4/29/2016 4/29/2016 4/29/2016	Item Type Sharp Objects Sharp Objects Heat Item Heat Item Sharp Objects Sharp Objects	Find Item Name Pocket Knife Scissors Torch lighters Travel steamers Pocket Knife Scissors	11/13/2017 2:21:03 PM 11/13/2017 2:21:03 PM 11/13/2017 2:21:03 PM 11/13/2017 2:21:03 PM 11/13/2017 2:26:37 PM 11/13/2017 2:26:37 PM	STORE ROOM 1	

- 1. Click Store Item on the ribbon bar.
- 2. In the Search Criteria section, choose the following filter option and click Search.
 - Item Type: Select the items to display from the drop-down list.
 - Debark date: Select an item stored date from the calendar editor.
 - Item ID: Use the barcode scanner or manually enter the Item ID in the text box.
 When entering a barcode manually, the Type and Debark Date option is disabled.
 - Include Already Stored Item: If the option is set to Yes, items stored will be listed in the grid including the store location.
- 3. Select the item(s) to store and choose a store location from the drop-down list.



- 4. Click Store Item.
- 5. A confirmation prompt, click **OK** to close. The Store location is added to the Item Location field.

Returning Confiscated Items

You can temporarily return a confiscated item to the passenger before they go ashore. A good example of this would be camping equipment or supplies such as cooking utensils.

🌒 🔒 🛈 🛛	I	Return Item - Oracle Hospit	ality Cruise SPMS TrackIt		<u> </u>	
Mome Setup						
erview Confiscate Item Item Main Menu		Quick Quick Confiscate Return Quick Function	A CONTRACT OF	dk-In Search Sho em rn Item	Person	
turn Item 💌						
ccount						
Account Search	Search Crite	ria				
	Y Item ID	Debark Date	6/7/2016 * Guest Type	Guest, Cr	- Include History	No
Account Information	Item Type	SHARP Sharp Objects	RE ROOM 1, STORE2 STO	DRE +		
	Item	Pocket Knife				
	Item List					
No image data	Enter text to	search	•	Find		
	Drag a column	header here to group by that	column			
	📄 Cabin	Type Passenger Name	Debark Date Item Type	Item Name	Date Collected	Temporary
	> 🔽	Guest		s Pocket Knife	11/13/2017 2:21:	
Cabin:		Guest		s Pocket Knife	11/13/2017 2:26:	
Birthdate:		Guest	4/29/2016 Sharp Object		11/13/2017 2:21:	
		Guest	4/29/2016 Sharp Object		11/13/2017 2:26:	
Age:				Total Records =	3	
						1
Gender:	EMI					
Gender: Emb Date: 4/28/2016	EMI					

Figure 2-7 Return Item Main Window

- **1.** Click **Return Item** on the ribbon bar.
- In the Account Search section, search for the passenger account and choose the item to return. Items that are allowed a temporary return is marked with "YES" in Allow Temporary Return column.
- 3. Click **Check-Out** to check out the item. The system prompts a confirmation indicating the number of items being check-out.
- 4. Click **OK** to close the prompt. The date/time the item checked out is recorded in the **Temporary Returned Date** column.

Undoing Returned Items

An item returned accidentally to a guest can be undone by the **Return Item** function.

1. In the **Return Item** window, search for the passenger account.



- 2. Switch the **Include History** to "**Yes**" to display items returned to guests are displayed in the Item List grid with the date and time shown in the Date Returned/Discard column.
- 3. Select the item and click the**Undo Return** button.
- 4. Click **OK** to confirm the number of returned items to undo and this resets the **Date Returned/Discarded** column to null.

Checking in Confiscated Items

Items that were checked-out temporarily must check back in when the passengers return from shore-side.

- 1. From the Return Item window, search for the passenger's account.
- 2. Slide the Include History to "Yes" to display items previously checked-out.

		Re	turn Item - Oracl	e Hospitality (ruise SPMS Trac	:klt		- 0
Home Setup								
verview Confiscate Store Return Dis	card Reports	Quick	Quick Ret	um Undo Retu	m Check-Gul d	eck-In Search		N See
Item Item Item It Main Menu	tem		te Return Ite	m	12 3 4 5 5 L 1	Item turn Item	Person	ra -
leturn Item		Quick	runcoon		Re	turn toem		'9
Aurel								
Account	Search (
Account Search	Search	ntena						
-	Item ID		Debark	Date 6/7/	2016 - G	uest Type	Guest, Crew, + Indu	de History Yes
Account Information	Item Type	DR	UG Illegal Drug, t	loca Document	s, HEA + Si	tore Location	STORE1 STORE ROOM 1,	STORE2 STORE ROO +
	Item		US Decourt Car	die Terch liebb	re Traval stores	an irone Alenho	A Rearry Dampar Corner Cl	un Gun, Knives, Pocke +
				ue, manging	aa, mere acom			
	Item List							
	Enter te	xt to searc	h			Find		
						-		
No image data								
No image data	Drag a col	umn heade	r here to group by	that column				
No image data	Drag a col	umn heade	r here to group by Passenger Name		Item Type	Item Name	Date Collected	Temporary Returned Date
No image data		-			Item Type Heat Item		Date Collected 11/13/2017 2:26:37 PM	Temporary Returned Date
No image data		Туре		Debark Date		Travel steam		4
	Cabin	Type Guest		Debark Date 4/29/2016	Heat Item Sharp Objects Sharp Objects	Travel steam Pocket Knife Pocket Knife	11/13/2017 2:26:37 PM	4
Cabin:	Cabin	Type Guest Guest Guest Guest		Debark Date 4/29/2016 4/29/2016 4/29/2016 4/29/2016	Heat Item Sharp Objects Sharp Objects Sharp Objects	Travel steam Pocket Knife Pocket Knife Scissors	11/13/2017 2:26:37 PM 11/13/2017 2:21:03 PM 11/13/2017 2:26:37 PM 11/13/2017 2:21:03 PM	4
Cabin: Birthdate:	Cabin	Type Guest Guest Guest		Debark Date 4/29/2016 4/29/2016 4/29/2016	Heat Item Sharp Objects Sharp Objects	Travel steam Pocket Knife Pocket Knife Scissors Scissors	11/13/2017 2:26:37 PM 11/13/2017 2:21:03 PM 11/13/2017 2:26:37 PM	4
Cabin: Birthdate: Age:	Cabin	Type Guest Guest Guest Guest		Debark Date 4/29/2016 4/29/2016 4/29/2016 4/29/2016 4/29/2016	Heat Item Sharp Objects Sharp Objects Sharp Objects	Travel steam Pocket Knife Pocket Knife Scissors	11/13/2017 2:26:37 PM 11/13/2017 2:21:03 PM 11/13/2017 2:26:37 PM 11/13/2017 2:21:03 PM	4
Cabin: Birthdate: Age: Gender:	Cabin	Type Guest Guest Guest Guest		Debark Date 4/29/2016 4/29/2016 4/29/2016 4/29/2016	Heat Item Sharp Objects Sharp Objects Sharp Objects	Travel steam Pocket Knife Pocket Knife Scissors Scissors	11/13/2017 2:26:37 PM 11/13/2017 2:21:03 PM 11/13/2017 2:26:37 PM 11/13/2017 2:21:03 PM	4
Cabin: Birthdate: Age:	Cabin	Type Guest Guest Guest Guest		Debark Date 4/29/2016 4/29/2016 4/29/2016 4/29/2016 4/29/2016	Heat Item Sharp Objects Sharp Objects Sharp Objects	Travel steam Pocket Knife Pocket Knife Scissors Scissors	11/13/2017 2:26:37 PM 11/13/2017 2:21:03 PM 11/13/2017 2:26:37 PM 11/13/2017 2:21:03 PM	4

Figure 2-8 Checked In Item Window

- 3. Select the item and click Check-In.
- The number of item(s) checked-in is shown in the confirmation prompt. Click OK to confirm and this resets the Temporary Returned Date to null.

Viewing the Activity Log

This function displays a log of all activities for the selected item, by item or passenger or the person who log the item, depending on the type of log to show.

- 1. From the **Return Item** window, search for the passenger account.
- 2. Select the item from the Item List grid and click Show Log or Show Log Person.



3. A Track It Item Log window opens, displaying the logged activities of the selected item. Click Close to exit.

Adding Confiscated Items by Batch

The **Quick Confiscate** processes the confiscated items by batch instead of individually, and is mainly used when collecting the passenger passport upon check-in.

Figure 2-9 Quick Confiscate

Dverview	Confiscate Item	Store Item	Return Item	Discard Item	Report	Confiscat	Quick e Return Function	Add Guest	Delete Guest Quick Cor	Item	Close
Quick Cor	nfiscate 🗙]									
tem Type tem List	Passport					*					
Enter Name	text to sear	n			Cab	in	• F	Find Embark	ation Da	te	
>								9/23/20	014		
								9/23/20	014		
								9/23/20			
				_	_			9/23/20	014		
						To	tal Records :	= 4			
Comment											

- 1. Click Quick Confiscate button on the ribbon bar.
- 2. Select the Item Type from the drop-down list.
- 3. Click the Add Guest button. This opens the Multiple Accounts Selection window.



Signature Devices	Signotec Omega	-	Data Bits		
Port Number)	-	Parity		*
Speed		+	Stop Bits		+
Port Number Speed	9600	•	Parity Stop Bits	None 1	•
Barcode Reader (R Port Number	S232 Connection)	*	Parity	None	÷
Data Bits	8	•			

Figure 2-10 Quick Confiscate Multiple Account Selection Window

- 4. Use the available options to filter the list of passengers:
 - Status: Refers to the reservation status either Checked-In or Reservation.
 - Account Type: Refers to the type of accounts such as Guest, Crew, Group, or System Account.
 - **Pre-Selection:** Refers to the Quick Posting Templates setup in Administration module. For Example: filter all passenger with nationality = US.
- Account matching the selection is shown in the Non-Selected Accounts list. Click Add All or select the account from the grid, click Add to transfer the accounts to the Selected Accounts window.
- 6. Click **OK** to confirm return to Quick Confiscate window.
- 7. Click the Confiscate Item button.
- 8. At the confirmation prompt, click **Yes** to complete the process. The system does not print the item receipt for such instance.

Returning / Checking Out Items by Batch

Quick Return enables items to be returned by batches.



١.		8	×		Quick	Return l	tem - Oracle	e Hospita	ality Cruise	SPMS Trac	klt		-		×
L	/	Home	Set	up											
<u>tt</u> verv	/iew	Confiscat Item	Item	Item	Discard Item	Reports	Quick Confiscate		Return Item	Check-Out C Item	Item (Search y Check-Out	d	×
			Main I	1enu			Quick Fu	nction			Quick R	leturn Item			Γ ₃
		turn Item	×												
Acc	ount														
S	earc	ch Criteri	а												
Ite	m		Pass	port						Debark Da	ate				•
Ite	m ID)			Barco	de Scan A	ction Searc	h		Guest Typ	pe	Guest, Cr	ew, Visitor		•
.ter	n List	t													
	Ente	r text to s	earch						Find						
	Ente	er text to s	earch					٠	Find						
				e to group	by that c	olumn			Find						
				e to group Passenge		olumn	Debark		Find Item Type	Item Name	e	Date Collect	ted	Tempor	rary F
	ag a	column he	ader her			olumn	Debark 11/17/2	Date			e		ted 12:06:09 PM	Tempor	rary F
Dr	ag a	column he	ader her Type			olumn		Date 2014	Item Type	Passport	e	11/15/2017			rary F
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Dr	ag a	column he	Type Guest Guest Guest			olumn	11/17/2 11/17/2 11/17/2	Date 2 1014 1014 1014	Item Type Documents Documents Documents	Passport Passport Passport		11/15/2017 11/15/2017 11/15/2017	12:06:09 PM 12:06:09 PM 12:06:09 PM		rary F
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Figure 2-11 Quick Return Item

- 1. Click the Quick Return button on the ribbon bar.
- 2. Select an item from the Item drop-down list.
- Click the Search Check-In Only or Search Check-Out Only to display all the confiscate items base on checked-in/out status and the selected item.
- 4. You may also narrow down the search using the **Debark Date** or **Guest Type**.
- 5. Select the guest by checking the check boxes besides the **Cabin** column and insert a comment in the **Return Comments** text box.
- Click the Return Item and click OK to confirm the total number of items returned. This updates the Date Returned/Discarded column with the actual process date/ time.
- To perform a mass check-out of the selected item, click the Check-Out Item button. This process updates the Temporary Returned Date column with the item check out date/time.
- To return/check-out the item using a barcode scanner in Quick Return function, choose either the Auto Check-in/Out or Auto Return from the Barcode Scan Action menu, then scan the barcode label, and click OK to confirm the date/time of the returned item.

Discarding Confiscated Items

Discard Item disposes the confiscated items from the Ship's store when its storage period expires.

Home Setup Image: Setup		🔒 🖯 🛛			Disc	ard Item - Ora	acle Hospitali	ty Cruise SPMS T	racklt		-	
erview Confiscate Store Return Discard Reports Quick Quick Confiscate Return Quick Function Discard Item rs scard Item Return Quick Function Discard Item rs Search Criteria Item Type DRUG Illegal Drug, Docs Documents, HEAT • Store Location STORE I STORE ROOM 1, STORE 2 STORE • Item ID Guest Type Guest, Crew, Visitor • Only for Pax/Crew which had check-out No Include Discarded Item Yes scard Method DISPOS DISPOSAL w Inter text to search • Find Item Type Item N Cabin Type Passenger Name Debark Date Date Collected Date Returned/Disca Discard Method Item Candle Guest 11/3/2012 6/3/2015 1:48:17 PM STORE ROOM 1 Liquid Beve Beers Guest 1/21/2015 12:23:43 RESELLING	9	Home	Setup									
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tem Type DRUG Illegal Drug, Docs Documents, HEAT • Store Location STORE I STORE ROOM 1, STORE 2 STORE • Item ID illegal Drug, Docs Documents, HEAT • Store Location STORE I STORE ROOM 1, STORE 2 STORE • Item ID illegal Drug, Docs Documents, HEAT • Only for Pax/Crew which had check-out No Include Discarded Item Yes card Method DISPOS DISPOSAL • • m List Enter text to search • Find include Discord by that column incl	card 1	Item 🗙										
Guest, Crew, Visitor Only for Pax/Crew which had check-out No Indude Discarded Item Yes card Method DISPOS DISPOSAL • Indude Discarded Item Yes m List • Find • ag a column header here to group by that column • Find Image: The Location Item Type Item N Cabin Type Passenger Name Debark Date Date Collected Date Returned/Disca Discard Method I1/3/2012 6/3/2015 1:48:17 PM STORE ROOM 1 Liquid Beve Beers Guest 11/21/2015 1/21/2015 1/21/2015 1/21/2015	Searc	ch Criteria										
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ard Method DISPOS DISPOSAL		The prod	and a program		neg (neg) in	Un other C		10000			· · · · · · · · · · · · · · · · · · ·	-
n List	uest	Type Guest,	Crew, Visitor			- Only for	r Pax/Crew wh	ich had check-out	No	Include Discarded Ite	em Yes	
m List												
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	n List Enter	r text to search column header he	re to group by t	a provinsi se	Cabin Ty				Date Collected	Date Returned/Disca	Discard Me	thod
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	n List Enter ag a I	r text to search column header he Item Location	re to group by I Item Type Heat Item	Item N Candle	G	ype Passeng uest		Debark Date 11/3/2012	6/3/2015 1:48:17 PM			
Total R	n List Enter ag a I	r text to search column header he Item Location STORE ROOM 1	re to group by t Item Type Heat Item Liquid Beve	Item N Candle Beers	Gu	ype Passeng uest		Debark Date 11/3/2012 1/21/2015	6/3/2015 1:48:17 PM 1/21/2015 12:13:5			

Figure 2-12 Discard Item

- 1. Click the **Discard Item** on the ribbon bar to list all confiscated items exceeded the maximum storage duration.
- 2. In the **Search Criteria** section, select one of the following options and click the **Search** button.
 - Select the type of information to display using the Item Type, Store Location, or Guest Type
 - Slide the **Only for Pax/Crew which had check-out** to **"Yes"** to only show the passenger that has to check out.
 - To search the item with a barcode, enter the barcode in the Item ID field. To include items that were already discarded in the Item List, slide the **Include Discarded Item** to **"Yes"**.
- 3. Select the Discard Method from the drop-down list.
- 4. Choose the item to discard, and click the **Discard Item** button.
- 5. At the confirmation prompt, click Yes to confirm.
- 6. Click **OK** to confirm the number of item(s) being discarded.
- 7. The **Date Returned/Discarded** and **Discard Method** columns are time stamped with actual date/time when system discards the items.

Undoing Discarded Items



- **1.** To undo a discarded item, select a discarded item from **Item List**.
- 2. Click the Undo Discard button.
- Click Yes to confirm and click OK to confirm the total number of discarded items. This removes the timestamp in the Date Returned/Discarded and Discard Method columns from the selected item

Viewing, Printing, and Exporting Reports

Reports are added in Administration module under report group "Track IT" and they are printable from the Track It module.

Figure 2-13 Report Dialog Window

Report P	rinting - Oracle Hospitality Cruise SPMS TrackIt	- 🗆 X
Home Setup	5 1 5	
Item Item Item Co		X lose
Report Printing 🙁	Print Preview	
Search Report	Selection/Criteria	
Track It L Dynamic Summary	Printers	
	Printer: (undefined) Status: Reading Report Properties Please wait Port:	 ✓ Properties
	O PTITL AII	tation: Landscape v
	If the report not working but work in VB6, please edit the re untick Verify on First Refresh and Verify Stored Procedures	port template, go to File->Report Options and on First Refresh. Next go to Database->Verify

- To view the available reports, click **Reports**.
- To print a report, select the report, and click Print.
- To view a report, select the report, and click Preview tab.
- To export the report, select the report, and click **Export**.





Appendix A. User Security Group

This section describes the user security access group for the confiscated items in **Item Type**, **Item**, and **Item List** in **Confiscate Item**, **Store Item**, **Return Item**, **Discard Item**, **Quick Confiscate** and **Quick Return**windows. These access groups coexist with Item configuration on the **Setup** tab. The security privilege is assigned in the **User Security** module.

	Confiscate Item Setup - (Dracle Hospitality Cruise SPMS TrackIt – 🗆 🗙
Home Setup		
Confiscate Item Location Discard Method Setup		
Confiscate Item Setup 🔀		
Expand All	Item Details	
Description	Name	DRUG
Item Setup Ilegal Drug Ilegal Drug Ilegal trug Inter Item Iuquid Beverage Others Sharp Objects	Description	Drug
	Security Group	User With Confiscate Item Security Group 1 only
	Item Type	All User Can Access User With Confiscate Item Security Group 1 only
	Enable	User With Confiscate Item Security Group 2 only User With Confiscate Item Security Group 3 only
	Discard Duration	User With Confiscate Item Security Group 4 only User With Confiscate Item Security Group 5 only
	Guest	User With Confiscate Item Security Group 6 only User With Confiscate Item Security Group 6 only
	Crew	User With Confiscate Item Security Group 8 only
	Visitor	User With Confiscate Item Security Group 9 only User With Confiscate Item Security Group 10 only

Figure A-1 User Access Group Assignment



Group	Privilege	Ref	Security Description
Modules Track It		4424	Confiscate Item
		4422	Confiscate Item Discard Method Setup
		4421	Confiscate Item Location Setup
		4411	Confiscate Item Security Group 1
		4420	Confiscate Item Security Group 10
		4412	Confiscate Item Security Group 2
		4413	Confiscate Item Security Group 3
		4414	Confiscate Item Security Group 4
		4415	Confiscate Item Security Group 5
		4416	Confiscate Item Security Group 6
		4417	Confiscate Item Security Group 7
		4418	Confiscate Item Security Group 8
		4419	Confiscate Item Security Group 9
		4423	Confiscate Item Setup
		4426	Discard Item
		4428	General Setup
		4425	Return Item
	T	4427	Store Item

Figure A-2 User Security Reference

If you do not have the access rights assigned, the system prompts *You have no access to view this item. Please consult your System Administrator for access'* when searching or scanning for the confiscated item.

Security Reference No.	Description
4411	Confiscate Item Security Group 1
4420	Confiscate Item Security Group 10
4412	Confiscate Item Security Group 2
4413	Confiscate Item Security Group 3
4414	Confiscate Item Security Group 4
4415	Confiscate Item Security Group 5
4416	Confiscate Item Security Group 6
4417	Confiscate Item Security Group 7
4418	Confiscate Item Security Group 8
4419	Confiscate Item Security Group 9

Table A-1 Track It Item Security Access Group

Table A-2 Track It Functionality Access Rights

Security Reference No.	Description
4424	Confiscate Item
4422	Confiscate Item Discard Method Setup
4421	Confiscate Item Location Setup
4423	Confiscate Item Setup
4426	Discard Item



Security Reference No.	Description
4428	General Setup
4425	Return Item
4427	Store Item

Table A-2 (Cont.) Track It Functionality Access Rights

Appendix B. Parameters

This section describes the **Parameters** available to the Track It module, and they are accessible from the **Administration** module under **System Setup**, **Parameter**.

Table A-3 PAR Group Track It

PAR Name	PAR Value	Description
Prompt Signature during confiscate item	0, 1	0-No signature require, 1- Signature require

