Oracle® Hospitality Cruise Property Management System
Mobile Gateway Security User Guide

Release 20.1

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ORACLE®

Oracle Hospitality Cruise Property Management System Mobile Gateway Security User Guide, Release 20.1

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Preface

Oracle Hospitality Cruise provides our customers with a mobile solution that allows Ship Security Officers to expeditiously process the embarking/disembarking of passengers, crew members and visitors. The technology runs on any mobile device and is compatible with Android, iOS, and Windows operating systems.

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

This section describes the minimum requirements for Mobile Gateway Security application.

Supported Operating Systems

- Android OS
- iOS

Supported Hardware

- Oracle MICROS 720 Tablet
- Mobile Device with Camera

Supported Browser

For the best browsing experience, it is recommended that you use the Chrome 74 version

- Safari 12
- Chrome 74 for Galaxy Tab
- Chrome 76 for Desktop
- Firefox Quantum 60
- Microsoft Edge 44

Compatibility

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

1
Getting Started

As the Cruise Industry continues to grow and cruise ships become larger, our customers are looking for new ways to process passengers, crew members, and visitors to come on-board or leave the ship (known as embarking and disembarking). The embarking and disembarking is done via the ships gangway and this is a mandatory security process.

The regular operation consists of a fixed workstation connected to the ship's network. If there is a need to embark or disembark passengers more quickly, the IT Officer would need to set up an additional workstation and scanner and connect it to the network. Challenges may include limited space at the gangway for additional workstations, or they may not have enough power or network ports.

With the Mobile Gateway Security option, it allows Security Officers a way to supplement the embarkation and disembarkation of passengers without the need to set up an additional workstation, scanner, power, and wired network access.

The following sections describe the usage of the Mobile Gateway Security application on mobile devices.

Launching the Gateway Security Application

To launch the Gateway Security in a browser,

1. On your device, open your browser. See Supported Browser
2. Enter the URL for the Mobile Check-In application.
3. On the login page, sign in with your user name and password.

To launch the Mobile Shipboard Property Management System in Android/iOS devices,

1. On your device, open your browser. See Supported Browser
2. Enter the URL for the Mobile Shipboard Property Management System application.
3. On an Android device, an **"Add to Home Screen"** pop up notification will appear. Press the **Add to Home Screen** button.

Login to the Mobile Cruise Property Management Application

1. At the **Shipboard Property Management** login page, enter a valid user name and password and click **Sign in**.
2. You can press the **Show Password** to view your password when entering it.

Figure 1-1   Mobile Cruise Property Management Login Page
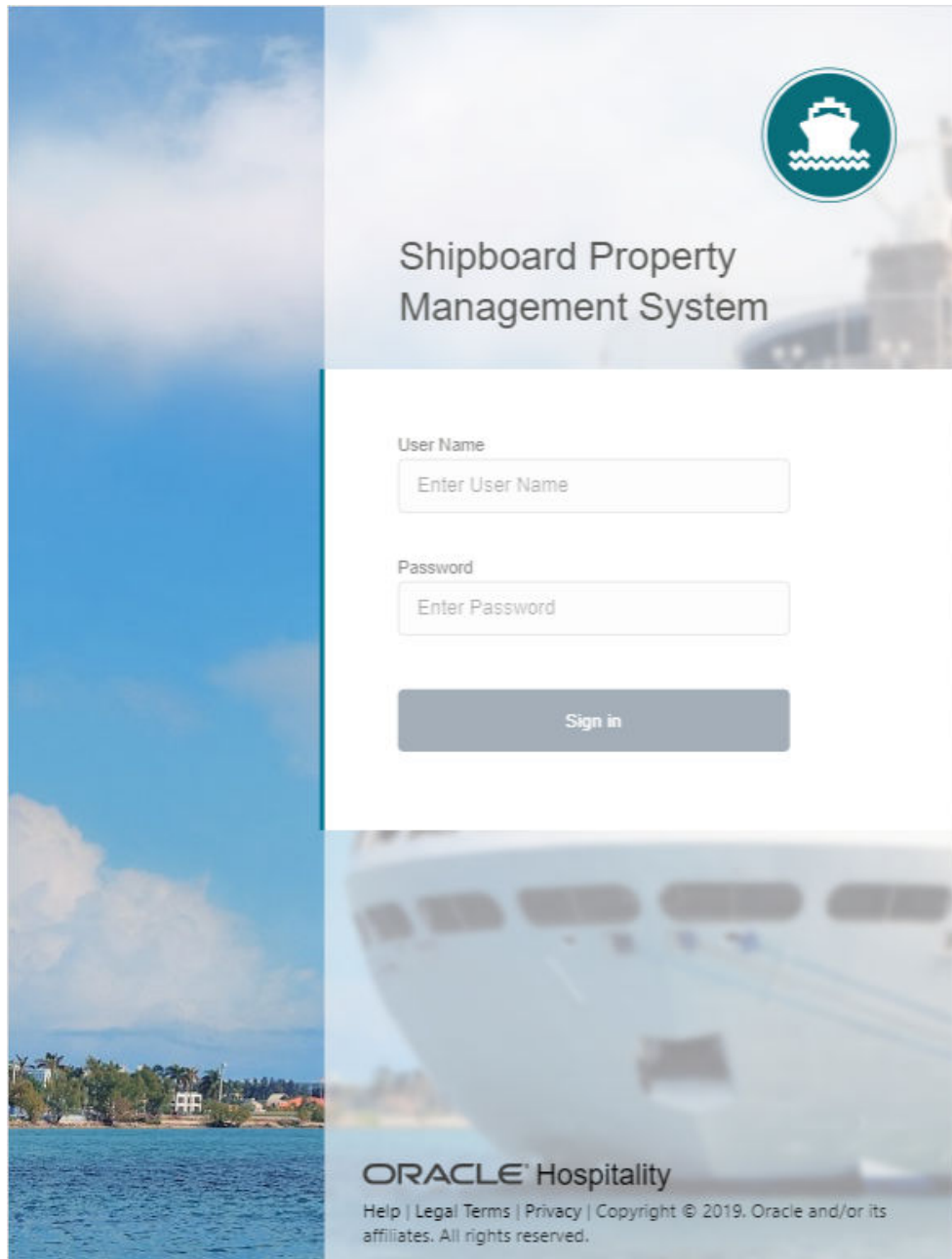
3. Click on one of the three (3) hyperlinks on the login page to view the

   • Help

   • Legal Terms

   • Privacy

4. If you sign in with an incorrect user name, password or both, you will receive an error **"System Error, please contact System Admin"**, and the field color changes to red.

5. Upon a successful log in, your user name and profile picture will be displayed at the top right and it navigate to the Dashboard page.

Figure 1-2   Cruise Property Management Landing Page
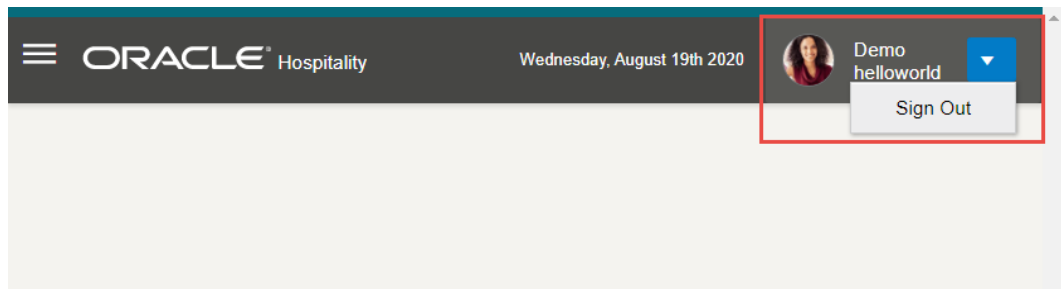
6. To log out from the application, press the arrow down icon next to your profile and select the**Sign Out** button. This brings you back to the login page.

2

Gateway Security

To start the process of embarking or disembarking passengers from the Gangway, it is necessary to 'open' the Gate Location, Gate Type and Traffic Direction. Please note, that additional Gate Locations will be available in future releases.

Figure 2-1   Cruise Property Management Menu
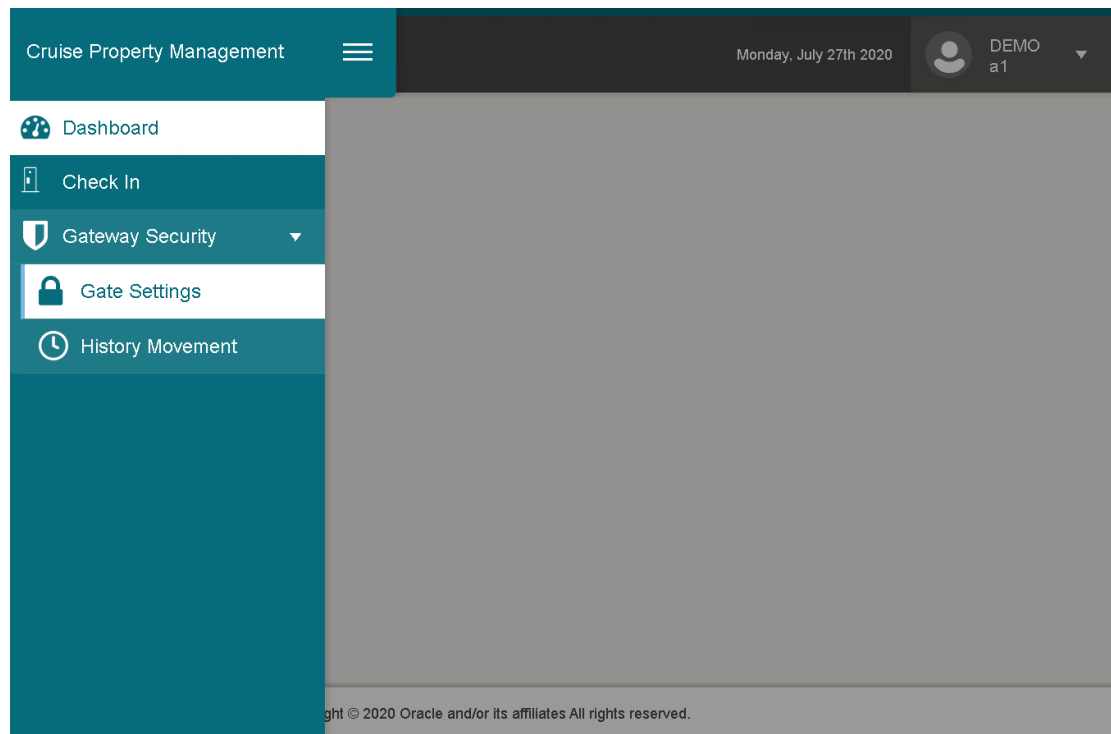
To access the Gate Settings, navigate to the following:

1. Click the hamburger menu at the top left corner.
2. Click **Gateway Security**.
3. Click **Gate Settings**.

Gate Settings

1. From the **Gateway Security** menu, select the **Gate Settings** sub-menu.
2. On the **Gate Settings** page, select a value for all the mandatory fields:
   - Gate Location – the value is obtained from Mobile **Administration**, **Enterprise** menu under**Gateway Security, Gate Location**

- Gate Type
- Traffic Direction

3. Click the **Done** button. The system navigates to the People Movement page with the gate settings shown at the top of the page.

Figure 2-2   Gate Settings

3

People Movement Page

On the People Movement page, the following options are available.

- View Profile Information
- Scan a Boarding Card
- Update Profile information such as passenger photo and update any special needs that the passenger may have.

To look up the passenger information, either use the scan board card function or manually search the record using by entering the name, cabin or document number in the search bar.

Figure 3-1   People Movement Page
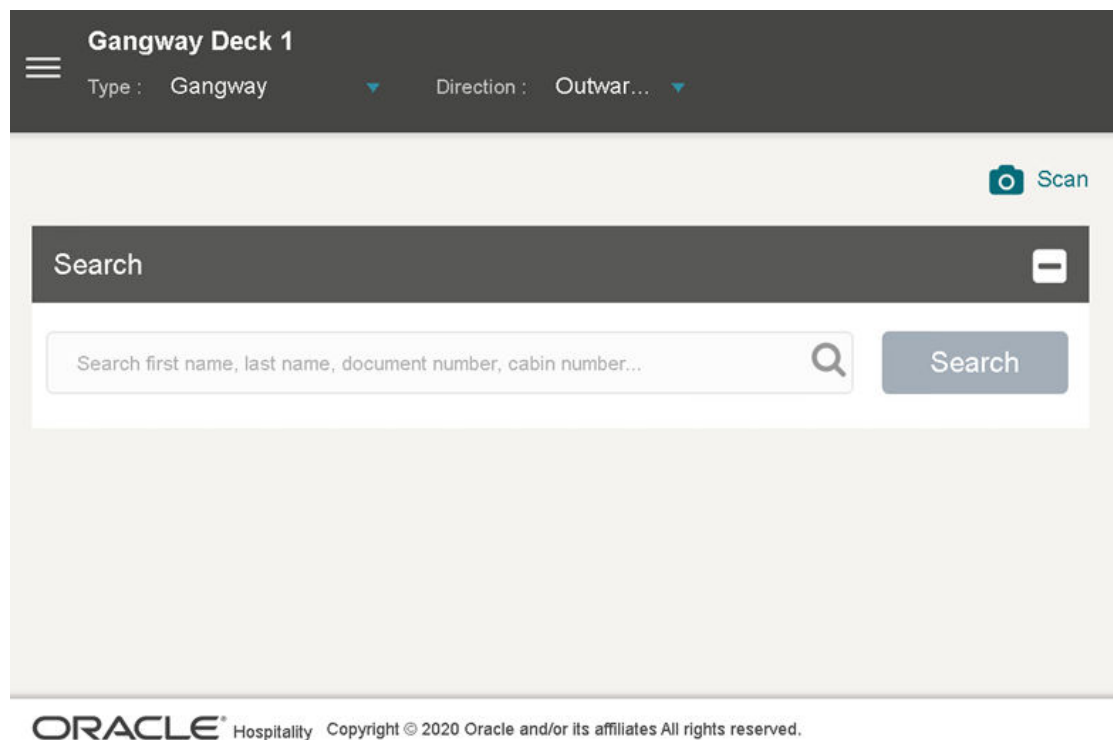
Profile Information

The presentation of the People Movement page for a single direction is different from the 'Both Directions'. When 'Both Directions' is selected, you can change the view to show the information in a single view, or tiled vertically or horizontally by pressing the options below the search bar.

Figure 3-2   People Movement Page – Single Direction
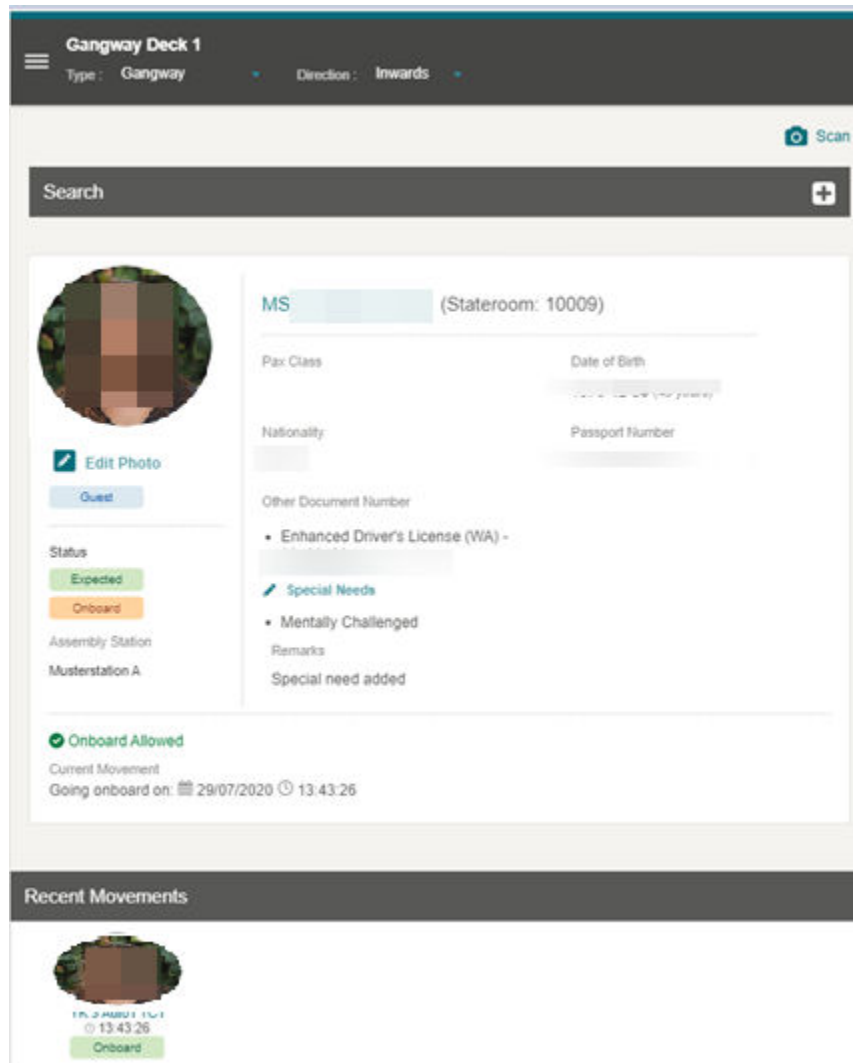
Figure 3-3   People Movement Page – Both Direction Horizontal View
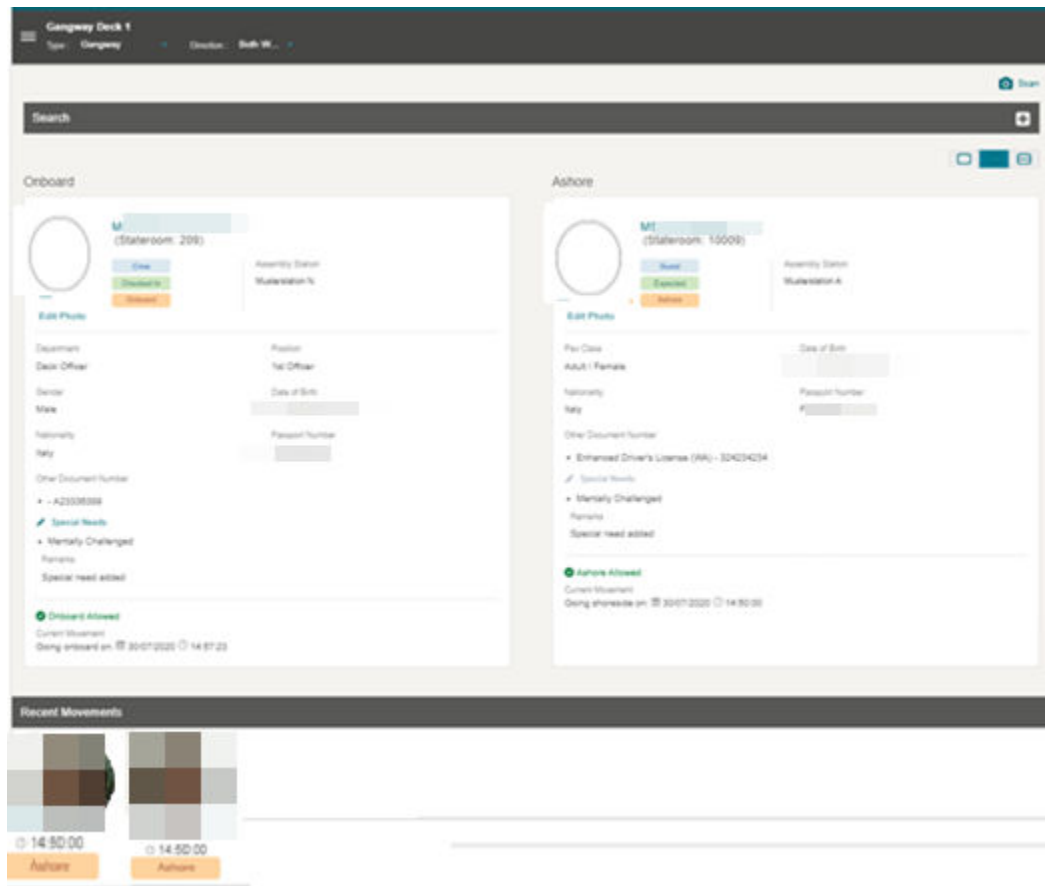
Figure 3-4   People Movement Page – Both Direction Vertical View
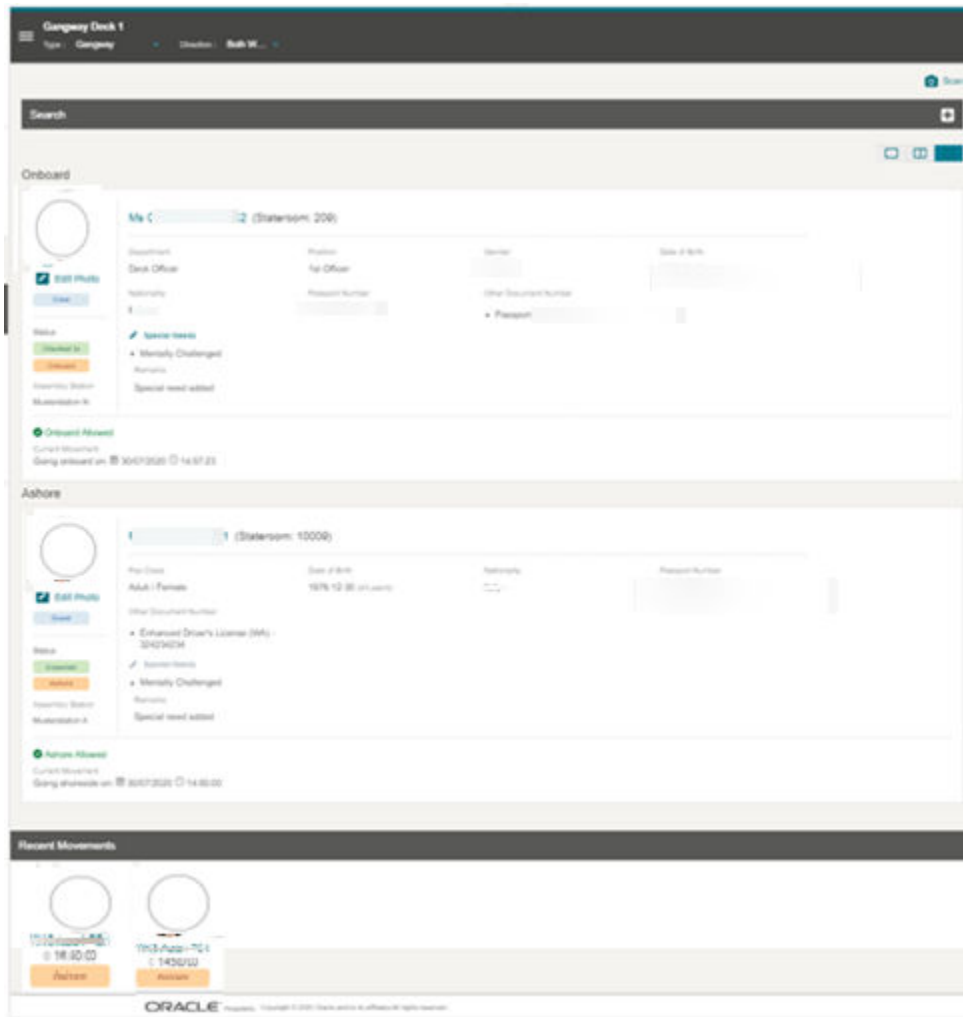
In the Profile section, apart from showing the profile details listed in the below table, it also records the movement, followed by a success or fail status message, depending on the direction settings, as explained below.

• If the **Inward** or **Outward** direction is chosen, a single profile view is shown with the recorded movement and its status.

• If the direction selected is **Bothway**, you can change the **view** to **single, horizontal** or **vertical**, by selecting the panel icon at the top right corner. The horizontal and vertical views has two panels - **Onboard** and **Ashore**.

In the **Recent Movements** section, tiles of the people who passed through the gate successfully are shown.

Table 3-1   Profile Details

Field Name	Description
Title	Salutation, first name, middle name, last name, stateroom number

Table 3-1   (Cont.) Profile Details

Field Name	Description
Profile Type	Guest, Resident, Crew or Visitor will be shown
Status	Current Reservation Status
Onboard/Ashore	Status of the passenger either Onboard or Ashore
Assembly Station	Location of assembly/muster station for the passenger
Department	Assigned department for the Crew Member
Position	The Crew Member position
Gender	Gender of the passenger selection
Date of Birth	Date of birth of the passenger
Age	Passenger age, calculated based on date of birth
Nationality	The Nationality of the Passenger
Passport Number	Passport Number of the Passenger
Document Type	List of Travel Documents associated to the passenger
Document Number	Travel Document number of the selected document type
Special Needs Description	List of Special Needs of the Passenger
Special Needs Remark	Additional comments/remarks of the Passenger's Special Needs. (Visible if the remark has a value, otherwise it will be blank)

Table 3-2   Color in Legend

Color	Text
Light Blue	Color to show the profile type of Guest, Crew, and Resident
Orange	Color to show Onboard Status. Ashore, Expected, and Reservation Status
Light Orange	Color to show Expected or Future Reservation
Red	Color to show reservation status of Cancelled
Green	Color to show reservation status of Checked-in, and On-board
Yellow	Color to show the reservation status of Leaving Today
Light Grey	Color to show the reservation status of Checked Out
Purple	Color to show the passenger is on an Overnight Tour

Scanning a Board Card

1. Click the **Scan** button.

2. This navigate to the **scan** page and turn on the scanning device.

3. Scan the barcode.

4. If the profile exists, the system authorizes the guest's movement. The system return an error message "System unable to verify barcode – barcode not found" when verification of the barcode failed or timed-out with error.

Figure 3-5　Barcode Scanning
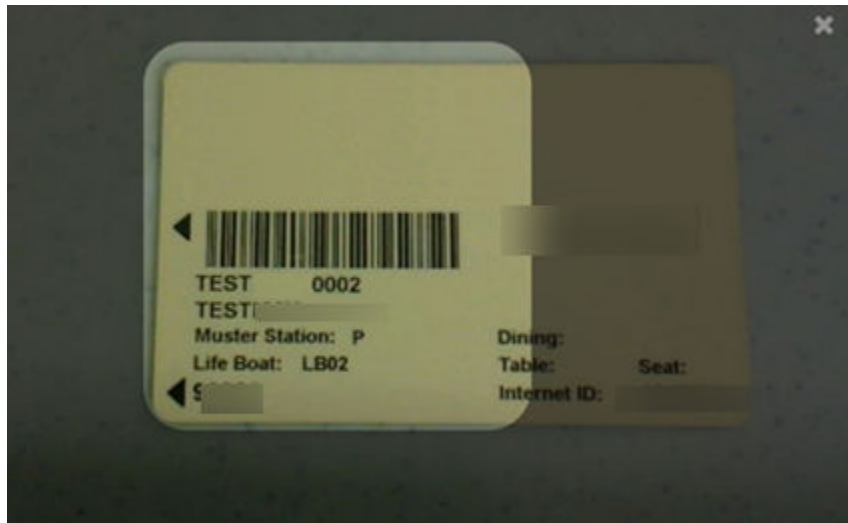
Manually Search for Profile Information

Figure 3-6　Profile Search Results
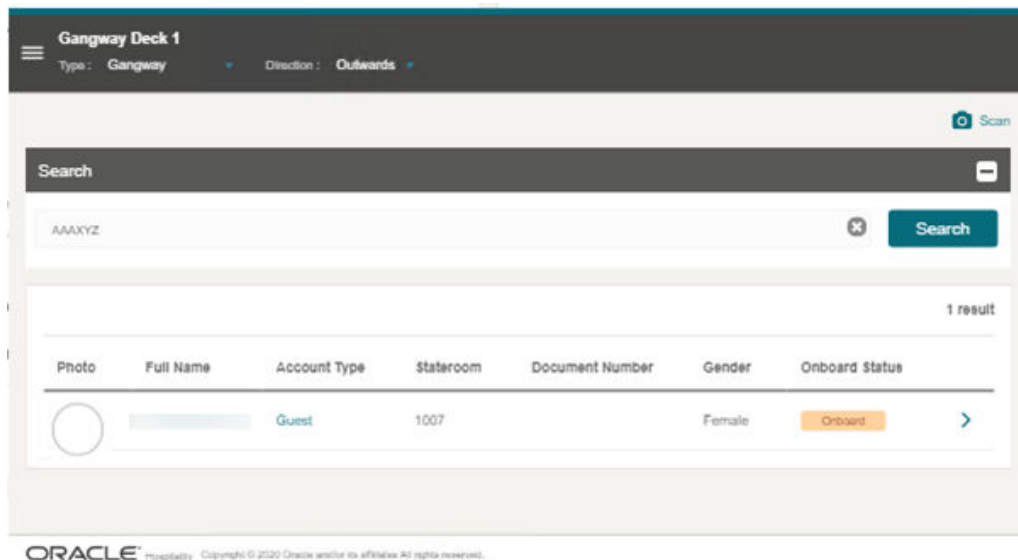
1. Enter either the **Last Name, First Name Document Number, Stateroom Number, Manning Number or Board Card Number** in the search bar, then click the **Search** button.

2. All the matching records are shown in the results view. Select a record.

3. The system shows a confirmation message "Are you sure you want to change <salutation> <full name> to <onboard status>"

   • Click **Yes** to continue the people movement process. See the Validation Message section for more information.

   • Click **No** to terminate the people movement process and the system navigates back to the search screen.

Profile Picture

Crew members can capture a new photo for the profile using the Take Photo function or use **Edit Photo** to update an existing photo.

Taking Profile Photo

1. On the Profile page, click the **Take Photo** button to activate the camera.

2. In the Camera window, click the **Take Photo** button.

3. The system shows the person's picture. To retake the photo, press the **Take Again** button.

4. Click the **Save Photo** button to save and the **X** to exit the page.

Editing Profile Photo

1. Click the **Edit Photo** link to activate the camera.

2. On the Profile Picture, click the **Take Again** button.

3. Click the **Save Photo** button to save and the **X** to exit the page.

Adding Special Need Request

Figure 3-7   Special Need Request Page

1. On the People Movement Page, click the **Special Needs** button of the onboard profile views to navigate to the Special Needs page. This button is disabled if the status is set to Ashore.
2. Check mark the special needs item from the list of values, and enter a remark in the **Remarks** field.
3. Click the **Save** button.
4. The special needs and remarks are shown in the profile section of the **People Movement** page.

Editing Special Need Request

1. On the People Movement page, the profile view shows the special needs selection.
2. In the onboard profile view, click the **Special Needs** button.

3. Navigate to the **Special Needs** page.

4. The Crew Member will see the previously selected special needs value and remarks. Check mark the list of values to select/deselect.

5. Edit the **Remarks** field, if needed.

6. Click the **Save** button. This navigates the user back to the **People Movement** page with the updated selection.

Recent Movement Tile

The Recent Movement section displays up to 10 movements at the Gangway.

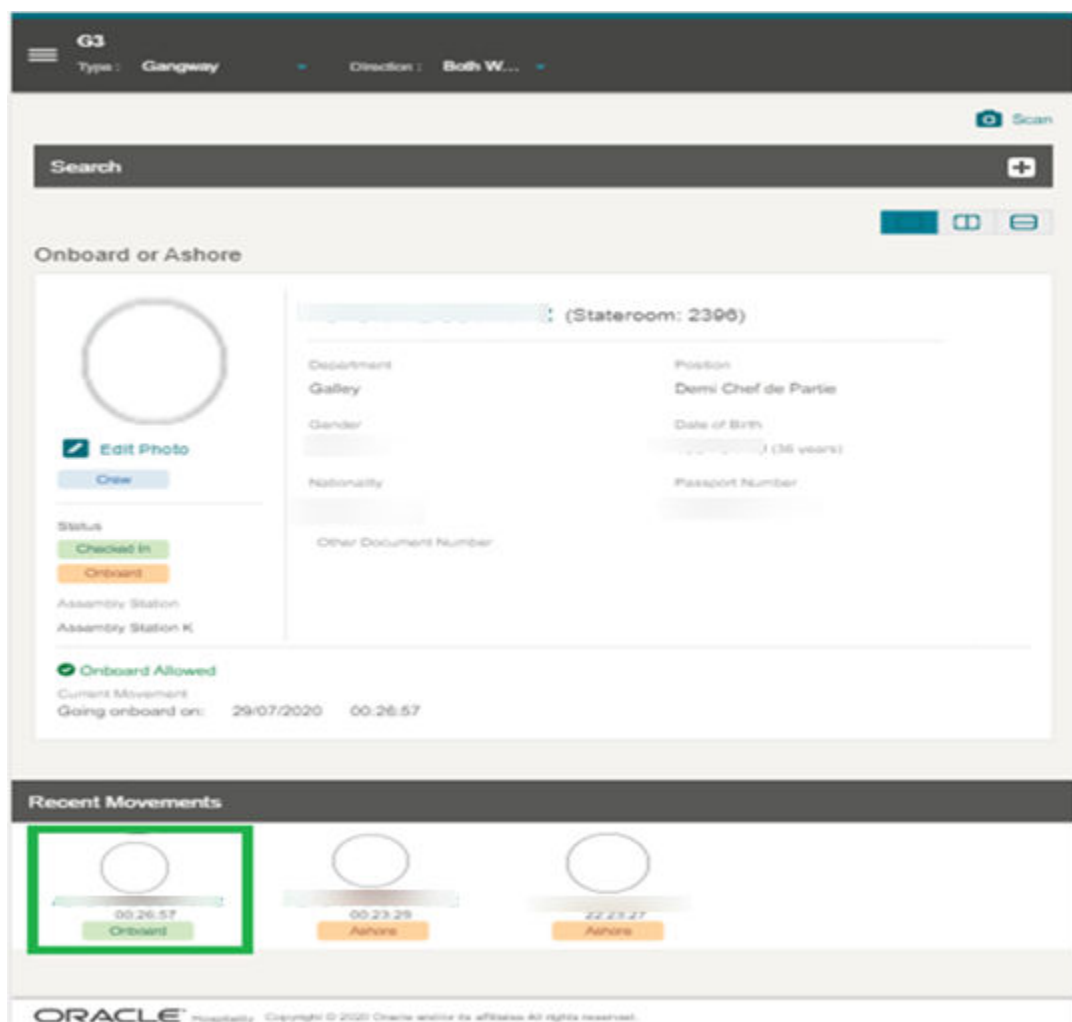**Figure 3-8   Recent Movement Page**

Figure 3-9   Recent Movement History

- **Location:** The gate location that the passenger used to come on board or go ashore.

- **Movement:** Indicates the gate direction used by the passenger (onboard/ashore).

- **Start Date:** Date and time the passenger embarked or disembarked from the ship through the gateway.

- **End Date:** Date and time the passenger embarked or disembarked from the ship through the gateway.

You can also search for the movement history from this page using below steps.

1. Click the recent movement tile.

2. Navigate to the **Profile's Movement History** page.

3. On the **Profile's Movement History** page, search the history by entering or selecting the value from the **Search** box.

4. Click the **Search** button.

4

History Movement

The History Movement function allow you to look up the past movement records.

Figure 4-1   History Movement Page

History Movement Search

1. From the **Gateway Security** menu, select the **History Movement** sub-menu.
2. On the **History Movement** page, search the record by **name** (either first name, middle name or last name) and/or **stateroom**.
3. Enter the value in the search box.
4. Click the **Search** button.

History Movement Advanced Search

1. On the **History Movement** page, click **Go to Advanced Search**. See below for available fields.

2. On the **Advanced Search** page, search by using manual entry or selecting from the list the values in the **Search** box.

3. Click **Search**.

- **Location:** The Gate location that the passenger used to come onboard or go ashore

- **Movement:** Indicates the gate direction used by the passenger (onboard, ashore)

- **Start Date:** Date and time the passenger embarked or disembarked from the ship through the gateway

- **End Date:** Date and time the passenger embarked or disembarked from the ship through the gateway

- **Profile Type:** Profile Type to be searched, guest, crew, and so on

- **Name:** The First name, middle name, last name of the passenger

- **Stateroom:** The Stateroom number of the passenger

5

Validation Message

Once the profile is selected or the barcode is scanned, the system validates the passenger's profile and displays with a fail or success message depending on the type of validation. See below for the different type of validation messages.

List of Movement Validation Messages

Wrong direction (occurs when a single direction is being used)

This alert message displays when the guest, resident, visitor or crew pass through the gate in the opposite direction set by Security officer.

Figure 5-1   Example of Wrong Direction message
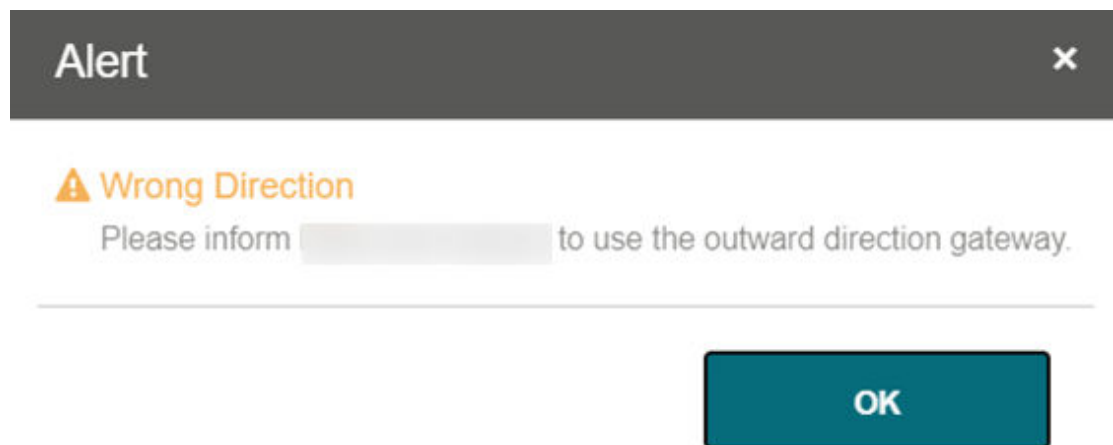
- **Inward**

  This error message displays when the security officer selects the direction as Inward and selects the onboard guest record to go ashore.

  The default message is "Please inform <Profile's name> to use the inward direction gateway". The message for this can be changed from **OHC Administration** module **Administration, System Setup** menu, under **Labels Setup and GNG007**.

- **Outward**

  This error message displays when the security officer selects the direction as Outward and selects the ashore guest record to go onboard.

  The default message is "Please inform <Profile's name> to use the outward direction gateway". The message for this can be changed from **OHC Administration** module **Administration, System Setup** menu, under **Labels Setup and GNG008**.

Coming Onboard Validation

The security officer scans or manually searches for the guest, resident, visitor or crew that embark on the ship.

Figure 5-2   Sample Onboard Denied Message

The following parameters can be configured in the **OHC Administration module, System Setup menu, Database Parameters.**

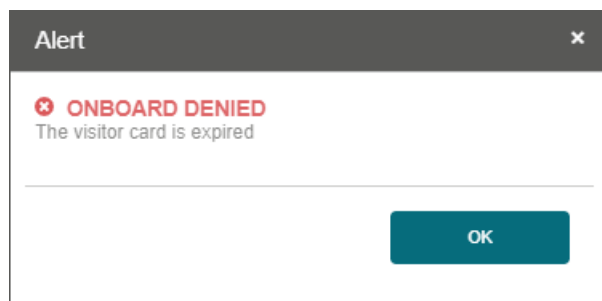- **Check Visitor Card:** 0- No checking performed; 1- Check on the validity of visitor card

- **Use Ashore Denied Message:** 0- Do not use denied message in Ashore/Onboard Denied function; 1- Use

1. **Deny Boarding**

   This error message displays when deny boarding shows as *YES* and the deny boarding reason is entered via the **OHC Management** module, **Cashier Handling, Guests tab, selected guest profile** or and the **OHC Crew module, Crew Members,** selected crew profile.

   The default error message is "<Salutation><Full Name> is not allowed due to <deny reason>". You can define your error message from **OHC Administration module, Administration menu,** then **System Setup menu,** then **Labels Setup, ODCT01**.

2. **Visitor Card is expired**

   This error message displays when the visitor estimates that the disembark date is earlier than the Cruise System Date and the parameter 'Check Visitor Card' is 1.

   The default error message is "The visitor card is expired." You can define your error message from **OHC Administration module, Administration menu,** then **System Setup menu**, then **Labels Setup, GNG039**.

3. **Visitor Card validity is in future date**

   This error message displays when the validity of the visitor's card is after the embarkation date, and the parameter 'Check Visitor Card' is set to 1.

   The default error message is "The Visitor card is only valid from <Profile's Embark Estimated Date>". You can define your error message from **OHC Administration module, Administration menu,** then**System Setup menu,** then **Labels Setup, GNG040**.

4. **Visitor allowed at the Terminal only**

   This error message displays when the visitor is only allowed at the terminal and the value configured is from **OHC Management** module,**Visitor** handling, **Early Boarding Visitor.**

   The default error message is "<Name> is allowed at the terminal only." You can define your error message from **OHC Administration module, Administration menu**, then **System Setup menu**, then **Labels Setup, GNG041**.

5. **Invalid Reservation**

   This error message displays when the searched profile's reservation status is either cancel, no show or checked out.

   The error message content is "Invalid reservation. <Salutation><full name> status is <reservation status>".

6. **User Definable Security Alert Setup (SAG)**

   This message display is based on the configuration in **OHC Administration module, Administration menu, Security Alert Setup**.

Going Ashore Validations

This message alerts the Security officer when the guest, visitor or crew disembarking the ship does not have the required travel visa.

Figure 5-3   Sample Ashore Denied Message
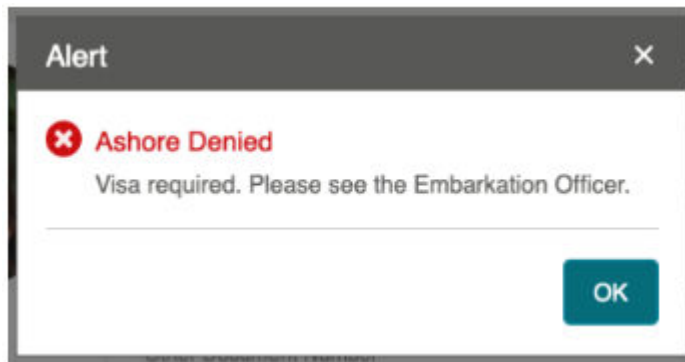
Parameters can be configured in **OHC Administration module, System Setup** menu,**Database Parameters**.

- **Use Ashore Denied Message:** 0- Do not use denied message in Ashore/Onboard Denied function; 1- Use

- **Enable Visa Check:** 0- Turn Check off; 1- Turn Check On.

- **SLD Manual Override:** 0- No overriding; 1- Prompt to override Shore list denied (SLD) message

- **Adult Min Age:** Numeric. Adult minimum age

- **Enable Minor Disembarkation Authorization:** 0 – No Authorization is require for Minor; 1-Authorization of guardian company is require

- **Exclude Port from Minor Disauthorization:** Specify the ports of call that a minor is authorized to debark unescorted, For example 'PortA','PortB'

1. **Shore Leave Denied**

   This error message displays when the guest is listed on the shore leave deny list and attempts to go ashore. The shore leave deny list is configured at **OHC Management** module, **Cashier, Ashore Deny List** or **OHC Crew, Safety, Ashore Deny List**.

   To activate shore leave denied feature set parameter **SLD Manual Override** to 1.

   The default message shows the Ashore Denied header only. You can define the message from **OHC Administration, Administration, System Setup, Labels Setup**, and use **GNG036** for Crew and **GNG037** for guest or resident.

2. **Visa Check**

   This error message displays when a travel visa is required for the guest, crew, visitor or resident to leave the ship. To activate the visa check, set the parameter **Enable Visa Check** to 1.

   The visa requirements can be set up in these three (3) modules:

   - OHC Administration, Security, Port/Visa Requirement
   - OHC Management, Security, Port/Visa Requirement
   - OHC Crew, Security, Port/Visa Requirement

   The default error message is "Visa required. Please see the Embarkation Offer." You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, VMSG01**.

3. **User Definable Security Alert Setup (SAG)**

   This message is displayed based in the OHC Administration, Administration, Security Alert Setup.

4. **Minor validation**

   - **Assign Guardian to a minor**

     The Security Officer needs to verify if the assigned guardian is accompanying the minor when the minor goes ashore.

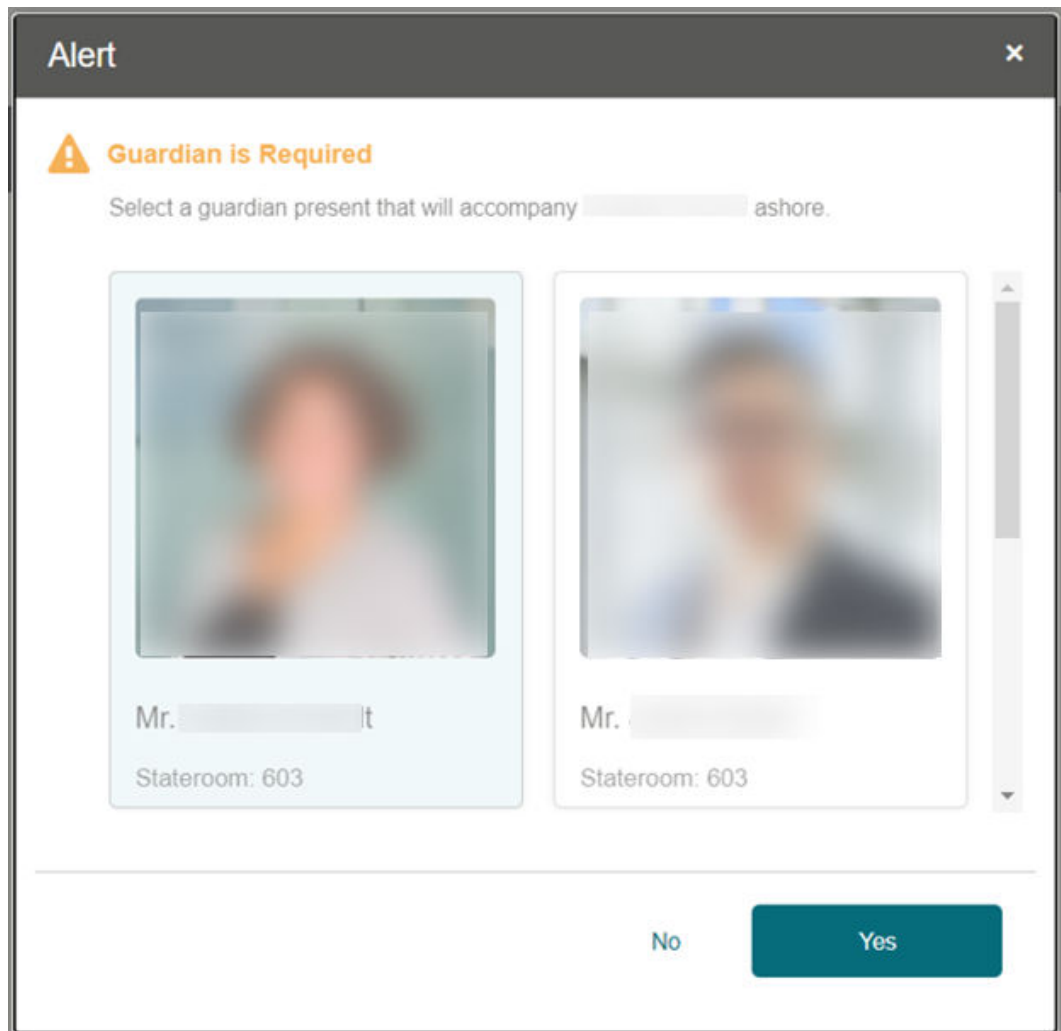   - **Minor with pre-assigned guardian**

     If the guardian profile is assigned to a minor profile, the system will display the guardian list when the Security Office processes this minor.

     The default message is "Select a Guardian that will accompany <minor name> minor ashore". You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG116**.

     If the Security Officer is not able to find the guardian, the Security Officer will select **No** to disallow the minor from going ashore. The system displays "A guardian should be physically present with <Minor Name> Minor".

     The default message is "Select a Guardian that will accompany <minor name> minor ashore". You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG117**.

Figure 5-4   Guardian Listing

- **Minor without pre-assigned guardian**

  If the minor does not have a guardian assigned to the minor's profile, the Security Officer will not allow this minor to go ashore.

  The default message "No guardian assignment found. <minor name> is a minor and must be accompanied by an adult guardian". You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG072**.

Overnight Tour Notification

If a guest, resident or crew has purchased an excursion tour that requires them to stay overnight on the shore, the system will bring up a notification indicating that the guest, resident or crew is going for an overnight tour.

The overnight tour notification is shown after the guest, resident or crew has successfully changed the onboard status to Ashore.

The default message "<guest name> is going for an overnight tour". You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG032**.

Figure 5-5   Overnight Tour Notification