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





Oracle Hospitality Cruise Shipboard Property Management System Advance Quick Check-In User Guide, Release 20.2

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Preface

The Advance Quick Check-In Module (AQCI) facilitates quick and effective check-in and records vital information about passengers during embarkation. It also provides the Check-In Wizard (CIW) to help simplify the check-in process.

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 2021	Initial publication.
May 2022	 Updated gender field to support non- binary gender.
July 2022	 Made minor grammatical changes.



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 20.2 or later. For customers operating on version 20.2 and below, upgrade your database 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.

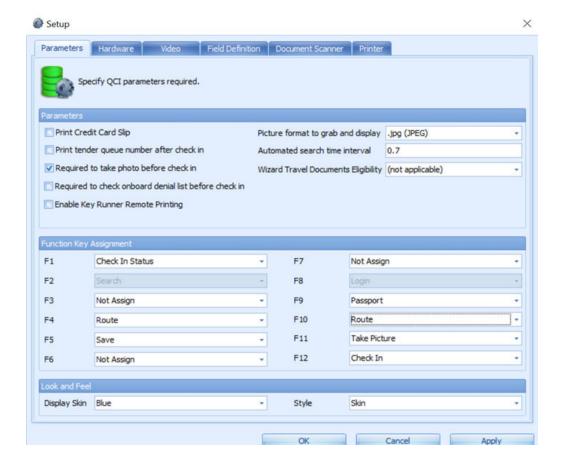
Figure 1-1 AQCI Setup Tab



General Setup

The General Setup section contains all the general settings for use in the Advance Quick Check-In Module (AQCI). The general setting tabs are described 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 you can adjust settings according to the device used in this function.

- 1. Click the Video Format tab, adjust the necessary fields and click Apply.
- 2. 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 appears on the reservation screen and is editable, but not mandatory.
- Required Per Cabin: If you select this field, it becomes required for that particular cabin and use per the following scenario:
 - Either one of the checked-in guests in the same cabin have entered the required field.
 - Either one of the checked-in guests or expected guest in the same cabin have entered the required field.
 - Both expected check-in guests and expected debarking guest in the same cabin have entered the required field. The message will not prompt for the expected debarking guest if the expected checked-in guest has the required field entered. The program checks the required field for the expected check-in guest even though the expected debark guest has the required field entered.
 - The program takes Required Field as priority if both the Required Field and the 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**, select the specific document type from the drop-down list, and in **Scanner**, select the preferred scanner.
- 2. Click **Apply** and continue to define the next document type.
- 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, select 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. It is used to load the saved layout or share it with certain workstation if it is specified to be shared. The **Name** field in the Setup Form indicates the PC Name or the PC IP Address.

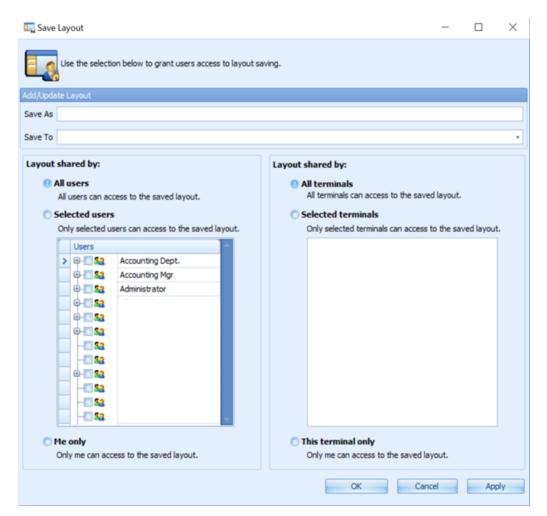
- 1. Click **Add** to add a new terminal workstation.
- 2. Enter a mandatory **Code** field and **Name**, followed by the **Terminal Name**.
- 3. Insert the comment in the **Comments** field, if any.
- 4. Click **Save** to save the information.
- 5. Click **Delete** to delete the terminal workstation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

Saving a Layout

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



Figure 1-3 Save Layout



- For a new layout, you can select Save As to define the layout name, and click OK to save.
- For an existing layout, you can select **Save To** and update the existing layout from the drop-down list.

You can share the layout using the following options:

- All Users: All users can access the saved layout.
- Selected Users: Only selected users can access the saved layout.
- Me Only: Only the logged in user can access the saved layout.
- All Terminals: All terminals can access the saved layout.
- Selected Terminals: Only selected terminal can access the saved layout.
- This Terminal Only: Only for this particular terminal can access the saved layout.

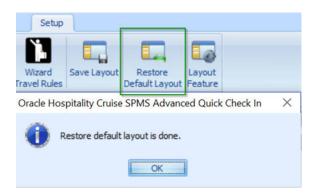


Restoring Default Layout

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

To reset the layout, click the **Restore Default Layout** button on the ribbon bar and click **OK** after the restore completes.

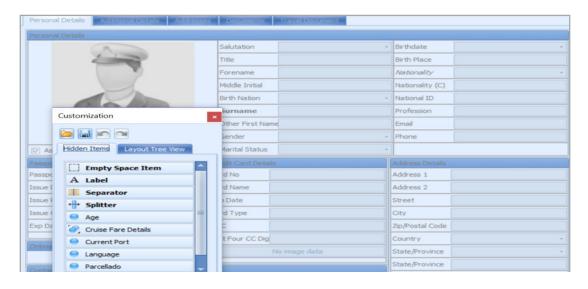
Figure 1-4 Restore Default Layout



Customizing a Layout

All ship operators have the option to design their Check-in screen layout according to their users, user group, or workstation. In the Customize Layout option, drag and drop objects to customize the layout.

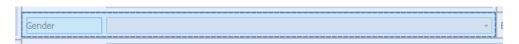
Figure 1-5 Layout Labels



1. At the AQCI main screen, right-click in any blank space in the All Details Tab.

- 2. Select **Customize Layout** to open the **Customization** window and switch the AQCI form to Disable mode.
- 3. To remove a field from the All Details form, highlight the 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 the Customization window and return to AQCI Enable mode.

Restoring Field/Group

In order to restore a field or group back to the Detail screen, you must switch the layout mode to **Disable**.

- At the Customization window, Hidden Items tab, highlight a field or a group from the Hidden Items list.
- Drag the field or group to the AQCI form and drop the item(s) at the desired location. The new location of the field or group depends on where the splitter line is.

Figure 1-7 Layout Field Splitter



Renaming a Field Name

- 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** the specific layout required by the users. In **Layout Change**, the default layout is the **last saved** layout, if multiple layouts exist for the user.



Figure 1-8 Layout Feature



Importing a Layout

- 1. From the **Import** screen, browse the XML file you want to import into the database.
- By default, the Export template with XML file default users and terminals is selected.
 Deselect the check mark to share the template with 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 the Template Export screen, you can export the layout based on the following options:

Export all templates created by the user.

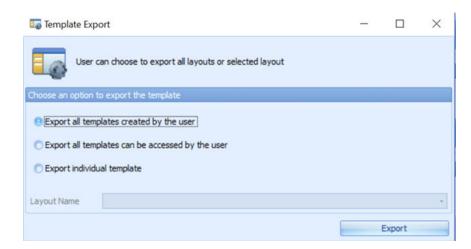


- This exports the template created by the current logged-in user. For example,
 Template A is created by user A. Template B is created by user B. When User A logs in to the system, only Template A is being exported.
- Export all templates can be accessed by the user.
 - This exports the template that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

Exporting a Template

- From the Layout Feature window, click Export. This opens the Template Export window.
- 2. Select 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 the current logged-in user is shown in the following:

Figure 1-9 Template Export



- 3. Click **Export** to proceed and select a location to save the file when prompted.
- Click Save to complete the process.

Removing a Layout

The Remove Layout option allows only 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 can log in 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 allows you to share multiple layouts and specify which layout is the default for other users. 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

You can restore a layout to the system default layout by right-clicking on the **Reservation** screen and selecting **Reset Layout**.



AQCI Functions

The Advance Quick Check In (AQCI) module is designed to ease the check-in process using the quick passenger registration and collection of passport details, and by printing the Board Card at the end of the process. All these processes are performed from the Home Tab.

Figure 2-1 AQCI Functions



Created a New Reservation

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

You can create a new reservation and add it to the passenger manifest using the following steps.

- 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. Select the **Notice and Consent** check-box. If this is left unchecked, the system prompts a warning message and prevents you from continuing.
- 4. Click **Save** on the ribbon bar to save the reservation. The newly created reservation is grouped under the **Expected** reservation category.

Renewing a Reservation

The **Renew** function reactivates a Check-out guest account. To renew a reservation:

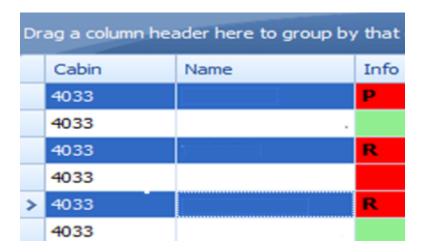
- Search for the passenger account in the Account Search section, select Reserv Status
 as History, and select the past Embark Date using the date editor.
- In the results grid, select the passenger name, update the passenger details, select a cabin from the available cabin list, and click Renew at the 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 or to an account, depending on the routing configuration.

- 1. At **Account Search** section, search for the guest account and select the desired account by holding the **CTRL+** key or **SHIFT+** key.
- At the ribbon bar, click Route and select the account to route. The first account you select is the Payer, and the Payer account is tagged with the letter P. The Routed account is tagged with the letter R.
- To cancel the routing, select the account and click Cancel Route on 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 information is 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 the 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 for 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 allow 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 the Setup, Printer tab.

- 1. At the selected account, click **Print Board Card** on the ribbon bar.
- 2. Select the Print Board Card **reason** when prompted 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 and the embark/disembark date.

Print Passport Label

The Print Passport Label prints an identification label tagged to the passenger's passport. You must configure the supported hardware in Setup, General Setup, Printer, Passport Label Printer. You can also configure the same in Management module, Options, Hardware, Printer. 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 are 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
 guests with same booking number and same cabin are found, a single Key Runner
 Receipt is printed. For three guests with different cabins, three different Key Runner
 receipts are printed.
- Guest with the same embarkation date and cabin are printed in a single Key Runner receipt.
- You must configure the Key Runner printer in General Setup, Printer, Key Runner
 Printer and select 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 is
 printed for the passenger. The receipt prints only once for the same cabin unless the
 Return Key is clicked to reset the key status. This would then allow you to send the key
 request again to the Key Runner.



Figure 2-3 Key Runner Request



Check In Status

You can view the total number of Reservations, Checked-In, and Remaining status of the guests that have 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 reservation which saves data entry time when both reservations share the same address.

- 1. At the Passenger Details screen of the selected account, click **Copy Address** on 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 configured passport reader in General Setup, Hardware, Card Reader section.



Guest Detail Overview

The Guest Detail Overview screen is the main screen of the Advance Quick Check In (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 for names containing characters entered in the field.
Same Name	Searches names matching the name.
Name List	Displays names in listing.
Same Cabin	Searches passengers in the same cabin.
Cabin List	Displays cabins 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 categorized as Guest.
Crew	Search for record type categorized as Crew.
Visitors	Search for record type categorized as Visitor.
All	Search for record in any 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.

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

Adding/Updating New Personal Details

To add/update the passenger personal details:

- 1. Repeat steps 1 3 of Account Search.
- 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 the contact person.
Other Name	Other Name of the contact person. For example: could be the name in Chinese characters).
Gender	Male, Female or Non-Binary.
Marital Status	Marital Status of contact person: '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 that issued the passport.
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 selects 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: '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 navigating 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 Check-In Wizard (CIW) function, you must configure the travel rules for each nationality, by first creating a template and assigning the nationalities to the template.



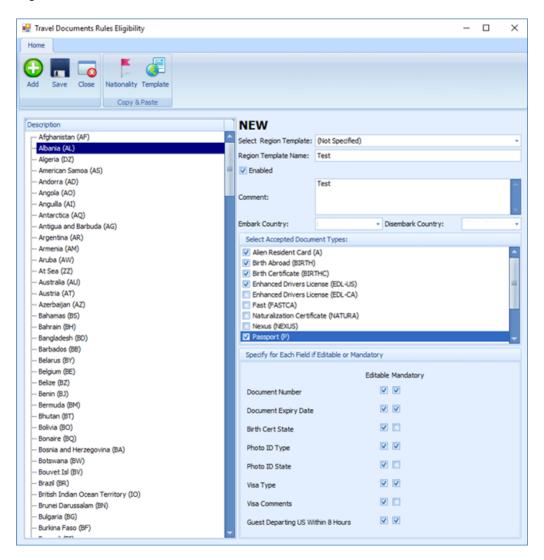


Figure 4-1 CIW Travel Rules

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.
- By default, all the entry fields are disabled. On 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, select the applicable check boxes.
 In the next section, select the applicable check boxes if the field is editable or if mandatory, and click Save to save the template.
- Select the Nationality and check the appropriate document types accepted under the Select Accepted Document section. The accepted document types are defined in parameter Advance QCI, Wizard DocType xxx.

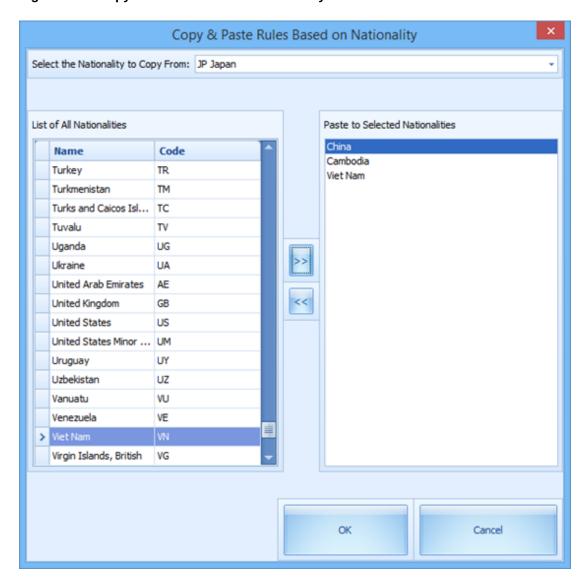


- 6. Select the requirement for document type whether it is editable or mandatory in the Immigration, Visa or other information screen in AQCI.
- 7. To add more nationality to the rule, repeat steps 6-7.
- 8. Click **Save** to save the template.

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 the **Nationality to Copy From** using the drop-down list.
- Select the nationailties on the List of All Nationalities and click the double right arrow to transfer the information to the Paste to Selected Nationalities window.



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

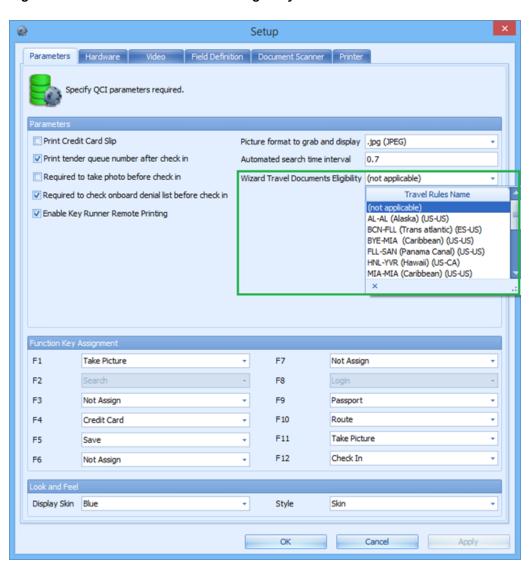
Duplicating a Template

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

- 1. On the Travel Document Rules Eligibility page, select a **Region Template** from the drop-down list.
- 2. Click the **Template** at the ribbon bar, insert the new template name when prompted 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. From 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 the selected template is becomes visible.

Setting up the Barcode Scanner

The CIW supports barcode scanning of the passenger's board card, and the field used to search the passenger's record is defined in the 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 setsail pass.



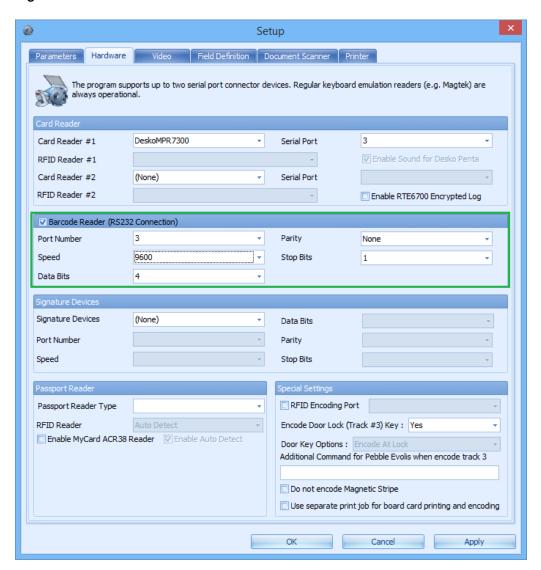


Figure 4-4 CIW Hardware Tab

- At the main AQCI page, navigate to the Setup tab and click the General Setup at the ribbon bar.
- 2. At the **Hardware** tab, select the **Barcode Reader (RS232 Connection)** check box, 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 the Passport Reader

The CIW function supports a number of passport readers that are used for registration. To configure the passport reader,

1. Repeat step 1 of Setting up the Barcode scanner.



- At the Hardware tab, select the Card Reader for a swipe type reader or select 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 Check-In Wizard (CIW) function facilitates a quick and effective check-in and record passenger's information at the same time.

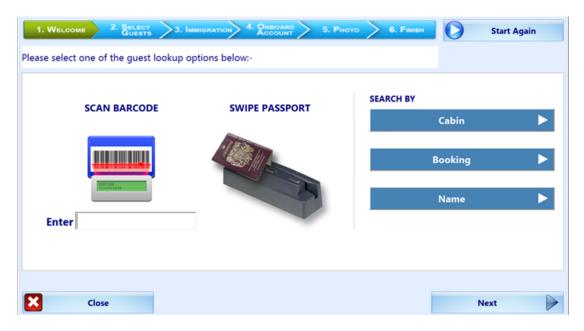
The presentation of the screen may vary depending on the parameter defined in **Advance QCI**, **Wizard - Show Upon Startup**.

Check In Guest with CIW

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

Welcome Screen

Figure 5-1 Check In Wizard



The Welcome Screen is the first of six processes in the 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, and 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 appears in process **2. Select Guests**. In the event the external number is not found, then a warning message "Guests not found. Please try again" appears.

Search Guest Using Swipe Passport

Swipe the passport through the passport reader. The passenger's information appears in process **2. Select Guests**. In the event the passport number is not found, a warning message "Guests not found. Please try again" appears.

Search Guest Using Cabin, Booking Number or Name

- 1. At the Welcome Screen, click the **Cabin, Booking** or **Name** icon, and enter the corresponding information into the respective field.
- Click Next. The passenger's information appears in process 2. Select Guests. In the event the passport number is not found, a warning message "Guests not found. Please try again" appears.

Selecting a Guest

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

Figure 5-2 CIW — Select Guests

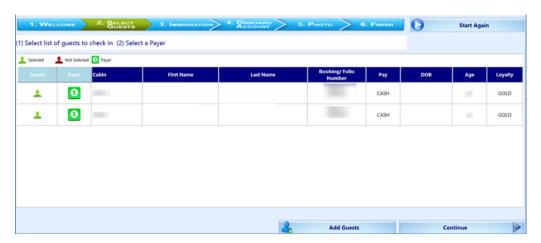


Table 5-1 Select Guests Screen Field Definition

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 defaulted 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

You can add guests to the selection list using the **Add Guest** function. Upon clicking **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 removes 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 routing instructions, the payer account will display the Dollar symbol under Payer column, the guest he/she is paying for will be blank in the Payer column and the letter R appears in Pay column.

The system always process the first payer on the grid. It processes the next payer 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, you are prompted by a Promotion Eligibility Notice requesting Authorization from the user. If the sign-on user is assigned with the user security rights, #4510 – Allow Authorize RCL Check-In Hard Stop, you 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 has undeliverable messages, a **Message Notice** shall appear, requesting an authorization to mark the message as delivered. If you are assigned the user security right #4510 Allow Authorize RCL Check-In Hard Stop, you can immediately authorize or reject delivery of the message.
- If you are 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 you click **Continue**, the system automatically navigates to the next process, which is the **Immigration Screen**. If the system found the booking to be a duplicate, check-in is not allowed 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 the guest account or printing a Set Sail pass after the guest checks-in is possible with the Check-In Wizard, available in the **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. Select one of the following options when prompted.
 - 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 you select View, you are not allowed to change guest details. If you select Edit, the system automatically navigates to the Immigration screen where editable fields are enabled.



- 5. Update the guest details, and click **Next** to update the **Visa requirements**, if any.
- 6. Continue to click **Next** until reaching the process 5. Photo screen.
- Click Save.

Edit/View a Check-In Guest Payment

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

- 1. Repeat the process from the **Welcome Screen**. The guests that have been checked-in are highlighted in green on the **Select Guests** screen.
- 2. Click the **Payment Type** in the **Pay** column to edit or view the account. The system automatically navigate to the process 4. Onboard Account screen.
- 3. Click 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 six processes in CIW and has two sections; one that captures guest details and a **Visa** screen that stores the travel visa information. Typically, this information is uploaded during data import, and can manipulate certain data based on the travel rules defined in Travel Rules Setup.

Before you can check in a subsequent guest, you must first complete the **Immigration** information and **Onboard Account** of the first guest. The system repeats this process until the last guest is updated and then lets you 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. The fields are non-editable. Information auto-populates fields when the travel document is swiped.
	 If the logged-in user is a supervisor (#4510), the individual can edit the first and last names on the immigration screen. If logged-in user is not a supervisor, then the first and last name fields are not editable. Edit button allows for a supervisor to swipe credentials through the card reader and make
Chinese First Name, Last Name	the first/last name fields editable. Chinese First and Last Name of the guest. These fields are editable and mandatory when they match the nationality defined in the Advance QCI - Wizard - Nationalities With Chinese Names parameter. Travel document information auto-
Medianella	populates when scanned with the 3M passport scanner.
Nationality	Information populates during passport swipe. The field is non-editable unless you click Manual which enables the drop-down selection list.



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

Field Name	Descriptions
Document Type	Information populates during passport swipe. The options on the drop-down list are based on the selected nationality and conditions defined in Travel Rules Setup.
Document Number	Information populates during passport swipe. The field is editable or mandatory depending on the conditions defined in Travel Rules Setup.
Date of Birth	Information populates during passport swipe. The field is non-editable unless you click the Manual button next to Nationality.
Expiry Date	Information populates during passport swipe. The field is editable or mandatory depending on the conditions defined in Travel Rules Setup.
Birth Cert state	Information populates during passport swipe. The 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. The field is editable or mandatory depending on the conditions defined in Travel Rules Setup.
Photo ID Type	Field is editable or mandatory depending on the conditions defined in Travel Rules Setup.
Photo ID State	Field is editable or mandatory depending 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	This function copies input numbers to other guests if you select Multiple Guest.
Ship Email.	This field is enabled when the Advance QCI , Wizard Show Ship Email Address parameter is active.
	You must have access rights 4689 – Allow to Change Email address.
Exclude From Quick Billing Printing	This field is enabled when the Advance QCI, Wizard Show Quick Billing Printing Option parameter is active.
	You 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.
Notice and Consent	Mandatory field. Indicates that passenger accepts the Notice and Consent terms.



Some of these fields are mandatory and validate 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 a 2-digit year format, the system prompts for confirmation of the correct year. Select the correct year to update.

Figure 5-8 Year Setting Affecting Guest Age





• If a changed date is within the minor age group or vice versa, you will receive another prompt requesting for the 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 parameters 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 order is not accepted as Emergency Phone number, for example 12345678 or 11111111.

Notice and Consent

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

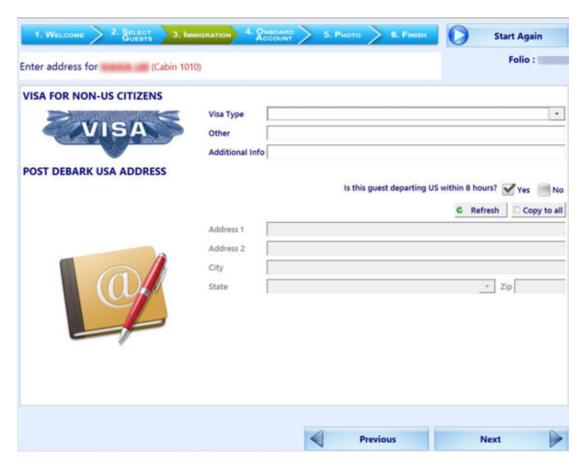


Table 5-3 Visa Screen Field Definition

Field Name	Descriptions
Visa Type	Field is editable or mandatory depending 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 depending on the conditions defined in Travel Rules Setup. By default, Yes is selected.
Refresh	Button resets the screen to default selection.
Copy to All	This function copies input numbers to other guests if you select Multiple Guest.
Address 1 / 2, City, State and Zip	Field editable if you select NO to the question "Is this guest departing US within 8 hours?". Zip code must not be less than five digits.

Entering Visa Information

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



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

Entering Post Debark US Address

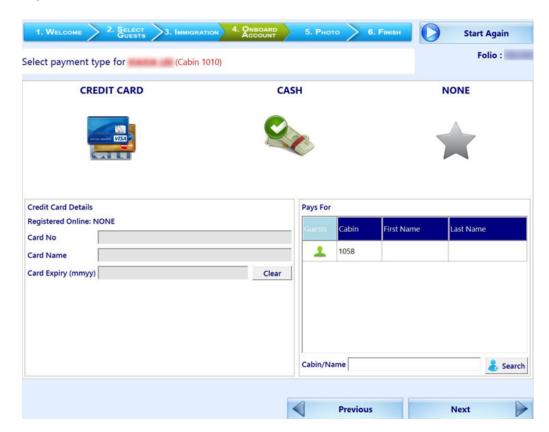
- 1. Select **No** on the question "Is this guest departing US within 8 hours?".
- 2. Fill in the US Address, City, State and Zip code.
- 3. Click Next to continue.

Onboard Account

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

- Click the appropriate image to select a payment type. Options are: Credit Card, Cash, and None.
- If the guest has a registered credit card, the card details appear below the card section with its credit card number masked.
- It also allows 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 through the reader or manually enter the credit card number, name, and expiry date.
- 3. Click **Clear** to reset the information entered.
- 4. If the card name or credit card number registered online differ from the card, the system prompts a **Change Notice**.

Figure 5-11 Credit Card Change Notice



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



The above validation requires the 'General','Check Credit Card Registration'=1 parameter.

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, the guest has an option to choose whether to use the home base currency or dynamic currencies during settlement.

This handling requires the following 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

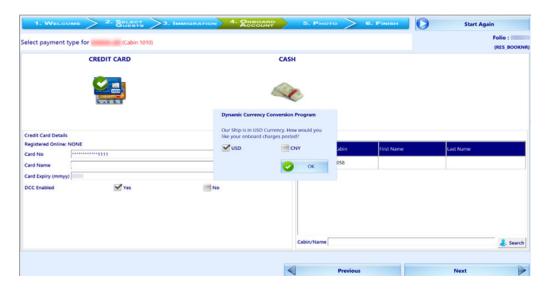
In the event where the payment type is Cash,

- 1. Click the Cash image.
- 2. Click **Save** to save the changes.

If no payment type is specified, do the following:

- 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:

- 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. This action changes the color from red to green.
- 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.



Select payment type for (Cabin 10000)

CREDIT CARD

CASH

Routed To: (CABIN 10000)
Remove Routing

Credit Card Details

Registered Online: NONE

Card Name

Card Name

Card Expiry (mmyyr)

Clear

Start Again

Folio:

Book No:

CASH

Pays For

Gineral Cabin First Name

Last Name

Figure 5-13 Onboard Account Routing

Photo

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

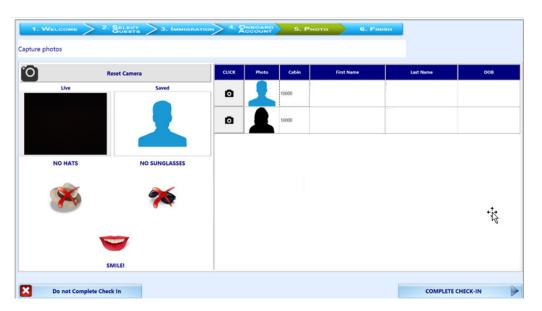
With the above parameter, taking a picture is mandatory before you can proceed to the next step when a camera is detected to be working. You will be prompt with the message: "Guest photo must be taken before you can continue". If no camera is detected, or if the camera is not working, then photo taking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

Saving Live Photo to Guest Account

- 1. At the guest list, click the **Camera** icon under the **Click** column of the guest you wish to capture in the photo. The photo taken appears 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 advance to the **Finish** screen, which lists all successfully checked-in guests.



Figure 5-14 Photo Screen



Start Again

 $\textbf{Start Again} \ \text{allows you to reset the earlier selection and return to the } \textbf{Welcome} \ \text{screen} \\ \text{without checking in the guest.}$



6

User Security Group

This section describes the user security access group that enables you to access the Check In Wizard (CIW). 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 Advance Quick Check-In Module (AQCI) and Check In Wizard (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 ${\tt TYP_VIT}$
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	Example: 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	Example: 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	Example: 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	Example: 18	Define the minimum age of an adult.

