

Oracle® Hospitality Cruise SilverWhere Ticket Printing User Guide



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Preface

This guide explains the configuration and usage of the Ticket Printing functionalities in SilverWhere .Net and SWMobile.

Audience

This document is intended for application specialists and users of the Oracle Hospitality Cruise SilverWhere application suite.

Customer Support

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

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

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

Documentation

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

Revision History

Table 1 Revision History

Date	Description of Change
November 2022	Initial publication.

1

General Information

The SilverWhere .Net and SWMobile applications integrate with two types of tickets.

ALTER_TICKET:

This ticket prints once a dining reservation is created or updated as a confirmation of the dining reservation which can be handed out to the guest.

ALTER_CHECKIN:

This ticket prints once a dining reservation is checked-in. It can include the guest information, table number, special requests, allergies, remarks, and others, and can be handed out to the server who is serving the guests.

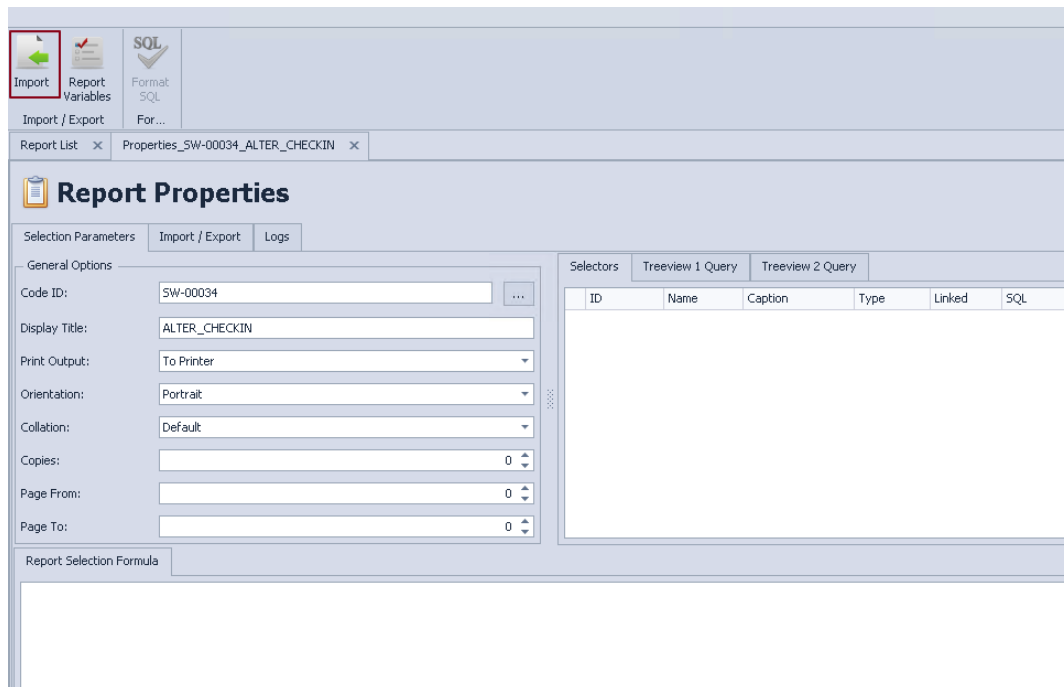
2

Uploading The Ticket Reports

Before you can upload the ticket reports to SilverWhere, you must complete the below steps.

1. Create Crystal Report Templates and name them ALTER_TICKET and ALTER_CHECKIN.
2. Save the templates on any client that has SilverWhere .Net installed
3. Open the SilverWhereReport client.
4. Create a new folder and name it Tickets for better visibility.
5. Select the folder Tickets and click the **Add** button:
6. In the Report Properties section, fill in the following.
 - a. **Code ID:** Retrieve the Code ID from the system by clicking on the three dots button or define your own Code ID
 - b. **Display Title:** Enter the title of the report - either ALTER_TICKET or ALTER_CHECKIN
7. Click on **Import** and select your ALTER_TICKET.rpt or ALTER_CHECKIN.rpt file that you want to upload.

Figure 2-1 Report Properties Section



8. Click on the **Save** button.

3

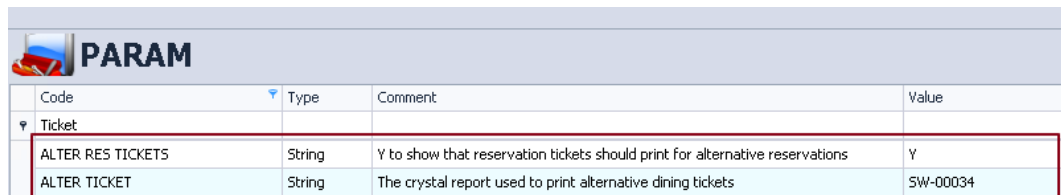
Configuration of Reports

ALTER_TICKET Report

For the ALTER_TICKET report to print during the creation of the dining reservation or an update, the following configuration steps need to take place.

1. Open the **Look Up Setup** module under the **System Setup** tab.
2. Under the Main Menu section, expand the folder view by clicking the + (+ve) in front of **Look-Up Code Setup**.
3. Click on the **Param** folder to get all parameters of this folder to display in the grid.
4. In the grid, search for the ALTER TICKET and ALTER RES TICKET parameters.

Figure 3-1 Sample Configuration



Code	Type	Comment	Value
ALTER RES TICKETS	String	Y to show that reservation tickets should print for alternative reservations	Y
ALTER TICKET	String	The crystal report used to print alternative dining tickets	SW-00034

5. Configure the parameters with the below values by clicking on them.:
 - a. ALTER TICKET:
Type: String Value
Value: Enter the Code ID you assigned to the report during the upload
 - b. ALTER RES TICKETS:
Type: String Value
Value: Y
6. Click on **Add/Edit** to save the changes.

ALTER_CHECKIN Report

For the ALTER_CHECKIN report to print during the check-in process and the following configuration steps need to take place.

1. Open the **Product Setup** module under the System Setup tab.
2. Select the location and product you want to add the report to.
3. In the Product Details tab, **Card Report** field, enter the **Code ID** of the ALTER_CHECKIN report. and check the Print Receipt check box to enable printing.
4. Click on the **Save** button.

 **Note:**

Repeat the above steps for each location and product where you want to print the report. You can also upload a different ticket template for each location/product.

4

Printer Assignment

The printer settings are saved in the registry for each SilverWhere user. Hence, each user has to assign the printer before a report can be printed.

SilverWhere .Net

For the report to print, you need to assign a printer to each Printer Type.

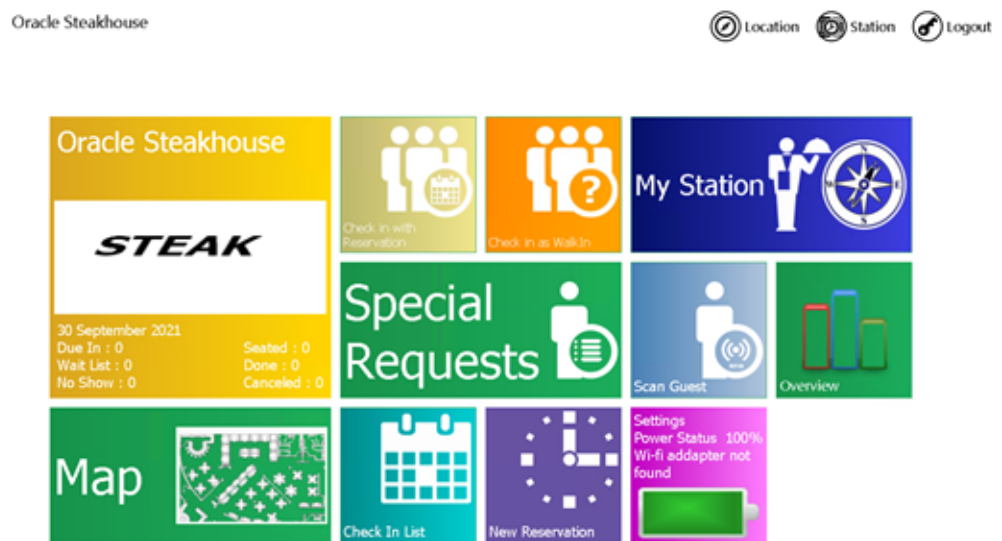
1. Open the **Printer Assignment** module under the System Setup tab.
2. Select each of the printer types and assign the printer from the drop-down list.
3. Click on the **Save** button.

SWMobile

For the reports to print, a printer needs to be assigned to each Printer Type:

1. On the SWMobile Main screen, open the **Settings** tile.

Figure 4-1 SWMobile Main screen



2. Click on the **Printer Assignment** tab
3. Select a printer type and assign the physical printer from the bottom list.
4. These steps need to be done for each printer type.