

Oracle® Hospitality Cruise Shipboard Property Management System Casino User Guide



Release 20.1

F33483-02

January 2024

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

ORACLE®

Copyright © 2015, 2024, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Preface

Prerequisites, Supported Systems and Compatibility

1 SPMS Parameters

Accessing the Setup Page 1-2

2 System Configuration

Receipt Setup 2-2

Hardware Setup 2-2

3 OHC Casino

Cashier 3-2

Reports 3-2

Preface

The Casino module is a program that manages the administration of casino services, track casino transactions and provides a wide range of analysis report.

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 the Customer Support Portal at the following URL:

<https://iccp.custhelp.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/cruise.html>.

Revision History

Table 1 Revision History

Date	Description of Change
September 2020	Initial Publication
January 2024	Updated Customer Portal URL Updated document to new format

Prerequisites, Supported Systems and Compatibility

This section describes the minimum requirements for the Casino module in Oracle Hospitality Cruise Shipboard Property Management System.

Prerequisites

- Administration.exe
- Management.exe
- Casino.exe

System Compatibility

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

1

SPMS Parameters

This section lists the Parameters available to Casino module and they are accessible in **Administration module, System Setup, Parameter.**

Table 1-1 PAR_GROUP Casino

PAR Name	PAR Value	Description
Additional Auth Amount Checking	<value>	This setting prompts a reminder message to Casino staff to request for further credit card authorization by value defined and does not trigger an authorization request. Staff is required to contact the Pursers for incremental authorization to be performed on the passenger's credit card.
Allow Posting For Cash Payment	<value>	1 - Allow postings for accounts that only have Cash registered as payment type. 0 - Do not allow postings on these accounts This is to ensure that only passenger accounts that has a credit card registered on their account are allowed to charge the Casino postings to their onboard account. Parameter is accessible through OHC Casino, Setup, Parameters.
Apply Master Casino Department Limit	<value>	A - System Account, P - Pax, C - Crew, G - Group, Z - Gift Card
Check Casino Credit Limit on Payer	<value>	1 – Check the Casino Limit on buyer and payer, 0 – Check the Casino Limit on buyer only

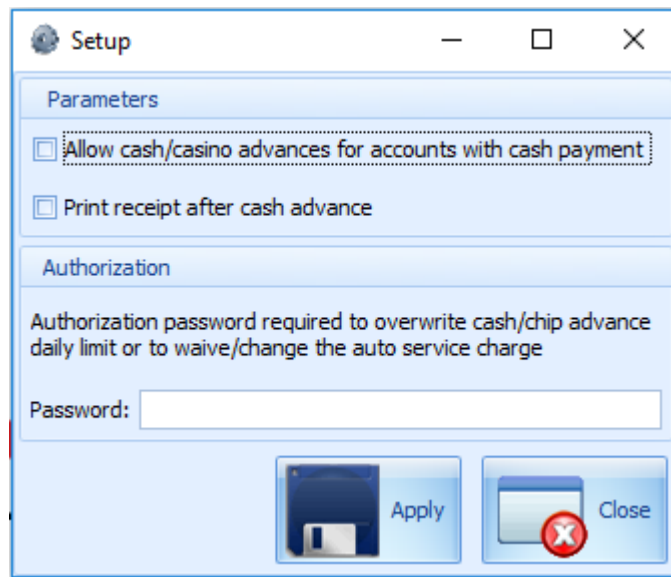
Table 1-1 (Cont.) PAR_GROUP Casino

PAR Name	PAR Value	Description
Master Casino Department Limit	<value>	<=0 – Use Casino Main Department Credit Limit, >0 – Use this Casino Department Limit. If there are multiple main department codes available for Casino postings, the value specified here allow you to set a total credit limit for all Casino Department codes combined.
Min Age For Casino Posting	<value>	Minimum age allowed for casino posting
Multiple Receipt Copies	<value>	Prints the Cash/Chip Advances receipts posted in Casino module, 1 - Print two copies, 0 - Print one copy only
Overwrite Limit Password	<value>	Password to overwrite daily limit for cash/chip advance postings. Directly Set Password through OHC Casino instead of Administration module as the password will be encrypted.
Print Receipt	<value>	1 - Print receipt after cash/chip advance posting / 0 - Do not print receipt Accessible through OHC Casino, Setup, Parameters.
View Onboard Invoice	<value>	1 – Allow to view onboard invoice 0 – Do not allow to view onboard invoice

Accessing the Setup Page

You can access the Setup function from the Home of the Casino module.

Figure 1-1 Casino's Setup Screen



At the Setup window, check mark the necessary check boxes to enable the parameters or enter the overriding password in the password field, and then click **Apply**.

2

System Configuration

This section describes the department code setup within the Administration module.

1. Login to **Administration module** and select **Financial Setup, Department setup** from the drop-down list.
2. Navigate to **Debit tab** and click **New** to create a Sub-Department code.

Figure 2-1 Department Code Setup

The screenshot shows the 'Debit Department Code Setup' window. Key sections and their contents are as follows:

- Current Main Department:** Type of Posting: D Posting Department; Department Code: 7001; Description: Casino Token/Chip.
- Department Representation in POS Subsystem:** POS Revenue Center: 20; POS Revenue C.Desc.: Casino; D.Code for Gratuities M.: None; D.Code for Gratuities A.: None; D.Code for Taxes: None; Gratuity Typ: None; Allow Posting with Declined Authorization: checked.
- Department Representation in Casino:** Max. Daily Limit: 0.00; Service Charge Dept.: ; Service Charge: ; Max. Cruise Limit: 0.00; Casino Department: checked.
- Department Discounts:** Guest Discounts Dept.: 7001 Casino Token/Chip; Crew Discounts Dept.: 7001 Casino Token/Chip.
- Department Security:** Dept. Security Level: Debit Department Level 1.
- Eligible Departments:** (All), (pre) All Bars, (pre) All Beverage, (pre) All Champagne, (pre) All Food.
- Reset Count Period:** (None).
- Representation in General Ledger System:** Origin: ; General Ledger Description: Enter proper general ledger account number. You may use special codes as below. General Ledger interface when run will replace the codes with proper values. Enter the code including greater/smaller than signs. <cruise> - SCR_COMMENT;
- Department VAT Tax:** VAT Tax Class: (No Tax).
- Payroll:** Req. Signature During Folio Payout: Not Specified.
- Exclude from Revenue Overview:** unchecked.

3. At the **Current Main Department** section, enter the information for the Casino posting department such as Type of Posting, Department Code and description.
4. At the Department Representation in POS Subsystem section,
 - Enter a two digits **POS Revenue Center** number.
 - Enter the Casino's description in the **Pos Revenue C.Desc** field.
 - Check mark the option **Allow Posting with Declined Authorization**, if you allow posting to a declined authorization account.

5. At the Department Representation in Casino section,
 - Enter the daily maximum limit allowed in the **Max. Daily Limit** field.
 - Enter the maximum cruise limit in the **Max. Cruise Limit** field.
6. Check mark the **Casino Department** checkbox to confirm that the payment type is a Casino department code.
7. Click **OK** to save the form.

Receipt Setup

The system is able to produce a payment receipt and this would require a report template to be set up. A Standard Casino receipt template is available in **Administration module, System Setup, Report setup, _Receipts group and Casino Report**. Contact Oracle Customer Support if you would like to configure a customized receipt format.

Hardware Setup

You can use a default printer to print the report via the SPMS program. See **Management Module, Options** section on how to setup the printer.

3

OHC Casino

This section describes the steps to perform a posting.

1. Run the OHC Casino program.
2. Click the **Posting** button at the ribbon bar.
3. At the **Account Identifier** field, enter a name or cabin number to search for an account, and then select the name from the drop-down list.

Figure 3-1 Posting Screen

The screenshot shows a software window titled "Posting". It is divided into several sections. At the top, there is a header "Account Identifier" with a "Name:" label and a text input field. To the right of this is a dropdown menu currently showing "2694", with a list of options below it: "2694", "6216", and "2694" (the last one is highlighted in orange). Below the dropdown is a "Rate:" label with a text input field and the instruction "Press F3 to overwrite". Underneath is a "Department:" label with a dropdown menu. The main section is titled "Posting" and contains: "Department:" with a dropdown menu showing "30021 Chip & Token Bank"; "Amount:" with a text input field containing "1,000.00"; "Comments:" with a text input field; and "Invoice No:" with a dropdown menu showing "Invoice #1". At the bottom of the window are two buttons: "Post" (with a shopping cart icon and a green plus sign) and "Close" (with a red X icon).

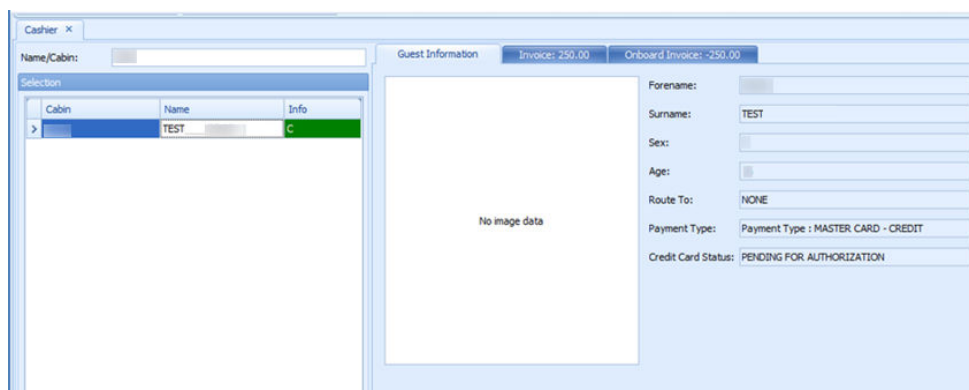
4. At the Posting section:
 - Select the Casino Department.
 - Enter the posting amount and comments, if any.
 - Select the Invoice number to post.
5. Click **Post** to confirm the posting and print a receipt, if Parameter **Casino, Print Receipt** is enabled.
6. The posted transaction is shown in **Management, Guest Handling, Invoice tab**.

Cashier

This section describes the steps to retrieve the Casino's posting for the guest.

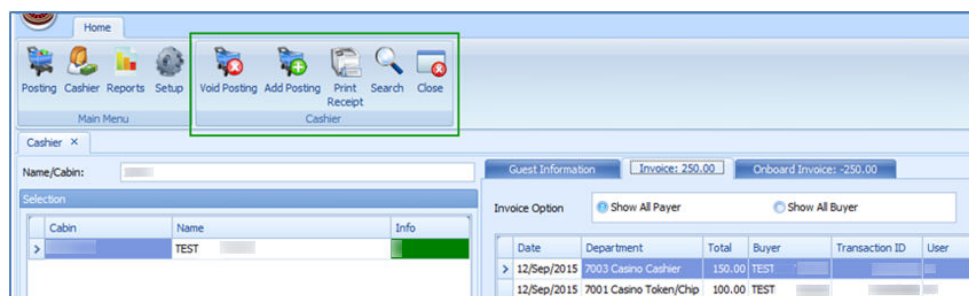
1. At the application, click the **Cashier** button at the ribbon bar.
2. At the **Name/Cabin** field, enter a name or cabin number, and then select the account from the search result.
3. Go to the **Guest Information** tab to view the general information of the guest.

Figure 3-2 Cashier Screen



4. Click the **Invoice** tab to view the Casino's posting of the guest. This also enable the **Cashier** button at the ribbon bar, allowing you to perform posting from this.

Figure 3-3 Cashier Function



5. To view other postings of the guest, go to **Onboard Invoice** tab.

Reports

This section describes the report usage for casino module.

1. At the Main Menu section, click the **Reports** button.
2. Enter a report in the **Search report** field or select the report from the tree view.
3. There are several method to print the Report:
 - Print by sending the report to a printer.

- Export (supported format: rpt, pdf, xls, doc, rtf)
- Custom Excel export