Oracle® Hospitality Cruise Shipboard Property Management System

Crew User Guide

Release 20.1
F33484-02
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Oracle Hospitality Cruise Shipboard Property Management System Crew User Guide, Release 20.1

F33484-02

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Preface

The Crew module is one of the core module within Shipboard Property Management System (SPMS), which handle all crew's reservations, billing and other requests during the voyage.

Audience

This document is intended for application specialists and users of Oracle Hospitality Cruise Shipboard Property Management System.

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
- Screen shots of each step you take

Documentation

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

Revision History

Table 1 Revision History

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

Prerequisites and Compatibility

This section describes the minimum requirements for Crew Module.

Prerequisites

- OHC Crew.exe

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

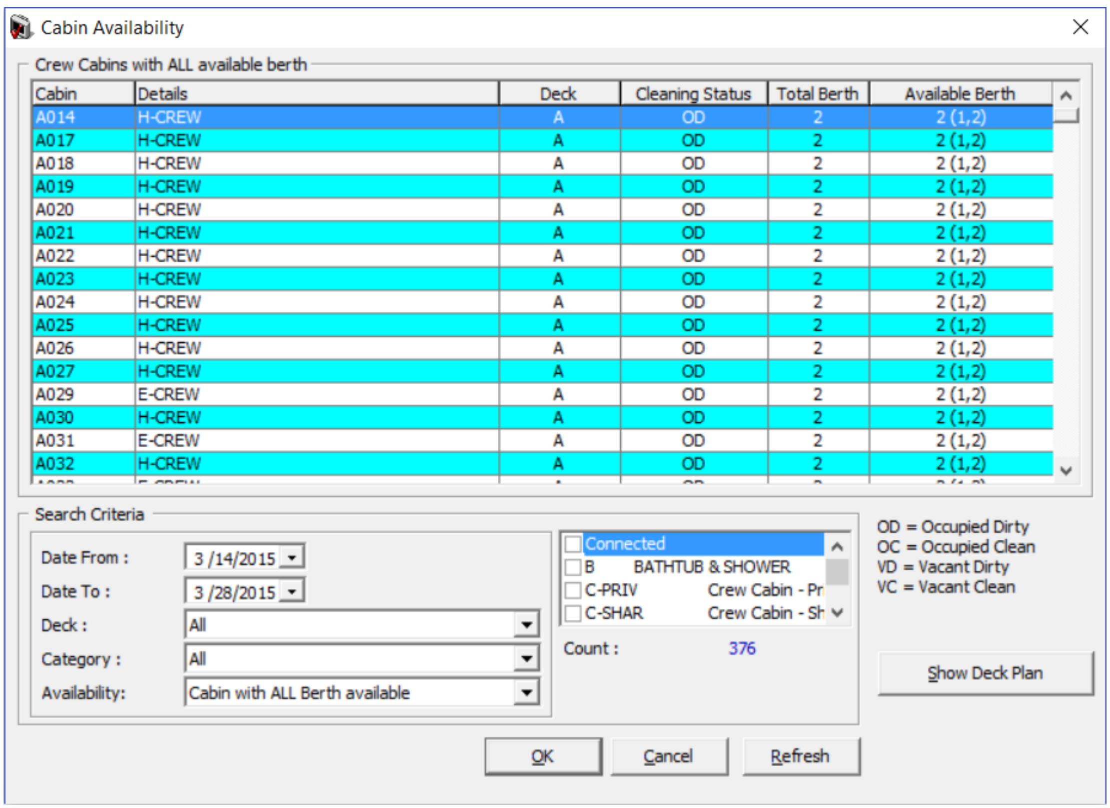
1 Overview

The Crew Overview Menu comprises of functions that provides an overview of the Cabin Availability, Cabin Overview, Comments, Flights and ability to add Work Orders related to the cabin. The function is accessible by launching the Crew module from the Launch Panel.

Cabin Availability

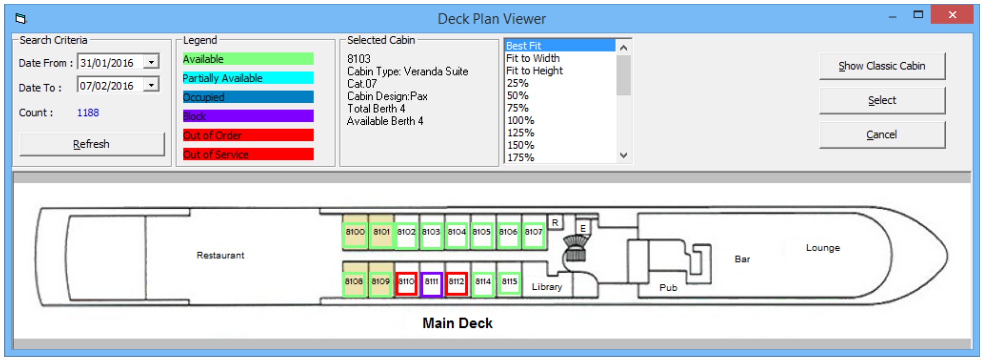
The Cabin Availability provides an overview of the cabin availability by date, deck, category and/or features, including a view by deck plan along with the current cabin cleaning status and the number of available berths.

Figure 1-1 Cabin Availability



1. From the **Overview** menu, select **Cabin Availability** option.
2. In the **Selection Criteria**, select the **Date From/To, Deck** and **Category** from the drop-down list.
3. Select the **Cabin Features** using the checkbox, if any.
4. Click **Refresh** to refresh the view.

Figure 1-2 Deck Plan Viewer

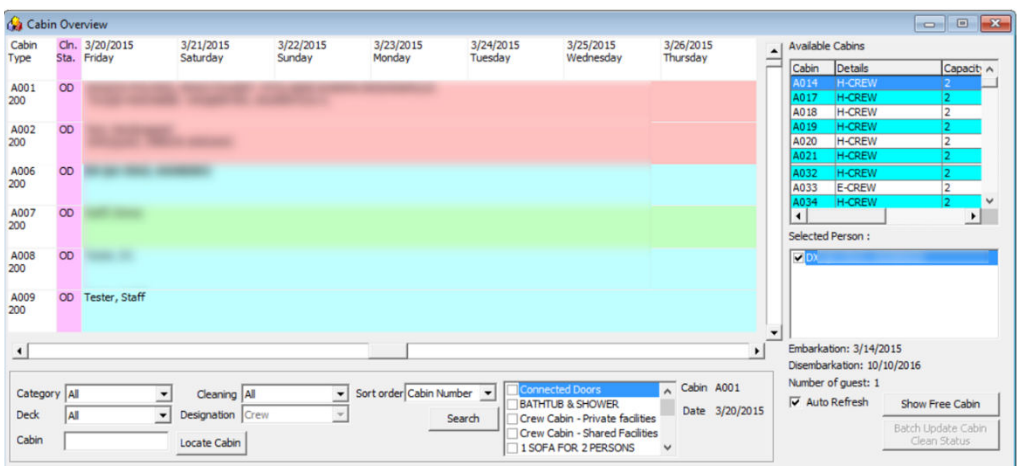


5. From the Cabin Availability window, click **Show Deck Plan**.
6. In the Selection Criteria, enter the **Date From/To**, and then click **Refresh**.
7. The status of the cabin shown is according to the color chart, and information of the selected cabin is displayed in the **Selected Cabin** section.

Cabin Overview

The Cabin Overview lists all cabin by cabin clean status, date, category, and the occupant's name. You can update the cabin clean status by batch within the same window.

Figure 1-3 Cabin Overview Window



Navigating through Cabin Overview

In the Overview window, you have the cabin numbers and category listed, followed by the cabin cleaning status and occupant's name in the next column. If the cabin is occupied or blocked for expected guest, the passenger name is shown in the grid from the date of embarkation to the date of disembarkation. You use the filter options located to search for a specific category or cabin in a particular cleaning state. In the Available Cabins, the cabins with crew name are shown when the crew name field is checked.

Batch Update of Cabin Clean Status

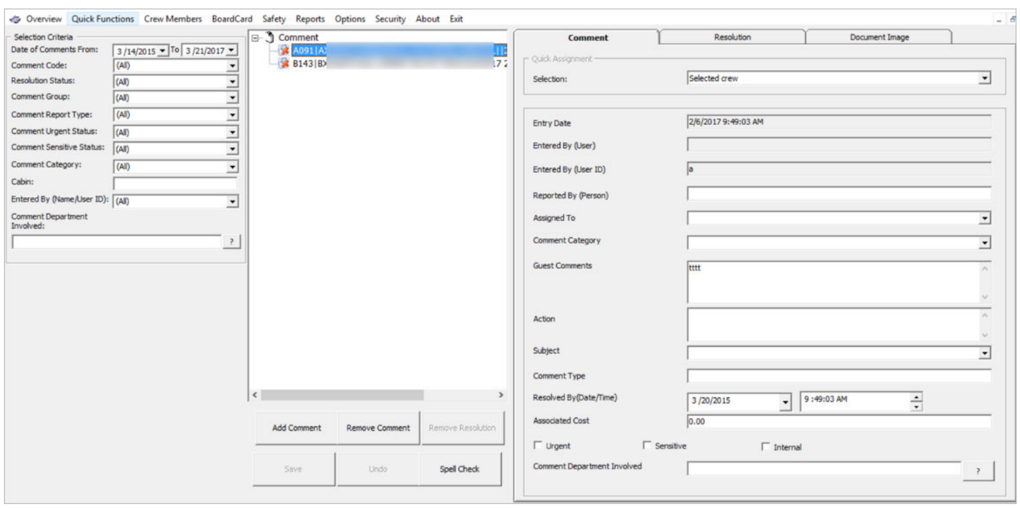
You can update the cabin status by batch, using the available filters.
In the Cabin Overview window, click the **Batch Update Cabin Clean Status**.

1. In the Batch Update Cabin Clean Status window, choose the **category** or **deck**, followed by the **cleaning status**, and then click **Search**.
2. Cabins matching the criteria are shown. Select the cabin by checking the checkbox besides the cabin number or use the **Select All** to check all the checkboxes.
3. Select the **Clean Status** from the drop-down list, and then click **Update**.

Comments Overview

The Comments Overview allow you to view and edit all comments entered in Crew Handling function, as well as adding new comments.

Figure 1-4   Comments Overview Window



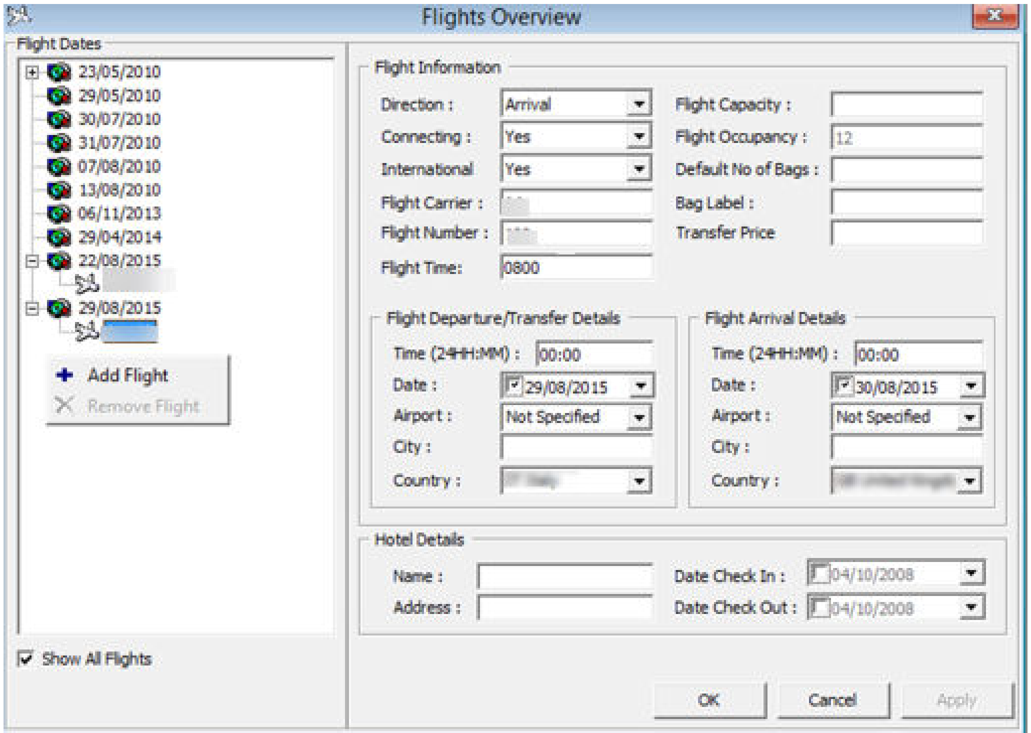
1. From the Overview menu, select **Comments Overview** option.
2. In the **Selection Criteria**, choose from the available filters for information to be displayed, and then click **Refresh**.
3. Information matching the selection are shown in Comment section. To view the comment, select the comment from the Comment section.

See *Comments Tab* section on how to add or remove a comment.

Flights Overview

This function enable you to set up the arrival or departure flights, which allow you to plan your resources and organize ground transfers for crew/passengers where necessary. To access the function, select **Flights Overview** from the Overview menu.

Figure 1-5 Flight Overview Window



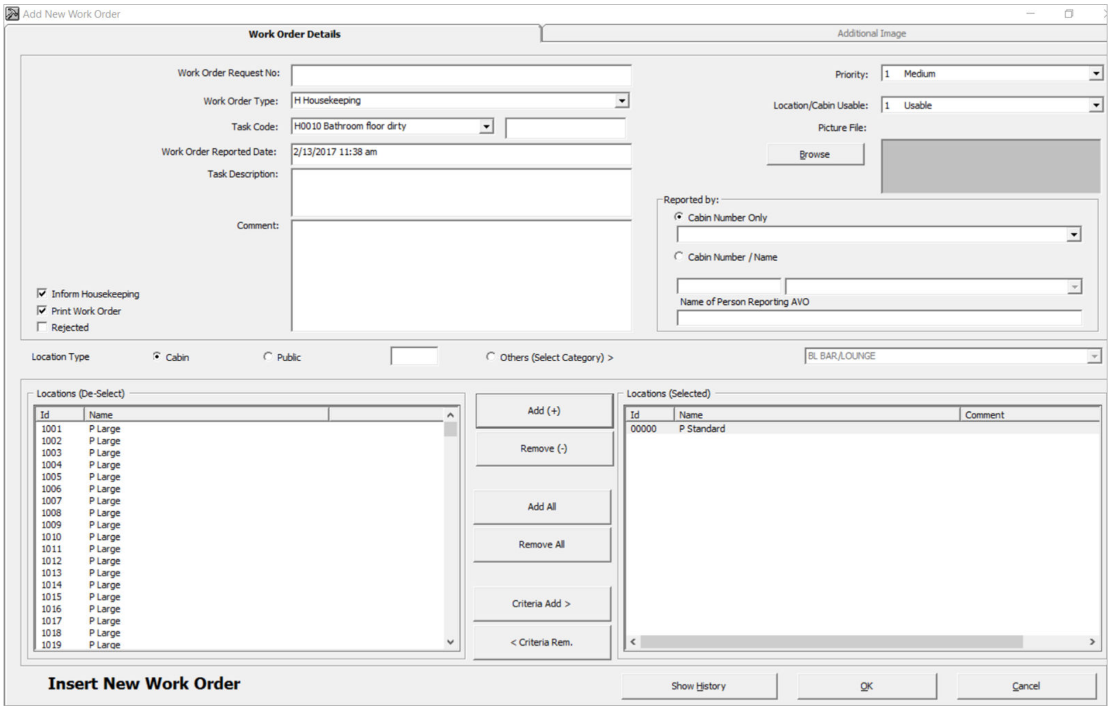
Adding / Removing Flight Information

1. At Flight Dates section, right-click and select **Add Flight**.
2. At the Flight Information section, enter all the necessary information and then click **OK** to save.
3. To remove the flight information, select and right-click the **Flight Number**. and then select **Remove Flight**.

Add Work Orders

Work order can be added singly or by batch using the Criteria Add function. Entry of the work orders are not limited to the Crew module and this function is available in Maintenance module and Management module, Front Desk, Add Work Order.

Figure 1-6 Add new Work Order Form



Adding Single Work Order

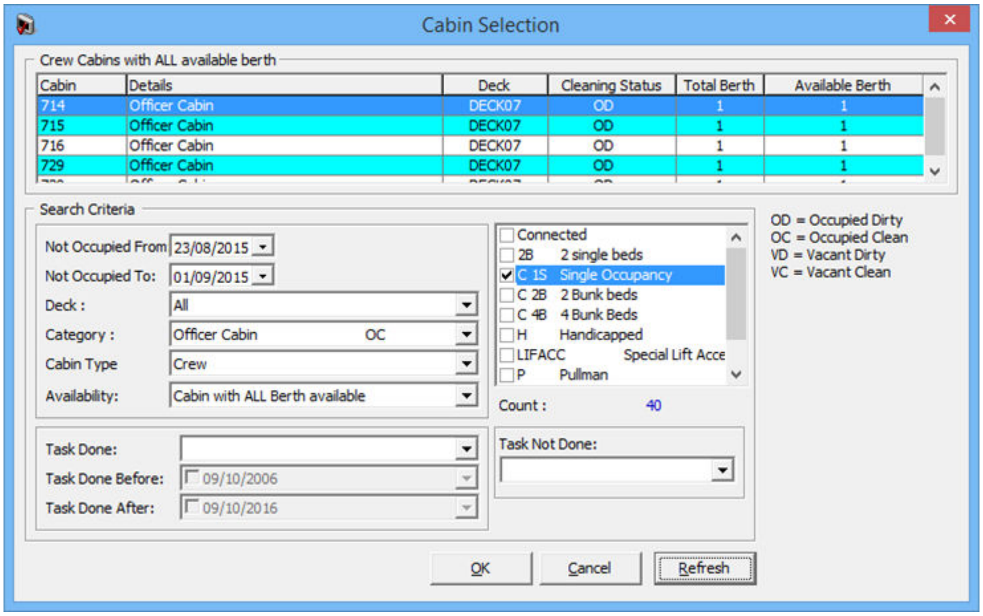
1. From the Overview menu, select **Add Work Orders**.
2. At the Work Order Details tab of Add New Work Order form, enter the external document number in **Work Order Request No.** field, if any.
3. Select from the drop-down list the **Work Order Type, Task Code** and enter the **Task Description** and **Comment**.
4. Select the **Priority** and **Location/Cabin Usable Status** from the drop-down list and attach a picture file, if any. You can override the predefined Priority and Location Usable Status when adding or editing a work order.
5. In the Reported By section, select the **Cabin number** and enter the **Name of Person reporting AVO**.
6. Select the **Location Type**, either **Cabin, Public** or **Others (Select Category)>**, then navigate to Location section and select the exact location from the grid.
7. Click **Add** to add the location to Location (Selected) section.
8. To de-select the location from Locations (Selected), mark the item to remove and then click **Remove (-)** or **Remove All**.
9. Click **OK** to save the work order.

Adding Work Orders by Batch

1. Repeat step 1 to 6 of Adding Single Work Order.
2. Click **Criteria Add>** to launch the Cabin Selection window.

3. In the Cabin Selection window, **Search Criteria** section, select the criteria from the drop-down list and check the required filter.
4. Click **Refresh** to update the information in the grid.

Figure 1-7 Cabin Selection Criteria



5. Click **OK** to add the selection to **Locations (Selected)**.
6. To de-select the location from **Locations (Selected)**, mark the item to remove and then click **Remove (-)** or**Remove All**.
7. Click **OK** to complete the work order.

2
Quick Functions

The Quick Function is designed to facilitate and expedite billing processes during disembarkation, assigning of crew course and certificates, flight arrangements and many others.

Quick Billing

the Quick Billing function allow you to expedite the check-out processes during disembarkation, and invoices to be printed in batches using the available criteria. Function is accessible from **Quick Functions** menu.

Figure 2-1 Quick Billing Selection Criteria Window

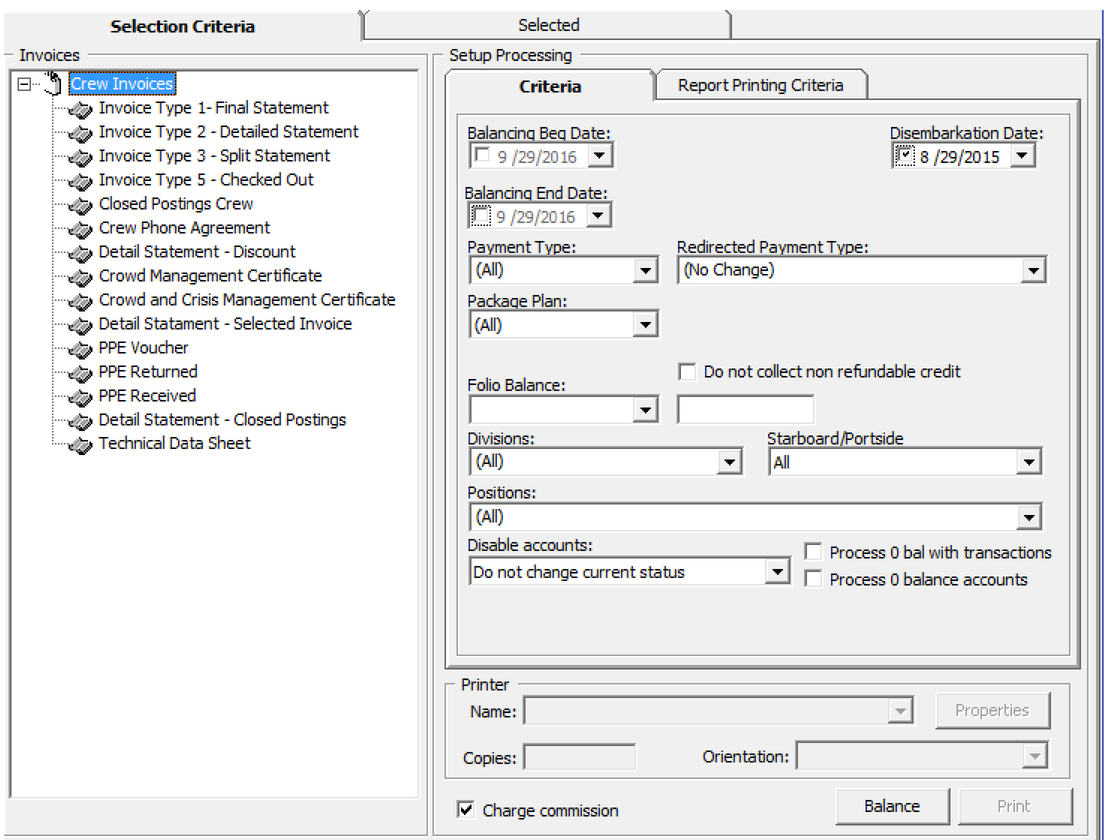


Table 2-1 Field Definition of Quick Billing Window

Field	Description
Crew Invoices	Type of invoice form

Table 2-1 (Cont.) Field Definition of Quick Billing Window

Field	Description
Balancing Begin Date	Date to balance from
Balancing End Date	Date to balance until
Disembarkation Date	Disembarkation Date filter
Payment Type	Payment type filter
Redirected Payment Type	Redirect selected payment to another payment method
Package Plan	Filter by Package Plan
Folio Balance	Filter by folio balance e.g., greater than or equal to X value.
Do not collect non-refundable credit	Credit balance withheld for use in future cruise.
Divisions	Invoice sort order by division.
Starboard/Portside	Invoice sort order Starboard/Portside.
Positions	Invoice sort order by position.
Disable accounts	Update account status to "allow manual postings only" or "blocked all postings"
Process 0 bal with transactions	Include guests that has already settled in full and allow a reprint of the invoice in Quick Billing window.
Process 0 balance accounts	Include 0 balance accounts with/without transactions.
Printer	Printer assigned for invoice printing, number of copies to print and print orientation.

Figure 2-2 Quick Balance Selected Tab

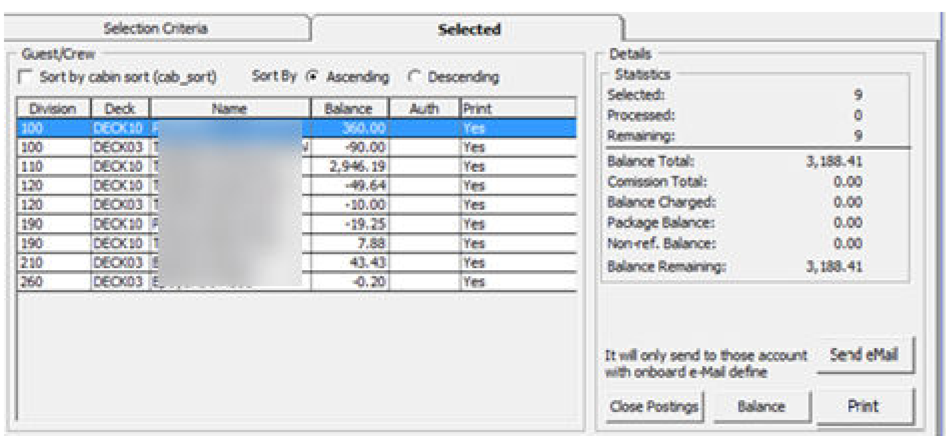


Table 2-2 Field Definition of Crew Quick Balance

Field	Description
Division	Division number
Deck	Location of Cabin
Name	Crew Name
Balance	Total Invoice Balance
Auth	Authorization Status
Print	Invoice Printed status.
Statistics	Indicator count of selected, processed and remaining accounts with its value in balance or charged.
Send eMail	Invoices are emailed to crew on-board email account
Close Postings	Set invoice postings to Disallowed
Balance	Process balancing for selected accounts
Print	Print invoices for selected accounts

Crew Quick Billing

Quick Bill Printing
The **Selection Criteria** tab in **Crew Quick Billing** function determines the type of invoices to print/pay based on the criteria entered for all disembarking crews. For example; crew paying by credit card or only crew with x outstanding amount.

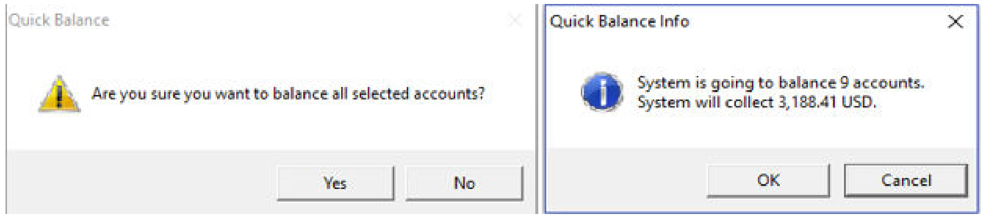
1. From **Quick Billing, Selection Criteria** tab, select an **invoice type, Balancing Begin Date, Disembarkation Date, Payment Type, Folio Balance (if applicable), Division and Position**.
2. At the **Printer** section, select an invoice printer, enter the number of copies to print and choose the print orientation, and then click **Print**.
3. At the Quick Printing prompt, select **Yes** to continue.

Quick Bill Balance
Apart from printing invoices by batch, balancing of the new crew account is only possible when there is a credit card on file.

1. Repeat steps 1 to 3 of the above.
2. In the **Disable accounts** field, select the appropriate **Posting status** from the drop-down list.
3. Navigate to the **Selected tab** to verify the results, and adjust the selection until you achieve the desire result.
4. To exclude a crew from the search result, right-click on the name and then click **Remove**. When a crew is removed from the grid, the statistic count is updated accordingly.
5. At the Confirmation prompt, click **Yes** to confirm and then click **Balance**.

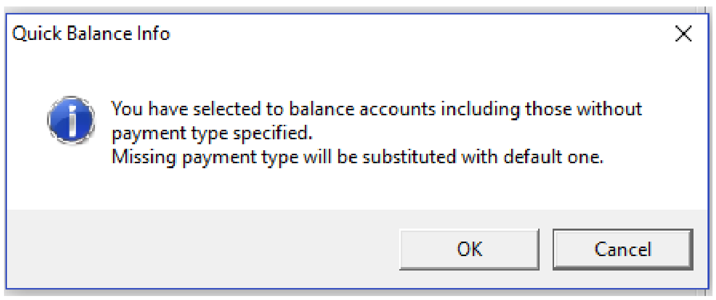
6. At the Quick Balance prompt select **Yes** and then click **OK** at the Quick Balance Info prompt.

Figure 2-3 Quick Balance Info Prompt



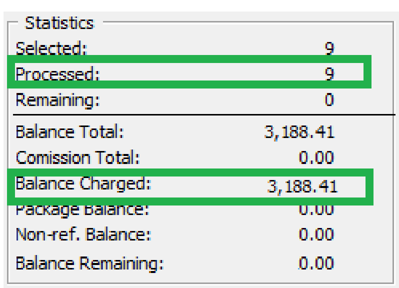
7. In the Quick Balance Info warning prompt, read the warning, and then click **OK** to proceed.

Figure 2-4 Quick Balance Info Window



8. The total amount charged and number of account processed are shown in the Statistic section once the accounts is balanced successfully.

Figure 2-5 Statistic of Account Processed and Value Charged



9. Click the **Close Postings** to disallow postings on these accounts.

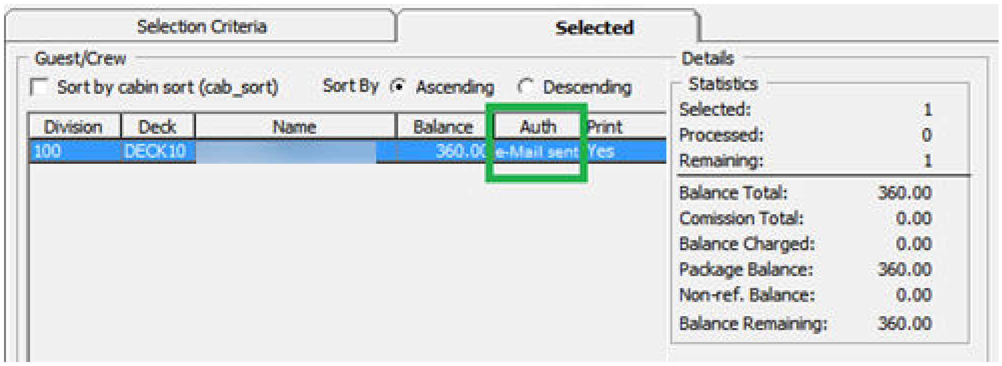
Quick Bill eMail

All Crew that has an on-board email account may opt to receive a copy of their invoices through eMail, and this function is controlled by a Parameter. Please consult your IT Department for setup, if this is not pre-configured.

1. Repeat step 1 to 4 of Quick Bill Balance.
2. Navigate to the **Selected tab** and then click **Send eMail**. The Send eMail feature is disabled if no printer is assigned.

3. Without balancing the invoice, click **Send eMail**.
4. At the Quick Printing prompt, click **Yes** to proceed. An ‘e-Mail sent’ is added to the **Auth** column when then invoice is successfully sent.

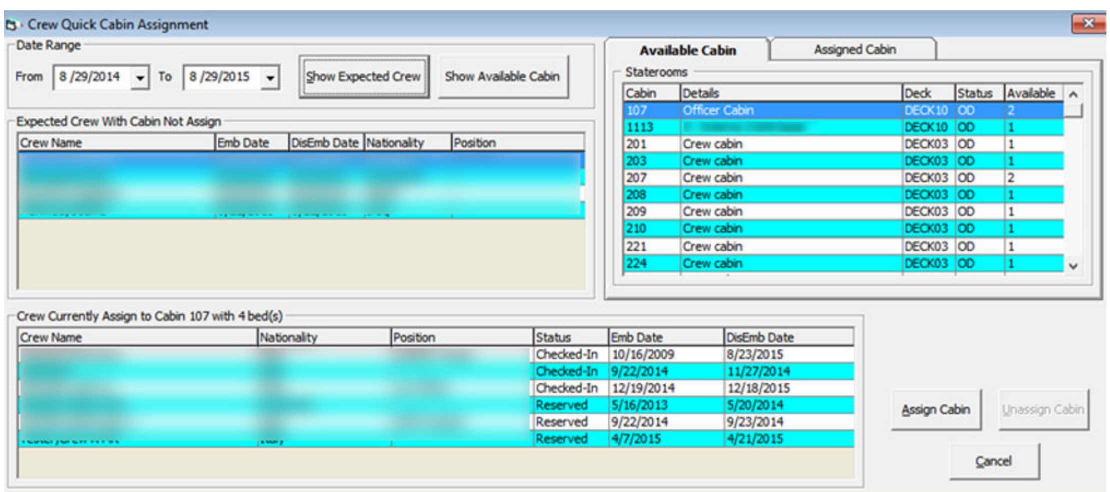
Figure 2-6 Invoice Successfully Emailed Indicator



Crew Quick Cabin Assignment

The Crew Quick Cabin Assignment function allow you to assign or unassigned cabin individually or by a group of crews, based on available cabin or cabin which has crew assigned.

Figure 2-7 Invoice Successfully Emailed Indicator Quick Cabin Assignment Window



Assigning a Cabin

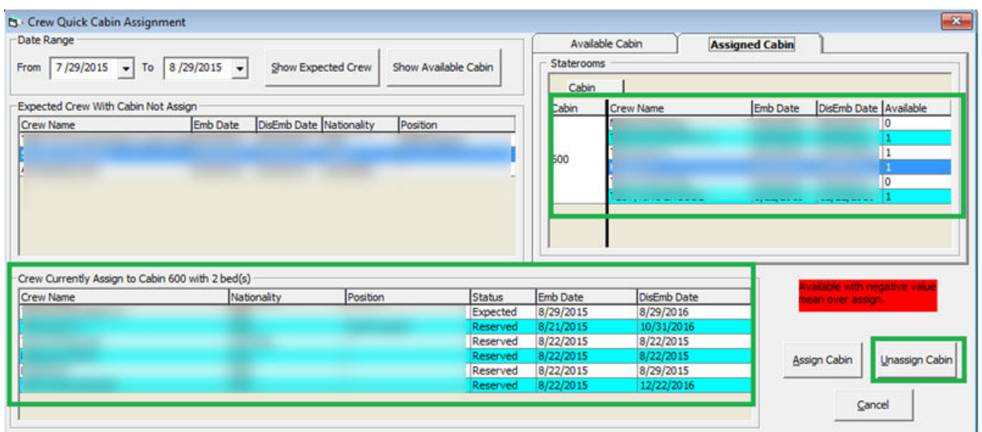
1. From the **Quick Functions**, select **Crew Quick Cabin Assignment** option.
2. Select the **Date From and Date To** using the date editor, then click the **Show Expected Crew**. The expected crew that do not have a cabin assign are displayed in the **Expected Crew With Cabin Not Assign** grid.

3. Available cabins are shown in **Available Cabin** section. Selecting any cabin from the grid will show the cabin assignment history of Checked-In and Expected crew in the **Crew Currently Assign to Cabin xxx with x bed(s) grid**.
4. Navigate to **Assigned Cabin tab** to view all cabin assigned to with crew. The cabin assignment history of Checked-In and Expected Crew is shown in the **Crew Currently Assign to Cabin xxx with x bed(s)** grid when a cabin is selected.
5. Select the crew and the cabin from either the **Available Cabin** or **Assigned Cabin**, then click the **Assign Cabin**. The assigned crew cabin is now shown in the **Crew Currently Assign to Cabin xxx with x bed(s)** grid.
6. Other option to assign a cabin is by clicking the **Show Available Cabin**. This function only displays cabin without an assignment, and in the **Available Cabin** tab, list of available staterooms are displayed in the grid and cabin management history for Checked-In and Expected Crew are then shown in the **Crew Currently Assign to Cabin xxx with x bed(s)**
7. Repeat step 3 to 5 of the above to assign a cabin.

Un-assign a Cabin

1. Repeat step 1 to 2 of Assigning a Cabin.
2. Navigate to **Assigned Cabin** tab to view all cabin assigned to crew.
3. Select the cabin from the Staterooms list to display the crew assignment history for Checked-In and Expected Crew are shown in the Crew Currently Assign to Cabin xxx with x bed(s) grid

Figure 2-8 Assigned Cabin Window



4. Select crew from Staterooms grid or **Crew Currently Assign to Cabin xxx with x bed(s)** grid, then click **Unassign Cabin**.

Quick Courses Assignment

The Quick Courses Assignment function enable you to assign crew courses and certificates.

Figure 2-9 Courses Assignment Window

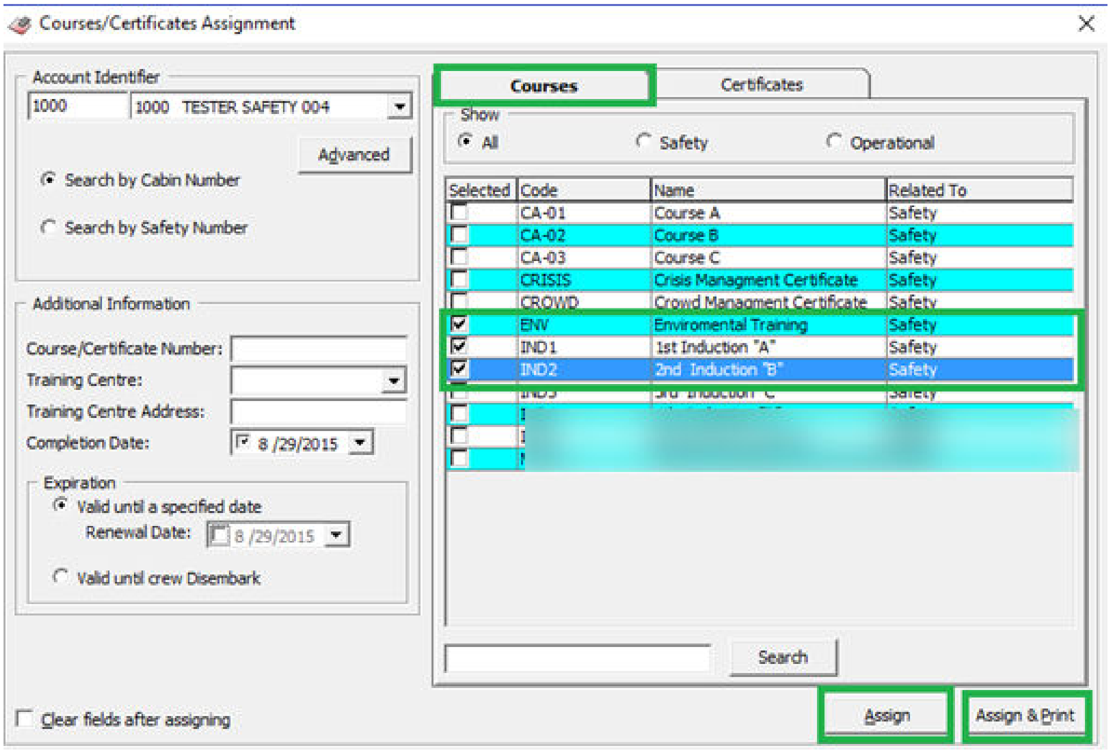


Table 2-3 Field Definition of Courses/Certificate Assignment Window

Field	Description
Code	Courses/ Certificates codes setup in Administration module.
Name	Course/Certificate Name
Related To	Category the course belongs to in Safety/ Operational

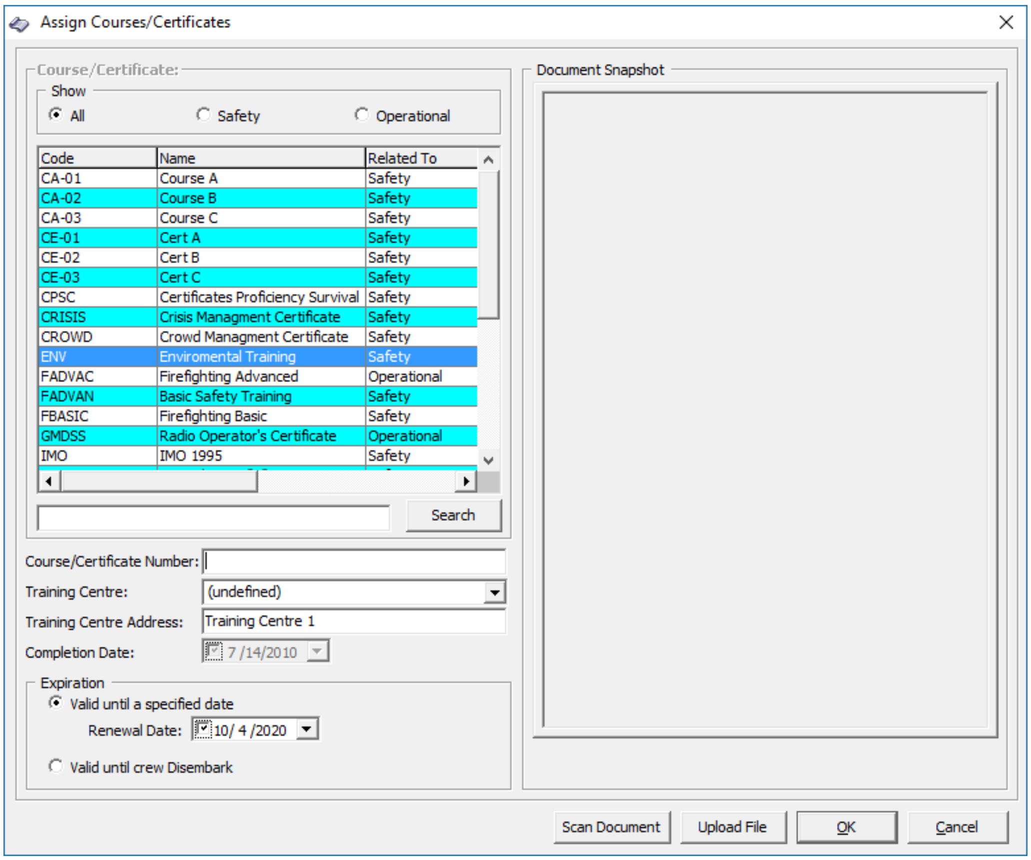
Courses Assignment

1. From the **Quick Functions** file menu, select **Quick Courses Assignment** option.
2. Navigate to the **Courses** tab and select the type of course to assign by checking the checkbox beside the code.
3. In the Account Identifier section, select to either **Search by Cabin Number** or **Search by Safety Number**.
4. In the Additional Information section, fill in the Additional Information if any.
5. Check the **Completion Date** and select the date from the date editor.
6. Choose the course expiration period either by selecting the **Valid until a Specified Date** or **Valid until Crew Disembark**. If the **Valid until a Specified Date** is selected, check the **Renewal Date** and select the date from the date editor.

7. Click **Assign** to assign the courses of click **Assign & Print** to assign the course assigned at the same time.
8. Courses can be search using the **Search Panel** below the course grid.
9. Checking the **'Clear fields after assigning'** checkbox clears all details after the course assignment completes.

Certificates Assignment

Figure 2-10 Certificates Assignment Window



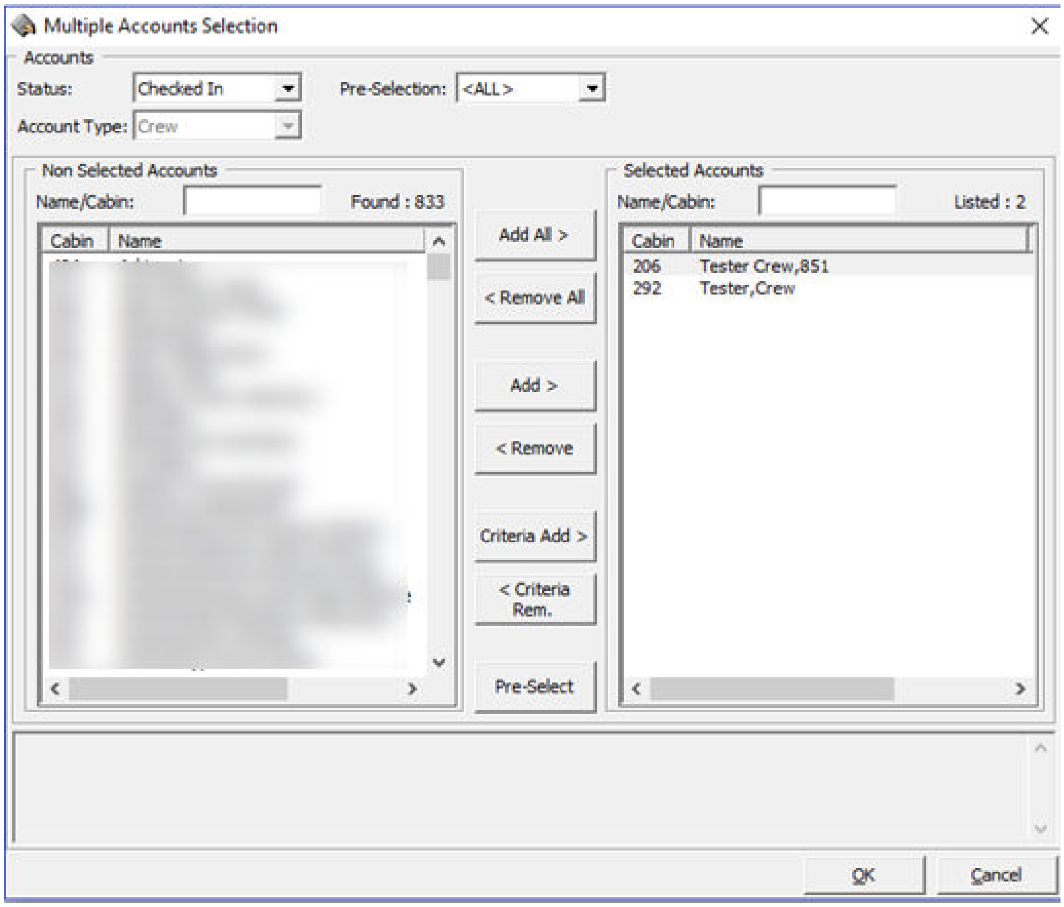
1. From the **Course/Certificates Assignment** window, navigate to **Certificates** tab, and select the course to assign by checking the checkbox beside the code.
2. Repeat above steps 3 to 9.

Advanced Courses/Certificates Assignment

The Advanced Course Assignment allow you to assign multiple crew to a course/ certificate.

1. Under the Account Identifier section in Courses/Certificates Assignment window, click **Advanced** to open the **Multiple Accounts Selection** window.
2. Crew listed in the **Non Selected Accounts** section is based on default setting in Status and Account Type criteria.

Figure 2-11 Routing Multiple Account Selection Window

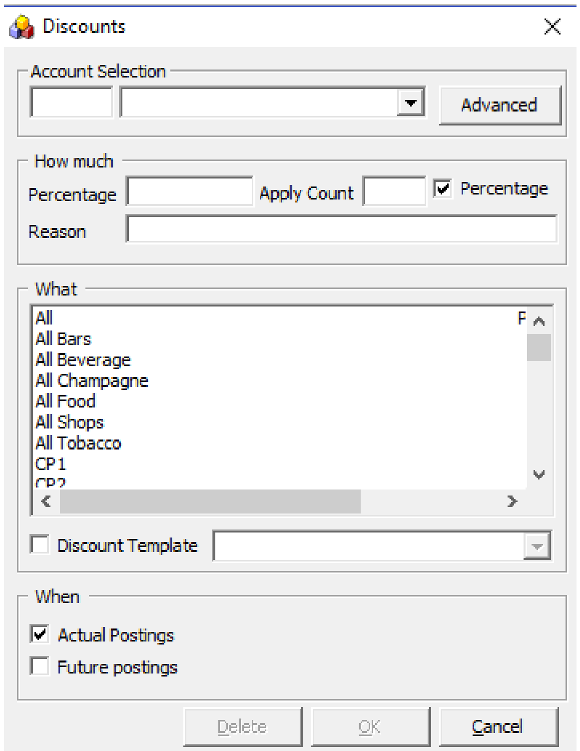


3. Choose the reservation status of the crew from **Status** drop-down list.
4. To select all crew, click the **Add All>** button to transfer the crew list to the **Selected Account** window, or individually select the crew name and then click**Add**.
5. Click **OK** to confirm the multiple accounts selection and this opens the **New Courses/ Certificates Assignment** window.
6. The cabin search function under **Account Identifier** section is now dimmed and is replaced with (multiple selection).
7. Repeat step 4 to 9 Courses Assignment.

Quick Discounts Assignment

The Quick Discounts Assignment function enable you to assign discounts to multiple crew's account, either by percentage or by value.

Figure 2-12 Quick Discount Window



Assigning Discount to Individual Crew

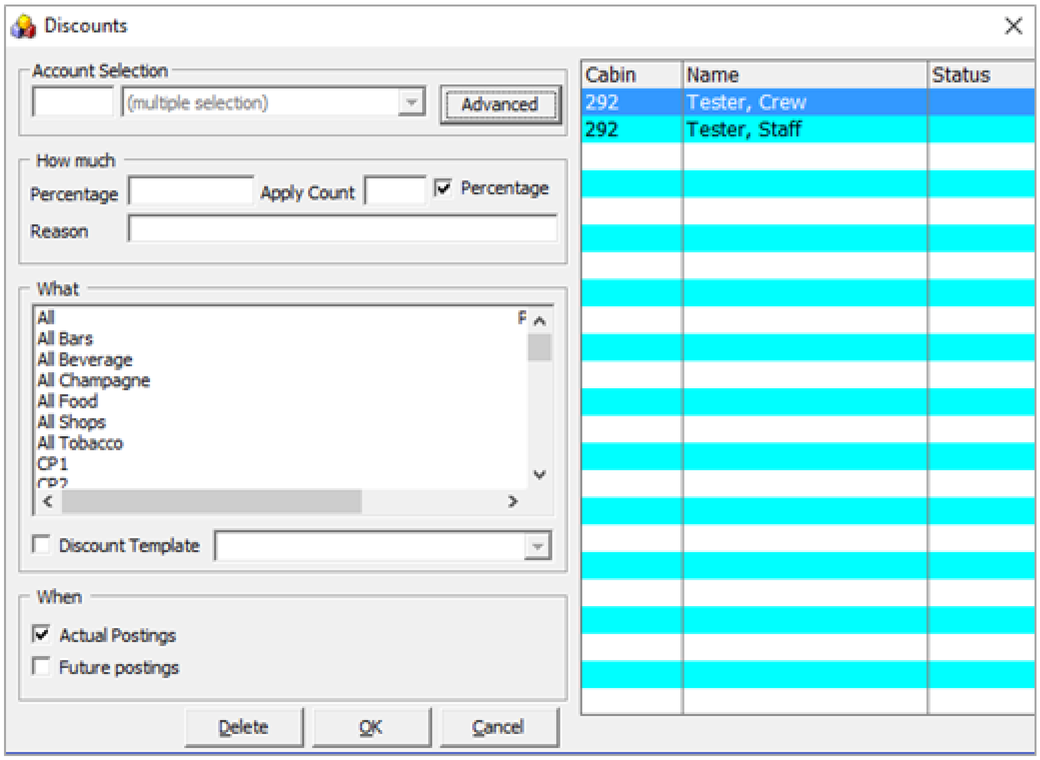
1. From the **Quick Functions** file menu, select **Quick Discounts Assignment**.
2. In the Discounts window, Account Selection section, enter the cabin number and select the respective crew from the drop-down list.
3. Navigate to How much section and enter the percentage value, number of applicable discounts and reason. to apply a Value discount, uncheck the check mark next to **Percentage**.
4. Select the department group or department code in the What section, and check whether the discount is applicable to **Actual** or **Future Postings**.
5. Click **OK** to confirm.

Assigning Discount to Multiple Crew

1. From the **Quick Functions** option menu, select **Quick Discount Assignment** option.
2. In Discount assignment, Account Identifier section, click **Advanced** to open the **Multiple Accounts Selection** window.
3. Crew listed in the **Non Selected Accounts** section is based on the default setting in Status and Account Type criteria.
4. Choose the reservation status of the crew from **Status** drop-down list.

5. To select all crew, click **Add All>** to transfer the crew list to the **Selected Account** window, or individually select the crew name and then click **Add**.
6. Click **OK** to confirm the multiple accounts selection and this opens the New Discounts Assignment window with the selected crew account listed.

Figure 2-13 Quick Discount to Multiple Account

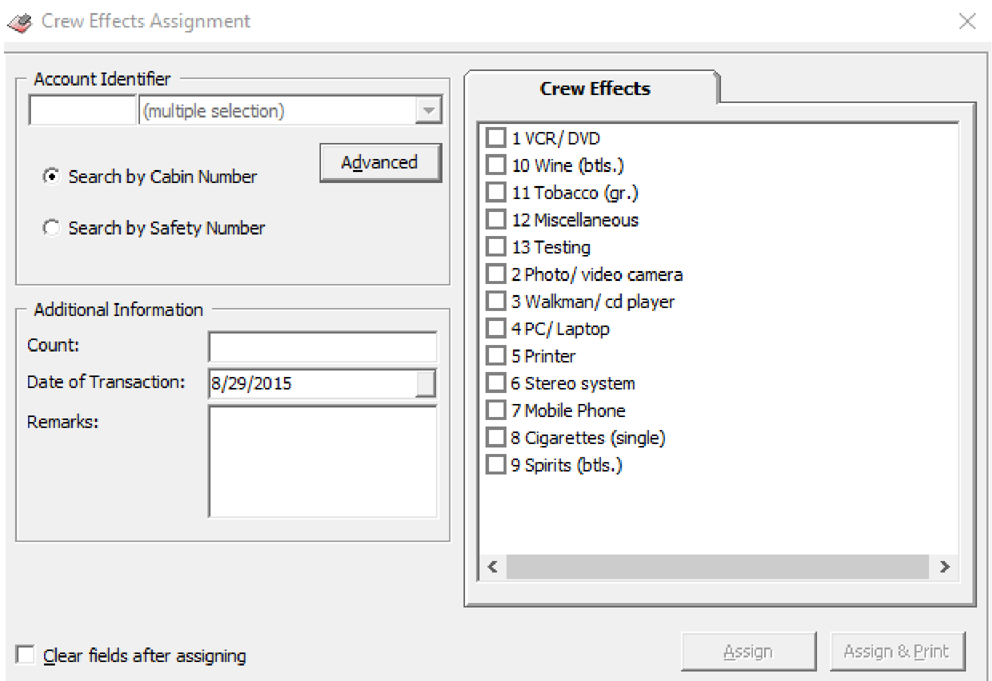


7. Repeat step 2 to 5 of Quick Discount to Individual Crew by Percentage/Value.

Quick Effects Assignment

The Quick Crew Effects Assignment allow you to record crew's personal effects for single/ multiple accounts.

Figure 2-14 Quick Crew Effects Assignment

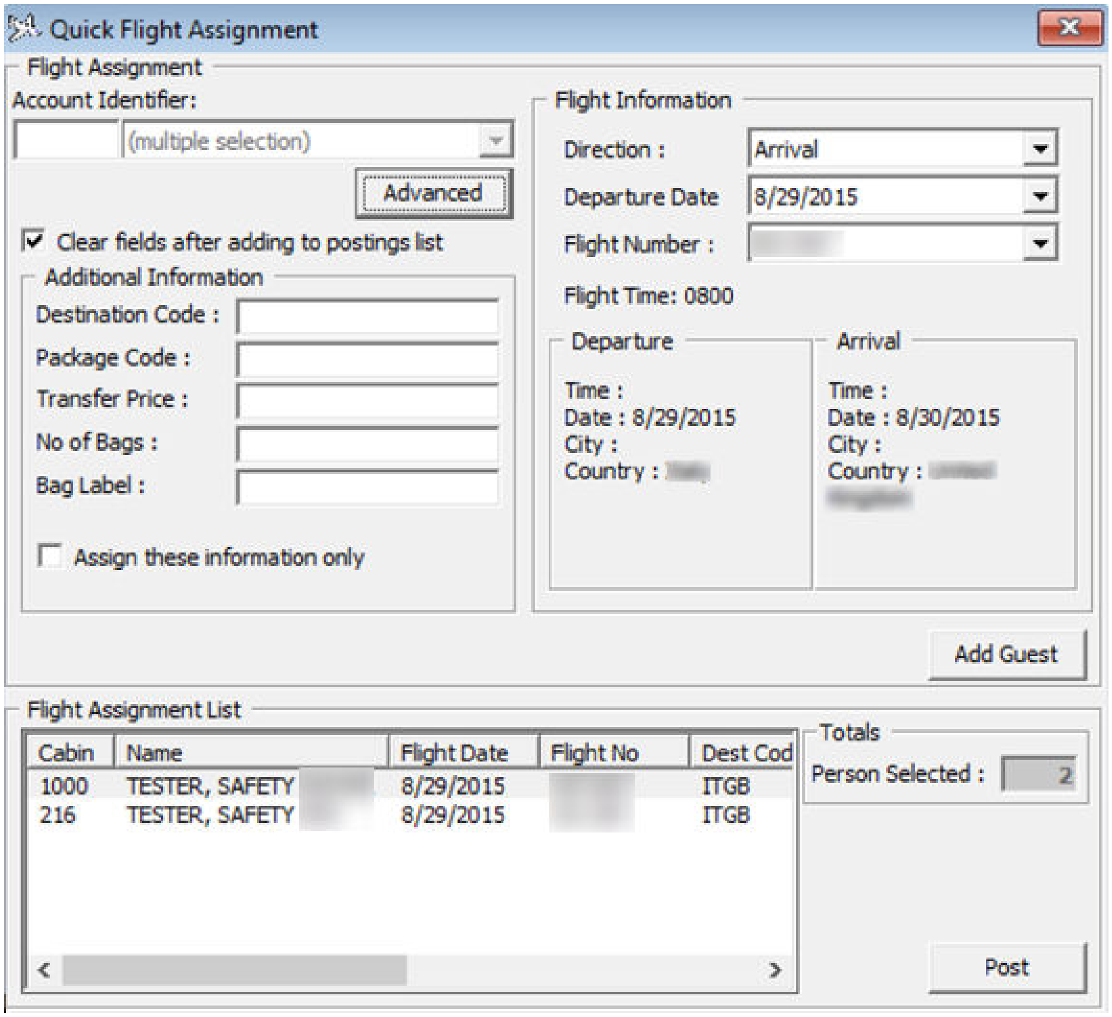


1. From the Quick Functions file menu, select **Quick Effects Assignment** option.
2. In the Account Identifier section, select option Search **by Cabin Number** or **Search by Safety Number**.
3. In the Additional Information section, **Count** field, enter the number of items, select the Transaction date using the date editor and enter a remark if any.
4. Select the **Crew Effects** item by checking the item checkbox. Multiple selection is allowed.
5. Click **Assign** to assign the items or click **Assign & Print** to assign and print at the same time.
6. Checking the ‘Clear fields after assigning’ clears all details after completing the assignment.

Quick Flight Assignment

The Flight Assignment function enables you to assign the arrival/departure flight individually or by a group of passengers.

Figure 2-15   Quick Flight Assignment

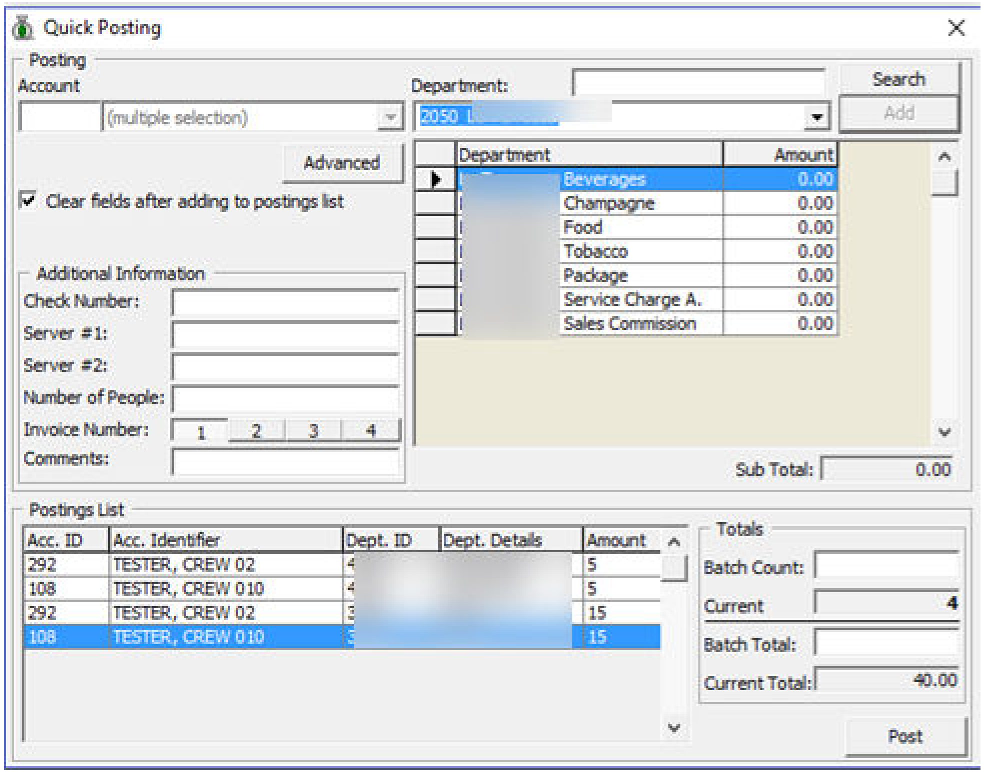


1. From the **Quick Functions** menu, select **Quick Flight Assignment** option.
2. Enter the account in **Account Identifier** field or click **Advanced** to select Multiple Account.
3. Navigate to Flight Information section and select the **Direction, Departure Date, and Flight Number** from the drop-down list.
4. In the Additional Information section, enter the additional information if any.
5. Click **Add Crew** to add the selected crew to Flight Assignment List, and take note of the Total count beside the Flight Assignment Last grid.
6. Click **Post** to update the flight assignment into the crew's account in **Crew Handling, Flight Info tab**.

Quick Posting

The Quick Postings function posts posting by batch to single account or multiple accounts. This function is extremely useful when there is a large quantity of checks such as laundry or transportation to be posted at the same time.

Figure 2-16 Quick Posting



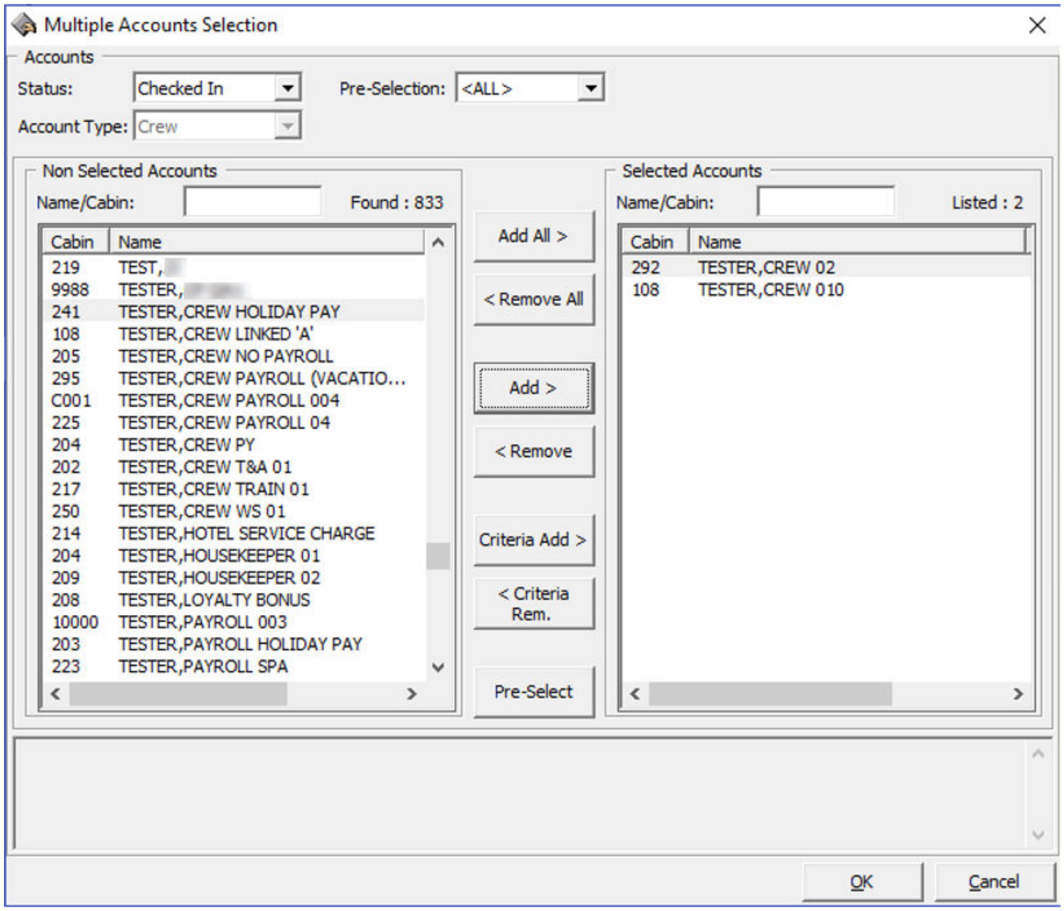
Quick Posting to Single Account

1. From the **Quick Functions** menu, select **Quick Posting** option.
2. Enter the cabin number or select the **Account** using the drop-down list.
3. At the **Department** field, enter the department code, and then enter the value to post.
4. In Additional Information section, insert the**check number, Server#1**, if any, and then choose the invoice number to post. The system default invoice is 1.
5. Click **Add** to add the account to the Posting List grid. Repeat the above step until all checks are added to the Posting List.
6. Note and tally current count and Current Totals with physical checks.
7. Click **Post** to confirm posting.

Quick Posting to Multiple Accounts

1. Under the Account field of the Quick Posting window, click **Advanced**.
2. In the **Multiple Accounts Selection** window, select the **Status** from the drop-down list.

Figure 2-17   Quick Posting Multiple Account Selection



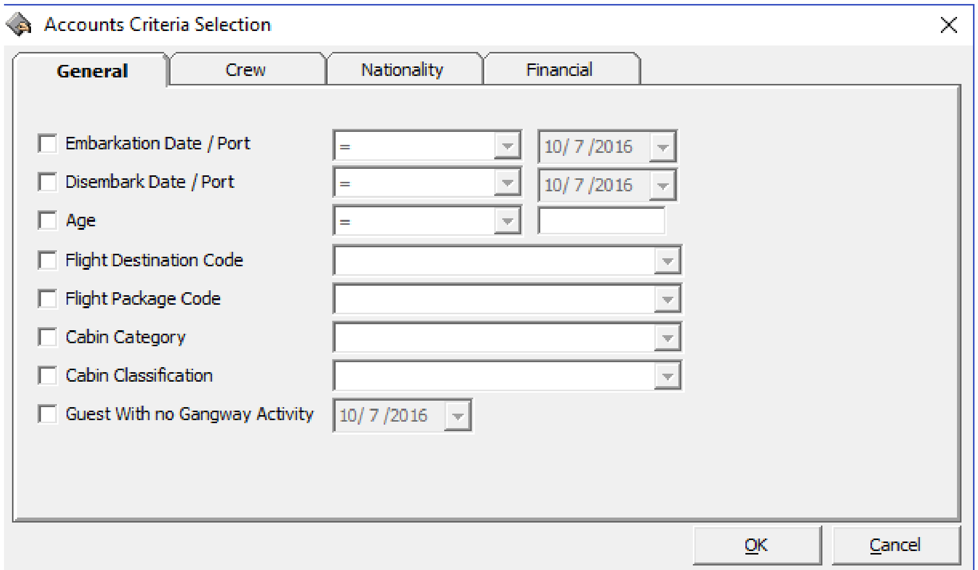
3. Select the account name from the **Non Selected Accounts** pane, and then click **Add** to add the account singly or **Add All>** to add all account listed or use the **Criteria Add>**. See *Selecting Account Using Criteria Option* section on how to select accounts using Criteria Add.
4. Account selected are shown in the **Selected Account** window. Click **OK** to return to Quick Posting window.
5. Navigate to the **Department** field, select the department code, and then enter the value to post.
6. At the **Additional Information** section, insert the **Check number, Server#1**, if any, and then choose the invoice number to post to. System default Invoice is 1.
7. Click **Add** to add the account to the Posting List grid.
8. Click **Post** to complete the postings.

Selecting Account Using Criteria Option

The criteria options filters the accounts based on the criteria entered, for example by embarkation/disembarkation date, age, cabin category and other.

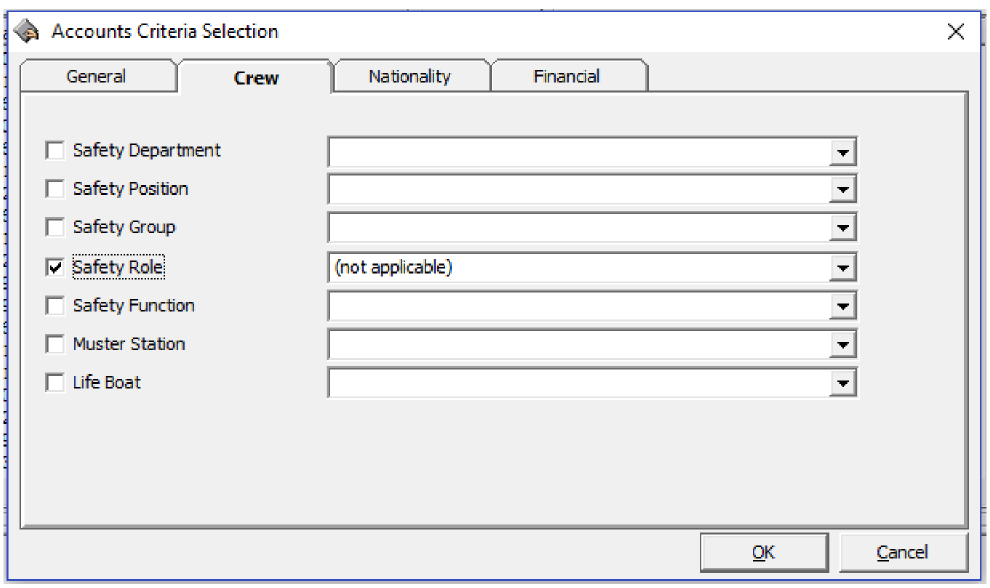
1. At the Multiple Accounts Selection window, click **Criteria Add>**.
2. Select the options from the drop-down list in the **General** tab, then navigate to Crew tab.

Figure 2-18 Accounts Selection Criteria-General



3. In the **Crew** tab, select from the available options using the drop-down menu and continue to select from the remaining tabs, if required.
4. Click **OK** to return to the Multiple Account Selection window.

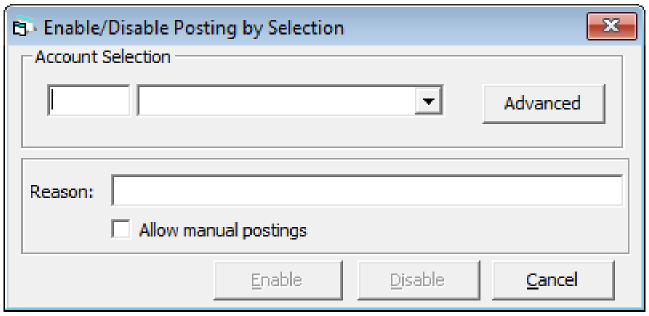
Figure 2-19 Accounts Selection Criteria-Crew



Quick Posting Status

The Quick Posting Status Enable/Disable function sets the account posting status by batch.

Figure 2-20 Enable/Disable Posting Selection

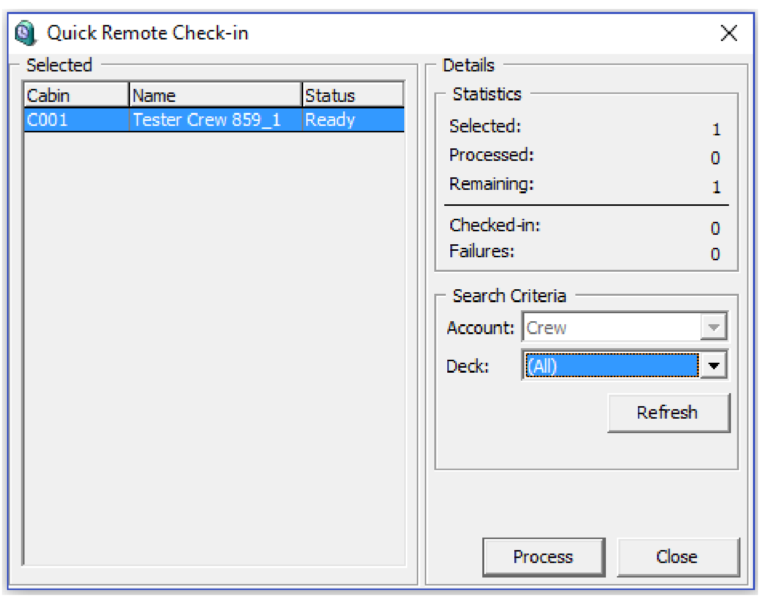


1. From the **Quick Functions** File menu, select **Quick Posting Status Enable/Disable** from the drop-down menu.
2. In the **Enable/Disable Posting by Selection** window, select the amount from the drop-down list or click **Advanced** to select multiple accounts.
3. Insert a reason in the **Reason** field.
4. Check the **Allow manual postings** checkbox if manual posting is allowed for Disabled accounts.
5. Select one of the option — **Enable** or **Disable the account.**

Quick Remote Check-In

The Quick Remote Check-In enable you to check-in the crew by Deck.

Figure 2-21 Quick Remote Check-In



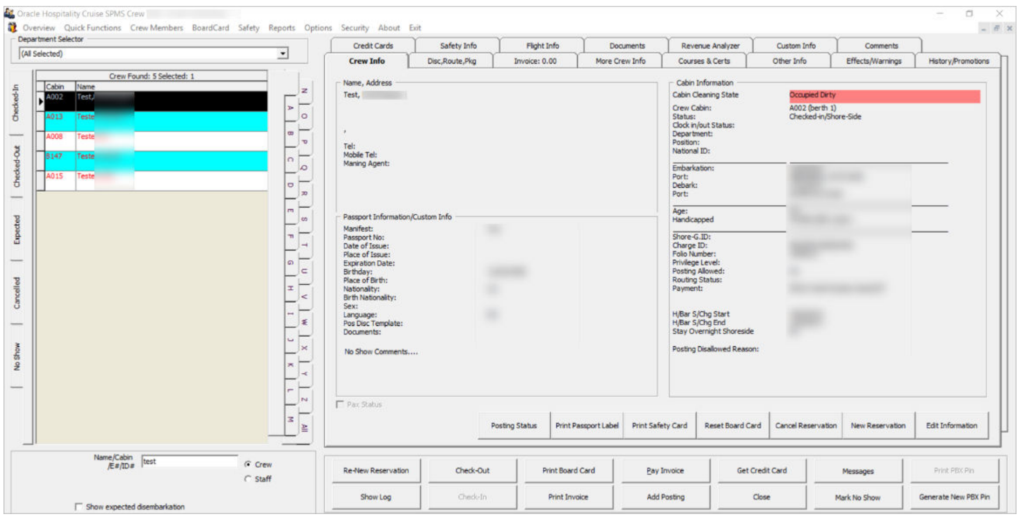
1. From the **Quick Functions** options menu, select **Quick Remote Check-In** option.

2. Select the **Deck** from the drop-down list and then click **Refresh**.
3. At the **Selected Crew** section, cabin number and name of crews due to check in are listed, with the total selected account shown at the **Statistic** section.
4. Click **Process** and select **Yes** at the confirmation prompt to proceed.
5. The system updates the number of record processed and its status in **Statistic** section. Click **Close** to return to the main window.

3
Crew Members Function

The content below describes the function to access the crew data such as Crew Information, travel documents, invoice, crew history, group account and others. You can create, amend and cancel a reservation, post a charge and check out a crew account. These functions are access via **Crew Members** drop-down menu.

Figure 3-1 Crew Handling



Crew Handling

Search Panel

The Search Panel function is a reservation look up by status in a tab view — Check In, Check Out, Expected, Canceled and No Show from the Crew Handling window.

Search Using the Search Panel

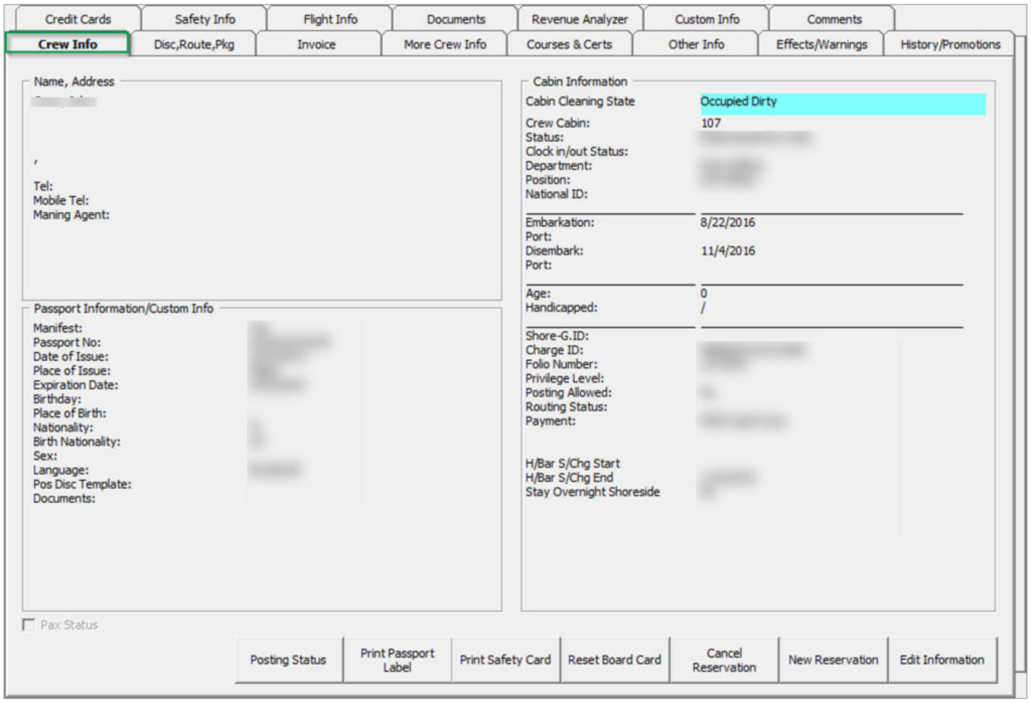
1. At the Search Panel, select the **Status** tab.
2. You can choose to select an alphabet corresponding to the last name of the reservation or select **ALL** to list all reservations in alphabetical order.
3. You can further narrow down the search using either the crew name, document number or cabin number and date.

Crew Info Tab

Crew Info Tab

The Crew Info tab is the default tab after an account/reservation search. It provides a single view of crew’s information's such name, address, passport details, cabin information, and others, which enable you to further drill down into the reservation for more information.

Figure 3-2   Crew Info Tab



New Reservation Function

The New Reservation function creates a new crew reservation. A reservation form is launched when you clicked the **New Reservation** button and below are the field’s definition of the form.

Figure 3-3 New Crew Information Window

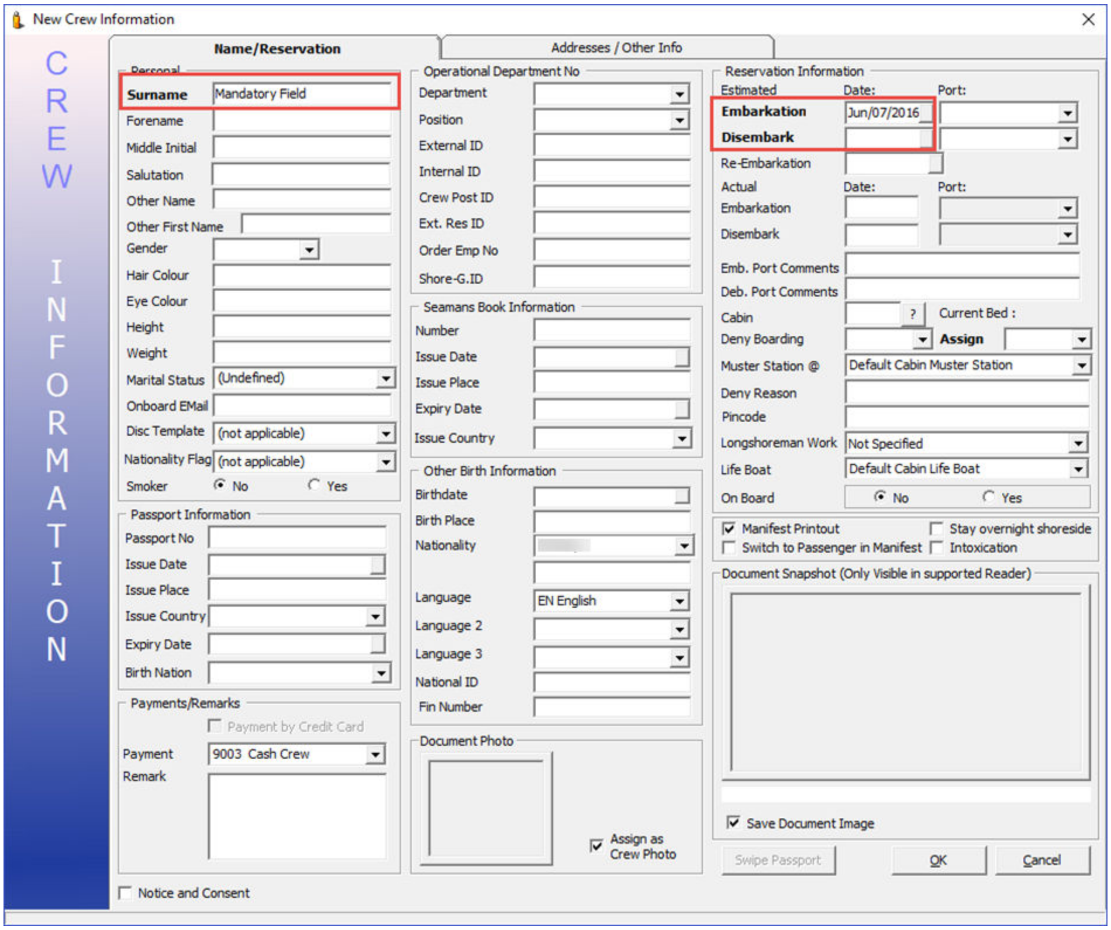


Table 3-1 Field Definition of Crew Information Tab (Name)

Field	Description
Name	
Surname	Last name of the crew.
Forename	First name of the crew.
Middle Initial	Middle name of the crew.
Salutation	Salutation of crew.
Other Name	Other Last Name in passport/ID
Other First Name	Other First Name. in passport/ID
Gender	Gender Identifier
Marital Status	Marital Status
Onboard Email	Email contact whilst on board.
Disc Template	Available discount templates.
Nationality Flag	Flag to determine if the crew nationality belongs to European Union (EU) or Non-European Union.

Table 3-1 (Cont.) Field Definition of Crew Information Tab (Name)

Field	Description
Smoker	Smoker Identifier

Table 3-2 Field Definition of Crew Information Tab (Passport Information)

Field	Description
Passport Information	
Passport No	Passport number of the crew.
Issue Date	Date travel document was issued
Issue Place	Place travel document was issued.
Issue Country	Country travel document was issued.
Expiry Date	Expiry date of travel document.
Birth Nation	Original nationality of the crew if differ from Nationality field.

Table 3-3 Field Definition of Crew Information Tab (Operational Department No.)

Field	Description
Operational Department No.	
Department	Operational department assigned
Position	Operational position assigned
External ID	External System Crew ID
Internal ID	Internal Crew ID
Crew Post ID	Waiter ID number used in POS system
Ext. Res ID	External System Reservation ID
Order Emp ID	Employer number of crew incentive program
Shore.G-ID	Unique Identifier for FMS. A user definable label.

Table 3-4 Field Definition of Crew Information Tab (Seamans Book Information)

Field	Description
Seamans Book Information	
Number	Seaman Book number.
Issue Date	Date of issue of Seaman book
Issue Place	Place of Issue of Seaman book
Expiry Date	Expiry date of Seaman book
Issue Country	Country Seaman book were issued
Other Birth Information	

Table 3-4 (Cont.) Field Definition of Crew Information Tab (Seamans Book Information)

Field	Description
Birthdate	Birthdate of the crew.
Birth Place	Birthplace of the crew.
Nationality	Nationality of crew
Language	Main language spoken
Language2 / 3	Other spoken language
National ID	Local identification document, for example, ID or Driving License

Table 3-5 Field Definition of Crew Information Tab (Reservation Information)

Field	Description
Reservation Information	
Estimated Embarkation/ Disembarkation Date	Embarkation/Disembarkation date.
Estimated Embarkation/ Disembarkation Port	Port of embarkation/ Disembarkation
Re-Embarkation	Crew expected return date
Actual Embarkation/ Disembarkation Date	Actual Embarkation/Disembarkation date.
Actual Embarkation/ Disembarkation Port	Port of embarkation/ Disembarkation
Emb. Port Comments	Sign-on harbour comments
Deb. Port Comments	Sign-off harbour comments
Cabin	Cabin number assigned.
Deny Boarding	Deny boarding identifier
Assign	Current Berth Assigned
Muster Station	Muster Station assigned. Linked to Cabin number.
Deny Reason	Reason boarding is denied.
Pincode	Pin code setup for outgoing calls and access to Kiosk.
Longshoreman Work	Indicate crew to perform longshoreman work during next port
Life Boat	Life Boat assigned to crew. Linked to Cabin number.

Table 3-6 Field Definition of Crew Information Tab (Other Parameter)

Field	Description
Other Parameter	
Manifest Printout	Indicates manifest has been printed.
Switch to Passenger in Manifest	Indicates reservation has been moved to Passenger manifest.

Table 3-6 (Cont.) Field Definition of Crew Information Tab (Other Parameter)

Field	Description
Stay overnight shoreside	Indicates that crew stays overnight at shore side.
Intoxication	Intoxication identifier.

Table 3-7 Field Definition of Crew Information Tab (Others)

Field	Description
Others	
Document Image Snapshot	Displays snapshot of scanned passport.
Photo	Displays saved crew photo
Notice and Consent	Mandatory field. Indicates passenger accept and agrees to the Notice and Consent Terms.

Figure 3-4 Crew Information Address/Other Info

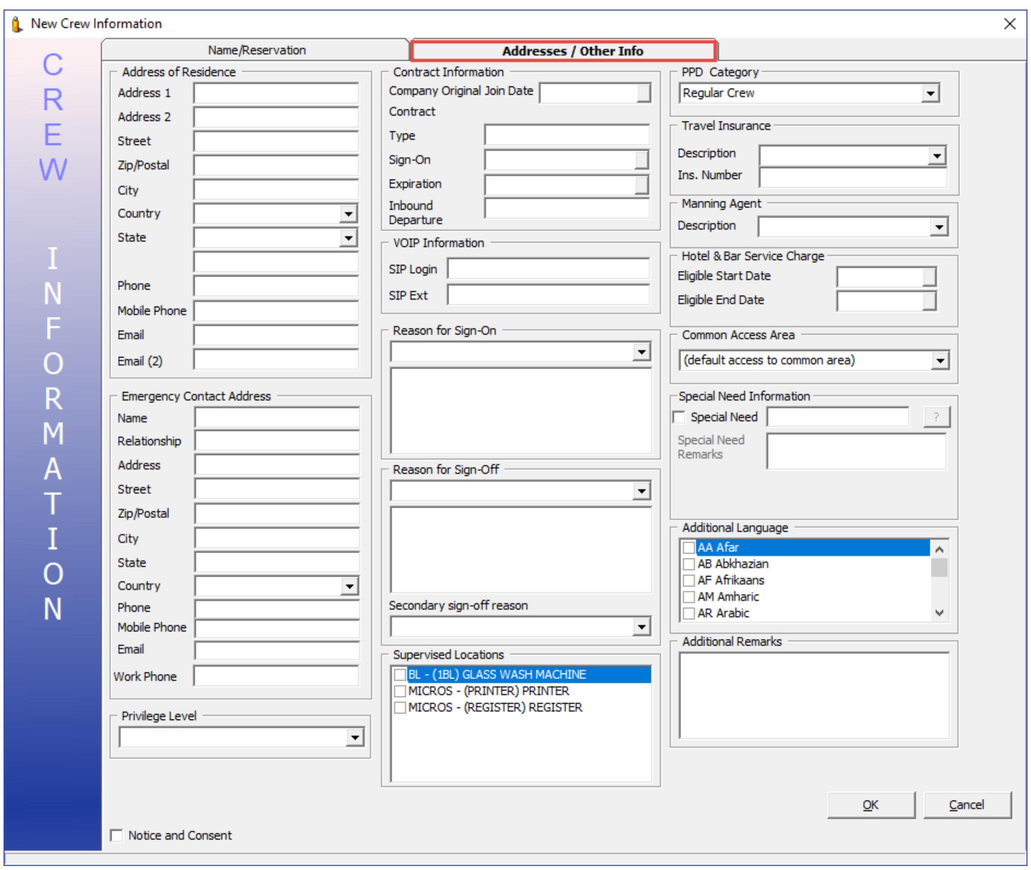


Table 3-8 Field Definition of Crew Information Address Tab (Address / Temporary Address)

Field	Description
Address / Temporary Address	
Address 1	Address 1
Address 2	Address 2
Street	Street name
Zip/City	Zip code/ Name of city
Country	Country
State	State
Phone	Phone number of guest
Email 1	Email address of guest
Email 2	2nd Email address of guest

Table 3-9 Field Definition of Crew Information Address Tab (Emergency Contact Address)

Field	Description
Emergency Contact Address	
Name	Name of Emergency contact person
Relationship	Relationship of Emergency contact person and guest
Address	Address
Street	Street
Zip/City	Zip code/ City
State	State
Country	Country of Residency
Phone	Phone number of contact person
Mobile Phone	Mobile number of contact person
Email	Email address of contact person
Work Phone	Business phone number of contact person

Table 3-10 Field Definition of Crew Information Address Tab (Contract Information)

Field	Description
Contract Information	
Company Original Join Date	Crew join date for payroll contract use
Contract Type	The type of contract the linked to crew member
Sign On	Contract sign on date
Expiration	Contract expiration date

Table 3-10 (Cont.) Field Definition of Crew Information Address Tab (Contract Information)

Field	Description
Inbound Departure	Track inbound departure date for Crew members

Table 3-11 Field Definition of Crew Information Address Tab (VOIP Information)

Field	Description
VOIP Information	
SIP Login	VOIP login ID
SIP Ext	VOIP extension on board
Reason for Sign-On	Reason to sign on onboard
Reason for Sign-On	Reason to sign on off board
Supervised Locations	Locations that are tagged as 'crew supervision assignment'.
PPD Category	Add PPD category assignment to a crew or guest
Travel Insurance	Travel insurance type
Manning Agent	Travel insurance number

Table 3-12 Field Definition of Crew Information Address Tab (Hotel & Bar Service Charge)

Field	Description
Hotel & Bar Service Charge	
Eligible Start/End Date	Service charge eligible start / end date
Common Access Area	Common areas of accessible for the onboard card
Handicapped Information	Special need information
Additional Language	Additional language other than default language.
Notice and Consent	Mandatory field. Indicates passenger accept and agrees to the Notice and Consent Terms.

Creating New Reservation

1. At the Crew Handling window, click the **New Reservation** button to open a Crew Information form.
2. Enter all relevant information, particularly the mandatory fields and then read the **Notice and Consent** clause to the crew before checking the checkbox. You are not allowed to proceed if the checkbox remains uncheck when the **OK** button is clicked, and the system prompts a warning message.

3. Note that the ship operator sets the mandatory fields. Please refer to your company standard operating procedure.
4. Click **OK** to save the form.
5. Saved information is updated and shown under **Crew Info tab** and categorized the crew as Expected Arrival.

Editing a Reservation

1. Search the reservation using the **Search Panel**, then click **Edit Information** under **Crew Info tab** to open the existing Reservation Form.
2. Edit all relevant information, and then click **OK** to save the changes.

Cancelling a Reservation

1. Select the Expected crew from the Search panel, and then click **Cancel Reservation** under **Crew Info** tab. You can only cancel an Expected crew reservation.
2. Selecting **Yes** at the Cancel Reservation prompt places the booking under Cancelled tab.

Posting Status

The Posting Status function enable/disable an account from accepting postings coming from food and beverage or retail outlets, and provides a better management of the crew account so that it does not exceed the credit limit allowed.

Enabling a Posting

1. Search the crew account from the Search Panel and click **Posting Status** at **Crew Info** tab.
2. The system prompts for a response to enable the account. Selecting **Yes** at the prompt resets the Posting status to allowed, or **No** to remain as unchanged.

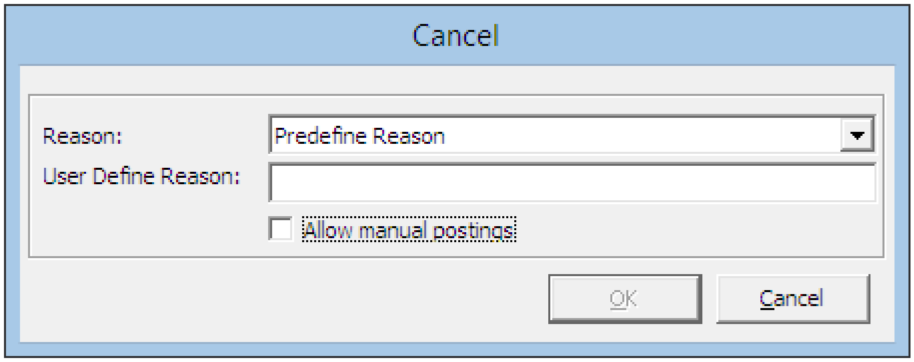
Disabling a Posting

1. Search the crew account from the Search Panel and click **Posting Status** at **Crew Info** tab.
2. The system prompts for a response to enable the account. Selecting **Yes** at the prompt resets the Posting status to allowed, or **No** to remain as unchanged.

Disabling a Posting

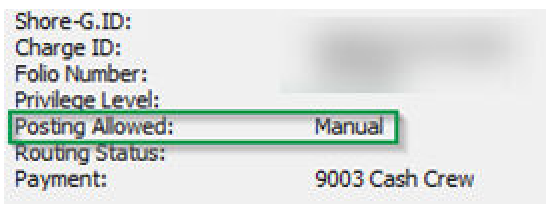
1. Repeat step 1 of the above.
2. Enter the reason to **Disable** the posting when prompt, either by selecting a predefined reason from the drop-down list or enter them manually.

Figure 3-5 Predefined Reason to Disable Posting



3. If **Allow manual postings** is checked, this only disable postings through the interfaces. Manual posting within **Crew Handling** window is still permissible.
4. Click **OK** to set the posting status for the account to a **No** or **Manual**.

Figure 3-6 Manual Posting Allowed Status



Print Passport Label

The Print Passport Label prints the crew's information on a label, which are then paste onto the crew passport for ease of identification. A label must be setup in *Administration, Report Printing, Crew – General* group.

Print Safety Card

The Print Safety Card prints the 'Blue Card' of the crew as an identification of the manning station they should report to during an emergency. Information printed on the card derives from the Safety Info tab.

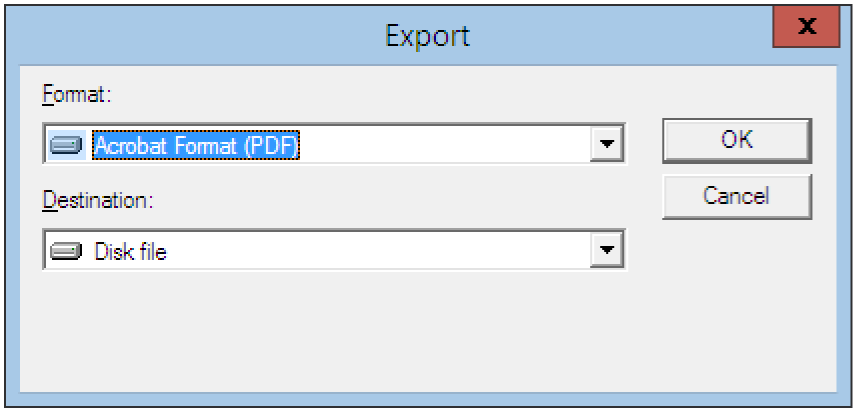
Show Log

A chronological record of activities such as crew movements, financial transactions, system events are logged by the system. To enable the reconstruction and examination of the sequence of events and/or changes made, such information's are viewable in the Show Log function.

1. Retrieve the reservation from the Search Panel.
2. Click **Show Log** in **Crew Info** tab.
3. A list of events is shown on window, order by date/time.
4. Clicking the **Print** button sends a copy of the log to printer.

5. Clicking **Export** exports the log into a supported file format.

Figure 3-7 File Export Prompt



Disc Route Pkg Tab

The Discount, Route, Package function routes the charges within the same invoice or to other crew prior to crew check in if setup, enabling allowable discounts in SPMS and MICROS. It also gives an overview of the Package Plan entitlement.

Routing

The Routing function automate transfer of charges within the crew account or to multiple accounts, allowing you to consolidate charges into one invoice/account. The use of this function is to facilitate the invoicing process at group reservations level or party/family traveling together. Depending on the requirements, the routing can be setup using one of this option **- 'Pay for'** or **'Paid by'**

Figure 3-8 Routing Tab

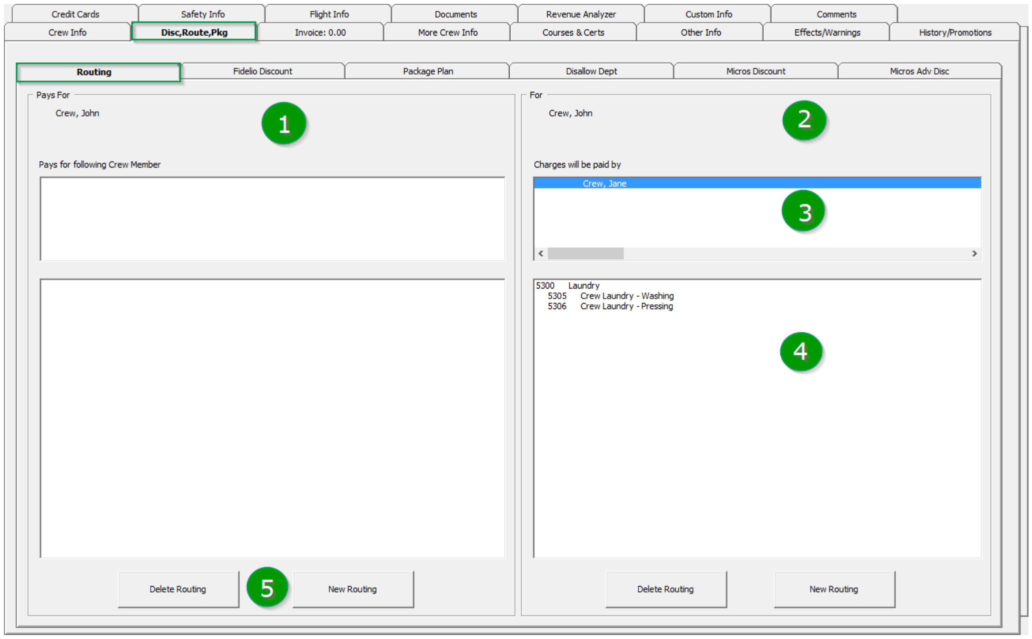


Table 3-13 Routing Tab Definition

Section	Description
1	Pays for - This section defines the payer account and whom the account is paying for.
2	For - This section defines where the assigned financial department is routed.
3	Cabin number and name of crew payer is responsible.
4	Financial Department code assigned.
5	Button to setup or remove routing instructions.

Before moving/routing the charges, be sure to first check the current routing arrangements to avoid duplication of routing, which may result to charges not being re-directed as planned.

Paying for Another Party

Using below setup steps, you can route a charge when crew A pays for crew B.

Figure 3-9 New Routing — 'Will Pay For'

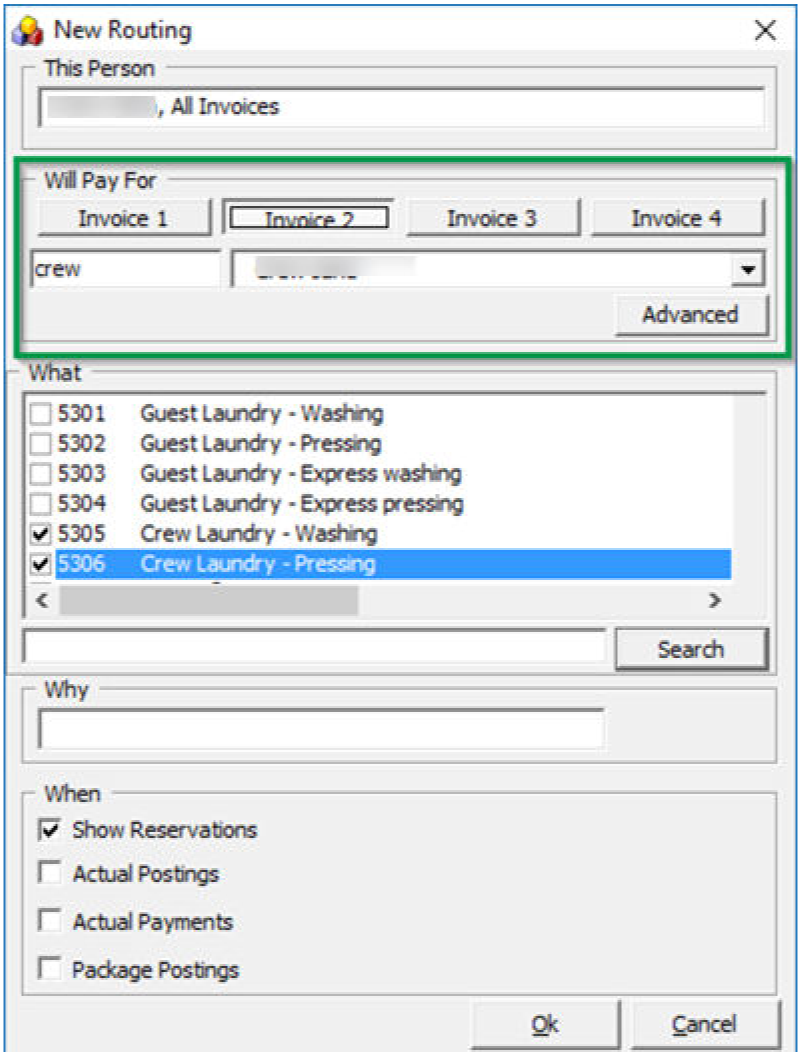


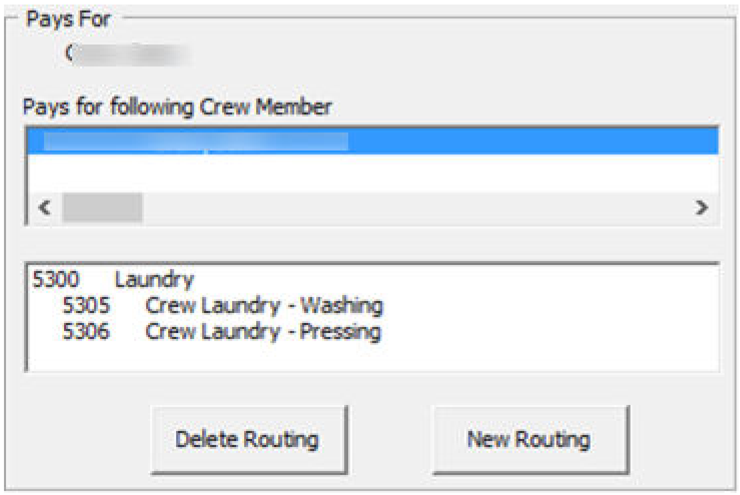
Table 3-14 Definition of Routing Options

Field	Description
Show Reservations	Include expected to embark and reserve bookings. Only display checked in bookings if it is unchecked.
Actual Postings	Where the Actual postings are routed.
Actual Payments	Where the Actual payments are routed.
Package Postings	Only route package postings.

1. Search the crew account and navigate to **Disc, Route, Pkg, Routing** tab.
2. Click **New Routing** under Pays For section to open the routing dialog box.
3. Select the **Invoice number** where the charges is routed.
4. For charges within the same account, leave the cabin number and crew name as it is.

5. In the event where crew is paying **for** another account, change the cabin number and select the respective guest.
6. Select the **Financial Department** group or codes to be routed and enter the routing reason.
7. Select the options where applicable, and then click **OK** to save.
8. Once saved, the selected assignment is added to **'Pays for'** in the Routing tab.

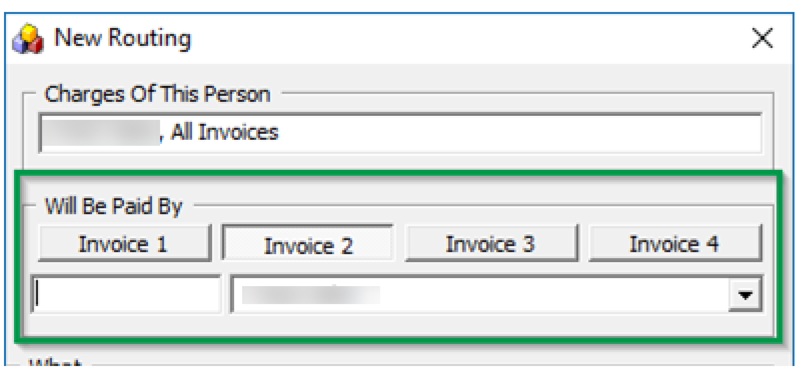
Figure 3-10 Routing Pays for Window



Paid by Another Party

1. At the **Disc, Route, Pkg, Routing** tab, click **New Routing** under **'For'** section to open the routing dialog box.

Figure 3-11 New Routing To — 'Will Be Paid By'



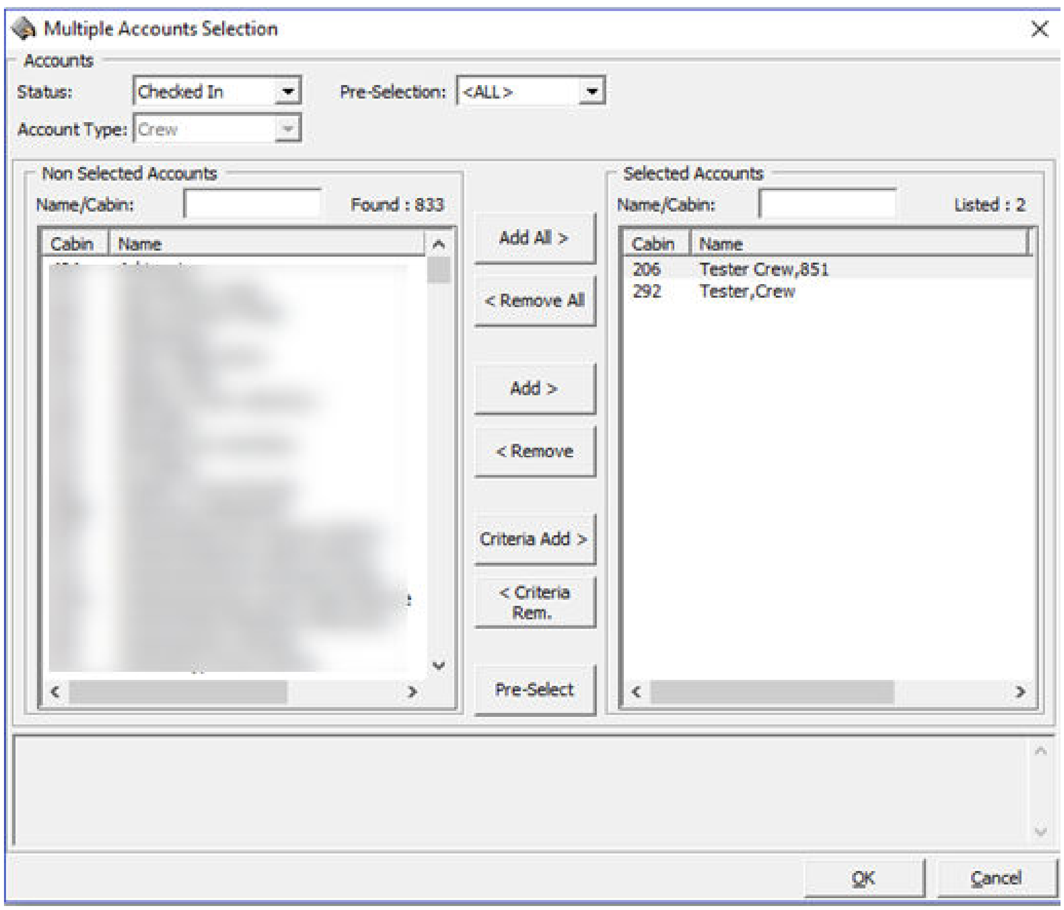
2. Repeat step 3 to 8 of Paying for another party.

Advanced Routing

Below are the steps to setup routing for multiple guests, for example; group of crew account or parties travelling together.

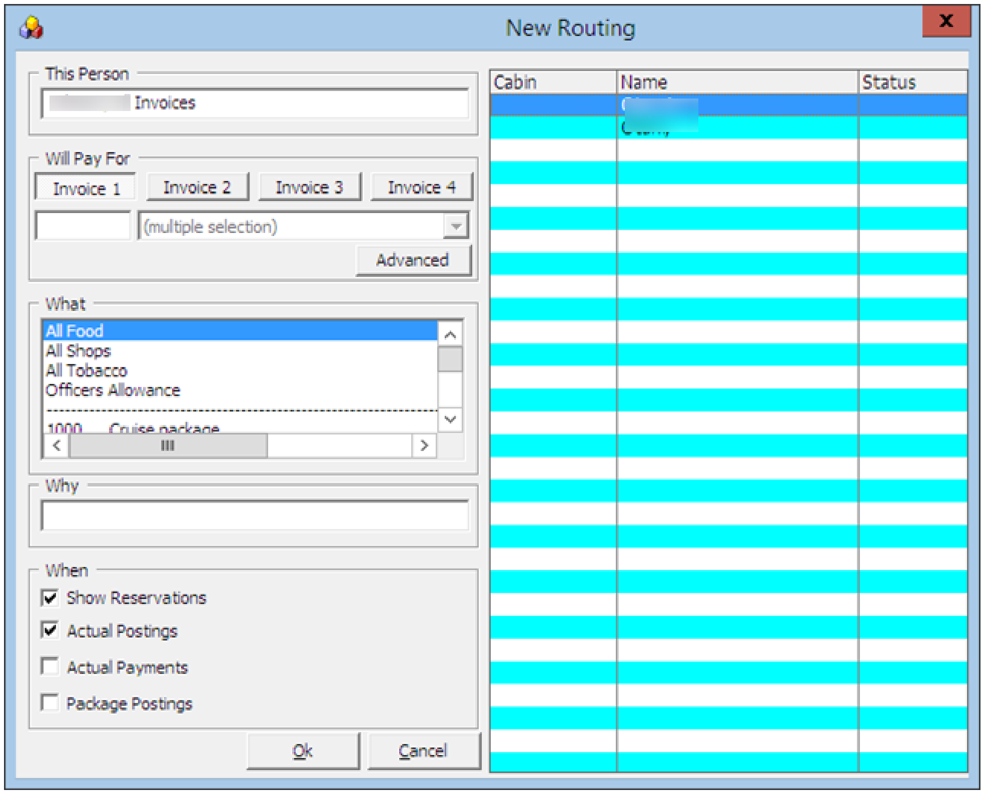
1. At the **Disc, Route, Pkg, Routing** tab, navigate to **Pays For** and click **New Routing** to open the routing dialog box.
2. At the new Routing window, click the **Advanced** button located just below the Invoice drop-down list to open the **Multiple Accounts Selection** window.
3. Accounts listed in the **Non Selected Accounts** section is based on default selection at the **Status** and **Account Type**. You can change these criteria using the drop-down list.

Figure 3-12 Routing Multiple Account Selection Window



4. To select all crew, click **Add All>** or individually select the crew, then click **Add>** to move the selection to the **Selected Accounts** pane.
5. Click **OK** to confirm the accounts selection and this opens the **New Routing** window with the selected crew account listed.

Figure 3-13 Routing Multiple Account Instructions



6. In the New Routing window, select the **Financial Department, Reason** and select the checkbox for the routing to occurs, then click **OK** to initiate the account routing.
7. During the assignment process, the status of the crew account changes to **OK**, followed by **Done**, and the New Routing window closes automatically once the process completes.

Deleting Existing Routing

To remove routing setup in crew account,

1. At **Disc, Route, Pkg, Routing** tab, select either to delete the **sub-financial department code** from the individual assignment, or the Main Financial Department to delete all department codes, then click **Delete Routing**.
2. The system prompts for confirmation to delete the assignment. Clicking **Yes** confirms the deletion or **No** to return to Routing window.

   SPMS Discount

   The SPMS Discount function allows you to assign eligible discount either by percentage or value to a crew account.

Assigning a Discount

1. At the **Dis , Route, Pkg, Discount** tab, click **New Discount** to open the discount dialog box.

2. Insert the **Percentage** and the number of times the discount is given in **Apply Count** field. For example, enter 1 to specify a onetime discount for every selected department code, or blank for unlimited discount for every selected department.
3. Select the **Posting Department** entitled to discount, either by selecting department group or individually; for example, All Food/Beverage or Room Service Food only.
4. You can also use the **Discount Template** by checking the checkbox and choose a template from the drop-down list, if they are pre-configured. See Administration User Guide for setup procedures.
5. Check whether the discount is applicable to **Actual**, or **Future Postings**, and then click **OK** to save.

> **WARNING:**
>
> WARNING: Once a discount is applied to an actual posting, it *cannot* be reversed. If the discount has a count indicator, the system then post the discount until it reaches the count indicated and no discount will be accorded thereafter

6. The assigned discounts is saved in **SPMS Discount** tab. Similarly, these are added when **Future Postings** is checked in **Criteria Discount.**

Figure 3-14 Disc, Route, Pkg — Discount Tab

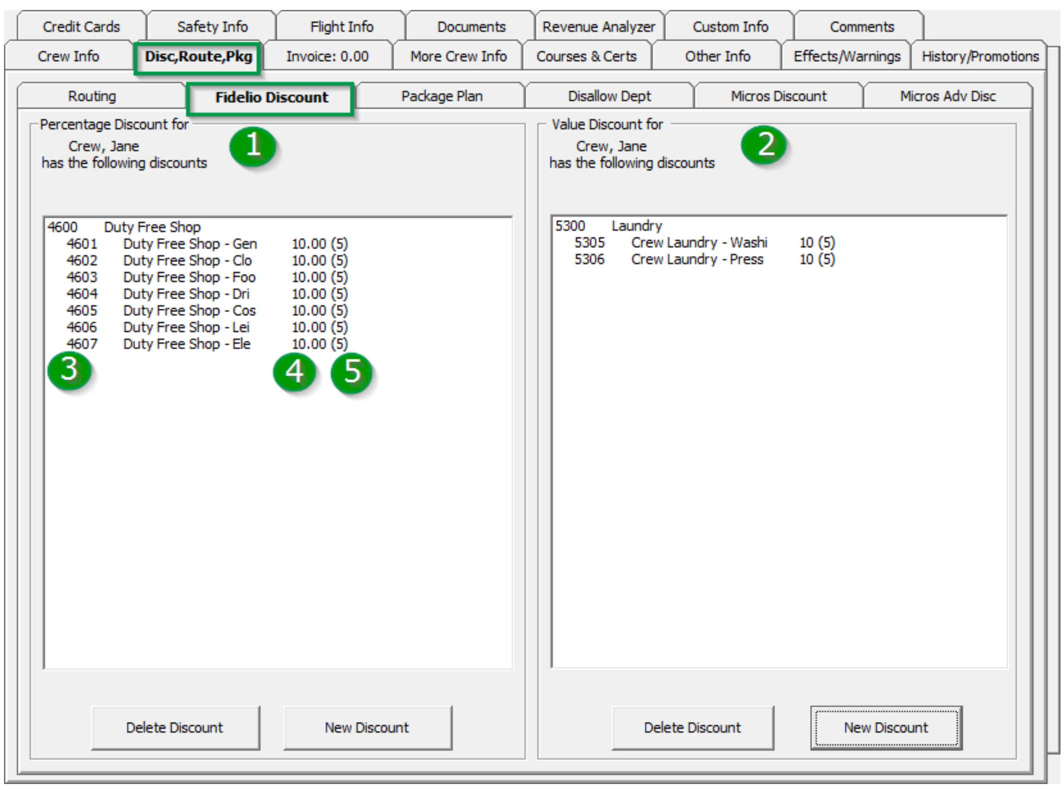


Table 3-15 Financial Department Codes

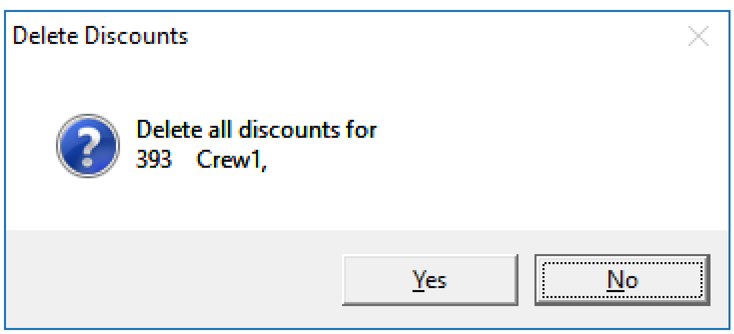
No.	Description
1	Financial Department codes entitled to Percentage discount
2	Financial Department codes entitled to Value discount
3	Financial Department codes and description
4	Discount value (percentage or value)
5	No of count assigned to each financial code. 0 = unlimited

7. If an **Actual Posting** is checked, the system post an adjustment (reverse) against the original posting and sets the adjusted posting to **No Print** automatically, and then repost the correct value with the discount indicated.

Deleting a Discount

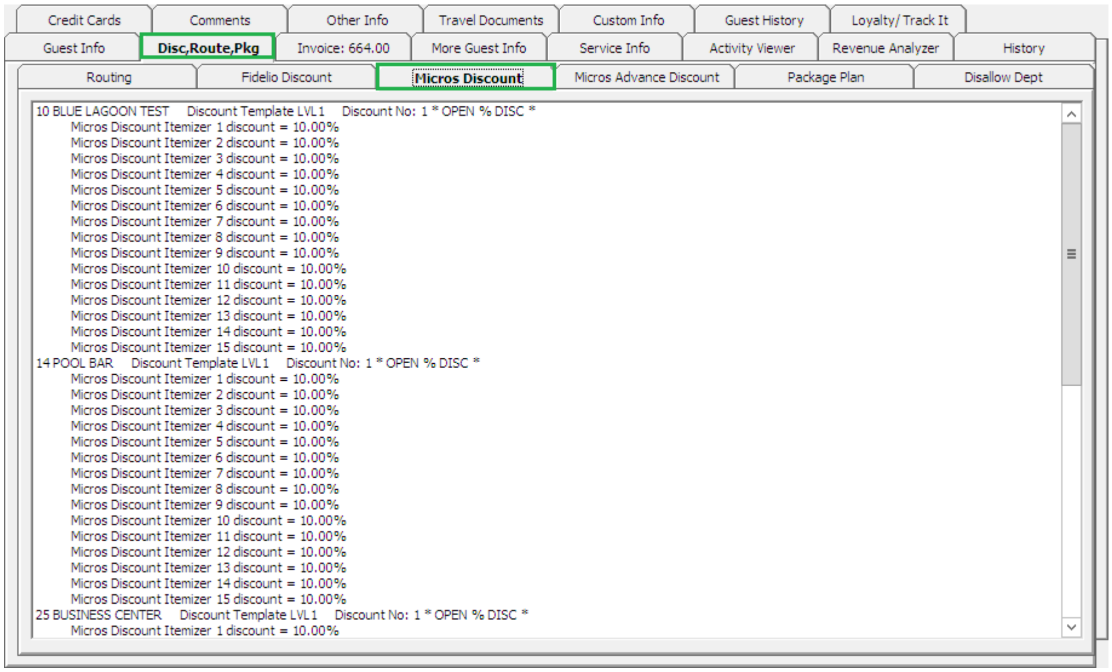
1. At the **Disc, Route, Pkg, Discount** tab of the account.
2. If **Delete Discount** is clicked without first selecting a Financial code, this process deletes **All** assignment from the respective window.

Figure 3-15 Delete Discount Prompt



MICROS Discount

Figure 3-16   Disc, Route, Pkg — MICROS Discount

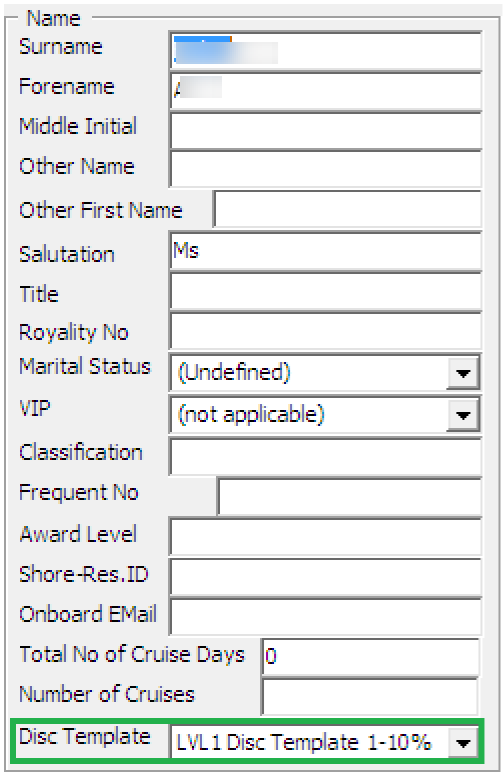


The MICROS Discount tab displays discounts accorded to crew using **MICROS Discount Itemizer** level. These discounts are shown when crew has discount level assigned in **Crew Info, Edit Information, Discount Template** field.

Assigning a POS Discount Level

1. At the **Crew Info** tab of the account, click **Edit Information** to open the Edit Crew Information window.
2. In the **Name section**, select the discount template from the drop-down list, then click **OK** to save.

Figure 3-17 MICROS Discount Level Assignment



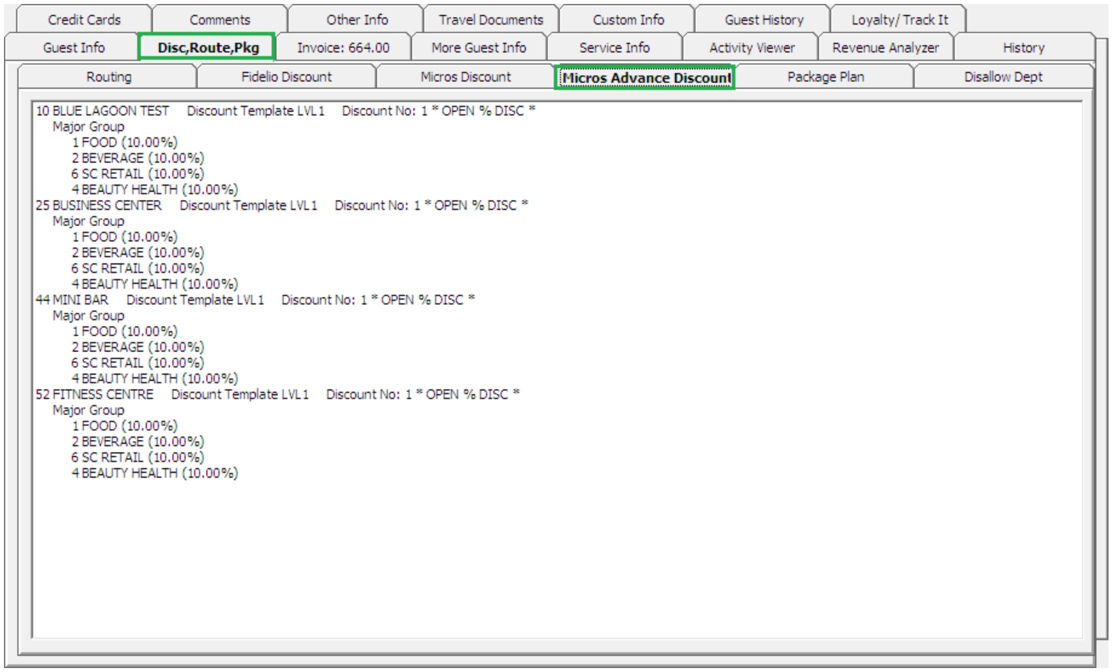
3. The assigned POS Discount template is shown in **Passport/Custom Information** section.
4. To view the eligible POS Discounts by Itemizer level, go to **Disc, Route, Pkg, MICROS Discount** tab.

See also Administration User Guide, ***POS Discount*** section on how to configure the Discount Itemizer.

MICROS Advance Discount

The MICROS Advance Discounts works similar to MICROS Discount, with the exception that the discounts are applied to MICROS Major Group, Family Group and Menu Item level instead of Itemizer Level.

Figure 3-18 Disc, Route, Pkg — MICROS Advance Discount



See also Administration User Guide, ***POS Discount*** section on how to configure the Advance MICROS Discount.

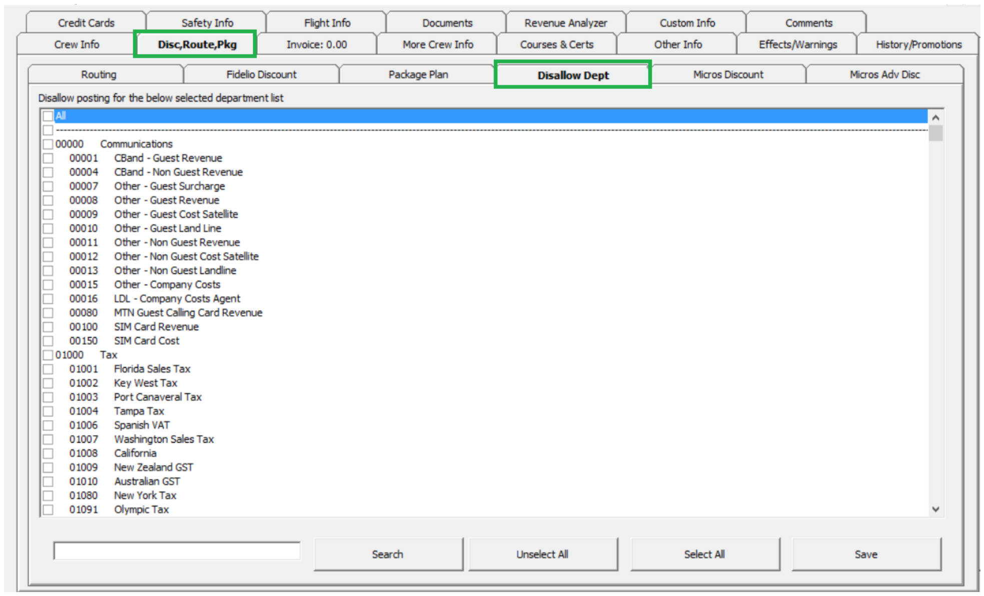
Disallow Department

The Disallow Department function manages posting from being posted from restricted outlets to the crew account; for example; Casino Bar or all tobacco, and others.

Setting up a Disallow Department

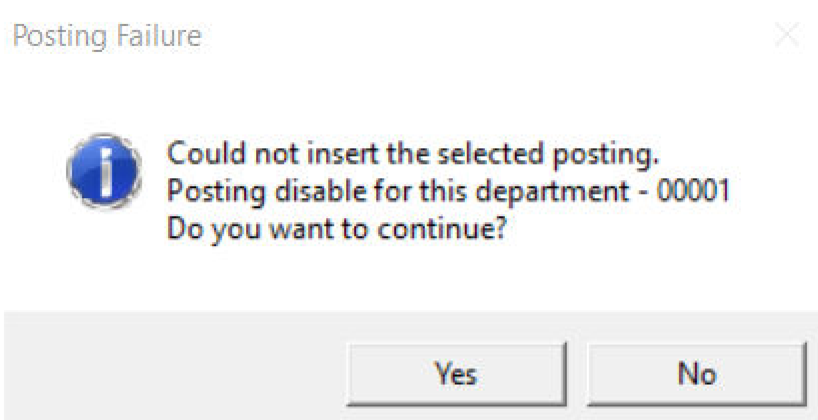
1. At the **Disc, Route, Pkg, Disallow Posting** tab, select the Financial Department codes to disallow, either by Group or individual department code from the list, then click **Save**.

Figure 3-19 Disallow Department Tab



2. When posting matches that disallowed department, the system prompts that posting is not allowed.

Figure 3-20 Disallow Department Posting Failure Prompt



3. Click **Yes** to exit without posting and **No** to return to the Add posting window.

Package Plan

Package Plan

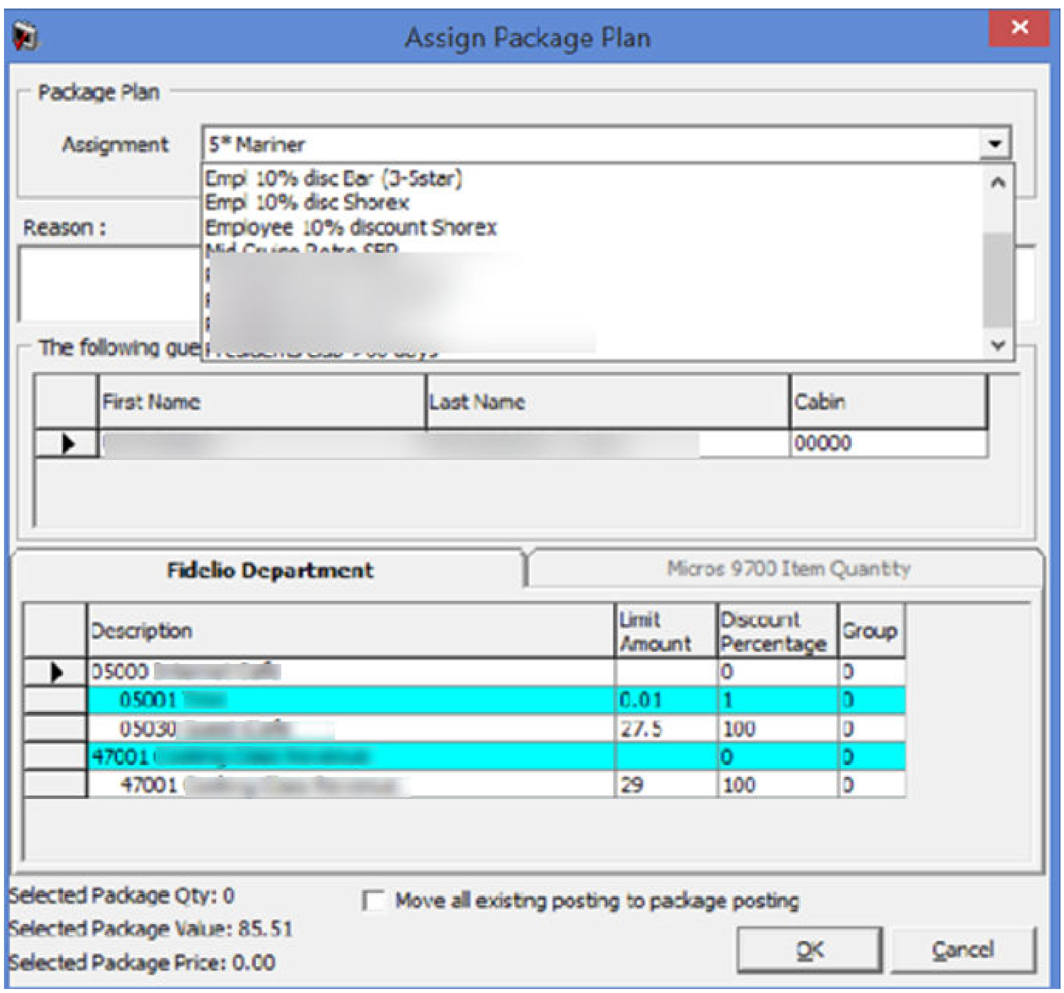
The Package Plan function enables you to customize a cruise package that suits the crew requirements, combining different food and beverage outlets, excursions or activities using the flexi package plan option.

Assigning / Purchasing a Package Plan

Assigning the correct package plan to the crew account enable transactions to be posted accurately throughout the cruise, and packages can be assigned within the crew account.

1. At the **Disc, Route, Pkg** tab of the crew, select the **Package Plan** tab.
2. Select one of these option:
   - **Assign package Plan:** This assigns an available package that does not have a pre-set Purchase price.
   - **Purchase Package Plan:** This purchases a package setup with the purchase price.
3. To assign/purchase a package, select the available Package from the drop-down list, and then enter the **Reason**.

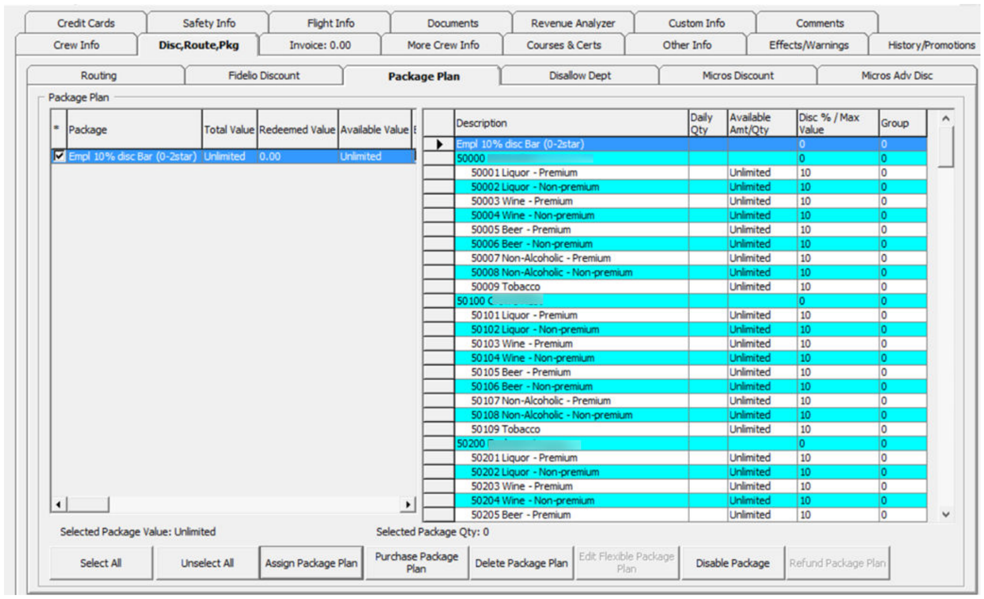
Figure 3-21 Package Plan Assignment Window



4. Check only **Move all existing posting to package posting** checkbox when you wish to move the existing postings to package plan. For example, a crew purchases the package part way through the cruise, and past postings that meets the package elements are to be considered as package plan.

5. Click **OK** to save. Information's pertaining to the package are shown in the **Package Plan** tab and the status is **Active**.

Figure 3-22 Package Plan Assigned / Purchased



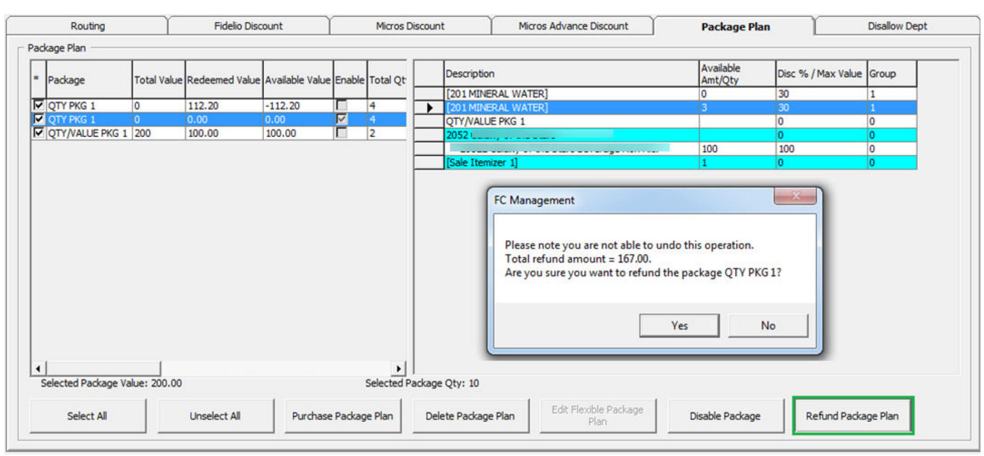
Refunding a Package Plan

Refunding a Package Plan

The unutilized package plan is refundable to the crew at the end of the cruise. Below are the steps to refund a Value based package, Quantity based and Mix package.

1. At the **Disc, Route, Pkg** tab of the crew account, select **Package Plan**tab.
2. Select **Refund Package Plan**.

Figure 3-23 Package Plan Refund Option



> **WARNING:**
>
> WARNING: Once a Refund is processed, it is *not* possible to reverse the changes. This process also *disable* the package plan.

3. Once the package plan is refunded, the system disables the package and displays the remaining value/quantity for references only.
4. In the event where the postings are more than the package price, the system prompts that a refund is not allowed.

Routing a Package Plan Posting

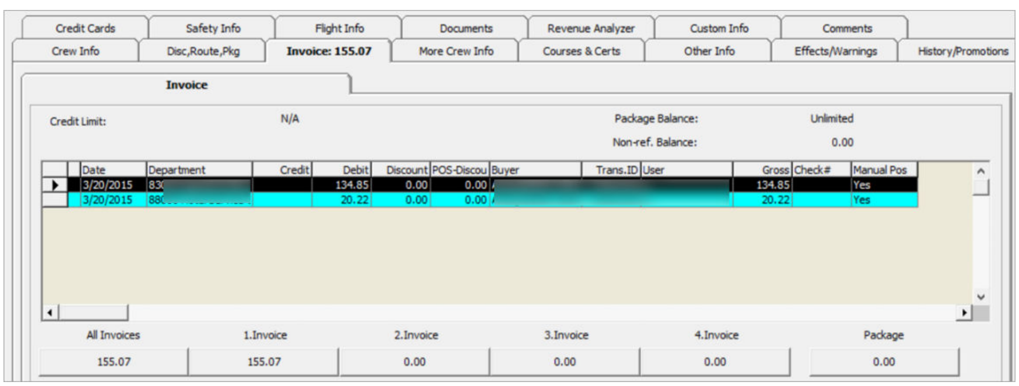
Routing of a package plan postings is dependable on two parameters; 'Do not allow post package to both buyer and payer' and 'Package Plan Before Routing'.

When both payer and buyer has a package, all postings then go to the payer. Once the payer package is fully utilized, subsequent postings are posted the payer account as normal posting.

Auto Balancing a Package Plan

An Auto Package Plan balancing can be set using parameter, **'Enable Package Auto Balance as 1'**, allowing the system to automatically balances the package invoice/account after each transaction and reduces the total package value or quantity at the same time.

Figure 3-24 Package Plan Invoice Window

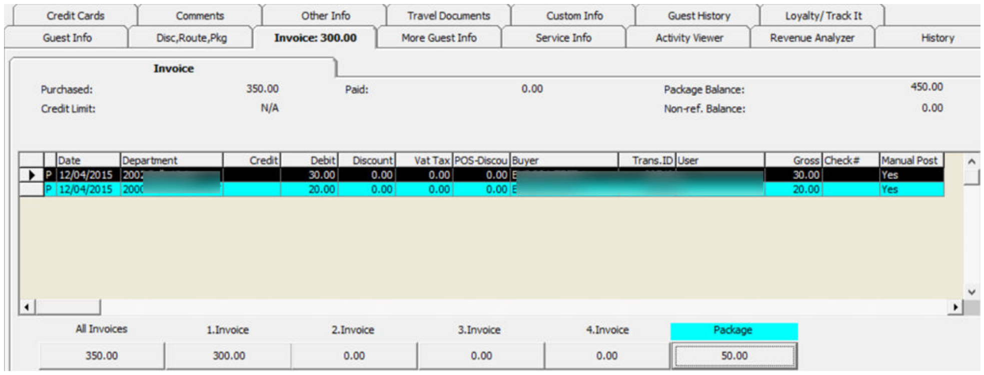


If the above parameter is set to 0, manual balancing of the package invoice/account is required using the**Pay Invoice** function.

Manually Balancing a Package Invoice

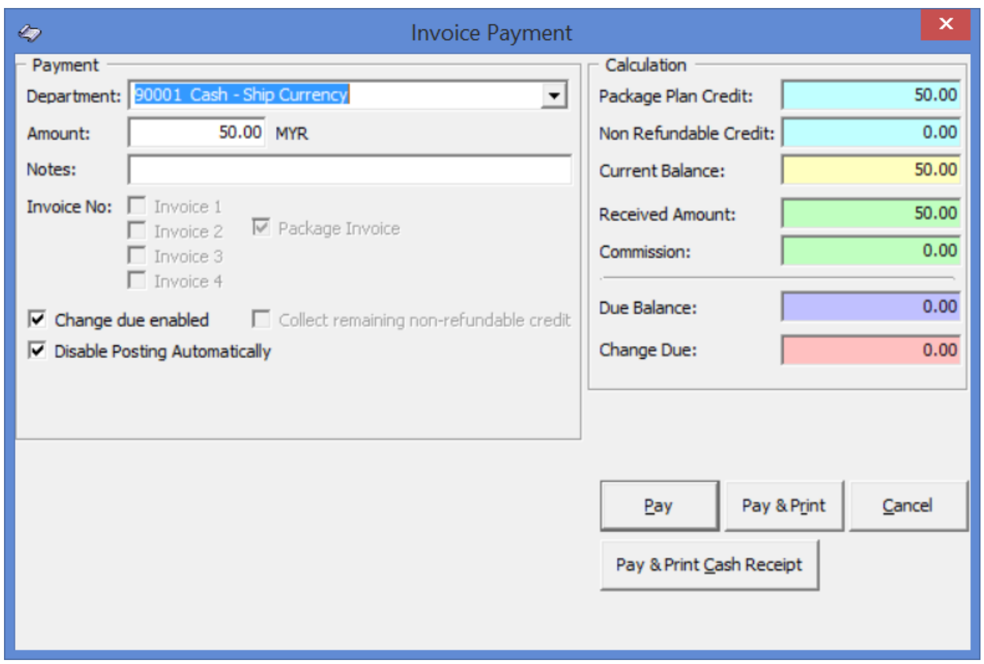
1. Select the crew account from the Search Panel, navigate to the **Invoice** tab, and then click the amount under the **Package Invoice**.

Figure 3-25 Settling a Package Plan



2. Choose the **Payment method** and verify the amount to settle when prompt.
3. Select **Pay** or **Pay & Print** to pay and print the invoice and reduce the Package Invoice at the same time.

Figure 3-26 Paying an Invoice



Invoice Tab

The Posting Handling function not only provides you with four (4) invoices per crew, it also enables you to post a manual charge to an account, route postings and post various payment types.

Figure 3-27 Add Posting Window

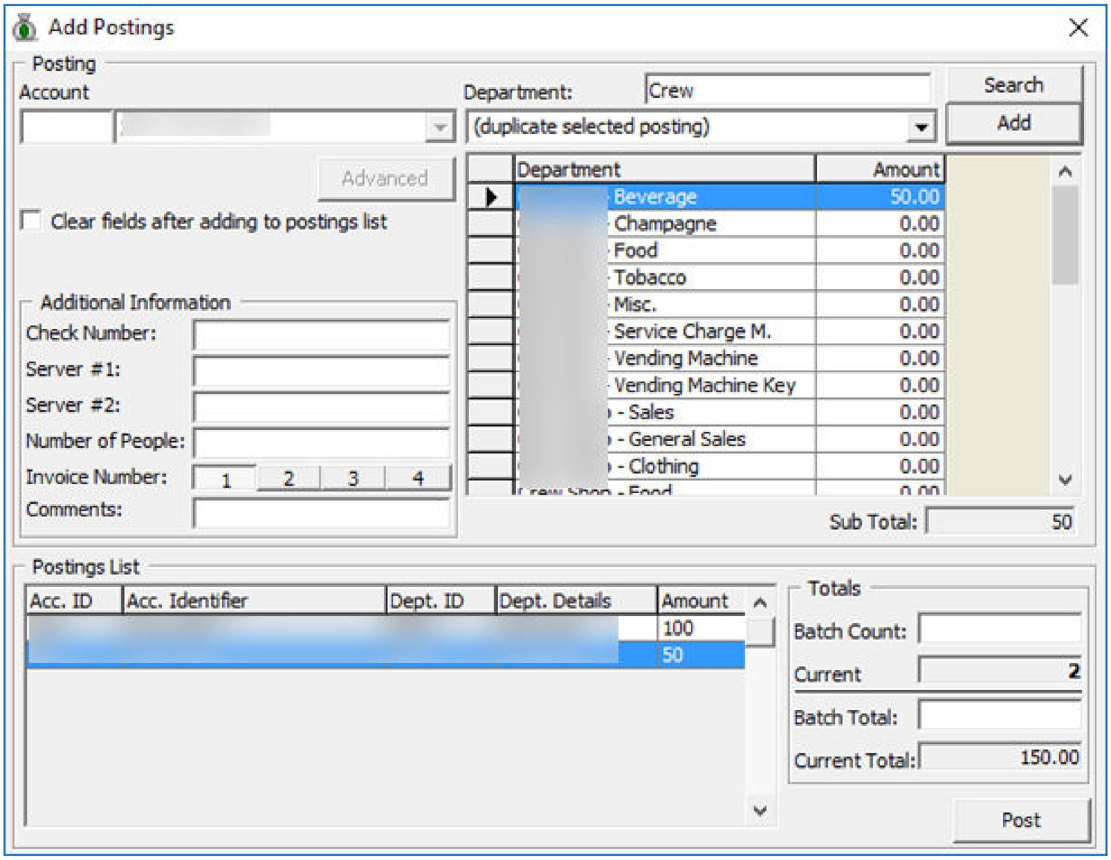


Table 3-16 Field Definition of Add Posting Window

Field	Description
Account	Crew Account by Cabin No. and Name
Clear fields after adding to posting list	Clear all information in Additional Information section after adding posting
Check Number	Check Number from POS System or any manual posting reference.
Server #1:	Server name appeared on POS check.
Server #2:	Server name appeared on POS check.
Number of People	No. of crew that dined. Information from POS System.
Invoice Number	Invoice number to post to
Comments	Additional comments.
Posting List	List of postings added
Batch Count	Confirmation of number of postings added in Quick Posting function.
Current Count	System count on Postings List
Batch Total	Confirmation of total value posted in Quick Posting function.

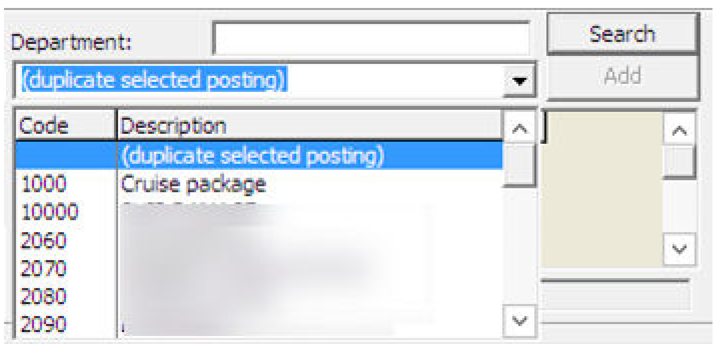
Table 3-16 (Cont.) Field Definition of Add Posting Window

Field	Description
Current Total	Accumulated value to post.

Adding a Posting

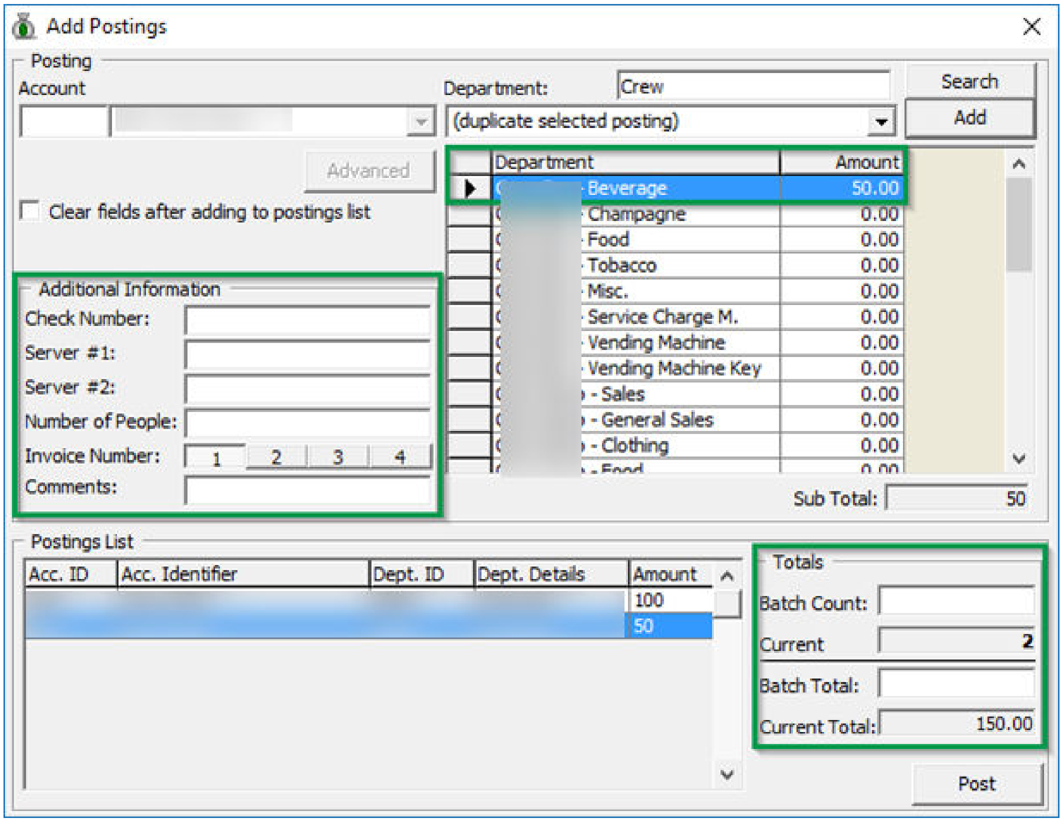
1. Select the crew account from the Search Pane;, then click **Add Posting** in the **Crew Handling** window.
2. At the **Add Postings** form, select the **Financial Department** from the drop-down list or use the **Search** option for a department code.

Figure 3-28 Add Posting Financial Department Selection



3. Insert the **Value, Check Number** and select the **Invoice number** to post, and then click **Add**. This transfers the posting to the **Postings List**, enabling you to post more than one charge.

Figure 3-29 Adding a Charge

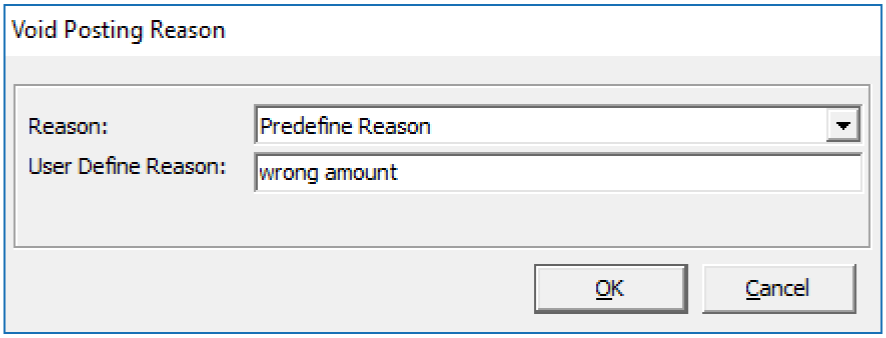


4. Item count increases automatically when the posting is more than one.
5. Click **Post** to finalize the posting(s) and the posted transaction appears in **Invoice** tab, amongst earlier posted charges.

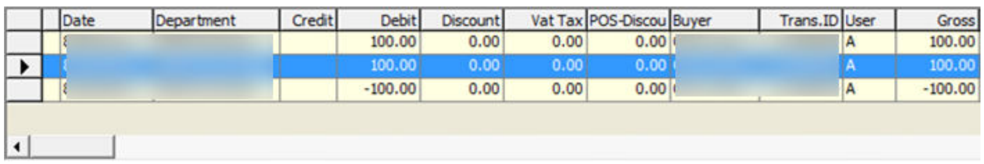
Voiding a Posting

1. At the **Invoice** tab of the crew account, select the transaction to void and then click the **Void** button.
2. The system prompts for confirmation on the charge to void. Click **Yes** to confirm the void and **No** to return to previous window.
3. At the Void Posting Reason window, insert the void reason or select from the drop-down menu, then press **OK**.

Figure 3-30 Void Reason Prompt



4. Void postings are reflected in eggshell color with a matching debit and credit amount.



Pay Invoice

The **Pay Invoice** function post a settlement against an invoice, be it partial or full payment. The process to settle an invoice by credit card and foreign currency differ from cash settlement. This function requires an open Cashier session to post.

Figure 3-31 Invoice Payment Window

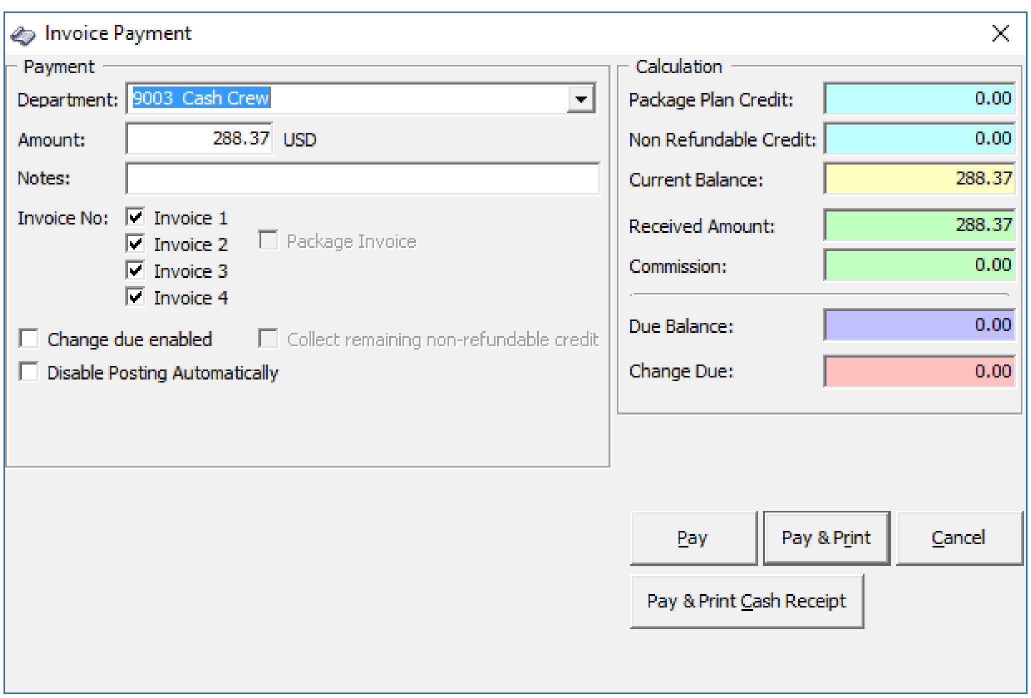


Table 3-17 Field Definition of invoice Payment Window

Field	Description
Department	Financial Department codes - Credit
Amount	Total amount due by guest, depending on the invoice no. selection.
Notes	Additional Notes pertaining to this payment
Invoice Number	Invoice number to apply the payment.
Change due enabled	Enable auto calculation of change due to guest.
Disable Posting Automatically	Disable postings being posted into the invoice. This sets the Posting Allowed to No in Crew Info tab.
Package Plan Credit	Eligible credit value for Package Plan posting.
Non Refundable Credit	Credit value non-refundable to guest.
Current Balance	Current Invoice Balance
Received Amount	Amount received.
Commission	Applicable credit card/foreign exchange commission value. Calculate when Charge 1% Commission is ticked or when foreign exchange has commission defined.
Due Balance	Outstanding sum after deducting payment applied.
Change Due	Balance due to crew when payment applied is more than invoice value.
Pay	Apply payment receipted and does not print cash receipt.
Pay & Print	Apply payment receipted and print invoice at the same time.
Pay & Print Cash Receipt	Apply payment receipted and print cash receipt at the same time.

Payment by Cash, Change Due

The **Change Due** function calculates the amount of change due to a crew when the payment method is either cash or foreign currency. You can set the "change due enabled" to be permanently checked. If this is not set as default, you must check this option to activate automatic change due calculation when applying payment.

Paying an Invoice by Cash

1. Retrieve the crew account from the Search Panel, and then click **Pay Invoice** in **Crew Handling** window.
2. The system defaults the payment department according to payment method defined during check in. Select **Payment Department** from the drop-down menu, either Cash or Foreign Currency.
3. Select an invoice to apply the payment and the system calculates the total amount due by guest.

4. Enter the amount to settle.

   - If **Change due enabled** is checked and amount entered is more than Current Balance, the system automatically calculates the amount and set the invoice to Zero balance. See *Figure 3–34 — Invoice Payment with Change Due*.
   - If the payment is applied without the **Change due enabled** checked, the system posts the amount as negative value in **Due Balance** field, resembling a deposit. See *Figure 3–35 — Invoice Payment without Change Due*.
   - If the payment is an exact amount, the system posts the value as payment receipted, with the **Due Balance** or **Change Due** amount field as 0.00. *See Figure 3–66 — Invoice Payment with Exact Amount*.

Figure 3-32 Invoice Payment with Change Due

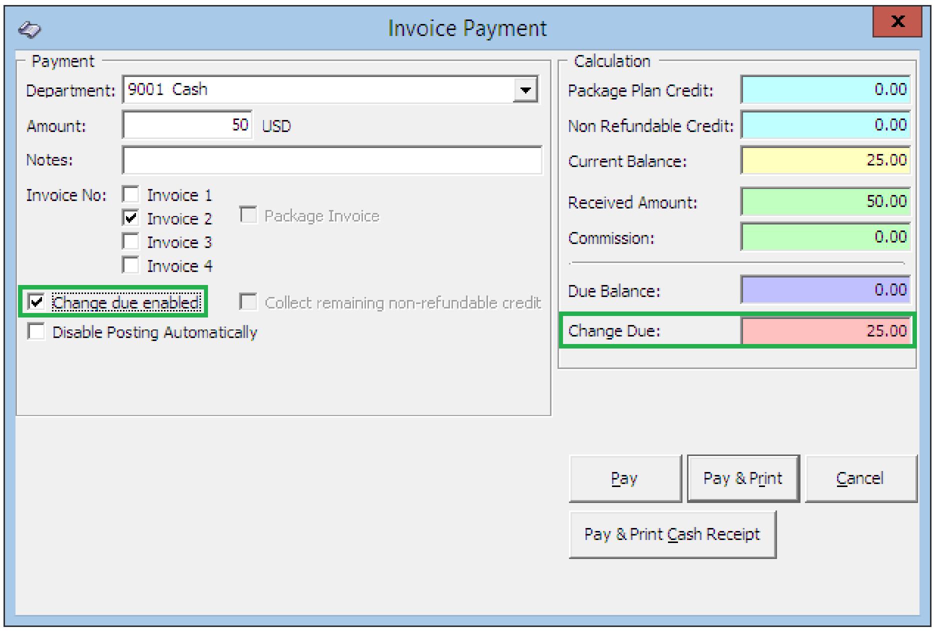
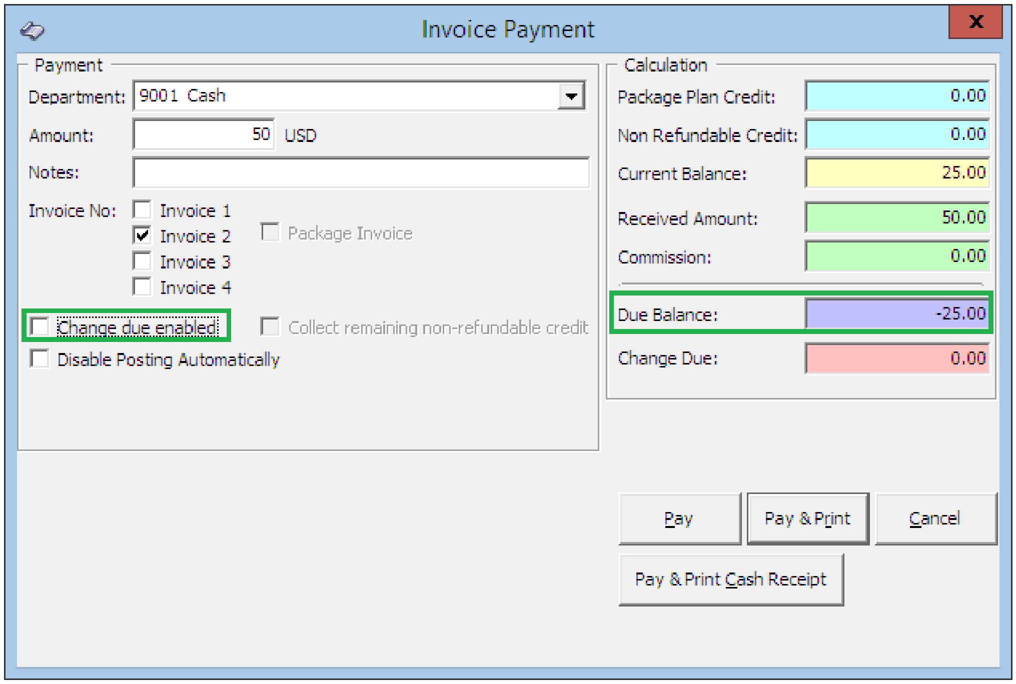
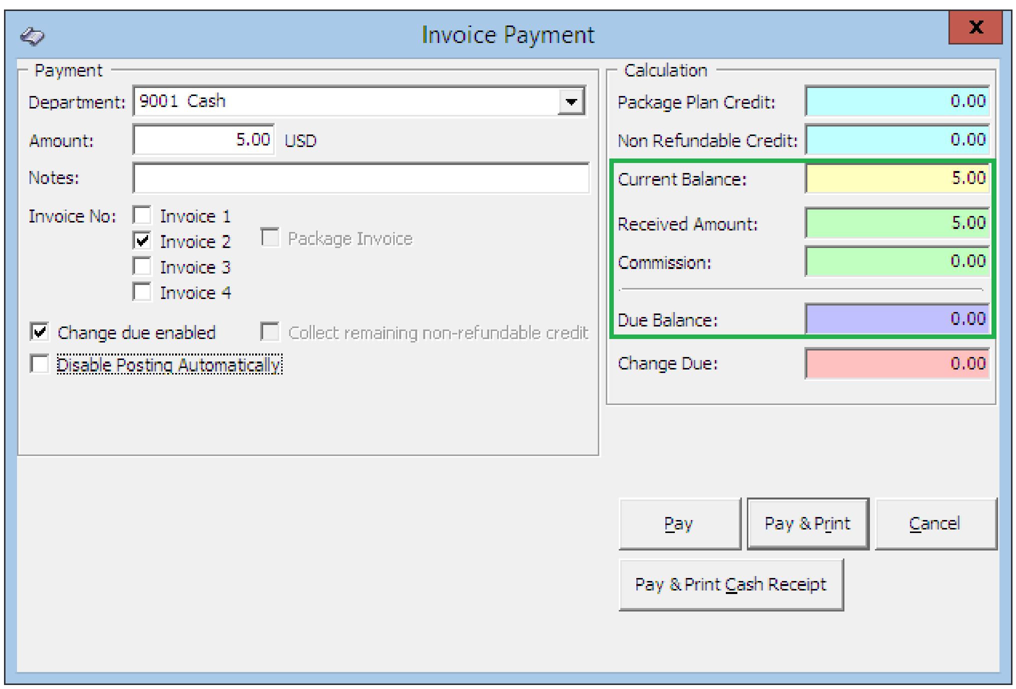


Figure 3-33 Invoice Payment without the Change Due





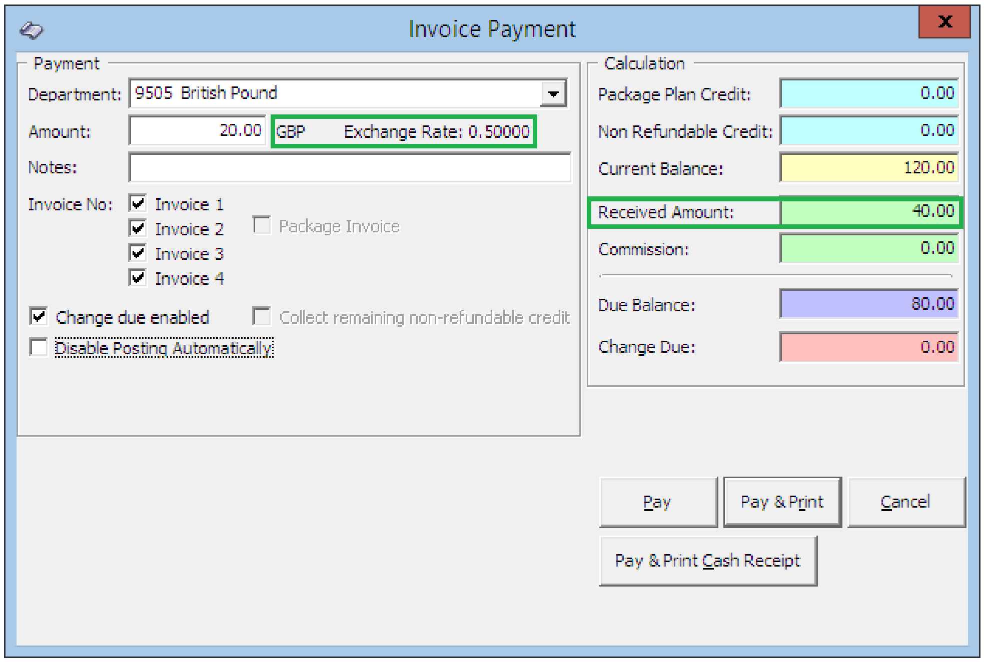
5. Press either **Pay, Pay & Print or Pay & Print Cash Receipt** to complete the transaction. If **Pay** is selected, do print a copy of the invoice for crew reference.

Paying an Invoice with Foreign Currency

1. Repeat step 1 and 2 of the above and select a **Foreign Currency Financial Department**.

2. The exchange rate of the selected payment method is displayed next to the amount field.
3. Enter the foreign currency amount in the Amount field and the converted value is shown in **Received Amount**.

Figure 3-34 Invoice Payment with Foreign Currency

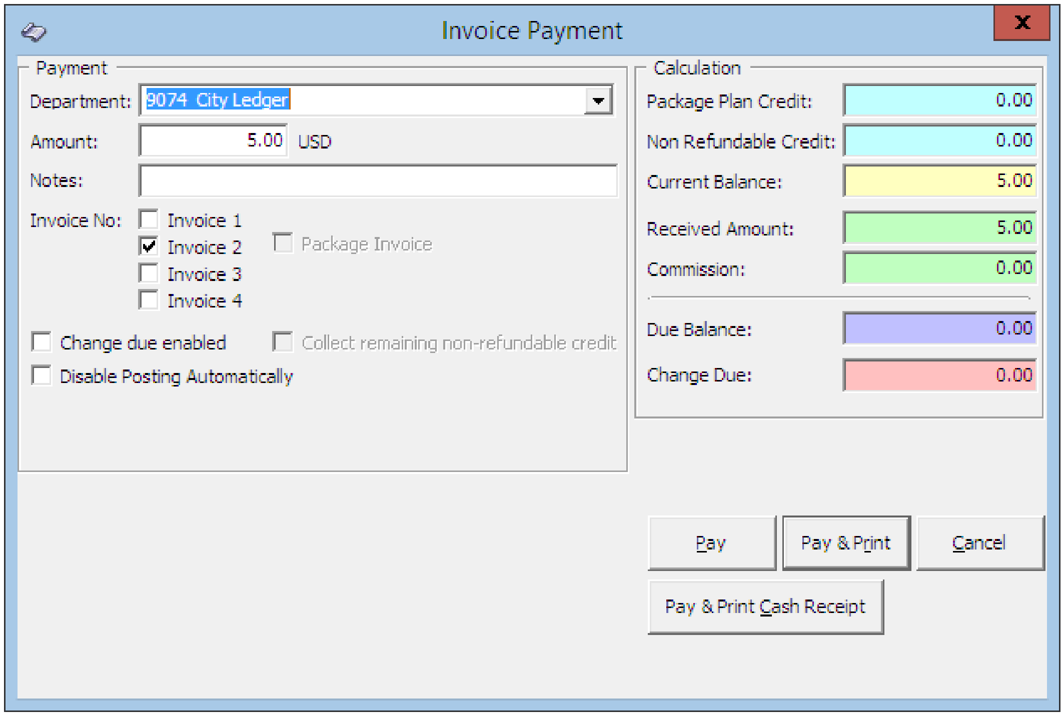


4. If the exchanged amount in foreign currency is more than the invoice amount, the system automatically calculates the change due amount in Ship currency when **Change Due Enable** is set as default.
5. Select an invoice to apply this payment and recalculate the total amount due by guest.
6. Press either **Pay**, **Pay & Print or Pay & Print Cash Receipt** to complete the transaction.

Paying an Invoice by City Ledger

1. Retrieve the crew account from the Search panel, then click **Pay Invoice**.
2. At the **Payment Department** field, select a City Ledger code.
3. Select an invoice to settle and the system calculates the total amount due by guest.
4. Insert the amount to settle. If the exact amount is paid, the system sets the value as payment receipted and Due Balance is 0.00.

Figure 3-35 Invoice Payment by City Ledger



5. Press **Pay** or **Pay & Print** to complete the transaction. If **Pay** is selected, do print a copy of the invoice for crew reference.

Disabling a Posting

At the Invoice Payment window, placing a check mark on **'Disable Posting Automatically'** checkbox set the Posting Allowed to **No** in Crew Info tab when the invoice balance is 0.00.

Figure 3-36 Disable Posting Automatically

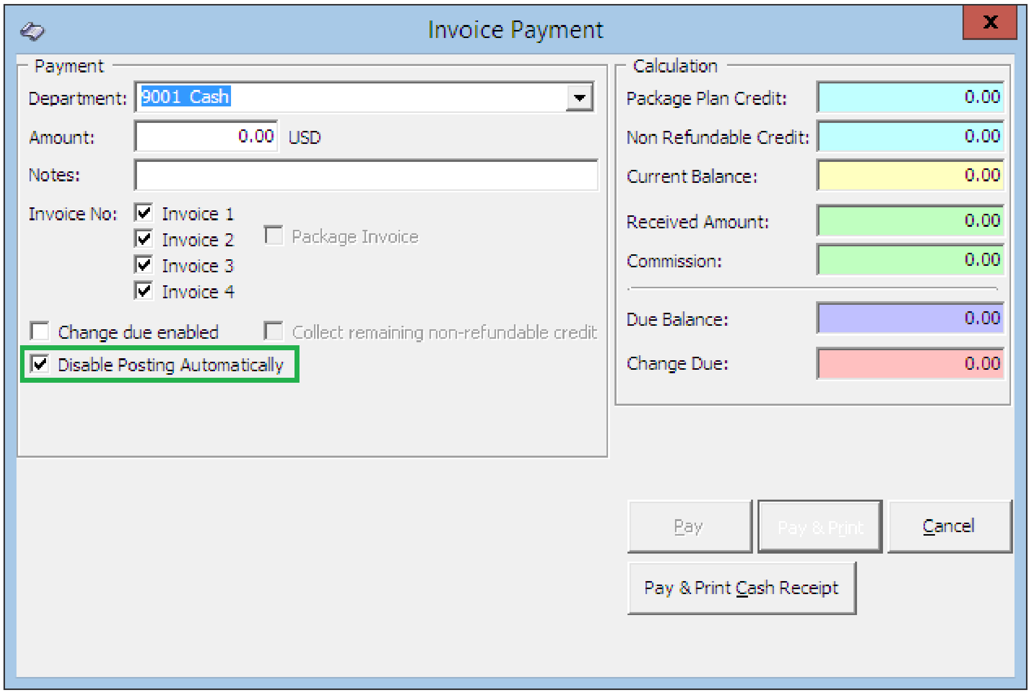
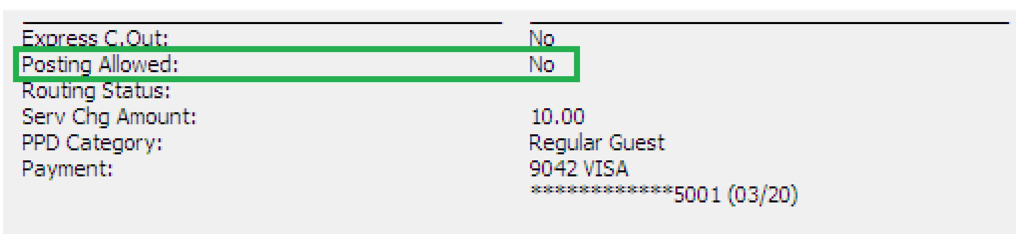


Figure 3-37 No Posting Allowed in Crew Info Tab

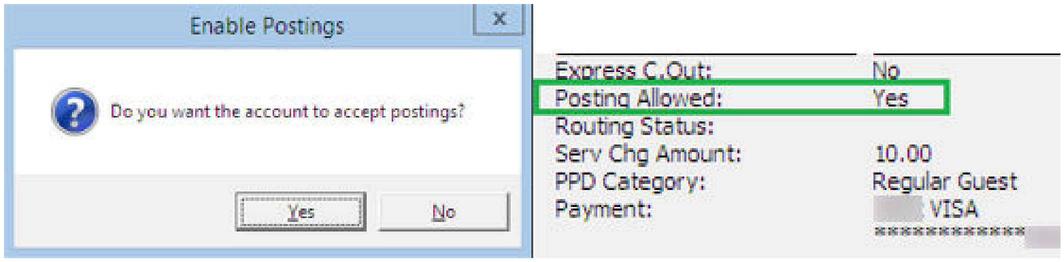


You will receive a notification when you try to post a charge to the invoice and posting will be rejected.

Resetting Posting Status to Allowed

1. Click the Posting Status in Crew Info tab.
2. At the Enable Posting prompt, select **Yes** to confirm. This will reset the posting to allow.

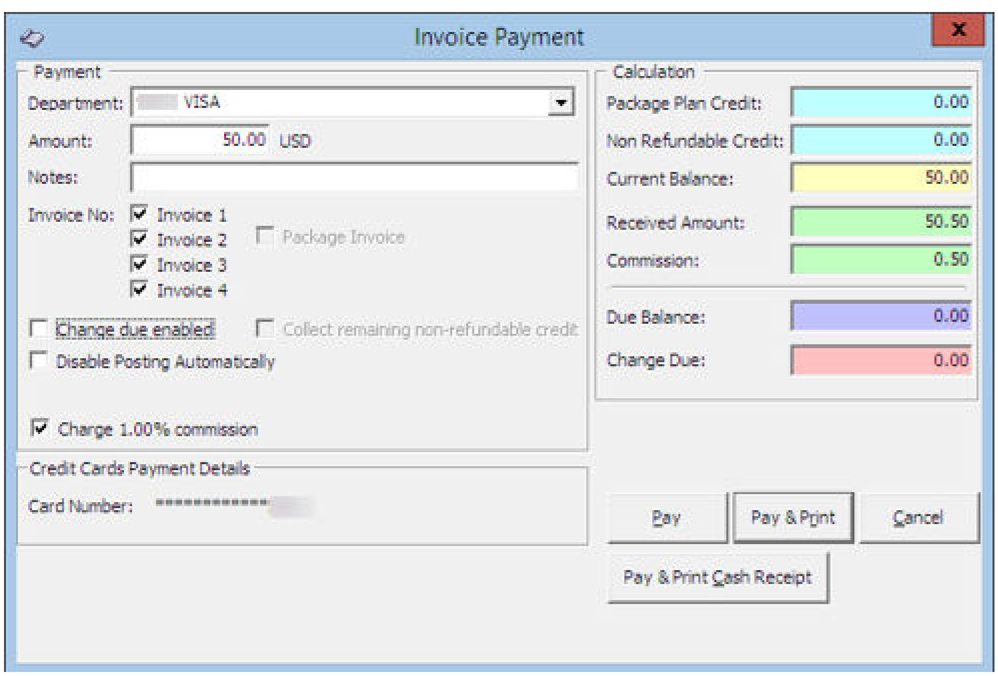
Figure 3-38 Reset Posting Status



Payment by Credit Card

1. Retrieve the crew account from the Search Panel, then click **Pay Invoice**.
2. At the **Invoice Payment** form, select the **Payment department** from the drop-down list, if it is different from previous payment method.
3. The amount indicated is based on the current outstanding invoice (selected); For example, Invoice 1 balance = $30, Invoice 2 balance = $20. When all invoice is checked, the total becomes $50. If you are paying a specific invoice, de-select the other invoices and adjust the amount accordingly.
4. The percentage (%) commission shown is based on the commission rate set up in *Administration, Financial Department codes* and is checked by default. The commission chargeable is shown in the **Commission** field. If commission is not applicable, deselect the field.
5. Please **Pay** or **Pay & Print** to complete the transaction. If Pay is selected, remember to print a copy of the invoice for crew reference.

Figure 3-39 Credit Card Commission Selection



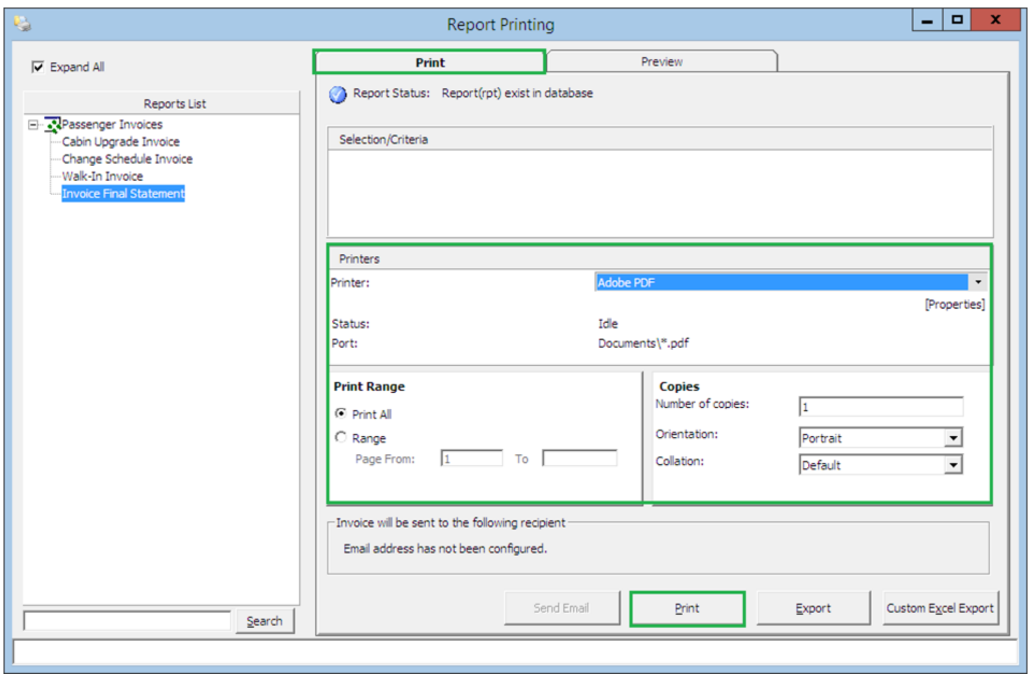
Print Invoice

The Print Invoice function is similar to Guest Handling print invoices. It enable you to print invoices in different layout made available by the Ship. It has a preview function that allow you to view an invoice/statement prior to printing a hard copy invoice.

Printing an Invoice

1. Retrieve the reservation from the Search Panel, and then click **Print Invoice**.
2. Select from the **Report List** the invoice report to print.
3. In the **Print** tab, select the printer, print range and copies to print.
4. Press **Print** to send the print job to printer.

Figure 3-40 Print Invoice Window

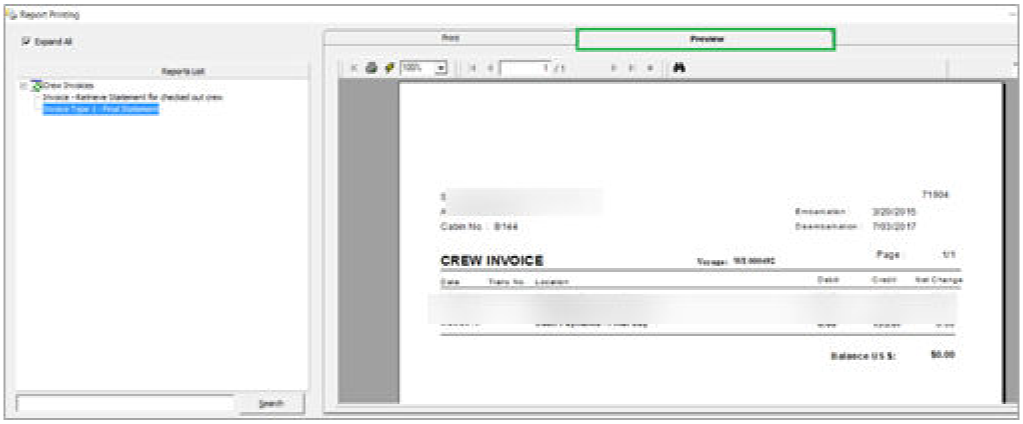


Previewing an Invoice

To preview an invoice before sending the job to a printer,

1. Repeat step 1 to 2 of Printing an Invoice.
2. Navigate to the **Preview tab** to view the invoice.
3. Press the **Printer icon** if you wish you send the print job to printer.

Figure 3-41   Preview Invoice Before Printing



Email Invoice

In a paperless environment, copy of the invoice may be sent to the guest's email account, only when you have an on-board email account listed in the crew account. A special setup by the System Administrator is required before you can email an invoice.

Email an Invoice

1. Repeat step 1 to 2 of Printing an Invoice.
2. At the **Print tab**, select **Send Email**. The system prompts a dialog box once the email is sent successfully.
3. Click **OK** to close the dialog box.

Exporting an Invoice

Exporting of invoices to other file format is possible and the supported file format are Acrobat Format, Crystal Report, MS Word, MS Excel and many more.
Repeat step 1 to 2 of Printing an Invoice.

1. In the **Print tab**, press **Export**.
2. Select the file format and destination type from the drop-down list when prompt.
3. Select the page range to print.
4. Enter the file name and location path when the system prompts for file saving location.

Custom Excel Export

Custom Excel Export
This function exports the invoice into a predefined Excel format.

1. Repeat step 1 to 2 of Printing an Invoice.
2. In the Print tab, select **Custom Excel Export**.
3. Enter the file name and location path when the system prompts for file saving location.

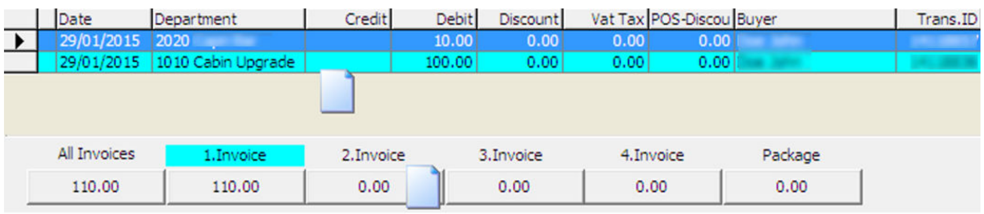
Move & Route

The Move and Route function enable you to set up your bills at the time of credit sign up, during the cruise or at the end of the cruise when a crew would like to separate certain charges from the main invoice. You can move the charges easily using the drag and drop method and other available method that suits the operations.

Moving a Charge From One Invoice to Another

1. Select the crew account and navigate to the **Invoice** tab.
2. Highlight the transaction to move.
3. Press CTRL and hold down the left mouse button.
4. Drag the transaction to the location by moving the mouse pointer.
5. Drop the object by releasing the left mouse button.

Figure 3-42 Move & Route Function



6. The original invoice amount decreases and the newly created invoice amount increases.

Setting up a Charge Route

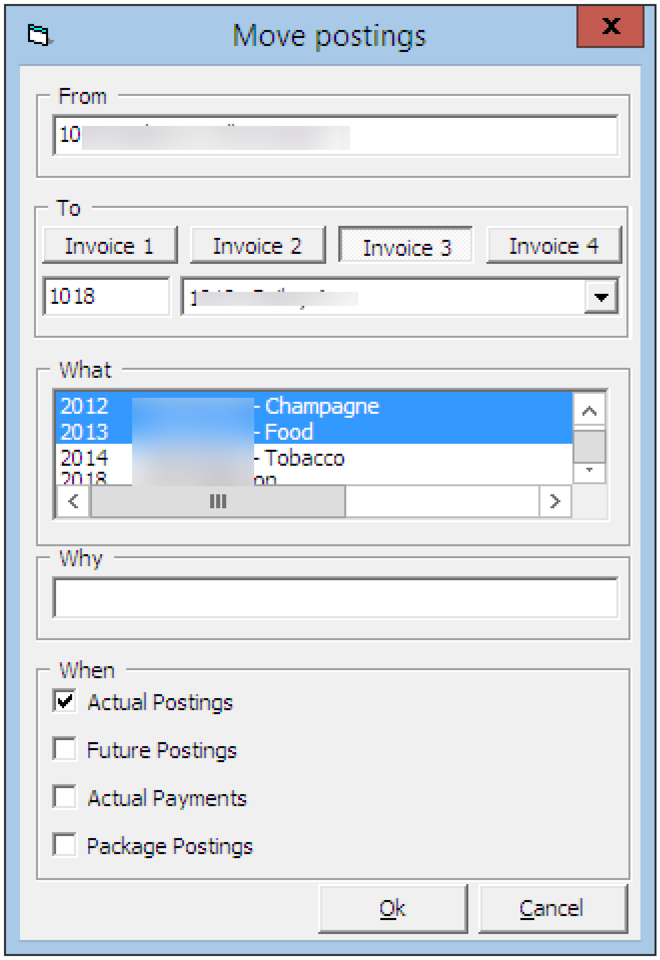
The following function allow crew to separate certain charges to be posted to another invoice throughout the cruise or route to another account. It would be more feasible to set up routing instructions to move both current and future postings to a new invoice.

1. Select the crew account and navigate to the **Invoice** tab.
2. Click **Move & Route** to open a Move posting menu.

Table 3-18 Definition of Move Posting Tab

Field	Description
From	Default to Crew account, All Invoices.
To	Selectable invoice from Invoice 1 to 4 or another guest/payer account.
What	Department Group or Financial Department code to route.
Why	Reason why charges were routed.
When	Type of postings to route.

Figure 3-43 Move Posting Tab



3. The system default main invoice is **All Invoices**. Select the invoice where the charges should be routed.
4. To route the charge to another guest/payer, enter the cabin number and select the crew name.
5. Select either the department group or financial department code to route, and then insert the routing reason.
6. Choose the type of posting to route — actual/future postings or actual payments.
7. If **Future Postings** is checked, the system automatically places the department code in **Disc, Route, Pkg tab, Routing** window.

   See also Disc, Route, Pkg Tab

Criteria Discount

The following function works the same as Percentage Discount in Disc, Route, Pkg tab and has an additional checkbox for **Actual Postings**, allowing you to apply a discount to the actual posting. This function creates a record in the discount section of **Disc, Route, Pkg** tab when Future Posting is checked.

See Disc, Route, Pkg Tab, *SPMS Discount* on how to apply a discount.

Item Discount

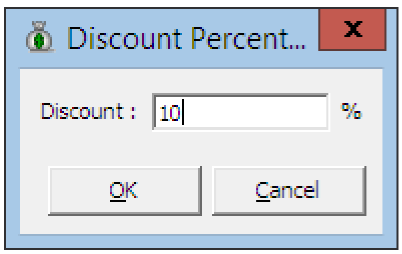
Item Discount

The Item Discounts deducts a specific percentage of selected postings on the crew invoice. The Percentage discount cannot be use as a value discount.

According an Item Discount

1. On the **Invoice** of the account, mark the posting entitled to the discount, and then click the **Item Discounts** button.
2. Insert the percentage value in the discount field, then click **OK** to proceed.

Figure 3-44 Item Discount



3. The system post an adjustment (reverse) against the original posting and set the adjusted posting to **No Print** automatically, then report the correct value with discount value indicated.

Figure 3-45 Example of Item Discount Transactions

Date	Department	Debit	Discount	Vat Tax	POS-Discou	Trans.ID	Gross	Check#
30/01/2015	3070 Minibar	-20.00	0.00	0.00	0.00	14118914	-20.00	123
30/01/2015	3070 Minibar	18.00	2.00	0.00	0.00	14118915	20.00	123
30/01/2015	3070 Minibar	50.00	0.00	0.00	0.00	14118912	50.00	123
30/01/2015	3070 Minibar	20.00	0.00	0.00	0.00	14118912	20.00	123

Hide No Print

This function hide transactions that are marked with **No Prints**, giving an organized view of the invoice. For example, a voided transactions.

Hiding/Showing No Prints Transactions

Hiding/Showing No Prints Transactions

1. Clicking the **Hide No Prints** switches the button from **Hide No Prints** to **Show No Prints**, or vice versa.
2. Transactions marked with **No Prints** (pale yellow) are hidden from the invoice window until you click the **Show No Prints**.

NoPrint

This function enables excludes past settlements or voided posting from being printed onto the invoices, and the transaction value must equals to 0.00. The system prompts an error if the balance of the transaction does not equal to 0.00

Resetting to Print Transactions to Original State

Resetting No Print Transactions to Original State

1. Selecting the NoPrint transactions, and then click **No Print**.
2. Transactions reverts to normal posting and no longer shown in pale yellow.

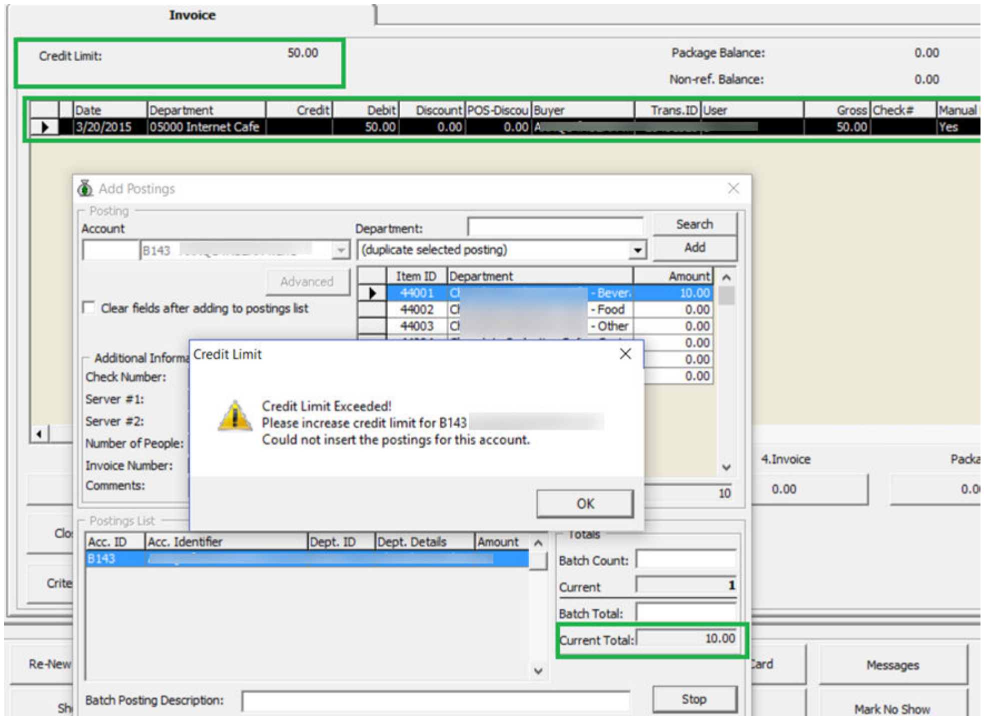
Set Credit Limit

The floor limit is pre-set within the Financial Credit Sub-Department code and this is adjustable for specific crew at the jurisdiction of the Chief Purser.

Setting a Credit Limit

1. On the Invoice tab, click **Set Credit Limit** button.
2. Insert the credit value in the dialog box, and then click **OK** to override the pre-set credit limit defined in Credit Sub-Department code.
3. If the account exceeds the floor limit or the individual limit, the system prompt a ‘Credit Limit Exceeded’ on both SPMS and MICROS System during posting and you cannot proceed to post. The same warning prompt appears if the account is routed and payer has a Credit Limit defined.

Figure 3-46 Warning Prompt When Credit Limit Exceeded



Consult your Chief Purser/Front Desk Manage or refer to the Ship's Operating procedure for next course of action.

> **WARNING:**
>
> WARNING: Once the account is closed, this *cannot be undone*.

Close Posting

The Close Posting function generates an interim invoice and closes the zero balanced account without checking out the account. This function does not work when the account still has a balance.

Closing an Account with Close Posting

1. Retrieve the account and navigate to Invoice tab.
2. Ensure all invoices are 0.00 balance. You will receive a notification prompt when the balance is not zero. Click **OK** to return to previous window.
3. If the account is balance, click the **Close Postings**.
4. Select **Yes** when the system prompt for a response. If **No** is selected, it return to the Invoice tab without closing the postings.
5. Check the **Hide Posting** button at the invoice tab to hide all closed postings.

More Crew Info Tab

The **More Crew Info** tab stores additional information such as **Other Related Information, Visa/Customs Info** and **Live Picture** update from the main reservation and Crew Info tab.

Figure 3-47 More Info Tab

Take Picture Option

The Take Picture option captures the current crew picture and share with other modules, enabling other users to easily recognize the crew they are dealing with. The supported picture file format is .jpg or .bmp.

Cruise Reservation Related Info

Cruise Reservation Related Info

The Other Related Info section displays the Crew Travel Insurance Number and the number of days works from original joined date.

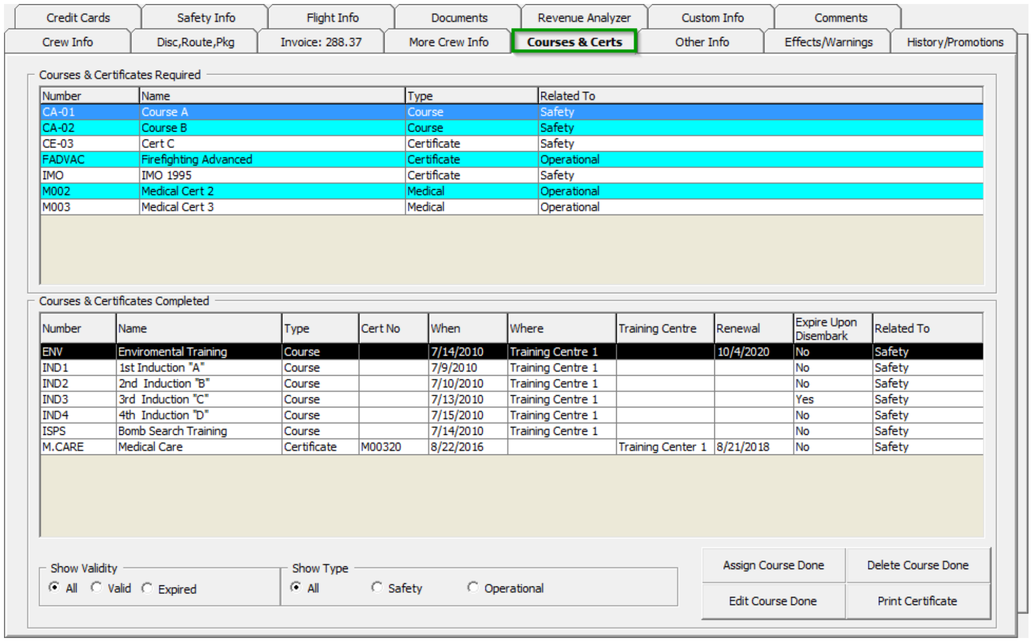
Visa/Customs Info

This section displays the information entered in Edit Reservation form.

Courses & Task

All crew is required to complete the safety and operational courses throughout their tenure, and these courses are recorded in Course & Certs tab. The required courses/certificates are listed at the top section and completed course in the bottom section of the tab.

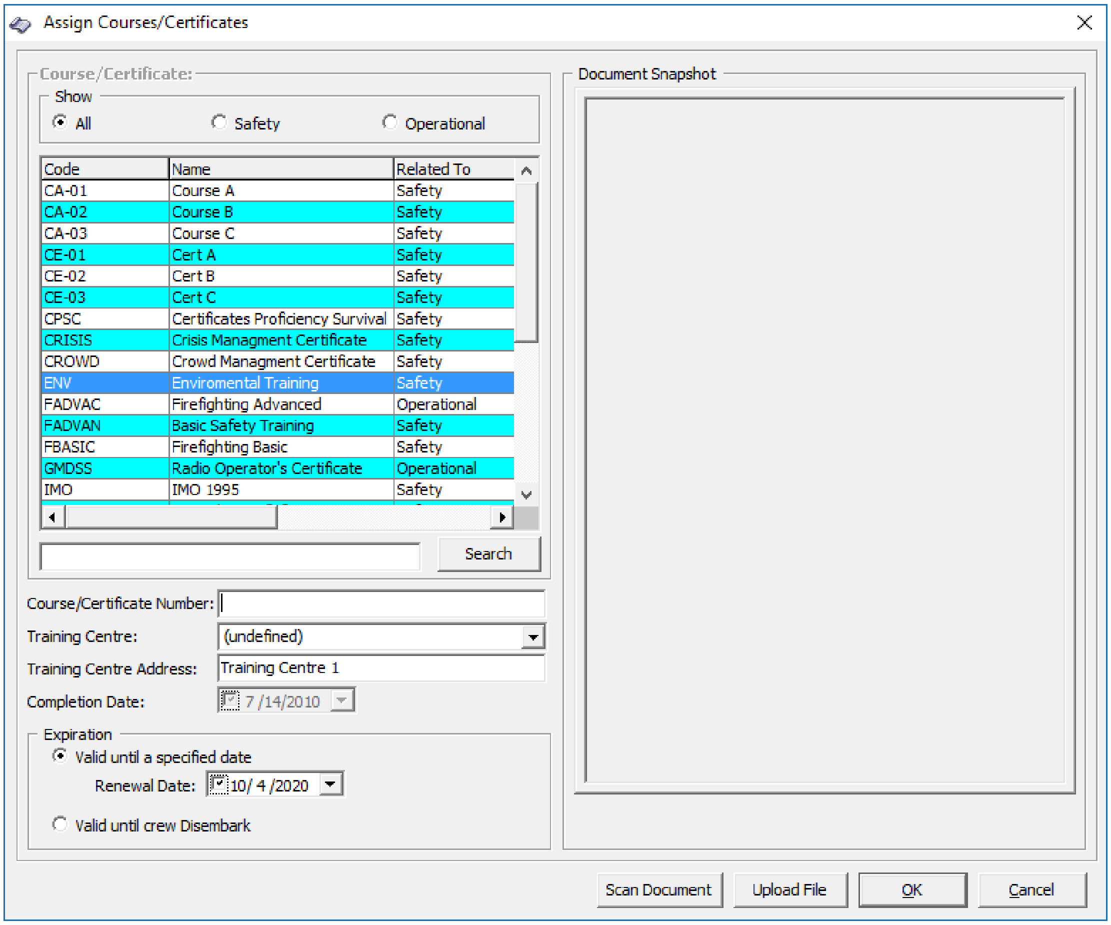
Figure 3-48 Courses & Certificates Tab



Assigning Course Done

When a crew completes an assigned course, the course information such as certificate number, course location and validity are updated in the system.

Figure 3-49 Course/Certificate Assignment Window



1. Select the course name from Courses & Certificates Completed section.
2. Click **Assign Course Done**.
3. In the Assign Courses & Certificates form, enter the **Course/Certificate number** and select the **Training Center** from the drop-down list.
4. Update the completion date and select the expiration date accordingly.
5. Once you update the completion date, it cannot be change.
6. Select either **Scan Document** or **Upload File** to store a copy of the certificate.
7. Click **OK** to update the course details.

Editing Course Done

1. Select the course name from the Courses & Certificates Completed section and click **Edit Course Done**.
2. In the Assign Course/Certificates form, update the necessary information.
3. Click **OK** to save.

Deleting Course Done

You can delete a completed course from the grid and you must have access rights #740 assigned.

1. Select the course to delete and click **Delete Course Done**.
2. At the confirmation prompt, click **Yes** to complete the deletion.

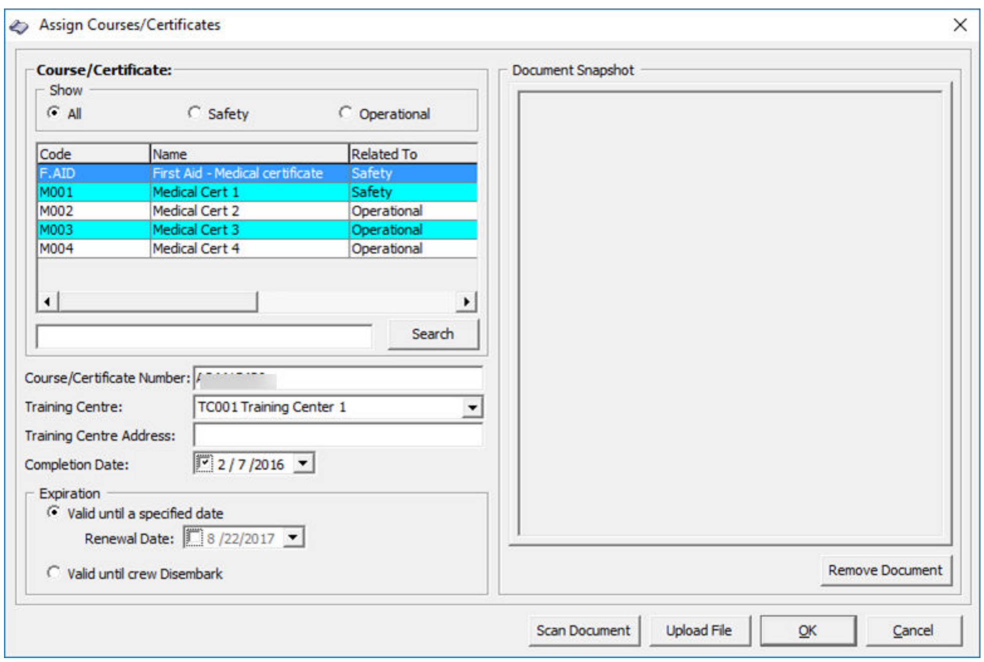
Other Info Tab

In Other Info tab, the crew medical certificates, uniform inventory are stored. You can also enable/disable the cabin telephone from here and this only work with an interface

Assigning/Editing Medical Certificates

1. Retrieve the account navigate to **Other Info** tab.
2. Click **Assign** to open the Courses/Certificates window.

Figure 3-50 Assign Course/Certificates



3. Select the type of **Course/Certificate to show or use the Search** field to search for specific course/certificate.
4. Select the item from the courses displayed.
5. Enter the **Course/Certificates Number,** Training Centre and the center's address, if any.
6. Choose the **Completion Date** using the date-editor.
7. In the Expiration section, select the validity of the certificate.
8. Click the **Upload File** to upload a copy of the certificate or use the **Scan Document** to scan a copy of the certificate, if any. Function requires a scanner to be installed.

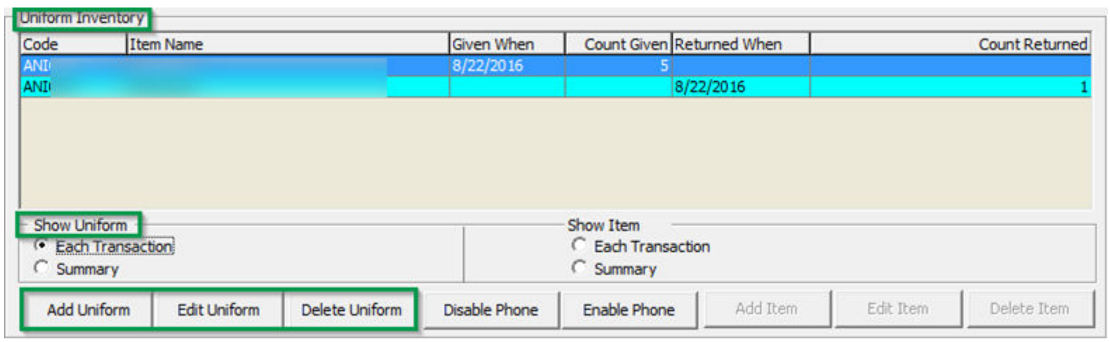
9. Click **OK** to complete the process.
10. To edit the certificate, select the certificate from the list and then click **Edit**.
11. Change the necessary information and then click **OK** to save.

Uniform Inventory

This function records uniforms issued to/returned by the crew and function buttons is enabled depending on the type of transaction to show.

Adding/Returning Uniform

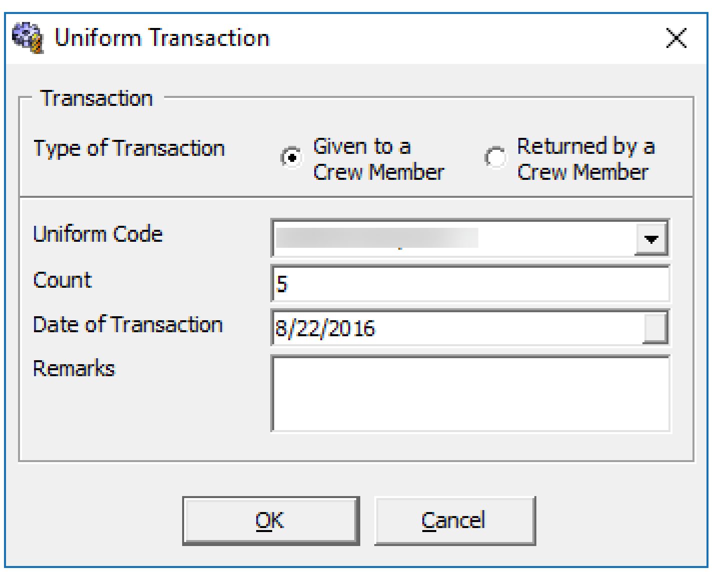
Figure 3-51 Crew Uniform Inventory



To add or return a uniform,

1. Retrieve the account and navigate to **Other Info** tab.
2. Under the Uniform Inventory section, select the **Show Uniform** and the transaction type to enable the function buttons.
3. Click **Add Uniform** to open the Uniform Transaction window.

Figure 3-52 Assign Course/Certificates



4. Select the type of transaction and the uniform code from the drop-down list.
5. Enter the **Count** and select a date from **Date of Transaction**.
6. Click **OK** to save the transaction.

Editing Uniform Inventory

This function allows you to edit the transaction record, for example the count and date of transaction. However, you are not allowed to edit the transaction type.

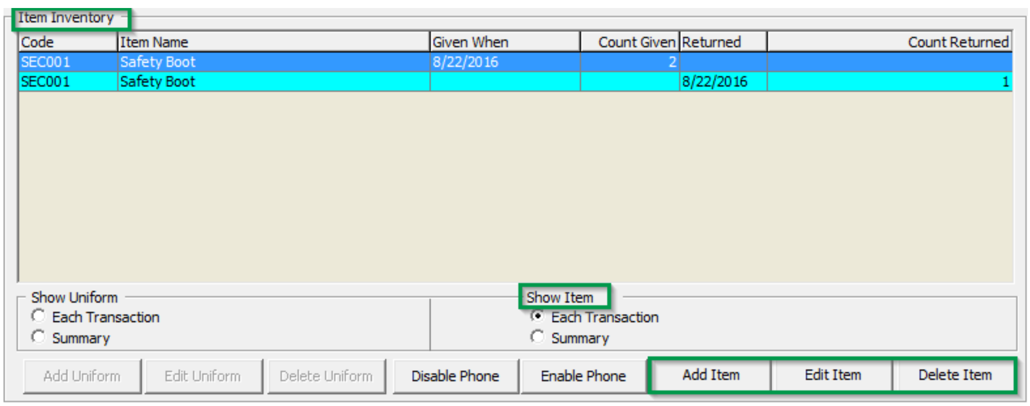
Deleting Uniform Inventory

When a transaction type is entered incorrectly, you are required to first delete the transaction before reentering the correct transaction.

Adding/Returning Uniform Items

The function of this feature is the same as Uniform Inventory, except that it record the inventory at item level.

Figure 3-53 Item Inventory

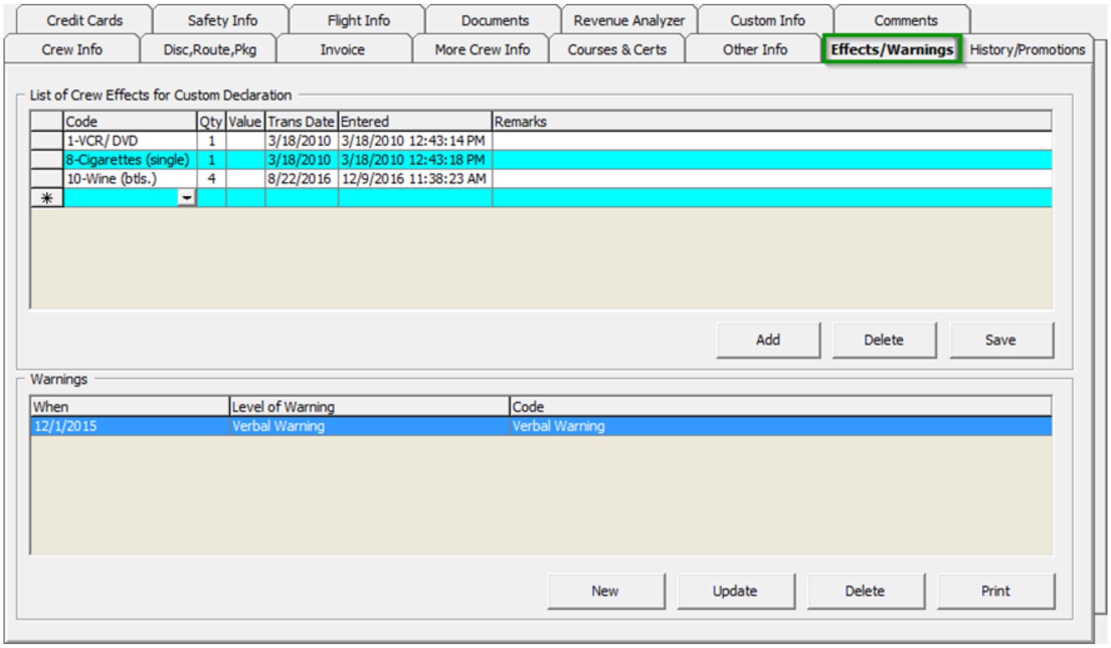


To enter an item, repeat the steps of *Adding/Returning Uniform* and select **Show Item** to enable the function buttons.

Effects/Warnings

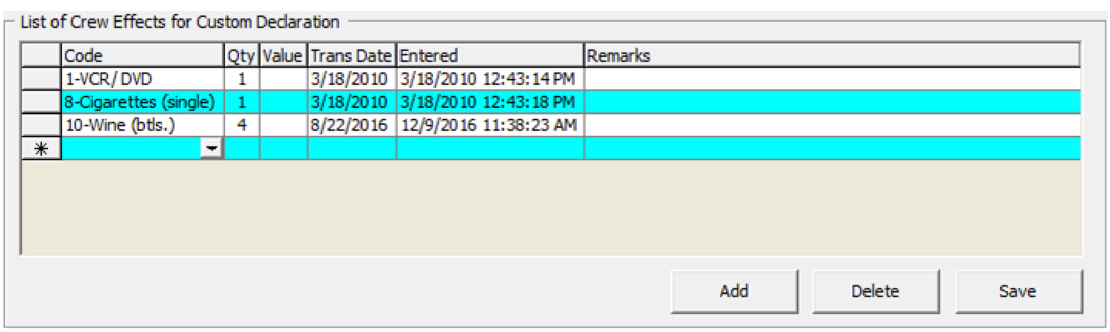
In the Effects/Warning function, any items that are prohibited, confiscated or submitted for Customs Declaration is record, including warnings issued to the crew.

Figure 3-54   Effects/Warning Tab



Effects Item

Figure 3-55   List of Crew Effects



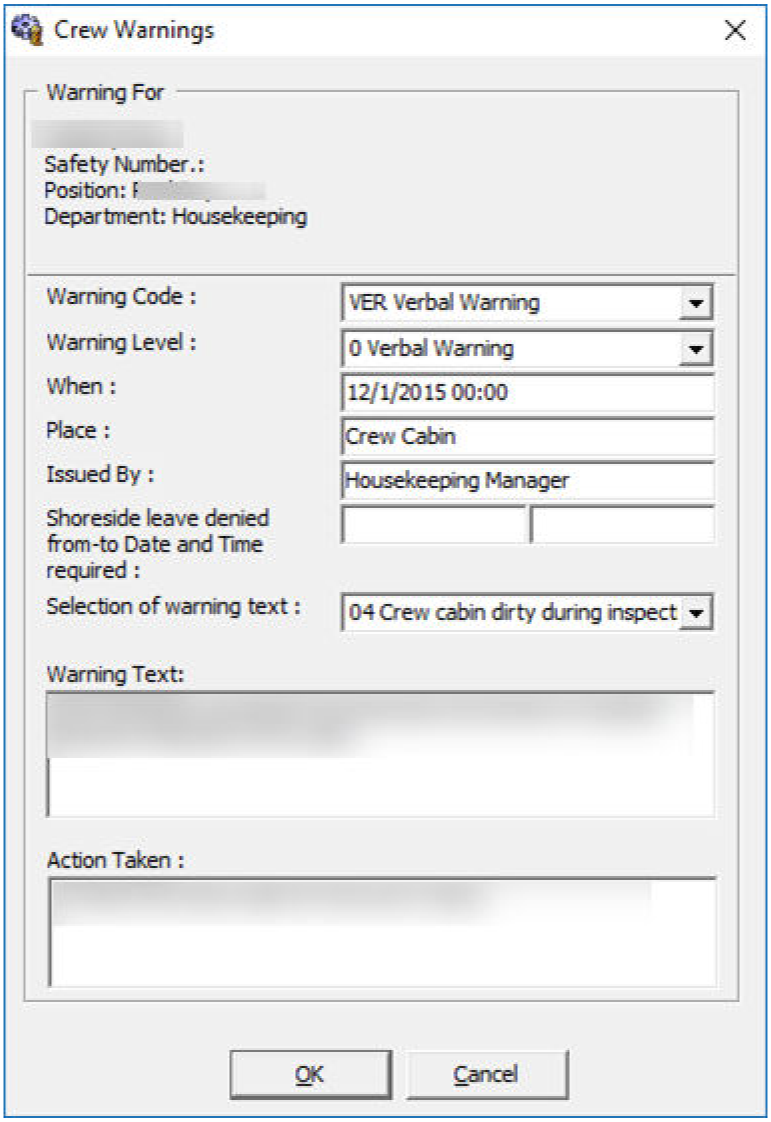
To add or delete an item,

1. Retrieve the account and navigate to **Effects/Warning** tab.
2. Under the List of Crew Effects for Custom Declaration section, click **Add**.
3. At the **Code field**, select the item from the drop-down list, enter the quantity and transaction date.
4. Click **Save** to save the record.
5. To delete an item, select the transaction and press **Delete**.
6. At the confirmation prompt, select **Yes** to complete the deletion.

Warnings

The Warnings function enable the Ship operator to record any warnings given to the crew, be it verbal or written and by severity.

Figure 3-56 Crew Warning



To Add A Warning

1. Retrieve the account and navigate to **Effects/Warning** tab.
2. Under the Warnings section, click **New**.
3. At the Crew Warning window, select the **Warning code, Warning level,** and enter **When, Place** and **Issued By** in the respective fields.

4. Insert a **Shoreside leave denied period from/to**, if any.
5. Select the warning type from the drop-down list, enter the warning text and action taken against the crew.
6. Click **OK** to save the record.
7. To update a warning record, double click the item and update the necessary information, and then click **OK** to save the changes.
8. To delete a warning, select the line item, click **Delete** and click **Yes** at the confirmation prompt.

History/Promotion Tab

The History tab stores future and past reservation records, as well as the promotion/demotion during the crew's tenure. Other than the **Future Reservations** section where one insert, edit and remove a reservation, the rest of the information on this window is not editable.

Figure 3-57 History/Promotion Tab

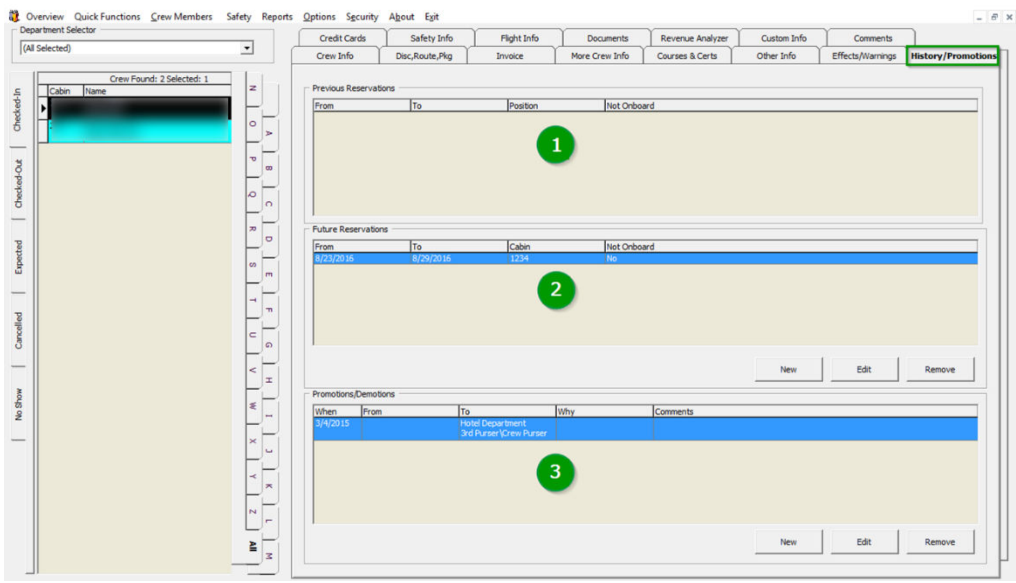


Table 3-19 Field Definition of History Tab

Field	Description
1	This section stores previous reservations by date, cabin number, notes and overall stay duration. Records are captured once the crew checks out.
2	This section stores the future reservations. During System Date Change, the system checks the future reservations records for expected embarkation that falls on the next system date and automatically renewed them to Expected Arrival.

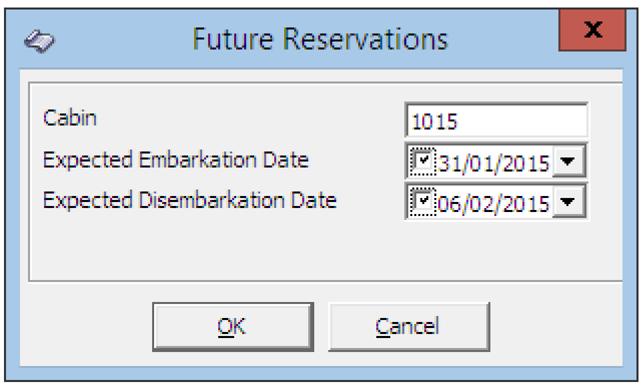
Table 3-19 (Cont.) Field Definition of History Tab

Field	Description
3	This section stores promotion/demotion history of crew during their employment.

Creating Future Reservation

1. Click **New** to open the Future Reservations form.
2. Enter the Cabin number and select the Expected Embarkation/Disembarkation Date.
3. Clicking **OK** saves and inserts the record in the Future Reservation section.

Figure 3-58 Creating Future Reservation



Editing Future Reservation

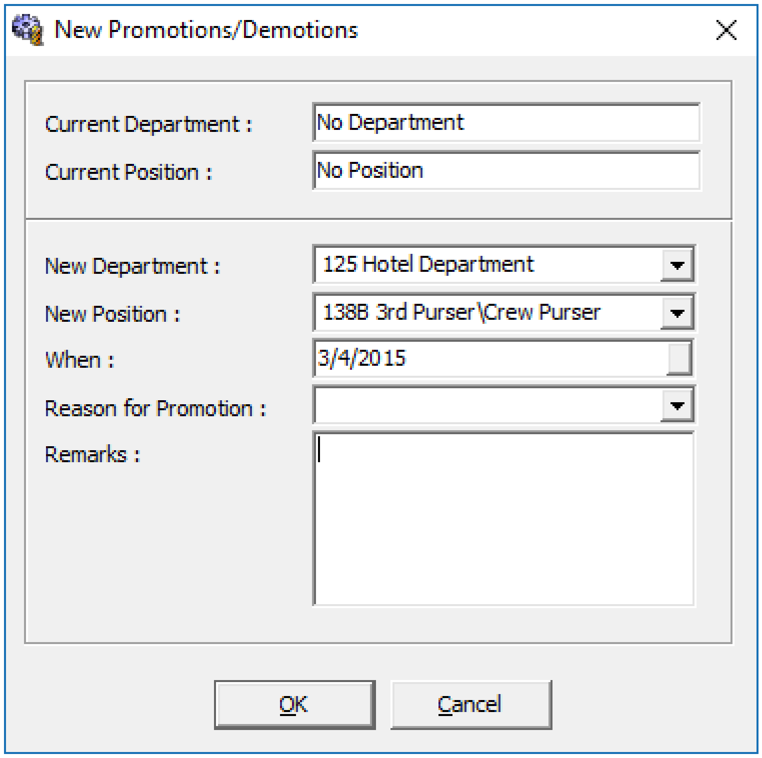
In the **Future Reservation** section, select the future

1. Enter the **Cabin number**.
2. Select the **Expected Embarkation Date** and the **Expected Disembarkation Date** using the drop-down list
3. Click **OK**

Adding Promotion/Demotion

1. In the **Promotions/Demotions** section of the crew, click **New**.

Figure 3-59 Adding Promotions / Demotions



2. At the New Promotions/Demotions form, select the **New Department, New Position, effective date, Reason for Promotion** from the drop-down list.
3. Insert a remark if any, and then click **OK** to save.

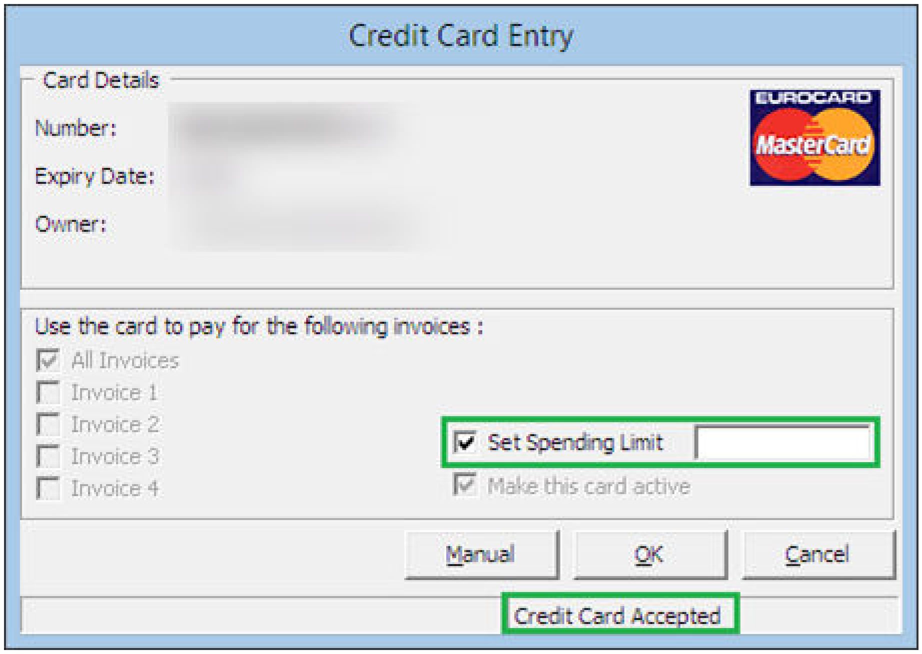
Get Credit Cards Function

Similar to Get Credit function in Management module, this function enable you to update the of crew's credit card details by swiping the card through the magnetic card reader.

Updating Credit Card Details

1. At the Search Panel, search for the crew, then click the **Get Credit Card** in the Crew Handling window to open the blank Credit Card Entry form.
2. At the blank Credit Card Entry form, swipe the credit card through the magnetic card reader, and the system auto populates the credit card details.

Figure 3-60 Setting Credit Card Spending Limit

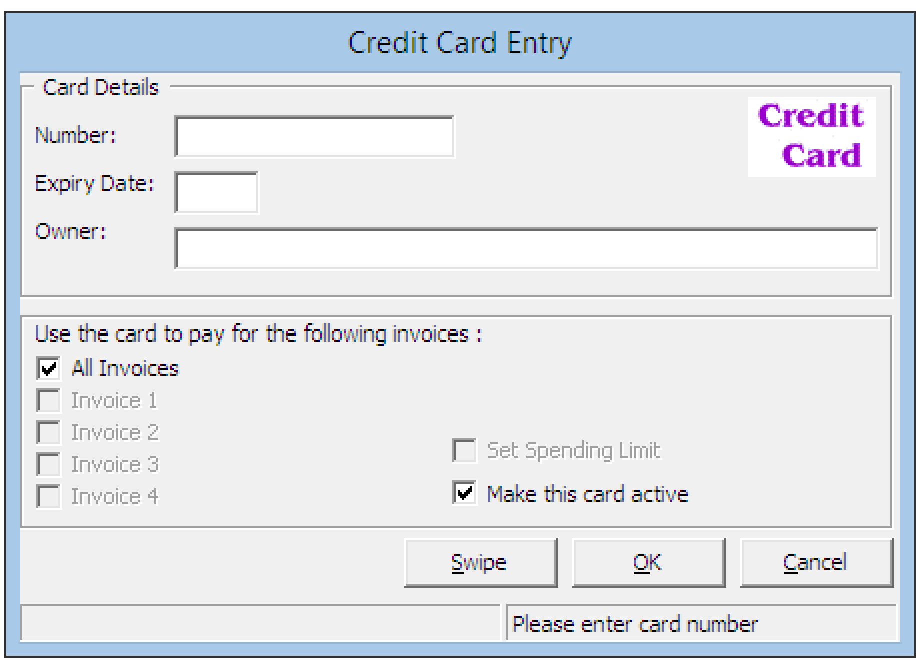


3. Select the **Set Spending Limit** to enter the credit limit of the card.

Manual Update of Credit Card Details

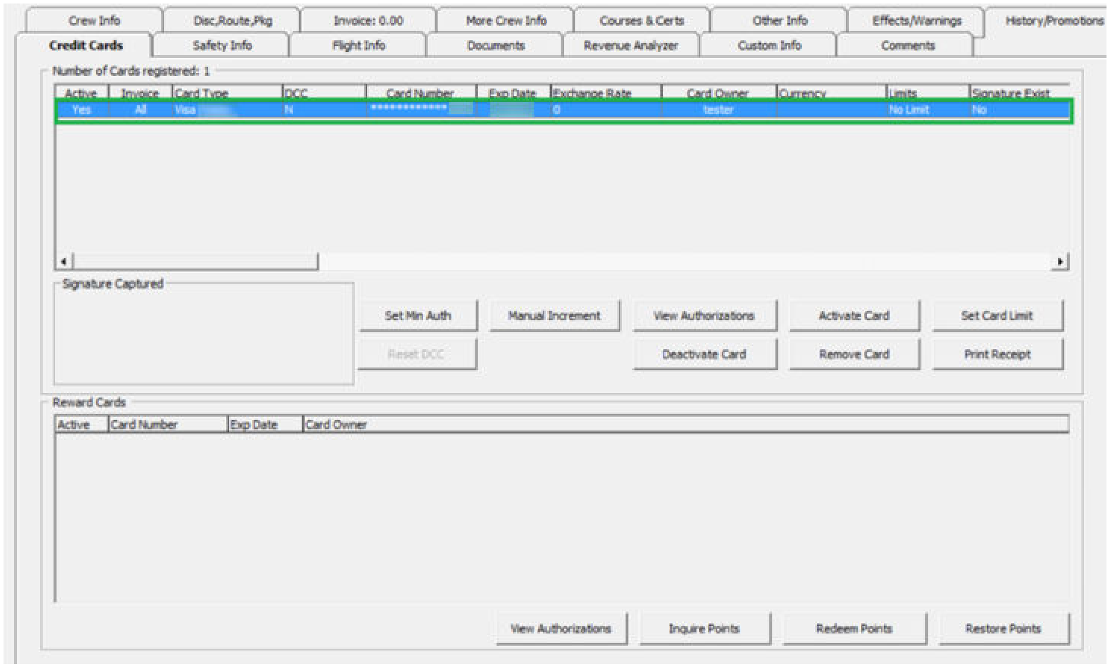
1. At the blank Credit Card Entry form, click **Manual**.
2. Manually enter the card information –credit card number, expiry date and cardholder's name, and then click **OK** to save.

Figure 3-61 Manual Credit Card Entry Form



3. Click **Yes** at the CC Check prompt to update the credit card details onto the crew account.
4. You can view the stored credit card details in **Credit Card** tab.

Figure 3-62 Crew Handling Credit Card Tab



Registering Multiple Credit Card

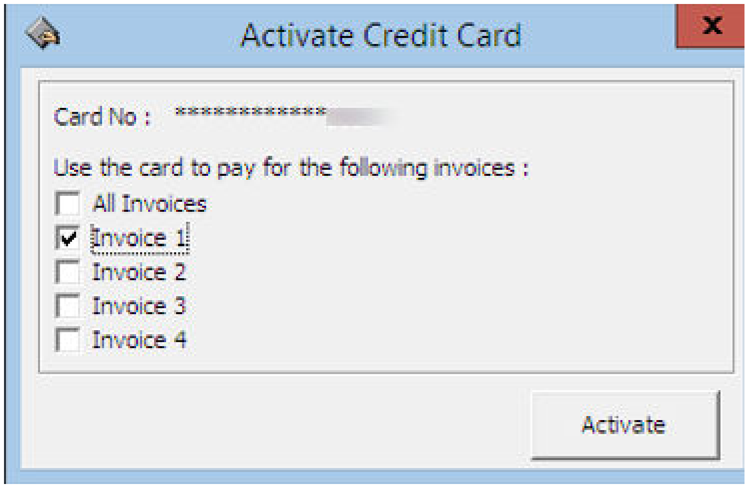
You can store multiple card type of a crew for ease of settlement and is particularly useful when the crew decide to settle part of their invoices invoice using different card at the end of the voyage.

1. Repeat steps 1 to 3 of Updating Credit Card Details.
2. You will receive a prompt asking confirmation to register more than one car. Select **Yes** at the CC-Check prompt.

Activating Credit Card for a Particular Invoice

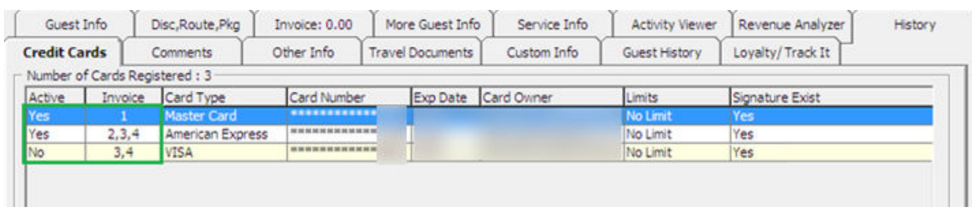
1. At the **Credit Card tab**, select the card to activate, and then click **Active Card**.

Figure 3-63 Activating Credit Card by Invoice



2. Select the invoice at theActivate Credit Card prompt and click **Activate**to activate the card.
3. The chosen invoice are shown in the **Invoice column** and the card is set as **Active**.

Figure 3-64 Multiple Credit Card Assignment



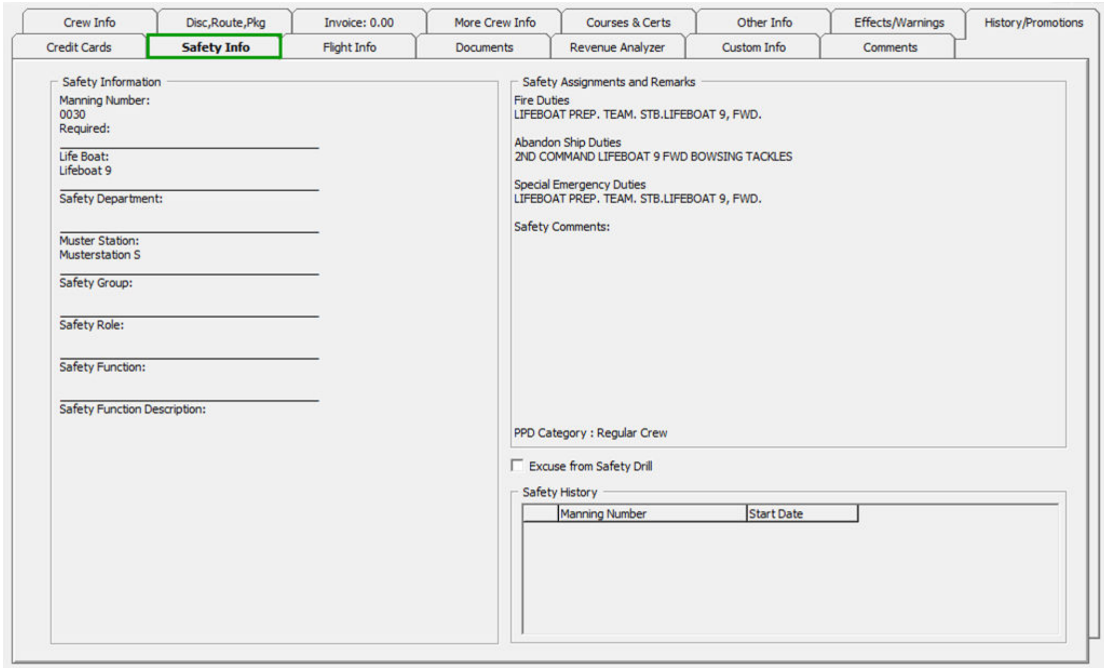
Capturing a Signature with Signature Device

Similar to Guest function, if a Signature Capture device is installed, you can store a sample of the crew signature in the Credit Card tab.

Safety Info

The Safety Info tab provides a view of the assigned Safety assignment of a crew member. All the information shown in this tab is updated through the Muster List Assignment function.

Figure 3-65 Safety Info Tab



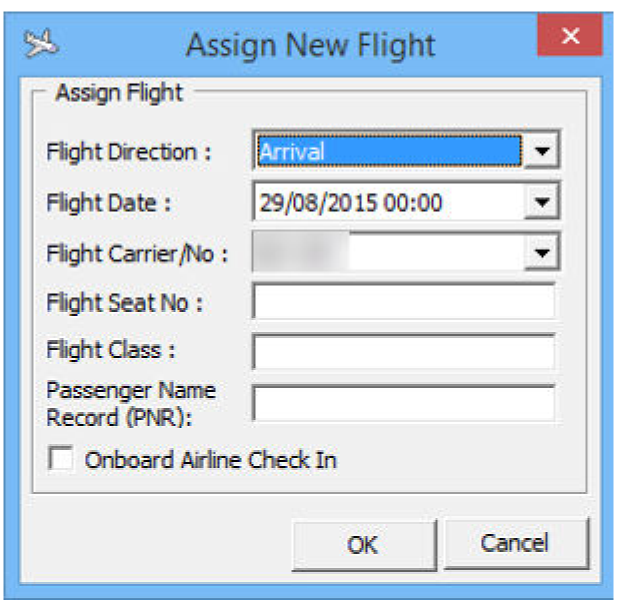
Flight Info Tab

The Flight Info tab stores the crew flight assignment and their home airport location, enabling you to schedule their flights and transfers closer to home airport.

Flight Assignment

You can enter the Arrival/departure flight information and transfers arrangements in the Flight Assignment section.

Figure 3-66 Flight Assignment in Other Info Tab

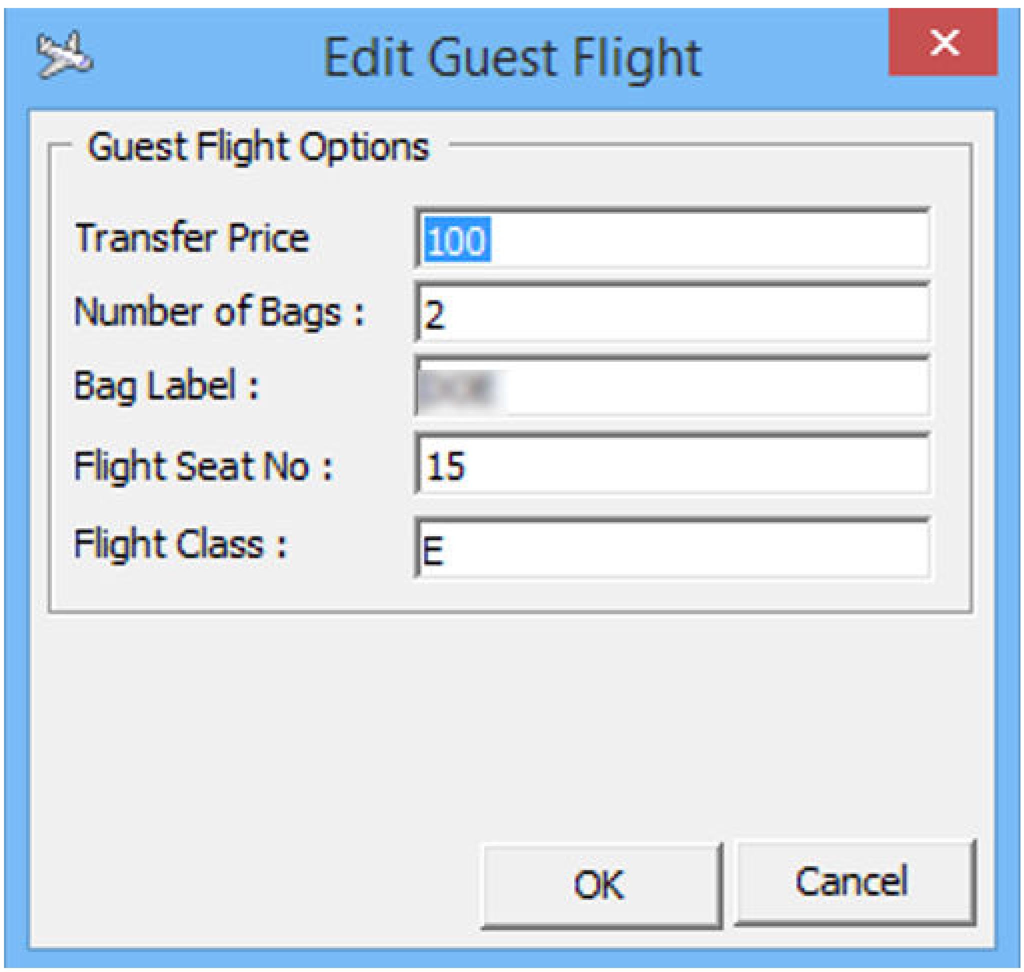


To Add an Arrival / Departure Flight Details

1. In **Flight info tab, Flight Assignment** section, click **Add**.
2. Select the **Flight direction, date, Flight Carrier** from the drop-down list, and then enter the **Seat No, Flight Class** and **Passenger's Name**.
3. Click **OK** to save the record.

You can only use the **Edit assignment** to edit the **Transfer price, number of bags, bag label** or **Seat number**.

Figure 3-67 Edit Flight Assignment



To add a Home Airport

1. At the Home Airport section, click the **Airport** field.
2. Select the code from the drop-down list for each field, and then enter the validity of the home airport.

Documents Tab

The system stores details of the crew passport, identification or any travel documents captured through passport/ID scanning device in this tab. This information are purged at the end of the cruise or according to the policy defined by the Ship.

Figure 3-68 Travel Documents Tab

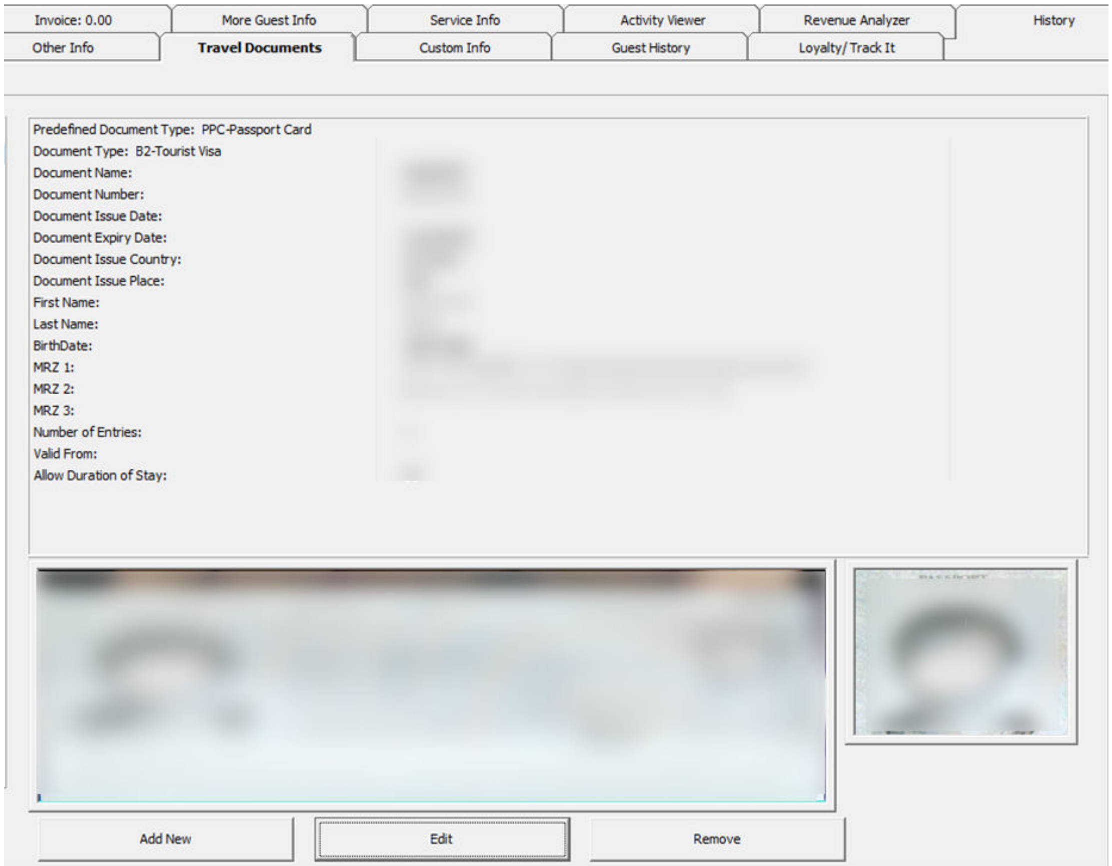


Table 3-20 Field Definition of Travel Documents

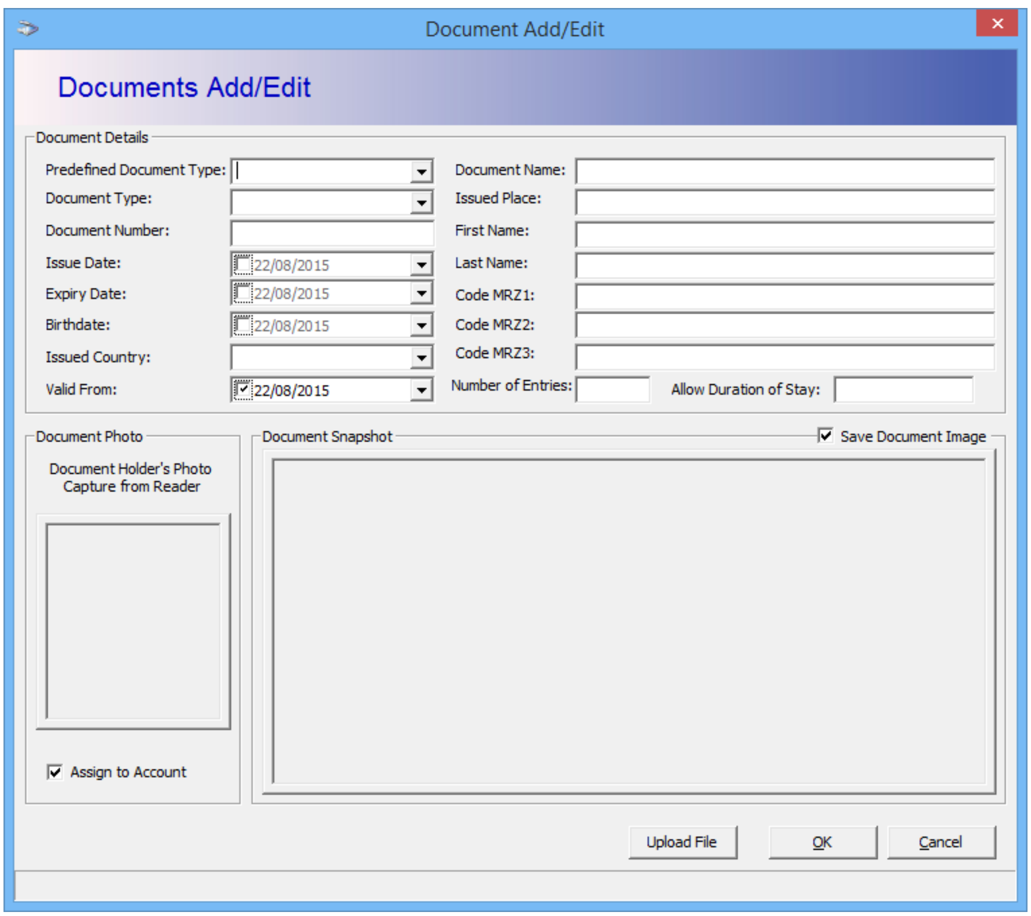
Field	Description
Predefined Document Type	Document type configured in Administration Module, For example, passport, identification card.
Document Type	Type of Visa
Document Name	Document type
Document Number	Passport or ID number
Document Issue Date	Document issue date
Document Expiry Date	Document expiry date
Document Issue Country	Country document were issued
Document Issue Place	Document issued place
First Name	First Name
Last Name	Last Name

Table 3-20 (Cont.) Field Definition of Travel Documents

Field	Description
Birthdate	Crew Birthdate
Code MRZ1	Machine Reader Track 1
Code MRZ2	Machine Reader Track 3
Code MRZ3	Machine Reader Track 3
Number of Entries	Number of entries allowed
Valid From	Validity of document
Allow Duration of Stay	Allowed duration of stay on each visit.

Adding / Editing a Travel Document

Figure 3-69 Travel Document Add/Edit Window



1. In the **Documents** tab, click **Add New** to open the Document Add/Edit form.
2. Choose all applicable information from the list or manually enter them.

3. Click **Upload File** to upload the picture or scanned document.
4. Click **OK** to save the travel document.
5. To edit, click the **Edit**, update the relevant information, and then click **OK** to save.

Revenue Analyzer Tab

The Revenue Analyzer provides you an analysis of the selected crew by date, department and transaction number order. It comprises two tabs - **Department Details** and **Item Details**. By default, information displayed on the window is imploded and only the transaction date, net total and gross total are shown. To view a detailed information, check the **Expand All** checkbox or manually click the '**+/-**' key to show/hide the column. You can also click the **arrow down key** on header to further expand the information of respective column. This feature is also available in Management, Guest Handling function.

Figure 3-70 Revenue Analyzer Viewer Window

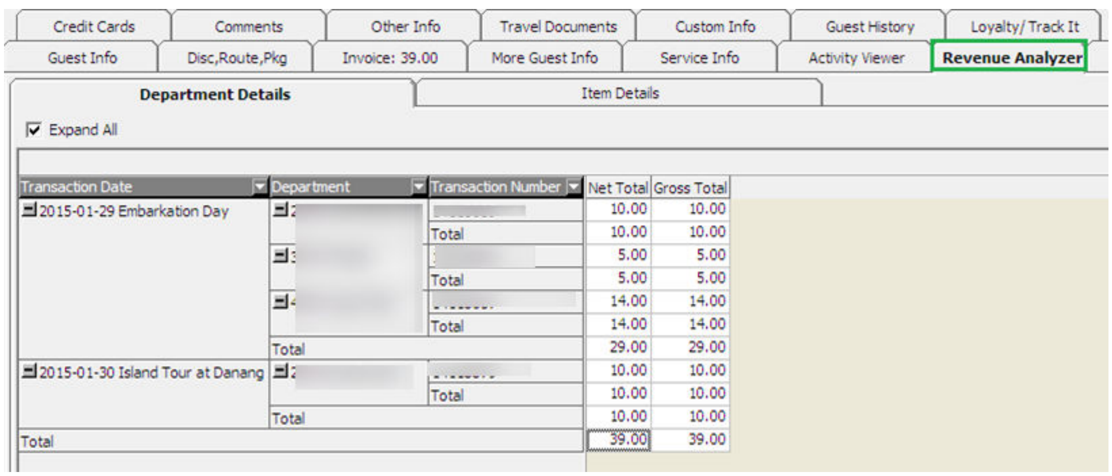


Table 3-21 Field Definition of Revenue Analyzer

Field	Description
Transaction Date	Date transaction posted.
Department	Financial Department.
Transaction Number	System generated transaction ID.
Total	Sub-total of each Financial Department.
Net Total	Total Net amount (Total value excluding discount).
Gross Total	Gross amount (Total value before discount)

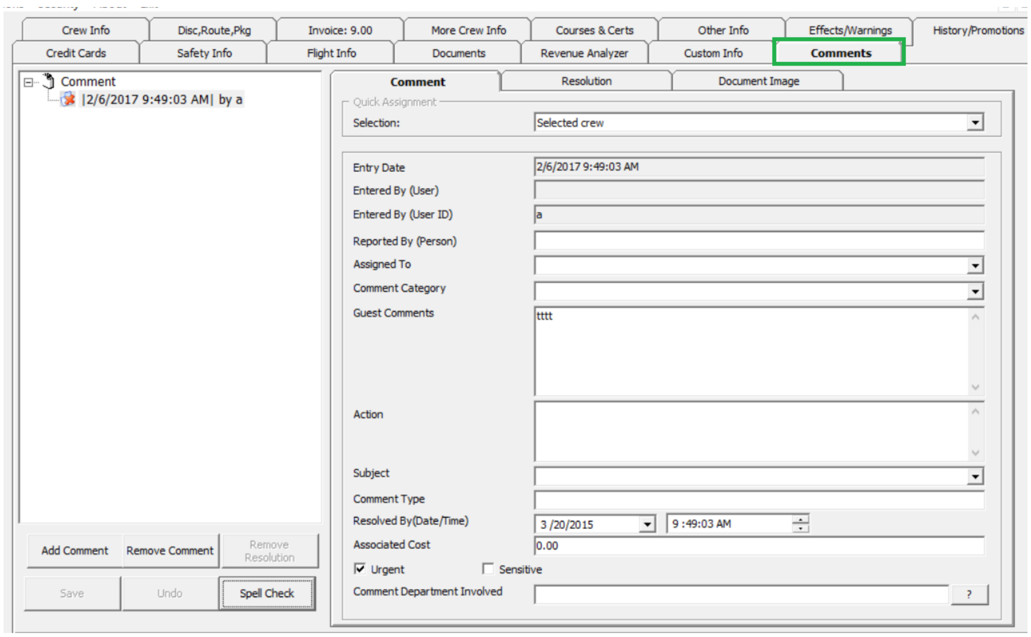
Custom Info Tab

The Custom Info tab is a user definable fields that allow you to customize fields according to the operational requirements. The field names are defined in **Administration, User Definable Field Setup**.

Comments Tab

The Comments tab is designed to handle multiple follow-ups on feedback received. It can be on services rendered, facilities, cabin and others. You can scan and attach an image file besides manually entering a comment.

Figure 3-71 Comments Tab



Adding a Comment/Sub-comment

1. Click the **Add Comment**.
2. In the **Comment tab**, select the appropriate fields from the drop-down list.
3. Enter the **Reported By, Assigned To, Comment Category, Comment, Associated Cost** and check the urgency and sensitivity, if any.
4. Click **Save** to save the record and this adds a **Red Cross indicator** on the Comment tab.
5. When you select a **Comment** and click the **Add Comment**, it created a sub-comment, with the **Comment Category** and **Comment Description** being defaulted to the main comment, and they are not editable.

Attaching Image File

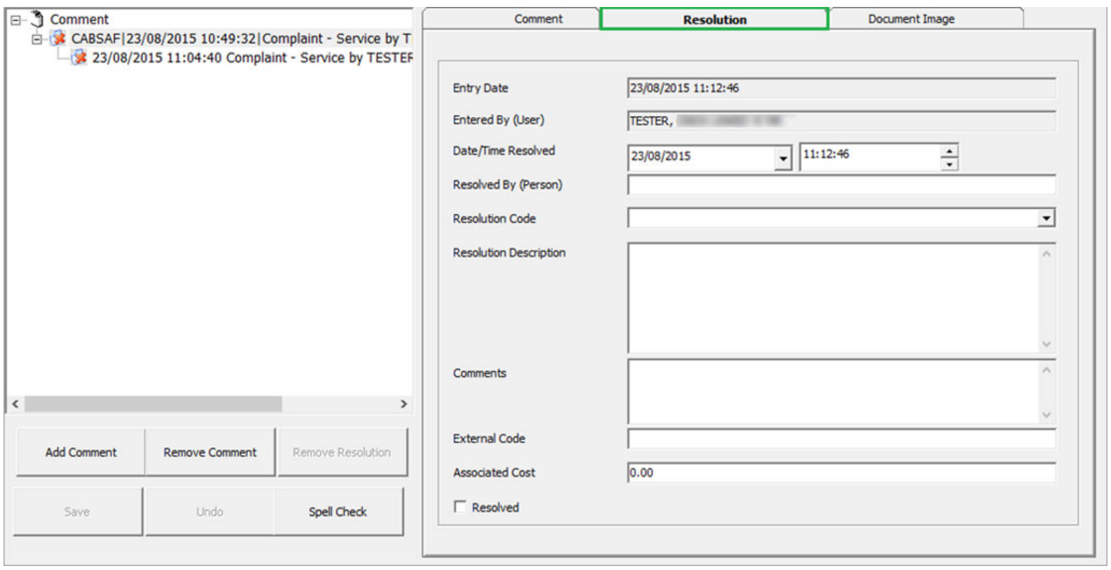
1. Select a comment and navigate to the Document Image tab.
2. Click **Scan Document** or **Upload File** if you are uploading an image from a storage location.
3. Click **Save** to save the image to the database.

Resolving a Comment

Resolving a Comment

1. Select the main comment and then navigate to **Resolution tab**.
2. Enter the **Resolved by (Person)** and **Resolution Description**, and then check the **Resolved** checkbox.
3. Click **Save** to save the resolution, and this places a check mark next to the comment (s).
4. Checking the **Resolved** checkbox sets all sub-comments as resolved.

Figure 3-72 Comment Resolution Tab



Renew Reservation Function

1. Navigate to the **Check Out** tab in Search Panel.
2. By default, the date is set to **System Date** in Search Panel. Change the date to the passenger checked-put date.
3. Enter the crew's Last Name or use the alphabets tab to search for the last name by alphabet. Select **ALL** tab to list all passengers departed on the date specified.
4. Click the **Re-New Reservation** located in the Crew Handling window.
5. At the New Crew Reservation prompt, select **Yes** to renew the reservation.
6. Click **Edit Information** to change the expected arrival date and any other required information.

Check In Function

Crew joining the cruise are expected to checked-in to the system prior to boarding, and these reservations are categorized under Expected tab.

1. Retrieve the reservation from the Search Panel, **Expected** tab and then click **Check In**.

2. At the Check In prompt, select **Yes** to check in the reservation and print key card at the same time.

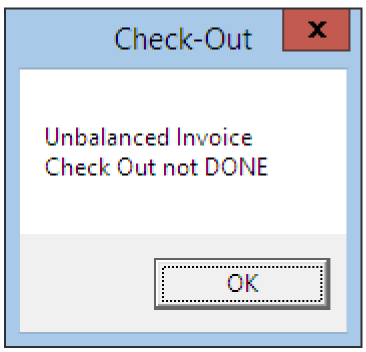
Check Out Function

At the end of the voyage, all crew account must be checked-out from the system. This is to ensure all accounts are in balance before performing a System Cruise Change.

To check out a crew,

1. Retrieve the reservation from the Search Panel, **Check In** tab and then click **Check Out**.
2. At the Check Out prompt, select **Yes** to check out the reservation.
3. If the account is unbalance, you will be prompt to settle the invoice before proceeding. Click **OK** to return to the crew account.

Figure 3-73 Unbalanced Invoice



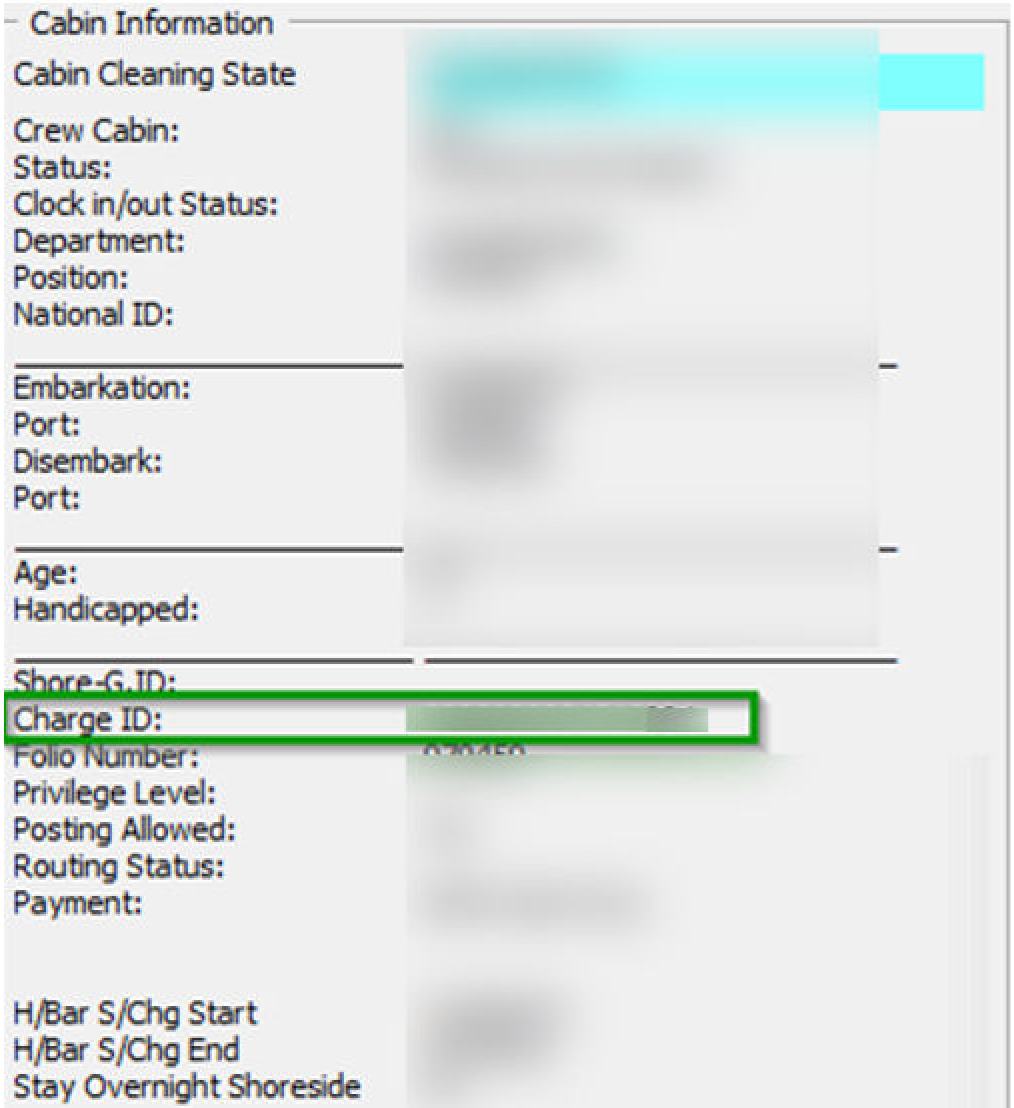
See Pay Invoice section for steps on how to settle an account.

Print Board Card Function

The Print Board Card function enables you to print a copy of crew board card, if they are not printed earlier, and these cards are printable from the Crew Handling window.

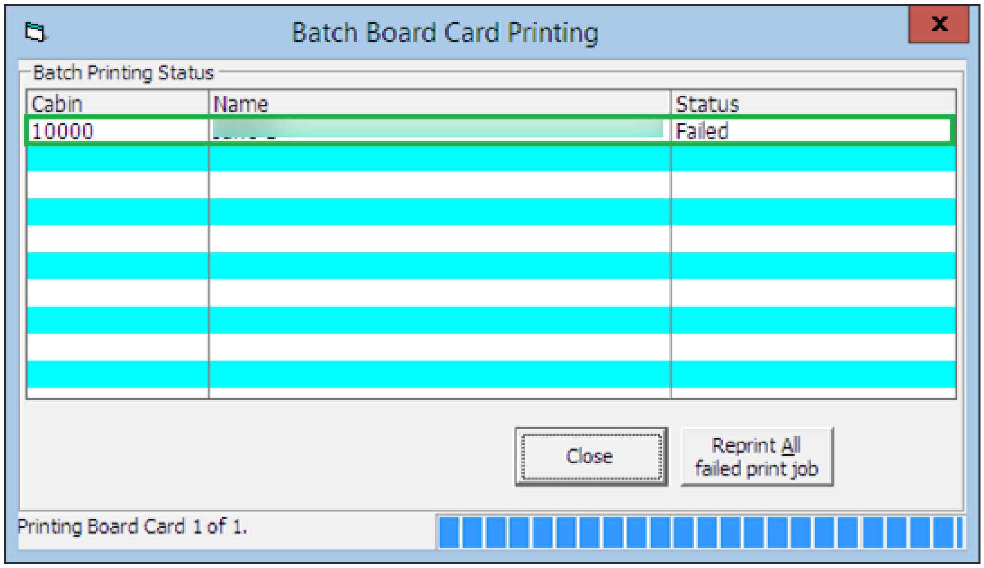
1. Retrieve the reservation from the Search Panel and then click the **Print Board Card**.

Figure 3-74 Board Card Number in Crew Info Tab



2. The process increases the Board Card number shown in Crew Info tab, and last digit of the board card denotes the number of times the board card was re-printed. The first printed card always ends with 0.
3. The Status of the printed card is reflected in the Batch Board Card Printing window. If the card status is failed, clicking the **Reprint All failed print job**will reprint it.

Figure 3-75 Batch Board Card Printing



4. If the board card fail to print, check the Interface or Printer connectivity.

Resetting a Board Card

When the board card is lost, a change of lock combination for the cabin is necessary. This process re-assign a new board card number to **all** occupants of the same cabin.

1. Retrieve the reservation from Seach Panel and then click the **Reset Board Card**.
2. At the Reset Board Card prompts, select **Yes** at the Recreate Cards prompt.

> **WARNING:**
>
> WARNING: This process invalidate all previously issued cards.

3. At the **Batch Board Card Printing** prompt, click **Close** if the card is printed successfully. Otherwise, repeat the above process.

4 Board Card

The Board Card function enables you to print board cards by batch, based on the criteria set in a template.

See *Advanced Board Card Printing User Guide* for detail setup and printing.

5
Safety

Every crew on board are assigned with specific Emergency roles and you can define them in the Safety management function within the Safety tab. The defined emergency roles can be a standard when assigning emergency functions across the fleet, based on the crew accreditation.

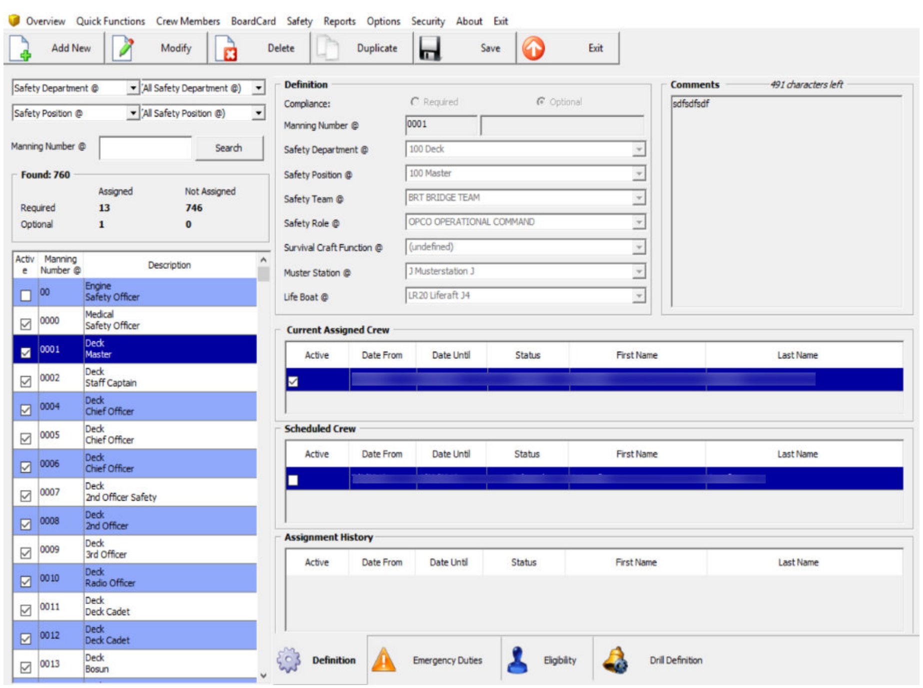
Muster List Setup

The Muster List setup is a representation of the Ship's emergency stations. The information entered here requires a crew entry and will become the foundation for future safety reporting purpose. The Safety Manager or Safety Coordinator is responsible in setting up and updating this information.

This function is controlled by *Parameter* ***'Safety', 'Advance Safety Drill'*** (0= Standard / 1= Advance Safety Drill) and the setup of the Muster List Setup for Standard Safety Drill Mode is described below.

Configuring Standard Muster List Setup

Figure 5-1 Standard Muster List Setup

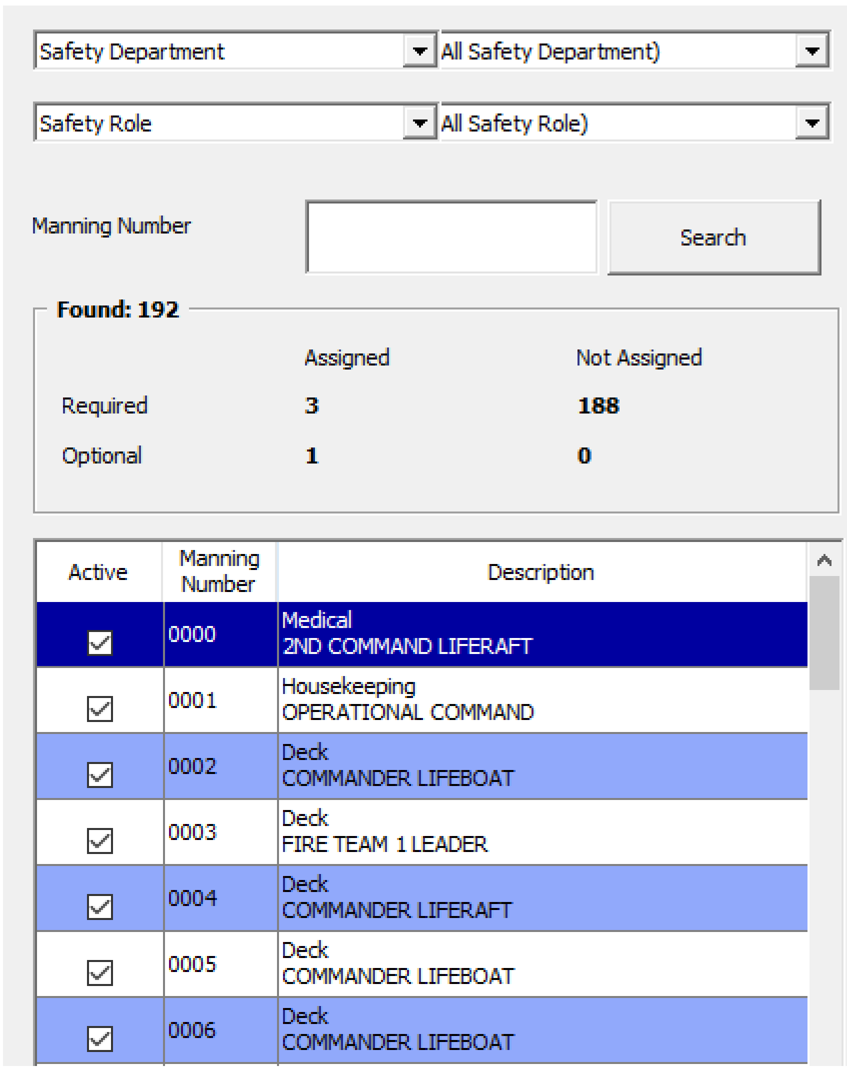


The Standard Muster List Setup mode comprises four main tabs – Definition, Emergency Duties, Eligibility and Drill Definition. Each of these tab defines the Safety task to be carried out during emergency, required accreditation and the drill courses.

Search Panel

The information to display in Muster List Setup is manage using the filter selection of the Search Panel, for example, filter by Safety Department, Safety Group, Muster Station, Safety Position, In Port Manning (IPM group), Emergency Function, Life Boat or Life Raft.

Figure 5-2 Muster List Setup Search Panel



In the Summary Section,

- You can see the total number of Required/Optional Safety Numbers Assigned/ Unassgined

- Active Safety Numbers has a check mark in the Active column.

Definition Tab

The Definition section defines the safety number associates to the safety information.

Figure 5-3 Definition Tab

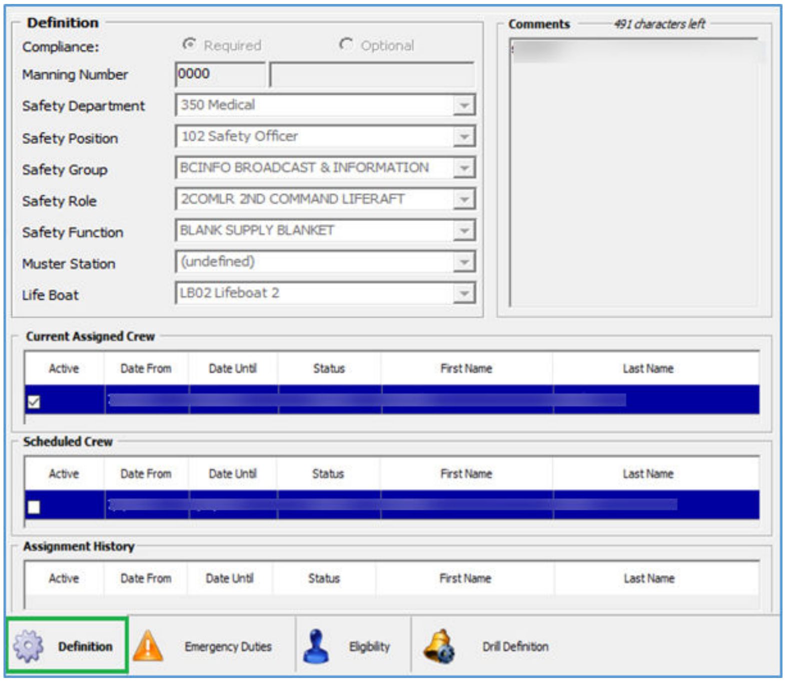


Table 5-1 Drill Definition Tab

Field	Description
Compliance	Safety Number flag – Required or Optional.
Manning Number	A unique Safety Number that identifies the Emergency Function. Field is compulsory and alphanumeric.
Safety Department	Crew Safety Department related to Emergency Function. Field is compulsory and reference to setup in Administration, Safety Setup, and Safety Department.
Safety Position	Defines the Safety Position in emergency, and is a compulsory field.
Safety Group	Grouping of related safety functions. Reference to Administration, Safety Setup, Safety Group
Safety Role	Crew Safety Role. Reference to Administration, Safety Setup, Safety Role.

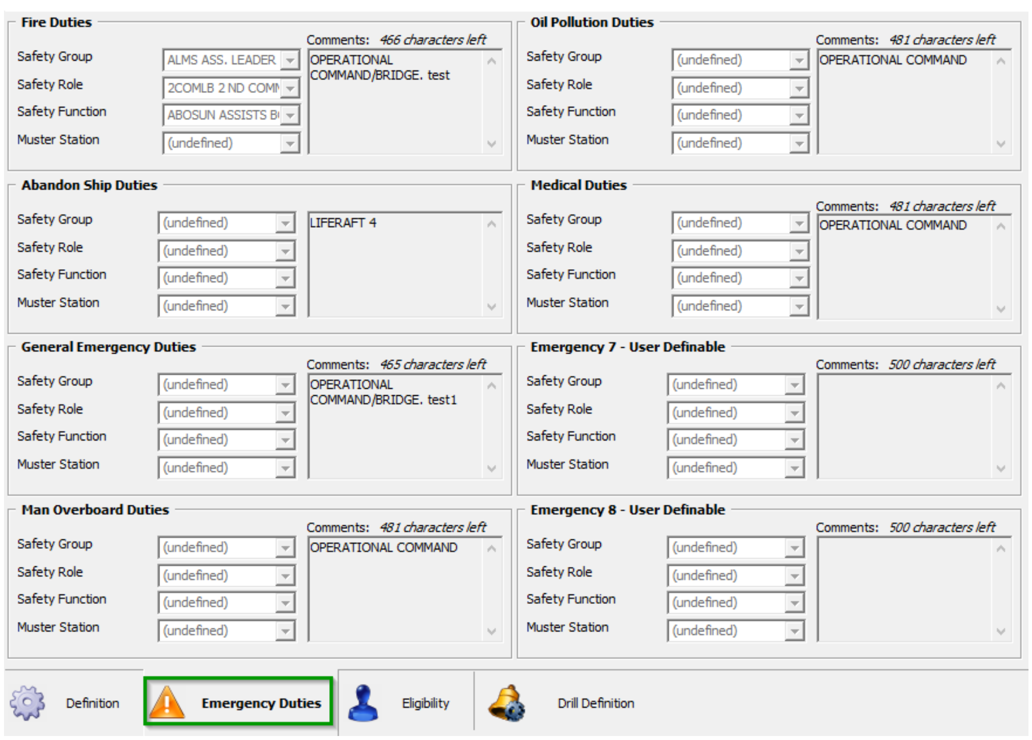
Table 5-1 (Cont.) Drill Definition Tab

Field	Description
Safety Function	Function define in Survival Craft. Reference to Administration, Safety Setup, Survival Craft Function.
Muster Station	Muster Station assigned to the Safety Number. Reference to Administration, Safety Setup, Muster Station.
Life Boat	Life Board assigned to a specific emergency function. Reference to Administration, Safety Setup, Life Boat.
Current Assigned Crew	Crew currently assigned to the Safety Number.
Scheduled Crew	Crew scheduled to the Safety Number.
Assignment History	Past records of crew assigned to the Safety Number.
Comments	Additional comments pertaining to the Safety Number.

Emergency Duties Tab

The Emergency Duties to be carried out by crew that are assigned to the Safety Number are defined in this tab. The headings of the Emergency Type is set up in **Administration, System Setup, Label Setup** under **SFTEM** group.

Figure 5-4 Emergency Duties Tab



Eligibility Tab

In the Eligibility tab, the required Operational Position courses and certifications are defined in accordance to SOLAS regulation and the Ship's safety rules.

Figure 5-5 Eligibility tab

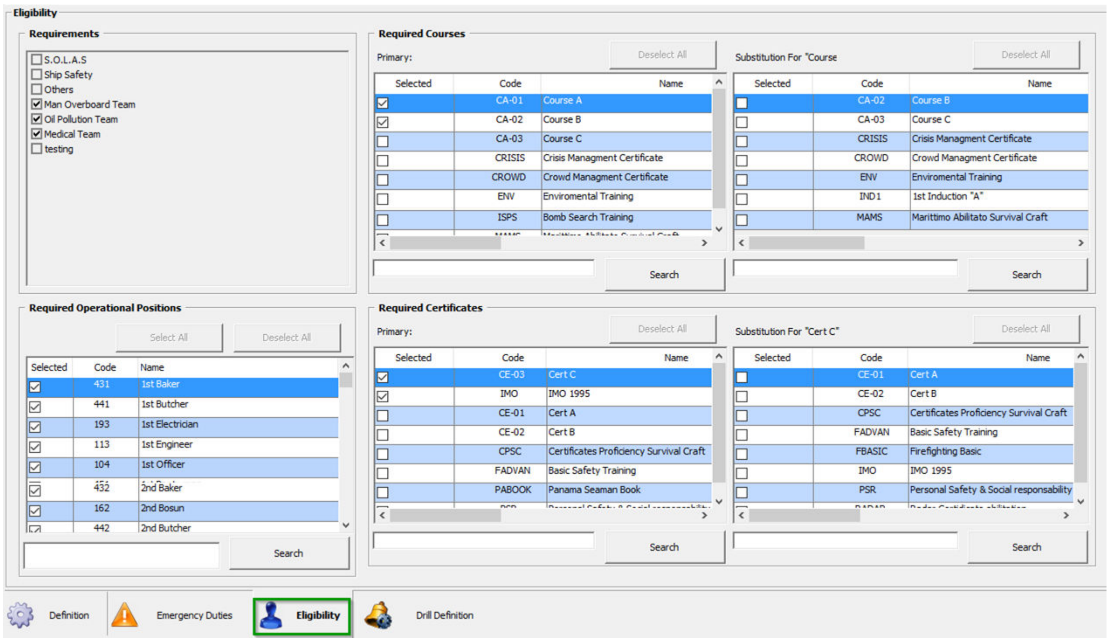


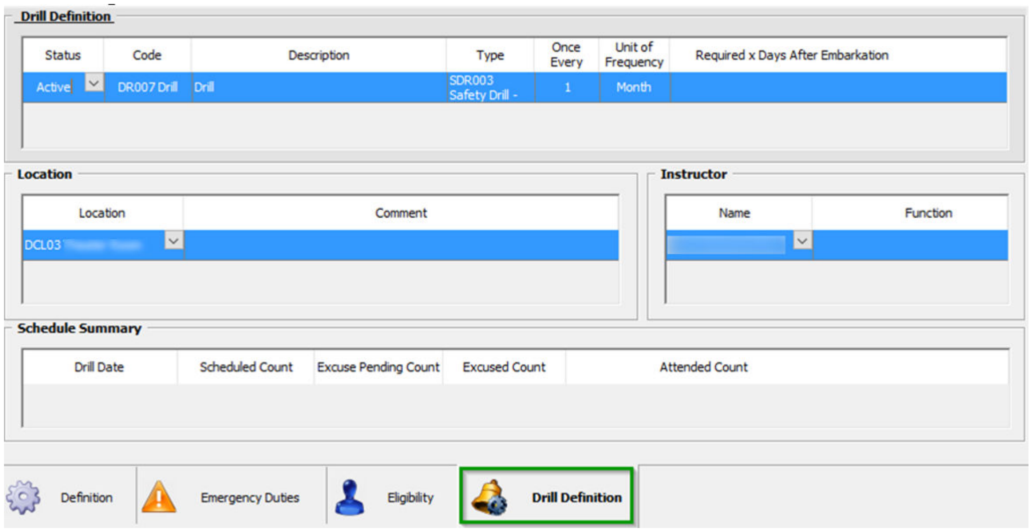
Table 5-2 Eligibility tab Field Definition

Field	Description
Requirements	Reference to governing authorities's requirements for selected position to be onboard at all times.
Required Courses	Courses required to be completed by Crew that either are attached to this Safety number, the selected primary course or substitute course.
Required Operational Positions	Operational Positions requires in the Safety Number.
Required Certificates	Mandatory Certification held by crew who are assigned to the Safety Number

Drill Definition Tab

The Drill Definition tab is a view only window and it displays information of drills assigned in Safety Drill module. See Safety Drill User Guide for more information on drill setup.

Figure 5-6   Drill Definition Tab



Adding Manning Number

1. At the Muster List Setup window, click **Add New**.
2. Enter all the required fields in the Definition tab using the drop-down list.
3. Navigate to Emergency Duties tab and define the type of duties for the Safety Number by selecting the **Safety Group, Safety Role, Safety Role, Safety Function** and **Muster Station** from the drop-down list.
4. Navigate to Eligibility tab and choose the mandatory requirements, courses/ certification and Operational Position by checking the respective checkboxes.
5. Click **Save** to save the Safety Number.

Duplicating Manning Number

You can duplicate a Safety Number when majority of the information are the same.

To copy the Safety Number,

1. Select the Safety Number from the Search Panel and then click **Duplicate**.
2. Update the necessary information and then click **Save** to save the record.

Deleting Manning Number

You can delete a Safety Number that are not in use, simply by selecting the Safety Number and then click **Delete**.

Configuring Advance Muster List Setup

The Advance Muster List Setup has less tab than the Standard Muster List Setup. It comprises two main tabs, which are Definition and Eligibility.

Definition Tab

In the Definition section, you can define the safety number associated to the safety information and it has additional fields compared to the Standard Muster List setup.

Figure 5-7 Muster List Setup Definition Tab

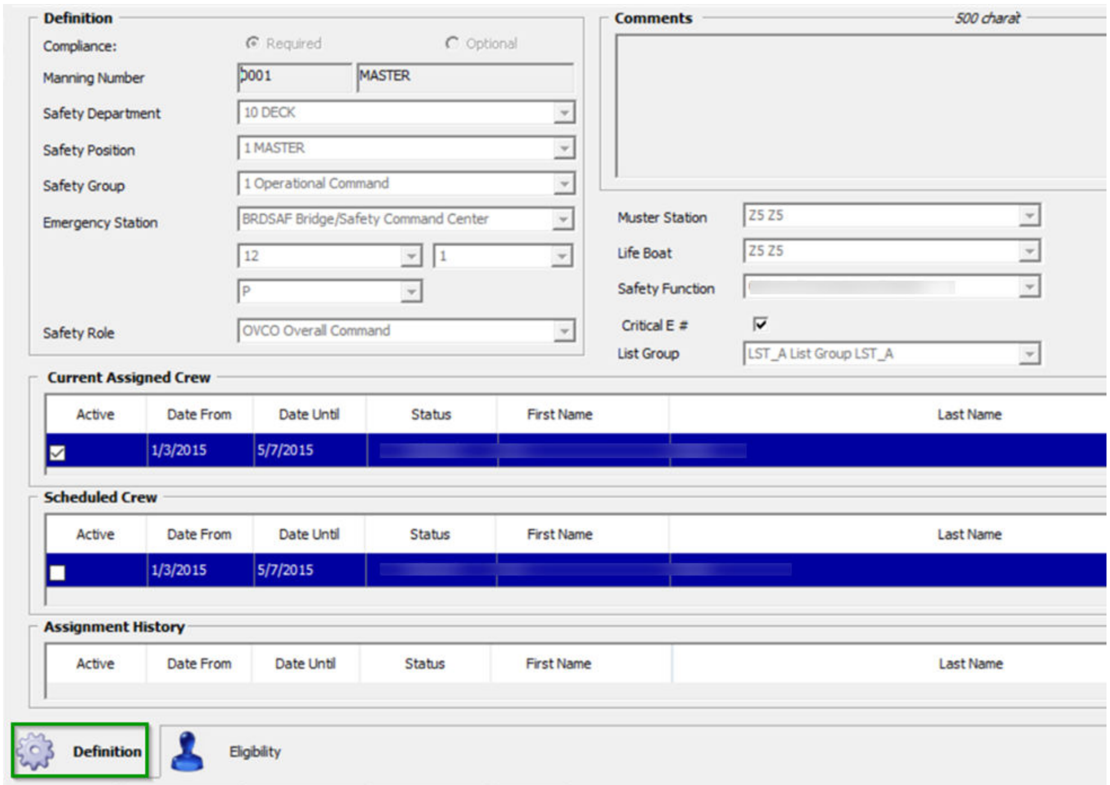


Table 5-3 Muster List Setup Field Definition

Field	Description
Compliance	Safety Number flag – Required or Optional.
Manning Number	A unique Safety Number that identifies the Emergency Function. Field is compulsory and alphanumeric.
Safety Department	Crew Safety Department related to Emergency Function. Field is compulsory and reference to setup in Administration, Safety Setup, Safety Department.
Safety Position	Define the Safety Position in emergency, and is a compulsory field.
Safety Group	Grouping of related Emergency function, and is a compulsory field.
Emergency Station	A station assigned to the Safety Number. Reference to setup in Administration, Safety Setup, Muster Station.
Safety Role	Crew Safety Role. Reference to Administration, Safety Setup, Safety Role.

Table 5-3 (Cont.) Muster List Setup Field Definition

Field	Description
Muster Station	Muster Station assigned to the Safety Number. Reference to Administration, Safety Setup, Muster Station.
Life Boat	Life Board assigned to a specific emergency function. Reference to Administration, Safety Setup, Life Boat.
Safety Function	Function define in Survival Craft. Reference to Administration, Safety Setup, Survival Craft Function.
Critical E#	An indicator flag if the Safety Number is a critical Emergency Number.

Eligibility Tab

The information contained in this tab is similar to the Eligibility tab in Standard Muster List Setup.

To set up the Advance Muster List Setup, see steps in section, Adding Manning Number.

Muster List Assignment

The Muster List Assignment function is where you assign a specific Safety Number to crew members onboard or expected to arrive.

This function is the second option from the Safety menu, and the assignment is done by either Function or Person. The behavior of the Muster List Assignment is dependent on Parameter defined in ***'Safety', 'Allow Multiple Safety Number Assignment'***.

All records in the Muster List are active assignments that you committed after changes has been made. The system checks and ensure only qualified onboard crew members are assigned to the specific Safety Number /Function, based on crew's qualification and Muster List Setup.

Standard Muster List Assignment

Active Muster List Assignment — Standard

The Muster List Assignment has two functions which are an assignment by function or person. Although the information on these tab is different, they yield the same results.

The Assign by Function tab has two sections:

- Muster List and Eligible Crew, and the
- Assign by Person consist the Crew List and Eligible Function.

Figure 5-8 Standard Muster List Assignment

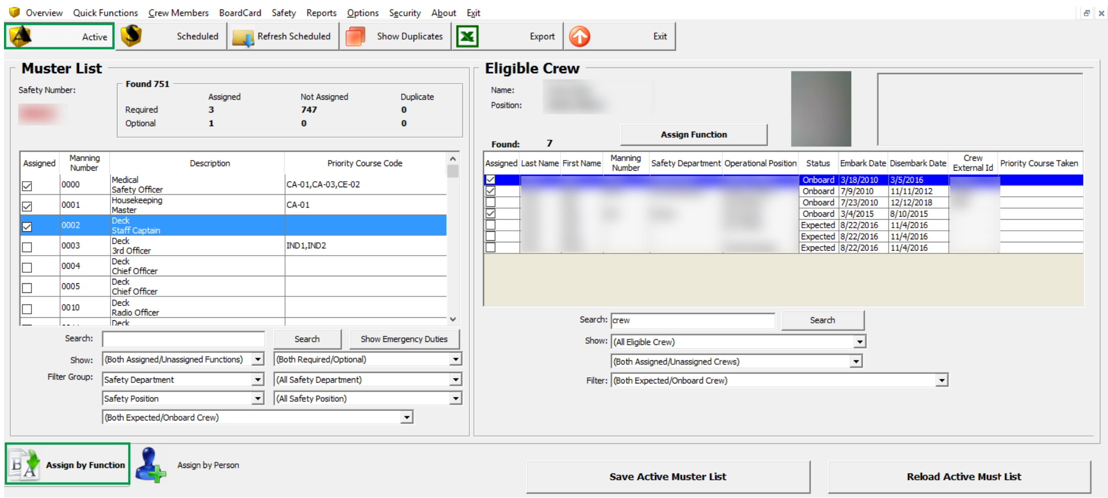
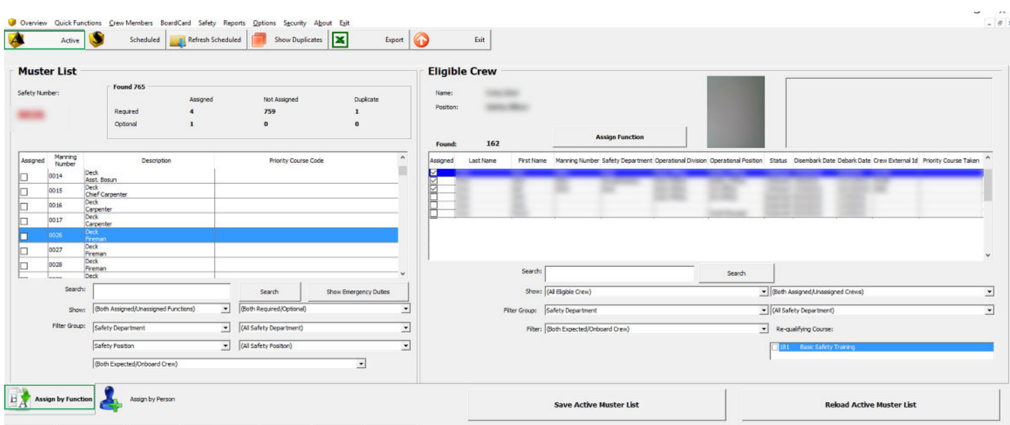


Figure 5-9 Advance Muster list Assignment by Function



In Assign by Function tab, you will see a summary of assigned/not-assigned count, with a list of all Safety Numbers associated to a position of the Muster Station underneath it.

In Eligible Crew section, lists of crew matching the eligibility criteria and to be assign to the Safety Number is shown. List of courses taken are shown in the grid if this is defined in Parameter **'Safety', 'Display Valid Courses on Muster List Assignment'**.

You are allow to save or reload the Active Muster List in both tabs.

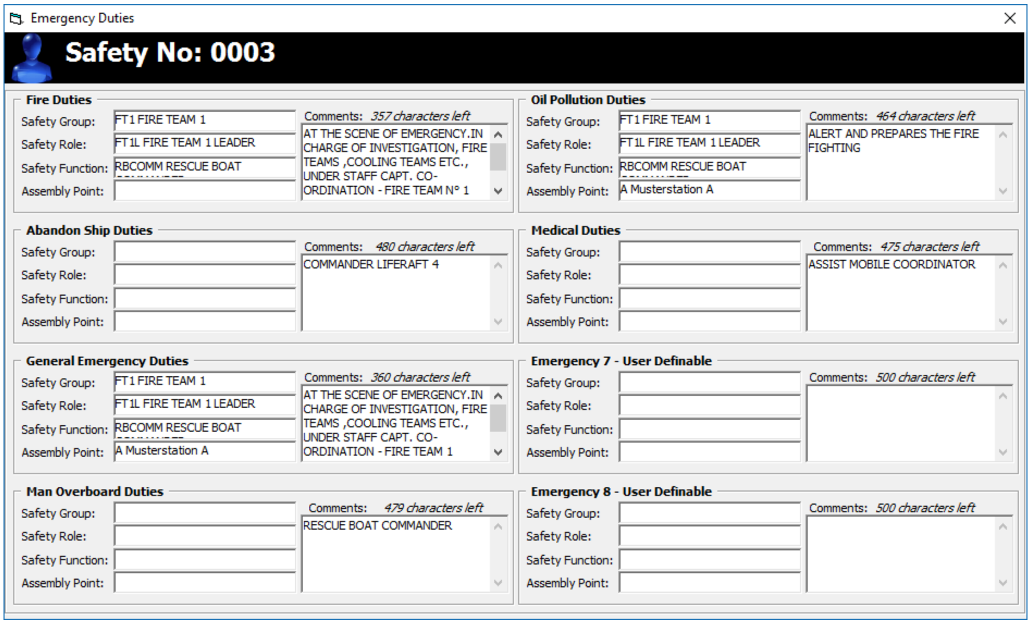
- **Save Active Muster List:** Saves all current safety number assignment as backup in a text file format.
- **Reload Active Muster List:** Allow restoration of backed up safety number assignment based on the saved muster list file. You can use this function to undo all the changes after activating the Schedule Muster List.

Assigning Safety Number by Function

1. In the Muster List Assignment window, click **Active and Assign by Function**.

2. Select the criteria from the drop-down list.
3. To view more information about the selected Safety Number, click the **Show Emergency Duties**.

Figure 5-10 Emergency Duties Information



1. Navigate to the Eligible Crew section and further filter the information to display.
2. Double-click the Crew name to view the Crew Eligibility Status and course history.
3. Select the desire Crew name and then click **Assign Function**. Only crew with on-board status can be assign.
4. At the confirmation prompt, click **Yes** to proceed and this places a check mark on the **Assigned** column or **No** to return to previous window.

Assigning Safety Number by Person

In Assign by Person tab, crew on-board/expected is listed.

In Eligible Function section, crew that matches the eligibility function to the Safety Number is shown, including the courses taken if they are defined in Parameter **'Safety', 'Display Valid Courses on Muster list Assignment'.**

Function that are assigned has a check mark besides them and information on the grid may vary depending black filter selection.

Assigning Safety Number

1. In the Muster List Assignment window, click **Active and Assign by Person**.
2. Select the criteria from the drop-down list.
3. To view more information about the selected Safety Number, click the **Show Emergency Duties**.

4. Select the desire Crew name and then click **Assign Function** in Eligible Function section.
5. If the Safety Number is assigned, the system prompts and overriding confirmation. Selecting **Yes** reassigns the Safety Number to the selected crew.

Un-assigning Safety Number by Function

1. Select the Crew you wish you unassign and then click the **Unassign Function**.
2. At the confirmation prompt, click **Yes** to proceed.

Scheduled Muster List Assignment - Standard

This function allow Safety Officers to plan ahead and assign a safety number in advance, allowing the arriving crew to replace those due to disembark.

In the Scheduled tab, the system checks and ensure only qualified Onboard and Expected crew members are assigned to the specific emergency functions.

The assignment of Safety number per crew or by onboard/expected is manage by Parameter **'Safety', 'Allow SafetyNo Assignment to Onboard or Expected'**. See Appendix — Parameter for further details.

Figure 5-11   Standard Schedule Muster List — Assign by Function

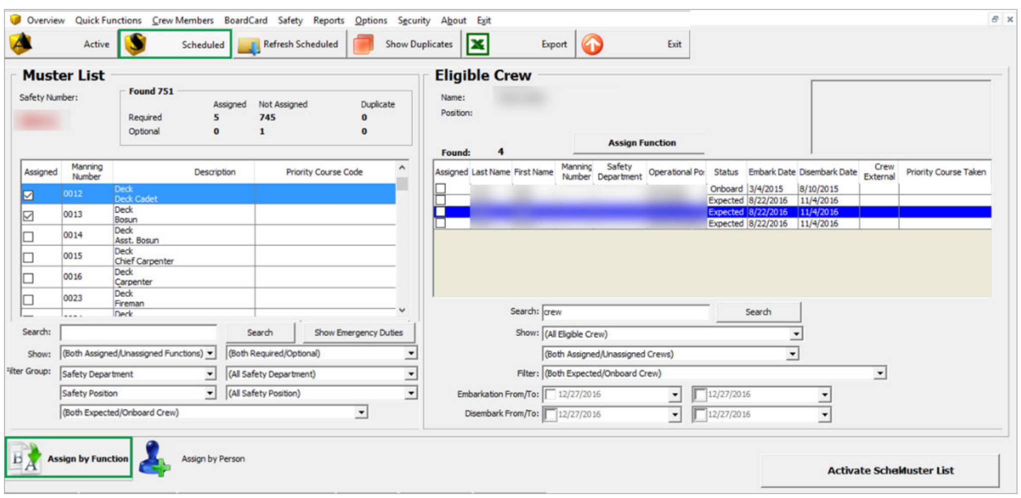
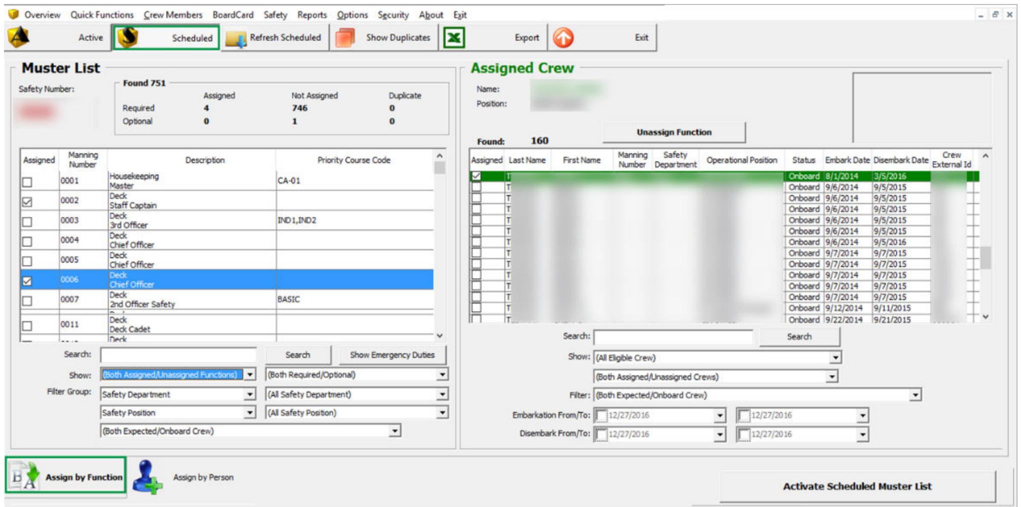


Figure 5-12 Advance Schedule Muster List — Assign by Function



That Information displayed in Assign by Function tab is similar to Active Muster List and it has additional filter by **Embarkation From/To** and **Disembark From/To** in Eligibility section.

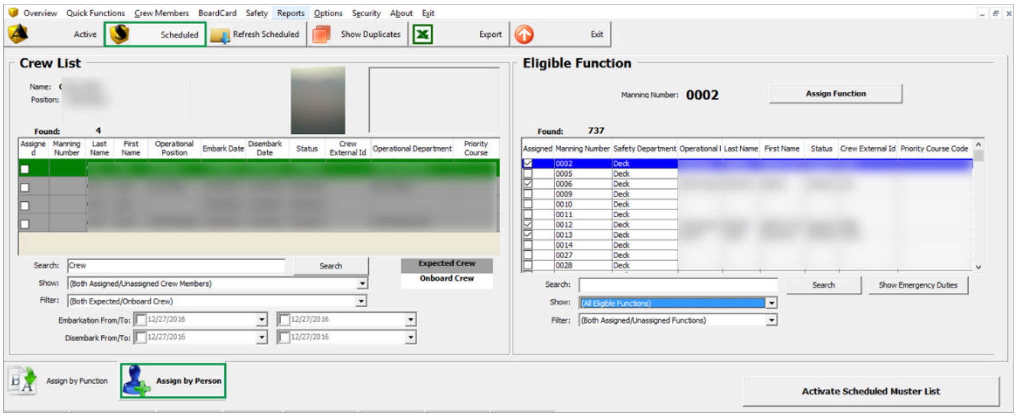
Scheduling Safety Number by Function

1. In the Muster List Assignment window, click **Schedule**.
2. Select the criteria from the drop-down list.
3. To view more information about the selected **Safety Number**, click the **Show Emergency Duties**.
4. Navigate to the Eligible Crew section and further filter the information to display.
5. Double-click the Crew name to view the Crew Eligibility Status and course history.
6. Select the desire Crew name and then click **Assign Function**.
7. At the confirmation prompt, click **Yes** to proceed and this places a check mark on the Assigned column or **No** to return to previous window.

Un-assigning Safety Number by Person

1. Select the Crew you want to un-assign and then click **Unassign Function**.
2. At the confirmation prompt, click **Yes** to proceed.

Figure 5-13 Schedule Muster List Assignment by Person



The function in **Assign by Person** is the same as Assign by Function, with an added functionality to customize the grid display color scheme for crew onboard or expected.

Scheduling Safety Number

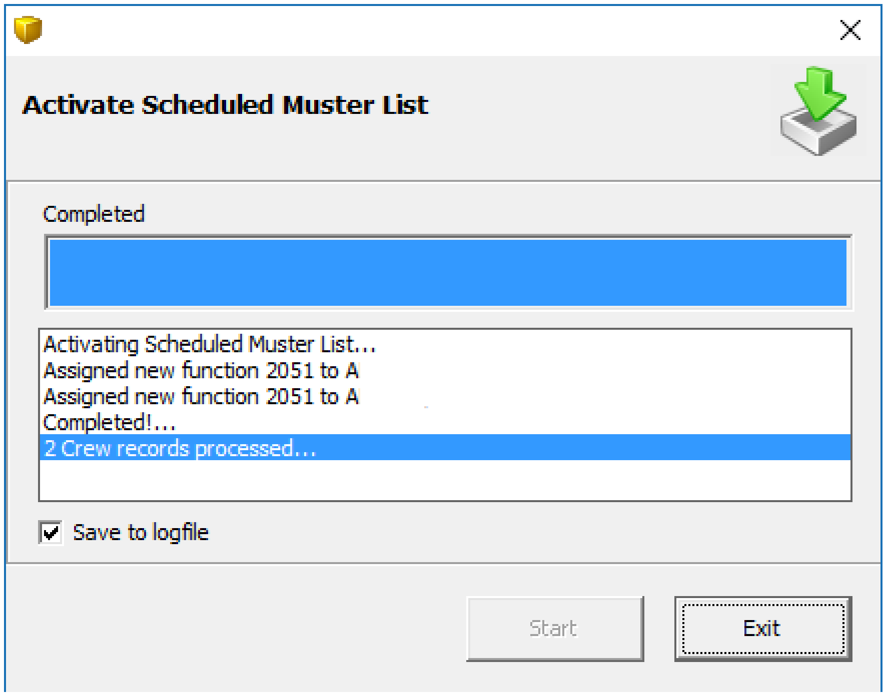
1. In the Muster List Assignment window, click **Schedule**.
2. Select the criteria from the drop-down list.
3. To view more information about the selected **Safety Number**, click the **Show Emergency Duties** at the Eligible Function section.
4. Select the Crew name and then click **Assign Function** in Eligible Function section.
5. If the Safety Number is assigned, the system prompts an overriding confirmation. Selecting **Yes** will reassigns the Safety Number to the selected crew.

Activating Muster List

In the scheduling mode, the Activate Scheduled Muster List activates all the changes made to Safety Number/Functions assignment. Once this is activated and committed, you will see the changes in the Active Muster List.

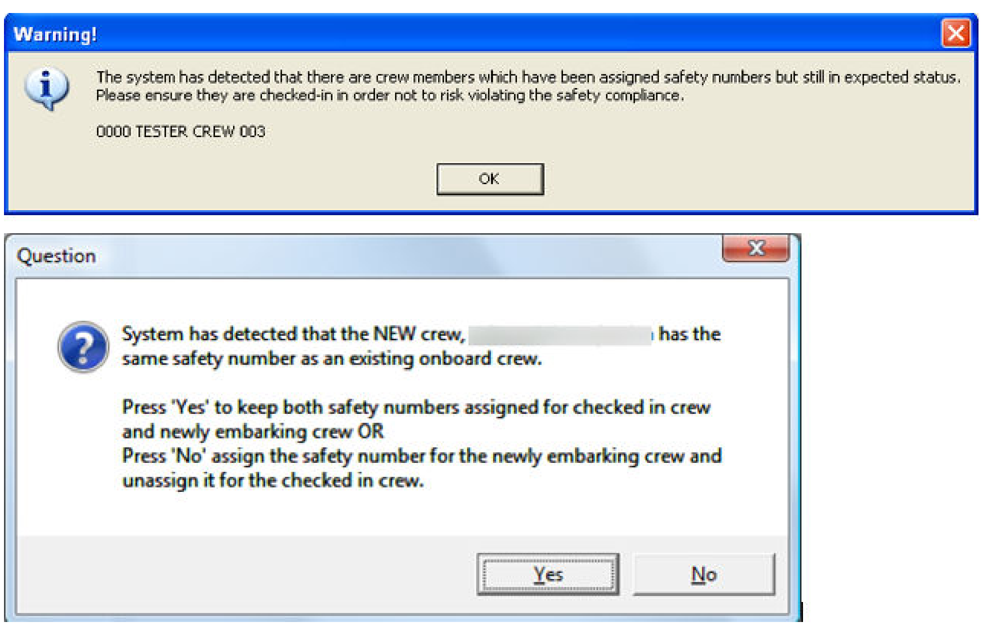
1. Under the Eligible Crew section in Schedule Muster List, click **Activate Scheduled Muster List**.

Figure 5-14 Activate Schedule Muster List



2. In the Activate Scheduled Muster List dialog window, check the **Save to logfile** if you wish to save the process into a log.
3. Click **Start** in the dialog window and select **Yes** at the confirmation prompt.
4. The number of records processed are shown at the status bar.
5. During this process, the system checks and prompt a warning if discrepancies are found; for example, the status of the assigned crew is still in Expected status or new crew has the same safety number as existing crew onboard.

Figure 5-15 Crew Safety Number



6. Click **Exit** once the process status shows Completed. The log file is saved in Oracle Hospitality Cruise program folder.

> **Note:**
>
> The system is able to automate the Safety Number assignment without prompting a dialog box based on value define in Parameter, **‘General’, ‘Duplicate Safety Number Action’**. See Appendix — Parameter for more information.

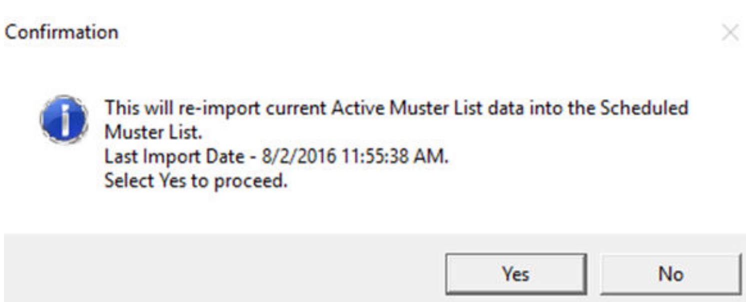
Refresh Scheduled

The Refresh Schedule functionality imports previously saved Activate Schedule Muster List into current Schedule muster list. For emergency assignment prior to embarkation date, the Safety Officers is required to compile the current crew manifest and import into the Scheduled.

Re-importing of the current crew manifest allow the Safety Officer to determine the status of newly embarked crew and those scheduled to disembark, and ensures the Muster List has the current data and assignments.

Refreshing a Schedule

Figure 5-16 Confirmation of Re-Import



1. Click **Refresh Schedule** at the ribbon bar.
2. Take note of the last import date at the confirmation prompt before proceeding. Once proceed, the system refreshes and overrides any unsaved Scheduled Muster List with the Active Muster List.

Show Duplicate

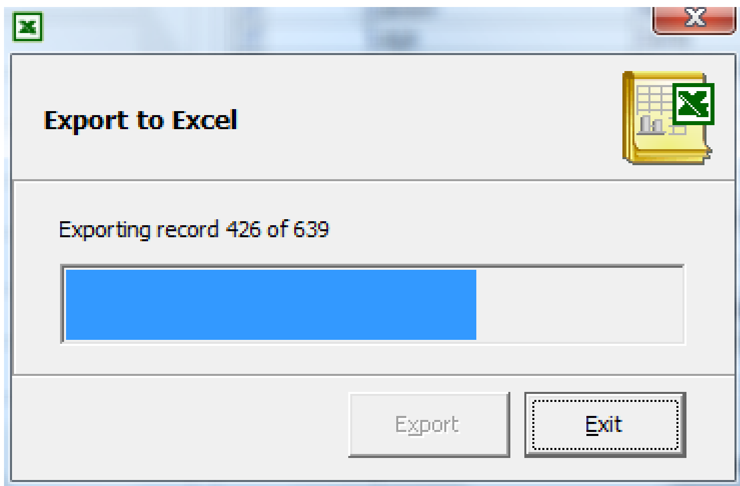
The system only permit one (1) Emergency Function per crew member, with the exception in Scheduled Muster List where same function assignment to an Expected Crew Member and Onboard Crew member is allowed. You can use this function to show all duplicate assignment and correct where necessary.

Depending on the selected tabs – Active or Scheduled and when you click the Show Duplicate, the system prompts a list of duplicate Emergency Function assignment. Safety Officer is required to re-assigned the Emergency Function to a unique crew member, if any.

Export

1. In the Muster List Assignment window, click **Export** to export all the data.

Figure 5-17 Export to Excel

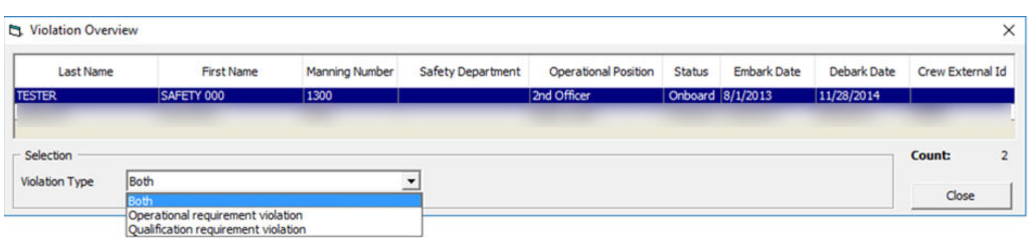


2. System launches the Microsoft Excel application and transpose the information on a spreadsheet when the export completes.
3. Save the file to your chosen location.
4. Click **Exit** to return to Muster list Assignment window.

Violation Overview

It is mandatory for crew to complete certain courses/certificates related to their safety number but not all are on the eligible operational position list, or vice versa. In the Violation Overview window, you can filter and view the violation, if any. You must have access right *#4655 — Access to Violation Overview* granted in order to access this function.

Figure 5-18 Safety Violation Overview



You can only choose one of these violation from the drop-down list:

1. **Operational Requirement Violation:** Crew with Safety number assigned but Operational Position not linked to assigned Safety Number.
2. **Qualification Requirement Violation:** Crew with Safety number assigned but does not fulfil the primary/substitution course and certificate required for that safety number.
3. **Both:** Crew that violates both the above requirements.

To view the violation, select the **Violation Type** from the drop-down list.

In Port Manning

The In Port Manning (IPM) is a special function that enable Safety Officer to assign and schedule crew duty whilst the ship docked at port. This function is enabled with Parameter, **'Safety', 'Allow to use a special In Port Manning handling' = 1**.
The following setup must be in place before you use this function, and they are configured in Administration, Safety Setup and System Setup. See *Administration User Guide, Safety Setup*.

- IPM Group or otherwise known as Safety Group
- Safety Roles
- Safety Department
- In Port Occurrence
- IPM Parameter

IPM Port Occurrence

The IPM Port Occurrence distinguishes the Safety Occurrence of some IPM duties or functions that could be different when the ship docked at different type of port. For example,

- **At Port:** Ship is docked alongside the port
- **Tender:** Ship is docked at Tender Port
- **Undefined:** Ship is at Sea Day

The occurrence is link to System Cruise in Administration, System Cruise Setup. IPM Port Type.

In Port Manning Setup

The IPM Setup consists of two tabs; an Overview and IPM Setup. Multiple IPM Group can be set up with safety functions defined on each one. In each of the IPM, only one Safety Department is allowed to be assign and is based on the IPM Port Occurrence.

Assigning IPM Group

Figure 5-19 IPM Setup

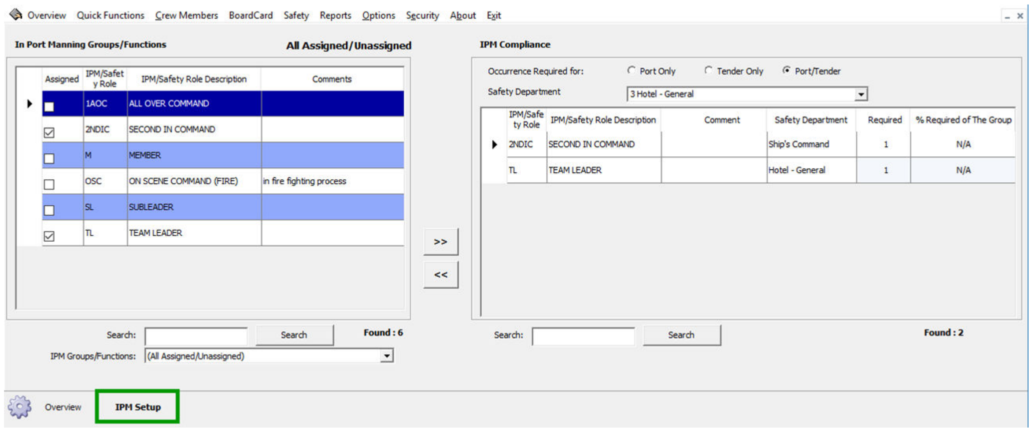


Table 5-4 Field Description of IPM Setup Window

Field	Description
IPM Groups/Functions	List of available IPM Groups
Assigned	Indication of IPM Group currently assigned if checkbox is ticked.
IPM/Safety Role	Defines the Safety Department the IPM Group belongs to.
Occurrence Required	Occurrence based on selected port and IPM Group. Port Only: Belong to specific Safety Department Occurrence at Port. Tender Only: Belong to specific Safety Department Occurrence at Tender Port. Port/Tender: IPM Group applicable to both type of port.
Required	Define the number of required crew member(s) to remain onboard to perform the safety function and this may be overwritten. This value take precedence if no value is define in % Required of The Group.
% Required of The Group	Define the minimum number of crew onboard by percentage. If the number of crew in the group changes, the required crew onboard changes automatically based on the percentage specified. For example, a safety group with 20 crew members and % is set to 50%, the required crew is 10.

1. From the Safety Menu, select **In Port Manning Setup** from the drop-down list.

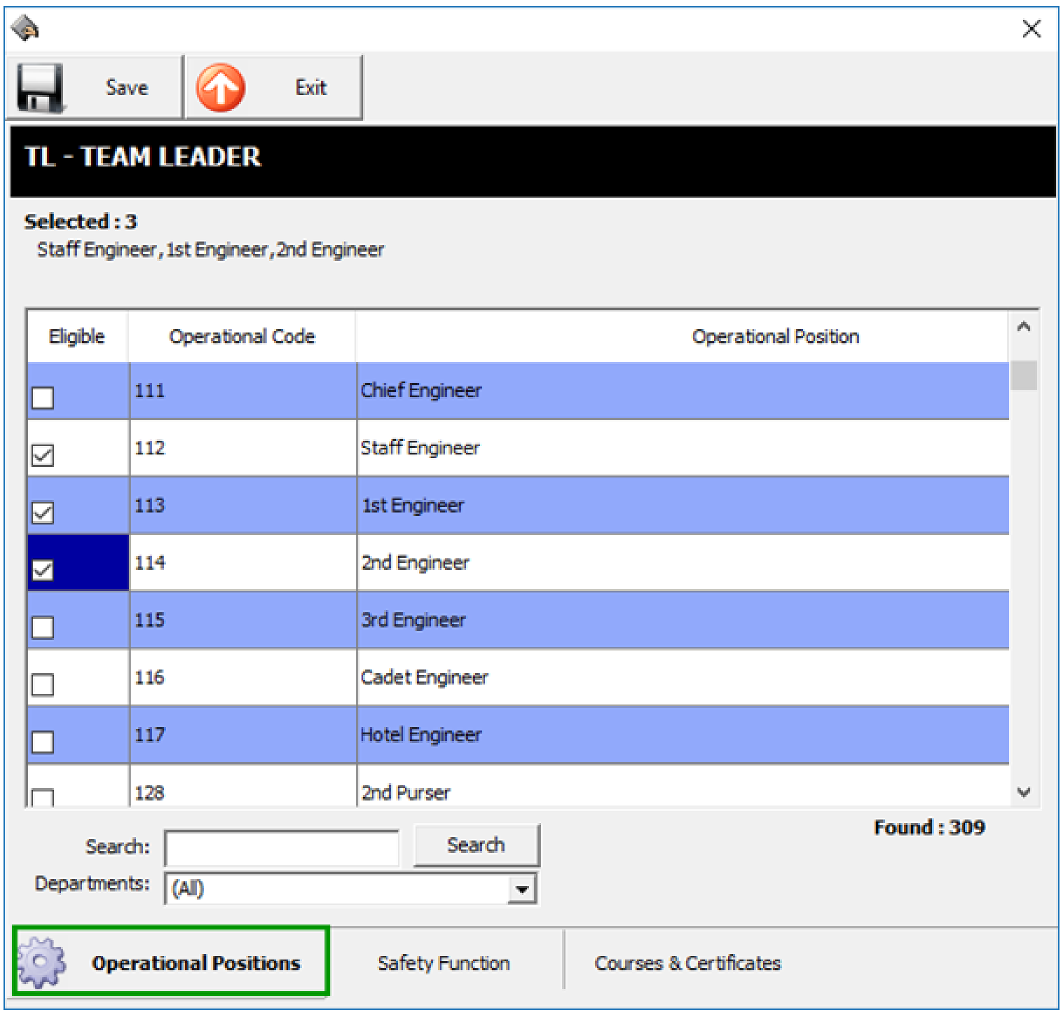
2. Navigate to **IPM Setup** tab and select the **Occurrence Required** and **Safety Department**.
3. Select the **In Port Manning Groups/Functions** then click the **right arrow**.
4. In the **Required** or **% Required of The Group** field, enter the desire value.
5. Use the **Search** function to search for the IPM Group. The search field is case sensitive.

Defining IPM Eligibility

The eligibility of IPM is based on crew members Operational Position, Emergency Functions (Muster List) or Course and Certificates. The selection can either be one or both of these criteria.

1. At the IPM Setup window, **IPM Compliance** section, double-click the **IPM/Safety Role Description** field.
2. Select the eligibility by **Operational Positions, Emergency Functions**or **Course and Certificates** per each IPM Group.

Figure 5-20 IPM Setup Eligibility



- **Operational Positions**- Crew members whose position matches the selected operation position.
- **Safety Function**- Crew members whose safety Number assigned is the same as the selected safety function.
- **Course & Certificates**- Crew members have either completed the selected primary course or selected substitution course AND primary certificate OR selected substitution course.

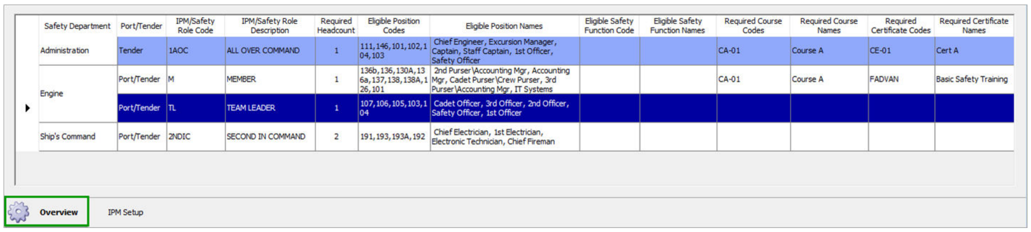
3. When you un-assign the IPM Group from the Safety Department, the system checks if the IPM Group has crew member assigned in the IPM Assignment.
4. If the answer is yes, you will receive a warning message before you are allowed to proceed.
5. When the IPM Group has crew member scheduled, un-assignment of IPM Group from the Safety Department is not allowed.
6. Click **Save** to save the selection, and then click **Exit** to close the window.

Overview of IPM Setup

he eligibility of IPM is based on crewmembers Operational Position, Emergency Functions (Muster List) or Course and Certificates. The selection can either be one or both of these criteria.

This function shows all the required Head Count, Eligible Operational Positions, Emergency Functions, Required Course and Certificate per each Safety Department, IPM Group/Function.

Figure 5-21 IPM Overview Window



Safety Department	Port/Tender	IPM/Safety Role Code	IPM/Safety Role Description	Required Headcount	Eligible Position Codes	Eligible Position Names	Eligible Safety Function Code	Eligible Safety Function Names	Required Course Codes	Required Course Names	Required Certificate Codes	Required Certificate Names
Administration	Tender	1AOC	ALL OVER COMMAND	1	111,146,101,102,104,103	Chief Engineer, Excursion Manager, Captain, Staff Captain, 1st Officer, Safety Officer			CA-01	Course A	CE-01	Cert A
Engine	Port/Tender	M	MEMBER	1	136b,136,130A,136a,137,138,138A,126,101	2nd Purser\Accounting Mgr, Accounting Mgr, Cadet Purser\Crew Purser, 3rd Purser\Accounting Mgr, IT Systems			CA-01	Course A	FADVAN	Basic Safety Training
	Port/Tender	TL	TEAM LEADER	1	107,106,105,103,104	Cadet Officer, 3rd Officer, 2nd Officer, Safety Officer, 1st Officer						
Ship's Command	Port/Tender	2NDIC	SECOND IN COMMAND	2	191,193,193A,192	Chief Electrician, 1st Electrician, Electronic Technician, Chief Fireman						

On this window, the assignment of eligible Operational Positions or Emergency Functions is performed by double-clicking the field name.

IPM Assignment

Other than setting up the IPM, the Safety Officer is require to assign crew onboard based on their eligible criteria to the respective IPM Group. In this function, only crew that are onboard are shown in the IPM Assignment window. Crew that has signed-off will not be listed.

Assigning Crew to IPM Group

1. From the Safety menu, select **IPM Assignment**.
2. In the IPM Assignment window, choose the **Occurrence Required** to display, and then select the **Safety Department** from the drop-down list.

3. The **Operational Department** to display is default to **All**. Choose the department, if required.
4. Select the **Type of Eligibility** to display and/or type of crew to filter from the drop-down list.
5. Check the **Assigned** check-box to assign the selected crew from the grid individually or use the **Select All** to assign all crew shown in the grid.
6. Crew with multiple assignments has additional IPM Code in **Belongs to IPM** column. To view crew with multiple assignment, select Crew with Multiple Assignment from the Filter option.
7. Once a crew is assigned to the IPM Group, the number of crew assigned to the IPM Group then populates into the Compliance Requirements.
8. Some of the IPM Groups could have the same eligible Operational Positions or Emergency Functions and some crewmembers may appear or assign to more than one IPM Group, depending on the Ship's operation.
9. Assignment of a crew to multiple IPM Group is controlled by setting the Parameter, **'Safety', 'InPortManning Enable One Crew Assignment per Group'** to 0. If the Parameter is set to 1, the system prompts a dialog before removing the Crew from previously assign IPM Group.
10. To un-assign the crew from the IPM Group, un-check the **Assigned** check-box and at the message prompt, select **Yes** to confirm.

IPM Scheduling

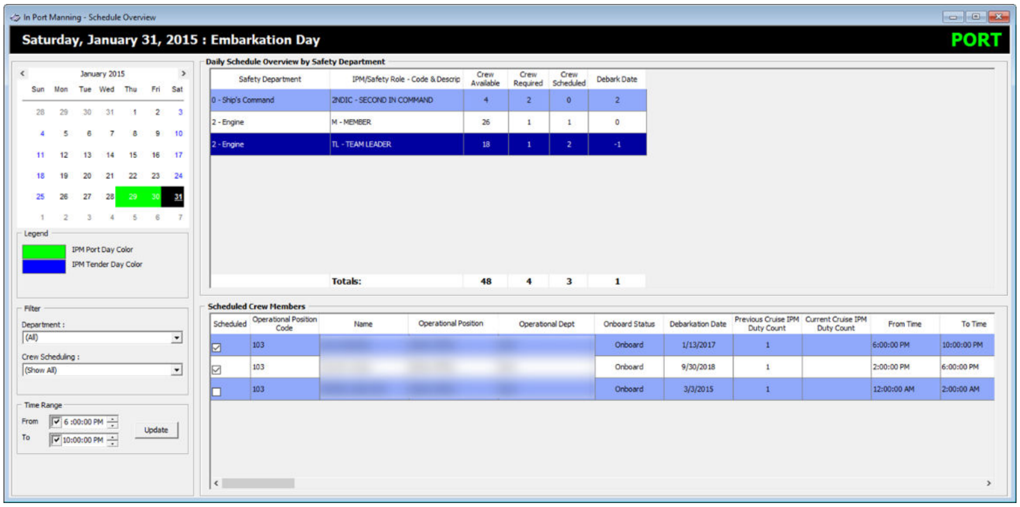
IPM Scheduling Tool allow the Department Head to schedule daily task for crewmembers on duty when at port, based on the set up in IPM Group and IPM Assignment.

In the IPM Scheduling window, the system displays IPM Groups per department based on IPM Port Occurrence setup for that day. See IPM Port Occurrence for more information.

In the Scheduled Crew Members section, the system display the list of crew members according to the respective IPM Assignment and crew embarkation/disembarkation within the system cruise date.

Crew that has IPM duties are not allowed to go ashore. The Gangway Security staffs receives an alert when crew swipes their card at the gangway. This setting is configured in **Administration, Security Alert Setup** using a script. Please consult Oracle Support for more information.

Figure 5-22 IPM Scheduling Window



In the window, only the crew with IPM Assignment is able to view other crew within the same IPM group.

For example:

Crew A, B, C is eligible to IPM Group – Commander Lifeboat. Assign crew A, B to same IPM Group, where crew C is not belong any IPM group. If crew C login, IPM scheduling will not show any available crew for scheduling. If crew C is assigned to IPM group and login, IPM scheduling then shows all available crew that belong to same group of logged in crew.

Scheduling a Crew

1. In the IPM Scheduling window, select the date and the Safety Role from the Daily Schedule Overview by Safety Department.
2. In the Scheduled Crew Members section, check the **Scheduled** checkbox of the crew.
3. In the **Time Range** editor, check the checkbox and adjust the time accordingly, and then click **Update** to populate the new time.

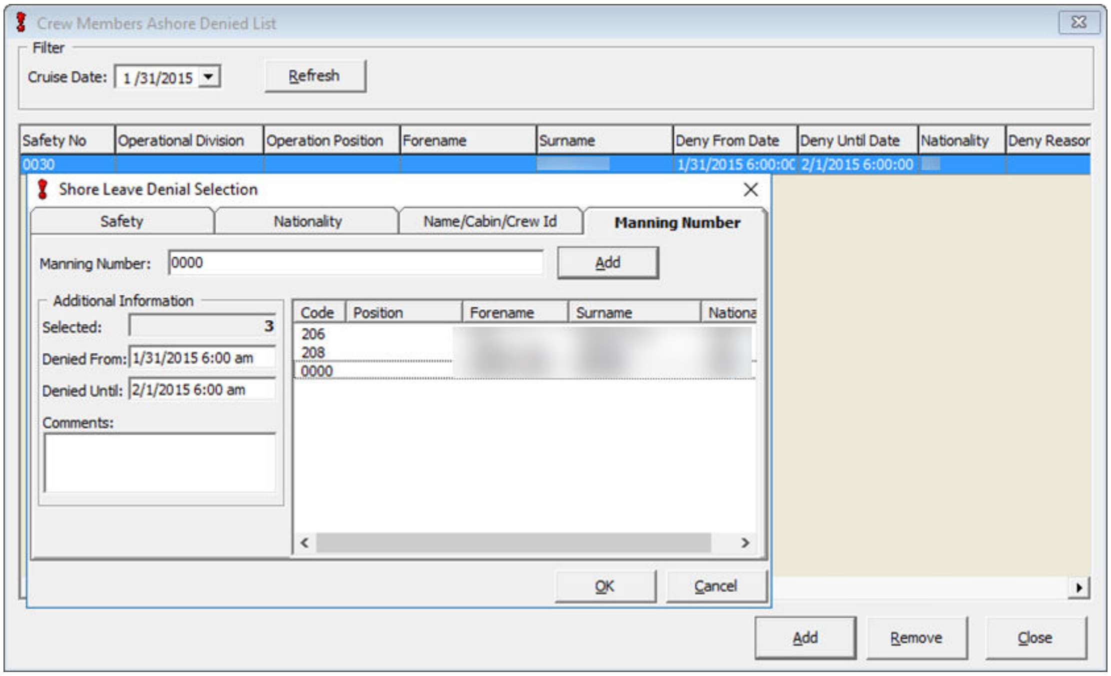
You are allowed to schedule one crew duty in advance over the period of current cruise. If crew member is assigned to more than one IPM groups, only one duty per day is allowed.
If scheduling is performed on the same day as the System Date, the system only allow you to schedule crew members whose status is onboard. This is to prevent accidental assignment to crew members who are already ashore and not able to perform the duty.

All scheduled performed on past cruises is not modifiable.

Ashore Deny List

This function restricts the crew movements by denying them from going ashore, using either by Safety Number, Nationality, Name/Cabin/Crew ID or Manning Number.

Figure 5-23 Crew Ashore Denied List



Denying Crew From Going Ashore

1. From the **Safety Menu**, select **Ashore Deny List** option.
2. Select the **Cruise Date** from the drop-down list and click **Refresh**.
3. Select the tab to add the deny list then enter the search identifier.
4. In the Additional Information section, enter the date to deny from/until and reason in the comments field
5. Click **Add** to add the crew name to the selection grid and then click **OK** to confirm.
6. Denied crew name(s) with its Operational Position, denied From/Until date and Nationality are shown in the grid.
7. To remote the name from the Denied List grid, select the name and then click **Remove**. Use CTRL +- or SHIFT + to remove crew name by batch.
8. At the confirmation prompt, select **Yes** to proceed.
9. Click **Close** to return to the main window.

6 Reports

A set of operational reports are pre-installed with the software, and additional customized reports may be added through the **Administration module, System Setup, Reports Setup.**
Printing a Report

1. From the **Crew** File Menu, select **Reports** option.
2. In the Reports List section ,click the (+) to expand the container, then select the report to print.
3. Navigate to **Print tab**, and select the available **Selection/Criteria**.
4. Select a Printer, Print Range and Copies to print from its respective section, and then click **Print**.
5. To view a report before printing, repeat the above steps and then navigate to **Preview tab**.
6. To export the report, repeat the above steps, and then click **Export**.

Batch Reporting

You can print a set of departmental reports by batch, and these reports are predefined in **Administration module, System Setup, Reports Batch Printing Setup**.

To print the report by batch,

1. Select **Reports Batch Printing** from the Reports options.
2. In the Batch Reports Printing window, select the batch number to print.
3. In the Printer selection section, select the **Printer** and then click **Run**.

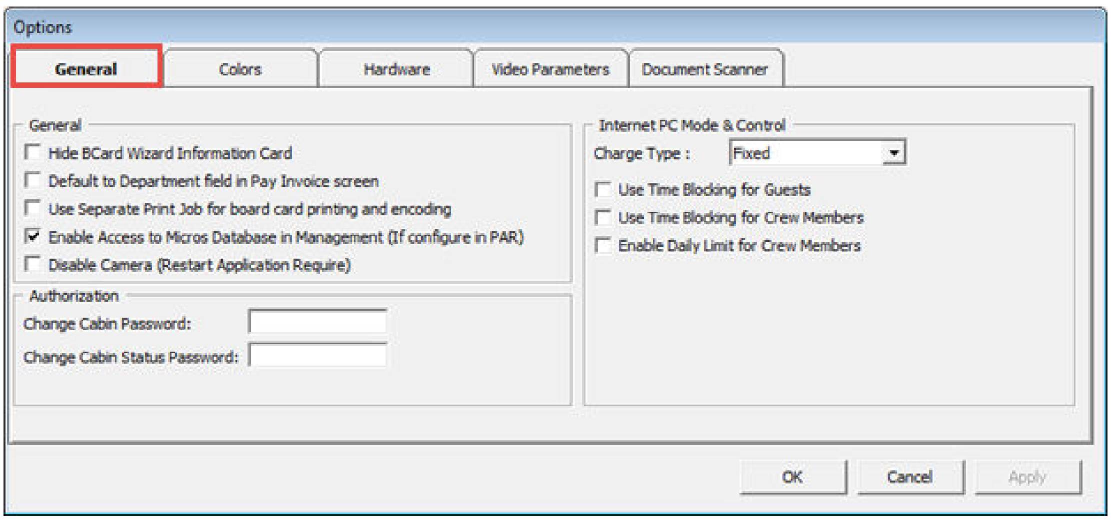
7 Options

The Options Menu is an area where you set up the hardware and devices supported by SPMS, and is accessible from the Crew Main Menu.

General Tab

In the General Tab, the options to switch on/off is determined by checking the respective checkboxes. By default, the checkboxes are un-checked.

Figure 7-1 Options Menu — General Tab



Colors

The Colors tab allows you to define a standard color scheme suitable for your operations. These colors can be easily change by clicking the color bar and then choose the color from the color chart.

Hardware

In the Hardware tab, supported peripherals, printers and devices are configured. The window varies depending on the type of report printer's you select. Please contact Oracle Hospitality Cruise Customer Support for compatible hardware list.

Video Parameters

This section defines the video format, source and type of compression to store in the database.

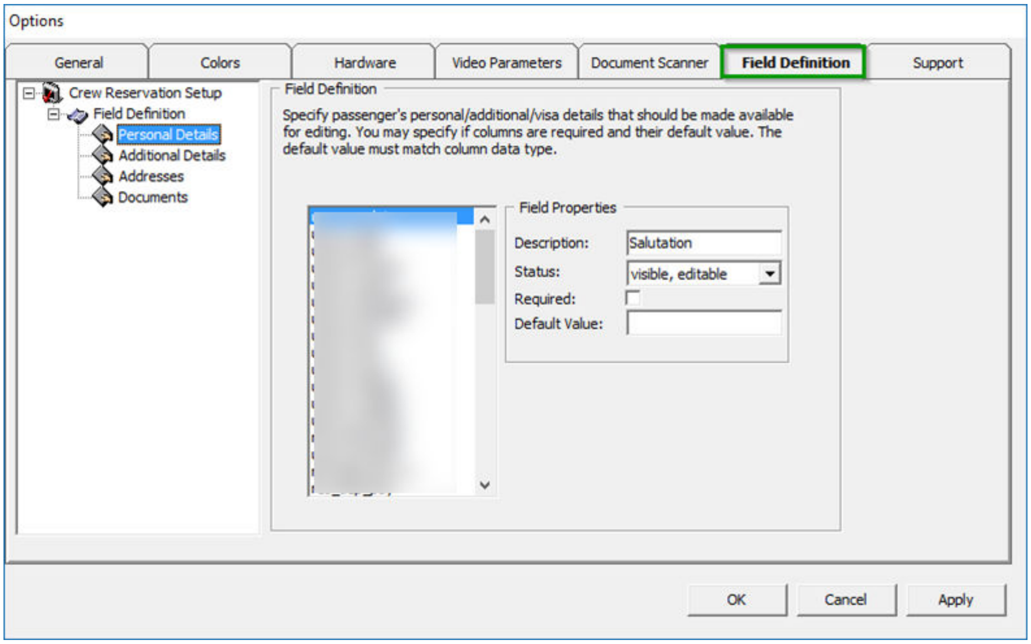
Document Scanner

You can link a scanner for scanning specific forms in this tab. Contact Oracle Hospitality Cruise Customer Support for compatible hardware list.

Field Definition

This section allow you to customize the crew reservation window labels in Crew's personal/additional/visa details tab.

Figure 7-2 Field Definition Tab



8 Security

In the Security menu, function such as User Login, Passenger movement from ship to shore or vice versa, statistic count of passengers on-board or at shore side can be found.

Login

The Login function enable you to logout/login from current session, either using a **Function key (F8)** or select the option from the Security menu.
Change Password

The Change Password function allows password to be reset. You are required to login prior to accessing this function.

1. From the Security Menu, select **Change Password** option.
2. Enter the New Password and Confirm Password and click **Apply**.
3. At the Password successfully changed prompt, click **OK**.

User Logfile

User Logfile records all transactions performed by users by date and time order. This information's are retrievable using the available filters such as by user, type of activities, date, time or workstation. Transaction logs are also printable and exportable to supported file format.

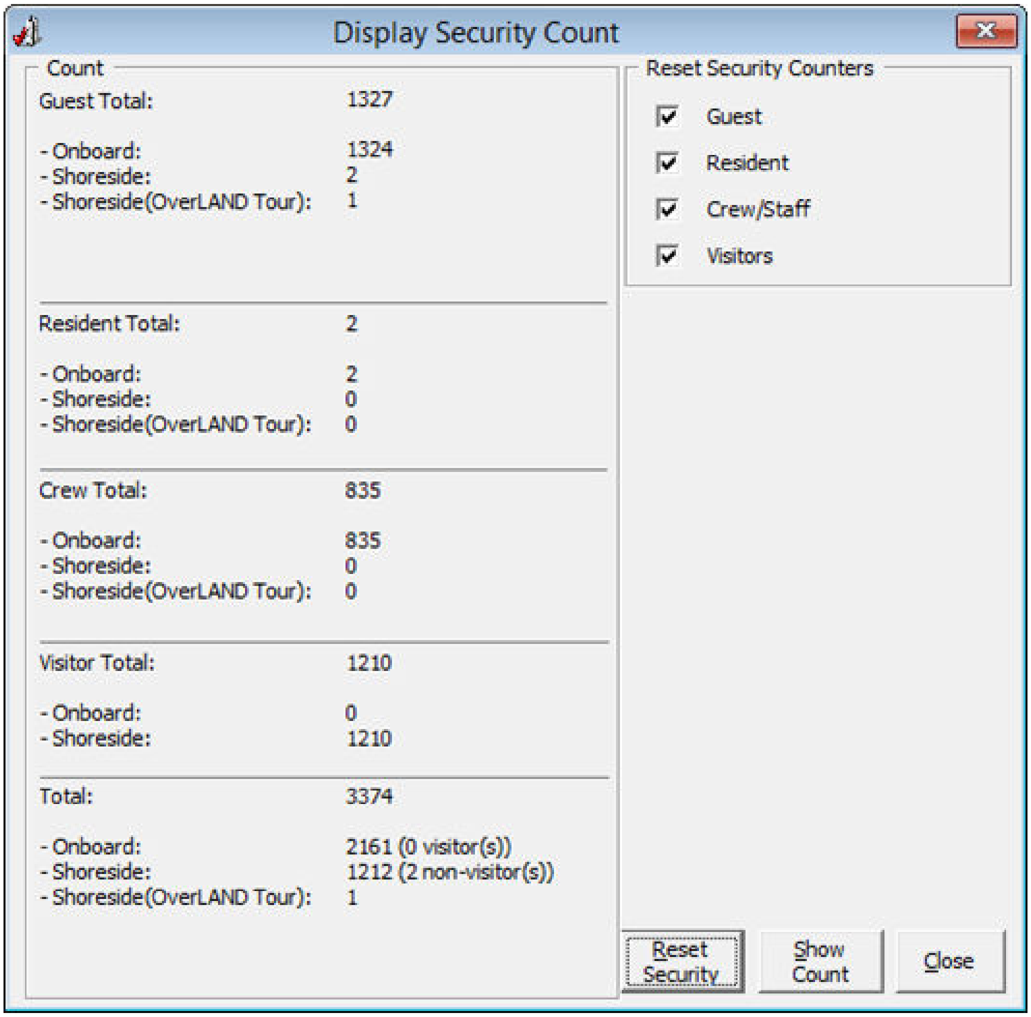
Gangway Logfile

The Gangway Logfile records the gangway movement for all passengers going ashore or coming onboard. Information's are searchable by location, movement directions, type of passengers, date, time, cabin no and name. Retrieved information's are printable or exportable to supported file format.

Count Onboard/Shoreside

The Count Onboard/Shoreside shows the security count of total crews, number of crews onboard or at shoreside, and the count are shown by the type of crews.

Figure 8-1 Count Onboard/Shoreside



To reset the count, click the **Reset Security**. The messages prompt varies on each reset.

Guests/Crew Onboard

The Guest/Crew Onboard lists all crew onboard, with the Last Coming On-Board status being displayed when selecting the crew's name.

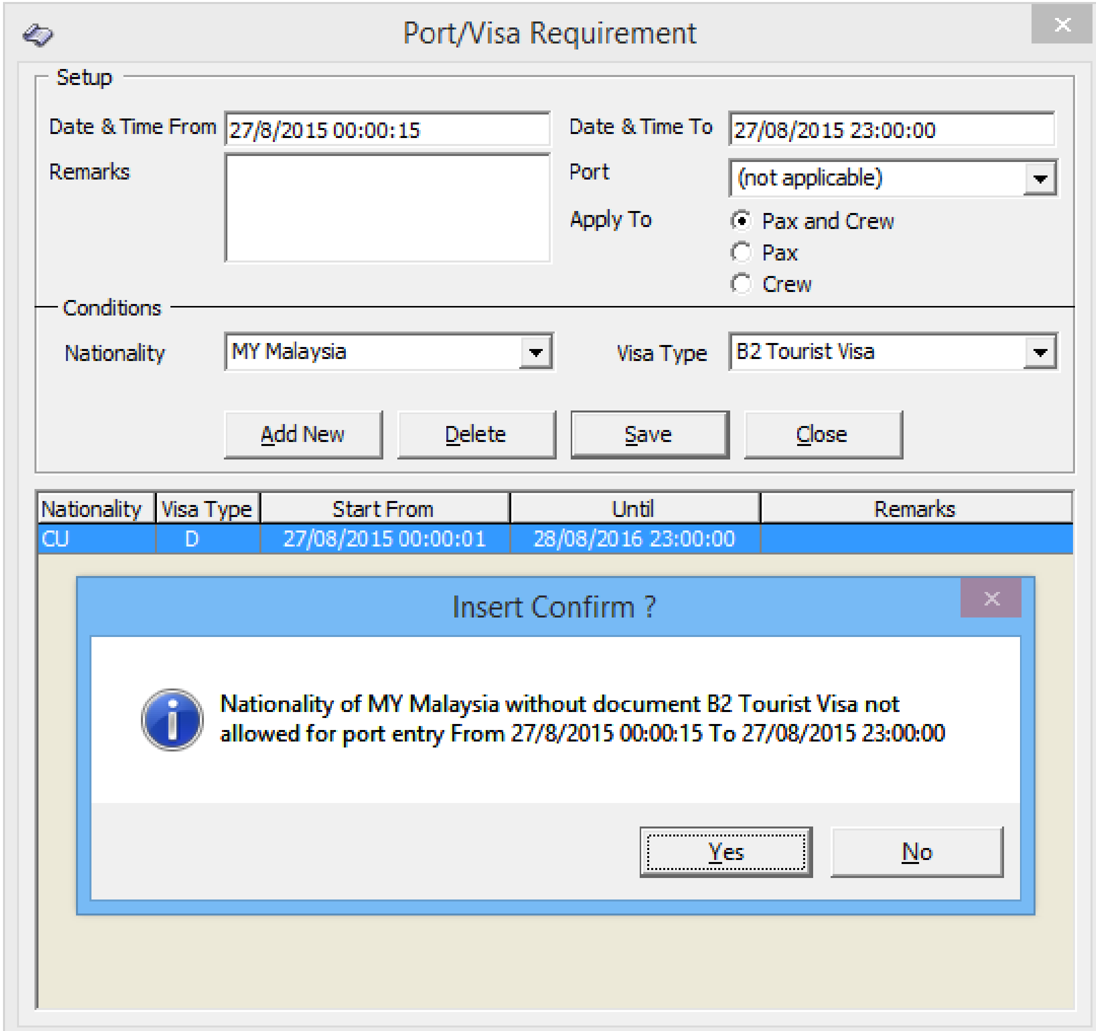
The status of the guest can be change by,

- Clicking the Go Ashore / Go Onboard.
- Clicking the Gangway Log to open the Gangway movement log.

Port/Visa Requirement

You can restrict the crew that has travel restrictions on their travel document from going ashore on port day. Once setup, the system prompts a notification window when a restricted crew passport/travel document is swiped at the Gangway.

Figure 8-2 Port/Visa Requirement



1. From the **Security** menu, select Port/Visa Requirement.
2. Click **Add New**, enter the **Date/Time From/To field**, and select the **Port** from the drop-down list.
3. At the **Conditions Setup** section, select the **Nationality** and **Visa Type** from the drop-down list and click**Save**.
4. At the Insert Confirmation prompt, select **Yes** to confirm, then click **Close** to exit.

9 Appendix A. Parameters

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

Table 9-1 PAR Group Safety

PAR Name	PAR Value	Description
Advance Safety Drill	0 or 1	0 - Standard Safety Drill Handling; 1 - Advance Safety Drill Handling
Course Code for Boat Commander	XXX	Qualifying course for Boat Commander. (XXX=COU_CODE)
Allow Multiple Safety Number Assignment	0 or 1	0 - Do Not Allowed Multiple Safety Number Assignment 1 - Allow
Allow to use special In Port Manning handling	0 or 1	0 - Disallow, 1 - Allow
Auto Set Ashore Denial During Drill Scheduling		Specify duration before a Drill starts that going ashore is denied. Duration in minutes.
Display Valid Courses On Muster List Assignment		Display list of important courses on Muster List Assignment window. PAR_VALUE should contain COU_CODE separated by commas (eg. 331,321)
Operational Position that Receive Message		Crew of certain operational position to receive warning message in Active Muster List when there is expected crew in the muster list
Allow SafetyNo Assignment to Onboard And Expected		0 = both onboard and expected crew per safety number 1 = one crew per safety number at any one time
InPortManning Enable One Crew Assignment per Group	0 or 1	0 = Crew is allowed to be assign to multiple IPM Group 1 = Crew is not allowed to be assigned to multiple IPM Group.

Table 9-2 PAR Group General

PAR Name	PAR Value	Description
Duplicate Safety Number	0, 1, 2 or 3	0 = Prompt for further action 1 = Keep both safety numbers assigned for checked-in crew and embarking crew. 2 – Assign Safety Number to newly embark crew and un-assign checked-in crew. 3 = Remove the safety number from expected crew and maintain safety number for checked-in crew. This option is perform in silent mode