

# Oracle® Hospitality Cruise Shipboard Property Management System Document Return User Guide



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

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Oracle Hospitality Cruise Shipboard Property Management System Document Return User Guide, Release 20.1

F33487-02

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# Preface

The Document Return module records the movement of passenger's passport stored in a temporary repository and ensure that they are returned during disembarkation.

## Audience

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

## Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

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

## Documentation

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

## Revision History

**Table 1 Revision History**

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

# Prerequisites, Supported Systems and Compatibility

This section describes the minimum requirements for the Document return module.

## Prerequisites

- OHC Document Return
- OHC Management

## Supported Operating System

- See Compatibility Matrix at <http://docs.oracle.com/en/industries/hospitality/>.

## 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

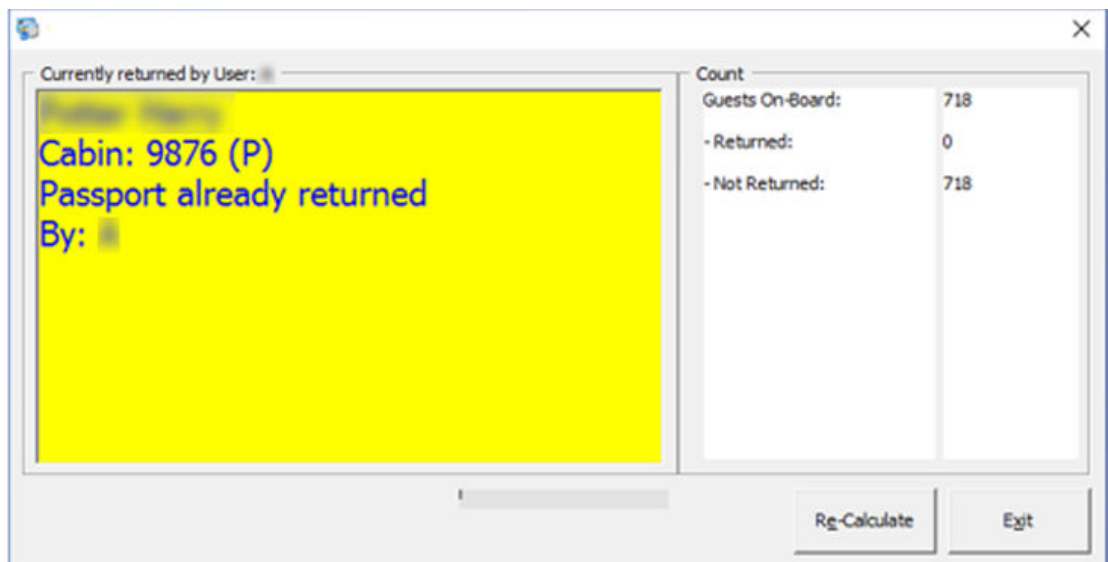
## Document Return Function

This section describes the usage of Document Return module.

### Using Document Return Function

To launch the Document Return module, double-click the shortcut at the **OHC Launch Panel**.

**Figure 1-1 Document Return**



At the Document Return screen, you will see a statistic count of the document returned or withheld. Clicking the **Re-Calculate** button will refresh the statistics.

### Returning Passport Using Card Reader

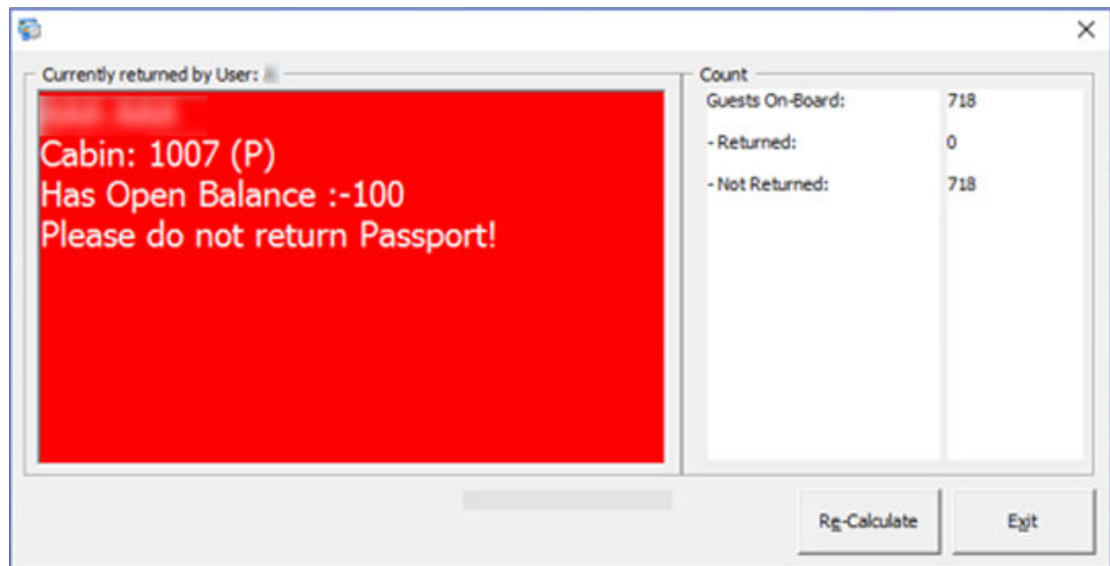
At the end of the cruise, you must return all the passenger's passports during disembarkation.

To do so,

1. Obtain the passenger's cabin number and retrieve the passport from the passport repository.
2. Login to the **Document Return** module.
3. Swipe the guest board card through the card reader once to update the system that you have returned the Passport.
4. Swiping the passenger board card again will set the document status to '**Passport already returned**'.



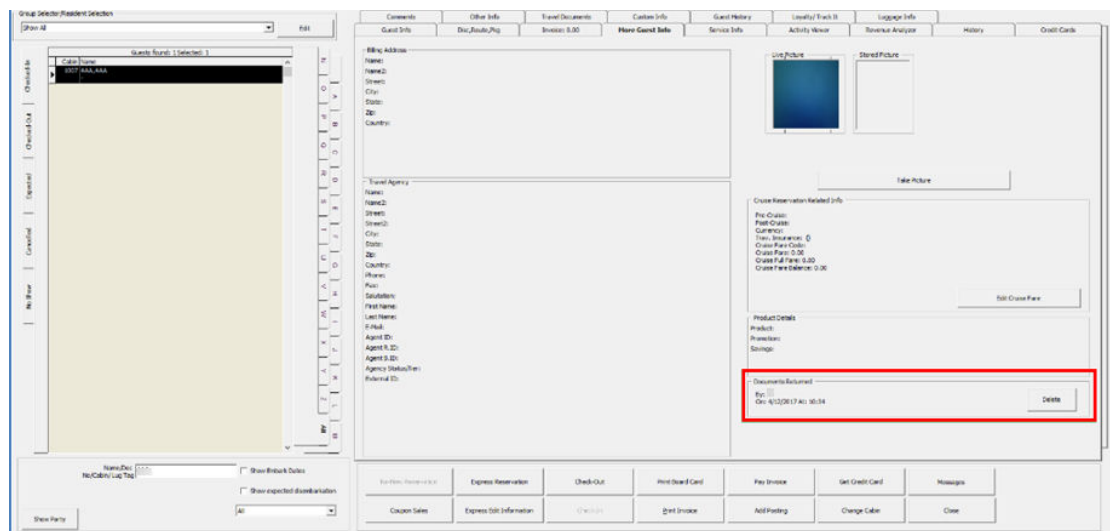
Figure 1-3 Open Balance Warning



### Viewing Passenger Document Status

You can also view and reset the document return status from the guest account in Management module.

Figure 1-4 Document Status In Management Module



1. In the **Management** module, navigate to **Cashier, Guest** function.
2. Swipe the passenger board card or look up the guest account by name/cabin number.
3. Select the account from the guest list and navigate to **More Guest Info** tab.
4. The document status is shown in the Document Return section.



5. To reset the status to not returned, click **Delete**.

# 2

## User Security Group

Below are the user security access for Document Return function in Management module. The security privileges are assign in the **User Security** module

**Table 2-1 Document Return User Access Rights**

Security Reference No	Description
3281	Return Document
3282	Delete Document Returned Info

# A

## Appendix

This section list the Parameters available to the Document Return module. They can be access them from **Administration** module, *System Setup, Parameter*.

**Table A-1 PAR Group General**

PAR Name	PAR Value	Description
Doc Return Display Open Balance	0, 1	Displays the Open Balance in Document Return 0 - No Balance Checking 1 - Balance Check
Doc Return Open Balance Check	0, 1	Check Open Balance in Document Return 0 - No Balance Check 1 - Balance Check