Oracle® Hospitality Cruise Shipboard Property Management System
Housekeeping User Guide

ORACLE®

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Preface

The Housekeeping module is a program that manages the daily cleaning and maintenance task of the passengers' cabins, staterooms and public area on a cruise ship. Apart from managing the cleaning task, it also allow you to schedule future preventative maintenance.

Audience

This document is intended for Ship's System Administrator and/or Application Specialists 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 Housekeeping Module.

Prerequisites

- Administration.exe
- Housekeeping.exe
- Maintenance.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

System Configuration

The Housekeeping module has two (2) handling modes, Generic (Non-Ferry Operation) and a Ferry Operation. The setup varies between modes and is control by the **Parameter group, Ferry, Enable Ferry Operation**. The following Configuration is a generic setup.

Housekeeping Section Setup

The cabins of the ship would have been set-up during the initial configuration. See *Stateroom Setup* in *Administration User Guide*, for more information on how to set-up a cabin. In view of the ship's capacity, a Housekeeping Section is use to identify the cabin and public location.

Figure 1-1   Housekeeping Section Setup
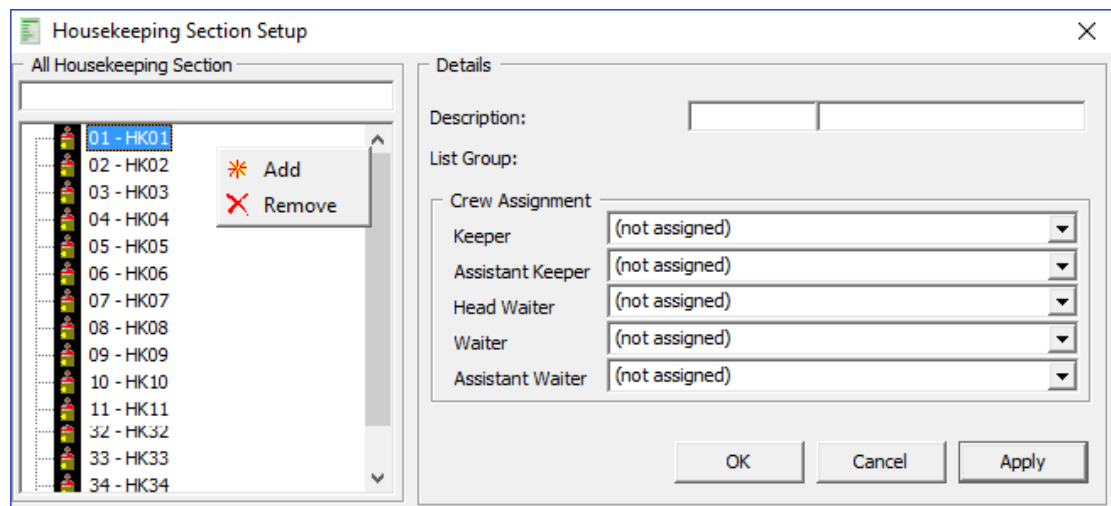
1. Login to the Administration Module, select Administration, Stateroom Setup, Stateroom.

2. In the Cabin Setup window, click the **Edit** button besides Sections.

3. In the Housekeeping Section Setup window, right-click the blank space, then select **Add New**.

4. Enter a **Code** and **Description** in the fields provided.

5. Select the **Keeper, Assistant Keeper, Head Waiter, Waiter,** and **Assistant Waiter** from the drop-down list.

6. Click **Apply** to save the Housekeeping Section.

Figure 1-2   Assigning Housekeeping Section to Cabin
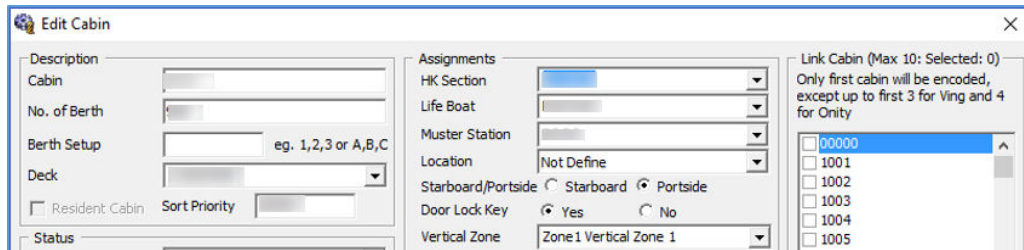
1. Select a cabin from the Cabin Setup form and then click **Edit**.

2. In the Assignments section, select the **HK Section** from the drop-down list, and then click **OK** to save.

3. To delete the housekeeping section, right-click and select **Remove**.

Public Location Setup

The Public Location is set-up to ease the Housekeeping and Maintenance staff in identifying the location of the task assigned.

Figure 1-3   Public Locations Setup
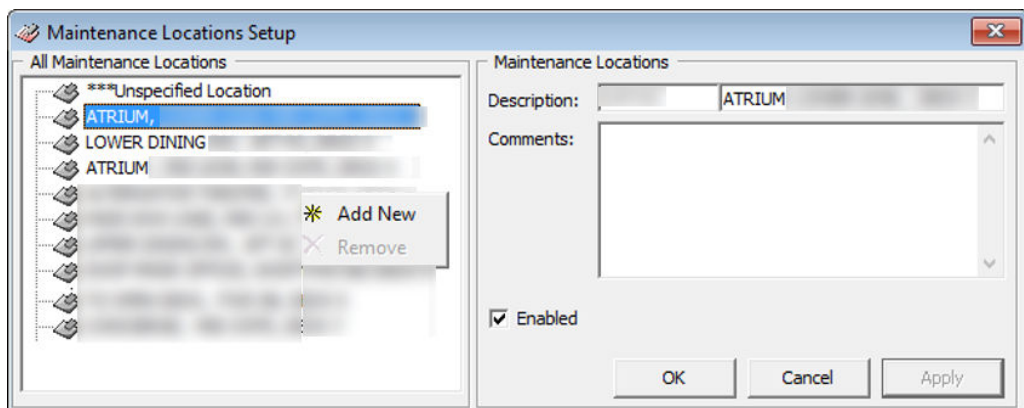
1. From the Administration Setup menu, select **Maintenance Setup**, then **Locations**.

2. Right-click and select **Add New**.

3. Enter a short code, description and additional comment(s).

4. The newly added public location is enable by default. To disable the item, de-select the checkbox under **Enabled**.

5. Click **Apply** to save the Public Location.

6. To remove, right-click the code and select **Remove**.

2

Setup

General Setup

The Setup section for the Housekeeping module is comprised of General Setup, Housekeeping Section, Overview by Cabin, Location and Voyage, Status and Maintenance Alerts. Within the General Setup, there are configurations for Housekeeping Status, Task Type, Cleaning Task and Grouping of Tasks.

Figure 2-1   General Setup
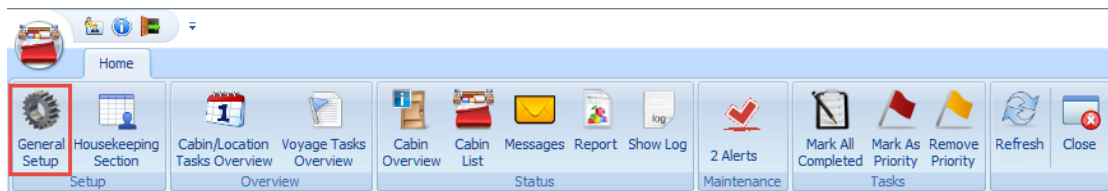
Housekeeping Status

The Housekeeping Status is an indicator of the cabin clean status. Below are the default housekeeping statuses. You may add an additional status depending on the operational requirement using the following steps.

- **VD:** Vacant Dirty
- **VC:** Vacant Clean
- **OD:** Occupied Dirty
- **OC:** Occupied Clean

Figure 2-2   Housekeeping Status Setup

Status Code	Description	Cleaning State Color	Enabled
FA	Verified Failed		Yes
HD	Half Dirty		Yes
OC	Occupied Clean		Yes
OD	Occupied Dirty		Yes
OD-SUI	Occupied Dirty Service Suite		Yes
PU	PickUp Required		Yes
VC	Vacant Clean		Yes
VD	Vacant Dirty		Yes
VD-SUI	Vacant Dirty Service Suite		Yes
VF	Verified		Yes

Adding Housekeeping Status

1. In the Home tab, select **General Setup** and then the **Housekeeping Status tab**.

2. Select **Add** from the ribbon bar.

3. In the New Housekeeping Status window, enter the code, comment and choose a color that represents the status from the color palette.

4. The newly added code is **Enabled** by default. Deselecting the checkbox disables the code.

5. Click **Save** to save the status.

Editing Housekeeping Status

To change the status description or color, either double-click the record or click **Edit** on the ribbon bar to open the Edit Housekeeping Status window.
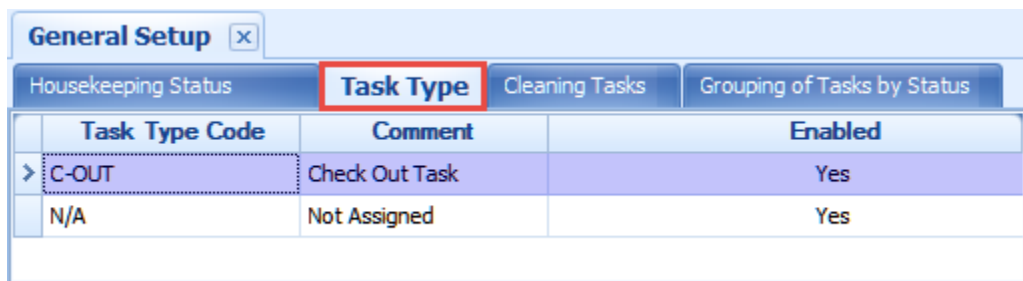
Disabling Housekeeping Status

To disable a status that you no longer need, select the status and click **Delete**. Deleting a default status is not allowed. This process only disables the status and does not remove it from the Housekeeping status grid.

Task Type

The Task Type is a cleaning task assignment, where the task type code is shown in the Cabin Task Overview task box.

Figure 2-3   Task Type Setup
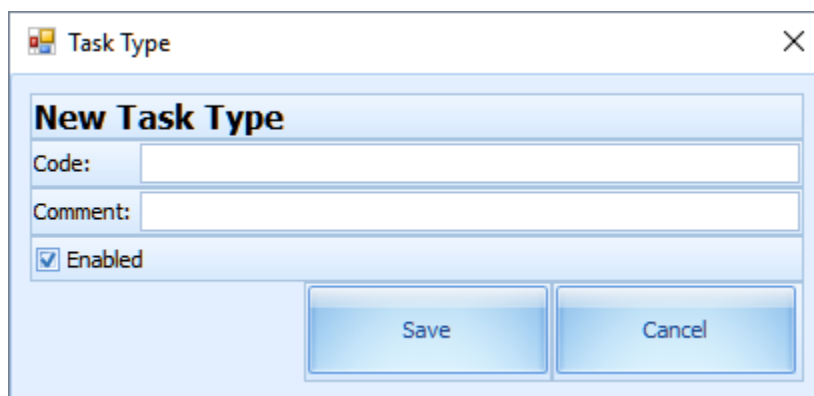
Adding Housekeeping Task Type

1. From the General Setup window, navigate to the **Task Type** tab.
2. Click **Add**.

Figure 2-4   Add Housekeeping Task Type

3. Enter a **Code** in the code field and the description or additional comment in the **Comment** field.
4. The newly added task type is enable default. Deselecting the **Enabled** check mark will disable the task.
5. Click **Save** to save the housekeeping task type.

Editing Housekeeping Task Type

To change the Task Type, double-click the record or click the **Edit** on the ribbon bar.

Disabling Housekeeping Task Type

To disable the Task Type, select the record and click **Delete**.
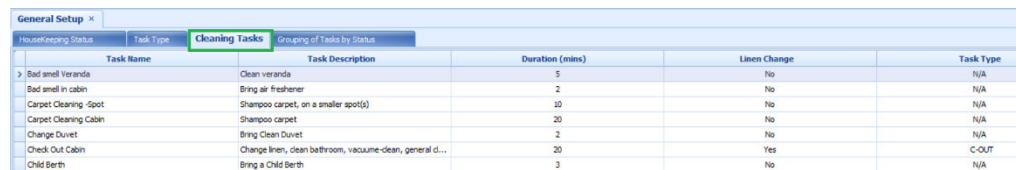
> **Note:**
>
> The task type "C-OUT and "N/A" are default task types and you are not allowed to disable them. The system prompts a warning message "This is a default code and cannot be deleted".

TIP: Task type "C-OUT" normally ties to a check out cabin (VD status) and indicates that the cabin needs a linen change; Task type "N/A" indicates there is a need for a linen change for a cabin (OD status) and is not labeled as C-OUT in the cabin task box.

Cleaning Tasks

The Cleaning Tasks is a task code used by management to manage the assignment of duties and chores to the housekeeper.

Figure 2-5   Cleaning Tasks Setup
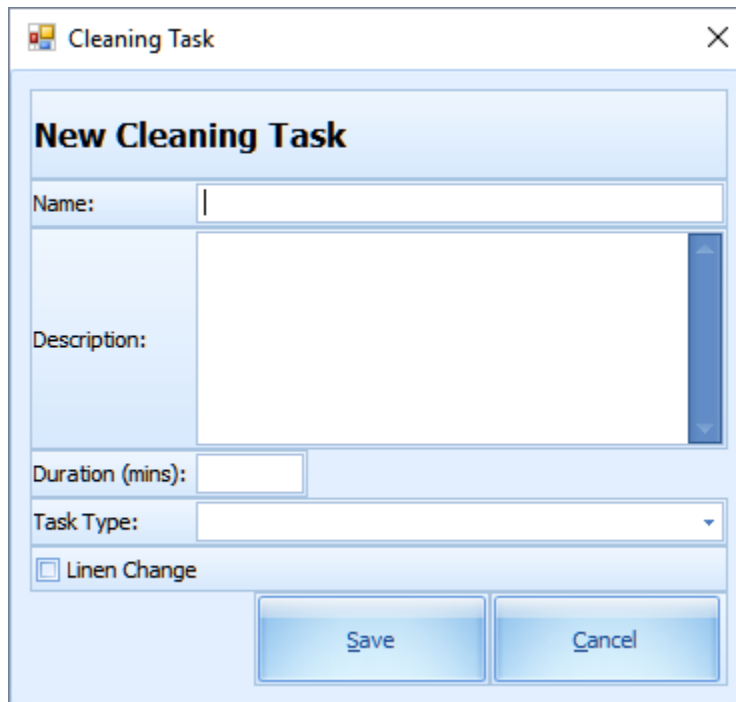
Adding Housekeeping Cleaning Tasks

1. In **General Setup**, navigate to the **Cleaning Task** tab.

2. Click the **Add** button on the ribbon bar to open a New Cleaning Task window.

Figure 2-6   Add Housekeeping Cleaning Task

3. Enter a **task name**, a **description** describing the task and **duration** involved.

4. Click the **Task Type** drop-down menu to select a cleaning task:

   - Task type "C-OUT" for "Checked Out Cabin". This is used when the cabin requires a linen change on a specified day. The C-OUT status is indicated in the cabin bubble on day checked out.

   - Task type "N/A" for "CO-Linen Change". This is used when the cabin requires a linen change on a specific date. The C-OUT status will not indicate in the cabin bubble and such service is usually for cabins that are still occupied by the guest.

5. Check the **Linen Change** checkbox if you wish to generate a task for linen change.

6. Click **Save** to save.

Editing Housekeeping Cleaning Tasks

To change the cleaning task, either double-click the record or click **Edit** on the ribbon bar.

Deleting Housekeeping Cleaning Tasks

To remove the cleaning task, select the record, click **Delete**,and then click **Yes** on the dialog box.

Grouping of Tasks by Status

This feature enables you to group specific tasks by status. The grouped tasks will display in each of the cabin windows in Cabin Task Overview.

Figure 2-7   Grouping of Tasks by Status Setup

Adding Grouping of Tasks by Status

1.   In **General Setup**, click the **Grouping of Tasks by Status** tab.

2.   Click **Add** on the ribbon bar.

Figure 2-8   Add Housekeeping Grouping of Tasks by Status

3.   In the Grouping of Task by Housekeeping Status window, select

     a.   A cleaning status from the **Housekeeping Status** drop-down list.

     b.   A cleaning task from the **Select Task** drop-down list and enter a comment in the **Comments** field.

4. Click the **Add/Update Task** to insert the cleaning task into the grid.

5. Repeat step 3 to add more cleaning tasks

6. Click **Save** to save the grouping of tasks by status.

Editing Grouping of Tasks by Status

To update the task in one of the groups, double-click the task, update the information and then click **Save**. You may also click **Edit** on the ribbon bar.

Deleting Grouping of Tasks by Status

Before you are allowed to delete the task group entirely, you must first remove the cleaning task individually.

1. Select the cleaning task.

2. Click **Delete**.

3. Click **Yes** at the delete dialog prompt.

Figure 2-9   Delete Cleaning Task for a Cleaning Status
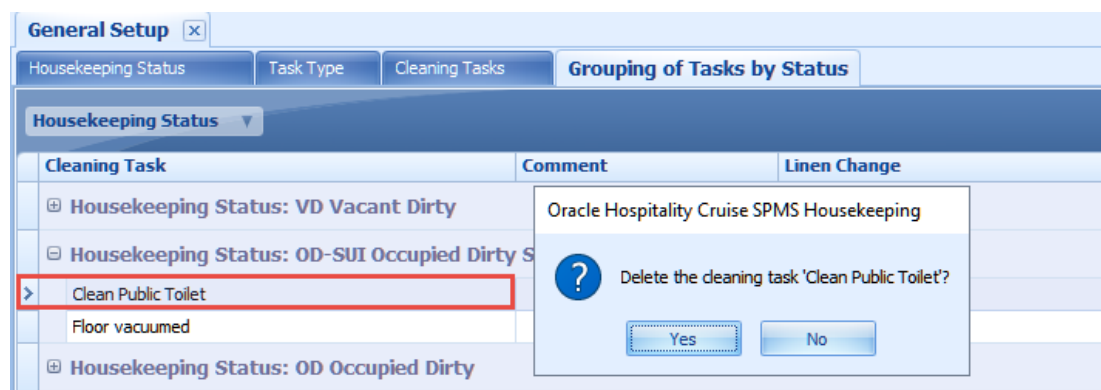
Housekeeping Section Setup

The Housekeeping Section Setup enables you to group a number of cabins or public locations into a Housekeeping section. There are two (2) sections to set up, Cabin and Public Location. The steps to set up the Housekeeping section for both types is identical.

Figure 2-10   Housekeeping Section Setup
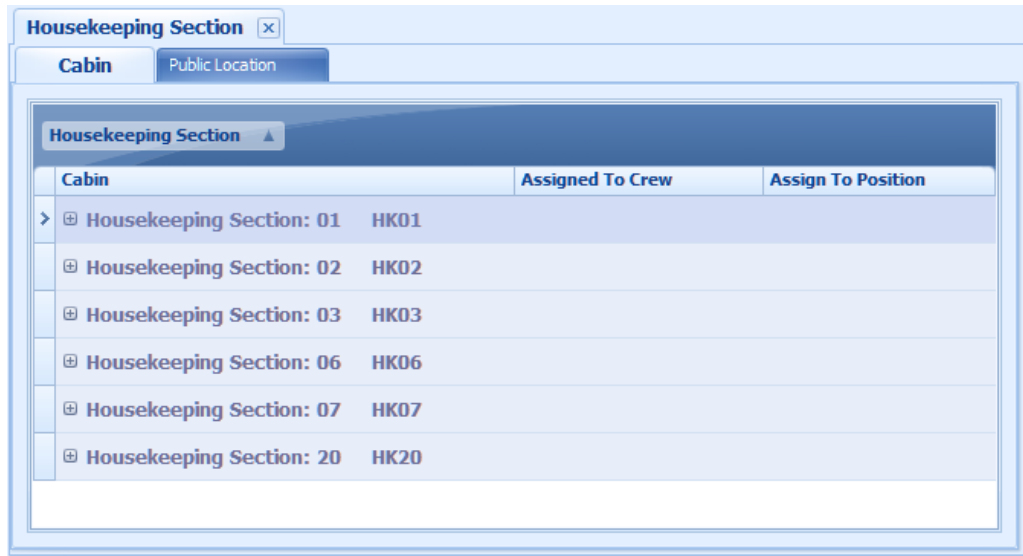
Setting up Location

1. From the **Home** tab, click the **Housekeeping Section Setup** and navigate to the **Cabin** tab.

2. On the menu ribbon bar, select **Add**. This opens a New Housekeeping Assignment window.

Figure 2-11   Housekeeping Section by Cabin Setup
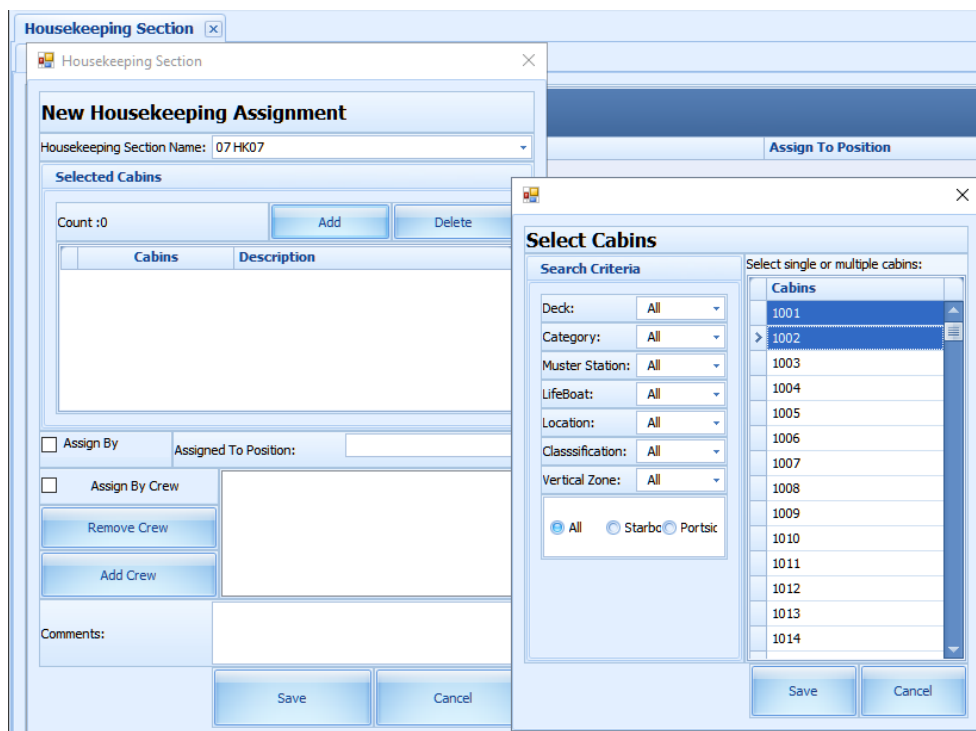
3. At the **Housekeeping Section Name**, select a section from the drop-down list and press **Tab** to continue.

4. Click **Add** and select the cabin from the **Select Cabins** window using the **Search Criteria** feature to filter your search.

Figure 2-12   Add Cabin to the Housekeeping Section
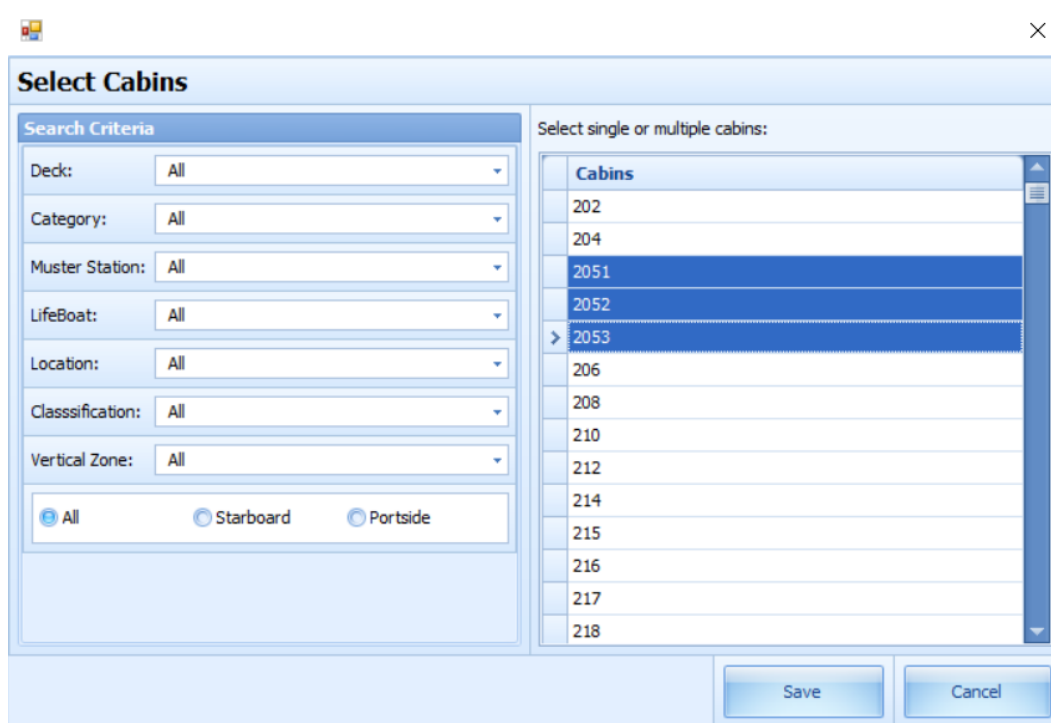
5. Select the cabin number and then click **Save**. Multiple selections are allowed.

6. If the selected cabin is assigned to another section, an alert message will be displayed, indicating the cabin will not be added. Click **OK** to add the non-conflicting cabins.

Figure 2-13   Alert Message of Add Cabin to the Housekeeping Section
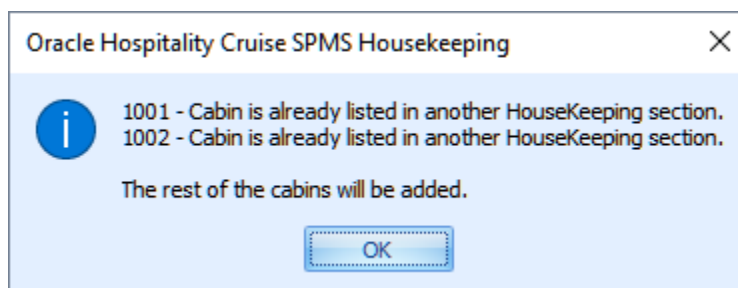
7. You can assign the selected section by crew position or individual crew member.

   • To assign by crew position, check the **Assign By Position** checkbox and select the position from the **Assigned To Position** drop-down list.

Figure 2-14   Assign by Position
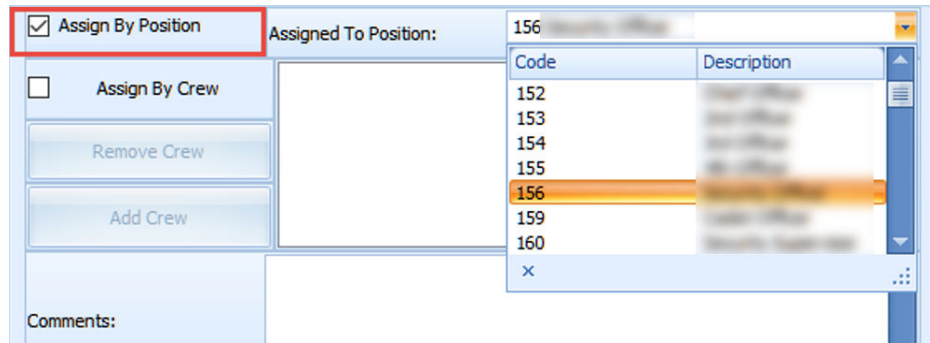
- To assign by crewmember, check the **Assign By Crew** checkbox and click **Add Crew**. You can use the **Search Criteria** to search for a crew member. Select single or multiple crews from the grid and click **Save** to continue.

Figure 2-15   Assign by Crew
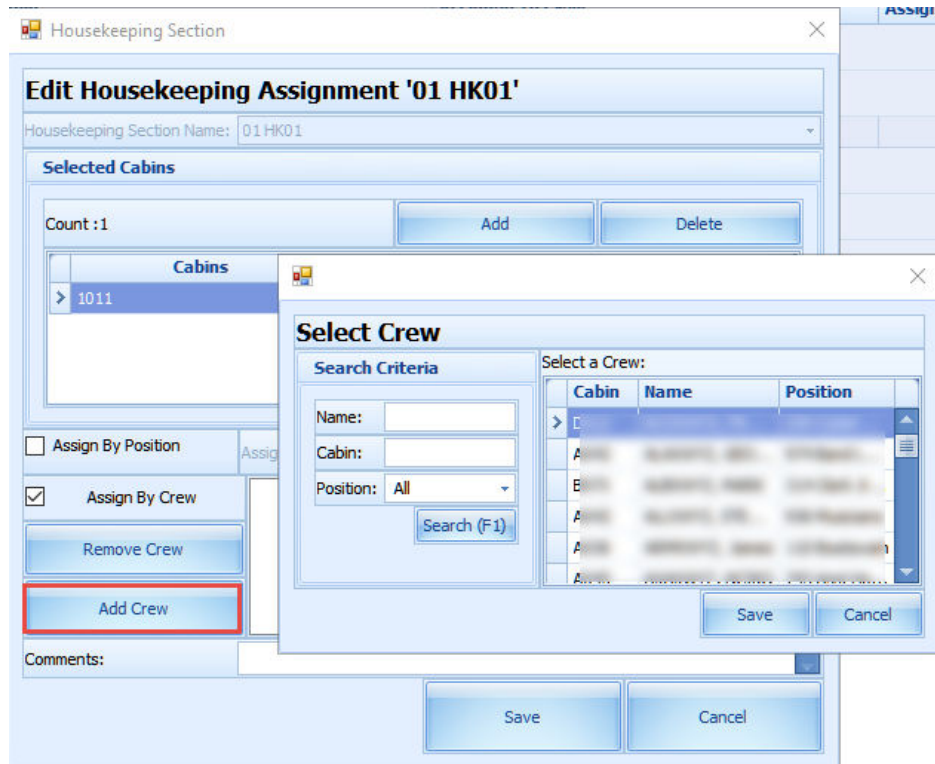
8. The selected crew is added to the **Assign By Crew** field.

9. Enter comments in the Comments text box and click **Save** to save the Housekeeping Section assignment.

10. To remove a crew from the crew list, select the crew name and click **Remove Crew**.

11. In the Cabin tab, the **Assigned To Crew** column lists all the crew assigned in the section, while the **Assign To Position** column lists all the crew positions belonging to the section.

Figure 2-16   Housekeeping Section for Cabin Overview

3

Tasks Overview

The Cabin/Location Task Overview not only provides a view of the overall cabin status, it also allows you to update the cabin clean status and the task status. It comprises the following tabs: Cabins, Public Locations, Cabin Linen Forecast and Maintenance Work Orders, with the Cabins tab being the main tab. In this window, you can search for a cabin by task status, housekeeping status, housekeeping section, deck and the total counts.

Figure 3-1　Cabin Tasks Overview
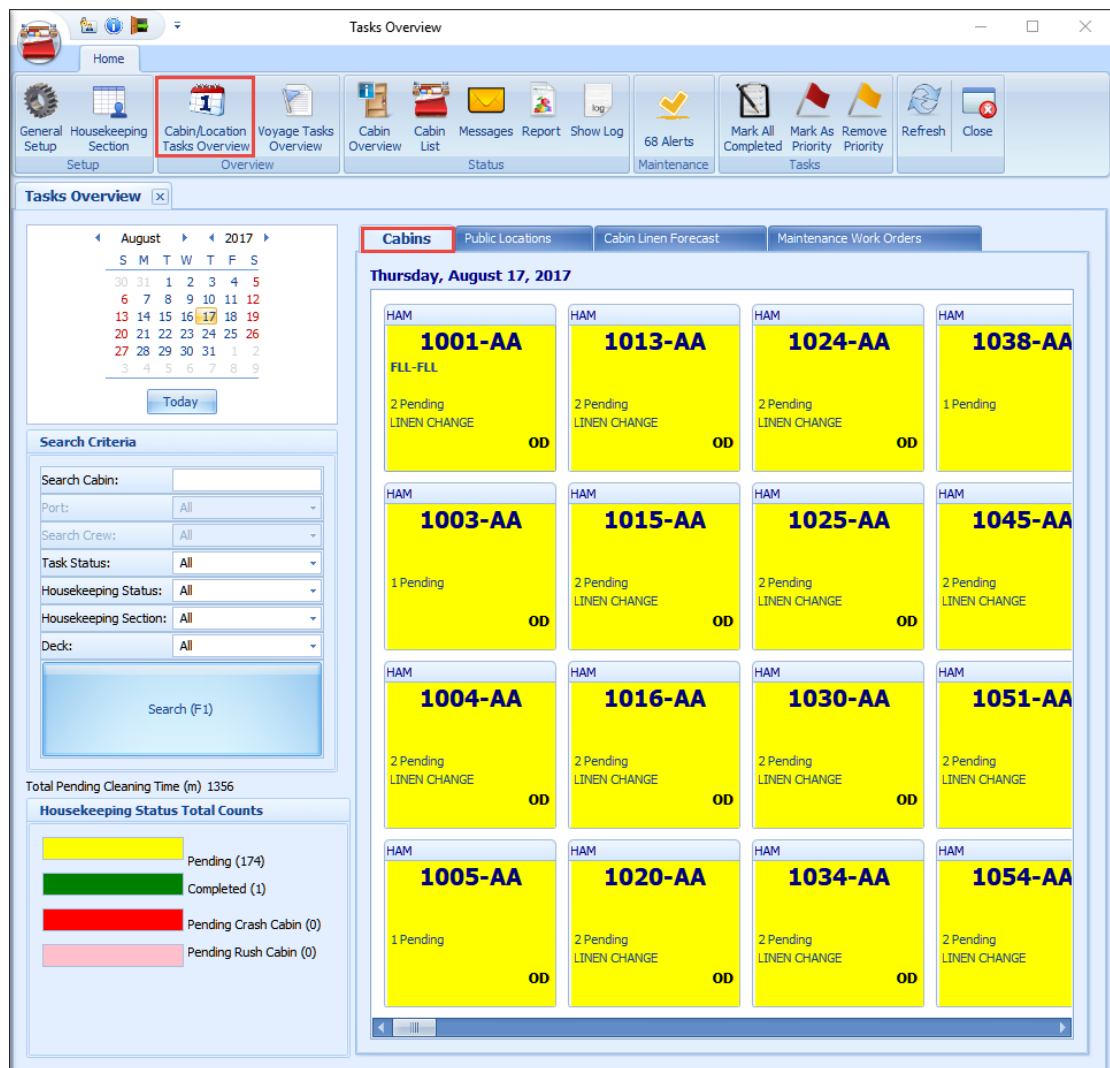
Above the Housekeeping Status Total Counts section, the Total Pending Cleaning Time (m) sums up all the pending task durations based on the search criteria and time shown in minutes.

In the Cabins tab, the cabins are shown in the grid layout with their status and number of pending tasks. See the below table for an explanation of the fields.

Figure 3-2   Pending Cabin Task
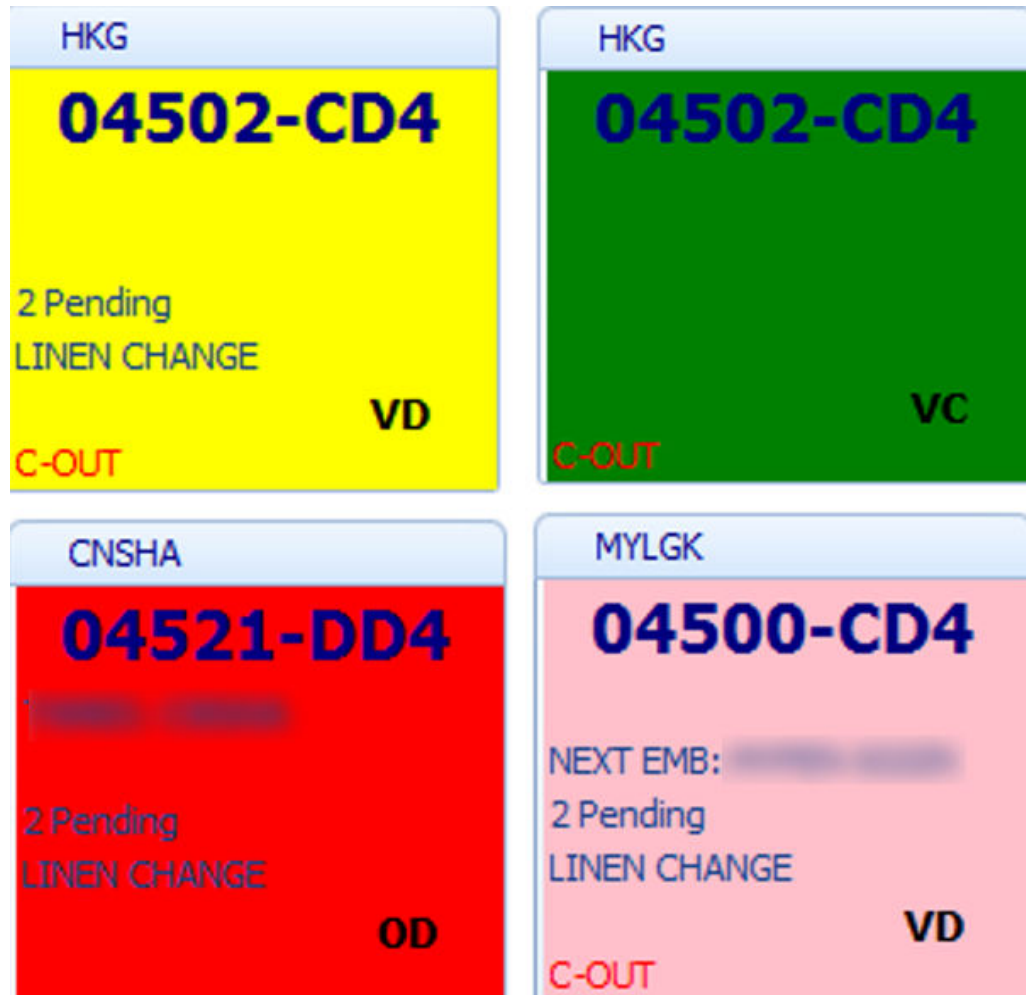
Table 3-1   Pending Cabin Task Labels Definition

Label	Definition
Yellow	Cabin with pending task.
Red	Crash Cabin
Pink	Rush Cabin
Green	Cabin with completed task.
HKG	Indicates the port code where the tasks is generated, based on the arrival port setup in Cruise Setup.
04502-CD2	Indicates the cabin number followed by the cabin category code.
NEXT EMB: MYPEN-SGSIN	Indicates the next embarkation port and disembarkation port for the expected check-in guest

Table 3-1   (Cont.) Pending Cabin Task Labels Definition

Label	Definition
2 Pending	Indicates the number of pending task for the cabin.
LINEN CHANGE	Indicates the cabin requires a linen change
VD	Indicates the cabin housekeeping status. **VD** for Vacant Dirty and **OD** for Occupied Dirty.
C-OUT	Indicates the passenger has checked-out from the cabin.

The system generates the cabin/location and pending tasks during system date change or when the passenger checks out from the cabin. Below are the change triggers.

System Date Change

- Tasks created behind the scenes during system date change.

- The system look for occupied cabins with OD status and creates the tasks (first port of the new day) for these cabins, based on the value set in parameter 'X day to Change Linen' and 'X day Before Check-Out To Skip Linen Change'.

- Cabins that are in VD status and have pending tasks are carried over to the new system date (first port of the new date) until they are cleaned.

- The system checks for cabins that are expected to check out on the new system date. It creates the checkout tasks for the cabin on the checkout port.

Movement in Cabin

The tasks are created when there is a check in, check out or cabin change. This only works when the parameter **"Ferry","Enable Ferry Operation"** is set to **enabled**;-

- Upon guest check-in, the cabin status changes from VC to OD

- Upon check-out and when the parameter "**Bypass Change of Cabin Clean State Upon Check-Out**" is enabled, the status changes from

  – OC, VC => VC

  – OD,VD => VD

- With parameter "Bypass Change of Cabin Clean State Upon Check-Out" disabled, the status changes from

  – OC,OD,VC,VD =>VD

In the event of a cabin change, the system considers the cabin on the day before as checkout and the new cabin as check-in. In such circumstances, the system changes the earlier cabin status to VD and creates the corresponding tasks under VD status. The new cabin status will then change from VC to OC and task under OC status created.

Cabin Task Overview

Apart from the system-generated task, additional tasks may be added to the cabin from the Cabins Overview window using the following steps.

1. At the Home tab, click the **Cabin/Location Tasks Overview**.

2. Double-clicking the cabin box opens the cabin detail window. You can insert a comment, edit the status or assign the task to a housekeeper using an inline edit feature by highlighting the task and selecting it from the drop-down list.

Figure 3-3   Cabin's Task Details
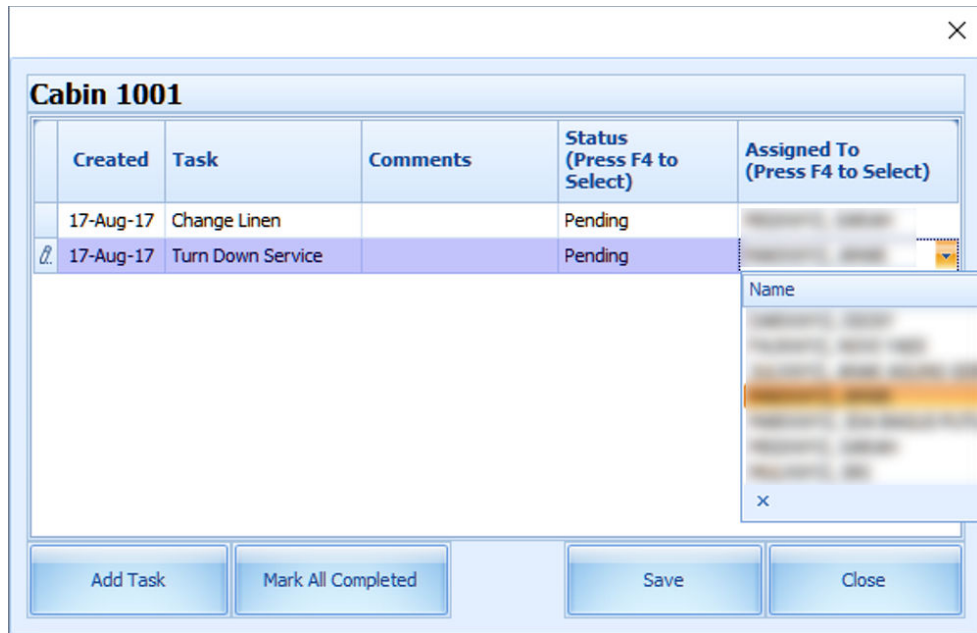
3. Click **Add Task** and fill in the Add Task form, and click **Save**.

Figure 3-4   Add Cabin Task
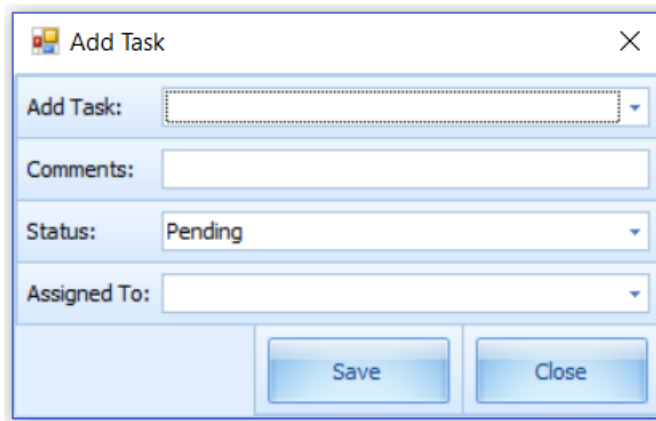
4. If the housekeeper has finished all assigned tasks for a cabin and instead of updating the task individually, they can click the **Mark All Completed** to set all tasks as complete.

> **✎ Note:**
>
> If the logged in user is not associated to a crew ID or linked to User Security rights and attempts to mark the task as complete, the system returns a warning message 'Task updates have failed, please check the log activity entries for error'.

5. Once all the pending tasks for the cabin are marked as complete, the selected cabin color changes from **Yellow** to **Green**, with all the task status flags as **Completed**.

Figure 3-5   Completed Cabin Task

6. The system also allows you to mark all task as complete by selecting the cabin and then clicking the **Mark All Completed option** on the ribbon bar.

Crash Cabin Tasks

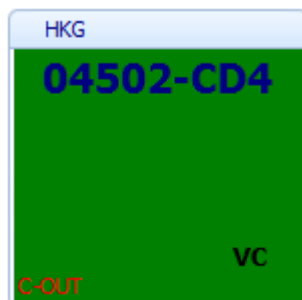The Crash cabin task is populated when the cabin has both expected checkout and expected check-in guest at the same port. This is to alert the housekeeper that the cabin needs immediate attention as soon as the guest checks out.

Rush Cabin Tasks

Rush cabin is generated when the following criteria is met:

1. When the cabin has a passenger checking out at a current port and another checking in at the next port on the same day.

2. Checkout on day 1 (6hrs) before midnight and check-in on day 2 (8hrs) after midnight. This is where both parameters **'Overnight Rush Cabin Before Midnight Hours'** and **'Overnight Rush Cabin Extended Hours'** are used.

Such cabins are indicated in **pink**, as an alert for the housekeeper to attend to this cabin immediately after the passenger checks out and before the next passenger checks in.

Priority Cabin Tasks

The Priority Cabins are the cabins that checked out early. The housekeeper prioritizes the cleaning to have them ready for the next check in. Below are the steps taken to prioritize the cabin cleaning.

1. Select the cabin from the grid and click **Mark As Priority** on the ribbon bar.

2. The selected cabin's pending tasks are updated to priority cabin status and this changes the background color from Yellow to Pink.

3. To remove the priority status for the cabin, select the priority cabin and click **Remove Priority** on the ribbon bar. This resets the color to yellow.

Public Location Task Overview

The Public Location Task Overview feature works the same as the Cabin Task Overview. Below are the steps to view the public location task created in the task overview:

1. In the Voyage Tasks Overview, select any date and click **Add** to add a task to a housekeeping section.

Figure 3-6   Select the Date
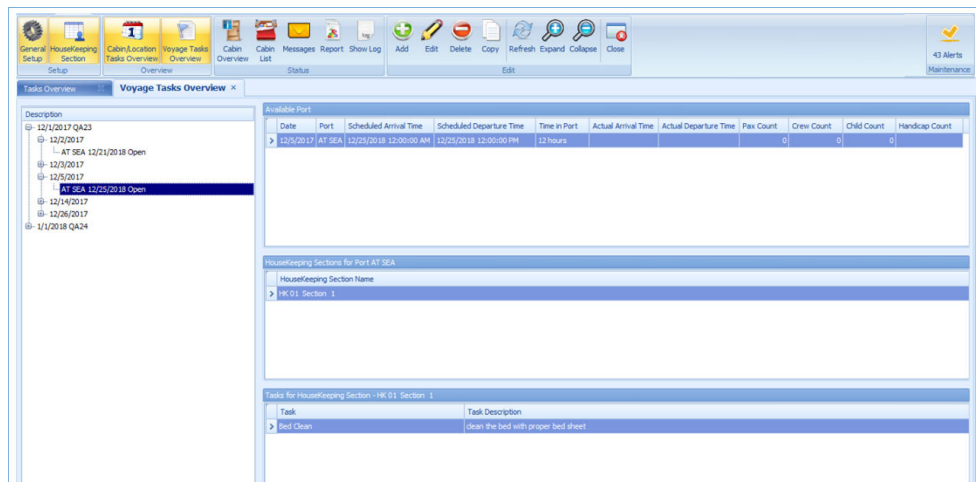
2. Then change the system date to 12/5/2017, the task will auto create in public locations.

Figure 3-7   Location Created
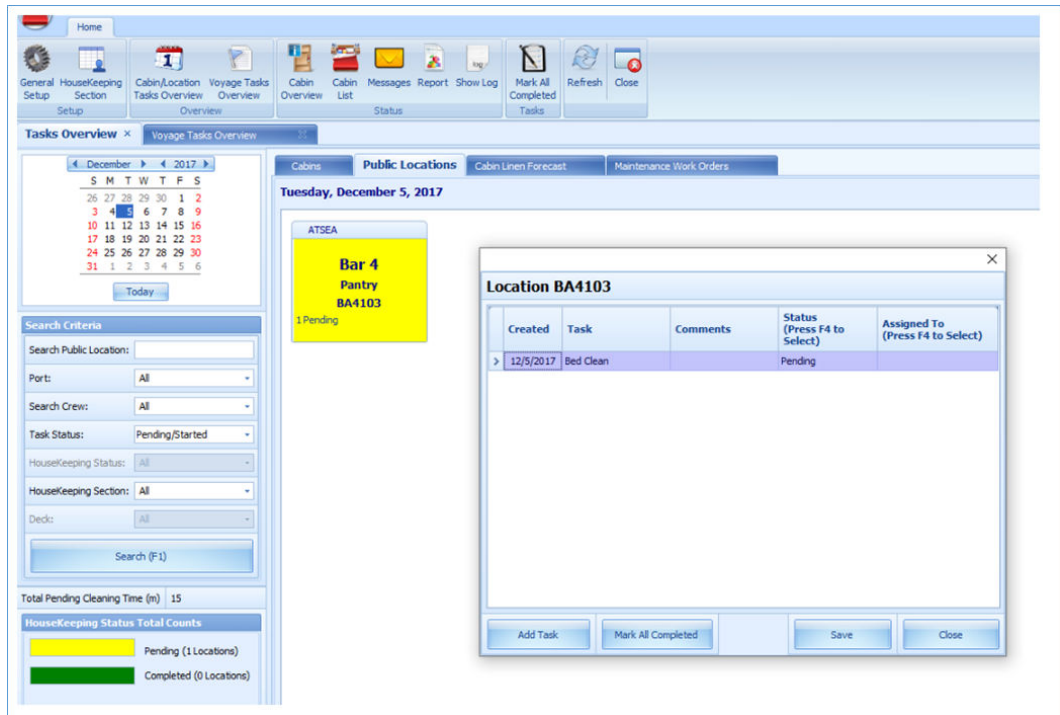
3. At the Cabin/Location Tasks Overview, select the Public Locations tab.

4. To edit or change the task status, follow the steps detailed in the Cabin Task Overview.

Figure 3-8   Location Task Overview

5. The following screen describes the pending location task label:

Figure 3-9   Pending Location Task

Table 3-2   Pending Location Task Labels Definition

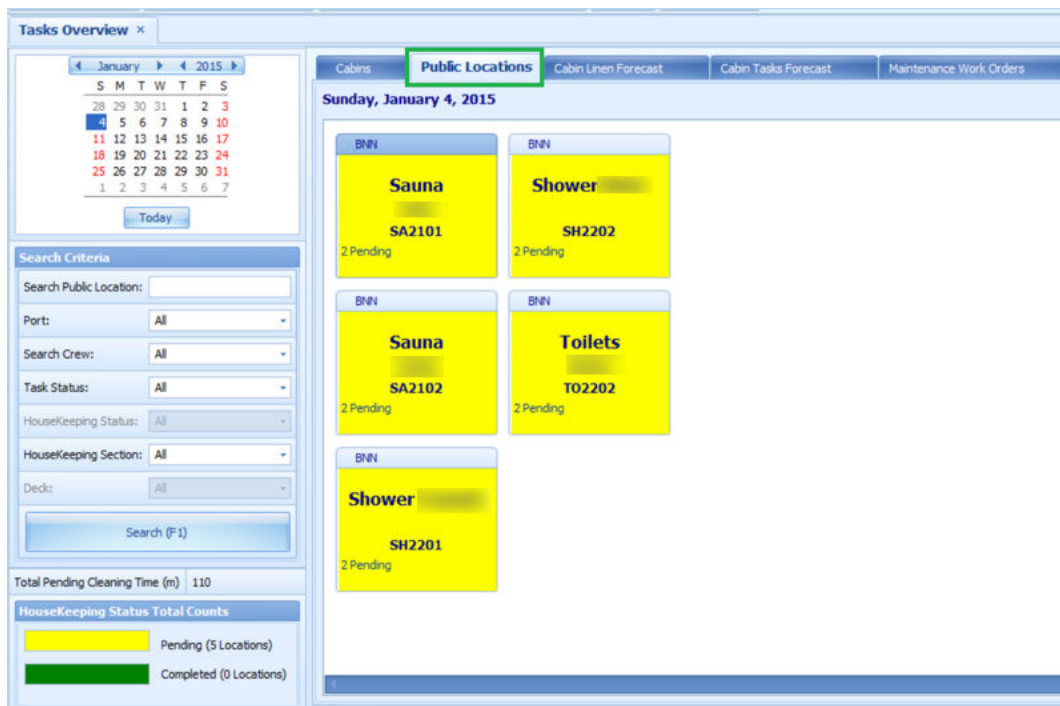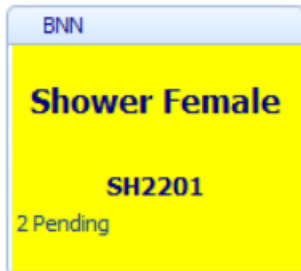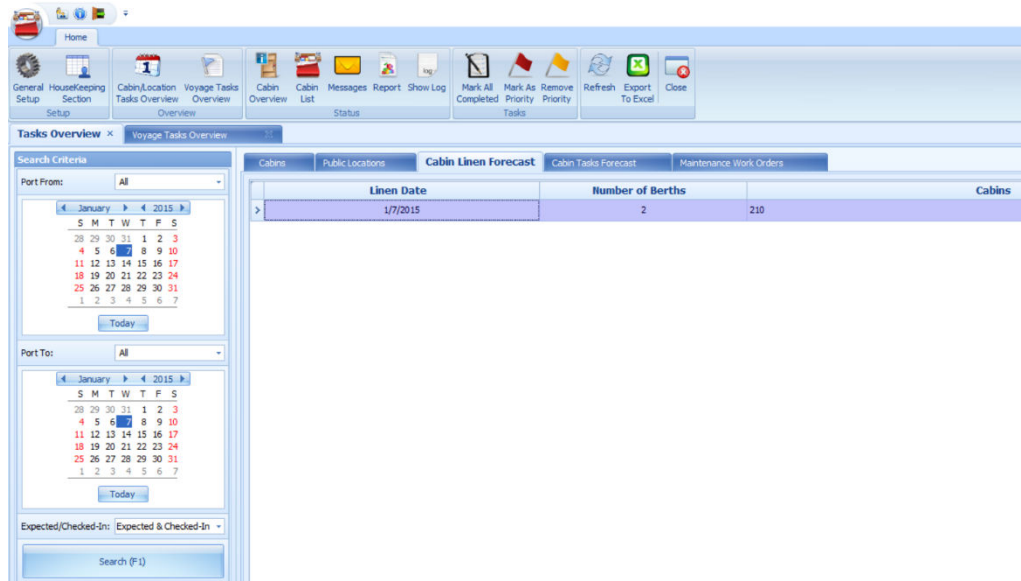| Label	Definition
BNN	Indicates the port code where the tasks are generated based on Voyage Task Overview Setup
Shower Female	Indicates the public location description where the tasks are supposed to be carried out by housekeeper
SH2201	Indicates the public location code
2 Pending	Indicates the number of pending tasks for the public location

Cabin Linen Forecast

The Cabin Linen Forecast provides an overview of all cabins that are currently checked in, expected to arrive or checked out, which requires a linen change.

During the System Date Change, the system generates a forecast based on the parameters defined in the database related to the Cabin Linen change. With this, the housekeeper would be able to plan for the linen turnover.

For example, a guest in cabin 1234 checked-in on May 13 and is expected to checkout on May 20. During the system date change on May 16 being the 4th day after check-in and based on parameter "X day to Change Linen = 3 days", this cabin will be listed in the Cabin Linen Forecast list.

1. From the **Cabin/Location Tasks Overview**, select the **Cabin Linen Forecast** tab. The cabins with linen change are listed in the **Cabin Linen Forecast** tab.

Figure 3-10   Cabin Linen Forecast

2. You can search the cabin linen forecast by date range or the reservation status using the Search Criteria filter.

Table 3-3   Cabin Linen Forecast Labels Definition

| Label	Definition
Linen Date	Indicates the date when the cabin is supposed to change linen
Number of Berths	Indicates the number of beds in the cabin
Cabins	Indicates the cabin required linen change

Cabin Tasks Forecast

The system is able to generate a cabin task forecast based on the available port of the selected date.

See *System Parameters* on how to set up the following parameters to work with the Cabin Linen forecast.

1. Minimum number of days onboard for Linen Change = 7 days

2. X day Before Check-Out To Skip Linen Change = 1 days

3. X day to Change Linen = 3 days

For example, the guest in cabin 04500 checked-in on May 13, and is expected to check out on May 20. When system date changed to May 16th, which is 4th day (based on parameter X day to Change Linen = 3 days) after check-in, the system will show that cabin 04500 needs linen change in the Cabin Linen Forecast list.

Figure 3-11   Cabin Tasks Forecast
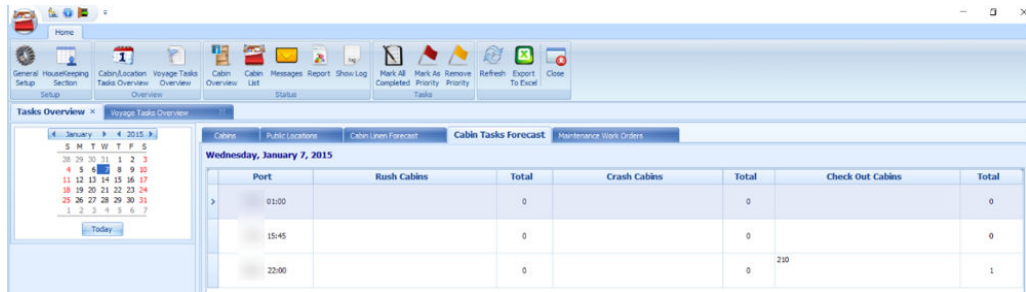
The screenshot above shows the cabin number and total number of rush Cabins, Crash Cabins and Checked Out cabins by port respectively.

Maintenance Work Orders

The Maintenance Task created in the Maintenance module is linked and shown in **Maintenance Works Orders** tab. This enables the housekeeper to monitor and follow up on the progress of the maintenance tasks.

Figure 3-12   Maintenance Work Orders
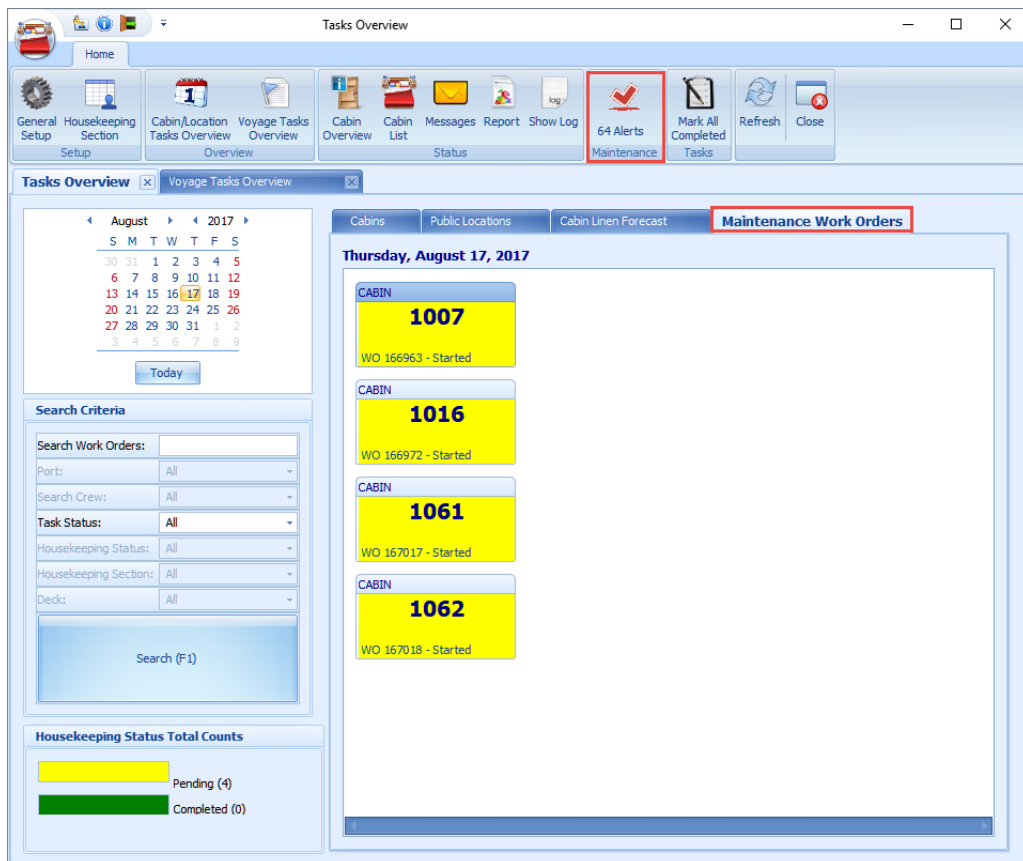
- When creating a new task in Maintenance module, you may opt to flag the "Inform Housekeeping" option in the Work Order Details window to send an alert to the housekeeper.

- The system will check if there are any maintenance tasks created every 15 minutes. Once it detects a task, it sets the **Alerts** icon on the ribbon bar to blink.

- Clicking the **Alert option** will open **Alerts from Maintenance** window.

Figure 3-13   Alert from Maintenance Module

- Selecting a line item and clicking the **Create Housekeeping Task** will create a task in the **Maintenance Work Orders** tab. If the **Ignore Work Order** is clicked, it will ignore the work order and delete it from the **Alerts from Maintenance** window.

- To mark the work order task as complete, select a work order and click **Mark All Completed** on the ribbon bar. This changes the color to green.

4

Voyage Task Overview

The system generates the tasks for the public locations during a system date change.
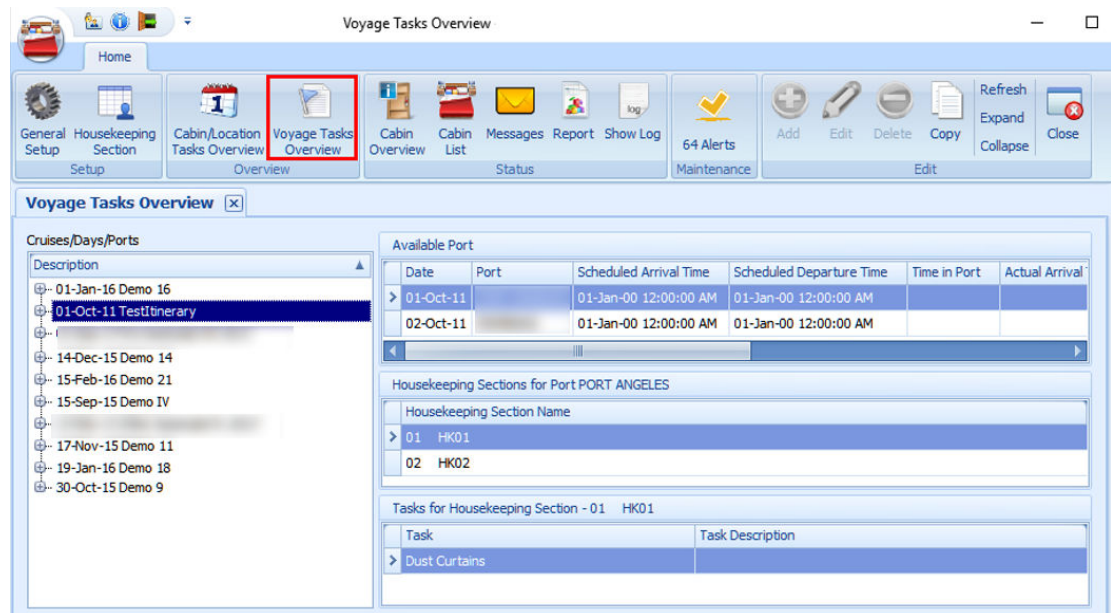
Figure 4-1   Voyage Task Overview

Table 4-1   Voyage Task Field Definition

Header	Definition
Cruise/Days/Ports	Tree view list of the voyage/cruise.
Available Port	The port details for a selected port day.
Housekeeping Section Name	The assigned housekeeping section for the selected port.
Task for Housekeeping Section	List the specific tasks assigned to the selected housekeeping section.

Adding New Location Tasks to Port

1. From the Home tab, click the **Voyage Tasks Overview**.

2. Select the port from the cruise day and then click **Add** on the ribbon bar.

3. At the New Voyage Tasks window, select the **Housekeeping section** and task from the drop-down list.

Figure 4-2   New Voyage Tasks

4. Click **Add/Update Task** to add or **Delete Task** to delete.

5. Click **Save** to save the record.

6. Repeat the above steps to add different tasks to another housekeeping section.

7. The tasks assigned to the section are shown when you select the section name under the **HouseKeeping Section**.

Copying a Task to another Port/Voyage

You can copy the same location task to a future cruise port for recurring task.

1. Select the cruise from Cruises/Days/Port and click the **Copy** on the ribbon bar.

2. At the **Copy Port/Voyage Tasks** window, select to **Copy by Port**.

3. Select **Port Template** from the drop-down list. The task for current port populates accordingly.

Figure 4-3   Copy Port/Voyage Tasks

4. On **Copy To** select the **Port** to copy this information to and click **Save**.

5. To copy the task by Voyage, navigate to the **Copy by Voyage** tab.

6. Select the **Voyage Template** to copy from and then select the **Voyage**.

7. Click **Save** to complete the process.

5

Cabin Overview

The Cabin Overview list provides a detailed overview of the cabin, showing the occupancy and status of the cabin. The information shown changes depending on the filter entered in the Search Criteria.

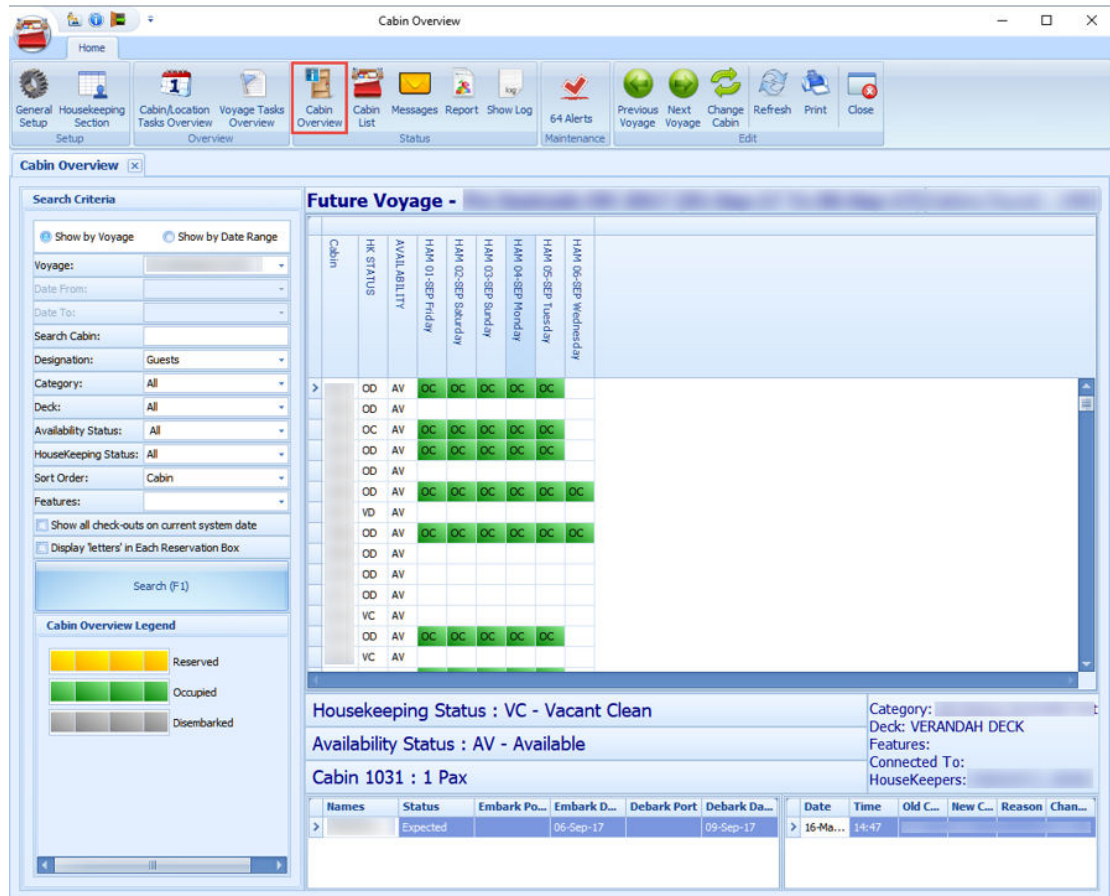**Figure 5-1   Cabin Overview Show by Voyage**

Table 5-1   Cabin Overview Field Definition

Label	Definition
Voyage	Indicates the reservation for the voyage
Date From	Indicates the reservation Date From
Date To	Indicates the reservation Date To
Search Cabin	Indicates the cabin number

Table 5-1   (Cont.) Cabin Overview Field Definition

Label	Definition
Designation	Indicates the type of reservations – guest, crew or resident
Category	Indicates the category of cabin
Deck	Indicates the deck of cabin
Availability Status	Indicates the availability status of the cabin
Housekeeping Status	Indicates the cleaning status of the cabin
Sort Order	Indicates the sorting of reservation to be display
Features	Indicates the feature of cabin
Show all check-outs at current port	Indicates the reservation only shows all check-outs at current port
Display 'letters' in Each Reservation Box	Indicates the options to display the cabin status in alphabetical view for each reservation grid

1. From the Home tab, click **Cabin Overview** on the ribbon bar.

2. At the **Search Criteria** panel, enter the desire criteria and press **F1** or click **Search (F1)**.

3. Click the colored box (green/yellow/grey) of the cabin to preview the reservation information.

4. If **Show By Voyage** is selected, the **Previous Voyage** and **Next Voyage** illuminates on the ribbon bar, allowing you to navigate to the previous or next voyage.

5. Selecting a reservation from the grid and clicking **Change Cabin** will open the Available Cabin window, allowing you to select another cabin. This feature would require **user access right #557**.

Figure 5-2   Available Cabin
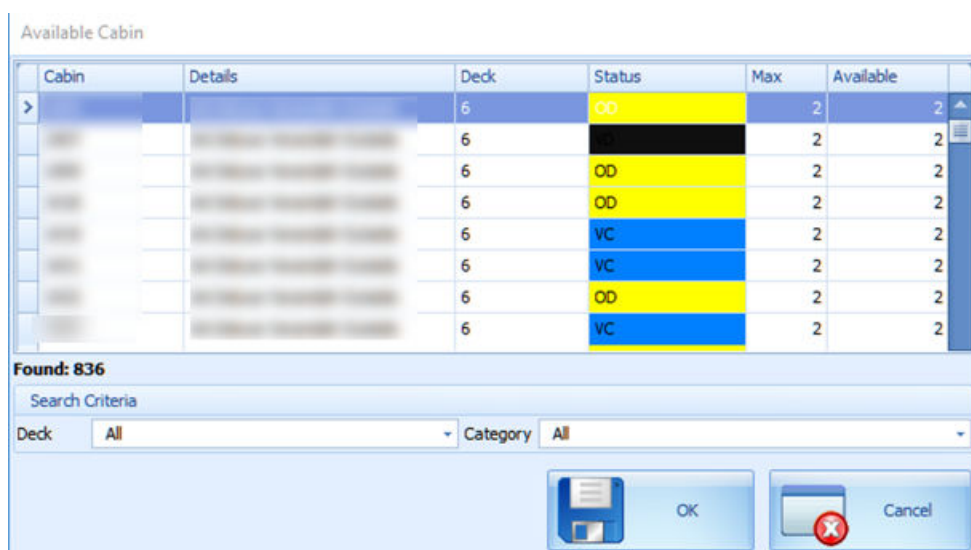
6. Click **Refresh** on the ribbon bar to refresh the information.

7. Click **Print** to print a copy of the Cabin Overview.

Cabin List

The Cabin List is a list view of all guest cabins with the current housekeeping and cabin status. Apart from the cabin list, it also provides a Housekeeping Status Summary and allow you to change the cabin status.

Figure 5-3   Cabin List Overview

1. From the Home tab, click **Cabin List** on the ribbon bar.

2. The default display of the Cabin List is all cabins. You may use the **Search Criteria** to filter for desired information.

3. To edit the Cabin Status, click **Edit** on the ribbon bar or double-click the cabin number.

4. On the cabin form, select the **Status** from the drop-down list and fill in the information accordingly.

5. Click **Save** to save and exit the form.

Messages

The Messages feature enables you to send internal messages between the housekeepers.

Figure 5-4   Messages Overview
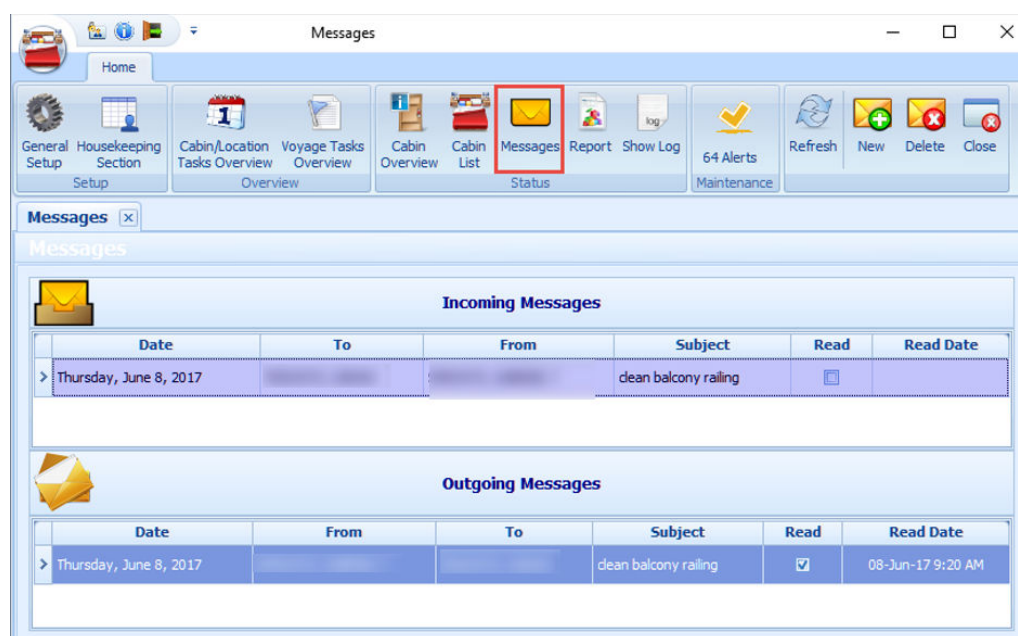
1. From the Home tab, click **Messages** on the ribbon bar.

2. On the New Message form, click **[+]** to open the Crew Selection window.

3. Select the crew you wish to send the message by selecting the **Department, Position** or **Housekeeping Section** from drop-down list, and click **Search**.

4. Select the crew from the Select Crew Members grid.

5. Click the double right arrow (>>) to add the selected crew.

6. Click **OK** to close the window.

7. Fill in the Message form accordingly and click **Send**.

8. The Incoming Messages section displays the messages received from other Housekeepers, while the Outgoing Messages section displays the messages sent to other Housekeepers. If the logged in user is part of an Administrator group, then they will see the messages in both the Incoming and Outgoing section.

Reading Message

1. When the recipient logs in to the Housekeeping module and navigates to the Messages function, messages are listed in the Incoming Messages section.

2. Double-clicking the message opens the View Message window, allowing you to view the message content.

3. When you click **Close**, this sets the message as Read.

4. Similarly, when the sender opens the Message function, they will notice that the Read checkbox is checked, indicating the message has been read.

Figure 5-5   View Message Window

Deleting Message

Only users from the Administrator group are allowed to delete both the Incoming/Outgoing messages.

1. On the Message function, select the message and then click **Delete** on the ribbon bar. Multiple selections are allowed.

2. At the confirmation prompt, select **Yes** to proceed or **No** to return to previous window.

6

Report

Currently, there are no standard Housekeeping reports for a cruise ship. You can set up a new Housekeeping report in the **Administration** module and define the report group under REP_GROUP as 'HouseKeeping'.

Show Log

The Show Log window displays housekeeping activities for the past one month.

1. From the Home tab, click **Show Log** on the ribbon bar.

   Figure 6-1   User Log for Past 1 Month

2. Entering the keyword in the field below the header will allow you to search the log file of the respective column.

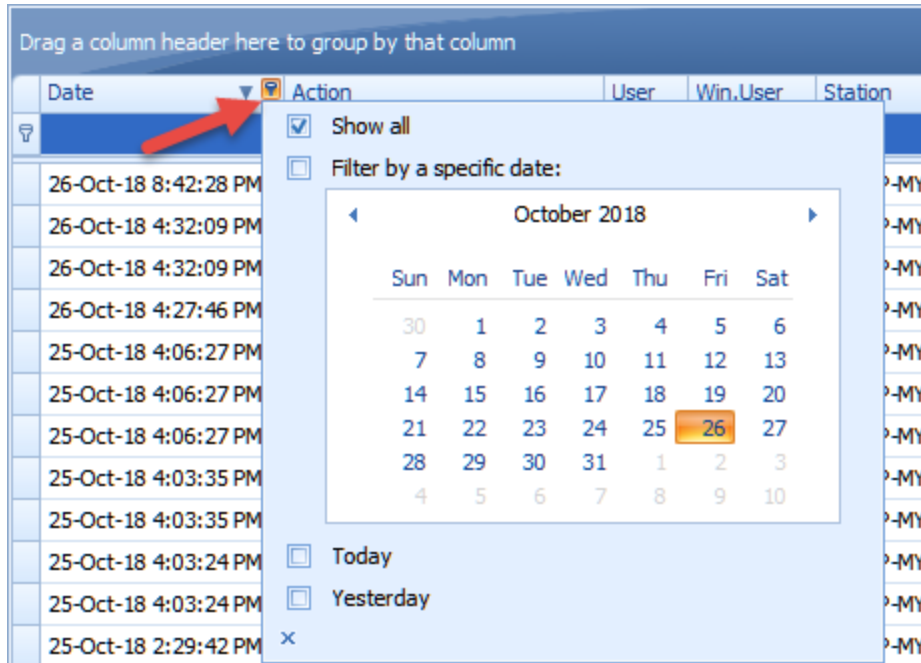   **Figure 6-2   User Log Filter Search**

3. Clicking the pushpin on the header column opens a selection dialog, allowing you to filter the information further.

Figure 6-3   User Log Custom Filters

A
Appendix

User Security Group

This section describes the user security group available in the Housekeeping module, and the security privileges assigned in the **User Security** module.

Table A-1   Housekeeping Module Functionality Access Rights

Security Reference No.	Description
557	Cabin Change.
4665	General Setup.
4666	Housekeeping Status.
4667	Task Type.
4668	Cleaning Task.
4669	Grouping of Task by Status.
4670	Cleaning State Color If you do not have access right #4670 assigned, you are not permitted to change the Cleaning State Color in the **General Setup, Housekeeping Status** in the Housekeeping module.
4270	Access to Change Cleaning State Color from Administration. If you do not have access right #4270 assigned, you are not permit to view the Cleaning State Color in **Stateroom Setup** in **Administration module**.

Parameters

This section describes the Parameters available in the Housekeeping module, and they are accessible from the Administration module under System Setup, Parameter.

Table A-2   PAR Group Safety

PAR Name	PAR Value	Description
Enable Ferry Operation	0 or 1	0 - Disable Ferry Specify Operation. 1 - Ferry Specify Operation.

Table A-3   PAR Group General

PAR Name	PAR Value	Description
Alter Cabin Status	0 or 1	0 - Disable cabin status changes for any updates of cabin clean status 1 - Enable cabin status changes for any updates of cabin clean status. **Note:** This parameter must be enabled so that the cabin status is updated whenever someone checks in/out or is moved to another cabin. This is the pre-requisite for tasks to be created in Housekeeping.

Table A-4   PAR Group Housekeeping

PAR Name	PAR Value	Description
Bypass Change of Cabin Clean State Upon Check-Out	0/1	0-Do not bypass, 1-Bypass To control the change of cabin clean state upon guest check-out
Enable Auto Alert Message upon Guest Cabin Change	0/1	0-Disable auto alert, 1-Enable auto alert To create an alert message for the housekeepers when a guest changes Cabin
Enable Auto Alert Message upon Guest Check-In	0/1	0-Disable auto alert, 1-Enable auto alert To create an alert message for the housekeepers when a guest checks-in
Housekeeping Positions	For example, 010	Stores all the OPO_ID for housekeeping crew
Minimum number of days onboard for Linen Change	For example, 8	Minimum number of stays onboard before a linen change is required for the cabin
Overnight Rush Cabin Before Midnight Hours	For example, 18	If par value is 6, then the system will consider cabins as rush cabins when it has guests checking-out 6 hours before midnight.
Overnight Rush Cabin Extended Hours	For example, 8	If par value is 8, then the system will cover rush cabins up until the 8th hour after midnight.
Validate Cabin Clean Status before Update	0/1	Do not allow to update to cabin clean status to VC/VD if cabin is occupied.
X day Before Check-Out To Skip Linen Change	For example, 3	X day to skip linen change just before the expected checkout date. If checkout date is on 15th and par value=2, then skip any linen changes on 13th & 14th
X day to Change Linen	For example, 4	X day to change linen after check-in. If check-in date is on the 1st and par value=3, then linen change is done on the 4th.