Oracle® Hospitality Cruise Shipboard Property Management System
Maintenance User Guide

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

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Contents

Preface

The Maintenance Work Order function is a program that schedule, records maintenance and preventive task on board of the ship.

Audience

This document is intended for application specialists and end-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

1
Maintenance Module

The Maintenance module allow you to records all maintenance work required on board of the Ship, a cabin or public locations and scheduling of preventive maintenance. The function within the module includes creating a work order, report printing and viewing of past maintenance work.

Work Orders

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

Figure 1-1   Add New Work Order Form

Adding Single Work Order

1. From the Work Orders menu, select **Add Work Orders**.

2. In the Add New Work Order form, enter the external document number in **Work Order Request No** field, if any.

3. Select the **Work Order Type** and **Task Code** from the drop-down list.

4. Enter the **Task Description** and **Comment**in the respective field.

5. Select the **Priority** and **Location/Cabin Usable Status** from the drop-down list and attach a picture file, if any. You may choose a different **Priority** and **Location Usable Status** other than the predefined when adding or editing a work order.

6. In the Reported By section, select the **Cabin number** and enter the **Name of Person Reporting AVO**.

7. In the Location Type, either select **Cabin, Public** or **Others (Select Category)>**, then navigate to Location section and select the exact location(s) from the grid.

8. Click **Add** to add the location to Location (Selected) section.

9. To deselect the location from the Locations (Selected), select the item to remove and then click **Remove(-)** or **Remove All**.

10. Click **OK** to save the work order.

Adding Work Orders by Batch

1. Repeat step 1 to 6 of the above.

2. Click **Criteria Add>,** located between **Locations (De-Select)** and**Locations (Selected)** to start the Cabin Selection window.

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

Figure 1-2   Cabin Selection Criteria
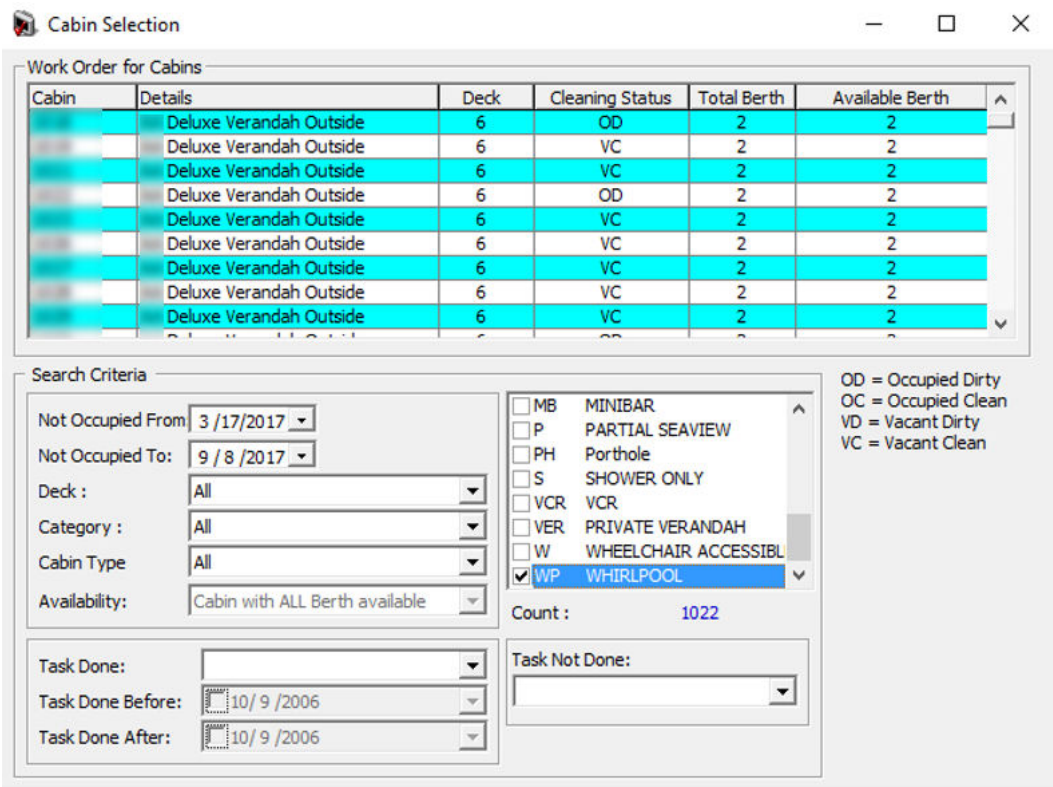

4. Click **OK** to add the selection to **Locations (Selected).**

5. To deselect the location from **Locations (Selected)**, select the item to remove and then click **Remove(-)** or **Remove All**.

6. Click **OK** to complete the work order.

Work Order Overview

The Work Order Overview provides an overview of the completed, pending, or in progress work order. It also allows editing, printing, and assigning work orders to the Maintenance team.

Figure 1-3   Work Order Overview
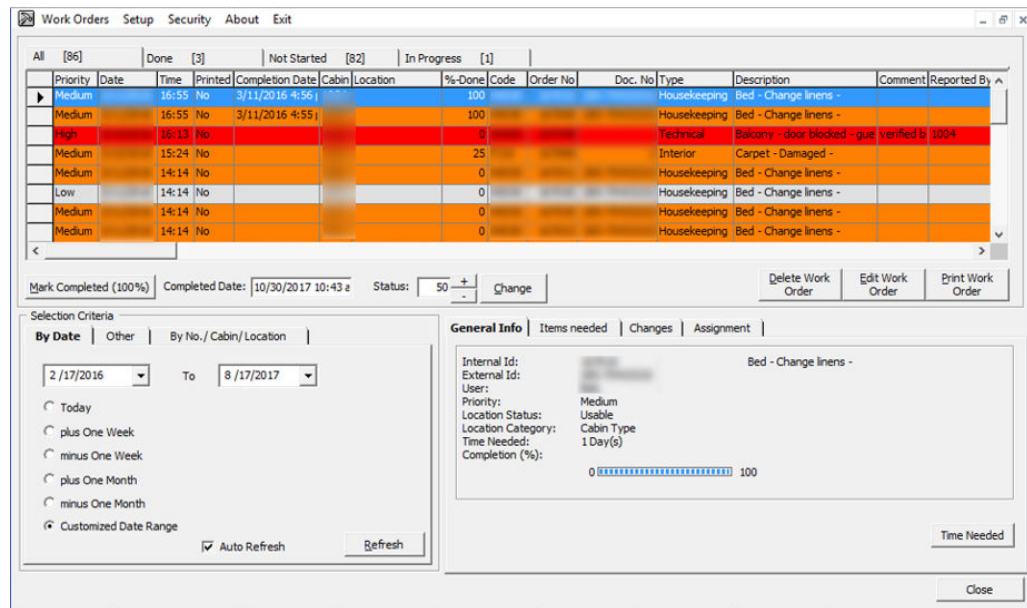
The Work Order Overview window is comprised of:

- A grid view of all work orders by status and its corresponding count.

- Function to Delete, Edit and Print Work Order.

- A display view by date, others and by No/Cabin/Location.

- A detailed information of the work order – General info, Items needed, Changes and Work Order Assignment.

Searching for Work Order

Using the Search Criteria, work orders can either filtered date, other criteria such as Work Order Type, User or by external number, cabin or location.

1. At the Work Order Overview window, **Selection Criteria** section, choose the filter from the available tab.

2. Click **Refresh** to refresh the information on the grid.

3. The information shown on the Overview grid may be sorted by clicking the column header and support columns are **Priority, Date, Time, Printed, Completion Date, Cabin Location, %-Done, Code, Order no, Doc. No, Type** and **Description.**

Editing a Work Order

1. Select the Work Order from the grid and click **Edit Work Order**
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2. In the Update Work Order form, edit the necessary information and click **OK** to save the changes.

Rejecting a Work Order

Work orders submitted may be rejected due to insufficient materials, against regulations, too costly or need to wait until the ship reaches the dry dock. Such work orders should be marked as rejected instead of completed.

1. Select the Work Order from the grid and click **Edit Work Order**.

2. Select the **Rejected** checkbox of the Comment field, then click **OK** to save. The system places a check mark in the Rejected column on the Overview window.

Deleting a Work Order

1. Select the Work Order from the grid and click **Delete Work Order**.

2. At the confirmation prompt, click **Yes** to confirm.

3. Enter the reason to delete the work order, and then click **OK** to proceed.

Printing a Work Order

1. Select the work order from the grid and click **Print Work Order**.

2. At the Print Job confirmation prompt, click **OK** to print.

Assigning/Editing/Deleting an Assignment

1. Select the Work Order from the grid and then navigate to **Assignment tab** window.

2. In the Assignment tab, click **Assign Work Order**.

3. On the New Work Order Assignment form, **Assign To** section, select the **Work Group** and/or **Worker**, from the drop-down list and then click **OK** to confirm.

Figure 1-4   New Work Order Assignment

4. Status of the assigned work order will now change and appears under **In Progress** tab. The Date, Time, Assigned By and Worker are also shown in the **Assignment** tab of the work order.

5. To edit an assignment, select the work order from the **Assignment** tab, click **Edit Assignment**, and then click **OK** to save the changes.

6. To delete an assignment, select the work order from the **Assignment** tab, and click **Delete Assignment**.

Adding/Editing/Deleting Items Needed In a Work Order

Replacement parts for the assigned job can be added to the Work Order.

Figure 1-5   Items Needed

1. Select the work order from the **Overview** tab.

2. In the **Items needed** tab, click **Add items**.

3. Select the **Item Type** and **Item** from the drop-down list, enter the required quantity and price, if any.

Figure 1-6   Add Items

4. Click **OK** to save.

5. To edit the items needed, select the item from the grid, click **Edit Items**, and then click **OK** to save the changes.

6. To delete the items needed, select the item from the grid, and click **Delete Items**.

General Information of the Work Order

In the **General Info** tab of the selected work order, information such as Internal ID, User, Priority Location, Time Needed and Completion % are shown.

Figure 1-7   General Info Tab

The total time needed is adjustable by clicking the **Time Needed** button, then update the day(s) field and click **OK** to save.

Updating Work Order Progress Status

As the work progresses, an update of the work order is required progressively.

Figure 1-8   Updating Progress / Completion Status

1. From the **Progress** tab, select the work order to update.

2. In the middle section of the Overview window, enter the **completed date**, then set the **Status** using the (+/-) and click **Change** or click the **Mark Completed (100%)**. A work order that is marked as complete is listed in the **Done** tab.

3. The percentage of completion is logged in **Changes** tab.

Work Order Status

The Work Order Status provides a quick count of the number of the new work orders entered, in progress or completed. This information is accessible from **Work Orders, Work Order Status**.

Figure 1-9   Work Order Status Count
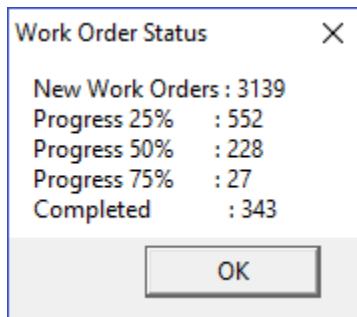
View Location History

The View Location History enables retrieval of past work orders by location, users, type of work order or task description, and information's are either filtered by date or completion status and is printable from this function.

Figure 1-10   View Location History Window

1. In the View Location History window, select one of the options from the drop-down list.

2. Choose from the Selection Criteria section and click **Refresh** to populate the information on the window.

3. Select the work order and click **Edit Work Order** opens the Update Work Order window. This function does not work if the selected work order is marked as complete.

Reports

Reports are added in Administration module, under report group **'Maintenance'** and they are printable from Maintenance module.

1. To view the available reports, click **Reports**.

2. To print a report, select the report, and then click **Print**.

3. To view a report, select the report, and then click on **Preview** tab.

4. To export a report, select the report, and then click on **Export**

Task Printers

A printer may be assigned according to the Task ID, making it easier for the task to be delivered efficiently.

Figure 1-11   Task Printer Assignment
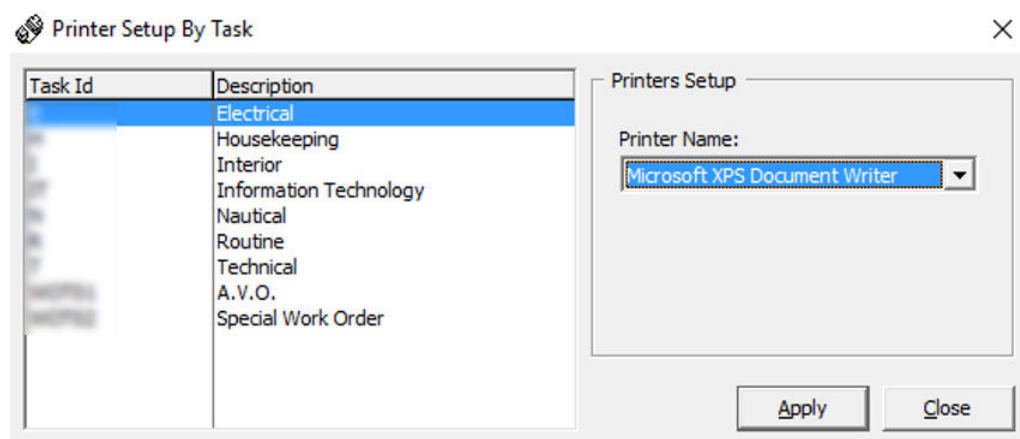
1. From the Main window, select **Setup** and then **Task Printer**.

2. Select the **Task ID** and then choose the printer name from the drop-down list.

3. Click **Apply** to save.

Other Settings

The colors of the work order priority may be defined according to the Ship's standard and this is changed in **Management module, Options, Colors**.

Figure 1-12   Work Order Priority Color Chart

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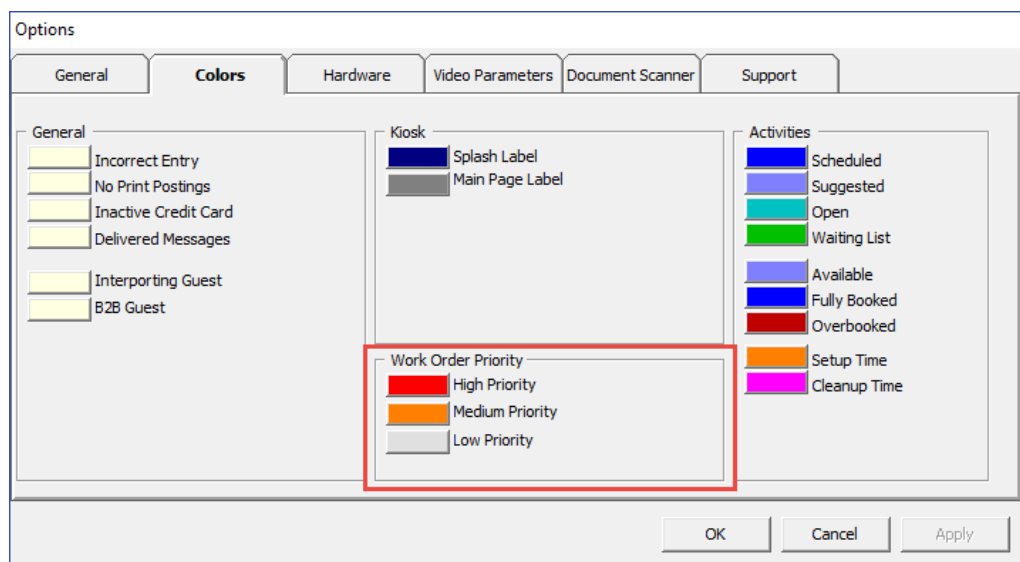# User Security Group

This section enables you to access the Maintenance function. The security privilege is assigned to you through the **User Security** module.

Table 2-1   User Access Rights

Security Reference No.	Description
342	Work Orders
343	Overview
664	Delete other user work order
669	Edit Work Order
670	Delete Work Order
671	Print Work Order
4477	Allow Edit Completed Work Order

3
Parameters

This section describes the **Parameters** available to the Maintenance module. They are accessible in the **Administration** module under **System Setup, Parameter**. Changing these parameters shall alter the program behavior. Consult Oracle Customer Support if you need further clarification.

Table 3-1   PAR Group — Maintenance

PAR Name	Description
Allow Modify Work Order Date Time	Enable modification of work order date/time. 0 = Do not allow 1 = Allowed to modify work order reported date time
Default Tab for Work Overview	Define the default tab to show 0 = All 1 = Done 2 = Not Started 3 = In Progress
Hide Work Order Request No	Define Work Order Request No to be shown in Work Order Window 0 = To show on window 1 = To hide from window
Maximum picture size allow	Specify the maximum picture size allowed
Print By Task	Enable Printing by Task 0 = No print maintenance task 1 = Print