

Oracle® Hospitality Cruise Shipboard Property Management System Management User Guide



Release 20.1

F33497-02

January 2024

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

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Contents

Preface

1 Front Desk Function

Batch Reporting	1-2
Passenger Disembark Assistant Setup	1-2
Child Locator	1-3
Checking Out a Child	1-4
Changing the Pick up Person	1-4
Advance Board Card Printing	1-5
BoardCard Wizard	1-6
Check In/Out Status	1-6
Cruise Comment	1-7
Cabin Availability	1-7
Searching for Available Cabin	1-7
Viewing Availability Using Deck Plan	1-8
Cabin Overview	1-8
Cabin Status	1-9
Postings Overview	1-10
Amenities Overview	1-10
Itinerary Overview	1-11
Flights Overview	1-11
Adding/Removing Flight Information	1-12
Comments Overview	1-13
Revenue Overview	1-13
Add Work Order	1-14
Adding Work Orders by Batch	1-15

2 Cashier Function

Search Panel	2-1
Searching For Guest	2-3
Guest Info Tab	2-3

Creating a New Reservation	2-9
Editing a Reservation	2-9
Canceling Reservation	2-10
Posting Status	2-10
Creating a Party	2-10
Adding to Group	2-11
Removing from Group	2-13
Primary Guest	2-13
Show Log	2-13
Guardian Assignment	2-14
Mark No Show	2-15
Service Charge	2-15
Disabling Service Charge Posting	2-16
Add to Disembark Group	2-16
Remove from Debark Group	2-17
Disc, Route, Pkg Tab	2-17
Pay for Another Party	2-18
Paid by Another Party	2-19
Advanced Routing	2-21
Deleting an Existing Routing	2-22
SPMS Discount	2-22
Deleting a Discount	2-24
MICROS Discount	2-24
Assigning Point-of-Sale (POS) Discount Level	2-25
Micros Advance Discount	2-27
Disallow Department	2-28
Package Plan	2-29
Assigning / Purchasing a Package Plan	2-29
Refunding a Package Plan	2-31
Routing a Package Plan Posting	2-32
Balancing a Package Invoice Manually	2-32
Invoice Tab	2-34
Add Posting	2-35
Void Posting	2-36
Pay Invoice	2-38
Paying an Invoice by Cash	2-39
Paying an Invoice with Foreign Currency	2-42
Paying an Invoice by City Ledger	2-44
Disable Posting Automatically	2-45
Resetting Posting Status to Allowed	2-46
Payment by Credit Card	2-46

Print Invoice	2-47
Preview Invoice	2-48
Emailing an Invoice	2-49
Exporting an Invoice	2-49
Custom Excel Export	2-51
Move & Route	2-52
Setting Up Charge Route	2-52
Criteria Discount	2-54
Item Discount	2-56
Hide No Print	2-56
Transactions Marked with No Prints	2-57
To Reset No Print Transactions to Original State	2-57
Set Credit Limit	2-57
Close Posting	2-58
Set Spending Limit	2-59
Show Pre-Cruise Invoice	2-60
Converting a Pre-Cruise Invoice into Actual Posting	2-61
Undoing Non-Converted Pre-Cruise Posting	2-62
More Guest Info Tab	2-63
Take Picture	2-66
Cruise Reservation Related Info	2-66
Document Return	2-67
Service Info Tab	2-68
Setting Up an Amenity / Special Request	2-68
Marking Items as Delivered	2-71
Activity Viewer Tab	2-71
Navigating Through Activity Viewer	2-73
Printing an Itinerary	2-73
Revenue Analyzer Tab	2-73
History Tab	2-74
Creating Future Reservation	2-75
Editing Future Reservation	2-76
Removing Future Reservation	2-76
Comments Tab	2-76
Adding a Comment/Sub-Comment	2-77
Attaching Image File	2-77
Resolving a Comment	2-77
Other Info Tab	2-77
Flight Assignment	2-78
Travel Documents Tab	2-79
Adding/Editing a Travel Document	2-81

Custom Info Tab	2-82
Guest History Tab	2-82
Loyalty/TrackIt Tab	2-84
Adding / Editing a Loyalty Program	2-84
Confiscated Item	2-85
Renew Reservation Function	2-85
Express Reservation Function	2-86
Get Credit Cards Function	2-86
Registering Multiple Credit Card	2-88
Check In Function	2-88
Check Out Function	2-88
Print Boardcard Function	2-89
Change Cabin Function	2-91
Changing an Assigned Cabin	2-95
Messages Function	2-95
Creating / Editing a Message	2-96
Delivering / Undo Delivery of a Message	2-97
Deleting a Message	2-97
Printing a Message	2-97
Turning Message Light On/Off	2-97
Express Edit Information Function	2-98

3 System Accounts

Creating a System Account	3-2
Changing the System Account Information	3-3
Enabling Posting for Next Cruise	3-3
Applying Payment to Next Cruise Posting	3-5
Discount & Routing Tab	3-6
Registering a Credit Card	3-6
Setting an Inactive Account	3-7

4 Groups

Group Info Tab	4-1
Creating New Group Account	4-2
Editing a Group Account	4-3
Discounts & Routing Tab	4-3
Setting up Discounts	4-4
Group Invoice Tab	4-5
Itinerary Planner Tab	4-6

Group Credit Card	4-6
Adding Reservation to Group Account	4-7
Checking in Group Account	4-8
Checking Out Group Account	4-8

5 Visitors

Adding New Visitor	5-1
Editing Visitor Information	5-2
Enabling/Disabling a Visitor	5-2
Changing Status to Onboard/Ashore	5-3
Scanning Travel Document	5-3
Adding Future Visit	5-3

6 Gift Card

7 Quick Billing

Guest Quick Billing	7-3
Quick Bill eMail	7-5
Quick Bill Balance with Commission	7-5
Residents Quick Billing	7-6
System Accounts Quick Billing	7-6
Group Quick Billing	7-7

8 Quick Postings

Quick Discount	8-4
Quick Check-Out	8-7
Quick Service Charge Posting	8-8
Quick Messages	8-9

9 Flight Assignment

Assigning Flight Details	9-1
--------------------------	-----

10 Ashore Deny List

Denying Passenger from Going Ashore	10-1
Removing Passenger from Going Ashore List	10-2

11 Batch Assign Disembark Group

Assigning Passengers to Disembarkation Group	11-1
Un-assigning Passengers to Disembarkation Group	11-1

12 Print Disembark Letter

13 Unposted Package Posting

14 Cashier Sessions

Opening a Cashier Session	14-1
Closing a Cashier Session	14-1
Resolving Imbalance Cashier Session	14-2
Transferring Money From/To Ship	14-3

15 Options

16 Security

Change Password	16-1
User Logfile	16-1
Gangway Logfile	16-1
Count Onboard/Shoreside	16-1
Guests/Crew Onboard	16-2
Guest/Crew Shoreside	16-3
Port/Visa Requirement	16-3

Preface

The Management module is one of the core module of Oracle Hospitality Cruise. It maintains all passengers/crew's profile, reservations, billings and other requests during the voyage.

Audience

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

Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

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

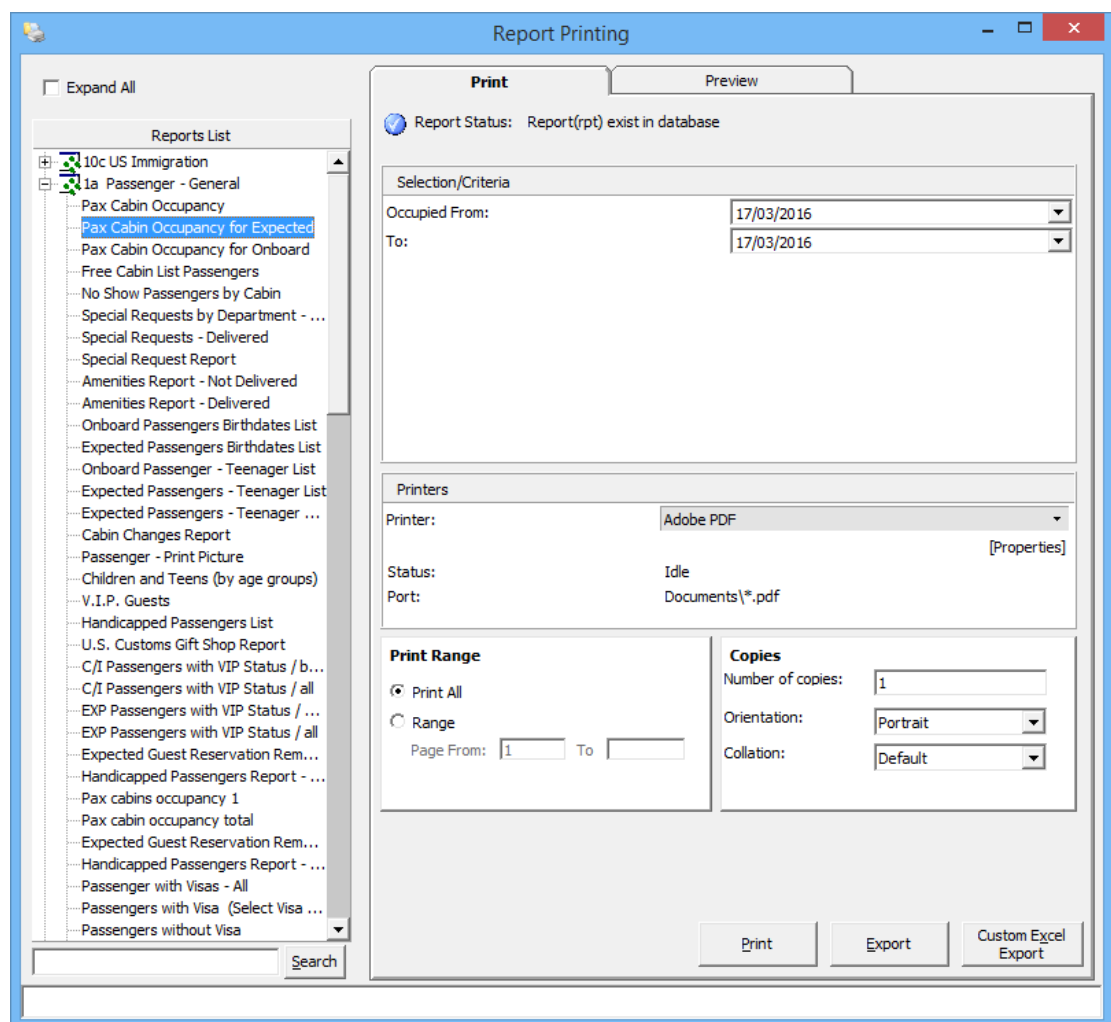
Front Desk Function

The Front Desk Menu comprises functions such as Cabin Overview, Posting Overview and Check-in/Check-out status, which provides you a high level monitoring and overview of the operations.

1.1. Reports

The product is pre-installed with a set of operational reports. You can create and add customize reports through the **Administration module, System Setup, Reports Setup**.

Figure 1-1 Reports List



Printing a Report

1. From the Front Desk file menu, select **Reports** option.

2. Expand the report folder in the Reports List section by clicking the (+) key.
3. Select a report to print.
4. Navigate to the **Print tab** and select the **Selection/Criteria** and relevant fields.
5. Click **Print** or navigate to **Preview tab** to preview before printing.
6. To export the report, repeat the above steps and 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.

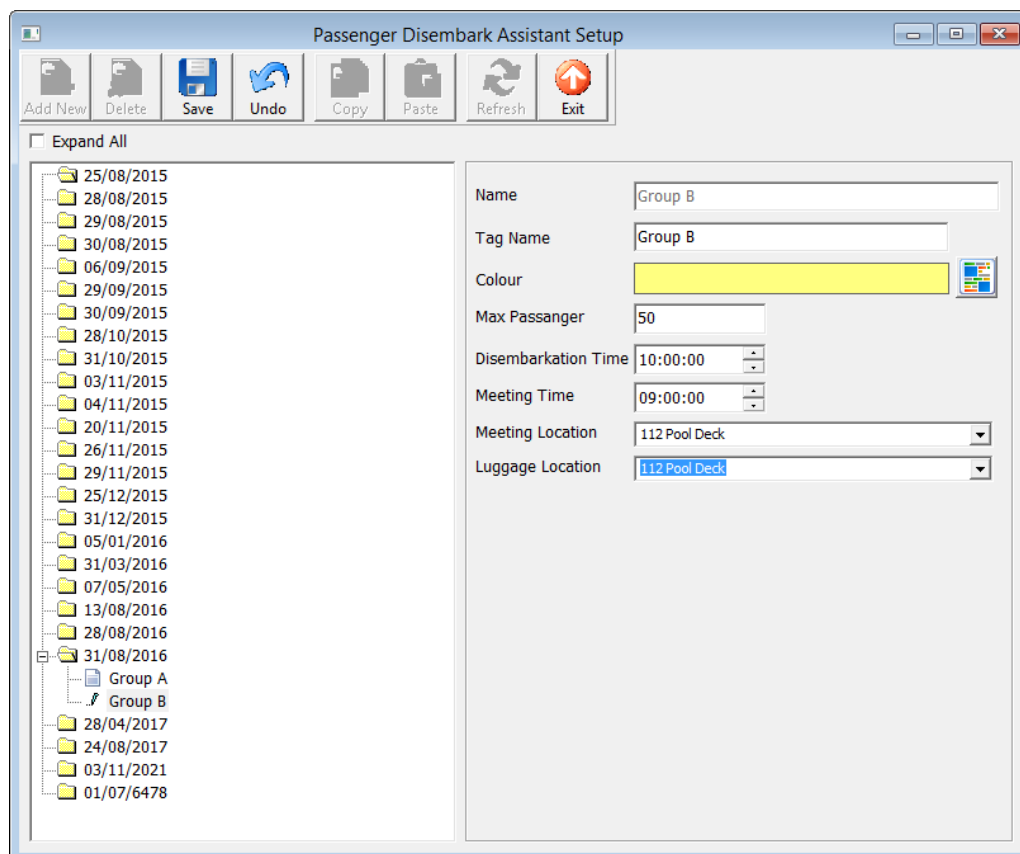
To print the report by batch,

1. Select **Reports Batch Printing** from the Reports drop-down list.
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**.

Passenger Disembark Assistant Setup

This function allow you to organize meeting time, location and luggage drop off point for debarking passengers by date.

Figure 1-2 Passenger Disembark Assistant Setup



Adding a Debarkation Group

1. In the Passenger Disembark Assistant Setup form, click **Add New**.
2. Enter all the required fields and click **Save**.
3. Click **Exit** to close the form.

Note:

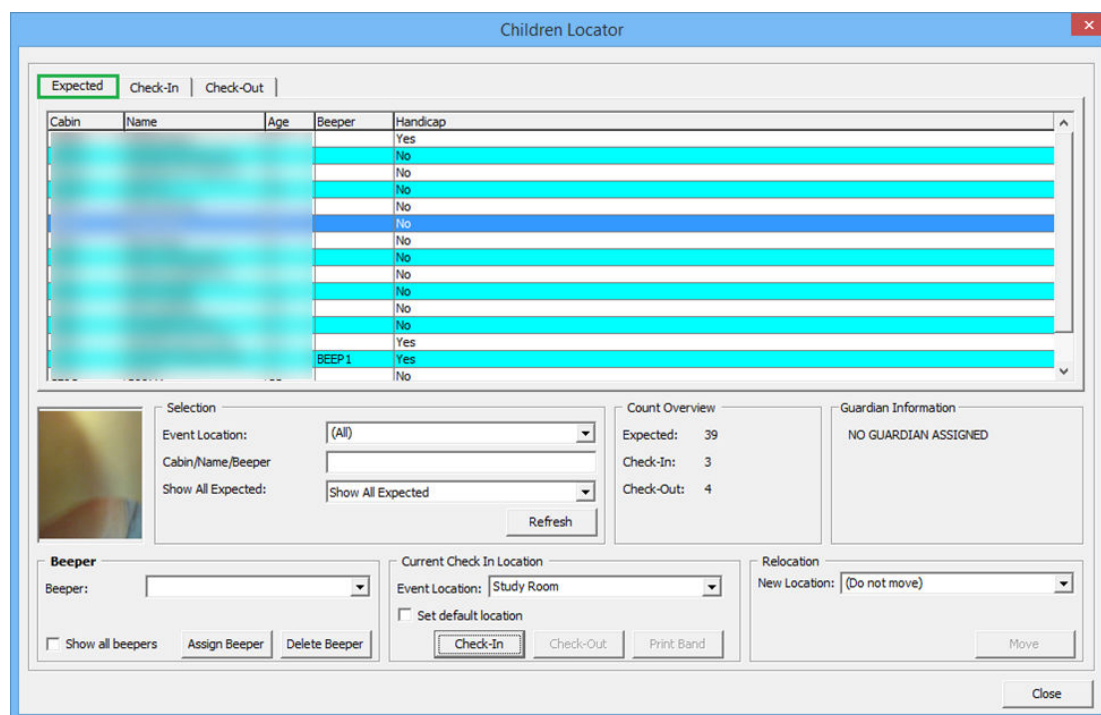
You cannot delete the group if there is passenger assigned. You must first unassigned all the passenger from the group before proceeding.

To remove a debarkation group, select the group from the list and click **Delete**.

Child Locator

The Child locator function enables you to monitor the location where a child is checked in to, based on their reservation status – Expected, Check-In or Check-Out, and the guardian assigned to take care of the child.

Figure 1-3 Child Locator



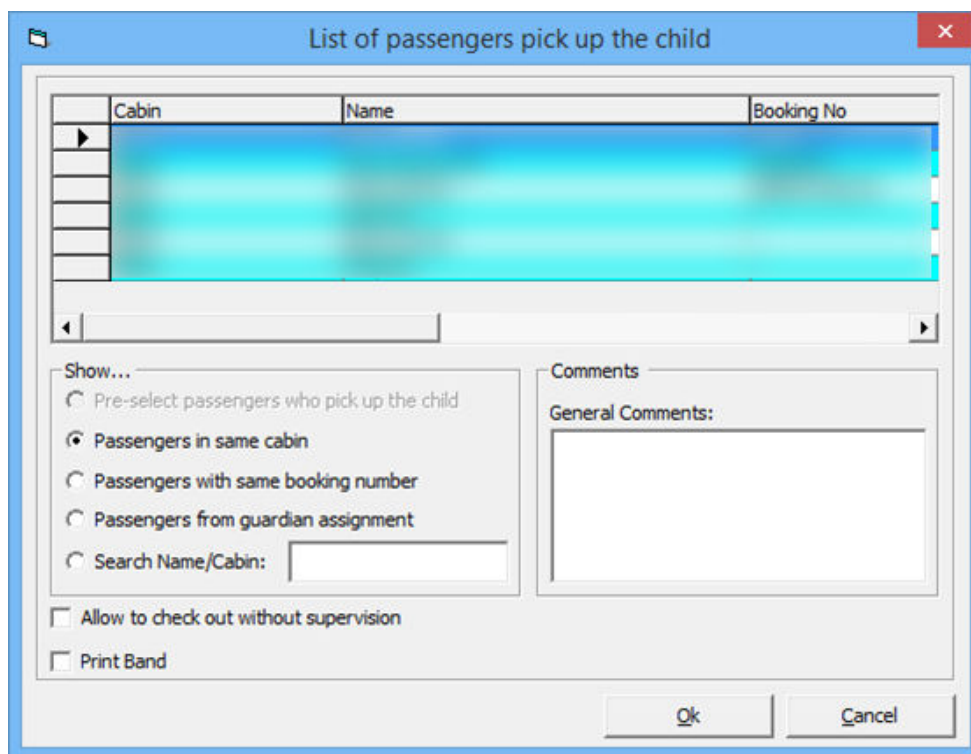
Cabin	Name	Age	Beeper	Handicap
				Yes
				No
				No
				No
				No
				No
				No
				No
				No
				No
				No
				No
				No
				No
				No
			BEEP1	Yes
				No

Checking In a Child

1. From the **Font Desk** menu, select the **Child Locator** option.
2. At the Children Locator window, click the **Check In** tab.

3. Select the **Event Location**, **Cabin/Name** and/or **Show All Expected**, then click **Assign Beeper**.
4. If you are handing out a beeper, select a beeper number from the Beeper section and click **Assign Beeper**.
5. Navigate to **Current Check-In Location** section, select the **Event Location** from the drop-down list, and then click **Check-In**.

Figure 1-4 Child Locator Pick Up



6. In the **List of Passengers Pick Up** window, select the passenger that pick up the child, and then click **OK** to return to the Child Locator window. By default, **Passengers in the same cabin** is checked.
7. Information of the child is now shown in Check-In tab.

Checking Out a Child

1. From the Child Locator window, navigate to the Check-In tab.
2. At the Selection section, select one of the options, then click **Refresh**.
3. Select the child name from the grid and then click **Check-Out**.
4. At the Passenger to Pick Up Child window, verify the name and then click **OK** to confirm and updates the child information into the Check-Out tab.

Changing the Pick up Person

1. At the Check-In tab of the Child Locator window, right-click on the child name and select **Change Pick Up Person**.
2. In the Show section, select the one of the options, then select the passenger name from the grid and click **OK**. By default, the names shown are the Passengers in the same cabin.

Advance Board Card Printing

The Advance Board Card Printing prints the board cards by batch, based on the criteria template configured in Administration module.

Figure 1-5 Advance Board Card Printing Window

The screenshot shows the 'Advanced Board Card Printing' window. The 'Select BCard Template' dropdown is set to 'VIP'. The 'Card Type' section has 'Guest' selected. The 'Made a copy of the existing card (For Guest Cards Only)' section has 'Yes' selected. The 'Age' section has 'From' set to 18 and 'To' set to 299. The 'Reservation Status' section has 'Reservation' selected with a date of 08/01/2016. The 'Card Encoded Status' section has 'All Card' selected. The 'User Define Filter' section has 'VIP Status' set to 'VIP' and 'Birthdate' set to 'WITH'. The 'Sorting' section has seven dropdown menus: Sorting 1: None, Sorting 2: Cabin, Sorting 3: RES_CAB, Sorting 4: UXP_A_NAME, Sorting 5: None, Sorting 6: None, and Sorting 7: None. The 'Print' button is visible at the bottom right.

1. From the **Front Desk** menu, select **Advanced Board Card Printing**.

2. Select the **BCard Template** from the drop-down list to populate the predefined fields.

 **Note:**

You can change the selected fields(s) manually before printing.

3. Click **Print** to print the board cards.
4. At the dialog box indicating the number of records to print, select **Yes** to continue.
5. In the Batch Board Card Printing window, the printing progress of the board card is shown and if there is an error, this is reflected in the **Status** column.

BoardCard Wizard

You can perform a quick board card printing by guest, crew, group, visitors or gift card using the Board Card Wizard.

1. From the Front Desk menu, select **BoardCard Wizard** option.
2. In the BCard Printing Wizard prompt, read and follow the instructions before clicking **Next**.
3. At the following wizard window,
 - Select the type of board card to print and click **Next**.
 - Choose an option to encode – using existing card number or newly generated a card number, then click **Next**.
 - Choose an option to print – cards for guest already on-board or future reservations. For future reservations, select the **Embarkation Date** from the drop-down list and click **Next**.
 - Check mark the **Filter Age** and enter the age From/To field, if any.
 - Select one or more options using the drop-down list, such as **Nationality**, **Product**, **Pre-Product** and **Award Level**, if any.
 - Enter the **Names, Room numbers or Manifest from/to**, if any, and then click **Next**.
4. The number of cards matching the selection is shown. Check mark if the cards should be sorted by Product when printing.
5. Check mark the preferred print sort order – either by room number, name, room number descending or person name descending.
6. Click the **Finish** button to proceed.
7. At the Batch Board Card Printing window, you will see the number of cards that are successfully printed or failed.
8. Click **Close** to exit and return to the main menu.

Check In/Out Status

The Check In Status provides a real time status of expected check in for the day. it shows the number of reservations for the day, checked in and remaining check in at that time.

Similarly, the Check-Out Status shows the total of reservations checking out, checked-out and the number remaining.

Cruise Comment

The Cruise Comment field is made available to the Ship Operator to enter comments pertaining to the cruise, and it caters up to 4000 characters.

1. From the Front Desk menu, select the **Cruise Comment** option.
2. Select the Cruise from the drop-down list.
3. Enter the comment in the blank field and then click **OK** to save.

Cabin Availability

The Cabin Availability provides you an overview of the available cabin by date, deck, category and/or features, and a view by deck plan. It also shows the current cabin cleaning status and the number of available berths.

Figure 1-6 Cabin Availability

The screenshot displays the 'Cabin Availability' window. At the top, there is a title bar with the text 'Cabin Availability' and a close button. Below the title bar, the window is divided into several sections:

- Available Guest Cabins:** A table with the following columns: Cabin, Details, Deck, Cleaning Status, Total Berth, and Available Berth. The table contains 17 rows of data, including Suite Cat.01, Suite Cat.02, Veranda Suite Cat.04, and Penthouse Grand Suite Cat.09.
- Search Criteria:** A section with four dropdown menus: 'Date From' (set to 29/01/2015), 'Date To' (set to 07/02/2015), 'Deck' (set to All), and 'Category' (set to All).
- Legend:** A list of cleaning status codes: OD = Occupied Dirty, OC = Occupied Clean, VD = Vacant Dirty, and VC = Vacant Clean.
- Buttons:** 'OK', 'Cancel', and 'Refresh' buttons are located at the bottom of the window.

Cabin	Details	Deck	Cleaning Status	Total Berth	Available Berth
10000	Suite Cat.01	DECK10	VC	1	1 (1)
10002	Suite Cat.01	DECK10	VD	1	1
10004	Suite Cat.02	DECK10	VC	1	1
10005	Suite Cat.02	DECK10	VC	1	1
10007	Veranda Suite Cat.04	DECK10	OD	1	1
1001	Veranda Suite Cat.04	DECK10	OD	3	3 (A,B,C)
1005	Penthouse Deluxe Suite Cat.08	DECK10	OD	3	3
1006	Penthouse Deluxe Suite Cat.08	DECK10	OD	3	3
1007	Penthouse Deluxe Suite Cat.08	DECK10	OD	3	3
1008	Penthouse Grand Suite Cat.09	DECK10	OD	3	3
1010	Penthouse Grand Suite Cat.09	DECK10	OD	1	1
1011	Penthouse Grand Suite Cat.09	DECK10	OD	3	3
1014	Penthouse Grand Suite Cat.09	DECK10	OD	3	3
1017	SPA Suite Cat.10	DECK10	OD	3	3
1019	SPA Suite Cat.10	DECK10	OD	3	3
1020	SPA Suite Cat.10	DECK10	OD	3	3

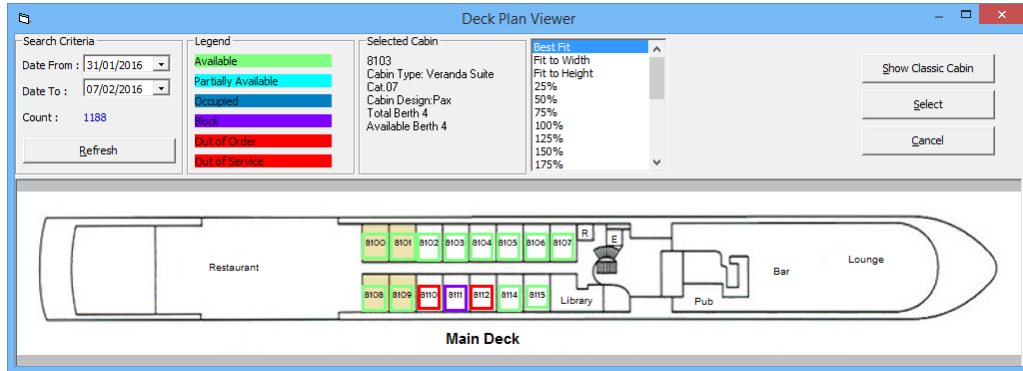
Searching for Available Cabin

1. From the Front Desk 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 check-box, if any.
4. Click **Refresh** to refresh the view.

Viewing Availability Using Deck Plan

Figure 1-7 Deck Plan Viewer

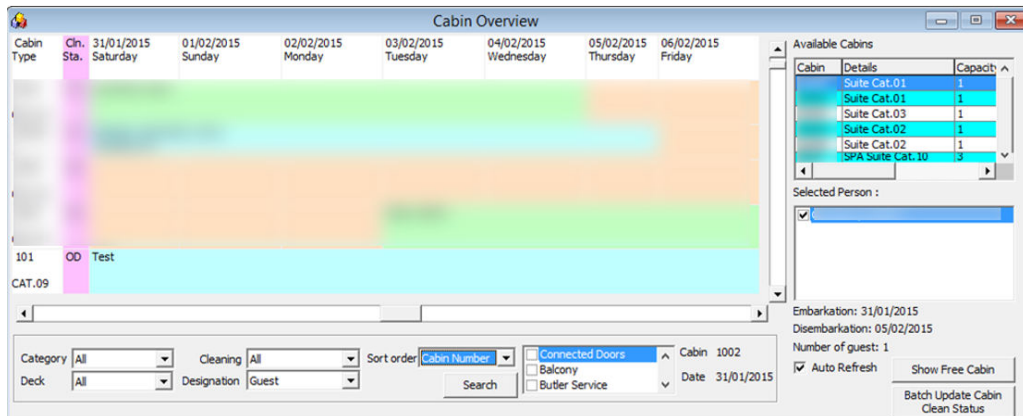


1. From the Cabin Availability window, click **Show Deck Plan**.
2. In the Selection Criteria, enter the **Date From/To**, then click **Refresh**.
3. In the diagram, the status of the cabin is reflected according to the color chart, and information of the selected cabin is shown in Selected Cabin section.

Cabin Overview

The Cabin Overview shows you a quick view of all cabin status by date, category, cabin clean status and occupant's name. You can also update the cabin clean status by batch from here.

Figure 1-8 Cabin Overview



Navigating through Cabin Overview

- On the Overview window, the cabin number and category are shown, with its cabin cleaning status next to it
- If the cabin is occupied or block for an expected guest, the name appears on the grid from the date booked until check-out.
- To search for a specific category or cabin cleaning state, use the filter fields.
- To show the Available Cabins of the window, select the guest name then click **Show Free Cabin**.

Batch Update of Cabin Clean Status

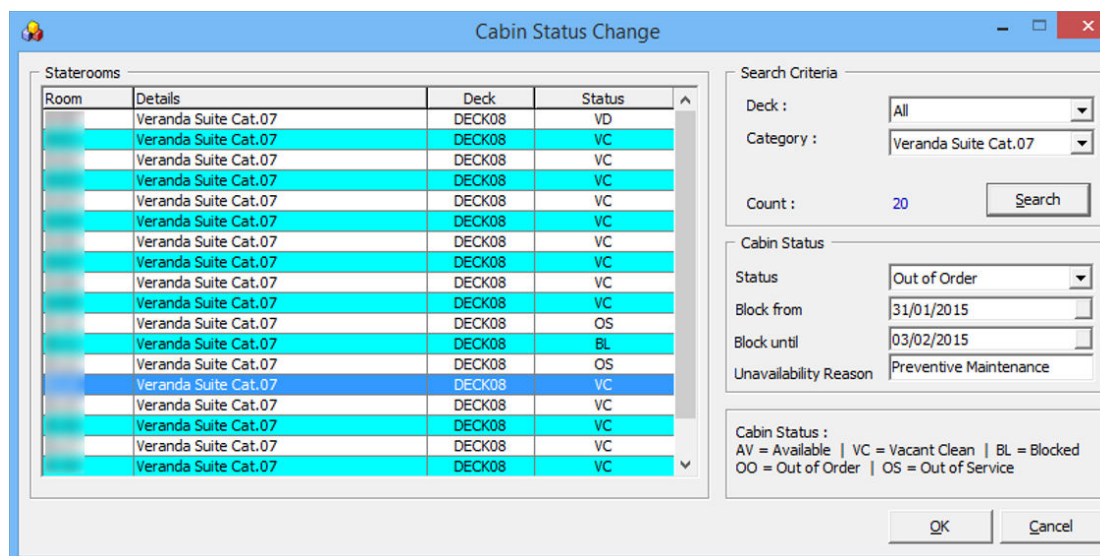
This function allows you to update the cabin status by batch, using the available filters.

1. At the Cabin Overview window, click **Batch Update Cabin Clean Status**.
2. In the Batch Update Cabin Clean Status window, choose the **category** or **deck**, followed by **cleaning status** and then click **Search**.
3. Cabins matching the criteria are shown. Check mark the cabin number check-box to select or use the **Select All** option.
4. Choose the **Clean Status** from the drop-down list and click **Update**.

Cabin Status

You can set the cabins into unavailable mode over a period of time for servicing or maintenance purposes through function.

Figure 1-9 Cabin Status Change



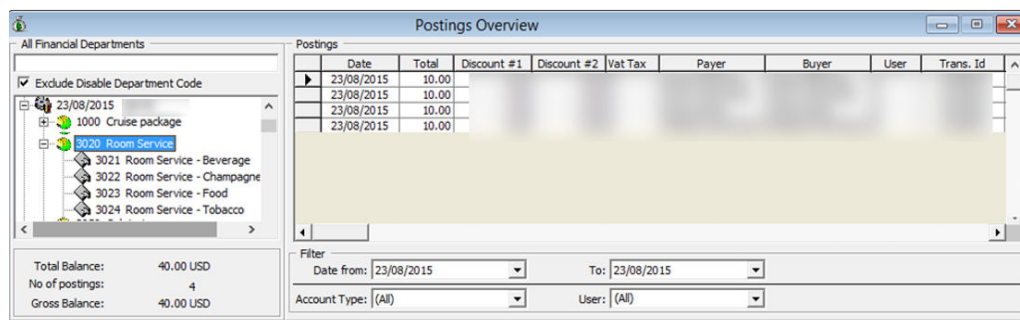
1. From the Front Desk menu, select **Cabin Status** option.
2. In the Search Criteria, select the **Deck** and/or **Category**, then click **Search**.
3. Cabins matching the search criteria are shown on the window. Select the cabin, then navigate to Cabin Status.

4. Select the **Status** from the drop-down list, insert the **Block From/Until** date and the **Unavailability Reason**.
5. Click **OK** to proceed and update the status shown in the grid. Blocked cabins are highlighted in light orange in the Cabin Overview window.

Postings Overview

This function displays a detailed postings by department code of the selected cruise and date. Information shown includes Date, Total Discounts, Vat Tax, Payer, Buyer, User, Transaction ID, Check No and Posting Type (Manual or Automated).

Figure 1-10 Posting Overview Window

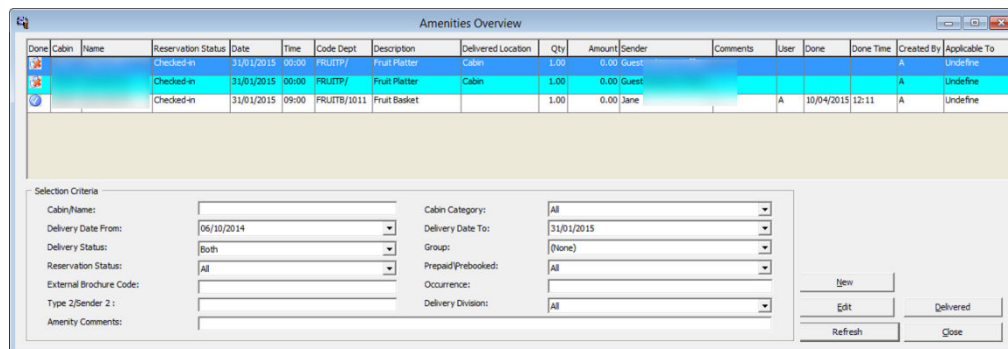


1. From the Front Desk menu, select **Postings Overview** option.
2. Select the **Cruise Date**.
3. Select the **Department code** to view.
4. Postings of the selected department code are shown.
5. Double-clicking the transaction opens the posting details window and display the bill image.

Amenities Overview

The Amenities Overview function provides you a single view of all the amenities requests, be it pending delivery or delivered. You can always add new amenities or edit the existing ones.

Figure 1-11 Amenities Overview



Viewing Amenities Request

1. From the Front Desk menu, select **Amenities Overview** option.
2. In the **Selection Criteria**, choose from the available filters and then click **Refresh**.
3. Information matching the selected criteria are displayed at the window.

Adding/Editing/Delivering Amenities

See [Cashier Function](#), [Guest Handling](#), [Service Info Tab](#) for more information.

Itinerary Overview

In the Itinerary Overview, you will find the daily activities available to each cruise by Location, Package or Counselors. Such information are entered in the **System Cruise Setup, Itinerary Setup**.

Figure 1-12 Itinerary Overview

The screenshot shows the 'Itinerary Overview' window. On the left, under 'Criteria', the 'Locations' tree is expanded to show '31/01/2015 A' and 'Main Dining Room'. The 'Activity' pane on the right displays details for a 'High Tea' activity. The activity is scheduled for '31/01/2015' at '15:00' in the 'Main Dining Room' and lasts for '20 min.'. The description is 'High Tea'. The demographics are 'Age Range: 0-999 not restricted', 'Gender: All', 'Family: All', and 'Marital: All'. The time and place are 'Deadline DT: Meeting DT: 31/01/2015 00:00', 'Location: Main Dining Room', 'Meet Place: Main Dining Room', and 'Clothes: Casual'. The pricing is 'Adult Cost Price: 20.00' and 'Child Cost Price:'. The department is 'N/A'. The booking status is 'Booked: 0', 'Max Available: N/A', 'Min Required: 1', and 'Waiting List: 0'.

1. From the Front Desk menu, select **Itinerary Overview** option.
2. Expand the **Locations** or **Packages** container, then double-click on the **Cruise Date** to display available activities.
3. Expand the Activities to view the details.

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 1-13 Flight Overview Window

The screenshot shows the 'Flights Overview' window. On the left, a tree view under 'Flight Dates' lists dates from 23/05/2010 to 29/08/2015. The '29/08/2015' date is selected. Below the tree are 'Add Flight' and 'Remove Flight' buttons. The main area is divided into sections: 'Flight Information' (Direction: Arrival, Connecting: Yes, International: Yes, Flight Carrier, Flight Number, Flight Time: 0800, Flight Capacity, Flight Occupancy: 12, Default No of Bags, Bag Label, Transfer Price), 'Flight Departure/Transfer Details' (Time: 00:00, Date: 29/08/2015, Airport: Not Specified, City, Country), 'Flight Arrival Details' (Time: 00:00, Date: 30/08/2015, Airport: Not Specified, City, Country), and 'Hotel Details' (Name, Address, Date Check In: 04/10/2008, Date Check Out: 04/10/2008). At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Viewing of Flight Details

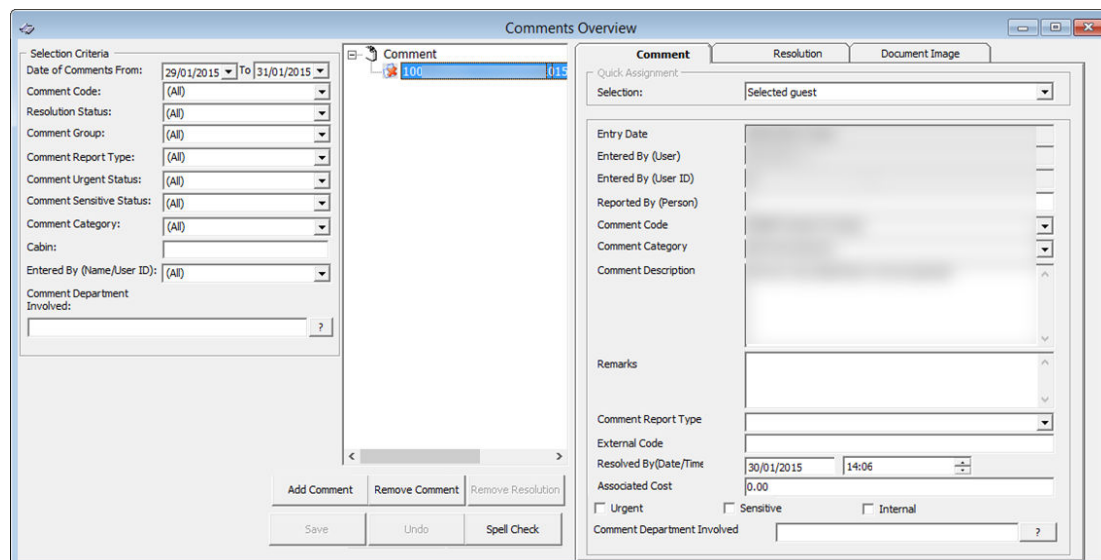
1. From the Front Desk menu, select **Flights Overview** option.
2. Expand the date of the Flights Overview window.
3. To view the Flight Information, select the **Flight Number** below the date.

Adding/Removing Flight Information

1. In the Flight Overview window, select the date
2. Right-click and select **Add Flight**.
3. Enter the **Flight Information**.
4. Click **OK** to save.
5. To remove the Flight Information, select and right-click the **Flight Number**, and then select **Remove Flight**.

Comments Overview

Figure 1-14 Comments Overview Window



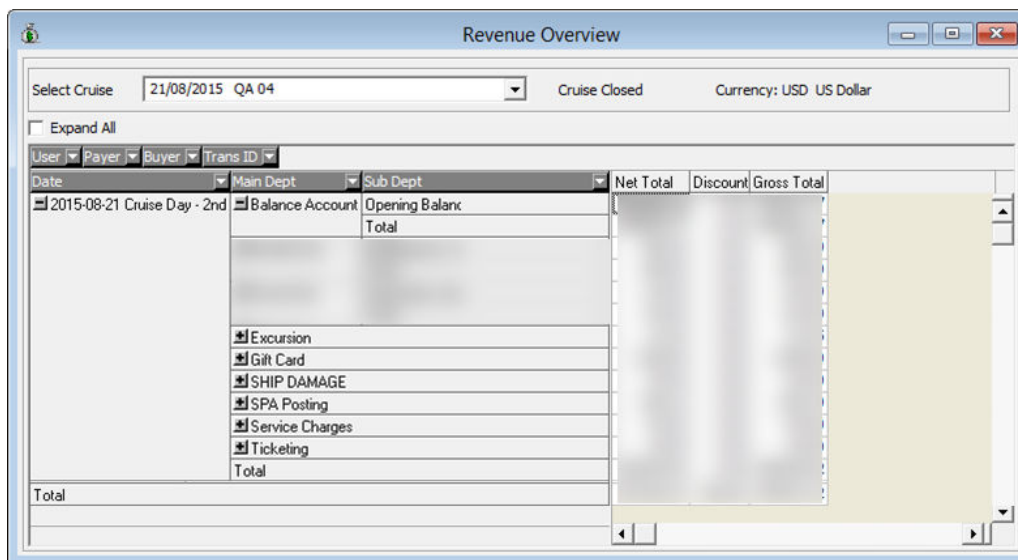
1. From the Front Desk menu, select **Comments Overview** option.
2. In the Selection Criteria, choose from the available filters for information to be display, and then click **Refresh**.
3. Information matching the selection is shown in the **Comment** section.
4. To view the comment, select the comment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

See [Cashier Function, Guest Handling, Comments Tab](#) for more information on how to add and remove comments.

Revenue Overview

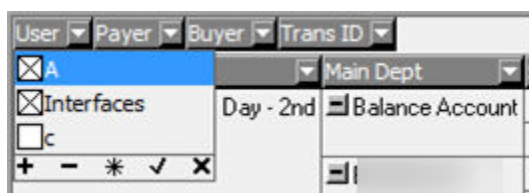
The Revenue Overview function provides you a comprehensive view of the daily revenue per cruise.

Figure 1-15 Revenue Overview Window



1. From the Front Desk menu, select **Revenue Overview** option.
2. Select the **Cruise** to view the revenue by the day.
3. Click the '+/-' to expand or collapse the information.
4. To further drill down the information by **User, Payer, Buyer** or **Transaction ID**, select from the drop-down list.
5. Check mark the box beside the code and click the check mark to refresh the information.

Figure 1-16 Check Mark Boxes



Add Work Order

With this function, you can add all maintenance work required on board the Ship whether it is a cabin or public location. Work Orders can be added singly or by batch using the Criteria Add function.

Figure 1-17 Add New Work Order Form

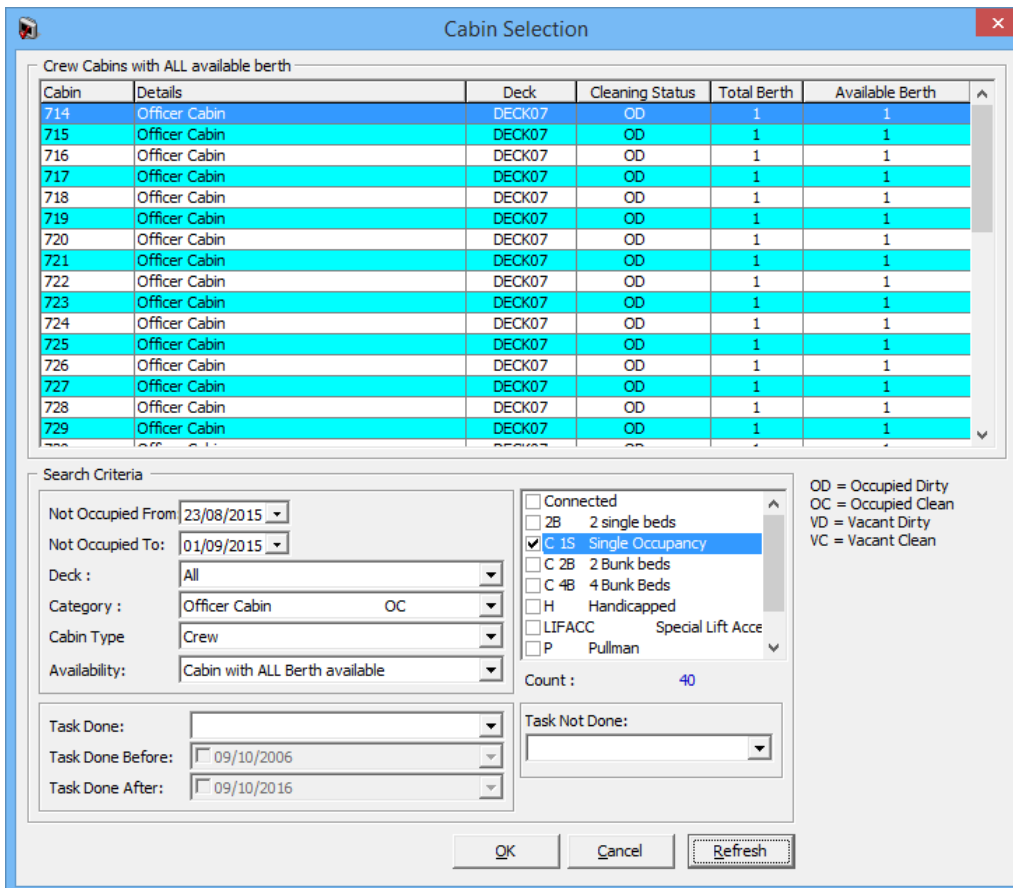
1. From the Front Desk menu, select **Add Work Orders**.
2. At the Add New Work Order form, **Work Order Request No** field, enter the external document number, if any.
3. Select from the drop-down list the **Work Order Type**, **Task Code** and enter the **Task Description** and **Comment**.
4. Select 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. At 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 the Locations (Selected), highlight 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.

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

Figure 1-18 Cabin Selection Criteria



2

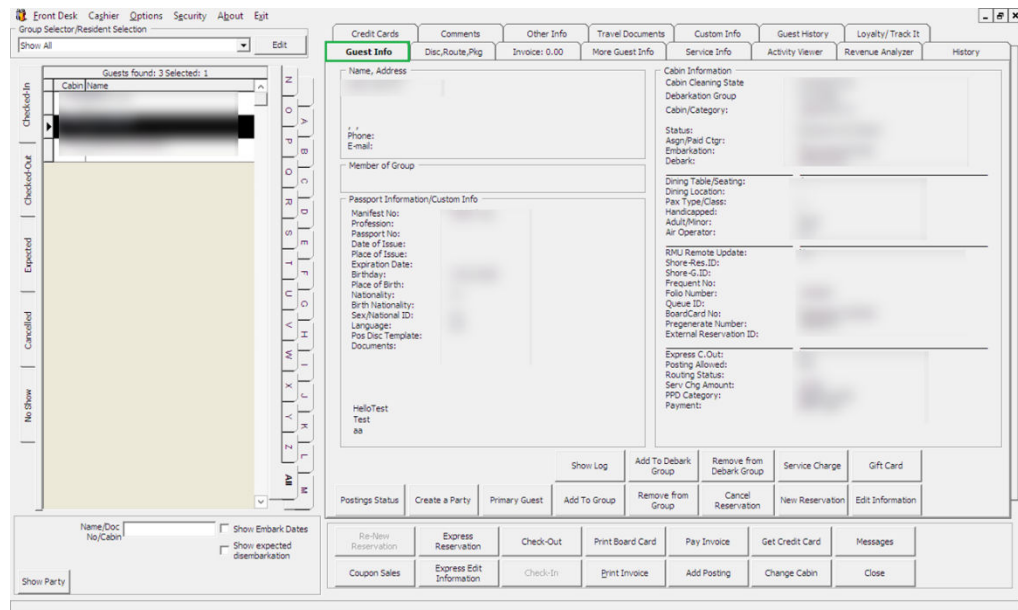
Cashier Function

The Cashier Menu is a widely used function in a Ship Operation, where the passenger profile, reservations, billing and stay histories are recorded and stored.

Guest Handling

This section describes the available functions to access guest data such as guest information, travel documents, invoice, guest history, group account and others. It also allows you to create, amend and cancel a reservation, post a charge and check out a guest/account. These functions are performed in **Management, Cashier** drop-down menu

Figure 2-1 Guest Handling



Search Panel

The Search Panel function enables you to look up a reservation by status - Check In, Check Out, Expected, Canceled and No Show from the Guest Handling window.

Figure 2-2 Search Panel

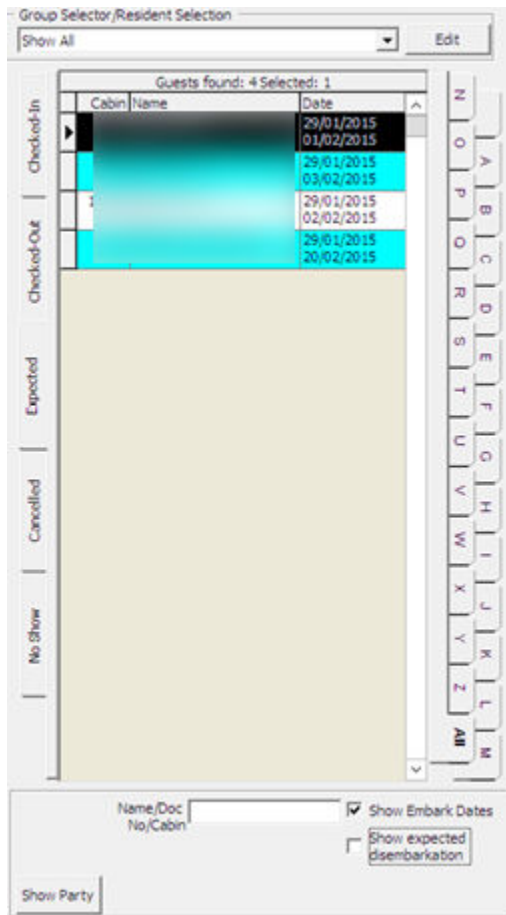


Table 2-1 Search Panel

Tab	Description
Checked-In	This tab list all registered passengers.
Checked-Out	This tab list all checked-out passengers of past and current cruise.
Expected	This tab lists all passengers due to arrive for current or future cruises.
Cancelled	This tab lists all cancelled reservations.
No Show	This tab lists all reservations that fail to show up or yet to register during System Date Change.
Show Embark Dates	checkbox includes guest embarkation/ debarkation dates in the result list.
Show Expected disembarkation	checkbox displays disembarking guest of selected date and cabin.

Searching For Guest

1. At the Search Panel, select the **Status tab** and then select an alphabet corresponding to the reservation's last name. If ALL is selected, this displays all reservations in alphabetical order.
2. You can narrow down the search using the guest name, document number or cabin number and date.

Guest Info Tab

The Guest Info tab is the default tab you access at Guest Handling function. It provides a single view of guest's information's such name, address, passport details, cabin information and others, and enable you to drill down further into the reservation for more information.

New Reservation Function

The New Reservation function allows you to create a booking for guest arriving without a reservation. A reservation form is launched when the **New Reservation** button is clicked and below are the field definitions of the form.

Figure 2-3 New Guest Information Window

The screenshot displays the 'New Guest Information' window with the following sections and fields:

- Name/Reservation:** Name (Surname, Forename, Middle Initial, Other Name, Other First Name), Salutation, Title, Royalty No@, Marital Status, VIP, Classification, Frequent No@, Award Level, Shore-Res.ID, Onboard EMail, Total No of Cruise Days, Number of Cruises, Disc Template.
- Passport Information:** Passport No, Issue Date, Issue Place, Issue Country, Expiry Date, Birthdate, Birth Place, Nationality, Language, Profession, Gender, Smoker, Birth Nation.
- Travel Information:** Embarkation Date, Embarkation Port, Port Comments, Disembark Date, Disembark Port, Port Comments, Cabin, Muster Station, On Board, Deny Boarding, Deny Reason, Telephone Pincode, National ID, Fin Number, Special Need, Special Need Remarks, Manifest Printout, Queue ID, Shore-G.ID, Life Boat.
- Addresses/Other Info:** (Empty fields for address and other information).
- Documents:** Checked, Collected, Dining Preferences, Table/Seating, Location, Other Parameter (Resident, Air/sea operator, Intoxication, Express Check Out, Group Leader, Completed Online Form, Non-inclusive Guest Type, Charge for Checked-Out Calls, Switch to Crew in Manifest, Stay overnight shoreside, Allow Kiosk Check In).
- Guest Categories:** Tender Group 1, Wireless Plan.
- Payments/Remarks:** Payment by Credit Card, Payment (9001 Cash), Remarks, PPD Type (Regular Guest).
- Document Image Snapshot:** (Visible only from supported Document), Save Document Image.
- Photo:** Assign as Guest Picture.
- Notice And Consent:** (Checkbox).
- Buttons:** OK, Cancel.

Table 2-2 Field Definition of Guest Information Tab (Name)

Field	Description
Name	
Surname	Last name of the guest.
Forename	First name of the guest.
Middle Initial	Middle name of the guest.
Other Name	Other Last Name.
Other First Name	Other First Name.
Salutation	The salutation of the guest.
Title	Title of the guest.
Royalty No	Additional Title. A user definable label.
Marital Status	Marital Status of guest. Configurable system codes in Administration, System Codes, Marital Codes .
VIP	VIP classification of the guest. Configurable system codes in Administration, System Codes, Marital Codes .
Classification	Classification/VIP flag.
Frequent No	Frequent Cruiser number. A user definable label.
Award Level	Frequent Cruiser Award Level.
Shore-Res.ID	External System Reservation ID. A user definable label.
Onboard Email	Email contact whilst on board.
Total No. of Cruise Days	Total Cruise days signed up. Information from data import.
Number of Cruises	Number of cruises purchased. Information from data import.
Disc Templates	Discount templates applied to the account.

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

Field	Description
Passport Information	
Passport No	Passport number of the guest.
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.
Birthdate	Birth date of the guest.
Birth Place	Birth place of the guest.
Nationality	Nationality according to travel document.
Language	Language spoken by guest.

Table 2-3 (Cont.) Field Definition of Guest Information Tab (Passport Information)

Field	Description
Profession	Profession of the guest.
Gender	Gender identifier.
Smoker	Smoker identifier.
Birth Nation	The original nationality of the guest if differ from Nationality field.

Table 2-4 Field Definition of Guest Information Tab (Travel Information)

Field	Description
Travel Information	
Port Comments	Additional comments of the port.
Debark Date	Debarkation date.
Debark Port	Port of debarkation.
Cabin	Cabin number assigned.
Muster Station	Muster Station assigned. Linked to Cabin number.
On Board	On/Off board identifier
Deny Boarding	Deny boarding identifier
Deny Reason	Reason boarding denied.
Telephone Pincode	Pin code setup for outgoing calls and access to Kiosk.
National ID	Local identification document, for example, ID or Driving License
Handicapped	Disability status of the guest. A user definable label.
Handicapped Remarks	Disability remarks.
Manifest Printout	Default inclusion of guest in manifest print out.
Queue ID	Assigned queue ID during embarkation.
Shore.G-ID	Unique Identifier for FMS. A user definable label.
Life Boat	Life Boat assigned. Linked to Cabin number.

Table 2-5 Field Definition of Guest Information Tab (Documents)

Field	Description
Documents	
Documents	Confirmation checkbox of whether travel document is checked or collected.

Table 2-6 Field Definition of Guest Information Tab (Documents)

Field	Description
Dining Preferences	
Table/Seating	Assigned table number and seating preferences for dining.
Location	Assigned dining location.

Table 2-7 Field Definition of Guest Information Tab (Other Parameter)

Field	Description
Resident	Indicator whether the guest is a Resident.
Air/Sea operator	Indicator whether the guest is an Air/Sea operator.
Intoxication	Intoxication identifier.
Express Check Out	Indicates guest require Express Check Out.
Group Leader	Group Leader identifier.
Non-inclusive Guest Type	Indicates that guest is not part of a package or all inclusion plan.
Charge for Checked-out Calls	Define whether checked-out calls will be charged.
Switch to Crew in Manifest	Indicates that reservation has been moved Crew manifest.
Stay overnight shoreside	Indicates that guest stays overnight at shore side.

Table 2-8 Field Definition of Guest Information Tab (Guest Categories)

Field	Description
Guest Categories	
Selection box	User configurable system codes in Administration, System Codes, Guest Categories .

Table 2-9 Field Definition of Guest Information Tab (Agent Information)

Field	Description
Payments/Remarks	
Payment	Payment Department code for this reservation.
Remarks	Additional remarks pertaining this payment.
PPD Type	Revenue per person per day tag.

Table 2-10 Field Definition of Guest Information Tab (Others)

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

Figure 2-4 Guest Information Address / Other Information

Table 2-11 Field Definition of Guest Information Address Tab

Field	Description
Address / Temporarily Address	
Address 1	Address 1

Table 2-11 (Cont.) Field Definition of Guest Information Address Tab

Field	Description
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 the guest
Email 2	2nd Email address of the guest

Table 2-12 Field Definition of Guest Information Address Tab (Other Info)

Field	Description
Other Info	
Permanent Resident ID	Permanent Resident ID of the guest
Common Access Area	Allowed common access area
Exclude from Quick Billing Printing	Indicator whether to exclude from Quick Billing printing

Table 2-13 Field Definition of Guest Information Address Tab (Encode Additional Cabin for Ving/Onity Door)

Field	Description
Encode Additional Cabin for Ving/Onity Door	
Cabin 2/3	Cabin number of joint cabin

Table 2-14 Field Definition of Guest Information Address Tab (Emergency Contact Address)

Field	Description
Emergency Contact Address	
Name	Name of Emergency contact person
Relationship	Relationship of Emergency contact person
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

Table 2-14 (Cont.) Field Definition of Guest Information Address Tab (Emergency Contact Address)

Field	Description
Email	Email address of the contact person
Business Phone	Business phone number of contact person

Table 2-15 Field Definition of Guest Information Address Tab (Travel Insurance)

Field	Description
Travel Insurance	
Description	User configurable system codes in Administration, System Codes, Travel Insurance
Ins. Number	Insurance Policy Number

Table 2-16 Field Definition of Guest Information Address Tab (Minor Debark Authorization)

Field	Description
Minor Debark Authorization	
Port Date / Name	Selectable port allowed for minor for debark
Notice and Consent	Mandatory field. Indicates passenger accept and agrees to the Notice and Consent Terms.

Creating a New Reservation

1. Click the **New Reservation** button at Guest Handling window to open a New Guest Information form.
2. Enter all the relevant information, particularly the mandatory fields such as Notice and Consent. If this checkbox is deselected, the system does not allow you to proceed and prompts a warning message. Do refer to your company standard operating procedure for the other mandatory fields.
3. Click **OK** to save the form.
4. The saved information is shown under **Guest Info tab** and is categorized as **Expected Arrival**.

Editing a Reservation

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

Canceling Reservation

1. Search the reservation from the Search Panel and then click **Cancel Reservation** under Guest Info tab.
2. Select **Yes** to cancel the reservation when prompt. This places the booking under the **Cancelled** tab.

Posting Status

The **Posting Status** is a function that assists you in managing cash paying guest or guest that may have exceeded their credit limit. This function enables/disable the posting from flowing through to the account.

Disabling a Posting

1. Retrieve the reservation from the Search Panel and then click **Posting Status** in Guest Info tab.
2. Enter the reason to disable the posting when prompt, either by selecting a predefined reason from the drop-down list or manually insert them.
3. If **Allow manual postings** is checked, this will only *disable* posting from the interfaces. You can still perform manual posting within the Guest Handling function.
4. Click **OK** to set the posting status for the account to **No** or **Manual**.

Figure 2-5 Posting Status (No or Manual)

Express C.Out:	No	Express C.Out:	No
Posting Allowed:	No	Posting Allowed:	Manual
Routing Status:		Routing Status:	
Serv Chg Amount:	10.00	Serv Chg Amount:	10.00
PPD Category:	Regular Guest	PPD Category:	Regular Guest
Payment:	Cash	Payment:	Cash
Posting Disallowed Reason:	cash basis	Manual Posting Reason:	cash basis

Enabling Posting

1. Retrieve the reservation from the Search Panel and then click **Posting Status** in Guest Info tab.
2. The system prompts for a response to accept the postings. Selecting **Yes** will resets the Posting status to allowed, whereas **No** will remain as unchanged.

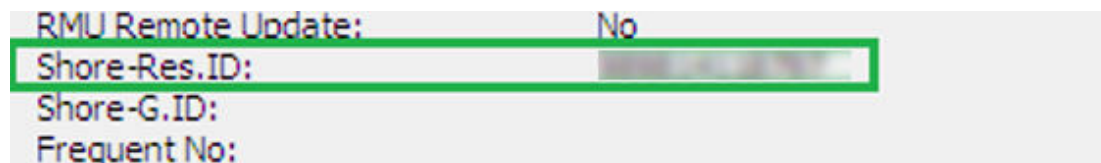
Creating a Party

This function manages and identifies a small number of persons travelling together and does not necessarily share the same cabin. In addition to identification purposes, the person responsible for payment of accounts or main contact liaison can be made as 'primary' passenger.

1. Search the reservations in Search Panel.

2. Use the **CTRL+** key to select the names that make up a party.
3. Click **Create Party** under the Guest Info tab.
4. The system updates the guest of the same party with **Shore-Res ID**.

Figure 2-6 Party Identifier



RMU Remote Update: No
Shore-Res.ID: [REDACTED]
Shore-G.ID:
Frequent No:

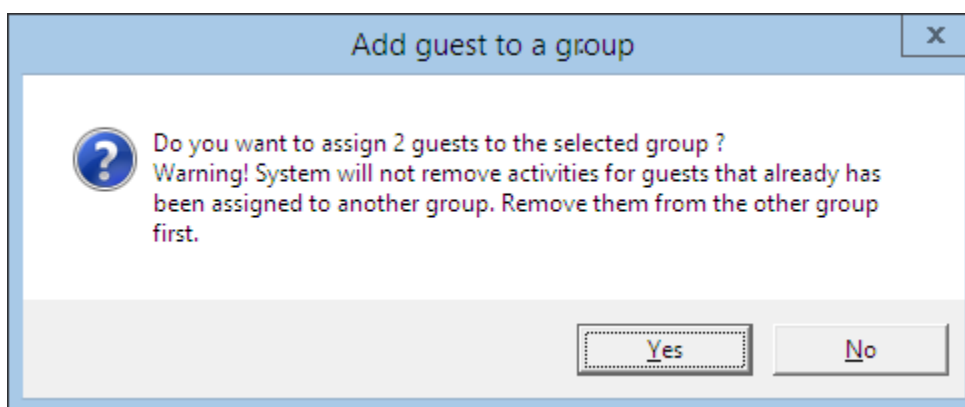
Showing a Party

To view list of travel companions within a party, click the **Show Party** button.

Adding to Group

A guest can be an individual traveler or travelling in a group. If the guest has a reservation and are to become part of a group, you can link the reservation to the group account and displays all travel companion within the group when searched.

1. Search the guest name from the Search Panel.
2. Mark the reservation(s) and then click **Add to Group** in the Guest Info tab.
3. The system prompts for a response whether to assign selected guest(s) to the group. Click **Yes** to proceed.



4. In the Group Selection window, select the group from the list.

Removing from Group

This function removes guests from an existing group and convert their reservation into an individual reservation.

Removing a guest from group

1. Search the guest name using the Search Panel.
2. Mark the reservation(s) and then click **Remove from Group**.
3. The system prompts for a response to remove selected guest(s) from the group. Click **Yes** to proceed and the group name will be removed from the Guest Info, Member of Group field.

Primary Guest

In earlier mentioned topic **Create a Party**, you can designate a guest within a party as a primary guest, or the person in the party who is in charge and responsible for the accounts. Below are the steps to assign a Primary guest. Do note that this process supersedes earlier assigned Primary guest, if any.

Assigning a Primary Guest

1. Identify the party by clicking the **Show Party** button.
2. Highlight the name of the person to be designated as Primary.
3. Click **Primary Guest** to assign the selected person and the word **Primary** will show under the **Cabin Information** section.

Cabin Information	
Cabin Cleaning State	Occupied Dirty
Debarkation Group	Not Assign
Cabin/Category:	1018/CAT.10 /Primary
Status:	Checked-in/On-Board
Asgn/Paid Ctgr:	/
Embarkation:	29/01/2015/HONGK
Debark:	01/02/2015/HONGK

Show Log

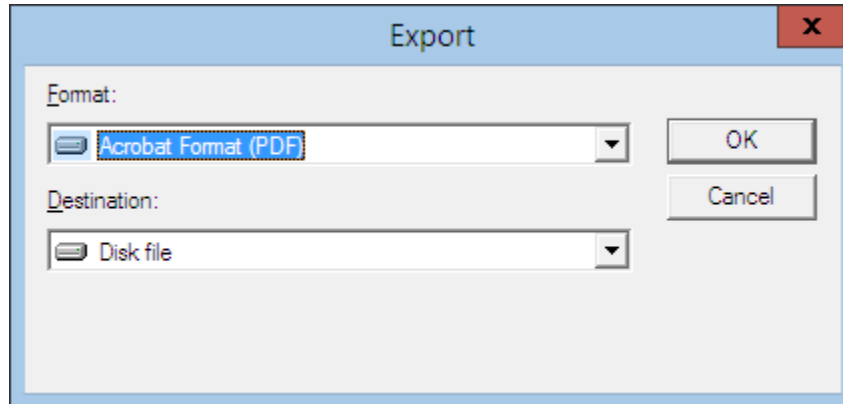
A chronological record of activities such as passenger's movements, financial transactions, systems events are logged by the system to enable the reconstruction and examination of the sequence of events and/or changes made. Such information's are viewable in the Show Log function.

Showing Log

1. Retrieve the reservation from the Search Panel, then click **Show Log** in Guest Info tab.
2. The system returns a list of events, sorted by date/time order. Click **Print** to send a copy of the log to the printer.

3. Click the **Export** button to export the log into a supported file format, by selecting the format from the drop-down list.

Figure 2-7 File Export Prompt

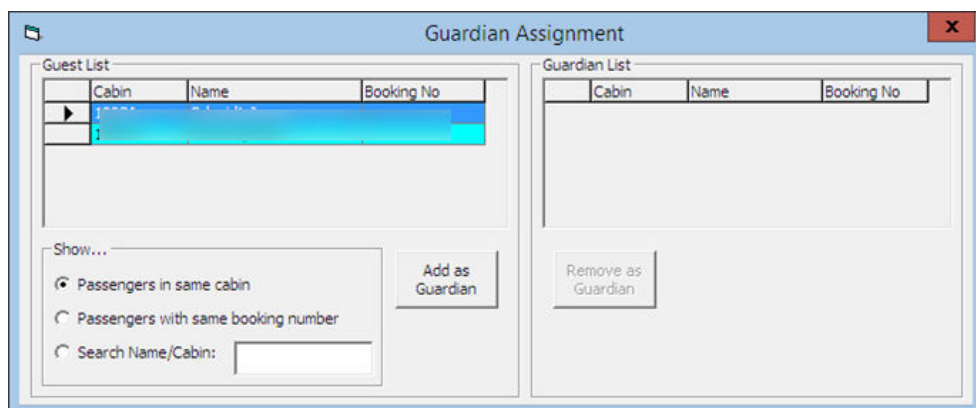


Guardian Assignment

Depending on the Ship's policy and age set forth as a Minor, a guardian might be required to accompany a minor on certain activities or in the absence of the parents. This function is available to account for passengers age is below the *Minimum Adult Age* sets in parameter, **General, Guardian Auto Assignment**.

Assigning a Guardian

1. Navigate to the **Guest Handling** window and search for the minor's name/cabin.
2. Click the **Guardian Assignment**.
3. At the Guardian Assignment window, choose from the following options:
 - Passengers in the same cabin.
 - Passengers with same booking number.
 - Search Name/Cabin number.



4. Selecting one of the above options illuminates the **Add as Guardian** button.

5. Choose the guardian name from the guest list, then click **Add as Guardian** to save the name to Guardian List.
6. The assigned guardian name will appear in the **Guest Info, Name/Address** section.

Removing Guardian Assignment

You can remove the guardian from the minor account by clicking the **Guardian Assignment**, select the guardian name and then click **Remove as Guardian**.

Mark No Show

The Mark No Show function changes the guest status from *Expected* to *No Show* prior to End of Day (EOD) process and is only permissible to users who has the access rights to do so.

1. Search the guest name from the **Search Panel, Expected tab**.
2. Click the **Mark No Show** button at the Guest Handling window.
3. At the mark Guest to No Show prompt, click **Yes** to change the reservation status. The booking will now appears in the No Show tab.

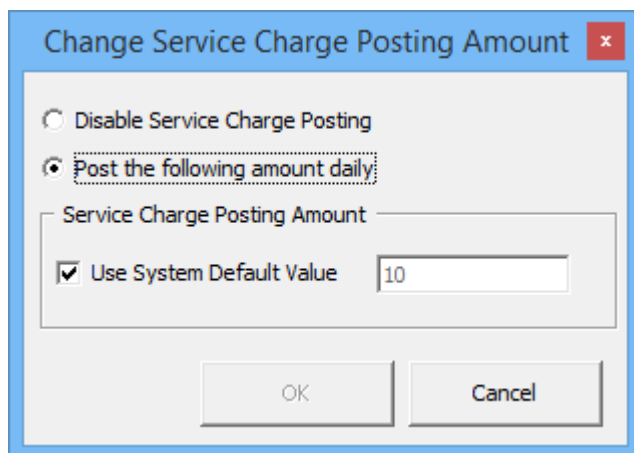
Service Charge

The Ship operators may have a standard Service Charge value define as an automatic charge to the guest account. This posting is typically performed using the Quick Service Charge Posting function. The value of the service charge is set in Parameter, “**Service Charge**”, “**Default Charge Amount**” and “**Minimum Passenger Age**”. The Service Charge function in Guest handling enables you to post the service charge manually or disable the automatic posting.

Posting a Service Charge

1. At the Guest Info tab of the selected account, click the **Service Charge** button to open the **Change Service Charge Posting Amount** window.
2. The default selection is **Post the following amount daily** with **Use System Default Value** checked. Click **OK** to post.

Figure 2-8 Change Service Posting Amount



3. If the amount is not predefined, deselect the **Use System Default Value** checkbox and manually insert the amount.

- In the Management prompt, select **Yes** to override the system default value.

Figure 2-9 Service Charged Posted

Express C.Out:	No
Posting Allowed:	Yes
Routing Status:	
Serv Chq Amount:	10.00
PPD Category:	Regular Guest
Payment:	9001 Cash

- The service charge posted is shown in Guest Info tab.

Disabling Service Charge Posting

- From the **Change Service Charge Posting Amount** window, select **Disable Service Charge Posting**, and then click **OK** to save.
- At the Guest Info tab, the Service Charge Amount changes to **No Service Charge Posting**.

Disabling Service Charge Posting

- From the **Change Service Charge Posting Amount** window, select **Disable Service Charge Posting** and then click **OK** to save.
- At the Guest Info tab, the Service Charge Amount changes to **No Service Charge Posting**.

Add to Disembark Group

The **Add to Disembark Group** function allow you to organize disembarking passengers to disembark in batches at a designated assembly location, departure time and luggage collection.

- At the Guest Info tab of the guest account, click **Add to Disembark Group**.
- In the selection window, select the available group from the grid and then click **Select**.
- At the **Add guest to debarkation group** prompt, click **Yes**.
- The assigned debarkation group is shown in the **Guest Info tab, Cabin Information** section.

Figure 2-10 Assigned Debarkation Group

Cabin Information	
Cabin Cleaning State	Occupied Dirty
Debarkation Group	Group A
Cabin/Category:	1017/11
Status:	/
Asgn/Paid Ctgr:	Checked-in/On-Board
Embarkation:	/
Disembark:	09/03/2014/BBBGI
	31/08/2016/ATSEA

Remove from Debark Group

When a passenger is wrongly assigned to a debarkation group, or they would like to depart with their friends, you are required to first remove the assignment and then reassign to the desired group.

To remove a passenger from the debark group, click the **Remove from Disembark Group** from the Guest Info tab.

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 set up using one of this option - 'Pay for' or 'Paid by'.

Figure 2-11 Routing Tab

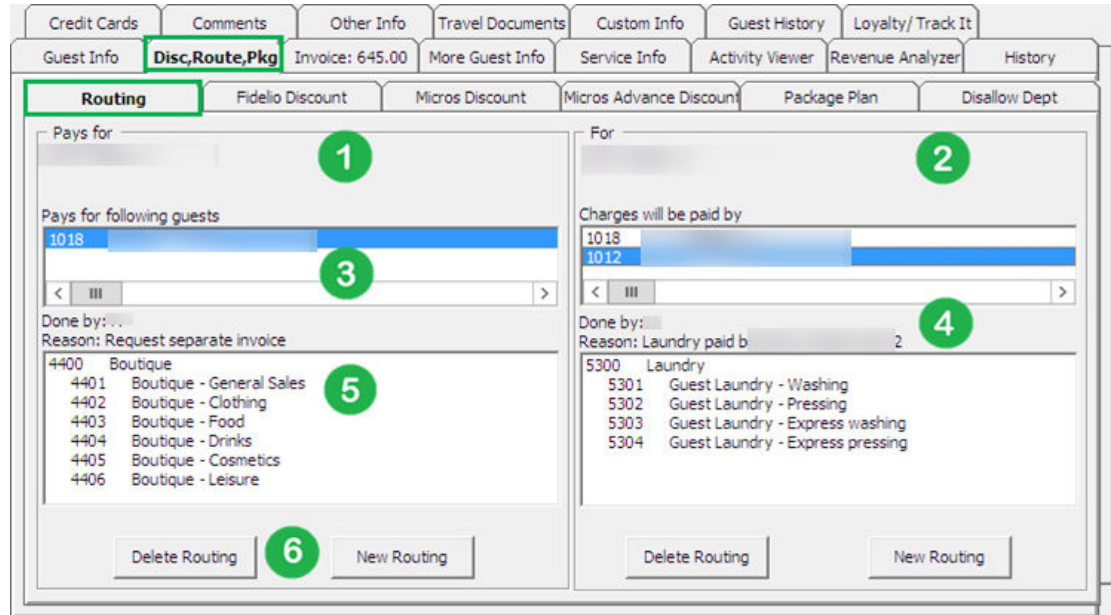


Table 2-17 Routing Tab Definition

Section	Description
1	Pays for - This section defines the payor account and whom the account is paying for.

Table 2-17 (Cont.) Routing Tab Definition

Section	Description
2	For - This section defines where the assigned financial department is routed to.
3	Cabin number and name of guest payor is responsible for.
4	User who setup the routing and reason.
5	Financial Department code assigned.
6	Button to setup or remove routing instructions.

 **Note:**

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

Pay for Another Party

Below are the steps to set up an account/charge routing when guest A pays for guest B.

1. Search the guest account and navigate to **Disc, Route, Pkg, Routing** tab.
2. Click the **New Routing** button to open the routing dialog box.
3. Select the **Invoice number** where to route the charges.
4. For charges within the same account, leave the cabin number and guest name as it is.
5. For guest that is paying for another account, change the cabin number and select the respective guest.

Figure 2-12 New Routing — ‘Will Pay For’

6. Select the **Financial Department** group or codes to be routed and insert the routing reason.
7. Check the applicable options:
 - **Show Reservations:** Include expected to embark and reserve bookings. Checked-in booking is shown when the checkboxes are deselected.
 - **Actual Postings:** Actual postings routed to another account.
 - **Actual Payments:** Actual payments routed to another account.
 - **Package Postings:** Only route package postings.
8. Click **OK** to save.
9. Once saved, the selected assignments are added to **'Pays for'** in the Routing tab.

Paid by Another Party

Below are the steps to set up routing when guest B account/charges are paid by guest A.

1. Search the guest account and navigate to **Disc, Route, Pkg, Routing** tab.
2. Click the **New Routing** button under **'For'** section to open the routing dialog box.
3. Select the **Invoice number** where charges are routed to.
4. Enter the cabin number and select the respective guest name from the drop-down list.

Figure 2-13 New Routing To — 'Will Be Paid By'

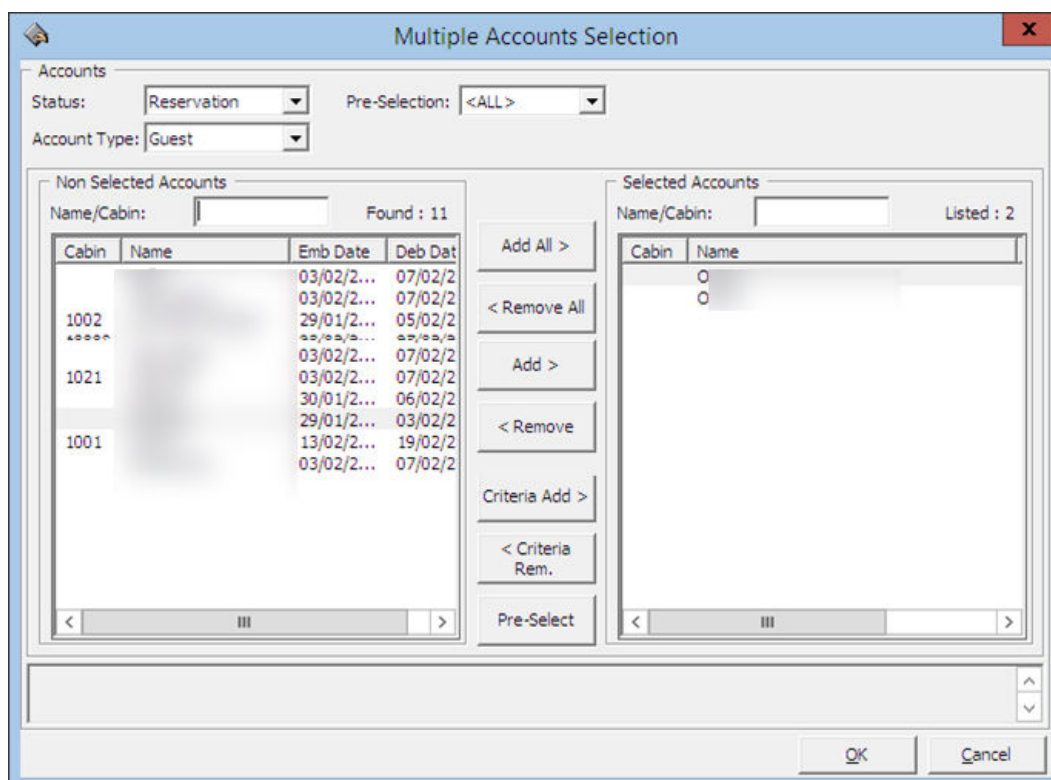
5. Select the **Financial Department** group or codes to be routed and insert the routing reason.
6. Select the options where applicable.
7. Click **OK** to save.
8. Once saved, the selected assignments are added to **'Pays for'** in the Routing tab.

Advanced Routing

Below are the steps to set up routing for multiple guests, for example; group guest or parties travelling together.

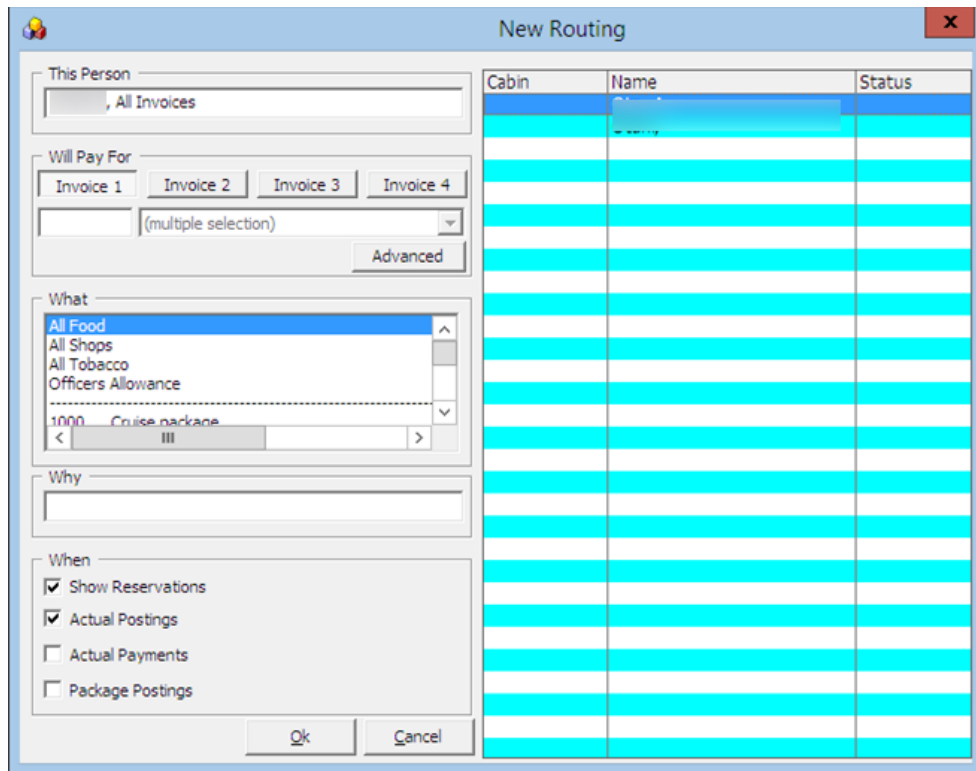
1. Search for the guest account and navigate to **Disc, Route, Pkg Routing** tab.
2. Click **New Routing** to open the routing dialog box,
3. In the dialog box, click **Advanced** button in the Invoice drop-down list to open the **Multiple Accounts Selection** window.
4. Guests listed in the **Non Selected Accounts** section is based on the default set in **Status** and **Account Type** criteria and this criterion can be changed according to the user requirement.

Figure 2-14 Routing Multiple Account Selection Window



5. To select all guests, click **Add All>** or individually select the guest, then click **Add>** to move the selection to the **Selected Accounts** pane.
6. Click **OK** to confirm the multiple accounts selection. This opens the New Routing window with the selected guest account listed.

Figure 2-15 Routing Multiple Account Instructions



7. In the New Routing, select the **Financial Department, Reason** and when the routing should occur, and then click **OK** to initiate the multiple account routing instructions.
8. During the assignment process, the status of the guest account will change to **OK**, followed by **Done** and the New Routing window will close automatically once the process completes.

Deleting an Existing Routing

Below are the steps to remote the routing set up in a guest account.

1. Search the guest account and navigate to **Disc, Route, Pkg, Routing** tab.
2. Select the **sub-financial department code** to delete the individual assignment, or the **Main Financial Department** to delete all, and then click **Delete Routing**.
3. The system prompts for a confirmation to delete the assignment. Click **Yes** to confirm or **No** to return to Routing window.

SPMS Discount

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

Assigning a Discount

1. At the guest account, navigate to **Disc, Route, Pkg, SPMS Discount** tab.

Figure 2-16 SPMS Discounts Window

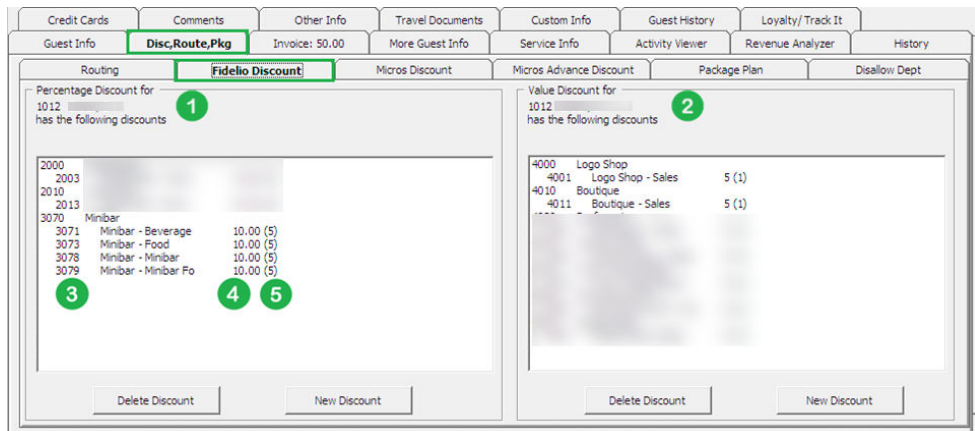
2. Click the **New Discount** button to open the discount dialog box.
3. Insert the **Percentage** and the number of counts in the **Apply Count** field, if the discount is applicable **X** number of times. For example, enter 1 to specify a one time discount for every selected department code, or leave as *blank* for *unlimited* discount for every selected department.
4. Select the **Posting Department** by the department group or individually. For example, All Food/Beverage or Room Service Food only.
5. You can also use the **Discount Template** by checking the checkbox and choose a template from the drop-down if they are pre-configured. See *Administration User Guide* for setup procedures.
6. Check the option for discount is applicable to – **Actual** or **Future Postings**.
7. Click **OK** to save.

⚠ WARNING:

Once a discount is applied to an actual posting, it *cannot* be reversed. If the discount has a count indicator, the system posts the discount until it reaches the count indicated and no further discount will be accorded to postings thereafter.

8. The system saves the assigned discounts in SPMS Discount tab. Similarly, these are added when Future Posting is checked in Criteria Discount.

Figure 2-17 Disc, Route, Pkg — SPMS Discount Tab



- a. Financial Department codes entitled to Percentage discount.
 - b. Financial Department codes entitled to Value discount.
 - c. Financial Department codes and description.
 - d. Discount value (percentage or value)
 - e. No. of count assigned to each financial code. 0 = unlimited.
9. If an **Actual Posting** is checked, the system posts a reversal against the original posting and set the adjusted posting to **No Print** automatically, then report the correct value with the discount indicated.

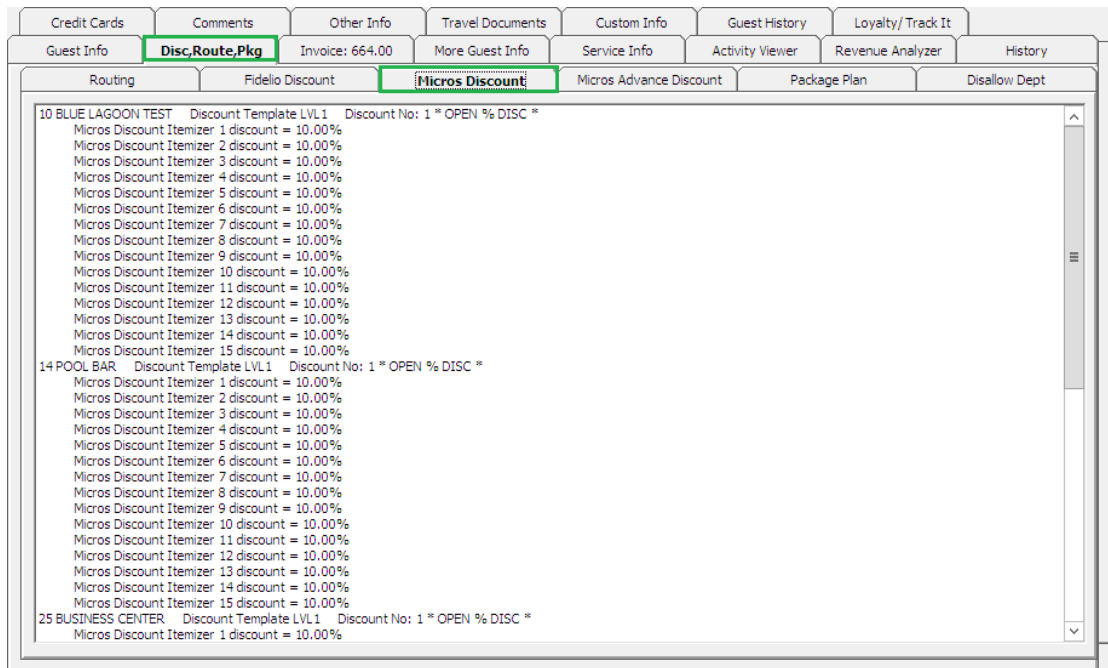
Deleting a Discount

1. At the **Disc, Route, Pkg, SPMS Discount** tab, select the Financial code to delete, then click **Delete Discount**.
2. If **Delete Discount** is clicked *without* first selecting any Financial code, this will delete **All** assignment from the respective window.

MICROS Discount

The MICROS Discount tab displays discounts accorded to the guest by **Micros Discount Itemizer** level. these discounts are shown when a guest has a discount level assigned in **Guest Info, Edit Information, Discount Template** field.

Figure 2-18 Disc, Route, Pkg — Micros Discount



Assigning Point-of-Sale (POS) Discount Level

1. Search for the guest account in Search Panel.
2. At the Guest Info tab, click **Edit Information** to open the Edit Guest Information window.
3. In the **Name section**, select the discount template from the drop-down list.

Figure 2-19 Micros Discount Level Assignment

Name	
Surname	
Forename	
Middle Initial	
Other Name	
Other First Name	
Salutation	Ms
Title	
Royalty No	
Marital Status	(Undefined) ▼
VIP	(not applicable) ▼
Classification	
Frequent No	
Award Level	
Shore-Res.ID	
Onboard Email	
Total No of Cruise Days	0
Number of Cruises	
Disc Template	LVL1 Disc Template 1-10% ▼

4. Click **OK** to save.
5. The assigned POS Discount template is shown in **Passport/Custom Information** section.

Figure 2-20 Assigned POS Discount Template

Passport Information/Custom Info

Manifest No: [REDACTED] / Yes

Profession: [REDACTED]

Passport No: [REDACTED]

Date of Issue: [REDACTED]

Place of Issue: [REDACTED]

Expiration Date: [REDACTED]

Birthday: [REDACTED]

Place of Birth: [REDACTED]

Nationality: [REDACTED]

Birth Nationality: [REDACTED]

Sex/National ID: [REDACTED]

Language: [REDACTED]

Pos Disc Template: LVL1

Documents: [REDACTED]

- To view eligible POS Discounts by Itemizer level, go to Disc, Route, Pkg, Micros Discount tab.

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

Micros Advance Discount

The Micros Advance Discounts works similarly to Micros Discount, except that discounts are applied to *Micros Major Group, Family Group* and *Menu Item level* instead of Itemizer Level.

Figure 2-21 Micros Advance Discount

Credit Cards	Comments	Other Info	Travel Documents	Custom Info	Guest History	Loyalty/Track It	
Guest Info	Disc,Route,Pkg	Invoice: 664.00	More Guest Info	Service Info	Activity Viewer	Revenue Analyzer	History
Routing	Fidello Discount	Micros Discount	Micros Advance Discount	Package Plan	Disallow Dept		
<p>10 ESCORT/STATION TEST Discount Template LVL1 Discount No: 1 * OPEN % DISC *</p> <p>Major Group</p> <p>1 FOOD (10.00%)</p> <p>2 BEVERAGE (10.00%)</p> <p>6 SC RETAIL (10.00%)</p> <p>4 BEAUTY HEALTH (10.00%)</p> <p>25 BUSINESS CENTER Discount Template LVL1 Discount No: 1 * OPEN % DISC *</p> <p>Major Group</p> <p>1 FOOD (10.00%)</p> <p>2 BEVERAGE (10.00%)</p> <p>6 SC RETAIL (10.00%)</p> <p>4 BEAUTY HEALTH (10.00%)</p> <p>44 MINI BAR Discount Template LVL1 Discount No: 1 * OPEN % DISC *</p> <p>Major Group</p> <p>1 FOOD (10.00%)</p> <p>2 BEVERAGE (10.00%)</p> <p>6 SC RETAIL (10.00%)</p> <p>4 BEAUTY HEALTH (10.00%)</p> <p>52 FITNESS CENTRE Discount Template LVL1 Discount No: 1 * OPEN % DISC *</p> <p>Major Group</p> <p>1 FOOD (10.00%)</p> <p>2 BEVERAGE (10.00%)</p> <p>6 SC RETAIL (10.00%)</p> <p>4 BEAUTY HEALTH (10.00%)</p>							

See *Administration, POS Discount* on how to configure the **Advance Micros Discount**.

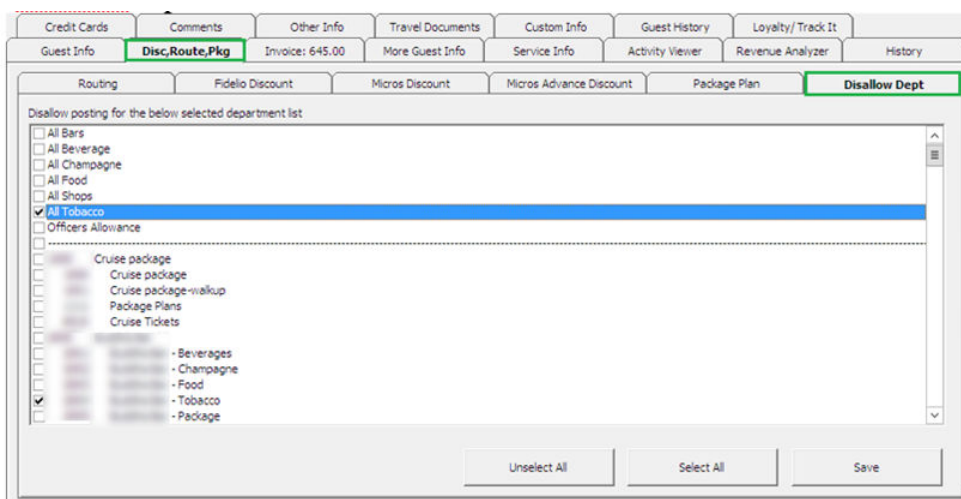
Disallow Department

The Disallow Department function manages charges *not* permissible from being posted to the guest account. For example, Casino Bar, all tobacco and others.

Setting Disallow Department

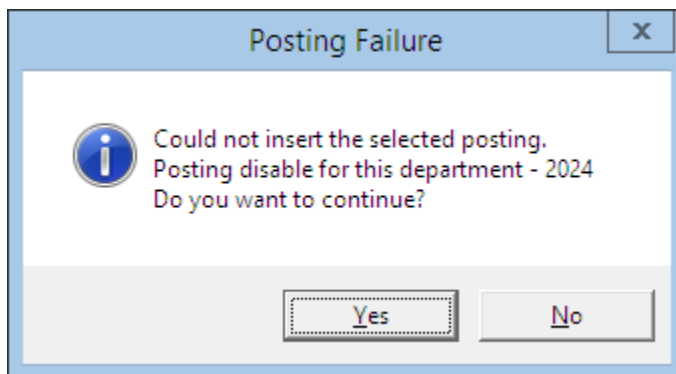
1. Retrieve the guest account, then navigate to **Disc, Route, Pkg Disallow Posting** tab.
2. Select the **Financial Department** codes to disallow, either by **Group** or **Individual department code** from the list, and then click **Save**.

Figure 2-22 Disallow Department tab



3. When a posting matches the disallowed department, the system prompts that posting is not permissible.

Figure 2-23 Disallow Department Posting Failure Prompt



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

Package Plan

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

Assigning / Purchasing a Package Plan

Assigning the right package to the guest account enables transactions to be posted accurately throughout the cruise, and the packages can be assigned to the passenger account.

1. At the Guest Handling window, search and select the guest record using the guest name or cabin number.
2. At the selected guest record, navigate to **Disc, Route, Pkg** tab, and then **Package Plan** tab.
3. Select one of this option:
 - **Assign Package Plan:** To assign an available package that does not have a pre-set Purchase price.
 - **Purchase Package Plan:** To purchase a package setup with the purchase price.

Figure 2-24 Package Plan Options

4. In order to assign/purchase a package, select the available Package from the drop-down list, and then enter the **Reason**.

Figure 2-25 Package Plan Assignment Window

The following table is extracted from the 'Fidelio Department' section of the screenshot:

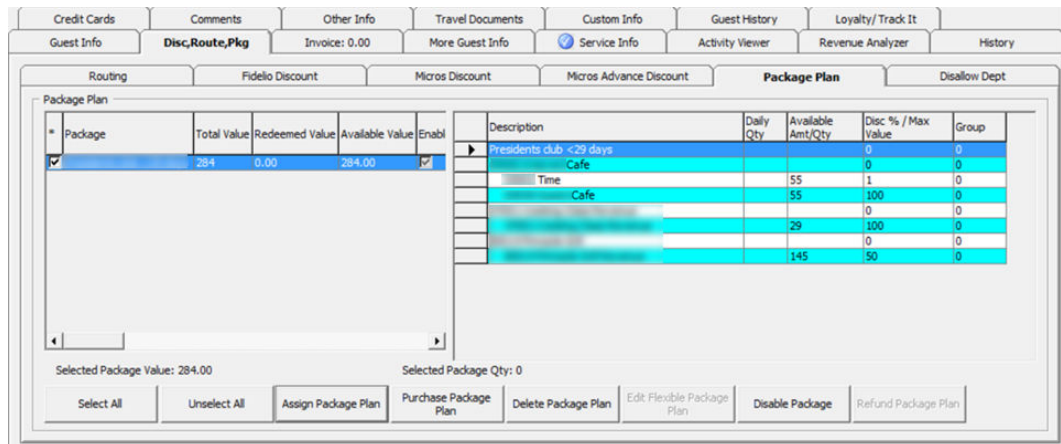
Description	Limit Amount	Discount Percentage	Group
05000 Cafe		0	0
05001 Cafe	0.01	1	0
05030 Cafe	27.5	100	0
47001		0	0
47001	29	100	0
30014		0	0
80014	29	50	0

Note:

Only check the **Move all existing posting to package posting** when you wish to move the existing postings to package plan. For example, a guest purchases the package part way through the cruise, and past postings that meet the package elements are to be considered as package plan.

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

Figure 2-26 Package Plan Assigned / Purchased

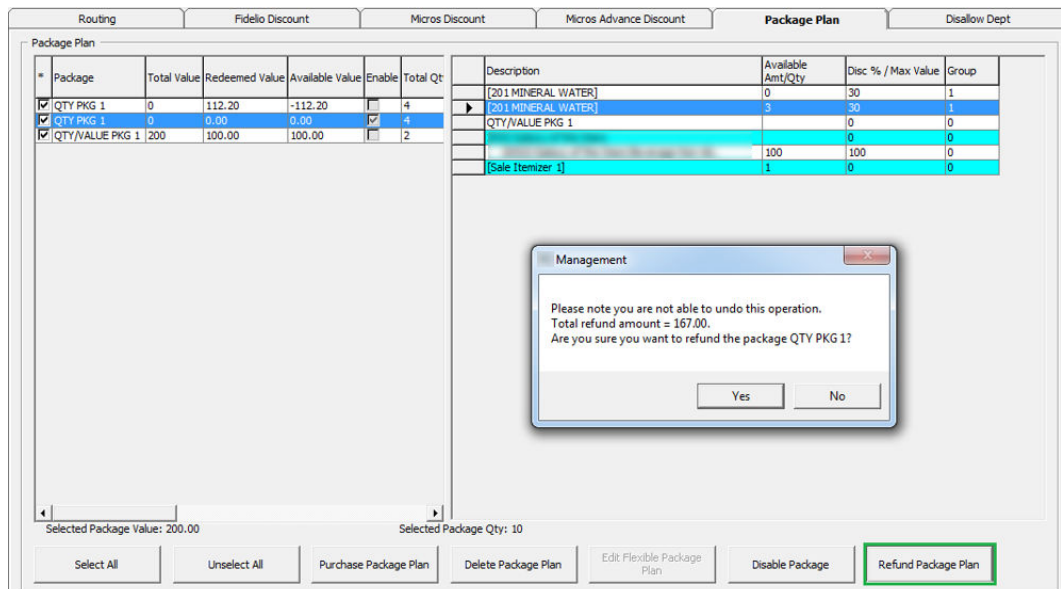


Refunding a Package Plan

The unused package plan is refundable to the guest at the end of the cruise, and below are the steps to refund a Value based package, Quantity based and a Mix package.

1. In the Guest Handling window, search and select the guest record using the guest name or cabin number.
2. In the selected guest record, navigate to **Disc, Route, Pkg tab**, and then **Package Plan tab**.

Figure 2-27 Package Plan Refund Option



3. Select **Refund Package Plan**.

WARNING:

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

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

Routing a Package Plan Posting

Routing of a package plan postings depends on two parameters. **Do not allow post package to both buyer and payer** and **Package Plan Before Routing**. In the event where both payer and buyer has a package, all postings are posted to the payer account as normal posting.

Auto Balancing a Package Plan

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

Figure 2-28 Package Plan Invoice Window

Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID	User	Gross	Check#	Manu
P 11/09/2013	8200 Gift Card		200.00	0.00	0.00	0.00	0.00 PKG TEST 1			200.00		Yes
P 11/09/2013	9000 Cash - Ship Currency	200.00		0.00	0.00	0.00	0.00 PKG TEST 1			200.00		Yes
P 26/08/2013	9000 Cash - Ship Currency	60.00		0.00	0.00	0.00	0.00 PKG TEST 1			60.00	530	Yes
P 26/08/2013	2036		60.00	0.00	0.00	0.00	0.00 PKG TEST 1			60.00	530	Yes
P 18/08/2013	9000 Cash - Ship Currency	4.00		0.00	0.00	0.00	0.00 PKG TEST 1			4.00		Yes
P 18/08/2013	2000		4.00	0.00	0.00	0.00	0.00 PKG TEST 1			4.00		Yes
P 18/08/2013	9000 Cash - Ship Currency	3.00		0.00	0.00	0.00	0.00 PKG TEST 1			3.00		Yes
P 18/08/2013	2000		3.00	0.00	0.00	0.00	0.00 PKG TEST 1			3.00		Yes

All Invoices	1.Invoice	2.Invoice	3.Invoice	4.Invoice	Package
0.00	0.00	0.00	0.00	0.00	0.00

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

Balancing a Package Invoice Manually

- Log in to **Management** module, and in the menu bar, select **Cashier**.

2. Select **Guests** from the drop-down list to open the Guest Handling window.
3. In the Guest Handling window, search and select the guest record using the guest name or cabin number.
4. Navigate to **Invoice tab**, and then lick the amount under the **Package Invoice**.

Figure 2-29 Settling a Package Plan

The screenshot displays an 'Invoice' window with a summary section and a table of transactions. The summary shows a total invoice amount of 300.00, with 50.00 paid and 250.00 remaining. The table below lists two transactions: one for 30.00 on 12/04/2015 and another for 20.00 on 12/04/2015.

Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discount	Buyer	Trans.ID	User	Gross	Check#	Manual Post
12/04/2015	2002		30.00	0.00	0.00	0.00				30.00		Yes
12/04/2015	2000		20.00	0.00	0.00	0.00				20.00		Yes

At the bottom, a summary bar shows: All Invoices (350.00), 1.Invoice (300.00), 2.Invoice (0.00), 3.Invoice (0.00), 4.Invoice (0.00), and Package (50.00).

5. Choose the **Payment method** and verify the amount to settle when prompt, and then click **Pay or Pay & Print** to pay and print the invoice at the same time, and reduces the Package Invoice balance accordingly.

Figure 2-30 Paying an Invoice

The 'Invoice Payment' dialog box is shown with the following details:

- Payment Section:**
 - Department: 90001 Cash - Ship Currency
 - Amount: 50.00 MYR
 - Notes: (empty)
 - Invoice No: Invoice 1, Invoice 2, Package Invoice, Invoice 3, Invoice 4
 - Change due enabled, Collect remaining non-refundable credit
 - Disable Posting Automatically
- Calculation Section:**
 - Package Plan Credit: 50.00
 - Non Refundable Credit: 0.00
 - Current Balance: 50.00
 - Received Amount: 50.00
 - Commission: 0.00
 - Due Balance: 0.00
 - Change Due: 0.00
- Buttons:** Pay, Pay & Print, Cancel, Pay & Print Cash Receipt

Invoice Tab

The Posting Handling function not only provides up to 4 invoices per guest, it also enables you to post a manual charge to an account, route postings and handle various payment processes.

Figure 2-31 Add Posting Window

Table 2-18 Field Definition of Add Posting Window

Field	Description
Account	Guest Account by Cabin No. and Name
Department	Financial Department codes
Clear fields after adding to postings 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 guest that dined. Information from POS System.
Invoice Number	Invoice number to post to

Table 2-18 (Cont.) Field Definition of Add Posting Window

Field	Description
Comments	Additional comments.
Posting List	List of postings added
Batch Count	Confirmation of a number of postings added in Quick Posting function.
Current Count	Current count recorded in Postings List
Batch Total	Confirmation of total value posted in Quick Posting function.
Current Total	Accumulated value to post.

Add Posting

Add Posting allows you to post and/or manually adjust a charge.

1. Retrieve the guest account from the Search Panel, then click **Add Posting** in the Guest Handling window.
2. At the **Add Postings** from, select the **Financial Department** from the drop-down list or use the **Search** option for a department code.

Figure 2-32 Add Posting Financial Department Selection

The screenshot shows a software interface for adding a posting. At the top, there is a 'Department:' label followed by a text input field and a 'Search' button. Below this is a dropdown menu currently displaying '(duplicate selected posting)'. To the right of the dropdown is an 'Add' button. The main area of the window is a list with two columns: 'Code' and 'Description'. The first row in the list is '(duplicate selected posting)'. The second row is 'Cruise package'. The third row is 'SHIP DAMAGE'. The fourth row is 'Cabin Upgrade'. The fifth row is 'Cabin Change'. There are scroll bars on the right side of the list. At the bottom right, there is another 'Add' button and a 'Search' button.

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

Figure 2-33 Adding a Charge

4. Item count increases automatically when the posting is more than one.

Figure 2-34 Add Posting Count

5. Click **Post** to finalize the posting(s).
6. Posting will appear in Invoice tab, among other posted charges.

Void Posting

The Void Posting function is used to adjust the earlier posted transactions.

Voiding a Posting

1. Search for the guest account in **Guest Handling** window and navigate to Invoice tab.
2. On the Invoice tab, select the transaction to void, then press the **Void** button.

Figure 2-35 Void Posting

The screenshot shows an Oracle Invoice window. At the top, it displays summary information: Purchased: 70.00, Paid: 0.00, Package Balance: 0.00, Credit Limit: N/A, and Non-ref. Balance: 0.00. Below this is a table with columns: Date, Department, Credit, Debit, Discount, Vat Tax, POS-Discou, Buyer, Trans.ID, User, Gross, and Cl. The table contains four rows of data, all dated 30/01/2015. The first row has a Debit of 20.00 and a Gross of 20.00. The second row has a Credit of 15.00 and a Gross of 15.00. The third row has a Debit of 30.00 and a Gross of 30.00. The fourth row has a Debit of 5.00 and a Gross of 5.00. Below the table are several buttons: 'All Invoices', '1.Invoice', '2.Invoice', '3.Invoice', '4.Invoice', and 'Package'. A summary row shows values: 70.00, 70.00, 0.00, 0.00, 0.00, 0.00. Further down are buttons for 'Void', 'Criteria Discounts', 'Item Discounts', 'No Print', 'Show Pre Cruise Invoice', and 'Package Status'. At the bottom, there are buttons for 'Close Postings', 'Move & Route', 'Set Credit Limit', 'Hide NoPrints', 'Set Spending Limit', and a checked checkbox for 'Hide Closed Posting'.

Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID	User	Gross	Cl
30/01/2015			20.00	0.00	0.00	0.00				20.00	12
30/01/2015		15.00		0.00	0.00	0.00				15.00	
30/01/2015			30.00	0.00	0.00	0.00				30.00	78
30/01/2015			5.00	0.00	0.00	0.00				5.00	

3. The system prompts for confirmation on the charge to void, indicating the outlet name and amount. Press **Yes** to confirm.
4. Insert the void reason or select from the drop-down list, and then press **OK**.

Figure 2-36 Void Reason Prompt

The screenshot shows a dialog box titled 'Void Posting Reason'. It contains two input fields: 'Reason:' with a dropdown menu showing 'Predefine Reason', and 'User Define Reason:' with a text input field containing 'Wrong amount charged'. At the bottom right, there are 'OK' and 'Cancel' buttons.

5. Voided postings are reflected in egg-shell color with a matching debit and credit amount.

Figure 2-37 Invoice Display of Voided Transaction

Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID	User	Gross	Cl
30/01/2015			-20.00	0.00	0.00	0.00				-20.00	1:
30/01/2015			20.00	0.00	0.00	0.00				20.00	1:
30/01/2015			15.00	0.00	0.00	0.00				15.00	1:
30/01/2015			30.00	0.00	0.00	0.00				30.00	7:
30/01/2015			5.00	0.00	0.00	0.00				5.00	

Pay Invoice

The **Pay Invoice** function is a settlement process against an invoice, be it part or full payment. As the Ship accepts various payment method, the process in applying these payments may vary.

Figure 2-38 Invoice Payment Window

The screenshot shows the 'Invoice Payment' window with the following details:

- Payment Section:**
 - Department: VISA
 - Amount: 50.00 USD
 - Notes: (empty)
 - Invoice No: Invoice 1, Invoice 2, Invoice 3, Invoice 4, Package Invoice
 - Change due enabled, Collect remaining non-refundable credit
 - Disable Posting Automatically
 - Charge 1.00% commission
- Calculation Section:**
 - Package Plan Credit: 0.00
 - Non Refundable Credit: 0.00
 - Current Balance: 50.00
 - Received Amount: 50.50
 - Commission: 0.50
 - Due Balance: 0.00
 - Change Due: 0.00
- Credit Cards Payment Details:**
 - Card Number: *****5001
- Buttons:** Pay, Pay & Print, Cancel, Pay & Print Cash Receipt

Table 2-19 Field Definition of Invoice Payment Window

Field	Description
Department	Financial Department codes - Credit

Table 2-19 (Cont.) Field Definition of Invoice Payment Window

Field	Description
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 Guest Info tab.
Charge 1% Commission	Credit Card commission charge. Amount auto populate in Commission field when checked.
Credit Cards Payment Details	Displays masked credit card number assigned to this invoice.
Package Plan Credit	Eligible credit value for Package Plan posting.
Non Refundable Credit	Credit value non-refundable to the 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 the foreign exchange has commission defined.
Due Balance	Outstanding sum after deducting payment applied.
Change Due	Balance due to guest when payment applied is more than invoice value.
Pay	Apply payment received and does not print cash receipt.
Pay & Print	Apply payment received and print invoice at the same time.
Pay & Print Cash Receipt	Apply payment received 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 guest when payment method is either cash or foreign currency. The option is available to default the “change due enabled” to be permanently checked. If this is not set as default, the user must check this option to activate the automatic change due calculation when applying to the payment.

Paying an Invoice by Cash

1. Retrieve the guest account from the Search Panel, then click the **Pay Invoice** button at the **Guest Handling** window.

2. The payment department is defaulted to payment method defined during check in. Select **Payment Department** from the drop-down list, either Cash or Foreign Currency.
3. Select an invoice to apply the payment and the system then calculates the total amount due by the guest.
4. Enter the amount to settle.
 - If the “Change due enabled” is checked and the amount entered is more than the Current Balance, the system automatically calculates the change due amount and set the invoice to Zero balance. See [Invoice Payment with Change Due](#).
 - If the payment applied *does not have* “Change due enabled” checked, the system then post the amount as a negative value in Due Balance, resembling a deposit posting. See [Invoice Payment without Change Due](#).
 - If the payment is of an exact amount, the system posts the value as payment receipt. See [Invoice Payment with Exact Amount](#).

Figure 2-39 Invoice Payment with Change Due

The screenshot shows the 'Invoice Payment' dialog box with the following details:

Payment		Calculation	
Department:	Cash	Package Plan Credit:	0.00
Amount:	50 USD	Non Refundable Credit:	0.00
Notes:		Current Balance:	25.00
Invoice No:	<input type="checkbox"/> Invoice 1 <input checked="" type="checkbox"/> Invoice 2 <input type="checkbox"/> Invoice 3 <input type="checkbox"/> Invoice 4	Received Amount:	50.00
	<input type="checkbox"/> Package Invoice	Commission:	0.00
	<input checked="" type="checkbox"/> Change due enabled	Due Balance:	0.00
	<input type="checkbox"/> Collect remaining non-refundable credit	Change Due:	25.00
	<input type="checkbox"/> Disable Posting Automatically		

Buttons at the bottom: Pay, Pay & Print, Cancel, Pay & Print Cash Receipt.

Figure 2-40 Invoice Payment with Change Due

The screenshot shows the 'Invoice Payment' dialog box. The 'Payment' section on the left includes a 'Department' dropdown set to 'Cash', an 'Amount' of '50 USD', and a 'Notes' field. Under 'Invoice No:', 'Invoice 2' is selected. The 'Change due enabled' checkbox is checked and highlighted with a green box. The 'Calculation' section on the right shows: Package Plan Credit: 0.00, Non Refundable Credit: 0.00, Current Balance: 25.00, Received Amount: 50.00, Commission: 0.00, Due Balance: 0.00, and Change Due: 25.00 (highlighted in red). Buttons at the bottom include 'Pay', 'Pay & Print', 'Cancel', and 'Pay & Print Cash Receipt'.

Figure 2-41 Invoice Payment without Change Due

The screenshot shows the 'Invoice Payment' dialog box. The 'Payment' section on the left is identical to Figure 2-40. The 'Change due enabled' checkbox is unchecked and highlighted with a green box. The 'Calculation' section on the right shows: Package Plan Credit: 0.00, Non Refundable Credit: 0.00, Current Balance: 25.00, Received Amount: 50.00, Commission: 0.00, Due Balance: -25.00 (highlighted in green), and Change Due: 0.00 (highlighted in red). Buttons at the bottom are the same as in Figure 2-40.

Figure 2-42 Invoice Payment with Exact Amount

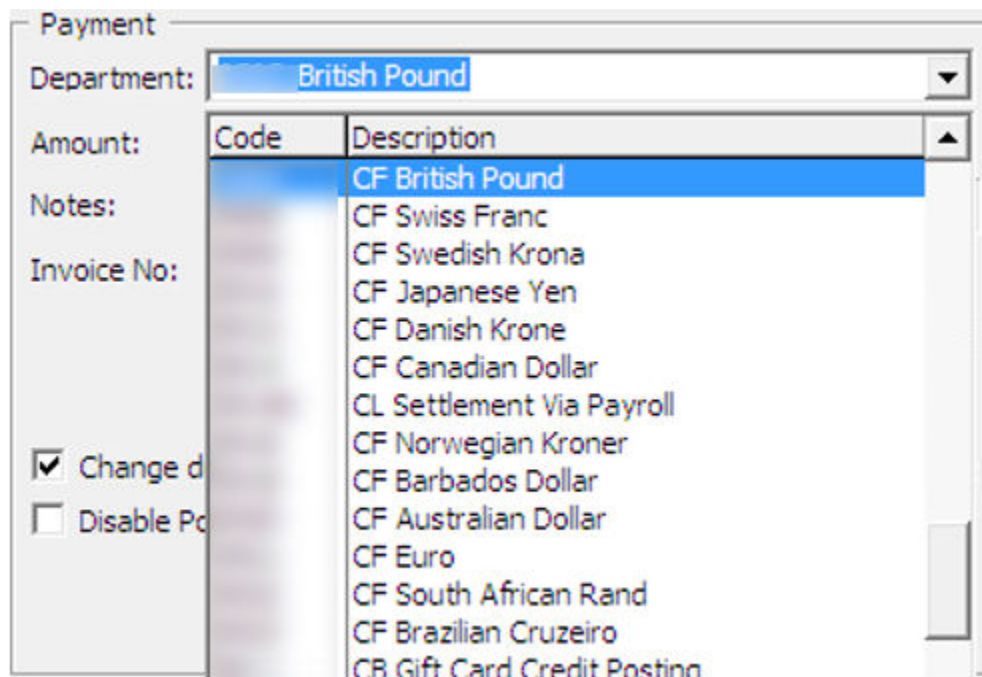
The screenshot shows the 'Invoice Payment' dialog box. On the left, the 'Payment' section includes a 'Department' dropdown set to 'Cash', an 'Amount' field with '5.00 USD', a 'Notes' text area, and 'Invoice No.' options for 'Invoice 1', 'Invoice 2' (checked), 'Invoice 3', and 'Invoice 4'. There are also checkboxes for 'Change due enabled' (checked), 'Disable Posting Automatically', and 'Collect remaining non-refundable credit'. On the right, the 'Calculation' section displays: 'Package Plan Credit: 0.00', 'Non Refundable Credit: 0.00', 'Current Balance: 5.00', 'Received Amount: 5.00', 'Commission: 0.00', 'Due Balance: 0.00', and 'Change Due: 0.00'. At the bottom, there are buttons for 'Pay', 'Pay & Print', 'Cancel', and 'Pay & Print Cash Receipt'.

5. Select either **Pay**, **Pay & Print** or **Pay & Print Cash Receipt** to complete the transaction. If **Pay** is selected, be sure to print a copy of the invoice for guest reference.

Paying an Invoice with Foreign Currency

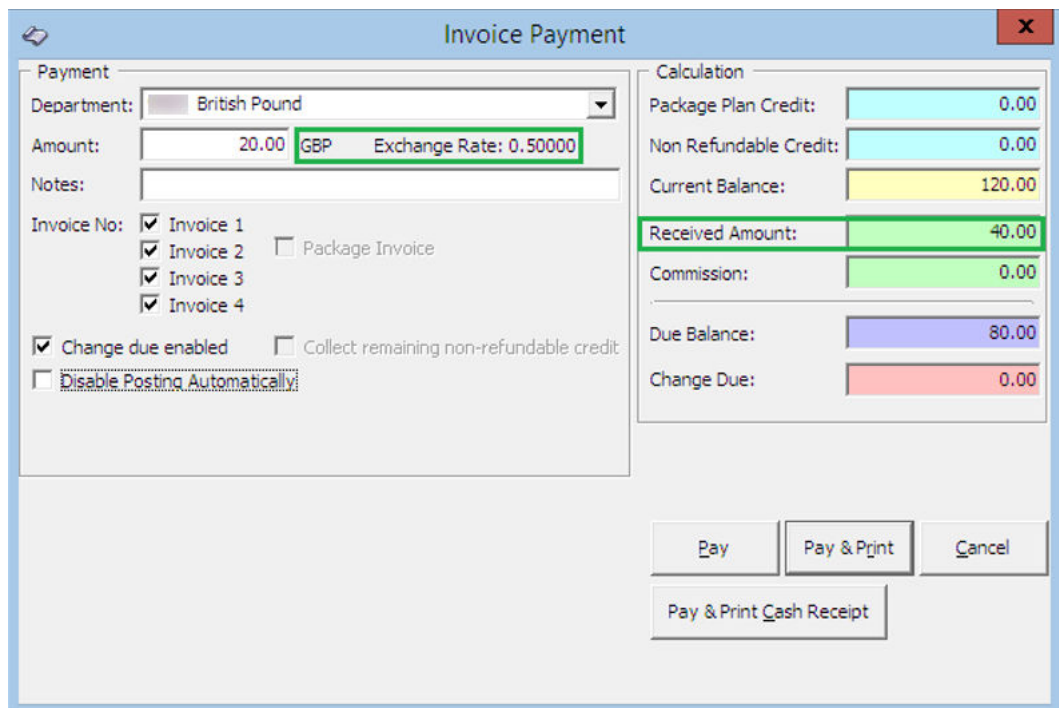
1. Retrieve the guest account from the Search Panel, then click **Pay invoice** at **Guest Handling** window.
2. The system defaults the payment department according to payment method defined during check-in. Select **Foreign Currency Payment department** from the drop-down list.

Figure 2-43 Foreign Currency Financial Department



3. The exchange rate of the selected payment method is displayed beside the amount field.
4. Enter the foreign currency amount and the system then convert the value as shown in **Received Amount**.

Figure 2-44 Invoice Payment with Foreign Currency



5. Select an invoice to apply this payment and the system then calculate the total amount due by the guest.

6. 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 the 'Change Due Enable' is set as default.
7. Click either **Pay**, **Pay & Print** or **Pay & Print Cash Receipt** to complete the transaction.

Paying an Invoice by City Ledger

City ledger settlement is only permissible when there is a pre-arranged payment mode. For example, the account is settled by a company or an agent within agreed payment terms. The invoice is typically transferred to an Account Receivable, being the holding account and will age until payment is received.

1. Retrieve the guest account from the Search Panel, then click **Pay Invoice** at **Guest Handling** window.
2. The system defaults the payment department according to payment method defined during check in. Select the **Payment department** from the drop-down list.
3. Select an invoice to settle and the system then calculate the total amount due by the guest.
4. Insert the amount to settle.
5. If the exact amount is paid, the system sets the value as payment receipted and Due Balance is 0.00.

Figure 2-45 Invoice Payment by City Ledger

The screenshot shows the 'Invoice Payment' window with the following details:

- Payment Section:**
 - Department: City Ledger
 - Amount: 5.00 USD
 - Notes: (empty text box)
 - Invoice No:
 - Invoice 1
 - Invoice 2
 - Invoice 3
 - Invoice 4
 - Package Invoice
 - Change due enabled
 - Collect remaining non-refundable credit
 - Disable Posting Automatically
- Calculation Section:**
 - Package Plan Credit: 0.00
 - Non Refundable Credit: 0.00
 - Current Balance: 5.00
 - Received Amount: 5.00
 - Commission: 0.00
 - Due Balance: 0.00
 - Change Due: 0.00
- Buttons:**
 - Pay
 - Pay & Print
 - Cancel
 - Pay & Print Cash Receipt

6. Select **Pay** or **Pay & Print** to complete the transaction. If **Pay** is selected, be sure to print a copy of the invoice for guest reference.

Disable Posting Automatically

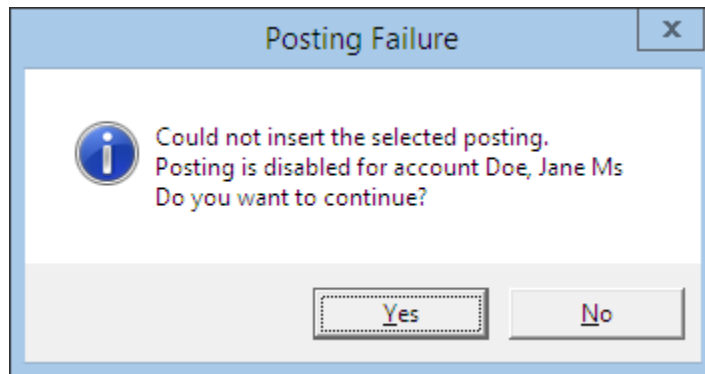
Deselecting the **'Disable Posting Automatically'** from the checkbox sets the *Posting Allowed* to *No* in Guest Info tab when the invoice balance is 0.00.

Figure 2-46 Disable Posting Automatically

Figure 2-47 No Posting Allowed in Guest Info Tab

The system prompts below message when user tries to post a charge to this invoice and rejects the posting.

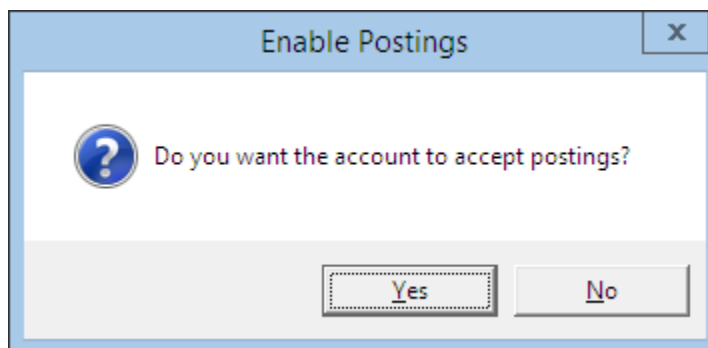
Figure 2-48 Disable Posting Prompt



Resetting Posting Status to Allowed

1. Click the **Posting Status** in Guest Info tab.
2. At the Enable Posting prompt, select **Yes** to confirm and resets the posting allowed to **Yes**.

Figure 2-49 Reset Posting Status



Payment by Credit Card

1. Retrieve the guest account from the Search Panel, then click **Pay Invoice** at **Guest Handling** window.
2. An **Invoice Payment** form opens, displaying the payment department defined during check in.
3. Select the **Payment department** from the drop-down list, if it differ from earlier payment method.
4. The amount is automatically filled based on current outstanding of the selected invoice, for example: Invoice 1 balance = \$30, Invoice 2 balance = \$20. When all the invoices is checked, the total becomes \$50. Adjust the amount and select the invoice to pay *if they differ*.

Figure 2-50 Credit Card Commission Selection

The screenshot shows the 'Invoice Payment' window with the following details:

- Payment Section:**
 - Department: VISA
 - Amount: 50.00 USD
 - Notes: (empty)
 - Invoice No: Invoice 1, Invoice 2, Invoice 3, Invoice 4. Package Invoice
 - Change due enabled, Collect remaining non-refundable credit
 - Disable Posting Automatically
 - Charge 1.00% commission
- Credit Cards Payment Details:**
 - Card Number: *****5001
- Calculation Table:**

Package Plan Credit:	0.00
Non Refundable Credit:	0.00
Current Balance:	50.00
Received Amount:	50.50
Commission:	0.50
Due Balance:	0.00
Change Due:	0.00
- Buttons:** Pay, Pay & Print, Cancel, Pay & Print Cash Receipt

- The % commission shown is according to the commission rate set up in **Financial Department** codes and is *checked* by default. The value of commission chargeable is shown in **Commission** field and if the commission is not applicable, deselect the commission checkbox.
- Click the **Pay** or **Pay & Print** to complete the transaction. If **Pay** is selected, be sure to print a copy of the invoice for guest reference.

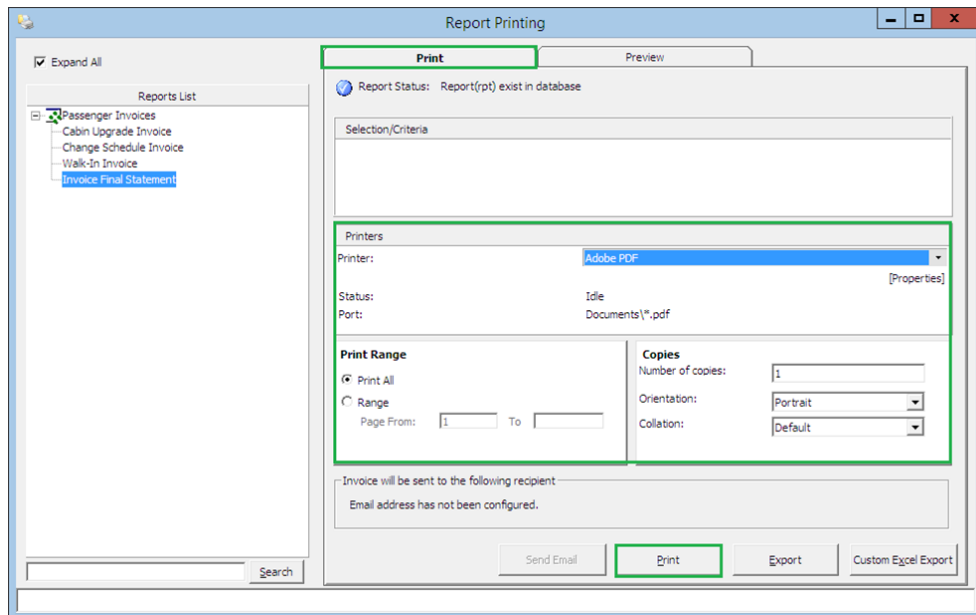
Print Invoice

The Print Invoice function enables you to print invoices in a different layout, made available by the Ship. It has a preview function which allows you to view an invoice/statement prior to printing a hard copy invoice.

Printing an Invoice

- Retrieve the reservation from the Search Panel, then click **Print Invoice** under Guest Info tab to open the **Passengers Invoice** window.
- Select from the **Report List** the invoice report to print.
- In the Print tab, select the printer, print range and copies to print.
- Click **Print** to send the print job to the printer.

Figure 2-51 Print Invoice Window

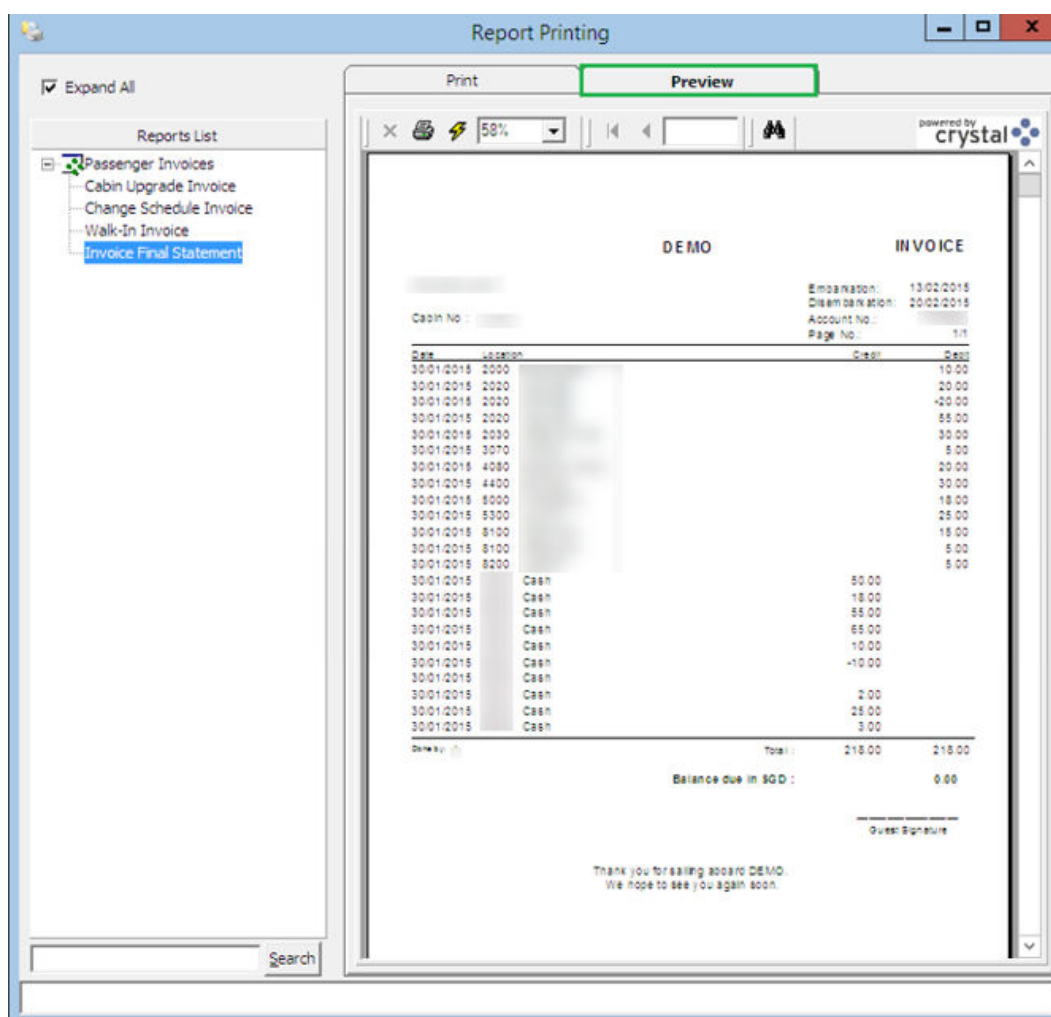


Preview Invoice

This function enables you to preview the invoice prior to sending the job to a printer.

1. Repeat step 1 and 2 of above.
2. Navigate to the Preview tab to view the invoice.
3. Click the **Printer icon** if you wish to send the print job to the printer.

Figure 2-52 Preview Invoice



Emailing an Invoice

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

1. Repeat step 1 and 2 of Printing an Invoice.
2. In the Print tab, press the **Send Email** button and you will receive a prompt once the email is successfully sent.
3. Click **OK** to close the function.

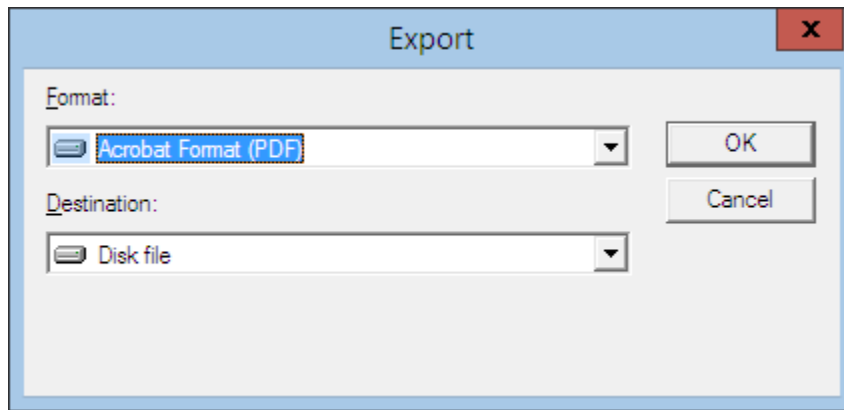
Exporting an Invoice

The system allows export of invoices into another file format. The supported file formats are: Acrobat Format, Crystal Report, MS Word, MS Excel and many more.

1. Repeat step 1 and 2 of Printing an Invoice.
2. In the Print tab, press **Export**.

3. Select the file format and destination type from the drop-down list when prompt.

Figure 2-53 File Export Format Selection



4. Select the page range to print.
5. Enter the file name to save as when the system prompts for file saving location.

Figure 2-54 Sample Invoice

DEMO			INVOICE	
MS [REDACTED]			Embarkation:	13/02/2015
Cabin No : 10000			Disembarkation:	20/02/2015
			Account No.:	[REDACTED]
			Page No.:	1/1
Date	Location		Credit	Debit
30/01/2015	[REDACTED]			10.00
30/01/2015	[REDACTED]			20.00
30/01/2015	[REDACTED]			-20.00
30/01/2015	[REDACTED]			55.00
30/01/2015	[REDACTED]			30.00
30/01/2015	[REDACTED]			5.00
30/01/2015	[REDACTED]			20.00
30/01/2015	[REDACTED]			30.00
30/01/2015	[REDACTED]			18.00
30/01/2015	[REDACTED]			25.00
30/01/2015	[REDACTED]			15.00
30/01/2015	[REDACTED]			5.00
30/01/2015	[REDACTED]			5.00
30/01/2015	9000	Cash	50.00	
30/01/2015	9000	Cash	18.00	
30/01/2015	9000	Cash	55.00	
30/01/2015	9000	Cash	65.00	
30/01/2015	9000	Cash	10.00	
30/01/2015	9000	Cash	-10.00	
30/01/2015	9000	Cash		
30/01/2015	9000	Cash	2.00	
30/01/2015	9000	Cash	25.00	
30/01/2015	9000	Cash	3.00	
Done by: A			Total :	218.00
				218.00
			Balance due in SGD :	0.00
				_____ Guest Signature
Thank you for sailing aboard DEMO. We hope to see you again soon.				

Custom Excel Export

This function exports the invoice into a predefined Excel format.

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

Move & Route

The Move and Route function enable bills to be organized at the time of credit sign up, during the cruise or at the end of the cruise when a guest would like to separate certain charges from the main invoice. Charges are easily moved using the drag and drop movement and various method is available to suits the operational needs.

Moving a charge from one invoice to another

1. Select the guest account and navigate to the Invoice tab.
2. Mark the transaction to be moved.
3. Press, and hold down the left mouse click.
4. Drag the transaction to the location by moving the mouse pointer.
5. Drop the object by releasing the left mouse click.

Figure 2-55 Move & Route Function

	Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID
	29/01/2015	2020		10.00	0.00	0.00	0.00		
	29/01/2015	1010		100.00	0.00	0.00	0.00		

All Invoices	1.Invoice	2.Invoice	3.Invoice	4.Invoice	Package
110.00	110.00	0.00	0.00	0.00	0.00

6. The original invoice amount will decrease and the newly created invoice amount increases.

Figure 2-56 Differences

All Invoices	1.Invoice	2.Invoice	3.Invoice	4.Invoice	Package
110.00	100.00	10.00	0.00	0.00	0.00

Setting Up Charge Route

The following function allows guest to separate certain charges in 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 guest account and navigate to the Invoice tab.
2. Click **Move & Route** to open a Move posting menu.

Figure 2-57 Move Posting Tab

Table 2-20 Definition of Move Posting Tab

Field	Description
From	Default to Guest 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	The reason why charges were routed.
When	Type of postings to route.

3. By default, the system displays **All Invoices** as the main invoice. Select the invoice where the charges are routed to.
4. If changes are routed to another group/payer, enter the **cabin number** and select the guest name.

5. Select either the department group or financial department code to route and the reason in the **Why** field.
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](#) section for more information.

Criteria Discount

The following function works the same as Percentage Discount in Disc, Route, Pkg tab and has an additional checkbox for Actual Postings. The function creates a record in discount portion in Disc, Route, Pkg tab when Future Posting is checked.

1. Select the account and navigate to Invoice tab.
2. Click **Criteria Discounts** to open a dialog box.
3. Enter the **Percentage value** and the number of counts in **Apply Count** field if the discount is accorded an X number of times. For example, enter 1 to specify a one-time discount for every selected department code or leave as blank for unlimited discounts is given for every selected department.

Figure 2-58 Criteria Discounts Window

The screenshot shows the 'Discounts' window with the following details:

- Give Discount For:** A text input field.
- How much:** 'Percentage' is 10, 'Apply Count' is 5. 'Reason' is 'Enter reason here'.
- What:** A list box with multiple 'Minibar' entries.
- Discount Template:** A checkbox and a dropdown menu.
- When:** 'Actual Postings' is checked, 'Future postings' is unchecked.
- Buttons:** 'Delete', 'OK', and 'Cancel'.

4. Select the **Financial Department** entitled to discount.
5. Check whether the discount is applicable to **Actual** or **Future Postings**, then click **OK** to save.

⚠ WARNING:

Once a discount is posted to an actual posting, it *cannot be reverse*. If the discount has a count indicator, the system then post the discount until it reaches the indicated count and no further discount are accorded thereafter.

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

Figure 2-59 Example of Criteria Discount

Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID	User	Gross	Check#
30/01/2015	Minibar		-20.00	0.00	0.00	0.00				-20.00	
30/01/2015	Minibar		18.00	2.00	0.00	0.00				20.00	
30/01/2015	Minibar		50.00	0.00	0.00	0.00				50.00	
30/01/2015	Minibar		20.00	0.00	0.00	0.00				20.00	

See also [Disc](#), [Route](#), [Pkg](#).

Item Discount

The Item Discounts is a function that deducts a specific percentage of selected postings on the guest invoice.



Note:

This is a Percentage discount and not available as value discount.

According an Item Discount

1. At the **Invoice** tab, mark the posting entitled to the discount, then **Item Discounts** button.

Figure 2-60 Item Discount

2. Insert the value in percentage in the **Discount** field, then click **OK** to proceed.
3. The system posts an adjustment (reverse) against the original posting and set the adjusted posting to **No Print** automatically, and then repost the correct value with discount value indicated.

Figure 2-61 Example of Item Discount Transactions

Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID	User	Gross	Check#
30/01/2015	Minibar		-20.00	0.00	0.00	0.00				-20.00	
30/01/2015	Minibar		18.00	2.00	0.00	0.00				20.00	
30/01/2015	Minibar		50.00	0.00	0.00	0.00				50.00	
30/01/2015	Minibar		20.00	0.00	0.00	0.00				20.00	

Hide No Print

This function works with transactions that are marked with **No Prints**, for example: voided transactions. The process changes the information displayed, giving you an organized invoice view.

Hiding Transactions with No Prints

1. Click **Hide No Prints** to switch the button from Hide No Prints to Show No Prints.
2. Transactions marked with No Prints (pale yellow) are then hidden from the invoice window until user clicks the Show No Prints.

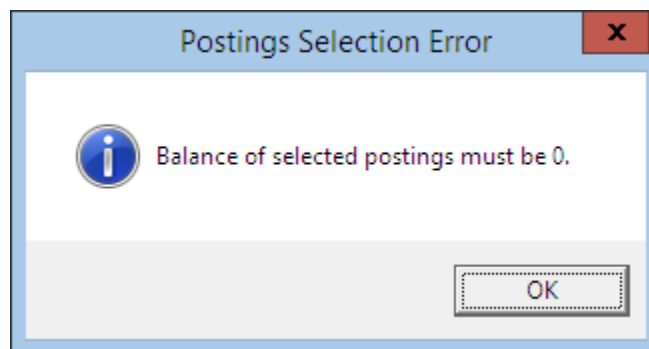
To Show No Prints Transactions

Click **Show No Prints** to switch the button from Show No Prints to Hide No Prints.

Transactions Marked with No Prints

Transactions marked with No Prints are shown on the invoice window, in pale yellow. This function enables you to hide the voided posting or previous settlements from being printed on the invoices. It is only possible to set no prints for transaction entry equals to 0.00.

Figure 2-62 No Print Posting Not Equal to 0



1. Retrieve the account and navigate to the Invoice tab.
2. Select the desire transactions and click **No Print**.
3. If the transaction balance does not equal to 0.00, the system then prompts an error message.

To Reset No Print Transactions to Original State

1. Select the No Print transactions, then click **No Print**.
2. Transactions are revert to normal posting and no longer shown in pale yellow.

Set Credit Limit

The floor limit is a pre-set within the Financial Credit Sub-Department code and this can be adjusted for specific guest at the jurisdiction of the Chief Purser.

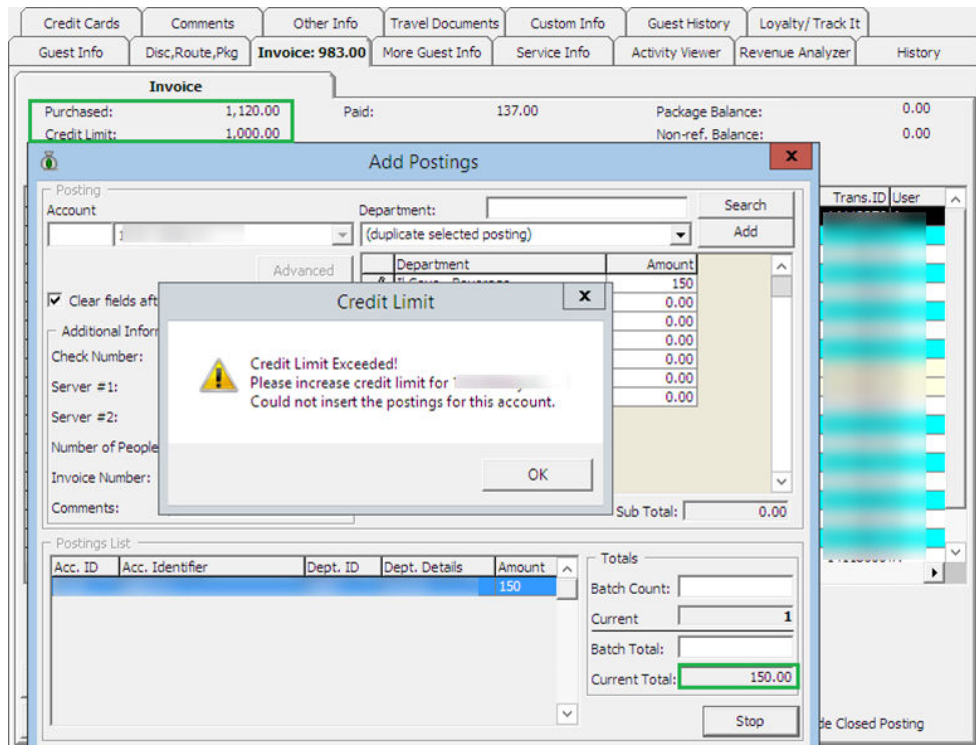
Set Credit Limit

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

1. In the Invoice tab, click **Set Credit Limit** button.
2. Insert the credit value in the dialogue box, then click **OK** to override the pre-set credit limit defined in Credit Sub-Department code.

- If the account exceeds the floor limit or the individual limit, a **Credit Limit Exceeded** warning prompt will appear in both SPMS and MICROS System during posting and charges will not be added.

Figure 2-63 Warning Prompt When Credit Limit Exceeded



Note:

The same warning prompt appears if the account is routed and payor has a Credit Limit defined.

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

Close Posting

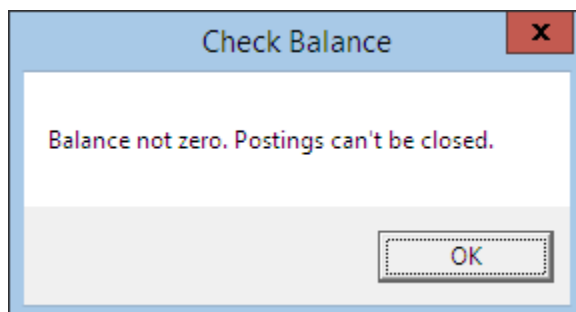
The Close Posting function generates an interim invoice and closes the balanced account without checking out the account. This function *does not work* when the account still has a balance.

WARNING:

Once the account is closed, this **Can Not Be Undone**.

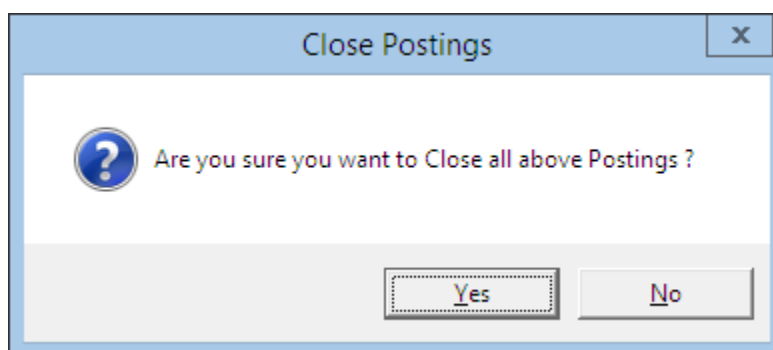
1. Retrieve the account and navigate to Invoice tab.
2. Ensure all invoices are 0.00 balance. If the account is unbalanced, the system then prompts a **Balance not zero** message.

Figure 2-64 Balance Not 0.00 in Close Posting



3. Click **Close Postings** button.
4. Select **Yes** when system prompt for a response. If **No** is selected, it will return to Invoice tab *without* closing the postings.

Figure 2-65 Close Posting Confirmation



5. Check **Hide Posting** on the invoice tab will hide all closed postings.

Set Spending Limit

Set Spending Limit function limits the buyer spending value and is only enabled when an account is routed to another account, for example: Mr X is paying for Mr Y and would like to limit the spending of Mr Y to \$500. The Set Spending Limit is enabled in Mr. Y account and not Mr. X.

⚠ WARNING:

Once the account is closed, this **Can Not Be Undone**.

Set Spending Limit

1. Retrieve the guest account and navigate to the Invoice tab.
2. The **Set Spending Limit** is enabled when routing is present in the account.
3. Click **Set Spending Limit** to open a dialogue window.

Figure 2-66 Set Spending Limit Options

Table 2-21 Options Available in Set Buyer Spending Limit

Field	Description
Maximum Spending Limit	The maximum value allowed to spend.
Additional Spending Limit on top of current Spending	Additional value to top up the limit. For example: Current spending is \$107.40 and the intended limit is \$500. The value to insert is \$392.60.

4. Insert the spending limit in one of the available option, then click **OK** to save. The guest credit limit in Invoice tab will be updated with the new information.

Show Pre-Cruise Invoice

Pre-Cruise Invoice allows you to prepare an advance invoice for the guest. Postings and payments posted in Pre-Cruise Invoice function are **not** the actual revenue until they are posted to a checked in account.

Creating a Pre-Cruise Invoice

1. Retrieve an **Expected** guest reservation from the Search Panel.
2. In the **Guest Handling** window, click **Add Posting (Pre-Cruise)** to open the Pre-Cruise Posting window.

Figure 2-67 Pre-Cruise Posting Window

3. Select the **Financial Department** to post, then click **Add**.
4. Insert remarks pertaining to this posting, if any.
5. In **Future Posting Date** field, select the date to post to.
6. Click **Post** to complete the pre-cruise invoice with earlier added postings in **Pre-Invoice** window.

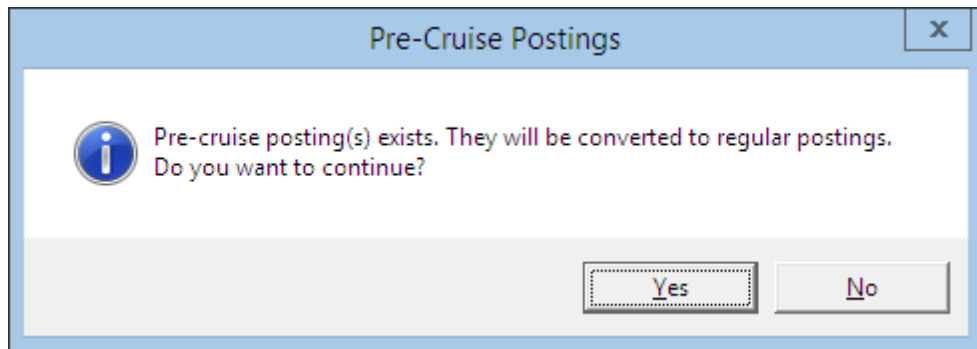
Figure 2-68 Sample Pre-Cruise Transactions

Comments	Other Info	Travel Documents	Custom Info	Guest History	Loyalty/ Track It								
Guest Info	Disc.Route.Pkg	PRE-INVOICE: 1,500.00	More Guest Info	Service Info	Activity Viewer								
<p>Invoice</p> <p>Purchased: 1,500.00 Paid: 0.00 Package Balance: 0.00</p> <p>Credit Limit: N/A Non-ref. Balance: 0.00</p>													
Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID	User	Gross	Check#	Manual Post	Future Posting D
30/01/2015	Cruise package		1500.00										30/01/2015

Converting a Pre-Cruise Invoice into Actual Posting

1. At the point of check-in, the system prompts you to convert the pre-cruise postings into regular postings.

Figure 2-69 Pre-Cruise Postings



2. Select **Yes** to convert the postings.
3. A **Show Pre-Cruise Invoice** is not added.
4. Click the **Show Pre-Cruise Invoice** to toggle between guest invoice and pre-cruise invoice window, if there are future postings. When toggling the button will change to **sShow Invoice** or vice versa.

 **Note:**

When the Show Pre-Cruise Invoice is clicked, the **Add Posting** will change to **Add Posting (Pre-Cruise)**, enabling you to perform pre-cruise posting and apply the payment to future posting date.

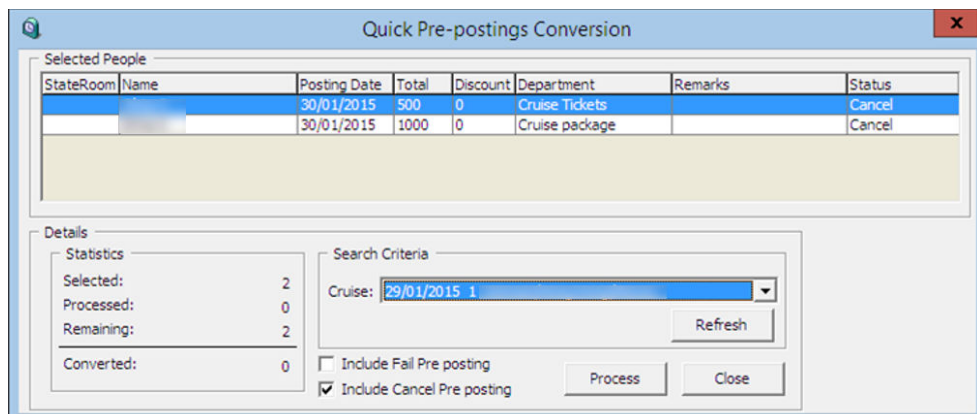
5. Once all the pre-cruise postings are posted, the **Show Pre-Cruise** is automatically disabled.

Undoing Non-Converted Pre-Cruise Posting

When you accidentally click **No** at the prompt to convert pre-cruise postings to regular postings, these postings are stored in **Quick Pre-Posting Conversion** function, allowing you to repost all the pre-posting.

1. In the **Cashier** menu, select **Quick Pre-Posting Conversion** from the drop-down list.

Figure 2-70 Quick Pre-Posting Conversion



2. A list posting failed to convert is displayed in **Selected People** grid.
3. In the **Search Criteria** drop-down list, select the **Cruise** and then click **Process**.
4. Click **Yes** on **Quick Prepostings Conversion** prompt to post all the pre-cruise postings, an then click **OK** on a number of pre-postings to post when prompt.
5. In the **Statistic** section, number of selected, process, remaining and converted posting(s) are shown.

Figure 2-71 Statistics

Statistics	
Selected:	2
Processed:	2
Remaining:	0
<hr/>	
Converted:	2

More Guest Info Tab

The More Guest Info tab stores various information's such as Billing Address, Travel Agency contact, Cruise Reservation Related Information, guest picture and Document Return status, and most of all fields in Billing Address, Travel Agency and Product Details section are editable with an *in-line edit function* by simply clicking on the field name and insert the text. Editing other sections such as Take Picture, Edit Cruise Fare and Document Return would require the user to click on the available buttons.

Figure 2-72 More Info Tab

The screenshot displays the 'More Guest Info' tab within a software application. The interface is organized into several sections:

- Navigation Tabs:** Credit Cards, Comments, Other Info, Travel Documents, Custom Info, Guest History, Loyalty/Track It, Guest Info (selected), Service Info, Activity Viewer, Revenue Analyzer, History.
- Billing Address:** Fields for Name, Name2, Street, City, State, Zip, and Country.
- Travel Agency:** Fields for Name, Name2, Street, Street2, City, State, Zip, Country, Phone, Fax, Salutation, First Name, Last Name, E-Mail, Agent ID, Agent R.ID, and Agent B.ID.
- Live Picture:** A placeholder for a live photo.
- Stored Picture:** A placeholder for a stored photo.
- Take Picture:** A button to capture a new photo.
- Cruise Reservation Related Info:** Fields for Pre-Cruise, Post-Cruise, Currency, Trav. Insurance, Cruise Fare Code, Cruise Fare (2900.00), Cruise Full Fare (3500.00), and Cruise Fare Balance (165.00). Includes an 'Edit Cruise Fare' button.
- Product Details:** Fields for Product, Promotion, and Savings.
- Documents Returned:** Fields for By and On (13/04/2015 At: 13:42). Includes a 'Delete' button.

Table 2-22 Field Definition of More Info Tab

Field	Description
Name	Billing Name
Street	Billing Address
City	City of Billing Address
Zip	State of Billing Address
State	Country of Billing Address
Country	

Table 2-23 Field Definition of More Info Tab (Travel Agency)

Field	Description
Travel Agency	
Name	Travel Agency Name
Street	Street Address of Agency
City	City
State	State
Zip	Zip Code
Country	Country

Table 2-23 (Cont.) Field Definition of More Info Tab (Travel Agency)

Field	Description
Phone	Phone number of Travel Agency
Fax	Fax number of Travel Agency
Salutation	Salutation of contact person
First Name	First name of contact person
Last Name	Last name of contact person
E-Mail	email address of contact
AgentID	Agency ID
Agent R.ID:	Additional Agency ID
Agent B.ID	Additional Agency ID

Table 2-24 Field Definition of More Info Tab (Take Picture)

Field	Description
Take Picture	
Live Picture	Live view of the guest before picture were taken
Stored Picture	Picture saved using Live Picture function

Table 2-25 Field Definition of More Info Tab (Cruise Reservation Related Info)

Field	Description
Cruise Reservation Related Info	
Pre Cruise	Pre-Cruise arrangement. Information imported via DGS.
Post Cruise	Post-Cruise arrangement. Information imported via DGS.
Currency	Cruise Fare Currency. Information imported via DGS.
Trav. Insurance	Travel Insurance number. Information imported via DGS.
Cruise Fare Code	Fare code from the reservation system. Information imported via DGS.
Cruise Fare	Cruise Fare. Information imported via DGS.
Cruise Full Fare	Full Cruise Fare. Information imported via DGS.
Edit Cruise Fare	Function to edit cruise fare balance. User right dependent.

Table 2-26 Field Definition of More Info Tab (Product Details)

Field	Description
Product Details	
Product	Product code linked to the booking
Promotion	Promotion code linked to the booking
Savings	Discount code linked to the booking

Table 2-27 Field Definition of More Info tab (Return Documents)

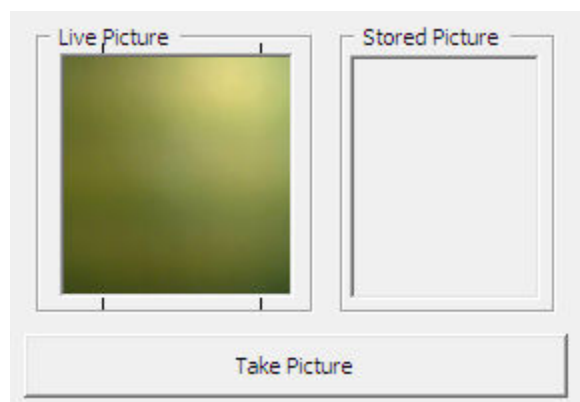
Field	Description
Return Documents	
Documents are not returned	Indicate the date/time and user who returned the guest travel document.

Take Picture

The Take Picture option captures the current guest picture and shared them across other modules, enabling other users to easily recognize the guest they are dealing with. The supported picture file format are *.jpg* or *.bmp*.

Taking Guest Picture

1. Retrieve the account and navigate to the More Info tab.
2. The live image of the guest is displayed in the **Live Picture** window.
3. Click the **Take Picture** button to capture the image.

Figure 2-73 Take Picture

Cruise Reservation Related Info

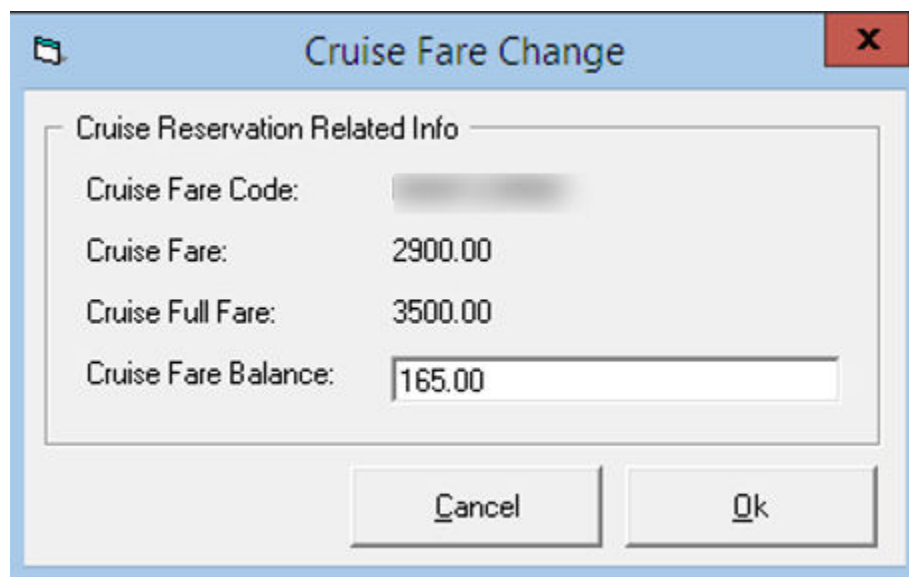
The Cruise Reservation Related Info section displays the cruise price paid in Reservation system, and these data are imported from DGS ResOnline. The fields are

non editable, except for the **Cruise Fare Balance**, and it is dependent on User Access Rights #4461.

Editing Cruise Fare

1. In the More Info tab, click the **Edit Cruise Fare**.
2. Edit the Cruise Fare Balance and then click **OK** to save.

Figure 2-74 Edit Cruise Fare



The screenshot shows a dialog box titled "Cruise Fare Change" with a close button (X) in the top right corner. The dialog contains a section titled "Cruise Reservation Related Info" with the following fields:

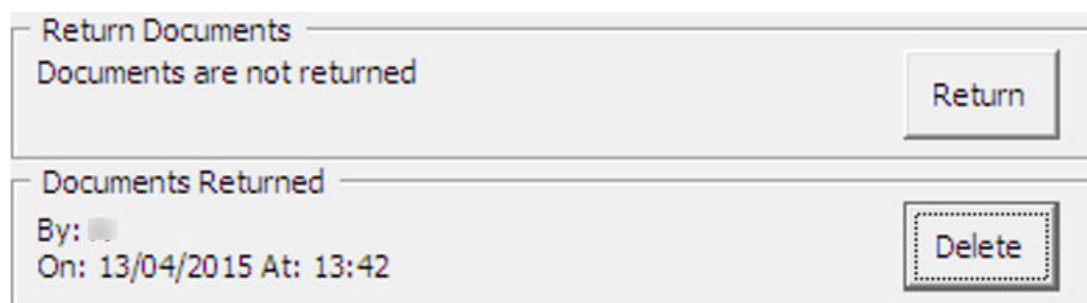
Cruise Fare Code:	[Redacted]
Cruise Fare:	2900.00
Cruise Full Fare:	3500.00
Cruise Fare Balance:	165.00

At the bottom of the dialog are two buttons: "Cancel" and "Ok".

Document Return

The Document Return section stores the date, time and user who returned the travel documents to the guest via the **Document Return** module.

Figure 2-75 Document Return in More Guest Info



The screenshot shows two sections in a form:

- Return Documents**: Documents are not returned. A "Return" button is visible on the right.
- Documents Returned**: By: [Redacted], On: 13/04/2015 At: 13:42. A "Delete" button is visible on the right.

1. In the More Info tab, click **Delete** to reset the document status.
2. This changes the button display to **Return** and status of the document as 'Documents are not returned'.

Service Info Tab

The **Service Info** function in **Guest Handling** window stores the type of service, amenities package or special requests rendered by the ship, without having to rely on the large manifest for information. The packages and requests arranged by the cruise company prior to actual sail date are also included in the reservation information during the periodic import. Although these information's are mainly updated through reservations import file, manual update is possible when needed. Besides listing these requests under individual guest records, a summary of such information are populated in **Amenities Overview** function, allowing the responsible parties on board such as Manager, Chief Steward, Hostess/Group Coordinator an access, and ensuring requests are fulfilled.

Figure 2-76 Guest Handling — Service Information Tab

Done	Date	Time	Department Code	Description	Delivery	Quantity	Amount	Sender	Comment	UserID	Done Time	Done
	31/01/2015	09:00	FRUITB/1011	Fruit Basket		1.00	0.00				12:11	10/04/2015
			GIFTOP/	575 Food & Beverage		1.00	0.00					

Done	Date	Time	Action	Action Request	Dept	Event Date	Description	Delivery	Qty	UserID	Done	Done Time
	30/01/2015	00:00	EP	Extra pillow	200	30/01/2015	Feather pillow		5		10/04/2015	14:26
			HP04	requires wheelchair	232		Require Wheelchair		1			

The window is divided into two sections:

1. The section contains details of pre-planned company packages or any amenities to be accorded during the cruise.
2. The section contains all the Special Request for a passenger with special needs.

Setting Up an Amenity / Special Request

1. Retrieve the account and navigate to Service Info tab.
2. Click the **New** button under the **Amenity/Special Request** section to open a dialog box, an then fill in all the required information.

Figure 2-77 Amenity Information Form

New Amenity

Amenity Information

Code: FRUITB ? Fruit Basket

Description: Fruit Basket

Ext. Code: 1011

Comments:

Quantity: 1

Price each: 0.00

Cost:

Currency:

Applicable: Undefined

Status: Active

Sender

Sender:

Message from Sender: Have a wonderful cruise vacation.

Delivery

Division: 232 Service

Date: 31/01/2015

Time: 09:00:00

Location:

Occurrence:

Done by

Date/Time:

Waiter:

OK Cancel

Figure 2-78 Special Request Form

Table 2-28 Field Definition of Amenity / Special Request Form

Field	Description
Code / Action Code	Short Amenity /Special Request Code
Description	Description of the code
Ext. Code	External brochure/reference code.
Comments	Additional comments pertaining to this amenity
Quantity	Required quantity
Price each	Unit price of amenity
Code / Action Code	Short Amenity /Special Request Code
Description	Description of the code
Ext. Code	External brochure/reference code.
Comments	Additional comments pertaining to this amenity
Quantity	Required quantity
Price each	Unit price of amenity
Code / Action Code	Short Amenity /Special Request Code
Description	Description of the code
Ext. Code	External brochure/reference code.

Table 2-28 (Cont.) Field Definition of Amenity / Special Request Form

Field	Description
Comments	Additional comments pertaining to this amenity
Quantity	Required quantity
Price each	Unit price of amenity
Code / Action Code	Short Amenity /Special Request Code

- Click the **OK** to save, and this adds the items into the Amenities/Special Request section and a **Red X envelope** icon under **Done** column.

Figure 2-79 Amenities / Special Request items

Amenities									
Done	Date	Time	Department Code	Description	Delivery	Quantity	Amount	Sender	Comments
	31/01/2015	09:00	FRUITB/1011	Fruit Basket		1.00	0.00		
			GIFTOP/	\$75 Food & Beverage		1.00	0.00		

Special Requests										
Done	Date	Time	Action Code	Action Request	Dept Code	Event Date	Description	Delivery Location	Qty	UserID
			EP	Extra pillow	200		Feather pillow		5	

- A **Check Mark** icon is placed on the **Service Info** tab as an alert that there are entry needing follow-up.

Marking Items as Delivered

- Select the item from the Amenity/Special Request section and then click **Delivered**.
- The system then replaces the Red X envelope with a check mark in the **Done** column, with a Date/Time and User who complete the task

Figure 2-80 Amenities/Special Request Delivered Items

Amenities									
Done	Date	Time	Department Code	Description	Delivery	Quantity	Amount	Sender	Comments
	31/01/2015	09:00	FRUITB/1011	Fruit Basket		1.00	0.00		
			GIFTOP/	\$75 Food & Beverage		1.00	0.00		

Special Requests										
Done	Date	Time	Action Code	Action Request	Dept Code	Event Date	Description	Delivery Location	Qty	UserID
			EP	Extra pillow	200		Feather pillow		5	

- Click the **OK** to save, and this adds the items to the Special Requests section and a Red X envelope under **Done** column
- The system places a check mark on the Service Info tab as an alert that there are entry needing follow-up.

Activity Viewer Tab

The Activity Viewer tab provides users a quick view of the activities signed up by the guest, be it Excursion, Dining arrangements or Spa booking, thus enabling them to locate the guest or follow up on up-coming activities. The information's displayed are controlled by two (2) Parameters. Please contact Support/Consultant for the supported template setup/usage.

Figure 2-81 Activity Viewer Window

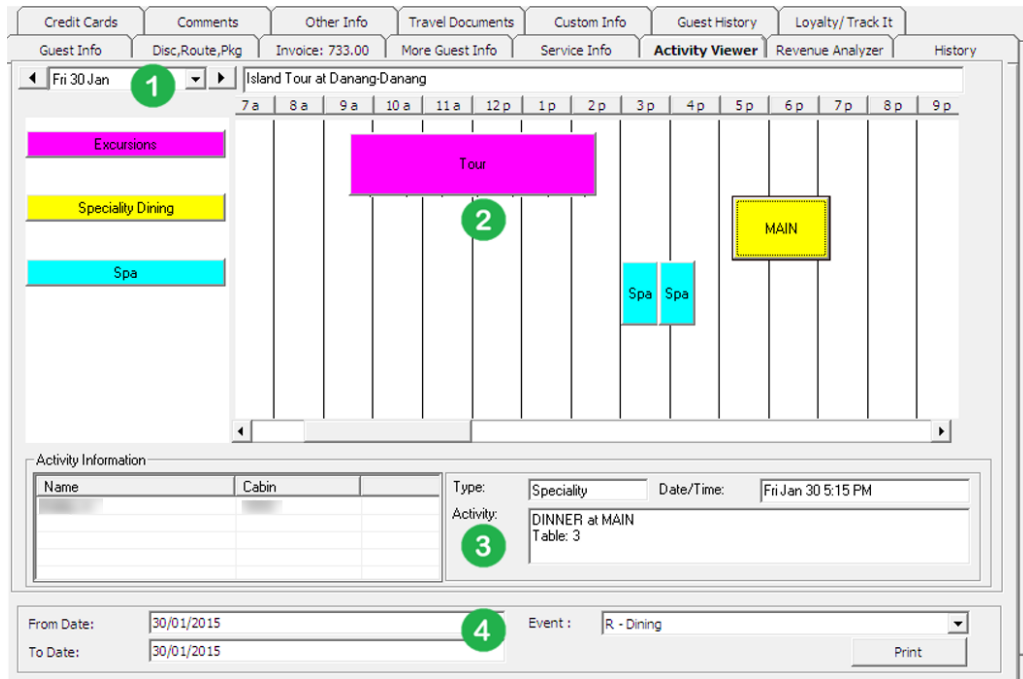
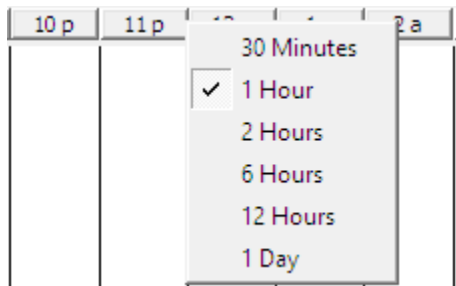


Table 2-29 Activity Window

Field	Description
1	Date/Time grid of activity window
2	Type and scheduled time of activities
3	Details of selected activity
4	Date/Time of event filter for Itinerary print out

By default, the time grid is set to an hourly grid and this can be easily changed by right-clicking on the time grid, and then select the desired time frame to display.

Figure 2-82 Changing Time Frame



The activity time in the grid are indicated according to the color define for each type of activity.

Navigating Through Activity Viewer

1. On the date field, select either the date to display using the down arrow key, or use the arrow left/right to navigate to previous or next day view.
2. Use the scroll bar to navigate to the previous or future time period.
3. Clicking the activity bar in the grid view will further display information such as passenger name of the selected cabin, activity type, activity date and time of a selected event outlet or table reservation in Activity Information section.
4. An itinerary can be printed from the same window. A report configuration under report group Itinerary is required prior to printing an itinerary. See *Administration User Guide, Report Setup* section for report configuration steps.

Printing an Itinerary

1. In the Date/Time filter option, enter the activity date range to print.

Figure 2-83 Activity Date Range

2. Select the type of event from the drop-downlist.
3. Click **Print** to generate the Itinerary.

Figure 2-84 Sample Excursion Itinerary

Activity Date	Activity Description
Friday, January 30, 2015	09:30 - 14:30 Tour

ACTIVITY INFORMATION

Duration: 05:00
 Meeting Point: Hall
 Meeting Time: 08:30
 Required Clothes:
 Remarks:

Revenue Analyzer Tab

The Revenue Analyzer provides a revenue analysis of selected guest by date, department and transaction number order. It comprises two tabs - Department Details and Item Details.

By default, information displayed on the window are imploded and only the transaction date, net total and gross total are shown. In order to view a detailed information, place a check mark in **Expand All** or manually click the '+/-' key to show/hide the column or click the **arrow down** on the drop-down list to further expand the information of respective column.

Figure 2-85 Revenue Analyzer Tab

Transaction Date	Department	Transaction Number	Net Total	Gross Total
2015-01-29 Embarkation Day	Bar		10.00	10.00
		Total	10.00	10.00
	Shop		5.00	5.00
		Total	5.00	5.00
Shop		14.00	14.00	
	Total	14.00	14.00	
Total			29.00	29.00
2015-01-30 Island Tour	Bar		10.00	10.00
		Total	10.00	10.00
	Total	10.00	10.00	
Total			39.00	39.00

Table 2-30 Field Definition of Revenue Analyzer

Field	Description
Transaction Date	Date transaction was 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)

History Tab

The History tab stores future and past reservation records, as well as the cabin change log. Other than the **Future Reservations** section where the user is able to insert, edit and remove a reservation, all other information on this window are non-editable.

Figure 2-86 History Tab

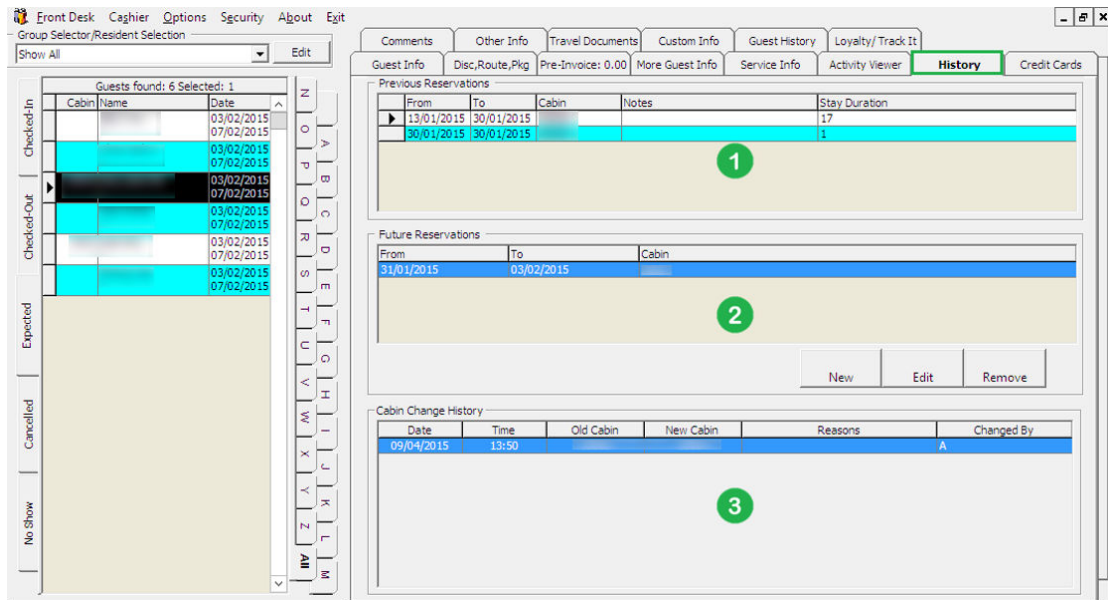


Table 2-31 Field Definition of History Tab

Field	Description
1	This section stores records of previous reservations by date, cabin number, notes and overall stay duration. Records are captured once user checks out the guest.
2	This section stores records of future reservations. During system data change, the system checks for future.
3	This section stores records of cabin assigned to the guest during their stay, including future reservations if any.

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. Click **OK** to save and the record is inserted in the Future Reservation section.

Figure 2-87 Creating Future Reservation

Editing Future Reservation

1. In the **Future Reservation** section, select the future reservation.
2. Click **Edit** to open the Future Reservations form.
3. Alter the information and then click **OK** to save the changes.

Removing Future Reservation

1. In the **Future Reservation** section, select the future reservation.
2. Click **Remove** to remove the record.

Comments Tab

The Comments tab enable you to follow ups on feedback/complaints received pertaining to a cabin, services rendered, facilities and etc. You can scan or attach an image file besides inputting a comment.

Figure 2-88 Comments Tab

Adding a Comment/Sub-Comment

1. Click the **Add Comment**.
2. In the Comment tab, select the relevant fields using the drop-down list.
3. Enter the **Reported By**, **Comment description**, **Additional Cost** and check the urgency and sensitivity, if any.
4. Click **Save** to save the record. This places a **Red Cross indicator** on the Comment.
5. When you select a **Comment** and click on **Add Comment**, this creates a sub-comment, defaulting the heading the same as main Comment Category and Comment Description and they are not editable.

Attaching Image File

1. At the Document Image tab of the comment, click **Scan Document** or **Upload File** to upload an image from a storage location.
2. Click **Save** to save the image to the database.

Resolving a Comment

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

Other Info Tab

Other Info tab stores the passenger flight assignment, cabin maintenance tasks and other general information. Other functions included in this tab are board card printing, enabling/disabling phone and printing passport label.

Figure 2-89 Other Information Tab

The screenshot displays the 'Other Info' tab of a software application. At the top, there are several tabs: Guest Info, Disc.Route.Pkg, Invoice: 235.30, More Guest Info, Service Info, Activity Viewer, Revenue Analyzer, and History. Below these are sub-tabs: Credit Cards, Comments, Other Info (highlighted), Travel Documents, Custom Info, Guest History, and Loyalty/Track It. The main content area is divided into several sections:

- Flight Assignment:** A section with a table header including A/D/T, Flight No, Departure Details, Arrival Details, T/F Price, No of Bags, Bag Label, Airline Check In, PNR, International Flight, and Flight Seat. Below the table are fields for Package Code and Destination Code, and buttons for Add, Edit, Delete, and Airline Check In.
- Maintenance:** A table with columns: Priority, Date, Time, Completion Date, %-Done, Task Code, Order No, Doc. No, Type, and Description. It lists several maintenance tasks, such as 'RIPARARE PORTA BAGNO' and 'PLEASE TOILET DOOR NEED TO BE FIX THANKS'.
- Guest Categories:** A section with fields for Tender Group 1 and Wireless Plan.
- Other Information:** A section with fields for Protection Plan, Sales Amount, Cruise Days, Award Level, Cruise/Tour Indicator, and Cabin Sharing.

At the bottom of the interface, there are buttons for New Board Card, Print Door Card, External Board Card, Disable Phone, Enable Phone, Print Passport Label, and Reset Board Card.

Flight Assignment

Arrival/departure flight information and transfers arrangements are updated in the Flight Assignment section.

Figure 2-90 Flight Assignment in Other Information Tab

The screenshot shows a dialog box titled 'Assign New Flight'. The dialog has a blue title bar with a plane icon on the left and a close button on the right. The main content area is titled 'Assign Flight' and contains the following fields:

- Flight Direction :** A dropdown menu with 'Arrival' selected.
- Flight Date :** A date and time field showing '29/08/2015 00:00'.
- Flight Carrier/No :** A dropdown menu.
- Flight Seat No :** A text input field.
- Flight Class :** A text input field.
- Passenger Name Record (PNR):** A text input field.
- Onboard Airline Check In:** A checkbox that is currently unchecked.

At the bottom of the dialog, there are two buttons: 'OK' and 'Cancel'.

Adding arrival/departure flight details

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



Note:

The Edit assignment only allows you to edit the Transfer price, no. of bags, bag label or Seat number.

Figure 2-91 Edit Flight Assignment

The screenshot shows a dialog box titled "Edit Guest Flight". Inside, there is a section labeled "Guest Flight Options" containing five input fields: "Transfer Price", "Number of Bags :", "Bag Label :", "Flight Seat No :", and "Flight Class :". The "Flight Class" field has a dropdown arrow. At the bottom of the dialog are "OK" and "Cancel" buttons.

Maintenance

The Maintenance section displays all maintenance task related to selected cabin, regardless of its completion status and these task are entered in Maintenance module..

Guest Categories

The Guest Categories section displays the selected information from Edit Information, Guest Categories checkbox. These information's are configured in **Administration, System Codes, Guest Categories codes**.

Guest Categories / Other Information

The Guest Categories and Other Information section displays the selected information from Edit Information, Guest Categories checkbox and various fields in Name/Reservation section.

Travel Documents Tab

Details of the guest passport, identification or any travel documents captured through passport/ID scanning device are stored in this tab and are purged at the end of the cruise or according to the policy defined by the Ship.

Figure 2-92 Travel Documents Tab

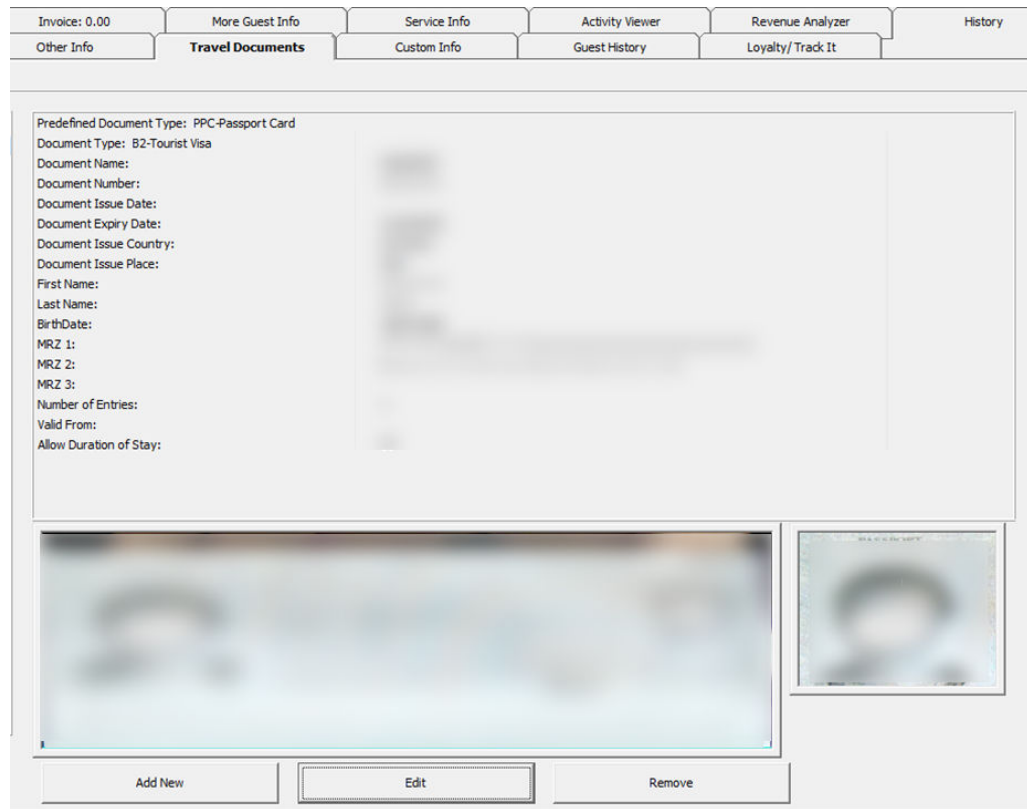


Table 2-32 Field Definition of Travel Documents

Field	Description
Predefined Document Type	Document type configured in Administration Module, for example: passport, identification card.
Document Type	Type of Visa
Document Number	Passport or ID number
Issue Date	Document issue date
Expiry Date	Document expiry date
Birthdate	Passenger Birthdate
Issued Country	Country document were issued
Valid From	Validity of document
Document Name	Document type
Issued Place	Document issued place
Last Name	Last Name
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

Table 2-32 (Cont.) Field Definition of Travel Documents

Field	Description
Allow Duration of Stay	Allowed duration of stay on each visit

Adding/Editing a Travel Document

Figure 2-93 Travel Document Add/Edit Window

The screenshot shows a software window titled "Document Add/Edit". The main content area is titled "Documents Add/Edit" and is divided into several sections:

- Document Details:** A grid of input fields including:
 - Predefined Document Type: (dropdown)
 - Document Type: (dropdown)
 - Document Number: (text)
 - Issue Date: (calendar, 22/08/2015)
 - Expiry Date: (calendar, 22/08/2015)
 - Birthdate: (calendar, 22/08/2015)
 - Issued Country: (dropdown)
 - Valid From: (calendar, 22/08/2015)
 - Document Name: (text)
 - Issued Place: (text)
 - First Name: (text)
 - Last Name: (text)
 - Code MRZ1: (text)
 - Code MRZ2: (text)
 - Code MRZ3: (text)
 - Number of Entries: (text)
 - Allow Duration of Stay: (text)
- Document Photo:** A section with a "Document Holder's Photo Capture from Reader" label, a photo placeholder box, and a checked checkbox "Assign to Account".
- Document Snapshot:** A large empty rectangular area for a document image, with a checked checkbox "Save Document Image" in the top right corner.

At the bottom right of the window are three buttons: "Upload File", "OK", and "Cancel".

1. In the **Travel Documents** tab, click **Add new** to open the Document Add/Edit form.
2. Fill in all relevant information using the drop-down list or manually enter them.
3. Click **Upload File** to upload the picture or scanned a 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.

Custom Info Tab

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

Guest History Tab

The Guest History tab captures the history of the guest from various ships such as reservations, the amount spent, amenity and special requests, and these data are transferred from Shoreside Fleet Management System database through an ResOnline Interface. The Guest History window comprises two main tabs - Booking and Raw XML.

Booking tab

The Booking tab is segmented into five different views and they are: Transactions, Item Details, Shore Excursion, Amenity, Special Request and Comments.

Figure 2-94 Guest History Tab

The screenshot shows the 'Guest History' tab selected in a software interface. Below it, the 'Booking' sub-tab is active, and the 'Transactions' sub-sub-tab is selected. The 'Transactions' view displays a table with the following data:

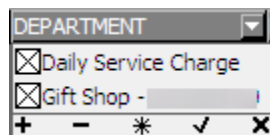
DEPTCLASS	DEPARTMENT	DEPTGROUP	POSTDATE	Sum of AMOUNT
Non Ship	Daily Service Charge	Non Ship	01/09/2007	10.00
			02/09/2007	10.00
			03/09/2007	10.00
			Total	30.00
Total				30.00
Wine and Champagne	Gift Shop	Shops	04/09/2007	1.49
			Total	1.49
			Total	1.49
Total				31.49

Transactions Tab

The first tab of the Booking tab is Transactions. In this tab, past transactions from previous cruises sorted by Department class, Department code, Department Group, Postdate and Sum of amount are shown.

Pressing the +/- or the arrow down key will explode or implode the details under each station, enabling information in each respective columns to be further drilled down.

Figure 2-95 Department checkbox



Item Details

The Item Details tab list all the POS Postings in details.

Shore Excursion

The Shore Excursion tab displays past excursions participated by the guest.

Amenity

The Amenity tab displays past chargeable amenities requests from previous cruises.

Special Request

Special Request tab displays the request history during each stay whilst on-board.

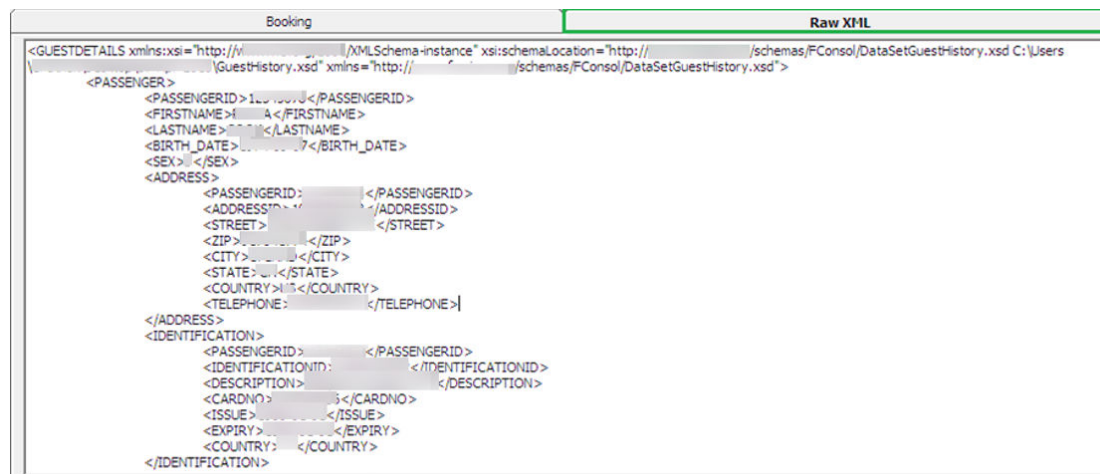
Comments

The Comments tab displays past comments inserted on previous cruise.

Raw XML

The Raw XML tab shows the actual passenger history in XML format that was sent from Reservation Online to the ship database.

Figure 2-96 Guest History Raw XML Tab



Loyalty/TrackIt Tab

Loyalty/TrackIt tab provides a quick overview on the loyalty program the passenger is attached to, and items that were confiscated or returned during embarkation/ disembarkation, and the confiscated items are managed in TrackIt module.

Loyalty Assignment

A guest may sign up a loyalty program through the course of the voyage and information such as loyalty card number, points balance, personal details are stored in this tab.

Figure 2-97 Loyalty Program Form

The screenshot shows a software window titled "Edit Loyalty Program". The window contains the following sections and fields:

- Loyalty Program Information:**
 - VIP Title: S/VIP SUPERVIP (dropdown menu)
 - Card Number: [text input]
 - Card Expiry Date: [date input]
 - Points Balance: [text input]
 - Points Last Read Date: [date input]
- VIP Information:**
 - Surname: [text input]
 - Forename: [text input]
 - Birthdate: [date input]
 - Tel No.: [text input]
 - Postcode: [text input]
 - Address 1: [text input]
 - Address 2: [text input]
 - Address 3: [text input]
 - City: [text input]
 - Country: [dropdown menu]
 - State: [dropdown menu]
- Document Information:**
 - Document Type: Passport National ID
 - Document No.: [text input]
 - Issue Country: [dropdown menu]
- Remarks:** [large text area]

At the bottom right of the window are "Save" and "Cancel" buttons.

Adding / Editing a Loyalty Program

1. In the Loyalty/TrackIt tab, click **Add** to open the Edit Loyalty program form.

2. Fill in all relevant information's using the drop-down list or manually enter them.
3. To edit existing information, select the line item and then click **Edit** and then update the information.
4. Click **Save** to save the information.

Confiscated Item

The movement and storage location of confiscated items are displayed in the following section and records are updated:

- When a confiscated item is *returned* or *checked-out temporarily* to the passenger, the system **removes** the record from Confiscated Item section.
- When a confiscated item is checked-in by the passenger, then the system **inserts** a record in the Confiscated Item section.

Figure 2-98 Confiscated Item Storage Location

Confiscated Item				
	Item Type	Item Name	Date Collected	Store Location
▶	ALHOCOL	LIQUOR	13/7/2015 3:35:55 PM	BAR

Renew Reservation Function

You can renew a reservation of a check-out guest using the guest historical data instead of creating a reservation.

1. Navigate to the **Check Out** tab in Search Panel.
2. By default, the date is set to *System Date*. Change the date to the passenger checked-out date.

Name/Doc No/Cabin	<input type="text"/>	<input type="checkbox"/>	Show Embark Dates
Date	<input type="text"/>		
<input type="button" value="Show Party"/>			

3. Enter the guest last name or use the alphabets tab to search. Selecting **ALL** tab will list all passengers departed on the date specified.
4. Click the **Re-New Reservation** at the Guest Handling window.
5. At the New Guest Reservation prompt, select **Yes** to renew the reservation.
6. Click **Edit Information** to change the expected arrival date, if required.

Express Reservation Function

The Express Reservation function within Guest Handling enables you to create a quick reservation using a simplified Reservation Form. See *New Reservation Function* for further information of the field descriptions.

Figure 2-99 Express Reservation Form

The screenshot shows a software window titled "Express Reservation" with a sub-header "New Reservation". The form is divided into several sections:

- Name:** Surname, Forename, Middle Initial, Salutation, Other Name, Other First Name, and a VIP dropdown menu.
- Travel Information:** Embarkation Date (9/3/2015), Embarkation Port (dropdown), Disembark Date (9/10/2015), Disembark Port ((not applicable)), and Cabin (dropdown with a question mark).
- Agent Information:** Agent Id, Reservation Id, and Booking Id.
- Other Info:** Permanent Resident Id and Royalty No@.
- Passport Information:** Passport No, Issue Date, Issue Place, Issue Country (dropdown), Expiry Date, Birthdate, Birth Place, Nationality (dropdown), Gender (radio buttons for Female and Male), National ID, and Documents (Checked/Collected checkboxes).
- Document Image Acquired:** A large area for document images, with a "Swipe Passport" button below it.
- Other Info (bottom):** Assign as Guest Photo (checked) and Save Document Image (unchecked) checkboxes.

At the bottom left, there is a "Notice And Consent" checkbox. At the bottom right, there are "OK" and "Cancel" buttons.

Creating an Express Reservation

1. Click the **New Reservation** at the Guest Handling window to open the Express reservation form.
2. Enter all required information's and update the embarkation / debarkation date. By default, Embarkation Date on the form is set to current System Date.
3. Click **OK** to save the reservation.

Get Credit Cards Function

Get Credit Card enables you to update the passenger credit card details by swiping the card through the magnetic card reader.

Updating Credit Card Details

1. In the Search Panel, search for the guest record and then click the **Get Credit Card** at the Guest 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 to capture the credit card details and have it auto populate on window.

Figure 2-100 Setting Credit Card Spending Limit

The screenshot shows the 'Credit Card Entry' window. It has a 'Card Details' section with fields for 'Number:', 'Expiry Date:', and 'Owner:'. To the right is a 'EUROCARD MasterCard' logo. Below this is a section titled 'Use the card to pay for the following invoices :'. It contains a list of checkboxes: 'All Invoices' (checked), 'Invoice 1', 'Invoice 2', 'Invoice 3', and 'Invoice 4'. To the right of this list is a 'Set Spending Limit' checkbox (checked) next to an empty text input field, both highlighted with a green box. Below that is a 'Make this card active' checkbox (checked). At the bottom are three buttons: 'Manual', 'OK', and 'Cancel'. A 'Credit Card Accepted' message is displayed at the very bottom, also highlighted with a green box.

3. Check mark the **Set Spending Limit** checkbox 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 in the field provided and then click **OK** to save.
3. Click **Yes** at the CC-Check dialog box to update the credit card details onto the guest account.
4. You can view the stored credit card details from the Credit Card tab.

Capturing an Electronic Signature

If you have a Signature Capture device installed, you can capture a sample of the guest signature in the Credit Card tab.

Storing Sample Signature

1. Repeat steps 1 – 3 of above.
2. Sign on the column provided in the **Signature Device**, press **Confirm** and then **Capture Signature** to save the signature against the passenger credit card record.
3. The stored credit card details and signature are saved in Credit Card tab.

Registering Multiple Credit Card

Multiple card types can be stored for ease of settlement and this is particularly useful when a guest decides to settle part of their invoices using certain card.

1. Repeat steps 1 – 3 of Updating Credit Card Details.
2. The system prompts a notification that there is more than one card being registered. Select **Yes** at the CC-Check prompt to register the card.

Activating Credit Card for a Particular Invoice

1. At the Credit Card tab, select the card to activate, and then click **Activate Card**.
2. Check mark the invoice at the Activate Credit Card prompt and click **Activate**.
3. The chosen invoice is shown under **Invoice column** and the card is set at **Active**.

Figure 2-101 Multiple Credit Card Assignment

Active	Invoice	Card Type	Card Number	Exp Date	Card Owner	Limits	Signature Exist
Yes	1	Master Card					
Yes	2,3,4	American Express					
No	3,4	VISA					

Check In Function

Guest joining the cruise are required to checked-in to the system prior to boarding, and these reservations are categorized under the 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 keycard at the same time.

Check Out Function

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

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 unbalanced, the system prompts for an invoice to be settled before proceeding. Click **OK** to return to the guest account.

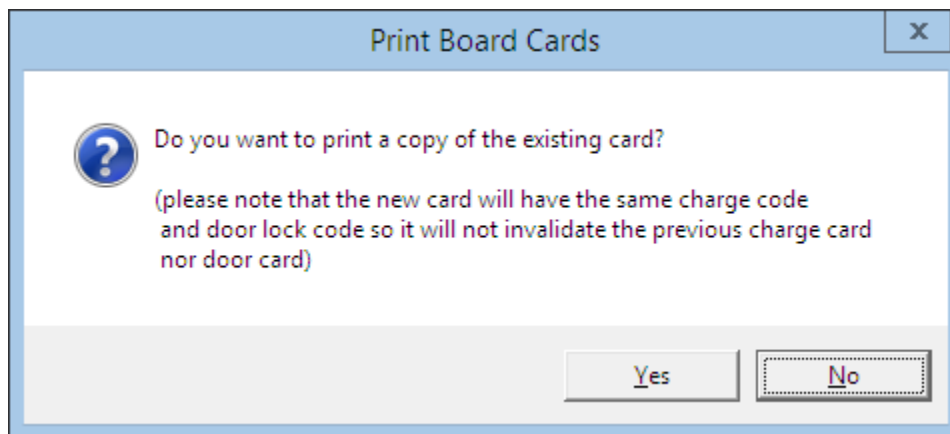
See [Pay Invoice](#) section for steps to settle an account.

Print Boardcard Function

The Print Board Card function in Guest Handling enables you to print a copy of guest board card if they are not printed earlier.

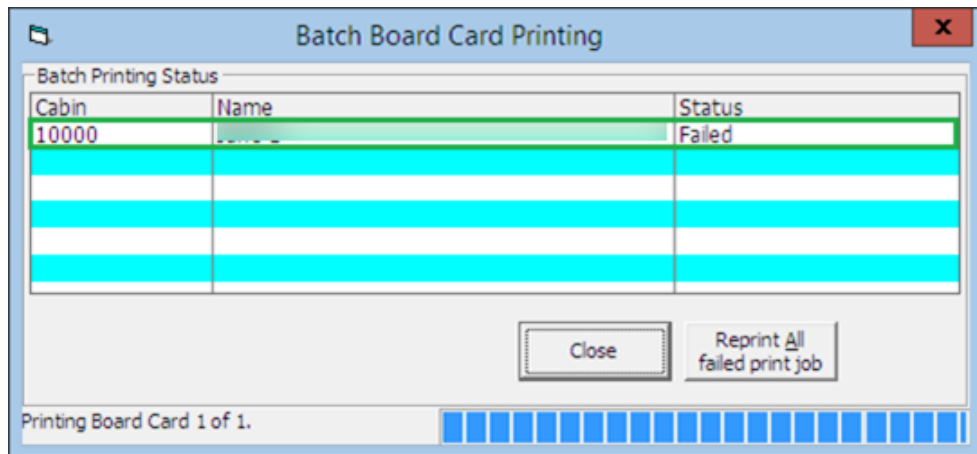
1. Retrieve the reservation from the Search Panel and then click the **Print Board Card**.
2. At the Print Board Cards prompt, select **Yes** to save the board card number under Guest Info tab. This process increases the Board card number shown in Guest Info tab, and the last digit of board card denotes the number of times the board card were re-printed. The first printed card always end with 0.

Figure 2-102 Print Board Card Prompt



3. Select a reason from the drop-down list when prompt and then press **OK**.
4. Status of the printed card is reflected in the Batch Board Card Printing window. If the card status is **Failed**, click **Reprint All failed print job** to reprint.
5. Check the Interface or Printer connectivity if the board card failed to print.

Figure 2-103 Batch Board Card Printing



Printing New Board Card

During a cabin move or when guest extends their stay, a re-code of board card is required and this card is printable from **Guest Handling, Other Info** tab.

1. At the Other Info tab, click the **New Board Card** and select **Yes** at the Recreate Cards prompt.
2. At the Print Board Card Reason prompt, select the reason from the drop-down list, then press **OK** to confirm.

Resetting a Board Card

For lost card, a change of lock combination for the cabin is necessary, and this process will re-assign a new board card number to all occupants of the same cabin.

1. At the Other Info tab, click the **Reset Board Card**.
2. Select **Yes** at the Recreate Cards prompt to invalidate all previously issued cards.

Figure 2-104 Recreate Board Card

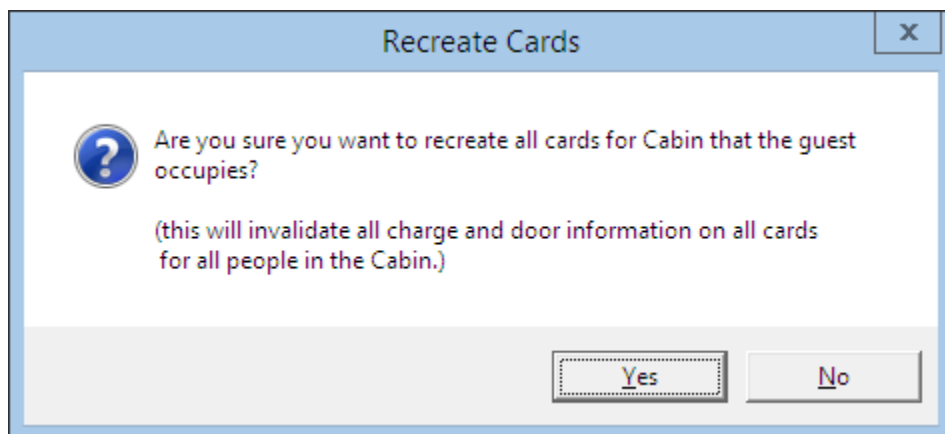


Figure 2-105 Boardcard Number in Guest Information Tab

The screenshot shows a form with four fields: 'Queue ID:', 'BoardCard No:', 'Pregenerate Number:', and 'External Reservation ID:'. The 'BoardCard No:' field is highlighted with a green rectangular border. The other fields have greyed-out input areas.

3. At the Print Board Card Reason prompt, select the reason from the drop-down list, then click **OK** to confirm.
4. At the Batch Board Card Printing prompt, click **Close** if the card is printed successfully. Otherwise, repeat the above process.

Change Cabin Function

A cabin may become unavailable due to defect or guest may want to move to a larger cabin or cabin closer to their family/friends. This would require a cabin change, and depending on the policy and procedures set by the Ship, such change may be chargeable. If a fee is applicable, you can set this up in *Administration, Financial Setup, Stateroom Upgrade Prices* module.

You can perform a cabin change from different function - either using the Cabin Change function, Edit Information or Edit Express Reservation function.

Changing a Cabin Using Cabin Change

When a cabin change is chargeable, it is recommended that you perform the task using Cabin Change option in Guest handling function. A setup such as **Financial Department**, **General Change Reason** and **Database Parameter** must be in place in order for the charge to be posted. See *Administration User Guide, Stateroom Upgrade Setup* for more details.

1. Look up the guest account in Search panel, then click the **Change Cabin** at Guest Handling window.
2. The system prompts a pre-configured **Cabin Upgrade Price Calculation** table. Click the **question mark (?)** button besides the **New Cabin** field to search for a new cabin.

Figure 2-106 Cabin Change Function

Cabin Change

Cabin Information

Old Cabin: 10002 CAT.01 Suite Cat.01

New Cabin: ?

Number of Guests: 1

Selected Guests: 1

Embarkation: 29/01/2015 Dis-Embarkation: 02/02/2015

Reasons for Change

Price Calculation

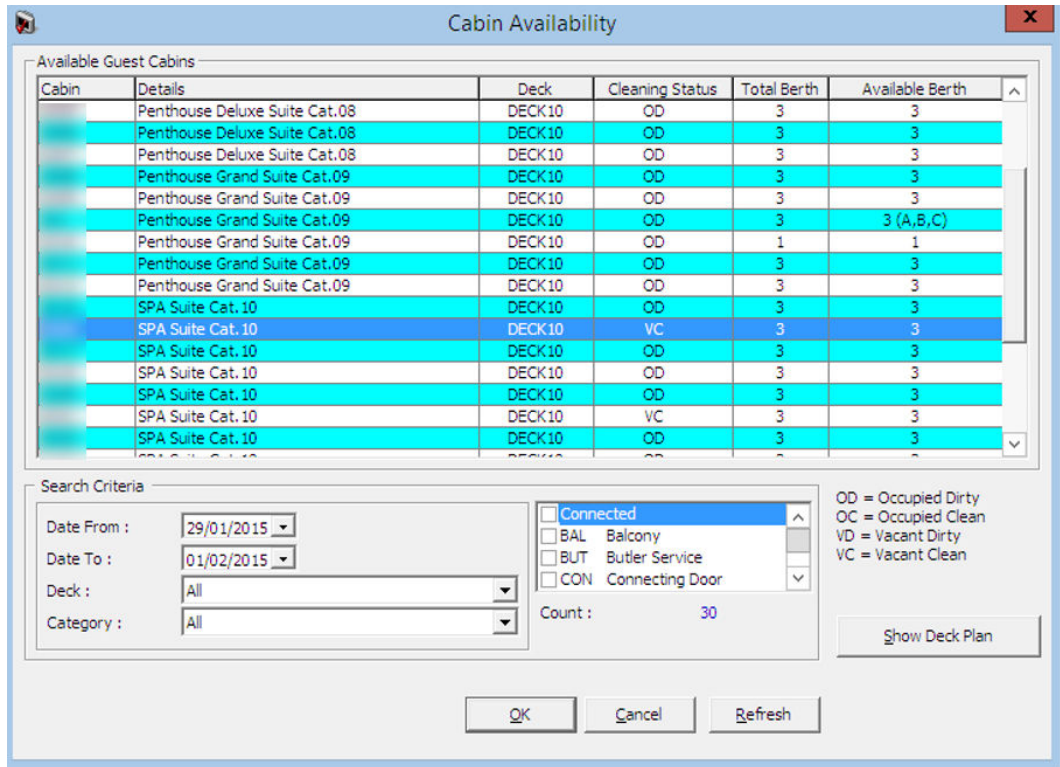
Category	Sortin	Upgrade Price	Max. Persons
Suite Cat.03	1	60.00	3
Suite Cat.02	2	40.00	3
Suite Cat.01	3	20.00	3
Veranda Suite Cat.07	4	100.00	2
Veranda Suite Cat.06	5	80.00	3
Veranda Suite Cat.05	6	60.00	3

Post Upgrade Price To

OK Cancel

3. In the Cabin Availability window, select **date from/to, Deck, Category** from the drop-down list in the Search Criteria section, and then click **Refresh** to update the availability grid.

Figure 2-107 Cabin Availability Window



4. Select the desired cabin by highlighting the cabin number, and then click **OK** to confirm.

Figure 2-108 Cabin Change Price Calculation

The screenshot shows a 'Cabin Change' dialog box with the following sections:

- Cabin Information:**
 - Old Cabin: CAT.01 Suite Cat.01
 - New Cabin: CAT.03 Suite Cat.03 (highlighted with a green box)
 - Number of Guests: 1
 - Selected Guests: 1
 - Embarkation: 29/01/2015
 - Dis-Embarkation: 02/02/2015
- Reasons for Change:**
 - Text field: Request for cabin close to 10005
- Price Calculation:**

Category	Sortin	Upgrade Price	Max. Persons
Suite Cat.03	1	60.00	3
Suite Cat.02	2	40.00	3
Suite Cat.01	3	20.00	3
Veranda Suite Cat.07	4	100.00	2
Veranda Suite Cat.06	5	80.00	3
Veranda Suite Cat.05	6	60.00	3
- Post Upgrade Price To:**
 - Guest: [redacted]
 - Sub Department Code: [redacted]
 - Price: 100.00 (highlighted with a green box)

Buttons: OK, Cancel

- The system automatically calculates the upgrade price based on the selected category, and in this instance, the guest is moving from Cat.01 to Cat.03 and the chargeable price is at \$100, a total comprises of Cat.02+Cat.03.
- At the **Reasons for Change** prompt, enter the reason for the change in the free text field.
- Click **Yes** at the Cabin Change prompt to confirm and this will then post a charge to the guest account.

Figure 2-109 Cabin Upgrade Charge Posted to Guest Account

Invoice																					
Purchased:	100.00	Paid:	0.00	Package Balance:	0.00																
Credit Limit:	N/A			Non-ref. Balance:	0.00																
Date	Department	Credit	Debit	Discount	Vat Tax	ROS-Disco	Buyer	Trans.ID	Usr												
29/01/2015	Cabin Upgrade		100.00	0.00	0.00	0.00															
<table border="1"> <thead> <tr> <th>All Invoices</th> <th>1.Invoice</th> <th>2.Invoice</th> <th>3.Invoice</th> <th>4.Invoice</th> <th>Package</th> </tr> </thead> <tbody> <tr> <td>100.00</td> <td>100.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> </tr> </tbody> </table>										All Invoices	1.Invoice	2.Invoice	3.Invoice	4.Invoice	Package	100.00	100.00	0.00	0.00	0.00	0.00
All Invoices	1.Invoice	2.Invoice	3.Invoice	4.Invoice	Package																
100.00	100.00	0.00	0.00	0.00	0.00																
Void	Criteria Discounts	Item Discounts	No Print	Show Pre Cruise Invoice	Package Status																
Close Postings	Move & Route	Set Credit Limit	Hide NoPrints	Set Spending Limit		<input checked="" type="checkbox"/> Hide Closed Posting															

Changing an Assigned Cabin

When the assigned cabin for the guest becomes unavailable at the point of check-in, re-assignment of the cabin is required. In such cases, the cabin change is done by editing the reservation.

1. Repeat steps 1 to 4 of the above.
2. In the Reasons for Change prompt, select the reason of the change from the drop-down list, then click **OK** to save the changes.
3. Click **OK** on the Edit Information form to save the cabin reassignment.

Assigning a Cabin in Edit Express Information

At the point of creating a reservation using Express Reservation, you can assign a cabin number to the guest and the process is the same as Changing An Assigned Cabin in Edit Information.

Messages Function

There are occasions that you are required to notify the guest is of their reservations, tour arrangements or inquiries by leaving a message in their cabin. These messages not only presented in hard copy, it can also prompt on window at the Gangway, Internal Gate or Immigration Gate when scanning the guest board card.

Figure 2-110 Message Form

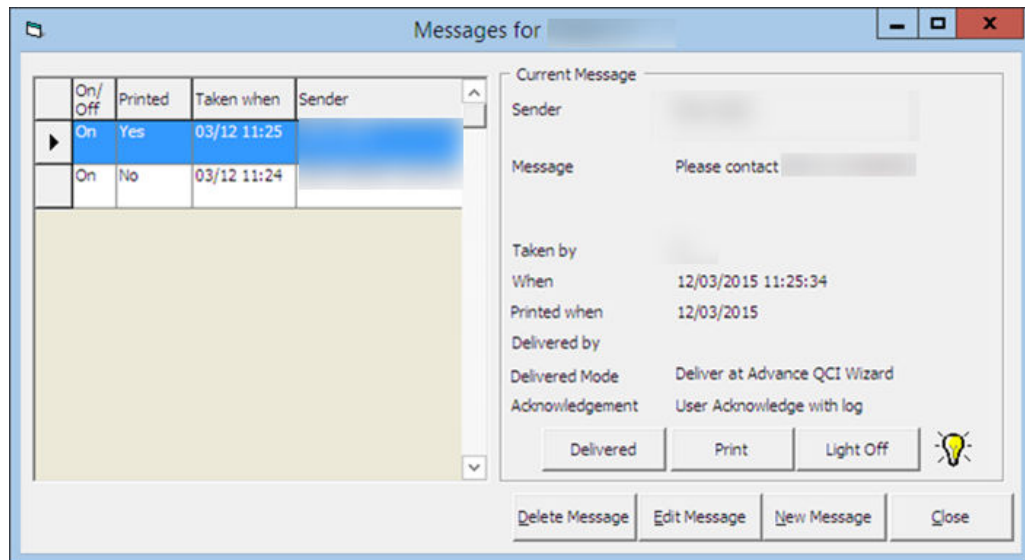


Table 2-33 Field Definition of Message Form

Field	Description
On/Off	Message light indicator.
Printed	Indicator whether message has been printed.
Taken When	Date/Time message were entered.
Sender	Sender's Name enter.
Message	Content of the message.
Taken by	User who enter the message.
Delivered by	User who deliver the message.
Delivered Mode	Location of where to prompt for message delivery, either at Advance QCI Wizard, Gangway, Internal Gate, Immigration Gate or none.
Acknowledgement	Type of delivery acknowledgement, either by User, Manager or none.
Delivered button	Sets the message status to/from delivered.
Print button	Print selected message.
Light On/Off	Sets on/off phone message light in cabin.
Delete Message	Remove message from passenger account.
Edit Message	Edit message content and/change delivery mode.
New Message	Creates a new message.

Creating / Editing a Message

1. Look up the guest account in search Panel, then click **Message** at the Guest Handling window.
2. On the Message form, click **New Message** to create a new message or **Edit Message** to edit and existing message.
3. Enter the **Sender's name** and **message content** in the respective area.
4. Select the **Delivery** and **Acknowledgement Mode** from the drop-down list, then click **OK** to save.
5. New Messages entered will set the message light to **On** automatically and this setting is controlled by **Parameter, General, Message Light On**.
6. To edit a message, click **Edit Message**, then edit the content and click **OK** to save the changes.
7. A check mark is placed in the Message tab as an indicator for undelivered messages.

Delivering / Undo Delivery of a Message

1. Look up the guest account in Search panel, then click **Message** at Guest Handling tab.
2. On the Message form, select the message to deliver, then click **Delivered** to confirm delivery and this inserts the delivered by, date/time.
3. This process *does not* turn off the message light automatically. You are required to manually click **Light Off** to reset the message light.
4. In the Delivered by, the user name, delivery date and time is record.
5. To reset the message delivery to undelivered, click **Delivered** and select **Yes** at the message prompt.

Deleting a Message

1. Search the guest account in Search Panel, then click **Message** at Guest Handling tab.
2. On the Message form, select the message to delete and click **Delete Message**.
3. At the Delete Message prompt, select **Yes** to confirm deletion of the Message or **No** to return to the earlier window. Once a message is deleted, it *cannot* be undone.

Printing a Message

1. On the Message form, select a message and then click **Print**.
2. The indicator in the **Printed** column will then switch to **Yes**, and the date the message was printed is shown in the Message Grid.

Turning Message Light On/Off

The message light is automatically turned on as an indicator to the guest that there are messages for them. If the message function is used as internal messaging, it is best not to set the message light on when creating a message and this is managed in **Parameter, General, Message Light On**.

1. On the Message form, select the message and then click the **Light On/Off**.
2. If the message light is:
 - **On:** The light bulb is illuminated and clicking **Light Off** will turn off the light.
 - **Off:** The light bulb is dimmed and clicking **Light ON** will illuminate the light.
3. Clicking **Light On/Off** triggers the indicator for all message in the Message grid.

Express Edit Information Function

The Express Edit Information function enables you to edit the basic Reservation information's as displayed in Express Reservation function.

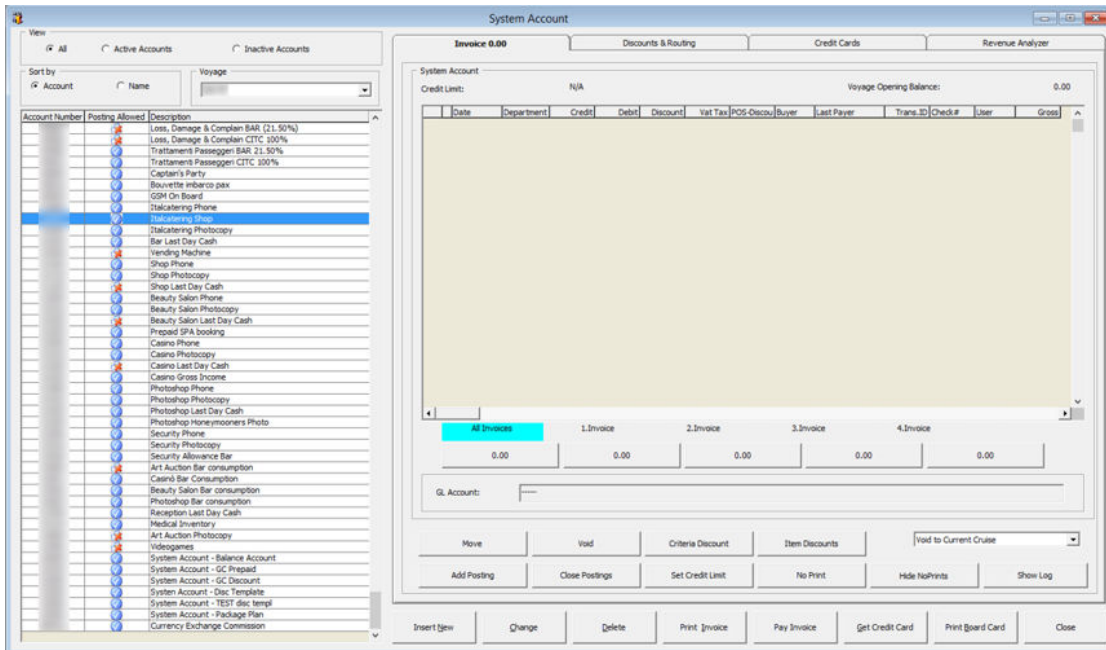
1. In the Search Panel, search for the guest account, then click the **Express Edit Information** at the Guest handling window.
2. Update the relevant information on the Express Reservation form and then click **OK** to save the changes. See [New Reservation Function](#) for further information of the field descriptions.

3

System Accounts

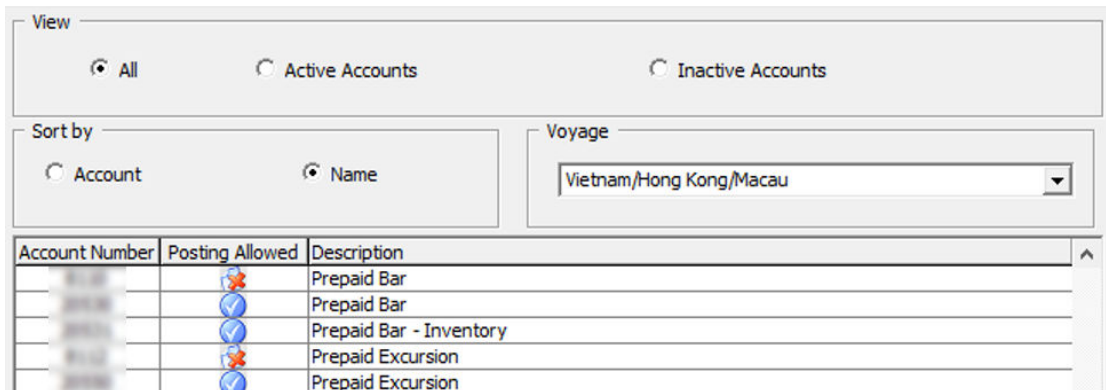
System Accounts is a repository account mainly used for postings that do not impact any of the passenger's account, for example Cash postings from an outlet, Ad-hoc purchases, Crew signing privilege or as an adjustment account. These accounts do not have a check-in/out date, and when not in use, you can set it to 'Inactive'

Figure 3-1 System Account



In the System Account Main window, accounts are filtered by **All**, **Active Accounts** or **Inactive Accounts**, sortable by **Account/Name** or **Voyage**.

Figure 3-2 System Account Filters



Creating a System Account

1. In the Management module, select **Cashier**, then System Accounts from the drop-down menu.
2. At the System Account window, select **Insert New**.
3. Enter the information for the account and then click **OK** to save. The newly created account will appear as '**Active**' in the account list.

Figure 3-3 System Account Entry Form

The screenshot shows a window titled "System Account Entry" with a close button (X) in the top right corner. The form contains the following fields and options:

- Account No: [Empty text box]
- Name: Currency Exchange Commission
- Payment by Credit Card:
- Payment: Cash Exchange Commission (dropdown menu)
- Access Priv: No privilege required (dropdown menu)
- Posting Allowed: POS Room ID: [Empty text box]
- Post to Next Cruise on embarkation date:
- Disc Template: (not applicable) (dropdown menu)
- GL Account: [] - [] - [] - [] - [] - []

At the bottom right of the form are two buttons: "OK" and "Cancel".

Table 3-1 Field Definition of System Account Entry Form

Field	Description
Account No	User Assigned account number
Name	System Account Name
Payment by Credit Card	Enable credit card payment type
Payment	Payment type linked to Department Codes in Financial Setup
Access Priv	Privilege level allowed to access the account.
Posting Allowed	Sets the account Active/Inactive.
POS Room ID	Assigned Room ID for MICROS POS.
Post to Next Cruise on embarkation date	Enable posting of charges into the next Cruise when the account is balanced.
Disc Template	Linked to available Discount template and apply the discount when the posting added is a department code listed in the template.
GL Account	Link the transactions to designated GL account. Require Parameter: General, Enable System Account GL Setting.

Changing the System Account Information

Information of the System Account can be changed by selecting the account from the Account list, then click **Change**, and then click **OK** to save.

Deleting a System Account



Note:

An account can only be deleted when there are *no* postings linked to the account.

Posting a Charge to System Account

Posting a charge to System Account is similar to Add Posting in Guest Handling. See [Invoice Tab](#) on how to Add, Void, Move and Route posting, Pay and Print an invoice, and other posting related function.

Enabling Posting for Next Cruise

System Account allows you to post to future cruise by checking the '**Post to Next cruise on embarkation date**' in the System Account Entry form.

1. Retrieve the guest account from the Search Panel, then click **Add Posting** in the Guest Handling window.
2. On the **Add Postings** form, select the **Financial Department** from the drop-down list or use the **Search** option to search for a department code.

Figure 3-4 Add Posting Financial Department Selection

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

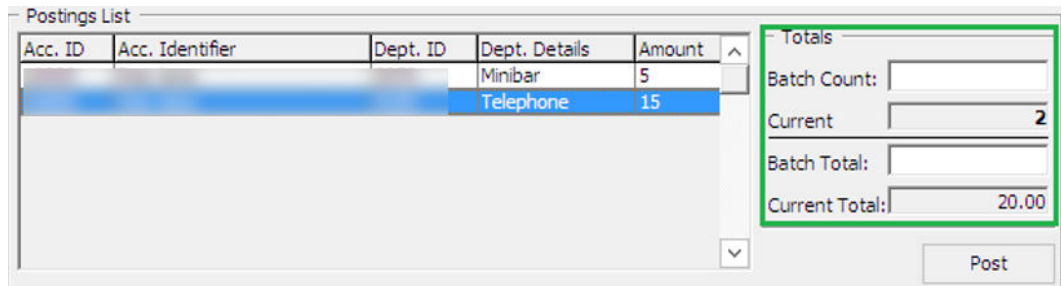
Figure 3-5 Adding a Charge

Department	Amount
Telephone	15.00
Telefax	0.00
E-mail	0.00
Crew Connection	0.00
GSM Onboard	0.00
Call Charge	0.00
Call Charge Discount	0.00
Call Charge Service Charge	0.00

Acc. ID	Acc. Identifier	Dept. ID	Dept. Details	Amount
			Minibar	5
			Telephone	15

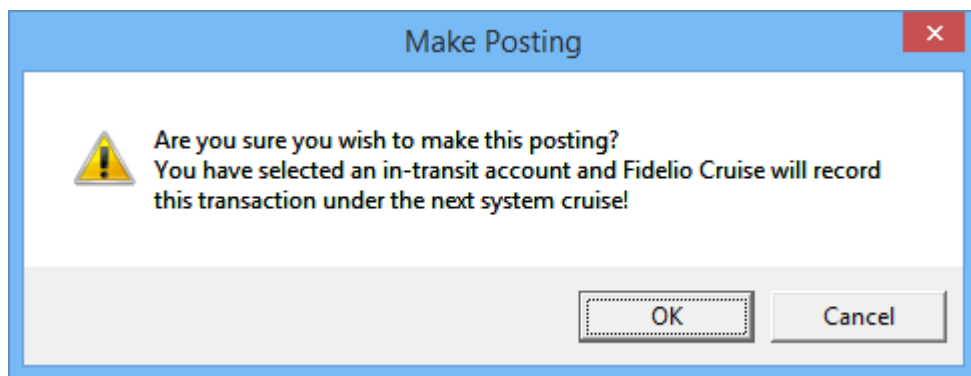
Totals	
Batch Count:	
Current	2
Batch Total:	
Current Total:	20.00

4. Item count increases automatically when the posting is more than one.



5. Click **Post** to finalize the posting.
6. At the Make Posting warning prompt, select **OK** to proceed to post to the next cruise.

Figure 3-6 Posting to Future Cruise Warning Prompt



Note:

Posting will appear on Invoice tab until you perform a System Cruise Change.

Applying Payment to Next Cruise Posting

When applying a payment to future cruise, the account must have **'Post to Next Cruise on embarkation date'** checked, otherwise the system will post the payment into Current Cruise.

1. In the System Account Invoice tab, select **Pay Invoice**.
2. In Invoice Payment window, the **'Enable System Account to post to future cruise on Embarkation date after full payment'** is checked.

Figure 3-7 Payment to Next Cruise

3. Click the **Pay** or **Pay & Print** to post the payment.
4. Under the Make Payment warning prompt, select **OK** to post payment on the next cruise.

Figure 3-8 Payment to Future Cruise Prompt

 **Note:**

If the '**Post to Next Cruise on embarkation date**' is *not checked* in the System Account Entry form, the system then post the payment into current cruise by default, and this may cause an imbalance

Discount & Routing Tab

The Discount & Routing tab in System Account function the same way as Discount handling in Guest Handling. See [Disc](#), [Route](#), [Pkg](#) for more information.

Registering a Credit Card

The Credit Card registration process in System Account is the same as in Guest Handling, Get Card Function. See [Get Credit Cards Function](#) for more information.

Setting an Inactive Account

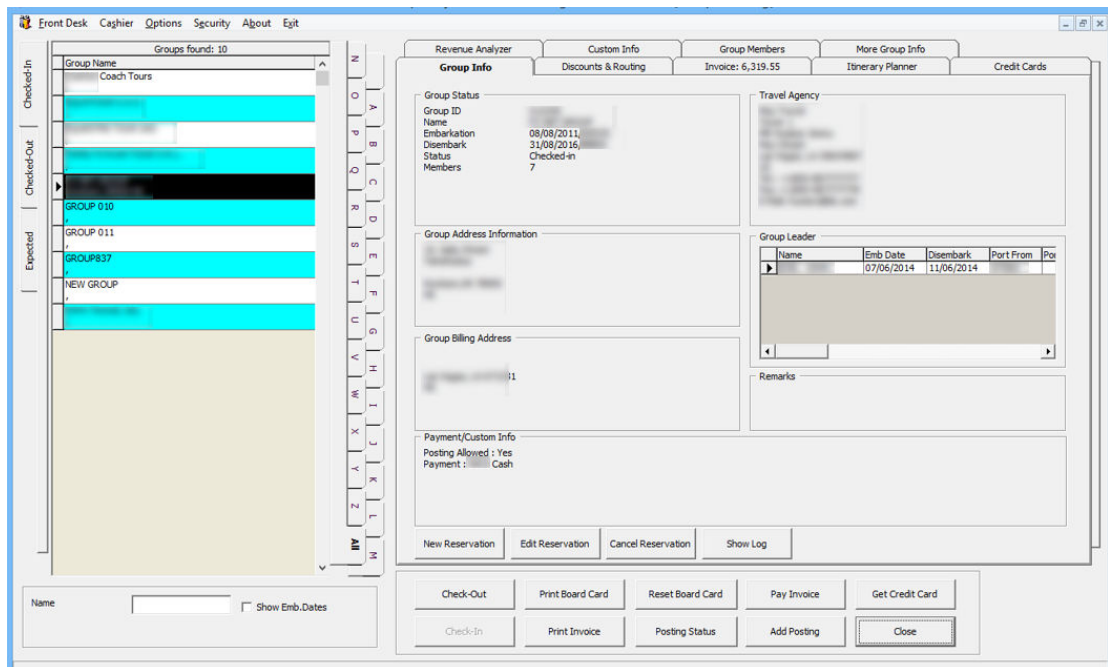
An account can be enabled/disabled easily by deselecting the **Posting Allowed** in the System Account Entry form. An Inactive Account has a Red Cross symbol in the Posting Allowed column in the System Account number grid.

4

Groups

Passengers travelling in a group can be easily identified by assigning a group ID and group leader to the parties. Apart from travelling together, these groups usually have a preset itinerary, other special arrangements and a group billing account. These arrangements are setup and access through **Management, Cashier, Groups** drop-down menu.

Figure 4-1 Group Handling



Group Info Tab

Information's pertaining to the group are entered through the Group Info tab.

Creating New Group Account

A group account containing a group ID, billing address, travel information and payment type is created prior to adding its group members.

Figure 4-2 Group Information Window

The screenshot shows a 'Group Information' window with the following sections and fields:

- Account Identifier:** Name, Group ID, Group Type, Group Leader (with a help icon).
- Address:** Address 1, Address 2, Street, Zip/City, State, Country (dropdown).
- Billing Address:** Name, Street, City/State/Zip, Country (dropdown).
- Travel Insurance:** Description (dropdown), Ins. Number.
- Payment:** Payment by Credit Card, Payment (dropdown set to 'Cash').
- Travel Agency:** Name, Street, City/State/Zip, Country (dropdown), Phone, Fax, Salutation, First Name, Last Name, E-Mail.
- Travel Information:** Embarkation (calendar), Port (dropdown), Debark (calendar), Port (dropdown), Remarks, Additional Remarks.

Buttons for 'OK' and 'Cancel' are located at the bottom right of the window.

1. Select **Group Info** tab from the Group Handling window.
2. At the Group Info tab, click **New Reservation**.
3. At the Account Identifier section, enter the **Group name, Group ID, Group Type** and then select the **Group Leader**.
4. Insert all relevant information in **Address, Billing Address** and **Travel Agency**.
5. At the Travel Information section, select the **Embarkation/Disembarkation Date** and **Port** from the drop-down list, then click **OK** to save.

Editing a Group Account

1. From the Search Panel, select the **Group Account** and then click the **Edit Reservation**.
2. Click **OK** to save the changes.

Cancelling a Group Account

1. From the Search Panel select the **Group Account** and then click the **Cancel Reservation**.
2. At the Cancel Reservation prompt, click **OK** to reconfirm.

Discounts & Routing Tab

Special billing arrangements for the group such as Routing, Discounts and Disallow Department is set up in the Discount & Routing tab.

Setting Up Group Routing

A routing may be set for the entire group members or individually from the group members list.

Figure 4-3 Discounts & Routing

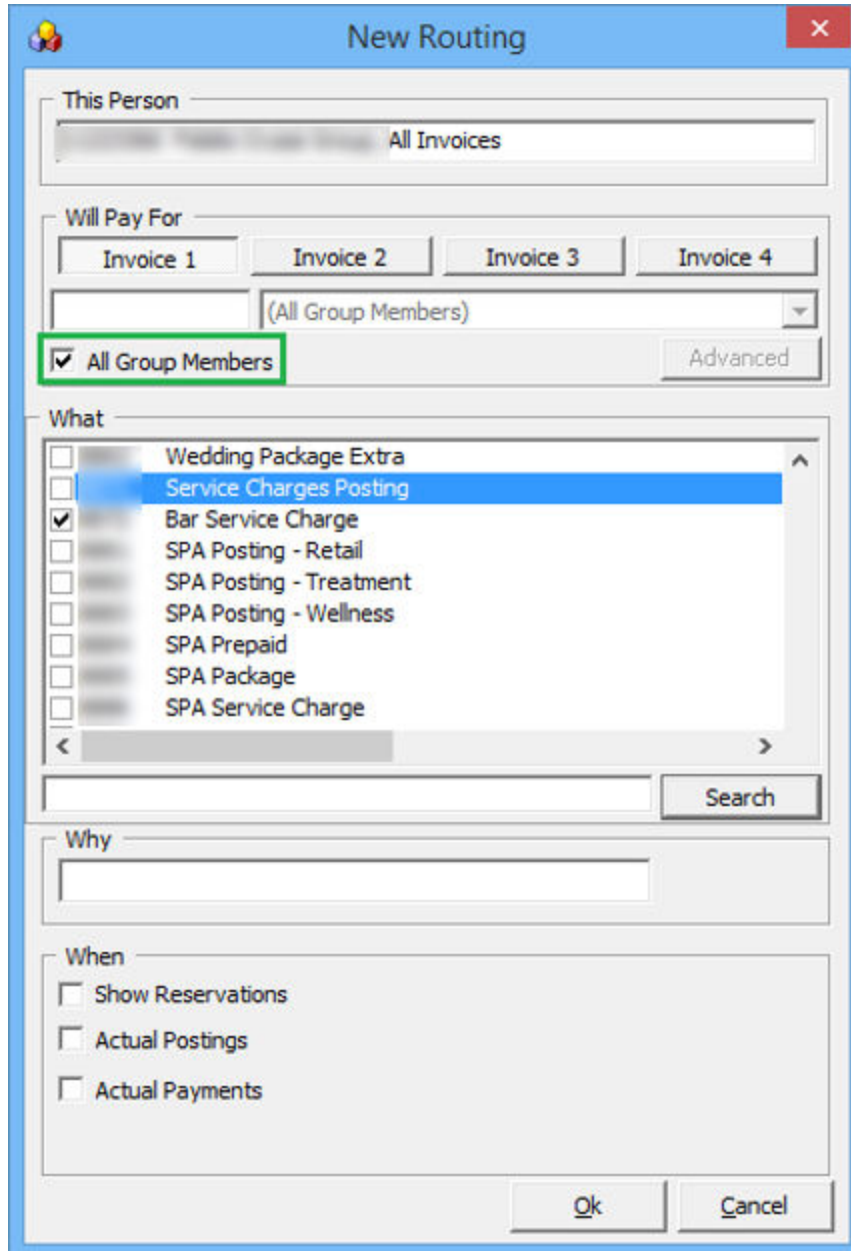
The screenshot displays the 'Discounts & Routing' tab within a software application. The interface is organized into several sections:

- Navigation Bar:** Includes tabs for 'Revenue Analyzer', 'Custom Info', 'Group Members', 'More Group Info', 'Group Info', 'Discounts & Routing' (highlighted), 'Invoice: 0.00', 'Itinerary Planner', and 'Credit Cards'.
- Routing Section:** Contains sub-tabs for 'Routing', 'Discount', and 'Disallow Dept'. The 'Routing' sub-tab is active.
- Routing Details:** Shows a 'Routing' field with the value '0'. Below it, a section titled 'Pays for following guests' contains a scrollable list of guest names.
- Form Fields:** Includes 'Done by:' and 'Reason:' fields. The 'Reason:' dropdown menu is open, showing options: 'Cruise package', 'Cruise package', 'Service Charges', 'Service Charges Posting', and 'Bar Service Charge'.
- Action Buttons:** Located at the bottom of the routing section are 'Delete Routing' and 'New Routing' buttons.

1. Navigate to the Discounts & Routing tab and click **New Routing**.

2. In the Routing window, select the **Invoice** to route and check '**All Group Members**' to route all members, or click **Advanced** to select an individual.

Figure 4-4 Group Routing



3. Select the department code to route and when to route the postings by checking the box beside the code.
4. Click **OK** to save the routing.

Setting up Discounts

Setting up Discounts

Discount set up in group account is identical to a guest discount. See [Disc, Route, Pkg](#) – SPMS Discount and MICROS Discount section for more details.

Setting Up Disallow Department

Disallow Department set up in group account is identical to guest disallowed department. See [Disc, Route, Pkg](#) – Disallow Department for more details.

Group Invoice Tab

Unlike the Guest Invoice, the Group Invoice tab has two tabs — Invoice and Closed Posting, and all Closed Postings are displayed in a tab.

Functions within Invoice tab works exactly the same as **Guest Invoice**. See [Invoice Tab](#) for more details.

Figure 4-5 Group Invoice Tab

The screenshot displays the 'Group Invoice Tab' interface. At the top, there are several tabs: 'Revenue Analyzer', 'Custom Info', 'Group Members', and 'More Group Info'. Under 'Group Members', the 'Invoice: 6,319.55' tab is selected. Below this, there are sub-tabs for 'Invoice' and 'Closed Posting'. The main area shows a table of transactions with the following columns: Date, Department, Credit, Debit, Discount, Val Tax, POS-Discou, Buyer, Trans. ID, User, Brutto, and Check #. The table contains multiple rows of data, including dates from 10/01/2012 to 04/05/2014. At the bottom of the interface, there is a summary table and several action buttons.

Date	Department	Credit	Debit	Discount	Val Tax	POS-Discou	Buyer	Trans. ID	User	Brutto	Check #
04/05/2014		0.33	0.00	0.00	0.00					0.33	
04/05/2014		45.90	0.00	0.00	0.00					45.90	
04/05/2014		40.50	0.00	0.00	0.00					40.50	
04/05/2014		7.88	0.00	0.00	0.00					7.88	
04/05/2014		7.88	0.00	0.00	0.00					7.88	
04/05/2014		7.88	0.00	0.00	0.00					7.88	
04/05/2014		40.50	0.00	0.00	0.00					40.50	
04/05/2014		7.88	0.00	0.00	0.00					7.88	
10/10/2013		-60.00	0.00	0.00	0.00					-60.00	
28/05/2013		3421.00	0.00	0.00	0.00					3421.00	
27/05/2013		2340.00	0.00	0.00	0.00					2340.00	
04/01/2013		70.00	0.00	0.00	0.00					70.00	
04/01/2013		17.00	0.00	0.00	0.00					17.00	
04/01/2013		127.00	0.00	0.00	0.00					127.00	
04/01/2013		90.00	0.00	0.00	0.00					90.00	
27/11/2012		1.00	0.00	0.00	0.00					1.00	
27/11/2012		0.50	0.00	0.00	0.00					0.50	
27/11/2012		60.00	0.00	0.00	0.00					60.00	
27/11/2012		7.80	0.00	0.00	0.00					7.80	
27/11/2012		26.00	0.00	0.00	0.00					26.00	
26/04/2012		50.00	0.00	0.00	0.00					50.00	
10/01/2012		10.00	0.00	0.00	0.00					10.00	

Summary Table:

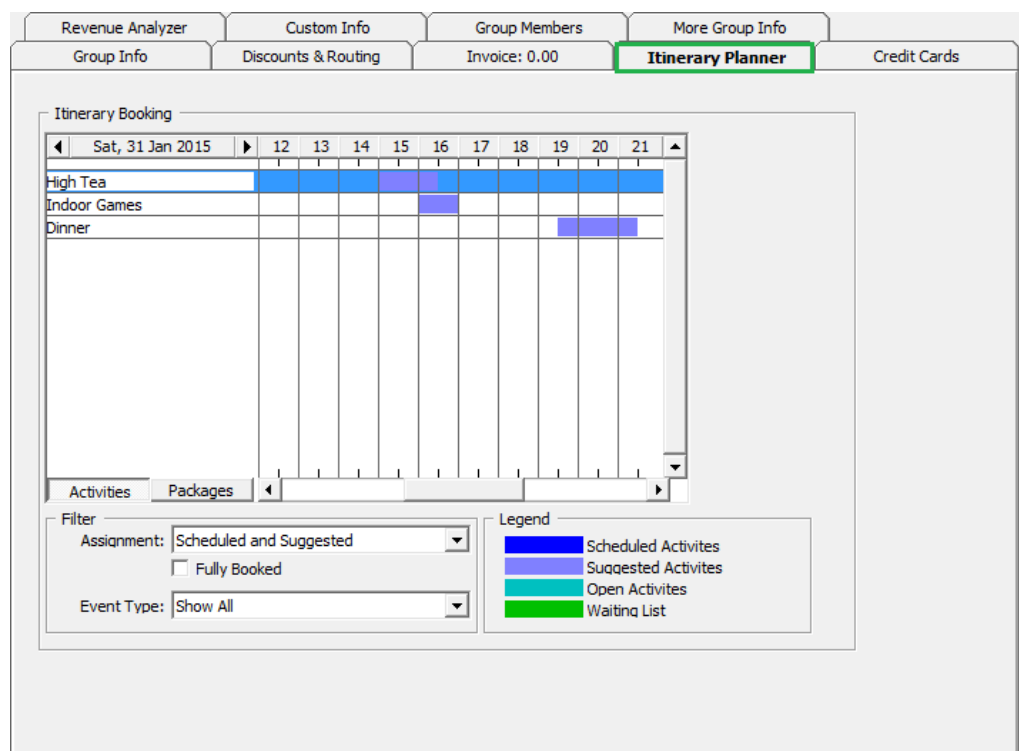
All Invoices	1.Invoice	2.Invoice	3.Invoice	4.Invoice
6,319.55	6,309.55	10.00	0.00	0.00

Buttons: Close Postings, Move & Route, Void, Criteria Discounts, No Print, Items Discounts, Hide NoPrints, Set Credit Limit.

Itinerary Planner Tab

The Itinerary Planner tab displays the Excursion, Dining arrangements or any activities available to the Group. These activities are configured in Administration Module, Itinerary Setup.

Figure 4-6 Itinerary Planner Tab



Viewing an Available Itinerary

1. Navigate to the Itinerary Planner tab.
2. In the Filter section, select from the **Assignment** and **Event Type** drop-down list the information to display.
3. Information are shown by date, in an hourly grid.

Group Credit Card

Registering a Credit Card in Group Account is the same as Guest Handling, Get Card Function. See [Get Credit Card Function](#) for more information.

Group Members Tab

The Group Members tab lists all the passengers that are linked to the Group ID, and member's details are editable from this window.

Figure 4-7 Group Members Tab

Cabin No	Status	Embarkation Date	Debark Date	Guest Name	Group Leader
	RN	29/01/2015	05/02/2015		<input checked="" type="checkbox"/>
	Expected	03/02/2015	07/02/2015		<input checked="" type="checkbox"/>
	Expected	03/02/2015	07/02/2015		<input type="checkbox"/>
	Expected	03/02/2015	07/02/2015		<input type="checkbox"/>

Table 4-1 Field Definition of Group Member Tab

Field	Description
Cabin No	Passenger cabin number.
Status	Booking status of the passenger
Embarkation Date	Embarkation Date
Debark Date	Debarkation Date
Guest Name	Passenger name
Group Leader	Group Leader of the group

1. Select the group member name from the grid and then click **Edit Information**.
2. Edit all the relevant information in the Edit Information window, and then click **OK** to save and return to the group members' grid.

Adding Reservation to Group Account

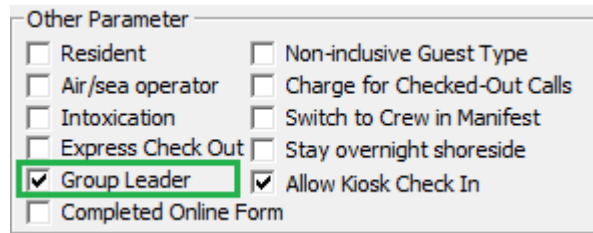
You can add/remove Reservations from Group Account using the **Add to Group** and **Remove from Group** function. See [Adding to Group](#) and [Removing from Group](#) for more details.

Assigning a Group Member as Group Leader

You can assign a member of the group as a Group Leader, and the system permits more than one Group Leader.

In order to assign the passenger as group leader, check the **Group Leader** checkbox in **Group Member** tab, or click **Edit Information** and then select **Group Leader** in Other Parameter section.

Figure 4-8 Group Leader Assignment



The image shows a dialog box titled "Other Parameter" with a list of checkboxes. The "Group Leader" checkbox is selected and highlighted with a green border. Other checkboxes include "Resident", "Air/sea operator", "Intoxication", "Express Check Out", "Completed Online Form", "Non-inclusive Guest Type", "Charge for Checked-Out Calls", "Switch to Crew in Manifest", "Stay overnight shoreside", and "Allow Kiosk Check In".

Other Parameter	
<input type="checkbox"/> Resident	<input type="checkbox"/> Non-inclusive Guest Type
<input type="checkbox"/> Air/sea operator	<input type="checkbox"/> Charge for Checked-Out Calls
<input type="checkbox"/> Intoxication	<input type="checkbox"/> Switch to Crew in Manifest
<input type="checkbox"/> Express Check Out	<input type="checkbox"/> Stay overnight shoreside
<input checked="" type="checkbox"/> Group Leader	<input checked="" type="checkbox"/> Allow Kiosk Check In
<input type="checkbox"/> Completed Online Form	

Custom Info, More Group Info, Revenue Analyzer Tab

See [Custom Info Tab](#), [More Guest Info Tab](#) and [Revenue Analyzer Tab](#) for handling of these tabs.

Checking in Group Account

To route group members charges to the group account, you must first check in the group account.

1. From the **Expected tab** of the Search Panel, search for the group account.
2. Select the account and click **Check In** button.
3. Select **Yes** at the Check-In Group prompt, and then click **OK** at the confirmation prompt.

Checking Out Group Account

A group account can only be checked out when the invoice is balanced.

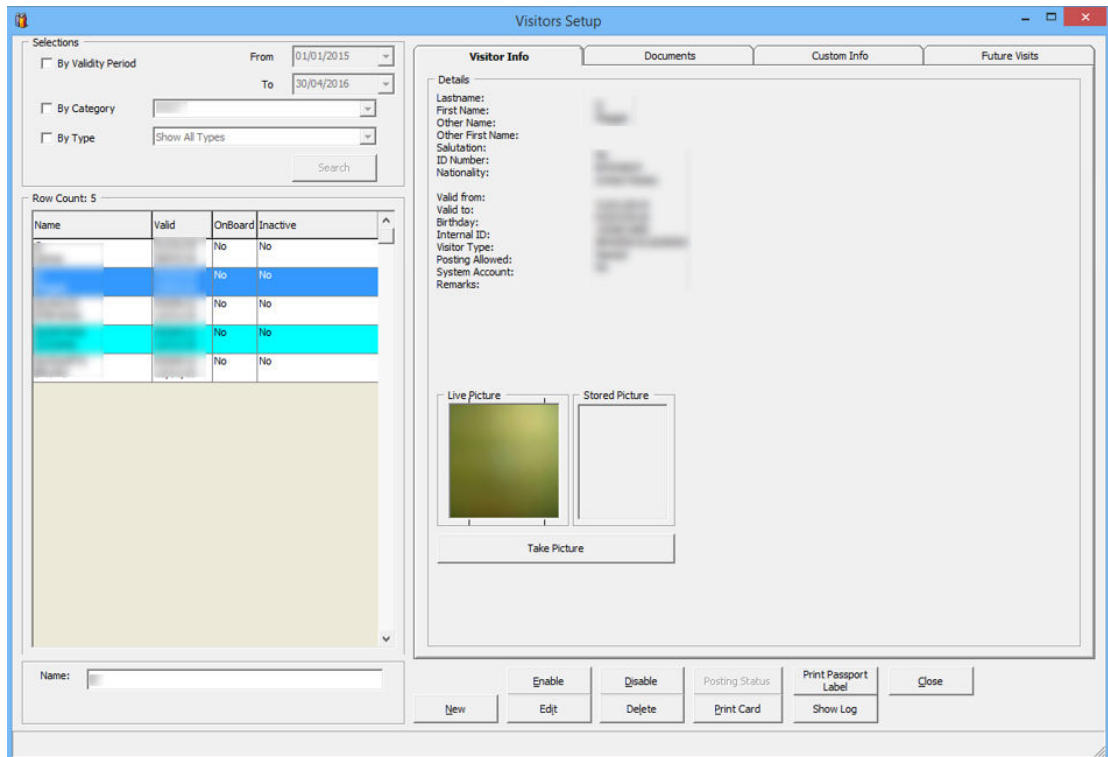
1. Retrieve the group account from the Search Panel, **Check Out tab** and then click **Check Out** button.
2. At the Check Out prompt, select **Yes** to check out the account.
3. If the account is unbalance, the system prompts for invoice to be settled before proceeding. Click **OK** to return to the guest account.

See [Pay Invoice](#) section for steps to settle an account.

5 Visitors

The Visitor function allows the Security Office and Gangway staff to enter visitors information, produce visitor passes and track whether the visitor is onboard or ashore. This function is accessible in **Management module, Cashier, Visitor** drop-down menu.

Figure 5-1 Visitor Setup Window



Adding New Visitor

1. Launch the function from **Cashier, Visitor** drop-down menu.
2. At the Visitor Setup window, click **New** to open the New visitor Details form.

Figure 5-2 New Visitor Details Form

3. Enter the **Visitor's name, Passport ID** and select the **Nationality, Valid-From-To date, Birthdate** and **Visitor Category** from the drop-down list and check the **Notice and Consent** checkbox.
4. Click **OK** to save the information.

Editing Visitor Information

1. Select the Visitor using the selection filters of the Visitor Setup window.
2. Click **Edit** to open the Visitor Details form.
3. Edit the relevant information and then click **OK** to save.

Enabling/Disabling a Visitor

Since the Visitor account does not have a cabin assigned or required to be check in/ check out, the account is managed by setting the status as Active/Inactive in Enable/ Disable function.

1. Select the visitor name from the Visitor Account grid and click either **Enable** or **Disable**.
2. At the Disable Visitor prompt, click **Yes** to proceed.
3. In the Inactive column of the Visitor name grid, status of the visitor changes to Yes/No, depending on the selected option.

Figure 5-3 Visitor Status

Row Count: 1216

Name	Valid	OnBoard	Inactive
		No	Yes
		No	No

Changing Status to Onboard/Ashore

When a Visitor goes onboard/ashore, Security Officer is required to set the visitor status as Onboard/Ashore to ensure all visitors movement is registered and accounted for.

1. Search the visitor name from the Visitor Setup window.
2. Double-click on the visitor name and select **Yes** at Change Status prompt.

Scanning Travel Document

Not only you need to register visitors going on-board, their travel document will also need to be scanned and stored in the system. See [Travel Document Tab](#) for steps to scan travel documents.

Adding Future Visit

You can add a future visits for visitors visiting the Ship.

1. Search the visitor name from the Visitor Setup window, and then navigate to **Future Visits tab**.
2. Click **New** and then enter the future embarkation/debarkation date in the **Future Reservations** window.

Figure 5-4 Visitor Future Reservations

3. Click **OK** to save the reservations.
4. The saved dates will appear in the Future Visits tab grid.

6

Gift Card

The Gift Card function allows you to extend a pre-paid credit to a guest in a form of Gift Card. The Gift Cards can be offered to guests as consumer incentives, through a promotional programs, or integrated into a reward point program to increase sales volumes. See *Gift Card Handling User Guide* for detailed configuration and usage.

7

Quick Billing

The Quick Billing function is designed to expedite check out process during disembarkation, and enable invoices to be printed in batches using a filter. This function is accessible from **File Menu, Cashier, Guest Quick Billing**.

Figure 7-1 Quick Balance Selection Criteria

The screenshot shows a software interface for selecting invoice criteria. On the left, a tree view under 'Invoices' includes 'Passenger Invoices' and several sub-items, with 'Invoice Final' highlighted. The right pane, titled 'Selected', contains a 'Criteria' section with dropdown menus for 'Embarkation Date' (21/04/2015), 'Disembarkation Date' (21/04/2015), 'Payment Type' (All), and 'Express Check-Out' (Both). Other options include 'Redirected Payment Type' (No Change), 'Package Plan' (All), 'Folio Balance' (with a checkbox for 'Do not collect non refundable credit'), 'Deck' (All), 'Starboard/Portside' (All), 'Section' (All), 'Disable accounts' (Do not change current status), 'Process 0 bal with transactions', 'Process 0 balance accounts', and 'Group' (All). At the bottom, there are printer settings for 'Printer Name' (Adobe PDF), 'Copies' (1), and 'Orientation' (Landscape), along with a checked 'Charge commission' box and 'Balance' and 'Print' buttons.

Table 7-1 Quick Balance Selection Criteria

Field	Description
Passenger Invoices	Type of invoice form
Embarkation Date	Embarkation Date filter
Disembarkation Date	Disembarkation Date filter
Express Check Out	Select to include/exclude in Express Check-Out
Payment Type	Payment type filter

Table 7-1 (Cont.) Quick Balance Selection Criteria

Field	Description
Redirected Payment Type	Redirect selected payment to another payment method
Package Plan	Filter by Package Plan
Folio Balance	Filter by folio balance, for example: greater than or equal to X value.
Do not collect non-refundable credit	Credit balance withheld for use in future cruise.
Deck	Invoice sort order by deck.
Starboard/Portside	Invoice sort order Starboard/Portside.
Section	Invoice sort order by section.
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.
Group	To include Group Account.
Printer	Printer assigned for invoice printing, number of copies to print and print orientation.
Charge Commission	Define whether to applicable commission applies when balancing the accounts.

Figure 7-2 Quick Balance Selected Tab

The screenshot shows the 'Guest Quick Balance' application window. The 'Selected' tab is active, displaying a table of guest accounts. The table has columns for Cabin, Deck, Name, Balance, Auth, and Print. The data is sorted by Balance in ascending order. To the right of the table is a 'Details' panel showing statistics. At the bottom right, there are buttons for 'Send eMail', 'Close Postings', 'Balance', and 'Print'.

Cabin	Deck	Name	Balance	Auth	Print
	DECK10		167.00	Yes	
	DECK10		119.40	Yes	
	DECK10		39.00	Yes	
	DECK10		833.00	Yes	

Sort By Ascending Descending

Details

Statistics

Selected:	4
Processed:	0
Remaining:	4
Balance Total:	1,158.40
Comission Total:	0.00
Balance Charged:	0.00
Package Balance:	0.00
Non-ref. Balance:	0.00
Balance Remaining:	1,158.40

It will only send to those account with onboard e-Mail define

Table 7-2 Field Definition of Guest Quick Balance

Field	Description
Cabin	Cabin number
Deck	Location of Cabin
Name	Guest 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 email to guest on-board email account.
Close Postings	Set invoice postings to Disallowed
Balance	Process balancing for selected accounts
Print	Print invoices for selected accounts

Guest Quick Billing

Quick Bill Printing

The Selection Criteria tab in Guest Quick Billing function determines the type of invoices to print/pay based on the criteria chosen for all disembarking passengers, for example, passenger paying by credit card or only guest with X outstanding amount.

1. From **the Cashier file menu, select Guest Quick Billing function.**
2. In the Guest Quick Balance window, select an invoice type, Embarkation Date, Disembarkation Date, Payment Type, Folio Balance (if applicable), Deck and Section.
3. In the Printer section, select an invoice printer, enter the number of copies to print and select the print orientation, and then click **Print**.
4. At the Quick Printing prompt, select **Yes** to continue.

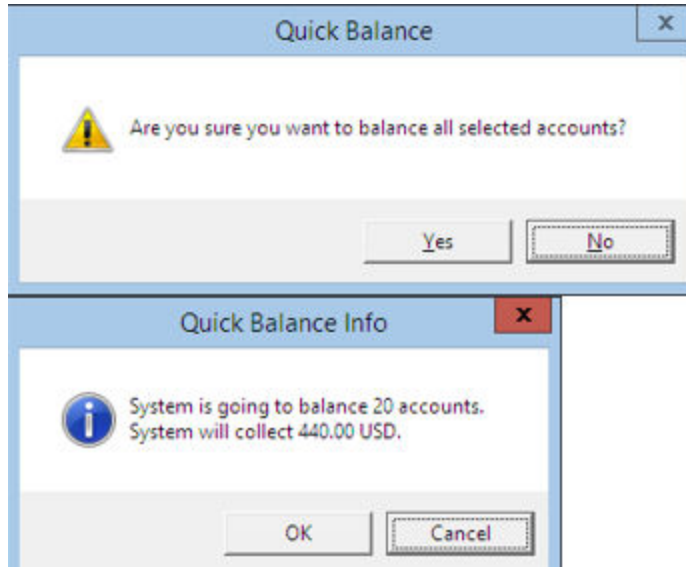
Quick Bill Balance

Other than printing invoices by batch, balancing of the passenger account is possible if there is a credit card on file.

1. Repeat step 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 desired result is achieved.
4. To exclude a passenger from the search result, right-click on the name and then click **Remove**. Once the passenger is removed, the statistic count will update accordingly.
5. At the Confirmation prompt, click **Yes** to confirm and then click **Balance**.

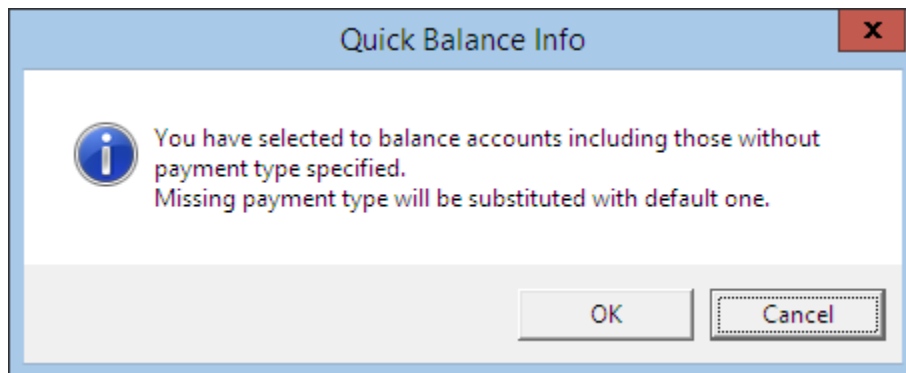
- Click **Yes** at the Quick Balance prompt, then click **OK** at the Quick Balance Info prompt.

Figure 7-3 Quick Balance Info Prompt



- At the Quick Balance Info warning prompt, *read the warning*, then click **OK** to proceed.

Figure 7-4 Quick Balance Info on Balance



- The total charged value and number of account processed are shown in the Statistic section, once the account is balanced successfully.

Figure 7-5 Statistic of Account Processed and Value Charged

Statistics	
Selected:	1
Processed:	1
Remaining:	0
<hr/>	
Balance Total:	590.00
Comission Total:	0.00
Balance Charged:	590.00
Package Balance:	0.00
Non-ref. Balance:	0.00
Balance Remaining:	0.00

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

Quick Bill eMail

Passenger or crew that has on-board email account may opt to receive copy of their invoices via Email, and this function is a Parameter controlled. Please consult your IT Department for setup if this is not pre-configured.

- Repeat step 1 to 4 of Quick Bill Balance. If no printer is assigned, the system disable the **Send eMail** feature.
- Navigate to the **Selected tab** and then click **Send eMail**
- Without balancing the invoice, click **Send eMail**.
- At the Quick Printing prompt, click **Yes** to proceed. An 'e-Mail sent' is added to the Auth column when the invoice is successfully sent.

Figure 7-6 Invoice Successfully Emailed Indicator

Selection Criteria				Selected		Details	
Guest/Crew				Sort By <input checked="" type="radio"/> Ascending <input type="radio"/> Descending		Statistics	
Cabin	Deck	Name	Balance	Auth	Print	Selected:	3
			66.00	e-Mail sent	No	Processed:	3
			66.00	e-Mail sent	No	Remaining:	0
			66.00	e-Mail sent	No	<hr/>	
						Balance Total:	198.00
						Comission Total:	0.00
						Balance Charged:	0.00
						Package Balance:	198.00
						Non-ref. Balance:	0.00
						Balance Remaining:	198.00

Quick Bill Balance with Commission

The Quick Bill Balance with Commission enables credit card commission to be charged at the point of balancing the passenger account. By default, the Charge Commission is checked in the Criteria Selection tab and commission value are then calculated by the system based on the pre-defined commission linked to the Financial Department — Credit.

- Repeat step 1 to 4 of the Quick Bill Balance.

 **Note:**

To exclude a commission charge for certain payment type, filter using the Payment type and deselect the Charge Commission checkbox.

2. Navigate to the **Selected** tab to verify the results, and adjust the selection until desire result is achieved. The chargeable commission is shown in the commission column.
3. To exclude a passenger from the search result, right-click on the name and then click **Remove**.
4. Click **Balance** to proceed.
5. At the follow on prompt, click **OK** and note each prompt messages before proceeding to the next.
6. In the Statistic section, the total value charged and number of account processed get updated.
7. Click **Close Postings** to disallow further postings for these accounts.

Residents Quick Billing

The Residents Quick Billing function is the exact same function as Guest Quick Billing, with the exception that it only filters the **Residents** accounts instead of passengers. Those accounts must have a **check mark** in the “**Residents**” field in the **Edit Information, Other Parameter Resident**.

System Accounts Quick Billing

The System Accounts Quick Billing is a process that *only* balances the System Accounts and has lesser criteria to choose from than Guest Quick Billing.

Figure 7-7 System Account Quick Billing

1. From the **Cashier** file menu, select **System Account Quick Billing** option.
2. In the Invoices section, select the **Invoice format**, then navigate to Criteria tab and select the **Balancing End Date, Payment Type, Folio Balance**, if any.
3. If **Enable System Account to post to future cruise on embarkation date after full payment** is checked, all postings posted after the invoice is fully paid are recorded in the next cruise.
4. At the Printer selection, select and invoice printer, enter the number of copies to print and the print orientation, and then click **Print**.
5. Repeat step 3 –9 of Quick Bill Balance.

Group Quick Billing

The Group Quick Billing function is similar to Guest Quick Billing, and it only filter the Group Account, excluding all its group members.

Figure 7-8 Group Quick Billing Window

The screenshot displays the 'Group Quick Billing Window' with two main tabs: 'Selection Criteria' and 'Setup Processing'. The 'Selection Criteria' tab is active, showing a tree view under 'Invoices' with 'Group Invoices' expanded to show 'Group Invoice - Final'. The 'Setup Processing' tab is also visible, containing a 'Criteria' sub-tab and a 'Report Printing Criteria' sub-tab. The 'Criteria' sub-tab includes the following fields and options:

- Embarkation Date: 21/04/2015
- Disembarkation Date: 24/05/2015
- Payment Type: (All)
- Redirected Payment Type: (No Change)
- Folio Balance: [] []
- Do not collect non refundable credit
- Disable accounts: Do not change current status
- Process 0 bal with transactions
- Process 0 balance accounts

The 'Report Printing Criteria' sub-tab includes:

- Printer Name: Adobe PDF
- Copies: 1
- Orientation: Portrait

At the bottom of the window, there is a checkbox for 'Charge commission' (checked), and two buttons: 'Balance' and 'Print'.

Repeat steps 1 to 9 of Quick Bill Balance.

8

Quick Postings

Quick Postings function allows you to perform posting by batch to single account or multiple accounts.

Quick Posting to Single Account

This function is extremely useful when you have a large quantity of guest check to post at a time, for example Laundry or Telephone. The function applies to Guest, Crew, Group and System Accounts.

Figure 8-1 Quick Posting Window

The screenshot shows the 'Quick Posting' window. At the top, there's a 'Posting' section with an 'Account' dropdown, a 'Department' dropdown (currently showing '(duplicate selected posting)'), and an 'Add' button. Below this is a table with columns 'Department' and 'Amount', containing one row: 'Telephone' with amount '8'. To the left of this table is an 'Advanced' button and a checked checkbox 'Clear fields after adding to postings list'. Below that is an 'Additional Information' section with fields for 'Check Number:', 'Server #1:', 'Server #2:', 'Number of People:', 'Invoice Number:' (with buttons 1, 2, 3, 4), and 'Comments:'. At the bottom right of this section is a 'Sub Total:' field showing '0.00'. Below the main form is a 'Postings List' table with columns 'Acc. ID', 'Acc. Identifier', 'Dept. ID', 'Dept. Details', and 'Amount'. It lists several items, with 'Telephone' (amount 5) highlighted. To the right of the 'Postings List' is a 'Totals' section with fields for 'Batch Count:', 'Current' (showing '6'), 'Batch Total:', and 'Current Total:' (showing '408.00'). A 'Post' button is at the bottom right.

1. From the **Cashier** File Menu, select **Quick Posting** option.
2. Select the **Account** using the drop-down list, then navigate to **Department** and select the department code and then enter the value to post.
3. 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.

4. Click **Add** to add the account to Posting List grid. repeat step 3 until all checks are added to the Posting List.
5. Note and tally current count and Current Totals with physical guest checks.
6. Click **Post** to confirm posting.

Quick Posting to Multiple Account

Quick Posting to Multiple Account allows you to post transaction to many Guest, Crews, Group and System Account.

1. From the **Cashier Menu**, select **Quick Posting** option.
2. Under the Account field, click **Advanced**.
3. In the **Multiple Accounts Selection** window, select the **Status** and **Account Type** from the drop-down list.
4. 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 next section to select accounts using Criteria Add.*
5. Account selected are shown in the Selected Account.
6. Click **OK** to return to Quick Posting window.
7. Navigate to the Department field and select the department code and then enter the value to post.
8. In 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.
9. Click **Add** to add the account to the Posting List grid.

Selecting Account Using Criteria Option

The criteria options are made available to further filter the accounts based on the criteria entered, for example by embarkation/disembarkation date, cabin category, VIP status, nationality and etc.

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 Guest tab.

Figure 8-2 Account Selection Criteria

The screenshot shows the 'Accounts Criteria Selection' dialog box with the 'General' tab selected. The dialog has a title bar with a close button (X) in the top right corner. Below the title bar are five tabs: 'General', 'Guest', 'Nationality', 'Sales Agent', and 'Financial'. The 'General' tab is active and contains the following options:

- Embarkation Date / Port: = [dropdown] 23/08/2015 [dropdown]
- Disembark Date / Port: = [dropdown] 23/08/2015 [dropdown]
- Age: = [dropdown] [text box]
- Flight Destination Code: [dropdown]
- Flight Package Code: [dropdown]
- Cabin Category: [dropdown]
- Cabin Classification: [dropdown]
- Guest With no Gangway Activity: 23/08/2015 [dropdown]

At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

3. At the **Guest tab**, select from the available options using the drop-down list and continue to select from the remaining tabs if required, and then click **OK** to return to the Multiple Account Selection window.

Figure 8-3 Account Selection Criteria — Guest

The screenshot shows the 'Accounts Criteria Selection' dialog box with the 'Guest' tab selected. The dialog has a title bar with a close button (X) in the top right corner. Below the title bar are five tabs: 'General', 'Guest', 'Nationality', 'Sales Agent', and 'Financial'. The 'Guest' tab is active and contains the following options:

- Group Accounts: (None) [dropdown]
- Marketing Product Code: (None) [dropdown]
- Marketing Promotion Code: (None) [dropdown]
- VIP Status: VIP [dropdown]
- Primary Guest Selection: Yes [dropdown]

At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

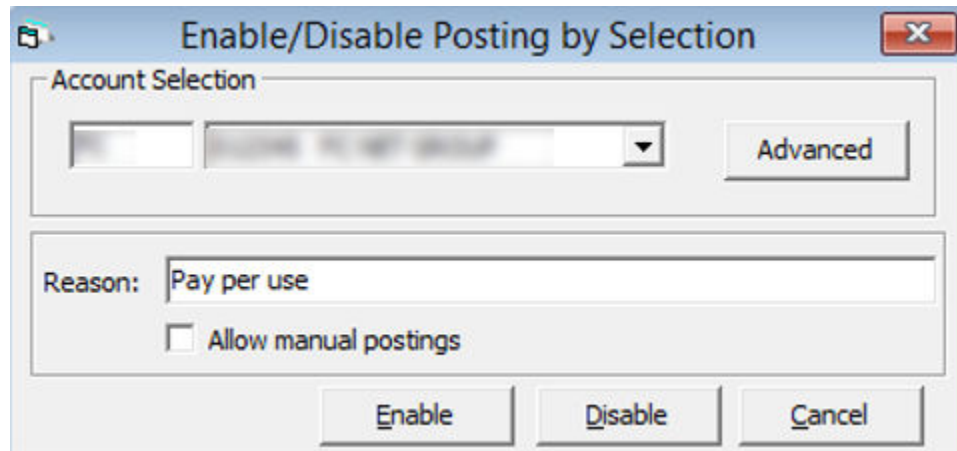
 **Note:**

Tabs in Accounts Criteria Selection may varies depending on the Guest Type chosen in Multiple Account Selection window.

Quick Posting Status

Quick Posting Status allows you to Enable/Disable the account posting status by batch.

Figure 8-4 Enable/Disable Posting Selection



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

Quick Discount

Quick Discount allows you to set up discounts for multiple passenger's accounts using the available selection criteria – by percentage or value. See [Invoice Tab, Item Discount](#) for discount assignment to individual passengers.

Figure 8-5 Quick Discount Window

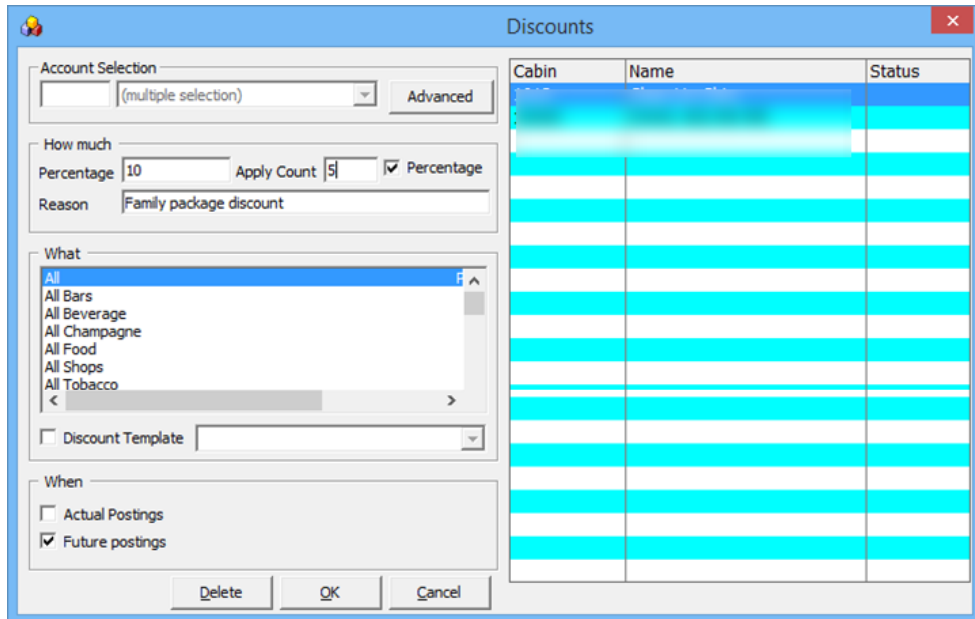
The screenshot shows the 'Discounts' window with the following fields and options:

- Account Selection:** A dropdown menu and an 'Advanced' button.
- How much:** 'Percentage' and 'Apply Count' input fields, a checked 'Percentage' checkbox, and a 'Reason' text field.
- What:** A list box with items: All, All Bars, All Beverage, All Champagne, All Food, All Shops, All Tobacco. Below it is a 'Discount Template' dropdown.
- When:** 'Actual Postings' (checked) and 'Future postings' (unchecked) checkboxes.
- Buttons:** 'Delete', 'OK', and 'Cancel' at the bottom.

Quick Discount to Multiple Guest by Percentage/Value

1. From the **Cashier File** Menu, select **Quick Discount** option.
2. Repeat step 2 to 5 of Quick Posting of Multiple Account, then click **OK** to return to Discounts window.

Figure 8-6 Quick Discount to Multiple Account

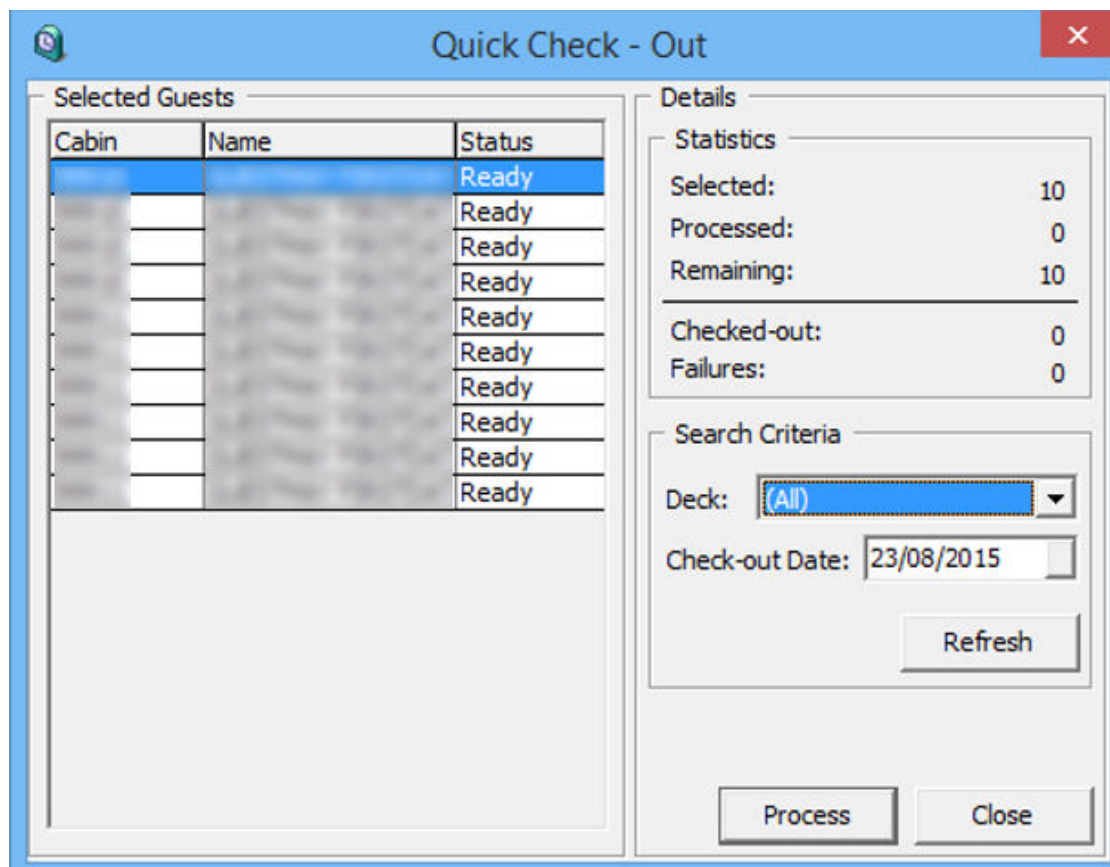


3. At the Discounts window **How much** section, enter the **percentage value**, **number of applicable discounts** and **reason**. To apply a Value discount, deselect the checkbox next to **Percentage**.
4. At the **What** section, select the **department group** or **code** the discount is applicable to, then click **OK** to confirm.

Quick Check-Out

Quick Check-Out allows you to check-out passenger's by Deck and selected Check Out Date.

Figure 8-7 Quick Check Out



1. From the **Cashier File** Menu, select **Quick Discount** option.
2. Repeat step 2 to 5 of Quick Posting to Multiple Account, then click **OK** to return to Discounts window.
3. At the Selected Guest section, cabin number and name of passengers due to check out will appear, and the total selected account is shown in the Statistic section.
4. Click **Process** and then select **Yes** at the confirmation prompt to proceed. This updates the number of record processed and its status in Statistic section.
5. Click **Close** to return to the Main Window.

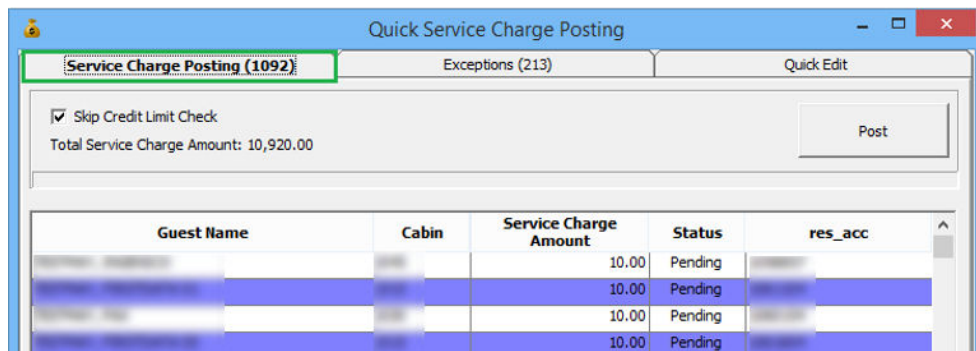
Quick Service Charge Posting

The Quick Service Charge Posting is a function that post service charges in bulk or individually based on the criteria set in Quick Edit tab.

Posting a Service Charge by Batch

1. From the **Cashier File** Menu, select **Quick Service Charge Posting** option and navigate to **Quick Edit** tab.
2. At the **Guest Selection** section, click **Advanced** to open the Multiple Account Selection window.
3. At the **Multiple Accounts Selection** window, select the **Status** and **Account Type** from the drop-down list.
4. 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>**.
5. Accounts selected are shown in the Selected Account.
6. Select **Post the following amount daily**, and check **Use System Default Value** or manually enter the value in the field beside it, if the value is different.
7. Click **Update** to update the service charge value and information is shown in Guest Handling, Guest Info, Cabin Information section.
8. Navigate to the **Service Charge Posting** tab to review the accounts with Service Charge pending.

Figure 8-8 Service Charge Posting

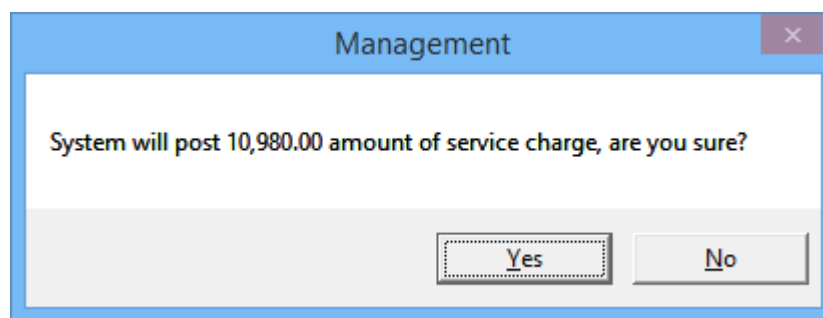


9. Click **Post** to post the service.

Note:

By default, the **Skip Credit Limit Check** is checked, allowing System to post the service charge even when the account exceed the credit limit.

10. At the confirmation prompt, click **Yes** to the value of the service charge to post.

Figure 8-9 Service Charge Prompt**Disabling Service Charge Posting**

1. Repeat above steps 1 to 5.
2. Select **Disable Service Charge Posting**, then click **Update**.
3. Updated accounts are shown in **Exception tab and** Guest Handling, Guest Info, Cabin Information section.

Quick Messages

Quick Message function allow user to send messages to a group of passengers or individually, using the Advanced Selection.

1. From the Cashier File Menu, select **Quick Messages** option.
2. At the Quick Message window, click **Advanced** to open the Multiple Account Selection window.
3. At the Multiple Accounts Selection window, select the Status, Account Type from the drop-down list.
4. 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>**, then click **OK** to return to Quick Message window.
5. At the Quick Message window, enter the **Sender's name** and **message** content.
6. Select the **Delivery Mode** and **Acknowledge mode** from the drop-down list, then click **OK** to save.
7. The system places a check mark in the guest account in Guest Handling, Message tab as an indicator for undelivered messages.

Figure 8-10 Quick Message Form

The screenshot shows a window titled "Quick Message" with a close button in the top right corner. The window is divided into several sections:

- Account Selection:** A text box containing "(multiple selection)" and a dropdown arrow, with an "Advanced" button to its right.
- Sender:** A text box containing "Guest Relations Officer".
- Message:** A large text area containing the text: "This evening pre-dinner cocktail will be held at :
Venue: Poolside
Time: 1800 - 1930hours".
- Delivery/Acknowledge:** Two dropdown menus. The first is labeled "Delivery Mode" and shows "0 - No Delivery". The second is labeled "Acknowledge" and shows "0 - No Acknowledge".

At the bottom of the window are two buttons: "OK" and "Cancel".

9

Flight Assignment

Flight Assignment function is similar to Quick Billing and Quick Posting. This function enables you to assign arrival or departure flight individually or by a group of passengers.

Figure 9-1 Quick Flight Assignment

The screenshot shows the 'Quick Flight Assignment' window. It is divided into several sections:

- Flight Assignment:** Includes an 'Account Identifier' field with a '(multiple selection)' dropdown and an 'Advanced' button.
- Flight Information:** Includes dropdowns for 'Direction' (set to 'Arrival'), 'Departure Date' (set to '29/08/2015'), and 'Flight Number'. Below these is 'Flight Time: 0800'.
- Additional Information:** Includes fields for 'Destination Code', 'Package Code', 'Transfer Price' (set to '100.00'), 'No of Bags' (set to '15'), and 'Bag Label'. There is also a checkbox for 'Assign these information only'.
- Totals:** Shows 'Person Selected' as '2'.
- Flight Assignment List:** A table with columns 'Cabin', 'Name', 'Flight Date', 'Flight No', and 'Dest Cod'. The table is currently empty.
- Buttons:** 'Add Guest' and 'Post' buttons are visible.

Assigning Flight Details

1. From the Cashier File Menu, select **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, Flight Number** from the drop-down list.

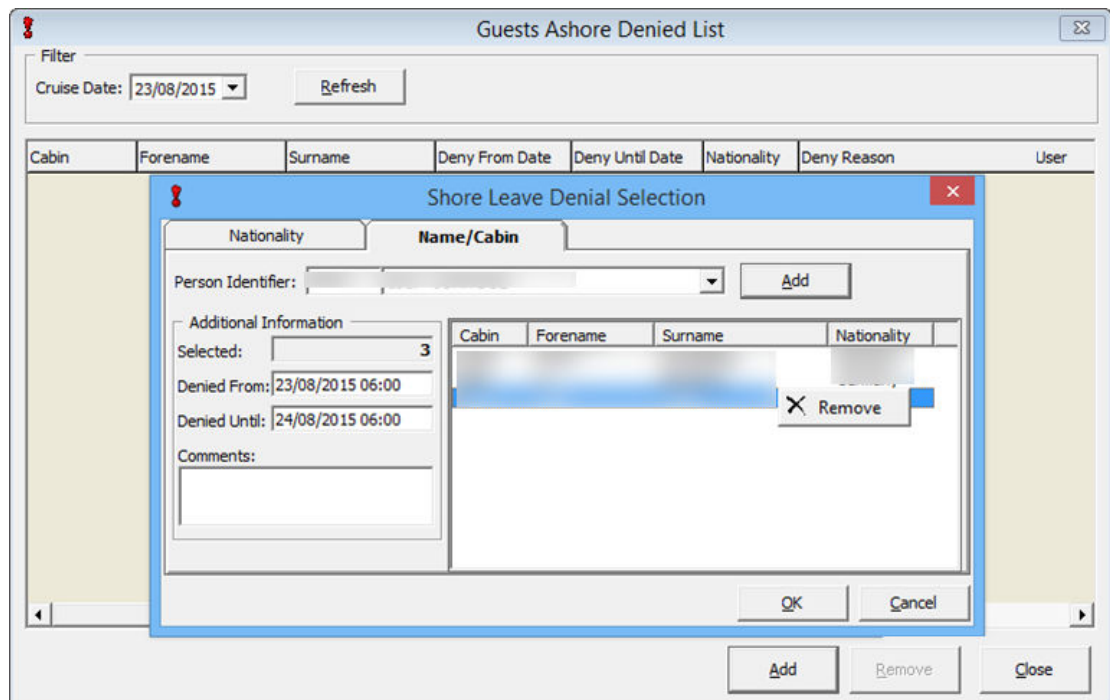
4. In the Additional Information section, enter the additional information if any.
5. Click **Add Guest** to add the selected guest to Flight Assignment List, and take note of the Total count beside the Flight Assignment List grid.
6. Click **Post** to update the flights assignment into the guest account in Guest Handling, Other Info tab.

10

Ashore Deny List

Ashore Deny List is a function that manages passengers or crew movements, by denying certain passenger or crew from going ashore.

Figure 10-1 Ashore Deny List



Denying Passenger from Going Ashore

1. From the Cashier File Menu, select **Ashore Deny List** option.
2. Select the Cruise Data from the drop-down list and click **Refresh**.
3. Click **Add** at the Guests Ashore Denied List to open the Shore Leave Denial Selection window.
4. Navigate to either the nationality of Name/Cabin tab, then select the nationality or cabin from the drop-down list.
5. Click **Add** to add the selected passenger(s) to the denied list grid.
6. To remove the name from the Denied List grid, right-click on the name and select **Remove**.
7. Select the **Denied from/until date** in Additional Information section and click **OK** to return to the Guest Ashore Denied List. All Denied passengers name are highlighted in Red on Gangway Log.

8. Click **Close** to return to the main window.

Removing Passenger from Going Ashore List

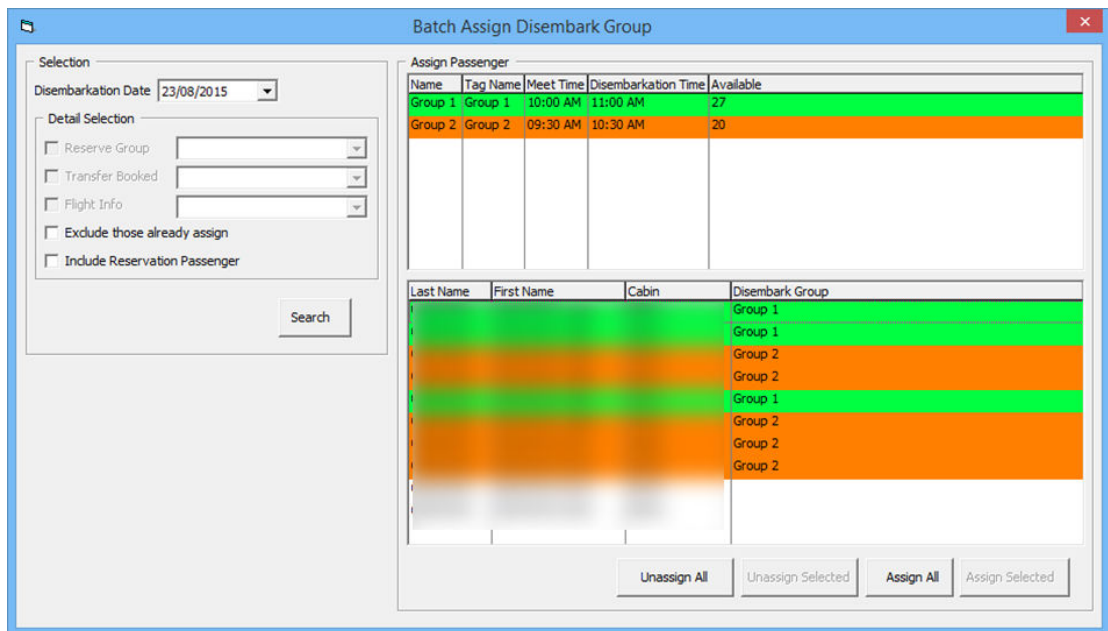
1. Repeat step 1 and 2 of the above.
2. In the Guests Ashore Denied list, select the name from the grid and click **Remove**.
3. Select **Yes** at the confirmation prompt and then click **Close** to return to the main window.

11

Batch Assign Disembark Group

The Batch Assign Disembark Group function is similar to Add to Disembark Group in Guest Handling. This function enable you to organize disembarking passengers by batches.

Figure 11-1 Batch Assign Disembarking Group



Assigning Passengers to Disembarkation Group

1. From the Cashier File, select **Batch Assign Disembark Group** option.
2. Select the **Disembarkation Date** from the drop-down list.
3. In the Detail Selection section, select the appropriate option and click **Search**.
4. Select the **Group** in Assign Passenger section, then select the **passenger name/cabin**. Use the **CTRL+key** to select multiple passenger.
5. Click **Assign Selected** to assign. To assign all passenger, click **Assign All**.

Un-assigning Passengers to Disembarkation Group

1. Repeat step 1 to 4 of the above.
2. Click **Unassign, Selected** to unassign from the grid.

12

Print Disembark Letter

The Print Disembark Letter allows you to print and notify guest of their debarkation time and meeting location.

Figure 12-1 Print Disembark Letter

Last Name	First Name	Cabin

1. From the Cashier File Menu, select **Print Disembark Letter** option.
2. Select the **Disembarkation Date** from the drop-down list.
3. In the Detail Selection section, select the appropriate option and click **Search**.
4. Select the Passenger name from Selected Passenger section and then click **Print Selected**.

13

Unposted Package Posting

The Unposted Package Postings are predominantly postings imported from Data Import or DGS ResOnline.

Viewing All Unposted Package Postings

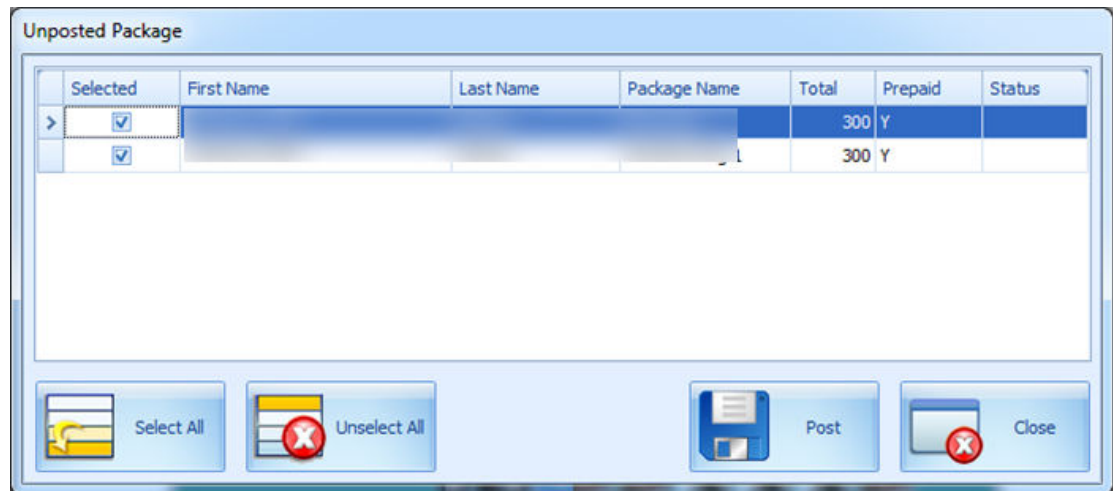
1. From the Cashier Menu, select **Unposted Package Posting**.
2. Select the item and click **Post** to post the package amount to the system account. The package posting are shown in the Guest Account.



Note:

The system do not check for unposted package postings when checking out the passenger account.

Figure 13-1 Unposted Package Postings Window

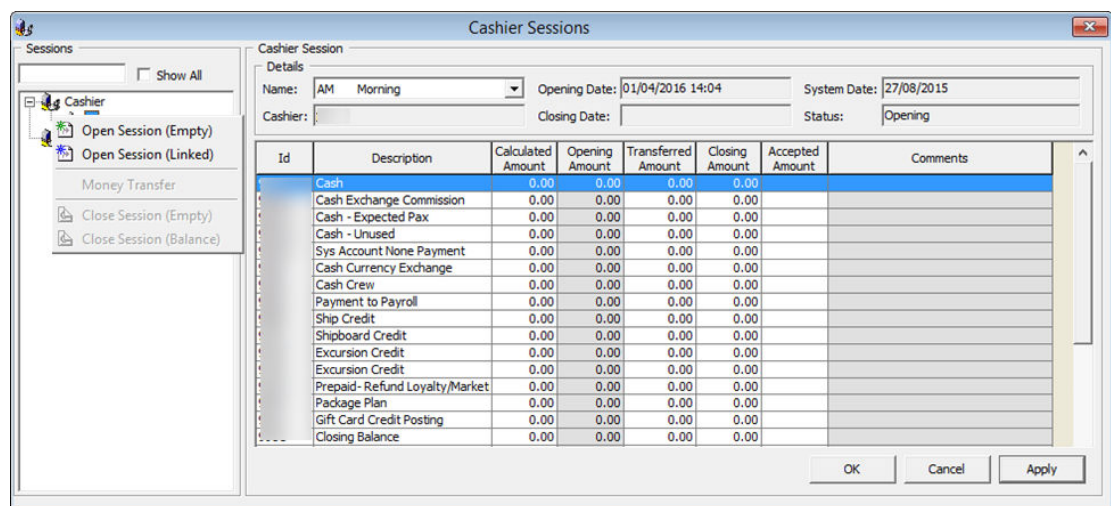


14

Cashier Sessions

The Cashier Sessions is a function that register all credit collections for the day, by individual user, and these user must have rights #371 — Cashier Sessions assigned. This function is enabled with Parameter **Cashier, Use Full Cashier**. A session code is required before the assigned cashier is able to open the cash register. These session codes are set up in Administration Module, System Codes, Session Codes.

Figure 14-1 Cashier Sessions



Opening a Cashier Session

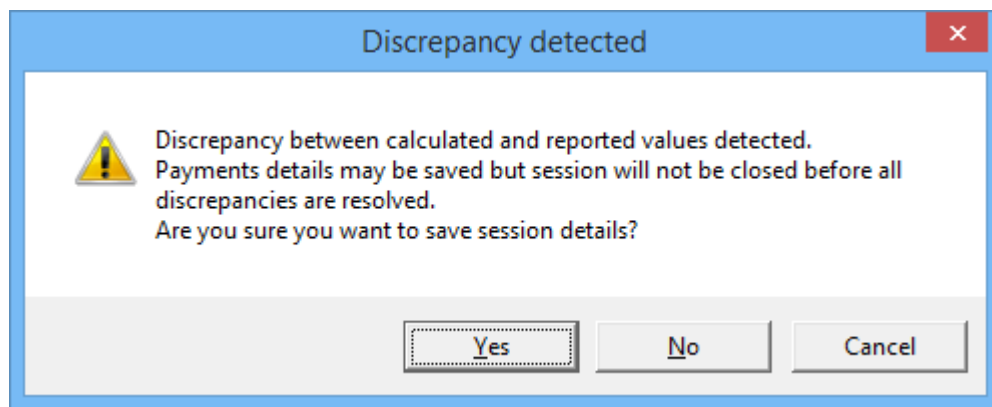
1. From the Cashier Menu, select **Cashier Session** from the drop-down list.
2. Click the plus (+) key to expand the Cashier container, then right-click on the user name and select one of this option:
 - **Open Session (Empty)** – This function open a cashier session for the selected shift.
 - **Open Session (Linked)** – This function open a cashier session with previous closing balances being brought forward as Opening Amount.
3. In the Name field, select the **Session code** from the drop-down list.
4. Enter the **Opening Amount** for the respective department code, then click **Apply**.

Closing a Cashier Session

1. From the Cashier Menu, select **Cashier Session** from the drop-down list.

2. Expand the Cashier container, then right-click on the session and select one of this option:
 - **Close Session (Balance)** – This function closes the cashier session by automatically filling in the amount in the **Closing Amount** column.
 - **Close Session (Empty)** – This function requires user to input the value in **Column Amount** column.
3. Click **Apply** to save the value entered.
4. When there is discrepancy on the value, the system prompts for further action. Selecting **Yes** sets the session status to Discrepancy, allowing you to further research and resolve the discrepancy.

Figure 14-2 Cashier Closing Discrepancy



Resolving Imbalance Cashier Session

1. From the Cashier Menu, select **Cashier Session** from the drop-down list.
2. Expand the Session container, right-click on the session and select **Close Session (Balance)**.
3. Enter the correct value in the **Accepted Amount** column and click **Apply** to save the amount and print the final closing report.

Transferring Money From/To Ship

Funds collected can be transferred from Ship to bank, shore side office or vice versa.

Figure 14-3 Money Transfer

Id	Description	Current	Transfer
	Cash	90,000.00	5000.00
	Exchange Commis	100.00	0.00
	ash - Expected Pa	0.00	0.00
	Cash - Unused	0.00	0.00
	Account None Payr	0.00	0.00
	h Currency Exchar	0.00	0.00
	Cash Crew	0.00	0.00
	Payment to Payroll	0.00	0.00
	Ship Credit	0.00	0.00
	Shipboard Credit	0.00	0.00

1. In the Cashier Session, click the **plus (+) key** to expand the **Session**.
2. Choose the session to transfer the amount, then right-click and select **Money Transfer**.
3. Select the transfer type from the drop-down list.
4. Enter a comment in the **Comment** field and amount to transfer in the **Transfer** field.
5. Click **OK** to confirm the transfer.
6. Amount transferred are shown in Cashier Session, Transferred Amount column.

15

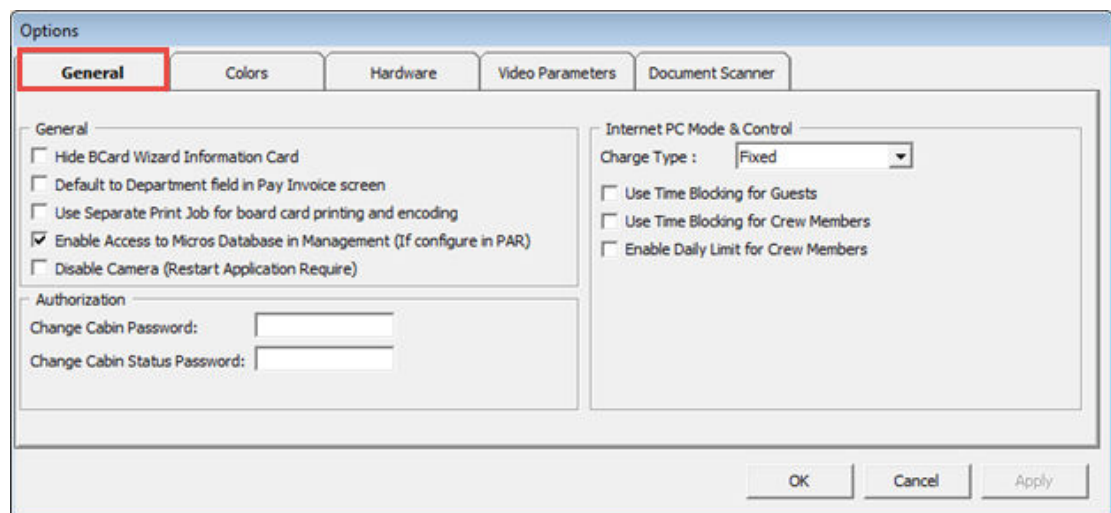
Options

The Options Menu is an area where supported hardware's and devices are setup, and is accessible from the Main Menu. Please check with your system administrator before making any changes.

General Tab

In the General Tab, you can check mark the checkboxes for options applicable to your operation. By default, the checkboxes are deselected.

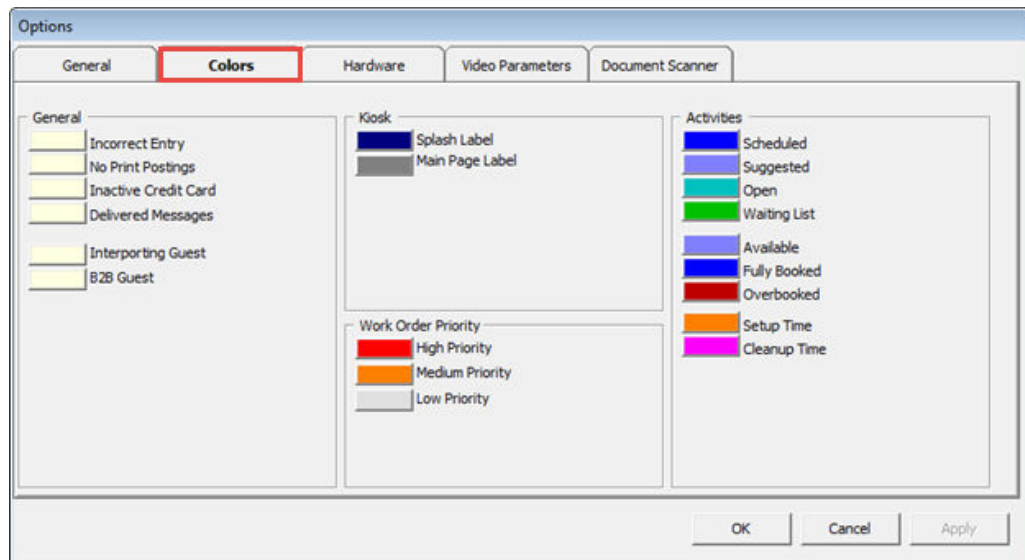
Figure 15-1 Options Menu — General Tab



Colors

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

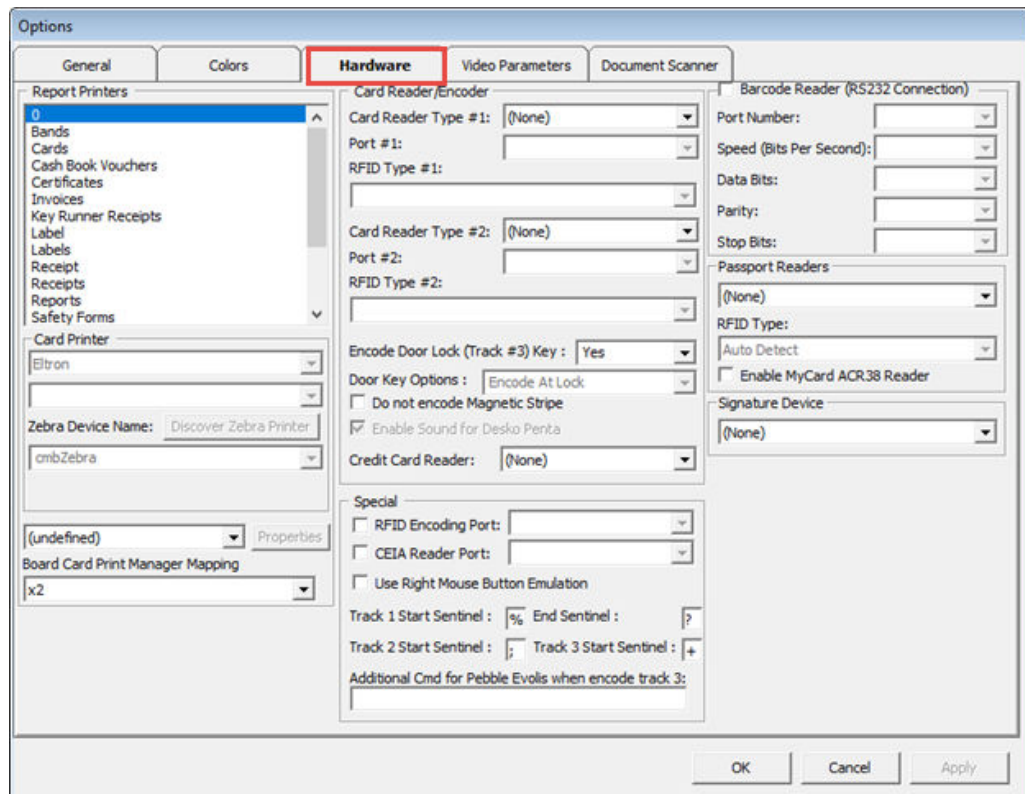
Figure 15-2 Options Menu, Colors Tab



Hardware

In the Hardware tab, supported peripherals, printers and devices are configured. The window varies depending on the type of report printers you select. Please contact Customer Support for assistance.

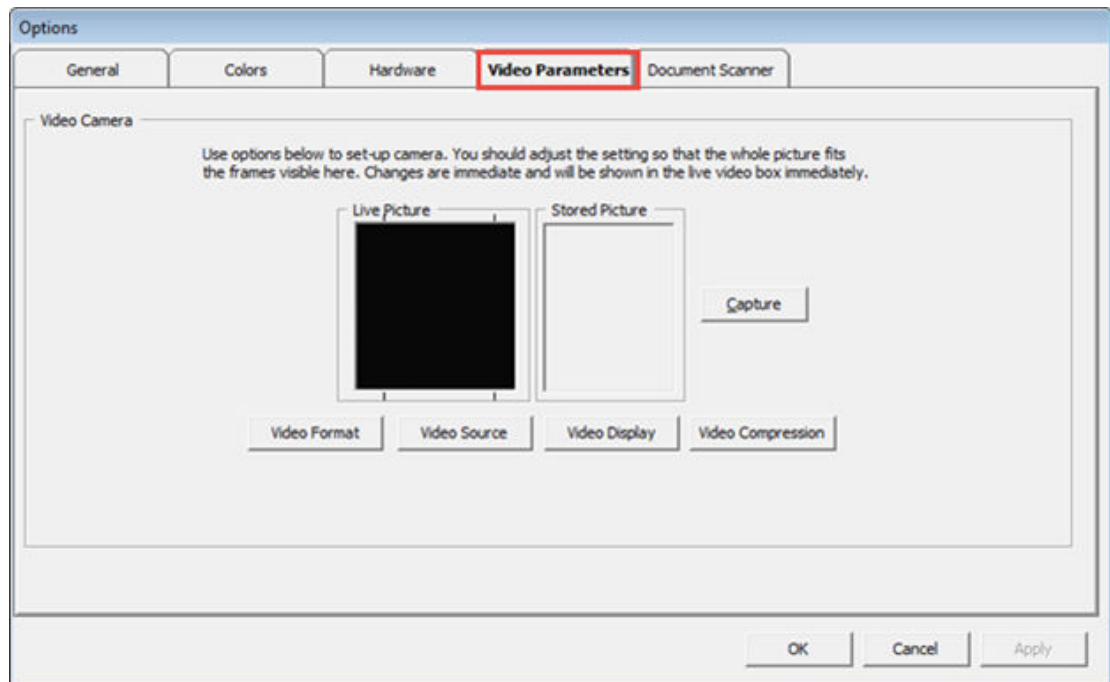
Figure 15-3 Options Menu, Hardware



Video Parameters

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

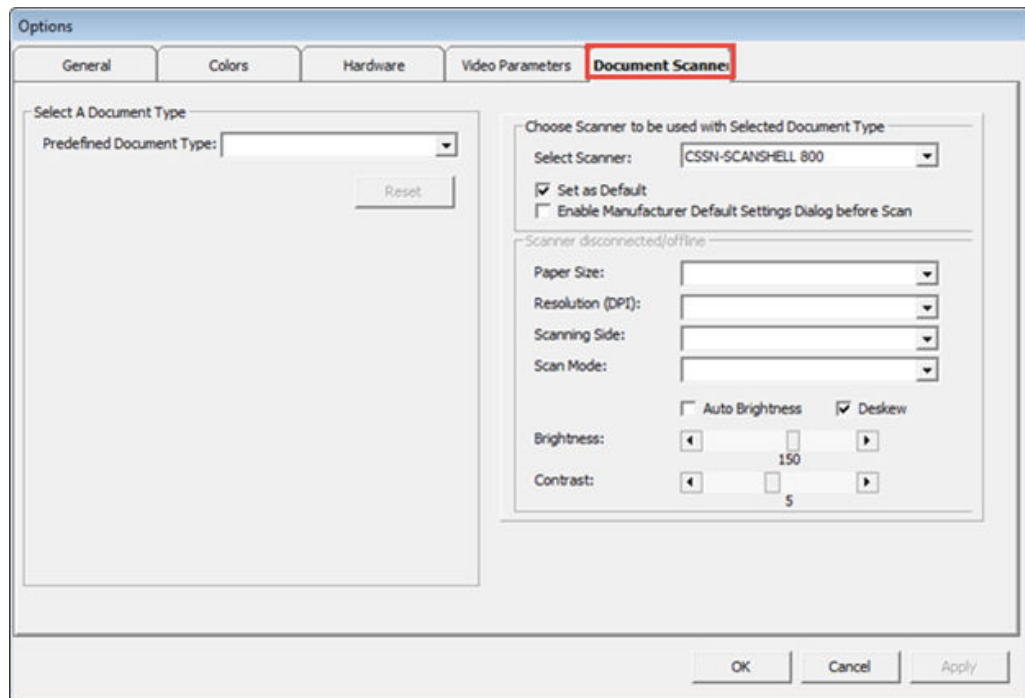
Figure 15-4 Options Menu, Video Parameters



Document Scanner

This section link the type of scanner use for specific forms, for example, driving license, passport, and others.

Figure 15-5 Options Menu, Document Scanner



16

Security

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 under the Security menu.

Login

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

Change Password

Change Password function allows you to reset your password. You are required to login prior to accessing this function.

1. From the Security Menu, select **Change Password** from the drop-down list.
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.

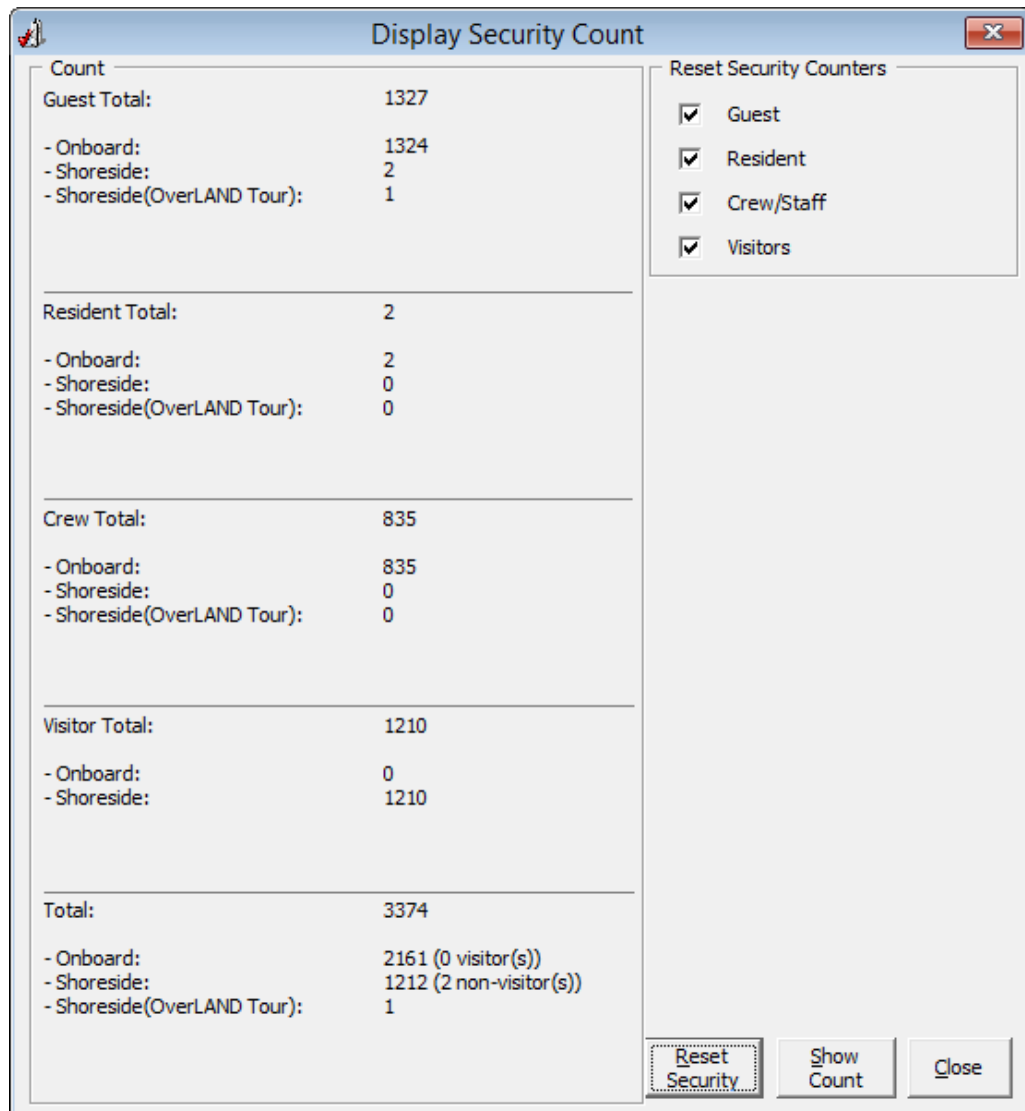
Gangway Logfile

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

Figure 16-1 Count Onboard/Shoreside



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

Guests/Crew Onboard

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

The status of the guest can be changed by:

- Clicking the **Go Ashore** to set the selected passenger status from Onboard to Ashore.
- Clicking the **Gangway Log** to open the gangway movement log.

Guest/Crew Shoreside

This function is the same as Guest/Crew Onboard and it only display passengers that are Ashore.

You can change the status by,

1. Clicking the **Go Onboard** to set the selected passenger status from Ashore to Onboard.
2. Clicking the **Gangway Log** to open the Gangway movement log.

Port/Visa Requirement

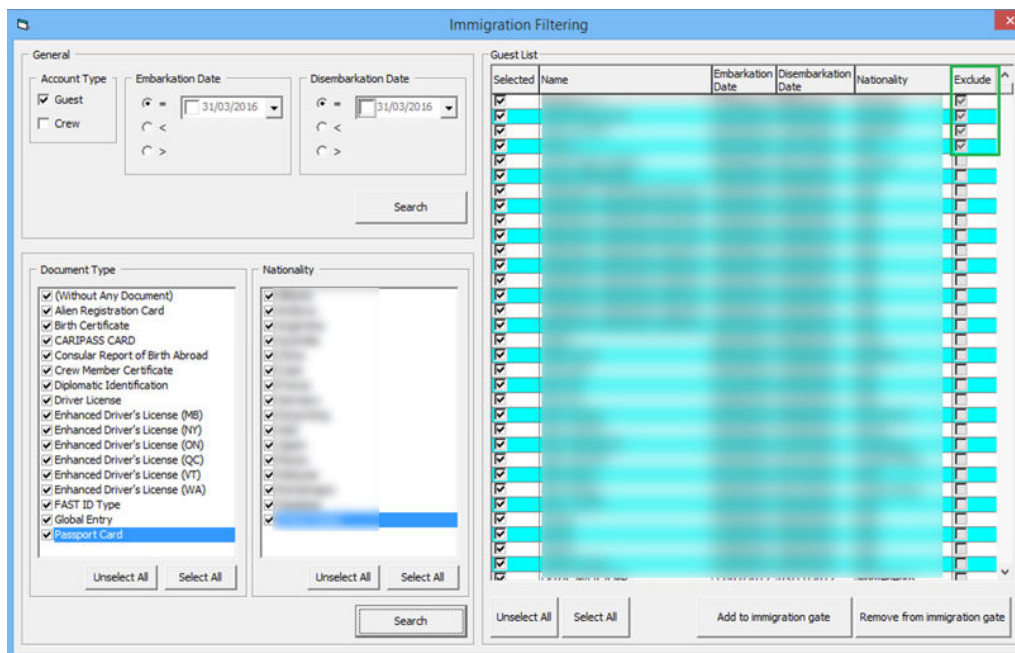
This function enables you to restrict passenger with travel restrictions on travel documents or nationality from going ashore on port day. Once setup, the system prompts a notification window when a restricted passenger's passport/travel document is swiped at the Gangway.

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. Select whether restriction applies to Pax and Crew, Pax or Crew only.
4. In the Conditions Setup section, select the **Nationality** and **Visa Type** from the drop-down list, then click **Save**.
5. At the Insert Confirmation prompt, select **Yes** to confirm, then click **Close** to exit.

Immigration Filtering

This function enables you to define the guest or crew to exclude from the Immigration Inspection.

Figure 16-2 Immigration Filtering



1. From the Security Menu, select **Immigration Filtering**.
2. In the General section, select the **Account, Embarkation/Disembarkation** and click **Search**.
3. Select the **Document Type** and **Nationality**, then click **Search** to further filter the guest list.
4. On the Guest List, select the passenger to add or exclude from immigration gate and then click the respective button.

 **Note:**

If Guest has 'Switch to Crew in Manifest' set up, then the guest account is shown under Account Type 'Crew'. if Crew has 'Switch to Passenger in Manifest' set up, then the Crew account is shown under Account Type 'Guest'.

5. Excluded passengers will have a check mark in the '**Exclude**' column.