

# Oracle® Hospitality Cruise Property Management System Mobile Check-In Application



Release 20.1

F33500-02

January 2024

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

ORACLE®

Oracle Hospitality Cruise Property Management System Mobile Check-In Application, Release 20.1

F33500-02

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# Preface

The Mobile Check-In application is the front-end application that enables a Crew member to perform a quick and efficient passenger check-in using its step-by-step process, by capturing key passenger data, assigning a guardian to minors, reviewing payment methods and facilitating the acceptance of Contract Terms & Conditions.

## Audience

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

## Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

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

## Documentation

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

## Revision History

**Table 1 Revision History**

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

# Prerequisites

This section describes the minimum requirements for Mobile Check-In application.

## Supported Operating Systems

- Android OS
- iOS

## Supported Hardware

- Oracle MICROS 720 Tablet
- Mobile Device with Camera

## Supported Browser

For the best browsing experience, it is recommended that you use the Chrome 74 version

- Safari 12
- Chrome 74 for Galaxy Tab
- Chrome 76 for Desktop
- Firefox Quantum 60
- Microsoft Edge 44

## Compatibility

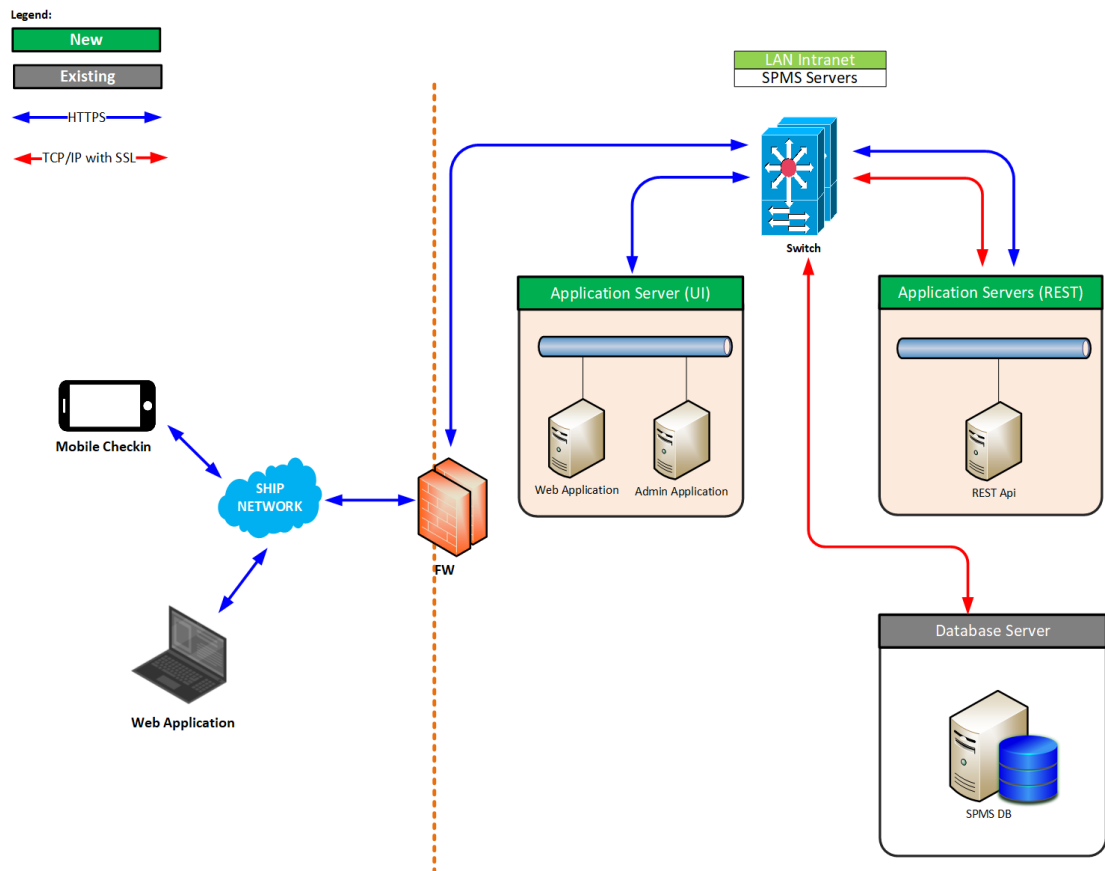
SPMS version 20.1. For customers operating on version below 20.1, database upgrade to the recommended or latest version is required

# 1

## System Schematic

The system architecture in below figure shows the relationship between different components that work together as a framework for Next-Gen SPMS.

**Figure 1-1 Architecture diagram of Mobile Check-In Application and SPMS**



- The crew uses the Mobile Check-In application to check in their guest during embarkation.
- The administrator can access the Administration module through a web browser to configure all the functionalities in Mobile Check-In.
- The users interact with the Mobile Check-In application through the User Interface (UI) Application Server. The UI Application Server is a host to Administration and Mobile Check-In web applications.
- The REST API Application Server provides the REST API, which manages the application flow, implements the business logic, and coordinates with a data layer to process requests from the users and their responses.

- The database is where the SPMS data is stored and retrieved.



# 2

## Getting Started

The Mobile Check-In application help to simplify and speed up the check-in process especially when you are handling a large crowd during embarkation. You can also check in your guests from any location within the cruise.

The following sections describes the usage of the Mobile Check-In application on mobile devices.

### Launching the Mobile Check-In Application

To launch the Mobile Check-In in a browser,

1. On your device, open your browser. See [Supported Browser](#)
2. Enter the URL for the Mobile Check-In application.
3. On the login page, sign in with your user name and password.

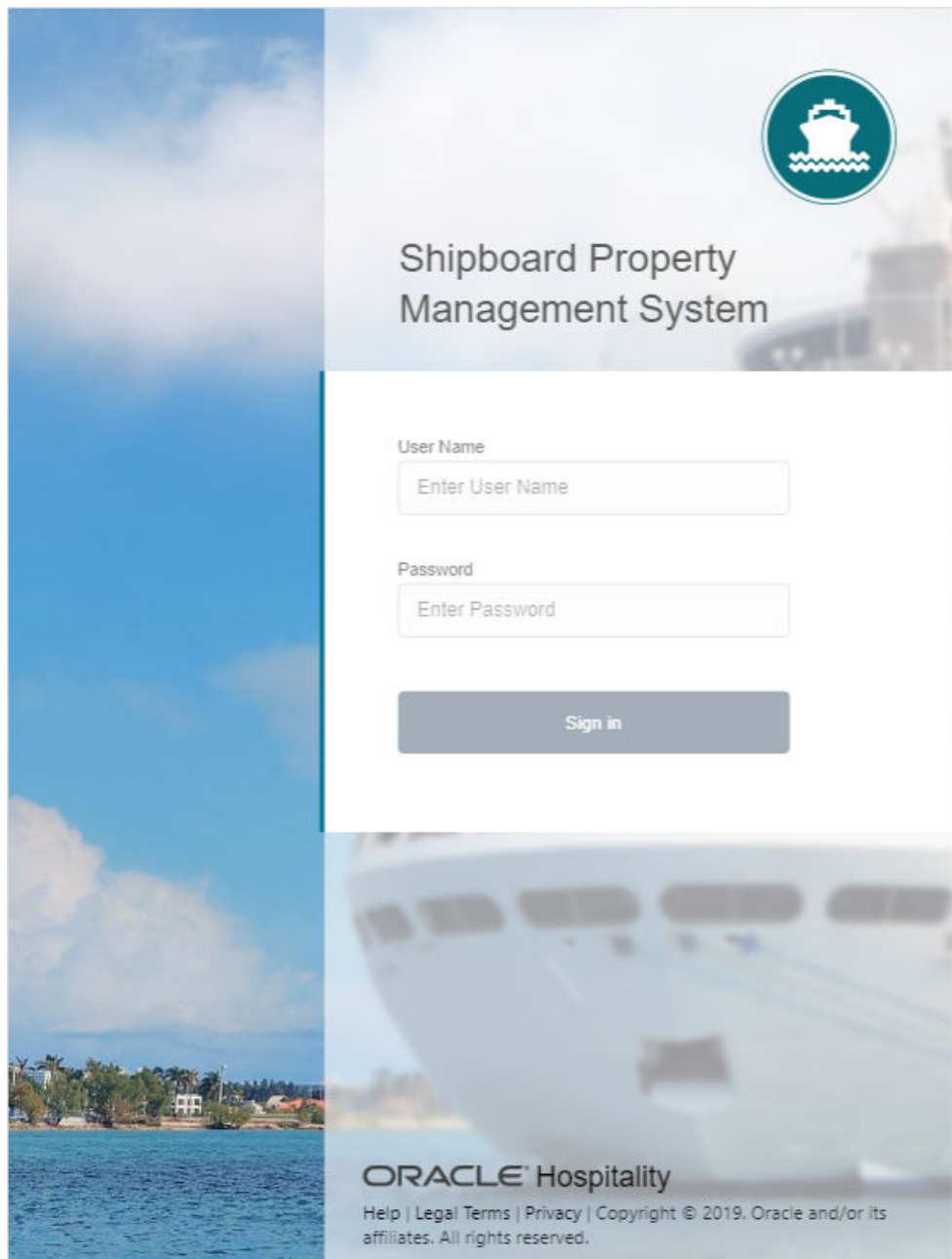
To launch the Mobile Check-In as Mobile App in Android/iOS devices,

1. On your device, open your browser. See [Supported Browser](#)
2. Enter the URL for the Mobile Check-In application.
3. On an Android device, an "**Add to Home Screen**" pop up notification will appear. Press the **Add to Home Screen** button.

### Login into the Mobile Check-In Application

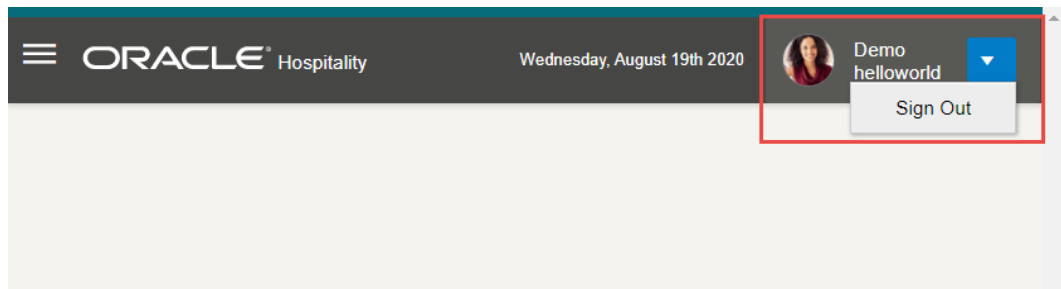
1. On the Mobile Check-In Login page, enter your user name and password.
2. You can press the **Show Password** to view your password when entering it.

Figure 2-1 Mobile Check-In Login Page



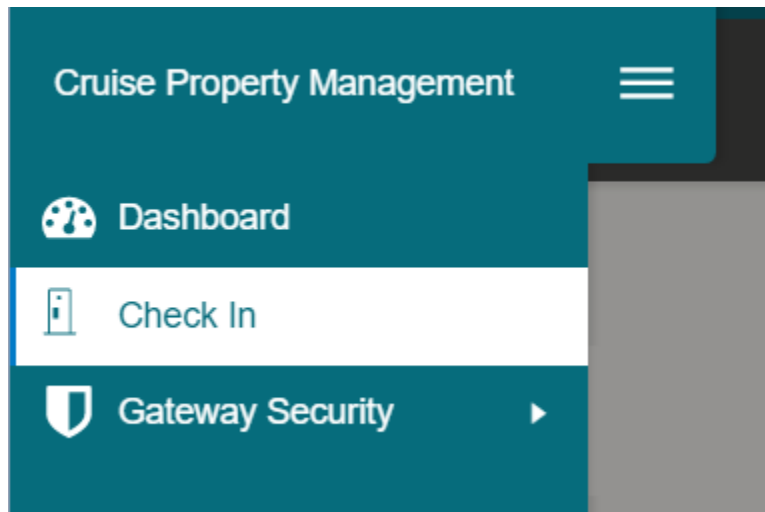
3. Click on one of the three (3) hyperlinks on the login page to view the
  - Help
  - Legal Terms
  - Privacy
4. If you sign in with an incorrect user name, password or both, you will receive an error **“System Error, please contact System Admin”**, and the field color changes to red.
5. Upon a successful log in, your user name and profile picture will be displayed at the top right and it navigate to the Search Guest page.

Figure 2-2 Mobile Check-In Landing Page



6. To logout from the application, press the arrow down icon next to your profile and press the **Sign Out** button. This brings you back to the login page.
7. You can access the Check In function from the menu item as shown in below figure.

Figure 2-3 Cruise Property Management Menu



# 3

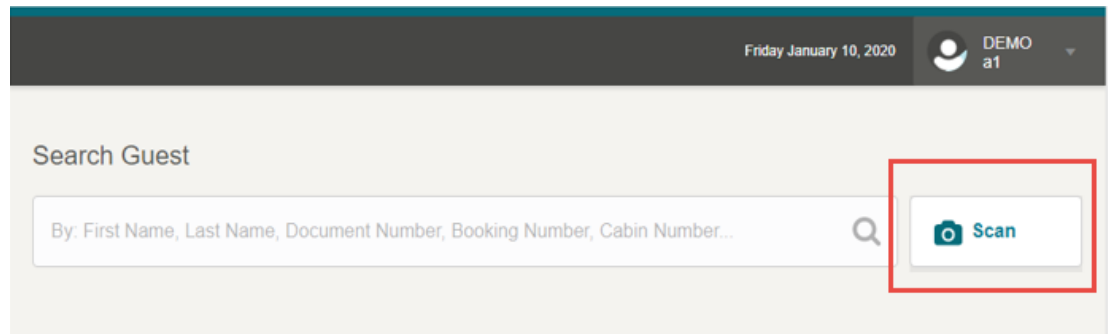
## Search Guest

The Search Guest page provides the functionality to search for a guest profile. The search criteria is based on the configuration entered in **Administration, Enterprise, Mobile Check-In, Search Setup**.

There are two methods to search a guest profile; Search by scanning the travel document or use the manual search.

### Search Guest by Scanning the Travel Document

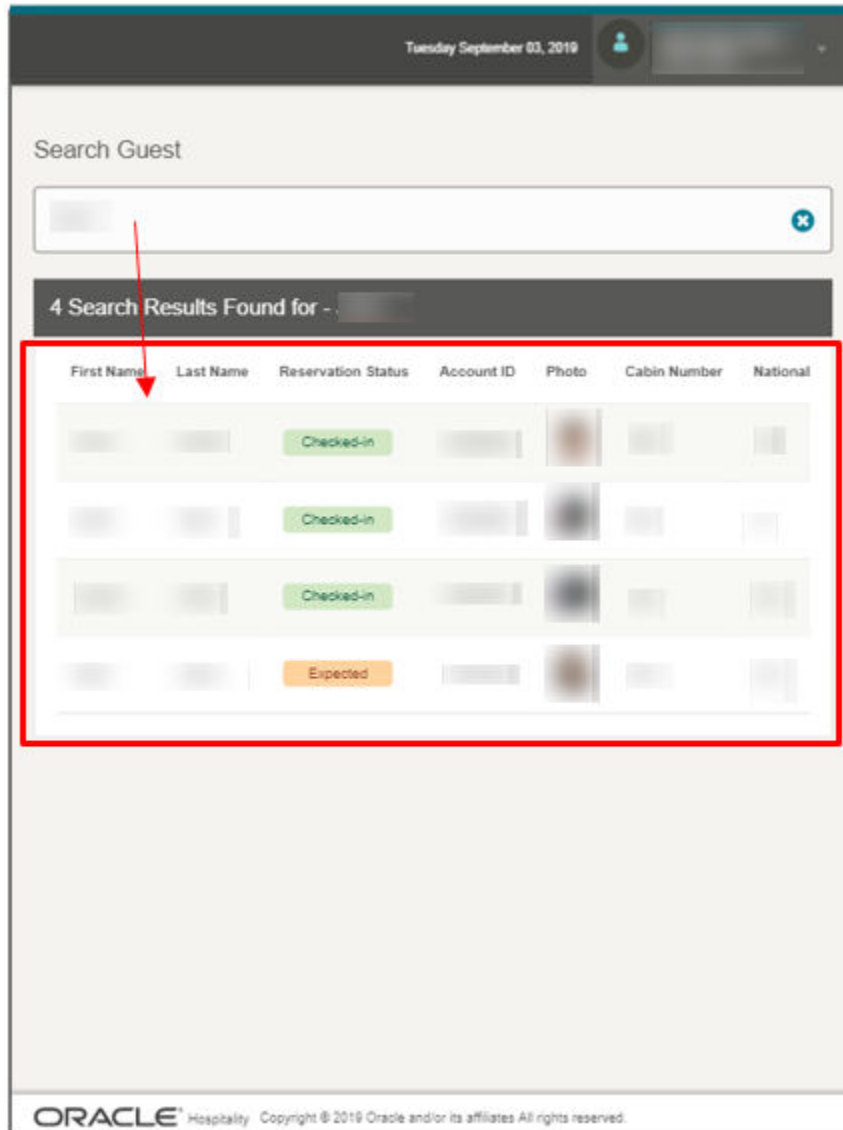
**Figure 3-1 Search Guest - Scan Document**



1. At the Search Guest page, press the **Scan** button.
2. At the Show Your Travel Document page, place the travel document MRZ section near the camera.
3. If the scanned travel document details matches the guest, the system will bring up the profile page.

## Search Guest Profile Manually

Figure 3-2 Search Guest Page



To search for a guest,

1. Enter your guest name in the search field. It will automatically match the stored guest profile with the searched guest profile.
2. To reset the searched value, press the **X** button.
3. To select the guest, double tap on the guest record and this open the guest profile page.

# 4 Profile

The Profile page displays all details of the selected guest from the search page with data imported from the reservation system. You can make changes to the editable fields. On the Profile page, there are two sections that displays the profile details.


- **Reservation Details:** Details of the reservation. This information is for view only and editing is not allowed.
- **Profile Details:** Details of the profile with mandatory fields marked with asterisk.

Figure 4-1 Profile Details

**Guest Check In** Wednesday September 04, 2019

1 Profile 2 Payment 3 Contract 4 Check-in

### PROFILE

 [Edit Photo](#)

Status  
Expected

Cabin Number

Embarkation Date  
20-Aug-2019

Embarkation Port

Disembarkation Date  
20-Aug-2019

Disembarkation Port

Title: Ms. \* First Name: [ ]

Middle Name: [ ] \* Last Name: [ ]

\* Gender: [ ] \* Date Of Birth: [ ]

\* Age: [ ] \* Nationality: [ ]

\* Passport Number: [ ] \* Passport Number: [ ]

\* Passport Issued Date: [ ] \* Passport Expiry Date: [ ]

\* Passport Issued Country: [ ] \* Country Of Birth: [ ]

Email Address: [ ] Emergency Contact Name: [ ]

[Cancel](#) [Next](#)

**Table 4-1 Reservation Details**

Field	Description
Status	Reservation Status – Based on the Configuration Search template setup
Cabin Number	Guest Cabin Number
Embarkation Date	Guest Embarkation/Check-In Date
Embarkation Port	Embarkation Port/Harbor
Disembarkation Date	Guest Disembarkation/Check-Out Date
Disembarkation Port	Disembarkation Port/Harbor

**Table 4-2 Profile Details**

Field	Description
Title	Guest Title
First Name	Guest First Name
Middle Name	Guest Middle Name
Last Name	Guest Last Name
Gender	Gender selection
Date of Birth	Guest Date of birth
Age	Auto-populate based on the guest date of birth
Nationality	Guest Current Nationality.
Document Type	Travel Document type used for this checked in
Document Number	Travel Document number of the selected document type
Document Issued Date	Issued date of the Travel Document
Document Expiry Date	Expiry date of the Travel Document
Document Issued Country	Country of issuance for this Travel Document
Country of Birth	Guest Place of Birth
Country of Residence	Guest Current Country of residence
Contract Number	Guest contact number
Alternative Contact Number	Alternative contact number
Email Address	Guest email address
Emergency Contact Name	Detail of emergency contact person

## Editing Profile Details

1. At the Profile page, press any editable field to enter a new value.
2. Press the **Next** button to continue to the next page. You cannot proceed further if any of the mandatory fields are left empty.

## Uploading/Changing a Profile Picture

1. Press the **Edit Photo** link.
2. Press the **Take Photo** to activate the camera and capture the photo. To retake the photo, press the **Take Again** button
3. Press the **Save Photo** to save and then the **X** to exit the page.

## Canceling a Checked-In Reservation

You can cancel a checked-in reservation by pressing the **Cancel** button and select **Yes** at the “Do you want to cancel?” prompt. This saves all the data and returns to the Search page. If **No** is selected, it will return to the current page.



# 5

## Guardian

The Guardian page is only visible when the guest is a minor, allowing you to assign one or more guardian to a minor. This page is not applicable if the guest is above the defined age of a minor. You can use one of these options to search for a guardian

- **Manual Search:** Search a guardian profile manually by entering the First Name, Last Name, and other relevant information. You can watermark the search criteria in the search field from **Mobile Check-In – Search template** setup
- **Travel With:** Retrieve all the guest profiles that have the same booking or cabin number.

Figure 5-1 Search and Add Guardian Page

The screenshot shows the 'Guest Check In' application interface. At the top, there is a header with a back arrow, the title 'Guest Check In', the date 'Wednesday September 04, 2019', and a user profile icon. Below the header is a progress indicator with five steps: 'Profile' (completed with a checkmark), 'Guardian' (selected with a blue circle and number 2), 'Payment' (circle with number 3), 'Contract' (circle with number 4), and 'Check-in' (circle with number 5). The main content area is titled 'Search and Add Guardian'. It features a search input field with the placeholder text 'By: First Name, Last Name, Document Number, Booking Number, Q' and a magnifying glass icon. To the right of the search field is a grey 'OR' button and a 'Travel With' button with a group icon. At the bottom right of the screen are two buttons: 'Cancel' and 'Next'.

To add a guardian, select the guardian profile using the **+Add** button from the returned result page

**Figure 5-2 Assigned Guardian List**

Search and Add Guardian

Guardian

First Name	Last Name	Reservation Status	Account ID	Photo	Cabin Number	Nationality
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]

To remove a guardian, at the Guardian section, select the guardian profile and press the **X** button of the selected profile.

Once you have confirmed the Guardian Information, press the **Next** button to complete the Guardian page.

# 6

## Payment

The Payment page enables you to choose a payment type that the guest will settle their account with. You can also set up the routing instruction on this page

### Payment Type

In the Payment Type section, there are two options you can choose from, Credit/Debit Card and Cash. The default selection is the Credit or Debit Card, with the credit card information taken at reservation being shown.

To change from the default Credit or Debit Card payment type to Cash, press the **Cash** option and the Credit/Debit Card details will be hidden.

Figure 6-1 Payment Page

**Guest Check In** Wednesday September 04, 2019 OHC Demo Ship 2

Profile Guardian **Payment** Contract Check-in

### Payment

Payment Type

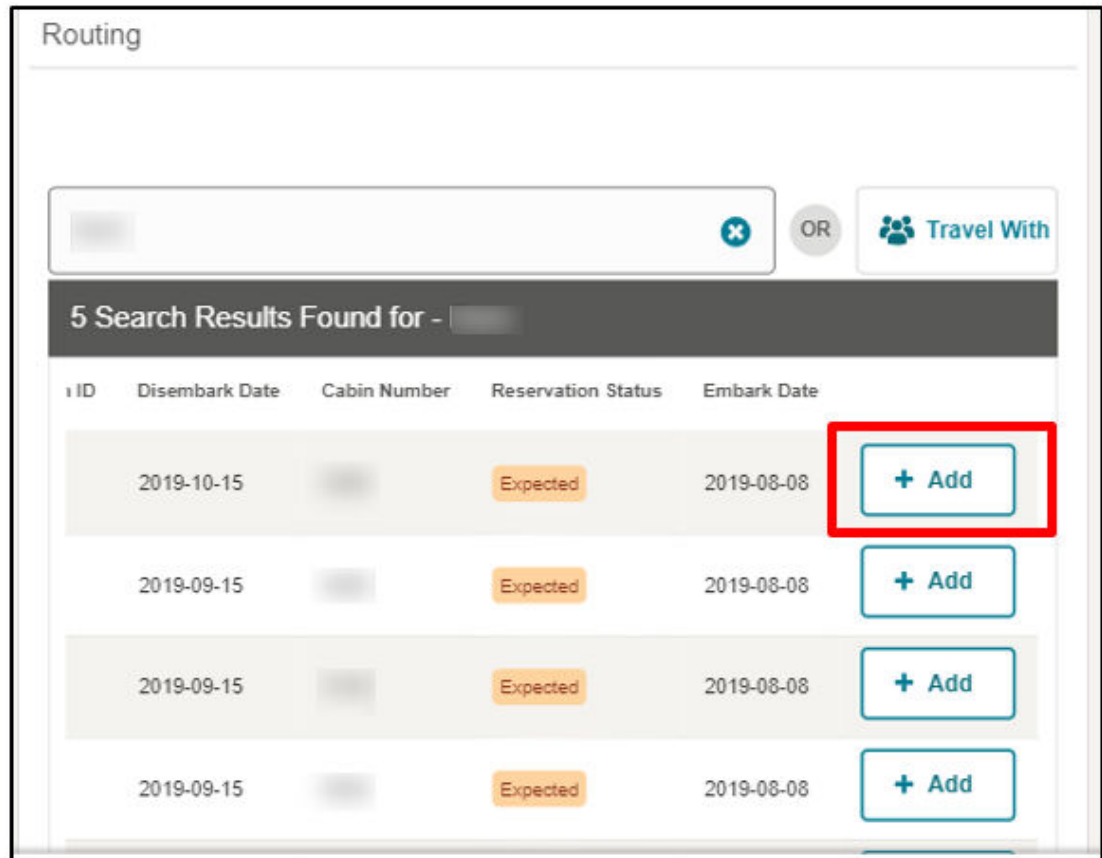
Credit or Debit Card  Cash

Routing

By: First Name, Last Name, Document Number, Booking #

# Routing

Figure 6-2 Routing Page



The Routing option allow you to assign a payer profile to the guest you are checking in.

To assign a payer profile,

1. Manually search for the guest record or press the **Travel With** button.
2. Scroll to the right of the search result page and press the **+Add** button of the payer you want to assign.
3. You can see the added profile in the **Paid by** section.

Figure 6-3 Routing Profile

Payment

Payment Type

Credit or Debit Card  Cash

Routing

Paid by

First Name	Last Name	Photo	Reservation ID	Account ID	Disembark Date	Cabin Number
[Profile Picture]	[Last Name]	[Photo]	[Reservation ID]	[Account ID]	2014-09-14	[Cabin Number]

4. To remove the profile from routing, press the X button of the assigned profile.

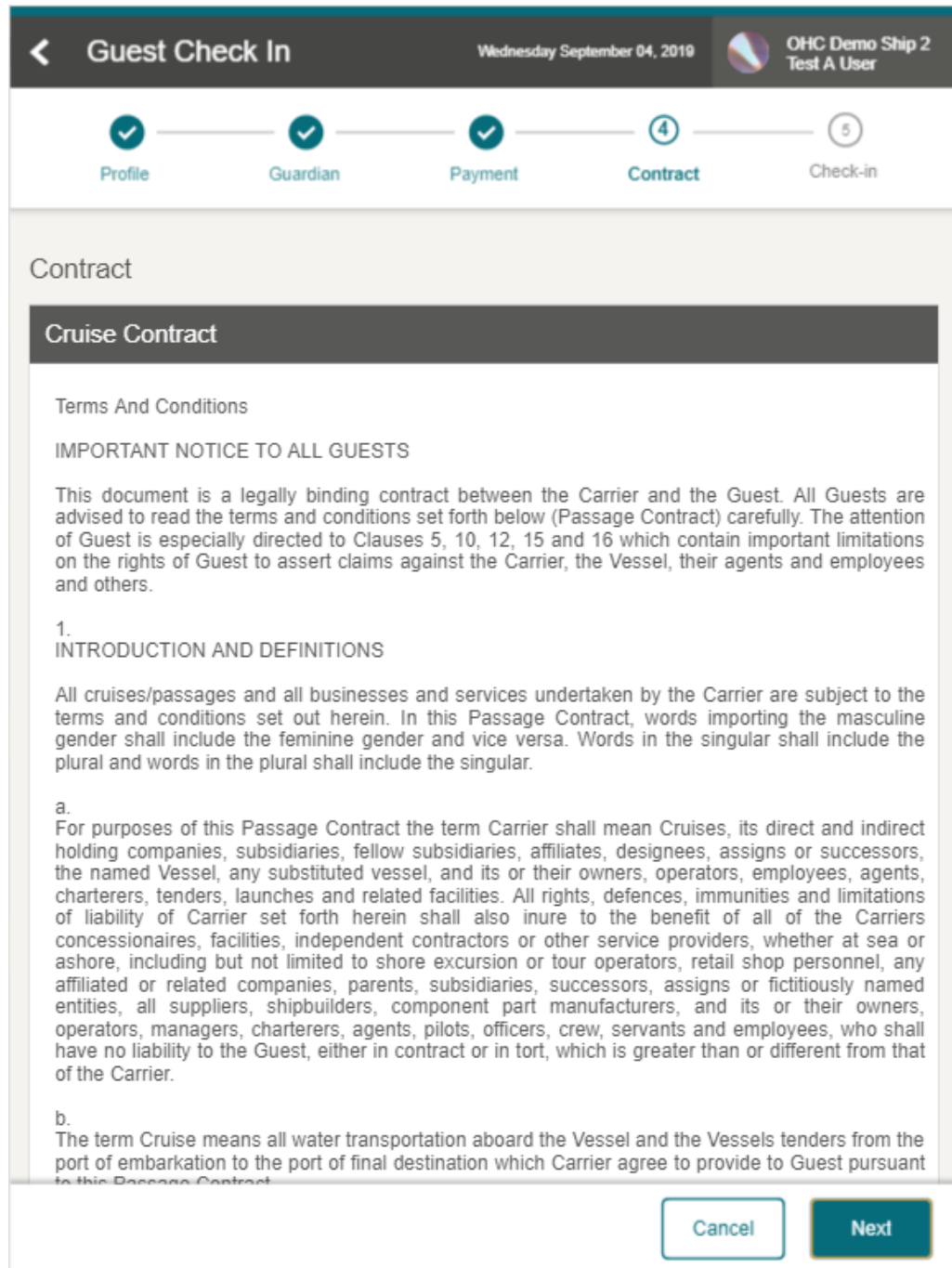
# 7

## Contract

The Contract page displays the Contract Terms and Condition for the guest to read and agree at the point of check in. The Contract is set up in the Administration module under the **Enterprise, Mobile Check-In, Wizard Setup, Contract** option.



Figure 7-1 Cruise Contract Page



## Check In Guest with Contract Terms

To check in a guest that requires a contract acknowledgement,

1. Place a check mark at the **I agree to all terms and conditions** checkbox. An asterisk beside the Terms and Conditions caption means an acknowledgment is required.

2. Insert a comment in the **Remarks** field, if any.
3. If the Signature option is enabled in the contract, the guest must sign on the signature pad, before you press the **Save**.
4. Press **Next** to proceed to the Check-In page.

**Figure 7-2 Contract Acknowledgement**

\*  
 I have read and agree to the Terms & Conditions

Remarks

\* Signature

Clear | Save

 **Note:**

You can skip this section if the contract acknowledgement is set up as optional.

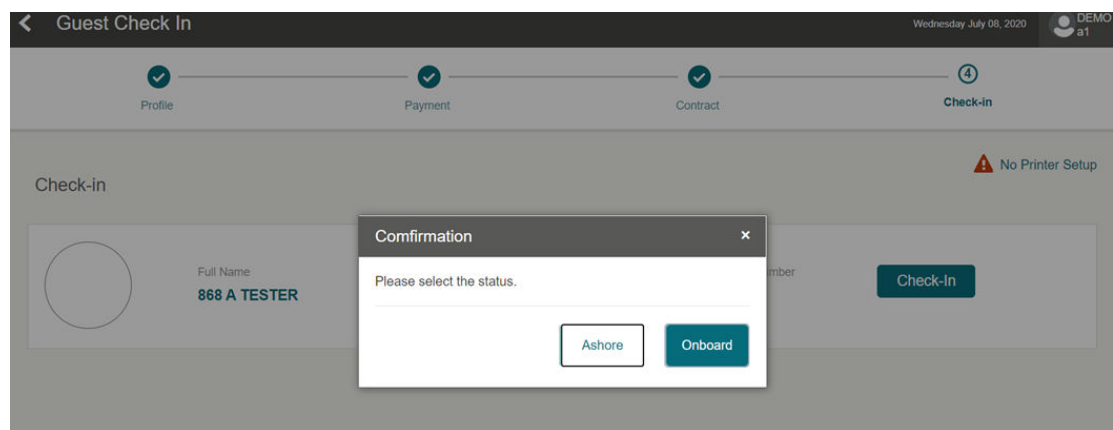
# 8

## Check-In

The Check-In page is the last step of the check-in process if there are no traveling companions linked to this guest. This page displays the details of the guest you are checking in, and an option to print or renew a board card before completing the check-in.

After successfully check in the guest and if the parameter is set to manually allow selection of the person's onboard or shore status, a confirmation box shall prompt for you to choose the guest as Onboard or Ashore.

**Figure 8-1 Check In Confirmation Page**

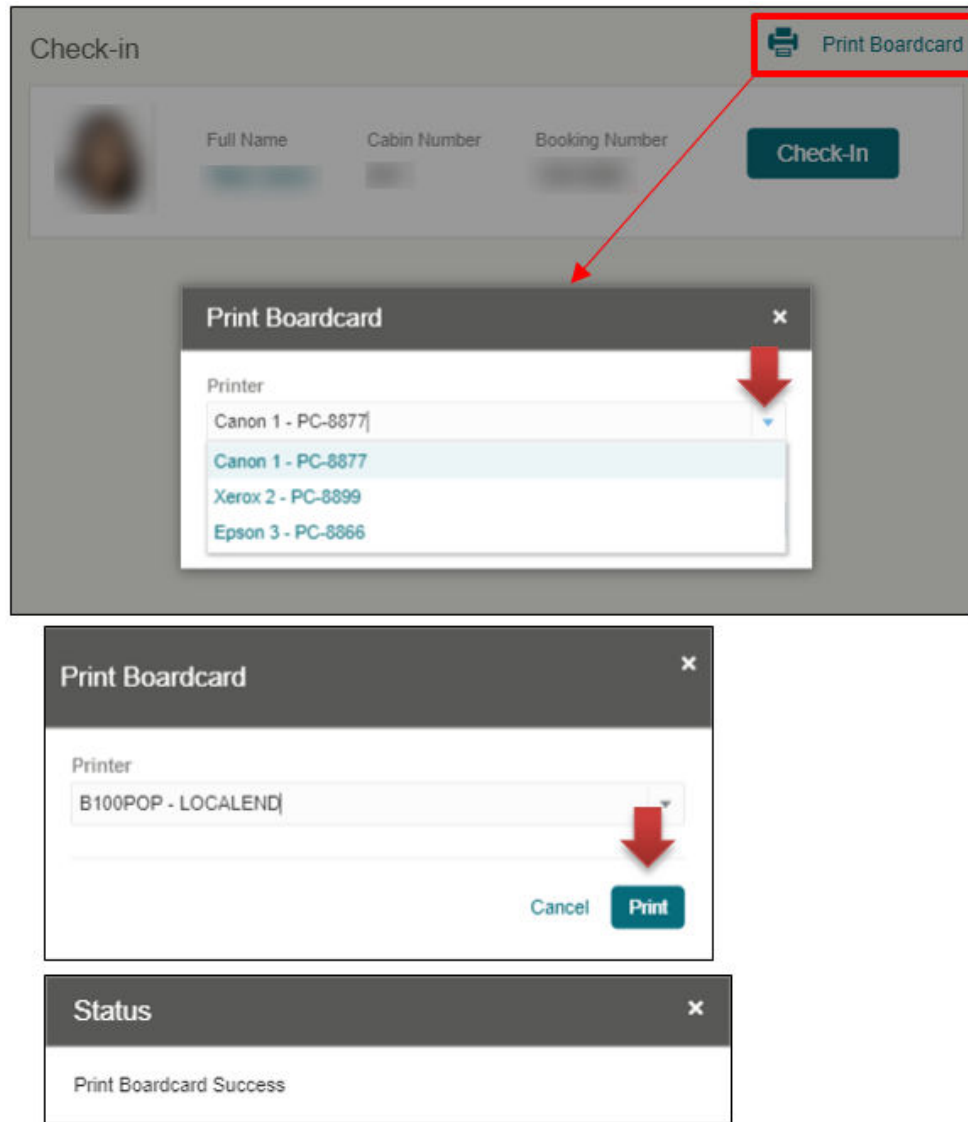


## Printing Board Card

To print a board card and complete the check-in,

1. Press the **Print Boardcard** button. The **No Printer Setup** shown if no printer has been set up.
2. At the **Print Boardcard** page, select the printer from the list of values.
3. Press the **Print** button.
4. Once the print job is successful, press the **X** to close the alert message box.

Figure 8-2 Print Board Card Function

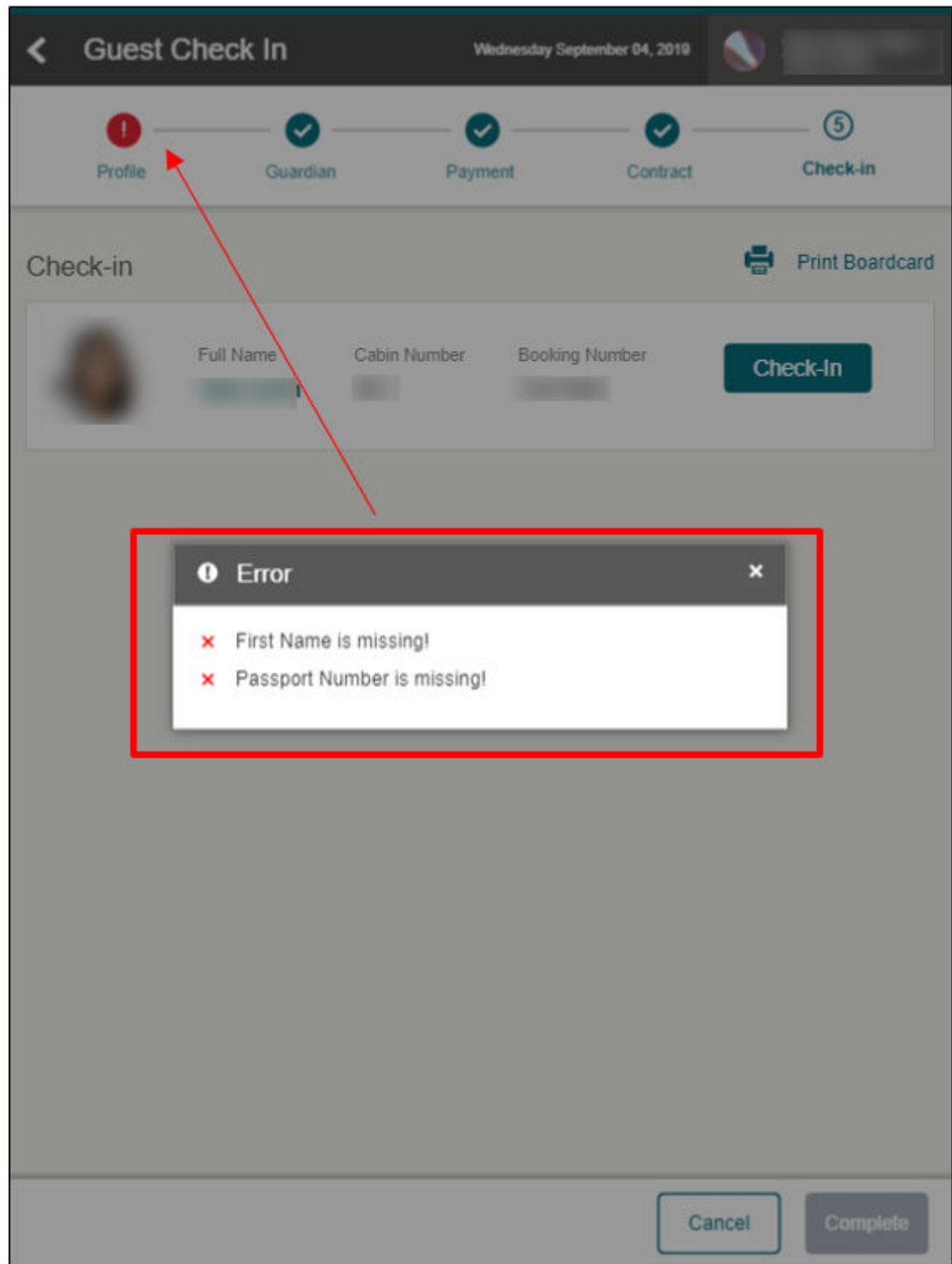


5. Press the **Check In** button to complete the check-in and update the reservation status accordingly.
6. When the status is changed to **Checked-In**, press the **Complete** button. Information on all pages will be re-validated. If the validation passes, it will return to the **Search Guest** page or **Travel With** page, allowing you to check in the travel companion(s).

 **Note:**

If there is missing or incorrect information when you press the **Check-In** button, you will receive an alert message listing the error.

Figure 8-3 Check-In Validation



7. The Train Navigation will have a red exclamation (!) sign if the field(s) has an error. Press the marked page to rectify the error before proceeding to the next page.

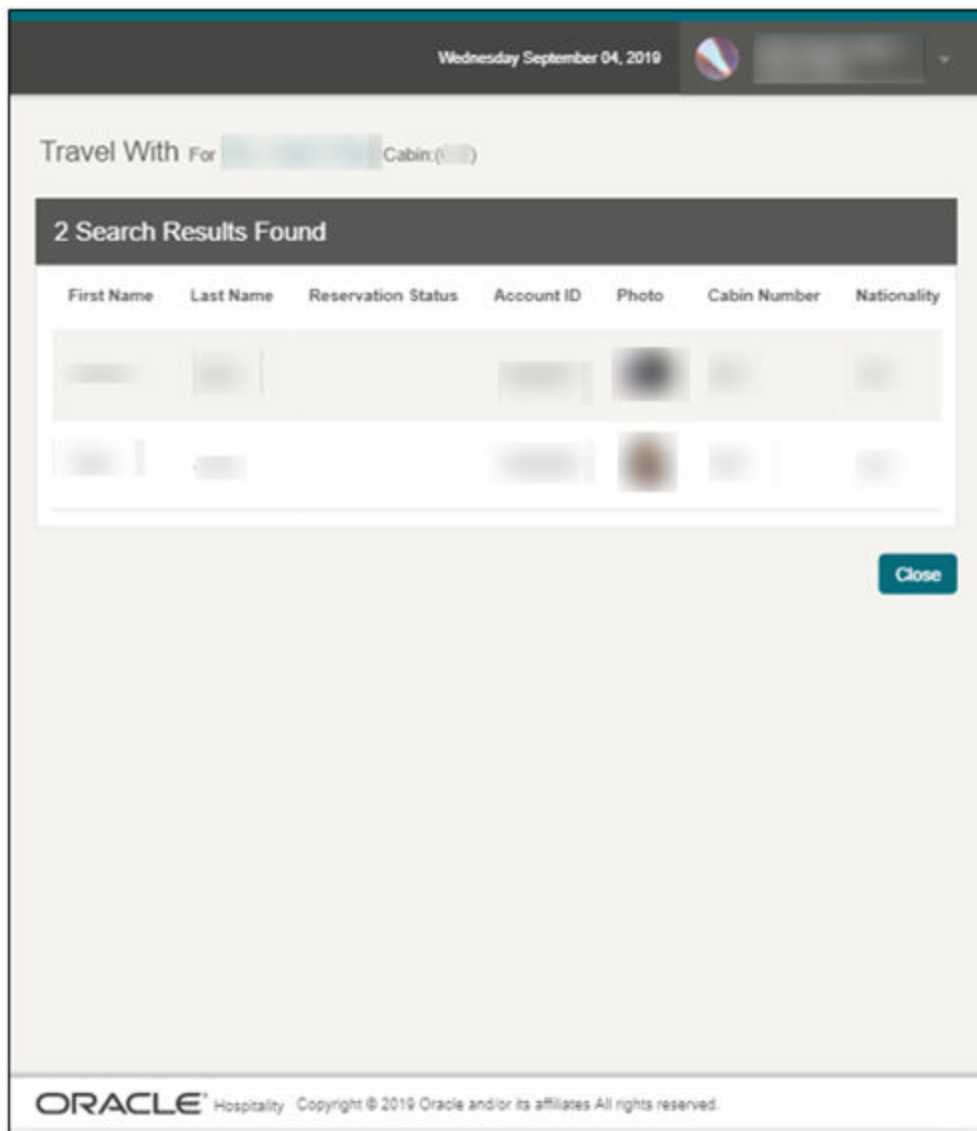
# 9

## Travel With

Travel With page appears when you checking in a guest that has travel companions and the reservation status is **Expected**. This page will not show when all the traveling companions have checked in.

At the Travel With page, the companion name is shown in **Travel With For [Last, First Name]** followed by the cabin number.

**Figure 9-1** Checked In Guest in Travel With Page



1. Select the booking from the search result list.
2. At the Profile page, update all the information and press **Next**.
3. Press the **Close** button to return to the Search Guest page.