

# Oracle® Hospitality Cruise Shipboard Property Management System Track It User Guide



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

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# Preface

The TrackIt is a program that manages prohibited and restricted items such as camping gear, hazardous items, and alcohol from being taken on-board by passengers, visitors or crews. The function includes, but not limited to Quick Collect, Quick Check-Out and Quick Return. These functions are design to handle collection/returning of restricted items, either by batch or individually.

## Audience

This document is intended for application specialists and end-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 and any associated log files
- 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 layout

# Prerequisites and Compatibility

This section describes the minimum requirements to run the SPMS Track It module.

## **Prerequisites**

- TrackIt.exe

## **Compatibility**

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

# 1 System Configuration

This section describes the required configuration prior to using the Track It module.

## Accessing the Setup Window

To access the Setup window, start the **Track It** module, and select the **Setup** tab.

## Confiscate Item Location and Item Discard Method

The **Confiscate Item Location** is used to identify where the confiscated items are stored and the **Confiscate Item Discard Method** records how the items were disposed. The configuration method is identical for both codes.

**Figure 1-1 Confiscate Item Location**

The screenshot shows the 'Confiscate Item Location' setup window. The window title is 'Confiscate Item Location - Oracle Hospitality Cruise SPMS TrackIt'. The 'Setup' tab is active, and the 'Confiscate Item Location' button is highlighted. The 'Description' list on the left contains four items: 'STORE1 STORE ROOM 1', 'STORE2 STORE ROOM 2', 'STORE3 STORE ROOM 3', and 'STORE4 STORE ROOM 4'. The 'STORE1 STORE ROOM 1' item is selected. The 'Code' field is 'STORE1', the 'Name' field is 'STORE ROOM 1', and the 'Comments' field contains 'For Illegal Hardware' and '- Sharp Objects, including all knives and scissors'. The 'Enable' field is set to 'Yes'.

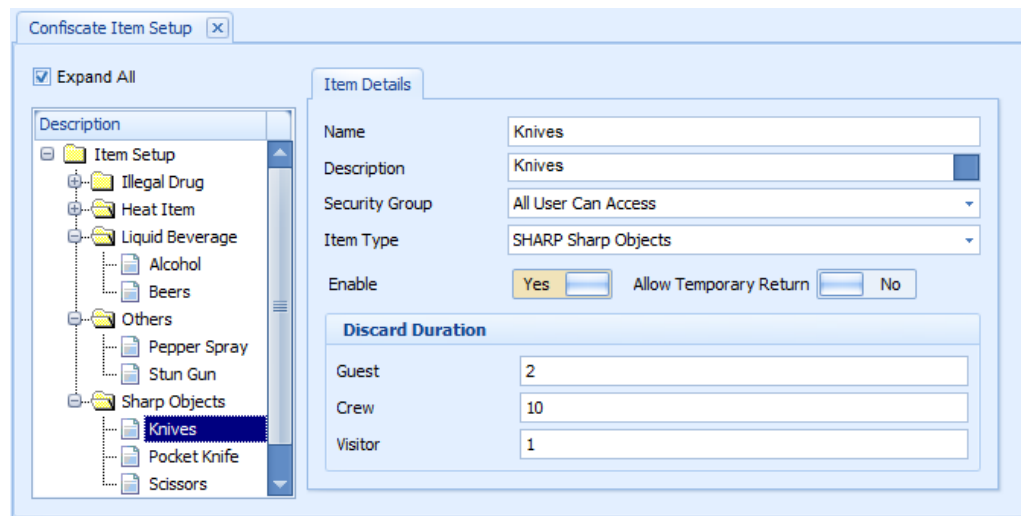
1. From the Setup tab, click **Confiscate Item Location** or **Confiscate Discard Method Item**.
2. To create a new record, click **Add New**.
3. Enter the short code, description and additional comments. For example, Stores Sharp Objects or Items Hand over to Customs.
4. The newly added code is “Enabled” by default. To disable the record, slide the menu to the left to switch the display to **No**.
5. To save the code, click **Save**.

- To enter an additional item, repeat from Step 1.

## Setting Up the Confiscate Item

A **Confiscate Item** is a list of items prohibited or restricted on-board of the ship. these items are categorized into categories, depending on the nature of the items.

**Figure 1-2 Confiscate Item Setup**



### Creating a Confiscate Item Category

An **Item Category** is required before you begin creating the **Confiscate Items** list.

- From the Setup tab, click the **Confiscate Item Setup**.
- To create a new category, select **Item Setup** and click **Add New**.
- Enter the **Item Code, Name, and Description**.
- To save the new category, click **Save**.

### Creating a Confiscate Item for Each Category

- Select an **Item Category** from the tree view and click **Add**.
- Enter the **Item Name, Description**.
- Select the **Security Group** from the drop-down list. The Security Group is defaulted to "All User Can Access" and this is set up for the User Security module. See topic [Appendix A. User Security Group](#) for more information.
- The **Item Type** is default to the selection from the tree view and is *enabled* by default.
- By default, the **Allow Temporarily Return** is set to **No**. If the item allows for temporarily return, slide the button to the right to set it to **Yes**.
- At **Discard Duration** section, define the **maximum** number of days to keep the item in the store. The default value is 0 – never discard.



7. To save the record, click **Save**.
8. To enter additional **Confiscate Item**, repeat steps 2 to 7.

## Setting Up a Signature Capture Device

A **Signature Capture** device can be linked to enable signatures to be captured for items requiring acknowledgement.

1. From the **Setup** tab, click the **General Setup** button.
2. In the **General Setup** window, check the **Prompt signature when confiscate item** click the **Setup** tab.
3. Choose the **Signature Device** from the drop-down list.
4. To save the setting, click **Save**.

## Setting Up a Barcode Scanning Device

You can use a Barcode scanning device to scan the barcode on the items tagged and below are the set up steps.

**Figure 1-3 Track It General Setup**

The screenshot shows the 'General Setup' dialog box. It has a title bar 'General Setup'. The first section is 'Signature Devices' with a checked checkbox 'Prompt signature when confiscate item'. Below it are fields for 'Signature Devices' (set to 'Signotec Omega'), 'Port Number', 'Speed', 'Data Bits', 'Parity', and 'Stop Bits'. The second section is 'Barcode Reader (RS232 Connection)' with a checked checkbox. Below it are fields for 'Port Number', 'Speed' (set to '9600'), 'Data Bits' (set to '8'), 'Parity' (set to 'None'), and 'Stop Bits' (set to '1'). At the bottom right are 'Save' and 'Cancel' buttons.

1. From the **Setup** tab, click the **General Setup** button.
2. In the **General Setup** window, **Barcode Reader (RS-232 connection)** checkbox.
3. Select the device **Port Number, Speed, Data Bits, Parity, and Stop Bits**.
4. To save the settings, click **Save**.

## Setting Up the Report Printer

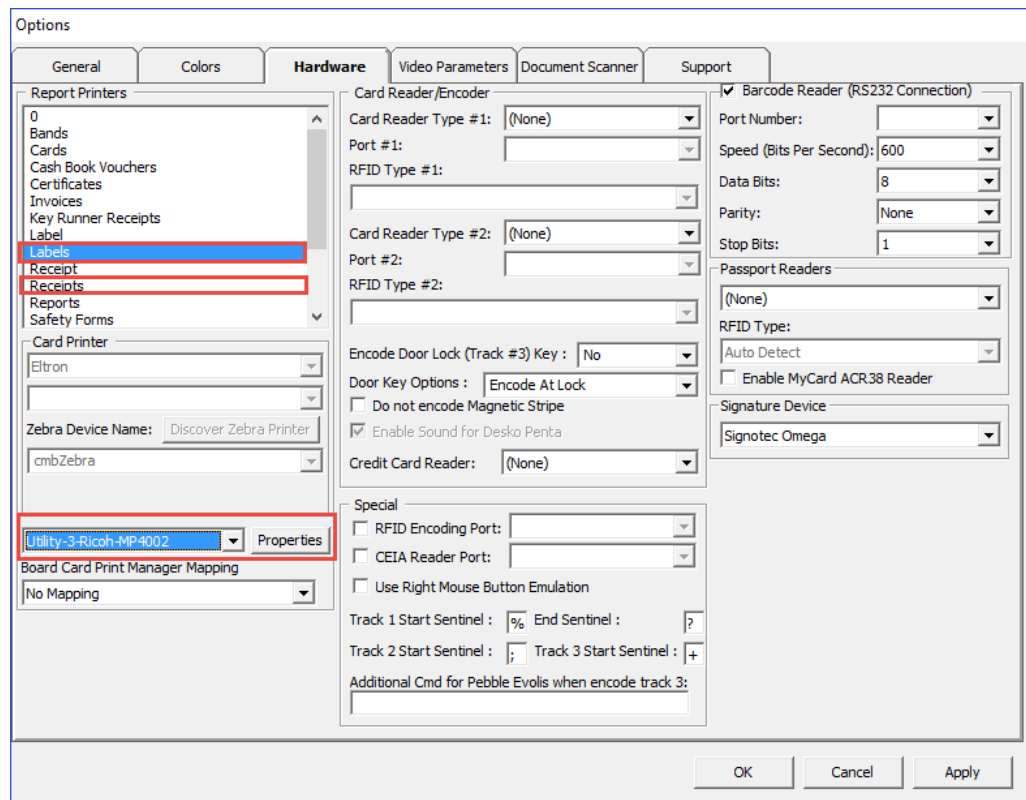
A standard set track It report is inserted into the SPMS Database during installation and they are:

- Track It Return Receipt
- Track It Label
- Track It Receipt

In addition to the code and signature device setup, a report printer is required for report printing and this is setup in Management module.

1. Login to **Management** module and select **Options** from the menu.
2. Navigate to **Hardware** tab, **Report Printers** section.
3. Ensure **Labels** and **Receipts** type is assigned to a printer.

**Figure 1-4 Management Module Printer Configuration**



## Configuring the Database Sequence for Barcode Printing

For barcode label printing, the item ID **must** be minimum 6 digits long. An adjustment to the start sequence from 100000 is imperative and running below script will recreate the **Confiscated Item** sequence

```
DROP SEQUENCE [dbschema].CNT_CIL;
```

```
CREATE SEQUENCE [dbschema].CNT_CIL  
START WITH 100000  
MAXVALUE 10000000000000000000000000000000  
MINVALUE 1  
NOCYCLE  
CACHE 20  
NOORDER;  
Commit;
```

## Barcode Printing

For barcode printing, below are the prerequisites DLL's and fonts.

Copy the DLL and font files to folders C:\Windows\system32 and C:\Windows\SysWOW64.

DLLs:

- Barcode.dll
- u2lbcodes.dll

Fonts:

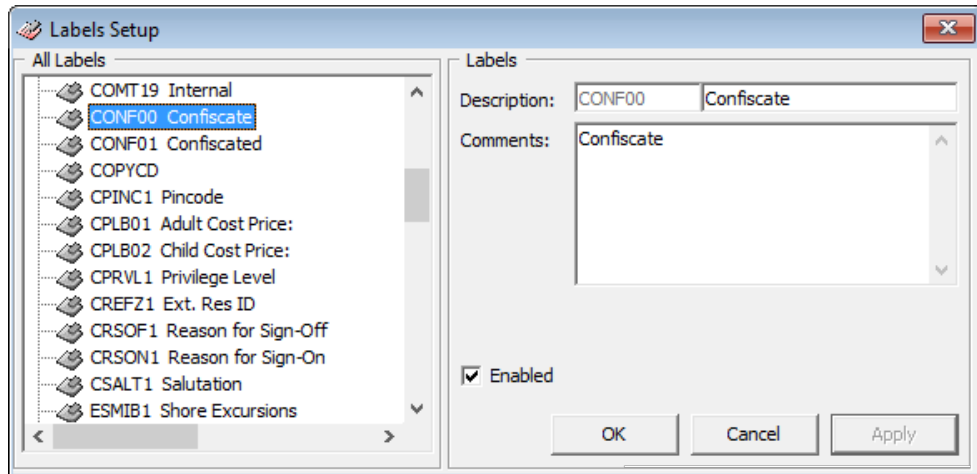
- Interleaved2of5.ttf
- Interleaved2of5Thin.ttf

## Setting up System Labels

Labels such as **Confiscate** or **Confiscated** are configurable according to user requirement and this is setup in the **Administration** module.

1. Login to Administration module, select Administration, System Setup, Labels Setup.
2. Locate the label codes **CONF00** and **CONF01**.

**Figure 1-5 Label Setup**



3. Select the code and enter a new label description, and click **OK** to save. The label code **"CONF00"** refers to the word **"Confiscate"** and is displayed on the following windows:
  - Setup menu ribbon bar
  - General Setup: 'Prompt Signature Capture when...'
  - Confiscate Item Setup
  - Confiscate Item Discard Method
  - Confiscate Item Location
  - Ability to show for 'Button 'Confiscate Item' in menu Confiscate Item

The label code **"CONF01"** refers to the word **"Confiscated"** and is displayed on the following windows:

- Overview window: Total Item Confiscated Today
- Overview window: Top 10 most confiscated item
- Confiscate Item: Confiscated Item
- Management module: Loyalty/Track It tab, Confiscated Item section

The TrackIt program enable you to record items confiscated, its storage location and when it is return to the guest or crew.

# 2

## Track It

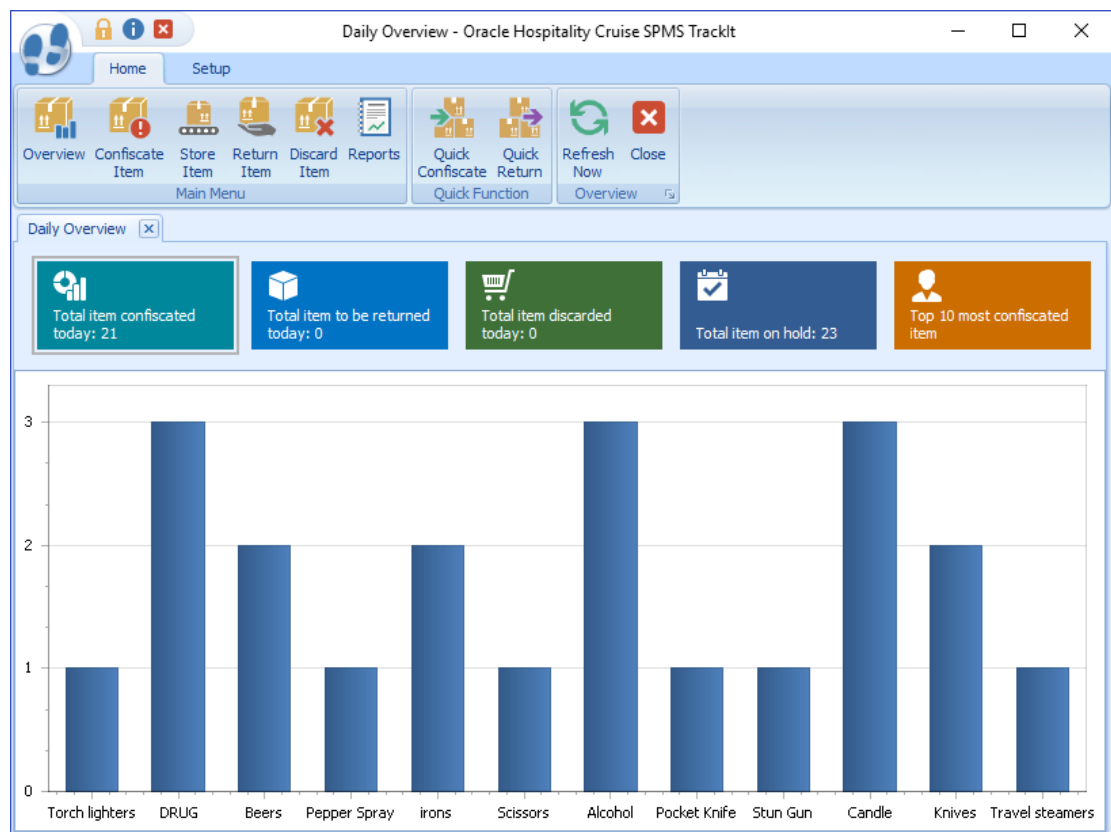
The TrackIt program enable you to record items confiscated, its storage location and when it is return to the guest or crew.

### Overview Window

The **Daily Overview** window is the default window shown when you logged in, indicating the total number of items logged in a bar chart layout and they are:

- Item confiscated today
- Item to be returned today
- Item discarded today
- Item on hold, yet to return to passenger
- Top 10 most confiscated item

**Figure 2-1 Track It Overview Window**

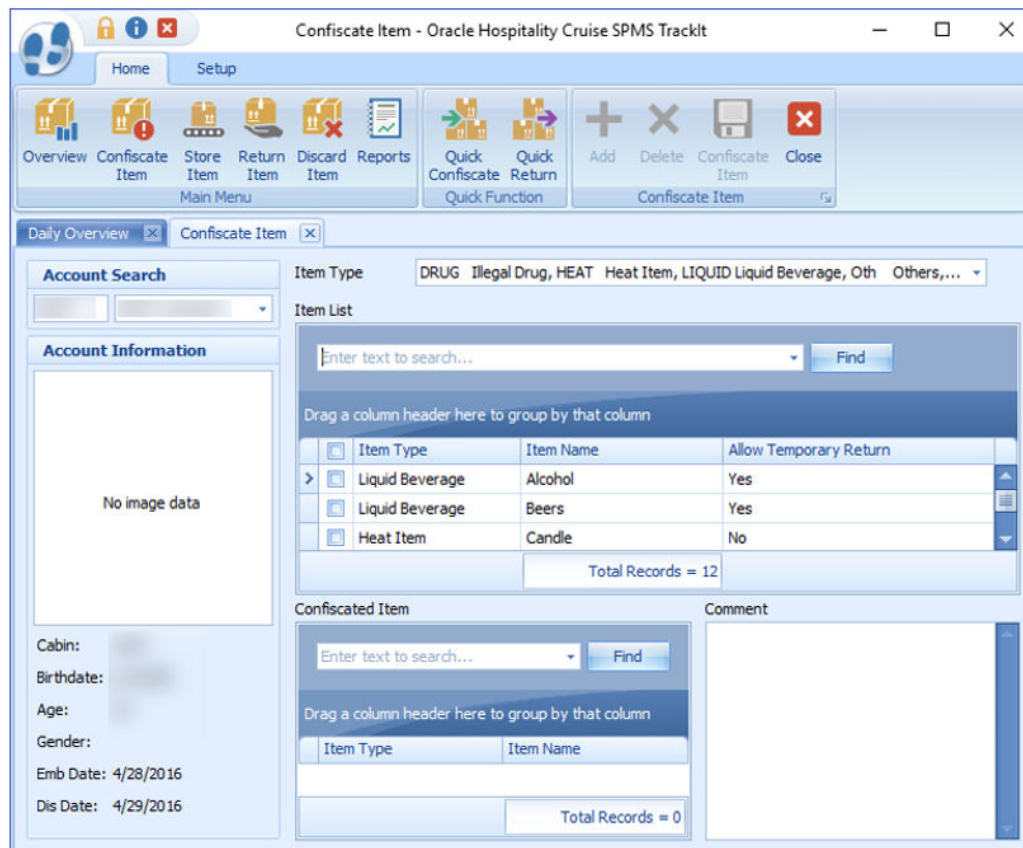


## Recording Confiscated Item

The items confiscated from the crew/guest or visitors are tagged and recorded before you store them in the designed storeroom.

1. Click the **Confiscate Item** button on the ribbon bar.
2. In the **Account Search** section, swipe the board card through the card reader to search for the account, or manually enter the cabin number/name in the Account Search field. Press **F2** to reset the search information.

**Figure 2-2 Confiscate Item Account Search**



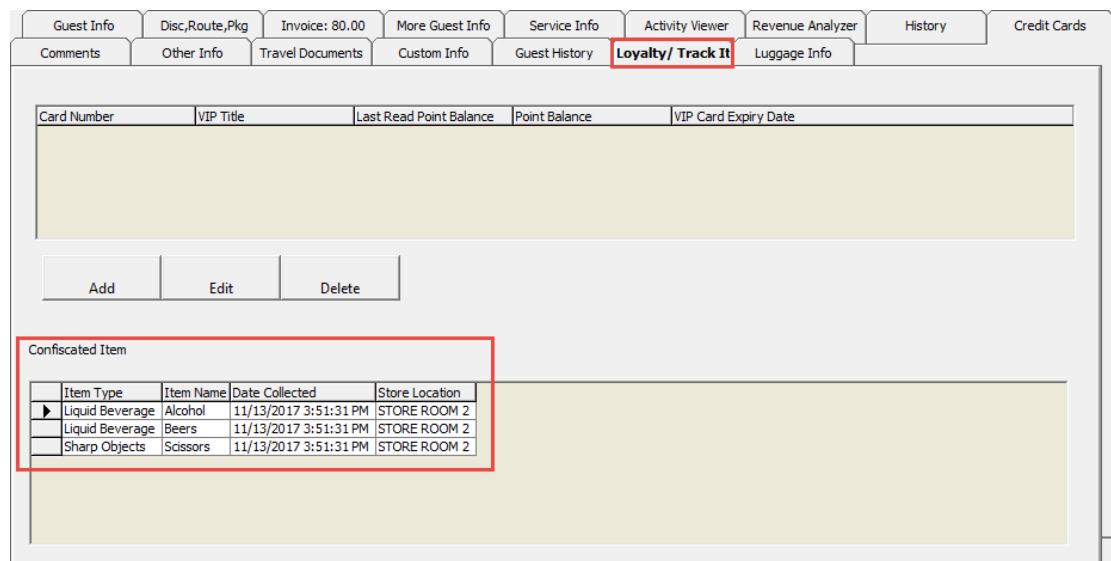
1. In the **Item Type** field, choose the item category from the drop-down list, and click **OK**. Alternatively, you may search using the keyword search function by entering the work in the **Item List** text box, and click **Find**.
2. Check the Item checkboxes and click **Add** to add the item to the **Confiscated Item** list.
3. If the same item is added to the list, the system prompts a warning message.
4. Click **Yes** to add the same item to the list or click **No** to cancel.
5. Insert a comment/description for the item, and click **Confiscate Item**

6. If a signature device is connected, the system starts the **Signature Capture** dialog box.
7. Allow the passenger to sign on the signature pad, and press the **Green Check** icon on the signature pad.
8. If the signature device is not connected, a warning message will pop up, disallowing you to enter the item.
9. Once the item is added successfully, a bar code label item receipt will be printed.
10. To remove the item from the list, select the item, and click **Delete**.

## Managing Confiscated Items in Guest Handling Tab

When a passenger has a confiscated item, details of the items and storage location is displayed in the Loyalty/Track It tab on the **Guest Handling** tab.

**Figure 2-3 Confiscated Item in Guest handling**



The confiscated items are recorded or removed from the **Loyalty/Track It** tab when:

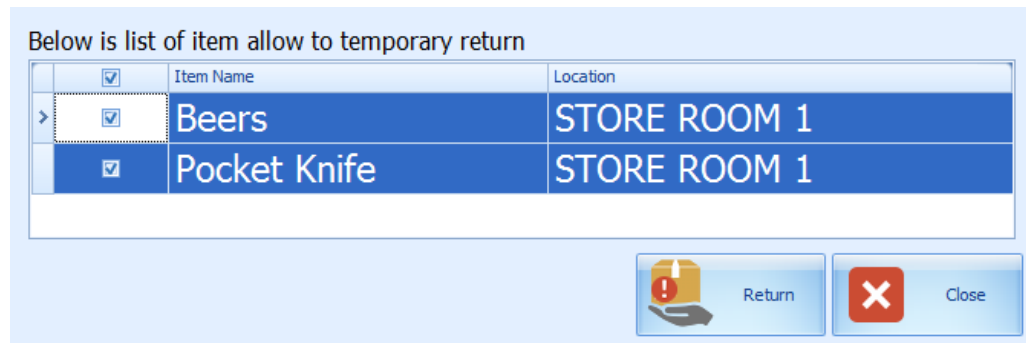
- Item is checked-in at the security check point the system **inserts** a record in the **Confiscated Item** section.
- Item is returned or checked-out temporarily to the guest/crew; the system removes a record from the **Confiscated Item** section.

## Confiscated Items in Security Gangway

A confiscated item can also be managed and tracked through the WPF Security module. Guest/Crew leaving the ship are prompt to collect their items when the board card is swiped or vice versa.

On the list of items to return page, select the item and click **Return**. Items will not be check out if you click **Close**.

**Figure 2-4 Check-out Handling at Security Gangway**



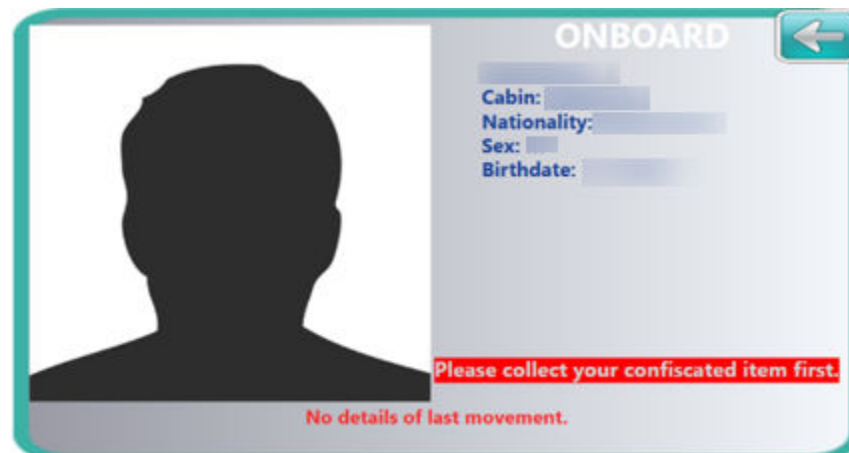
If there are items to be collected upon returning to the ship, the system prompt you to re-check in this item. Click **Collect** to check-in the item.

Below is the movement activity that occurs at the **Security Gangway**:

- **For passenger going ashore:** The system changes the on-board status to shore-side without prompting the confiscated item list if a passenger checks out the item from the store location.
- **For passenger returning on-board:** The system changes the status from shore-side to on-board without prompting the confiscated item list when confiscated items are checked in upon returning from shore-side.
- **For expected check out passenger leaving for shore-side that did not collect their confiscated item:** The system prompts a reminder at the gangway for items to be collected before the stats can be change.

The reminder prompt is configurable in **Administration, Security Alert Setup**.

**Figure 2-5 Reminder for Collection of Confiscated Item for Departing Passenger**

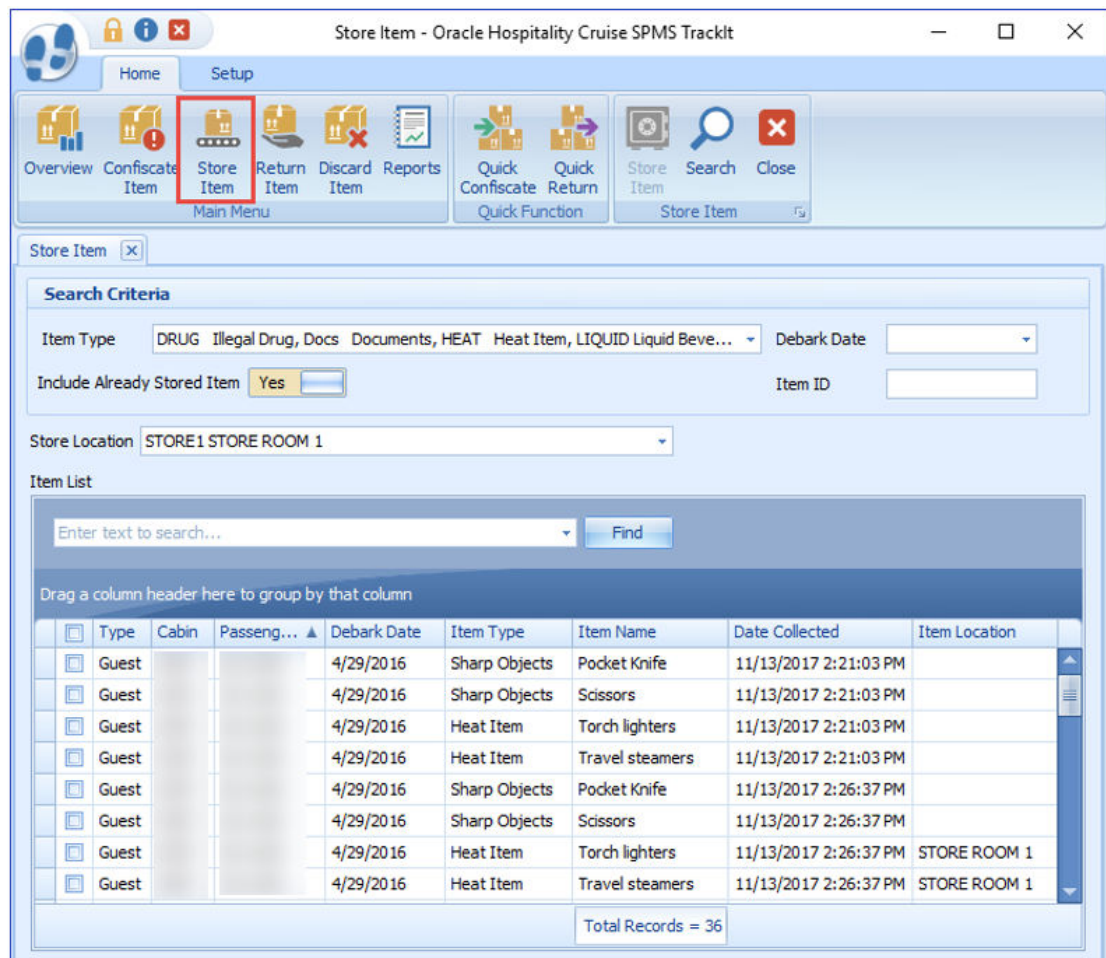




## Storing Items in Designated Store

The **Stored Item** allows you to identify the location of where the items to be stored. Items that do not have a designated store assigned are listed in the **Item List** grid, which then enables you to assign a storage location.

**Figure 2-6 Store Item Window**



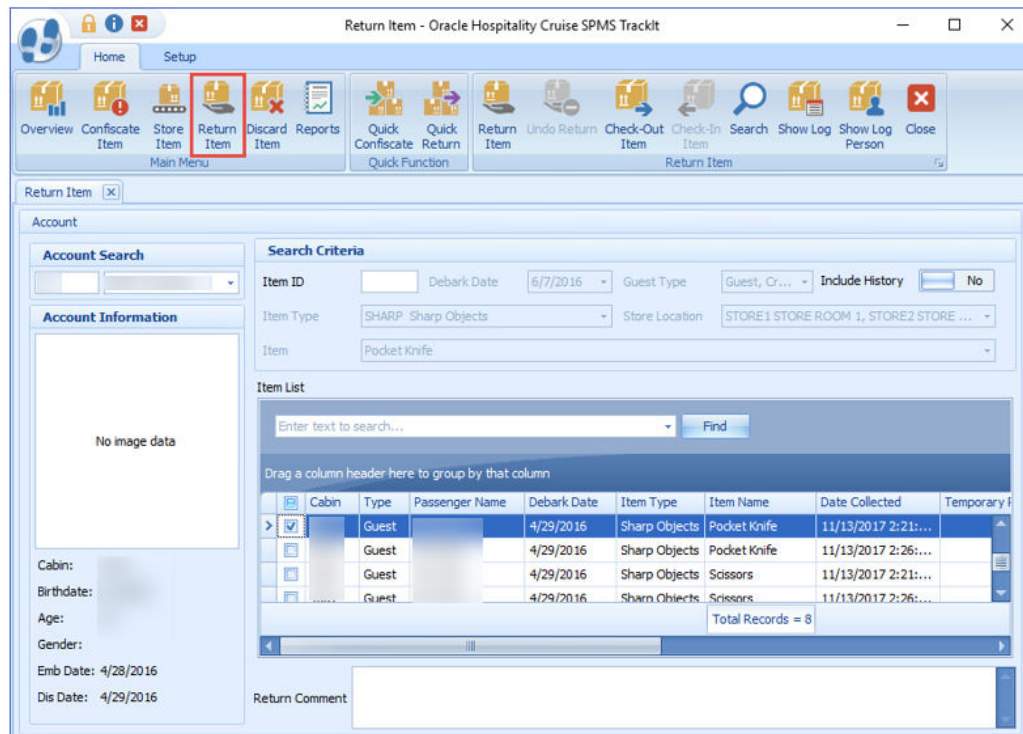
1. Click **Store Item** on the ribbon bar.
2. In the **Search Criteria** section, choose the following filter option and click **Search**.
  - **Item Type:** Select the items to display from the drop-down list.
  - **Debarb date:** Select an item stored date from the calendar editor.
  - **Item ID:** Use the barcode scanner or manually enter the Item ID in the text box. When entering a barcode manually, the **Type** and **Debarb Date** option is disabled.
  - **Include Already Stored Item:** If the option is set to **Yes**, items stored will be listed in the grid including the store location.
3. Select the item(s) to store and choose a store location from the drop-down list.

4. Click **Store Item**.
5. A confirmation prompt, click **OK** to close. The Store location is added to the Item Location field.

## Returning Confiscated Items

You can temporarily return a confiscated item to the passenger before they go ashore. A good example of this would be camping equipment or supplies such as cooking utensils.

**Figure 2-7 Return Item Main Window**



1. Click **Return Item** on the ribbon bar.
2. In the **Account Search** section, search for the passenger account and choose the item to return. Items that are allowed a temporary return is marked with “**YES**” in **Allow Temporary Return** column.
3. Click **Check-Out** to check out the item. The system prompts a confirmation indicating the number of items being check-out.
4. Click **OK** to close the prompt. The date/time the item checked out is recorded in the **Temporary Returned Date** column.

### Undoing Returned Items

An item returned accidentally to a guest can be undone by the **Return Item** function.

1. In the **Return Item** window, search for the passenger account.

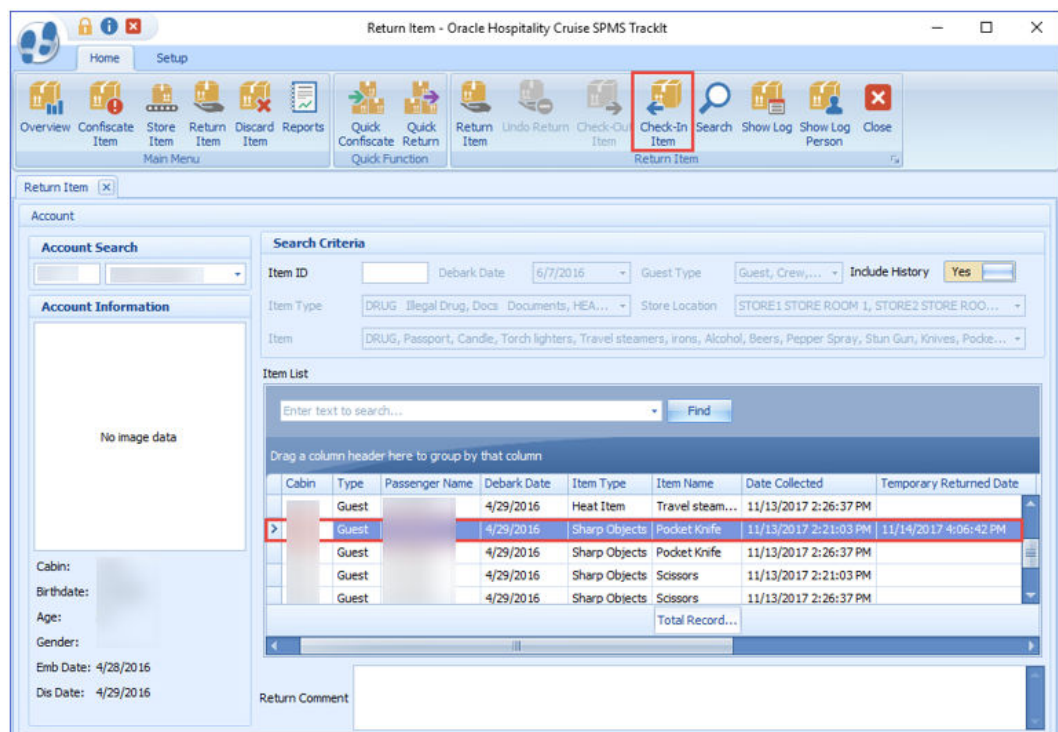
2. Switch the **Include History** to “**Yes**” to display items returned to guests are displayed in the Item List grid with the date and time shown in the Date Returned/Discard column.
3. Select the item and click the **Undo Return** button.
4. Click **OK** to confirm the number of returned items to undo and this resets the **Date Returned/Discarded** column to null.

## Checking in Confiscated Items

Items that were checked-out temporarily must check back in when the passengers return from shore-side.

1. From the **Return Item** window, search for the passenger’s account.
2. Slide the **Include History** to “**Yes**” to display items previously checked-out.

**Figure 2-8** Checked In Item Window



3. Select the item and click **Check-In**.
4. The number of item(s) checked-in is shown in the confirmation prompt. Click **OK** to confirm and this resets the **Temporary Returned Date** to null.

## Viewing the Activity Log

This function displays a log of all activities for the selected item, by item or passenger or the person who log the item, depending on the type of log to show.

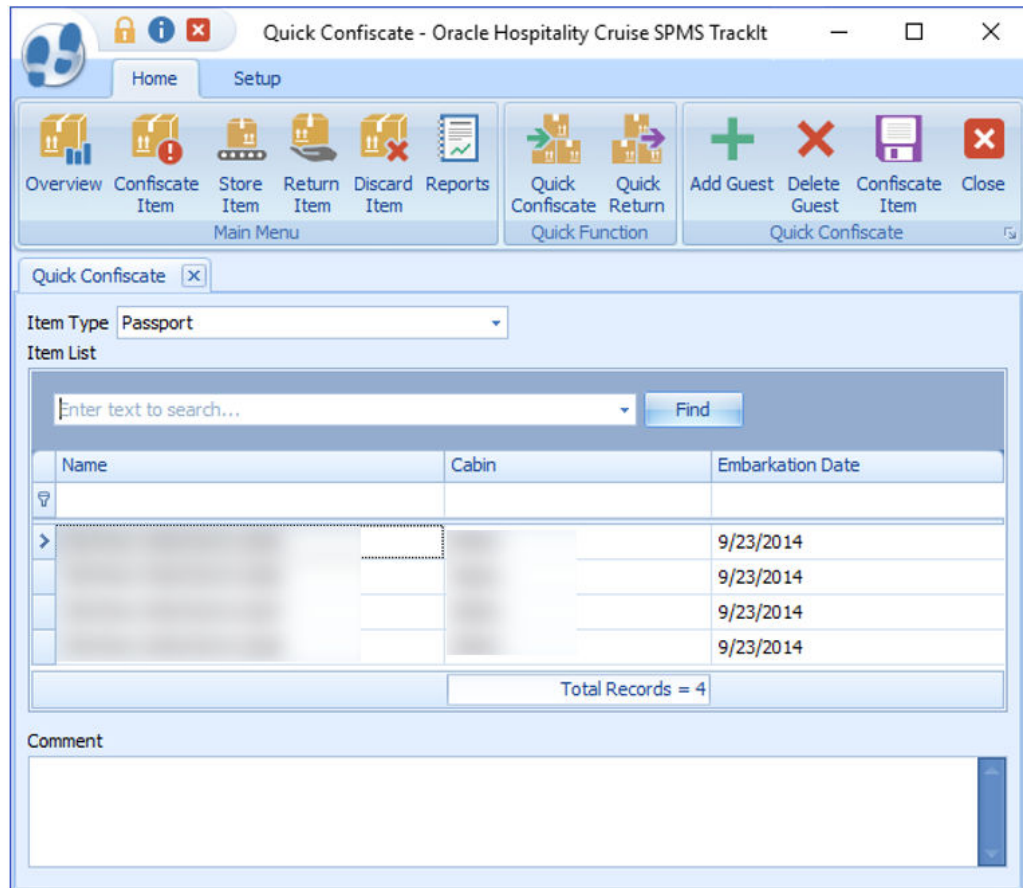
1. From the **Return Item** window, search for the passenger account.
2. Select the item from the Item List grid and click **Show Log** or **Show Log Person**.

3. A **Track It Item Log** window opens, displaying the logged activities of the selected item. Click **Close** to exit.

## Adding Confiscated Items by Batch

The **Quick Confiscate** processes the confiscated items by batch instead of individually, and is mainly used when collecting the passenger passport upon check-in.

**Figure 2-9 Quick Confiscate**



1. Click **Quick Confiscate** button on the ribbon bar.
2. Select the **Item Type** from the drop-down list.
3. Click the **Add Guest** button. This opens the Multiple Accounts Selection window.

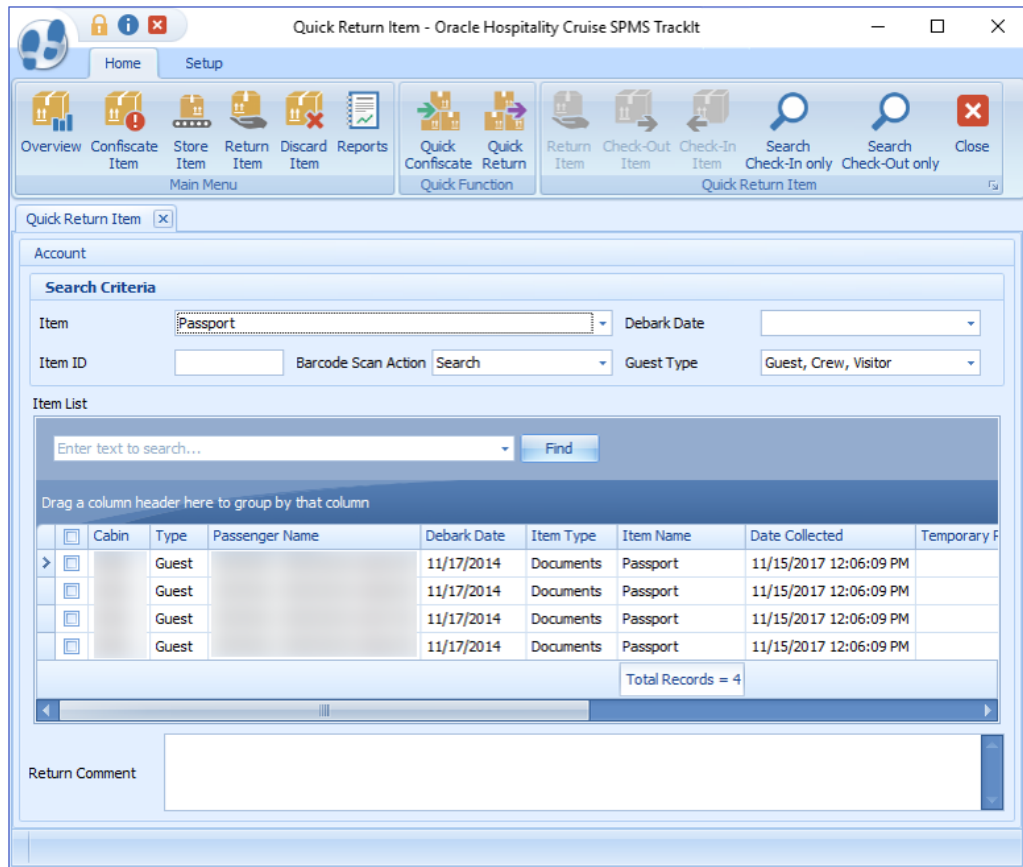
Figure 2-10 Quick Confiscate Multiple Account Selection Window

4. Use the available options to filter the list of passengers:
  - **Status:** Refers to the reservation status either Checked-In or Reservation.
  - **Account Type:** Refers to the type of accounts such as Guest, Crew, Group, or System Account.
  - **Pre-Selection:** Refers to the Quick Posting Templates setup in Administration module. For Example: filter all passenger with nationality = US.
5. Account matching the selection is shown in the Non-Selected Accounts list. Click **Add All** or select the account from the grid, click **Add** to transfer the accounts to the **Selected Accounts** window.
6. Click **OK** to confirm return to Quick Confiscate window.
7. Click the **Confiscate Item** button.
8. At the confirmation prompt, click **Yes** to complete the process. The system does not print the item receipt for such instance.

## Returning / Checking Out Items by Batch

Quick Return enables items to be returned by batches.

**Figure 2-11 Quick Return Item**



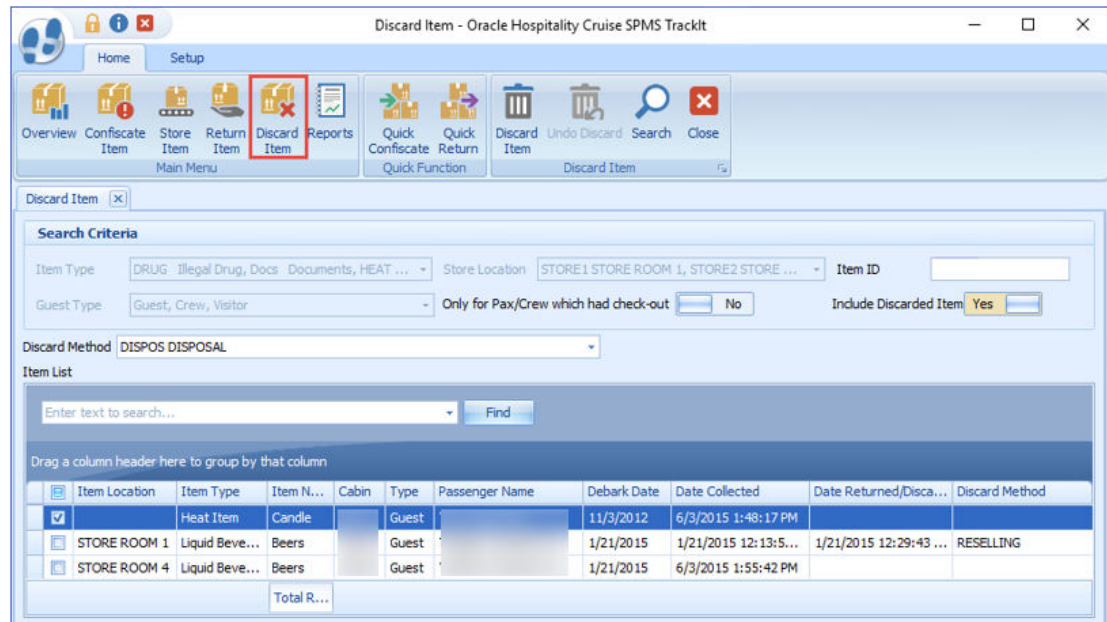
1. Click the **Quick Return** button on the ribbon bar.
2. Select an item from the **Item** drop-down list.
3. Click the **Search Check-In Only** or **Search Check-Out Only** to display all the confiscate items base on checked-in/out status and the selected item.
4. You may also narrow down the search using the **Debark Date** or **Guest Type**.
5. Select the guest by selecting the checkboxes besides the **Cabin** column and insert a comment in the **Return Comments** text box.
6. Click the **Return Item** and click **OK** to confirm the total number of items returned. This updates the **Date Returned/Discarded** column with the actual process date/ time.
7. To perform a mass check-out of the selected item, click the **Check-Out Item** button. This process updates the **Temporary Returned Date** column with the item check out date/time.
8. To return/check-out the item using a barcode scanner in Quick Return function, choose either the **Auto Check-in/Out** or **Auto Return** from the **Barcode Scan Action** menu, then scan the barcode label, and click **OK** to confirm the date/time of the returned item.



## Discarding Confiscated Items

Discard Item disposes the confiscated items from the Ship's store when its storage period expires.

**Figure 2-12 Discard Item**



1. Click the **Discard Item** on the ribbon bar to list all confiscated items exceeded the maximum storage duration.
2. In the **Search Criteria** section, select one of the following options and click the **Search** button.
  - Select the type of information to display using the **Item Type**, **Store Location**, or **Guest Type**
  - Slide the **Only for Pax/Crew which had check-out** to “**Yes**” to only show the passenger that has to check out.
  - To search the item with a barcode, enter the barcode in the Item ID field. To include items that were already discarded in the Item List, slide the **Include Discarded Item** to “**Yes**”.
3. Select the **Discard Method** from the drop-down list.
4. Choose the item to discard, and click the **Discard Item** button.
5. At the confirmation prompt, click **Yes** to confirm.
6. Click **OK** to confirm the number of item(s) being discarded.
7. The **Date Returned/Discarded** and **Discard Method** columns are time stamped with actual date/time when system discards the items.

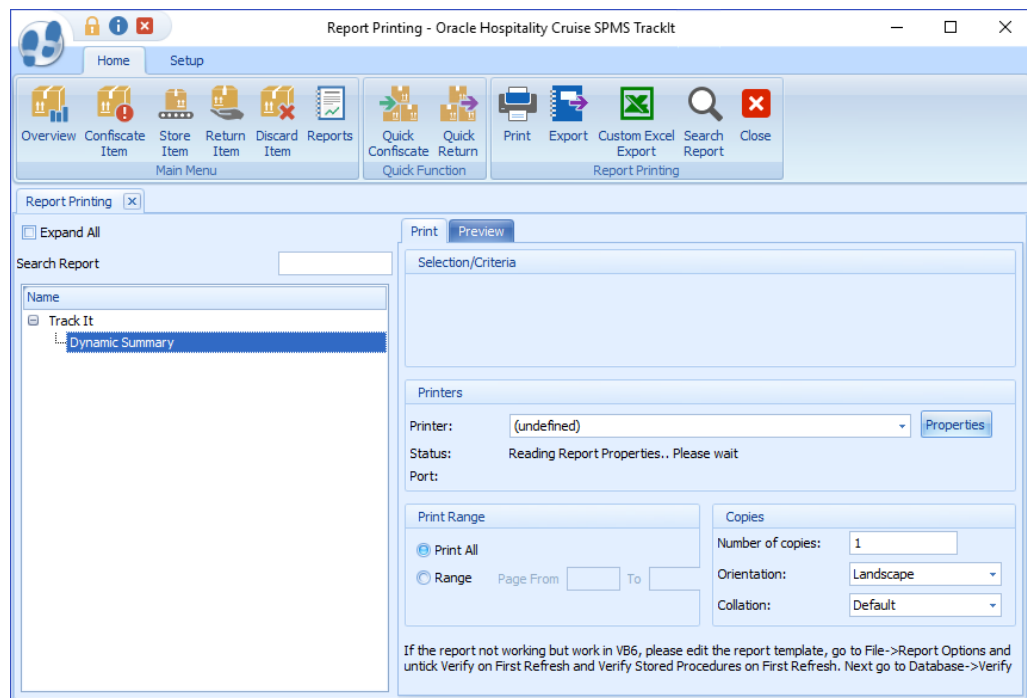
### Undoing Discarded Items

1. To undo a discarded item, select a discarded item from **Item List**.
2. Click the **Undo Discard** button.
3. Click **Yes** to confirm and click **OK** to confirm the total number of discarded items. This removes the timestamp in the **Date Returned/Discarded** and **Discard Method** columns from the selected item

## Viewing, Printing, and Exporting Reports

Reports are added in Administration module under report group “**Track IT**” and they are printable from the **Track It** module.

**Figure 2-13 Report Dialog Window**



- To view the available reports, click **Reports**.
- To print a report, select the report, and click **Print**.
- To view a report, select the report, and click **Preview** tab.
- To export the report, select the report, and click **Export**.



# A

## Appendix

### Appendix A. User Security Group

This section describes the user security access group for the confiscated items in **Item Type**, **Item**, and **Item List** in **Confiscate Item**, **Store Item**, **Return Item**, **Discard Item**, **Quick Confiscate** and **Quick Return** windows. These access groups coexist with Item configuration on the **Setup** tab. The security privilege is assigned in the **User Security** module.

**Figure A-1 User Access Group Assignment**

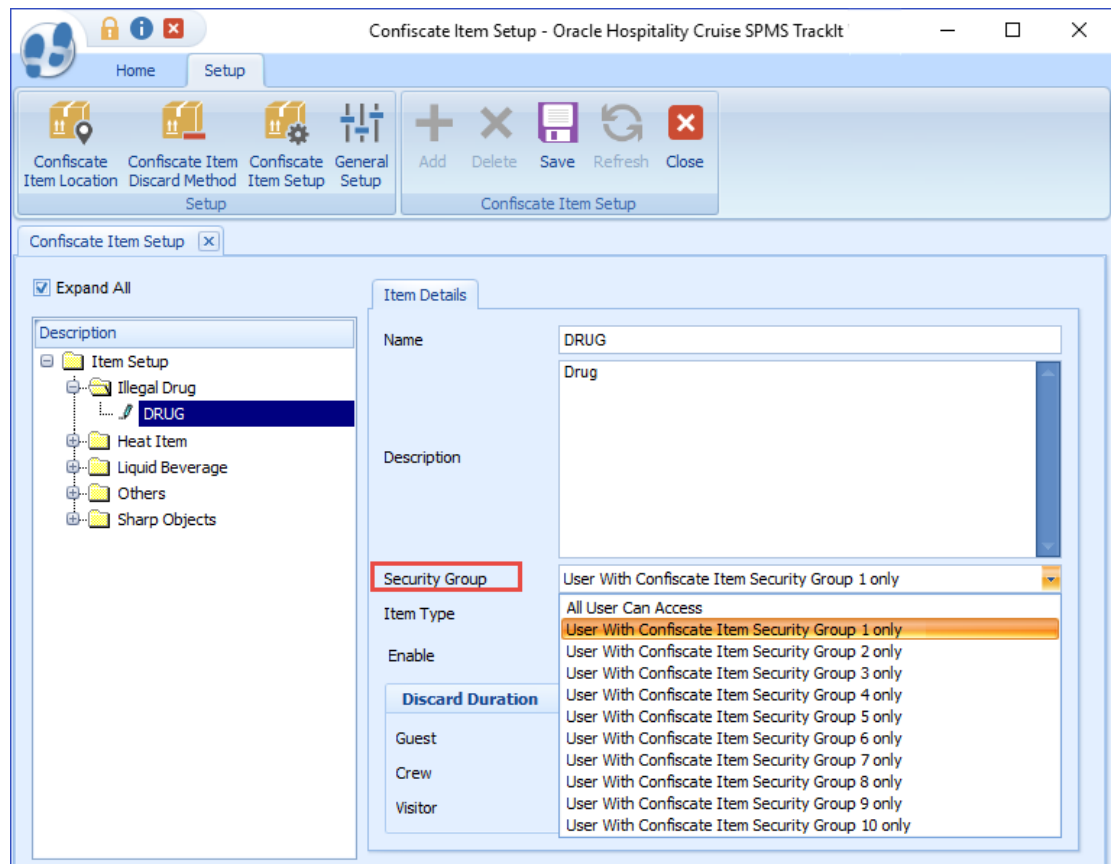


Figure A-2 User Security Reference

Group	Privilege	Ref	Security Description
▶ Modules Track It	<input checked="" type="checkbox"/>	4424	Confiscate Item
	<input checked="" type="checkbox"/>	4422	Confiscate Item Discard Method Setup
	<input checked="" type="checkbox"/>	4421	Confiscate Item Location Setup
	<input type="checkbox"/>	4411	Confiscate Item Security Group 1
	<input checked="" type="checkbox"/>	4420	Confiscate Item Security Group 10
	<input checked="" type="checkbox"/>	4412	Confiscate Item Security Group 2
	<input checked="" type="checkbox"/>	4413	Confiscate Item Security Group 3
	<input checked="" type="checkbox"/>	4414	Confiscate Item Security Group 4
	<input checked="" type="checkbox"/>	4415	Confiscate Item Security Group 5
	<input checked="" type="checkbox"/>	4416	Confiscate Item Security Group 6
	<input checked="" type="checkbox"/>	4417	Confiscate Item Security Group 7
	<input checked="" type="checkbox"/>	4418	Confiscate Item Security Group 8
	<input checked="" type="checkbox"/>	4419	Confiscate Item Security Group 9
	<input checked="" type="checkbox"/>	4423	Confiscate Item Setup
	<input checked="" type="checkbox"/>	4426	Discard Item
	<input checked="" type="checkbox"/>	4428	General Setup
	<input checked="" type="checkbox"/>	4425	Return Item
	<input checked="" type="checkbox"/>	4427	Store Item

If you do not have the access rights assigned, the system prompts *You have no access to view this item. Please consult your System Administrator for access* when searching or scanning for the confiscated item.

Table A-1 Track It Item Security Access Group

Security Reference No.	Description
4411	Confiscate Item Security Group 1
4420	Confiscate Item Security Group 10
4412	Confiscate Item Security Group 2
4413	Confiscate Item Security Group 3
4414	Confiscate Item Security Group 4
4415	Confiscate Item Security Group 5
4416	Confiscate Item Security Group 6
4417	Confiscate Item Security Group 7
4418	Confiscate Item Security Group 8
4419	Confiscate Item Security Group 9

Table A-2 Track It Functionality Access Rights

Security Reference No.	Description
4424	Confiscate Item
4422	Confiscate Item Discard Method Setup
4421	Confiscate Item Location Setup
4423	Confiscate Item Setup
4426	Discard Item

**Table A-2 (Cont.) Track It Functionality Access Rights**

Security Reference No.	Description
4428	General Setup
4425	Return Item
4427	Store Item

## Appendix B. Parameters

This section describes the **Parameters** available to the Track It module, and they are accessible from the **Administration** module under **System Setup, Parameter**.

**Table A-3 PAR Group Track It**

PAR Name	PAR Value	Description
Prompt Signature during confiscate item	0, 1	0-No signature require, 1-Signature require