

# Oracle® Hospitality Cruise Shipboard Property Management System DGS ResOnline User Guide



Release 20.2  
F44440-04  
December 2023

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 Shipboard Property Management System DGS ResOnline User Guide, Release 20.2

F44440-04

Copyright © 2011, 2023, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, and MySQL are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

# Contents

Preface

---

Prerequisites, Supported Systems and Compatibility

---

1 System Parameter

---

2 Configuring DGS ResOnline

---

Setting Up Alert Email List	2-1
Setting Up Pre-Posting Quantity to Unit Price	2-5
Enabling 'Log Changes into chglog'	2-6
DGS Prioritization	2-6

3 Enabling Multi Thread Process

---

4 Processing Data Import

---

5 Sample Process Messages

---

Additional Information	5-8
------------------------	-----

6 ResOnline Viewer Application

---

ResOnline Import Errors	6-14
-------------------------	------

# Preface

The DGS ResOnline module is an interface between Oracle Hospitality Cruise Fleet Management (FMS) and Oracle Hospitality Cruise Shipboard Property Management System (SPMS), transferring the guest reservations information, including Shore Excursion booking, Special Requests, Gift orders and others. The data is imported using an Extensible Markup Language (XML) format, based on the available mapping fields.

## 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 2021	Initial publication
March 2022	Made minor grammatical changes.
October 2022	Updated the document with correct format.
December 2023	Updated new customer portal.

# Prerequisites, Supported Systems and Compatibility

This section describes the minimum requirements to run the DGS ResOnline module.

## Prerequisites

- OHC Administration.exe
- OHC Tools.exe
- OHC DGS ResOnline.exe

## Supported Operating System

- See Compatibility Matrix at <http://docs.oracle.com/en/industries/hospitality/>.

## Compatibility

SPMS version 20.2 or later. For customers operating on version 20.2 and below, a database upgrade to the recommended or latest version is required.

# 1

## System Parameter

This section describes the parameters required to run the DGS ResOnline module. The parameters are set up in **Administration, System Setup, Database Parameter**.

**Table 1-1 PAR Group General**

PAR NAME	PAR VALUE	Description
Allow overwrite posted pre posting	0 – Disable 1 – Enable	0 - Do not allow update PPS when PPS_POS_ID > 0 1 - Allow Update PPS when PPS_POS_ID > 0 and POS_CLOSED=0
Number of day(s) before embarkation alert	Number of day(s)	The system sends an alert e-mail for change less than x days before embarkation

### Interface Parameters

Apart from enabling the above system parameters, the program also requires interface parameter settings to further define and manage the information to be transferred to Oracle Hospitality Cruise Shipboard Property Management System (SPMS). The interface parameters are categorized into three sub-tabs in the DGS ResOnline, Settings tab.

- **Parameters:** All settings for data transfer from Oracle Cruise Hospitality Fleet Management System (FMS). See [Table 1-2 - DGS ResOnline Parameters](#) for detailed description of the parameters.
- **Parameters 1:** All settings for data transfer from FMS (continuous).
- **Alert E-Mail List:** An alert email list to inform user of the transferred reservation status.

The information transferred from FMS to SPMS depends on the settings.

Figure 1-1 DGS ResOnline Parameters

**Online Reservation Data Import**

Messages Debug Settings

Parameters Parameters 1 Alert e-mail List

Online Reservation Data Import Parameters

Refresh Interval  Seconds (Minimum 5 seconds) Number of hours to retry process credit card info

Delete Reservation Data Older than  Days Stop Reservation update x days before embarkation

Stop Bookable Update  day(s) before next cruise start  Log Changes into chglog

Interval to send alert email (in minutes, 0=disable)   Enable Shore Excursion Language Import

Stop Update on Embarkation Day (Ctrl-Del to clear and disable)   Enable Over Weight Bookings Price Increase

Do not update package after guest check-in (B:ZB)  Allow Update Flights for Check-In Guest

Enable Update of Shorex/Ticket Bookable and Template  Do not allow import zero price shorex/ticket prepaid/prebook transactions

Multiply Pre-posting Quantity to Unit Price  Only update cruise id, department, net price and sales price for excursion/ticket

Stop Process When QCI Offline Sync is enable  Allow Change Excursion/Ticket Date for the same tour

Do not import cruise (SCR), only import cruise details (SCD)  Validate ENOAD Data  Allow Update Value to NULL

Only process UCIData with account\_checkin\_status = 0  Prevent process duplicate UCIData

Credit Card Encryption Key

Passphrase 1  Passphrase 2  Save Credit Card Encryption Key

Confirm Passphrase 1  Confirm Passphrase 2

Import Now Apply

Table 1-2 DGS ResOnline Parameters

Parameter	Description
Refresh interval by seconds	The intervals time to obtain new data to transfer if any. Default minimum interval is 15 seconds.

Table 1-2 (Cont.) DGS ResOnline Parameters

Parameter	Description
Delete reservation Data Older than x days	<p>Minimum setting is seven days based on the following process:</p> <ol style="list-style-type: none"> <li>1. The system removes messages from Reservation that has status = 3 and Reservation modification date &lt; system date – x days.</li> <li>2. Remove Reservation Response data (RSP) based on RSP_MODDATE compared against x days.</li> <li>3. Remove Reservation Details Log (RSD) based on RSD_RSL_ID IN (SELECT RSL_ID FROM RSL WHERE (RSL_EMB_E IS NOT NULL AND RSL_EMB_E &lt; DATE (SYSTEM DATE – X DAYS) OR (RSL_EMB_E IS NULL AND RSL_MODDATE &lt; DATE (SYSTEM DATE – X DAYS)</li> <li>4. Remove Reservation Update Log (RSL) - WHERE (RSL_EMB_E IS NOT NULL AND RSL_EMB_E &lt; TO_DATE('2016-07-12','YYYY-MM-DD')) OR (RSL_EMB_E IS NULL AND RSL_MODDATE &lt; TO_DATE('2016-07-12','YYYY-MM-DD'))</li> </ol>
Stop Bookable Update x days(s) before next cruise start	This stops any shore excursion and bookable ticket update <b>x</b> days before the start of next cruise. This change only affects shore excursion bookable and templates for future cruise.
Interval to send alert email (in minutes, 0=disable)	<p>Define the interval to send an alert email, based on email list defined in 'Alert e-mail List' tab.</p> <p>0 = disable send alert email.</p>
Stop Update on Embarkation Day (Ctrl+Del to clear and disable)	Define the time to stop an update on embarkation day. Press <b>Ctrl+Del</b> to clear the time value.
Do not update package after guest check-in (B2B)	This stops the update of package for checked-in guest, and is only applicable to back to back guest.
Enable Update of Shorex/Ticket Bookable and Template	This allows update of shore excursion/ bookable ticket tour and template. This rule depends on the "Stop Bookable update x day(s) before next Cruise start."
Multiply Pre-posting Quantity to Unit Price	This multiplies the pre-posting quantity by unit price for input to PPS_TOTAL field. Requires additional configuration in Administration module, Database parameter.



**Table 1-2 (Cont.) DGS ResOnline Parameters**

Parameter	Description
Stop Process When QCI Offline Sync is enable	This function pauses the ResOnline updates when the QCI Offline Sync process is enabled and resume when QCI Offline Sync stop is running.
Do not import cruise (SCR), only import cruise details (SCD)	This flag is to only import System Cruise Days Information, excluding Cruise Itineraries.
Only process UCIData with account_checkin_status = 0	This flag <i>only</i> processes UCIData with status Registration that is not complete. ACCOUNT_CHECKIN_STATUS=RES_RGN_COMPLETE
Number of hours to retry process credit card info	Define number of hours to retry processing of credit info in DGS.
Stop Reservation update x days before embarkation	Stops reservation update x days before of embarkation date.
Log Changes into chglog	Log changes made into change log table.
Enable Shore Excursion Language import	This enables the import of language from Shore Excursion.
Enable Over Weight Bookings Price Increase	This enables price increase by percent set in Overweight Booking.parameter
Allow Update Flights for Check-In Guest	This enables the flight info update for Check-In Guest.
Do not allow import zero price shorex/ticket prepaid/prebook transactions	This disables the import of prepaid/pre-book transactions Shore Excursion with zero pricing.
Only update cruise id, department, net price and sales price for excursion/ticket	This only allow updates of cruise ID, department, net price and sales price for excursion only.
Allow Change Excursion/Ticket Date for the same tour	This enables changes made to tour/ticket of the same record even though the booking date is different.
Validate ENOAD Data	When enabled, the system validates the Electronic Notice of Arrival/Departure (ENOAD) data during import, and inserts as Import Warning if any of the ENOAD data is missing.  The ENOAD data validation warning is viewable from ResOnlineViewer application, Import warnings.
Allow Update Value to NULL	This allows the change of Excursion or Ticket Date for the same tour.
Prevent process duplicate UCIData	This enables the update of value to null when the flag is checked.
Allow Field Update for B2B Guest : Disembarkation Date	This enables the additional fields to be updated for back to back guest, even after guest has checked in.

The system is capable of transferring eight different types of messages (MSSG\_NOTES) using ResOnline and they are:

1. **UCIData** - Reservation record
2. **ReservationsData** - Reservation record
3. **DataDefinition** - All field settings in Shore Excursion and Ticket description.
4. **ItinData** - Cruise Itinerary
5. **CAMVisitor** - Visitor Info
6. **SPMSConfig** - SPMS Configuration setup
7. **Transferstatuslog** - Summary of Transaction status
8. **OHCEVENT** - Field setting used in Event module

The reservation messages in (RESERVATION\_MSGS) Table is updated with one of the following statuses after a successful import.

1. MSSG\_STATUS = 2 (New record that ResOnline processes)
2. MSSG\_STATUS = 3 (Successfully processed)
3. MSSG\_STATUS = 5 (RESERVATION\_RES\_ID in XML <> RESERVATION\_RES\_ID in RESERVATION\_MSGS table)
4. MSSG\_STATUS = 6 (Current reservation is older than previous, request for resend)
5. MSSG\_STATUS = 7 (No Future cruise created in system)
6. MSSG\_STATUS = 8 (Failure)

# 2

## Configuring DGS ResOnline

This section describes the configuration of DGS ResOnline Interface.

### Setting Up the Parameter

1. Log in to **DGS ResOnline** and navigate to the **Settings** tab.
2. Select the sub-tab and select the relative optional checkbox.
3. Click **Apply** to save.
4. Restart the application for the changes to take effect.

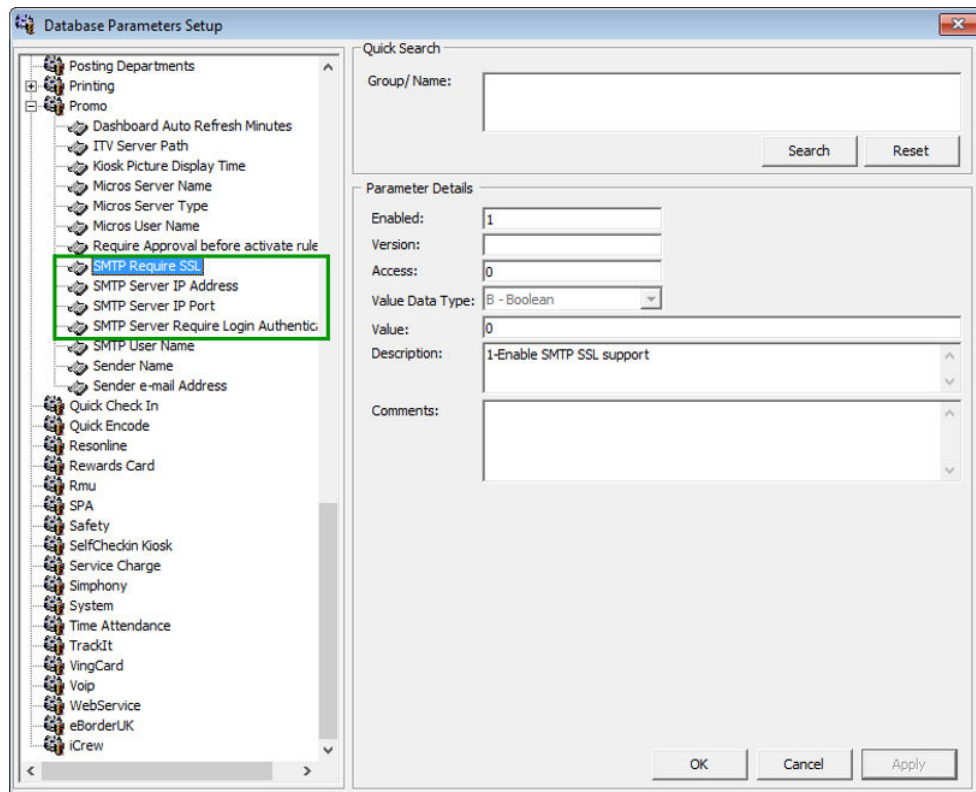
## Setting Up Alert Email List

The Alert e-mail List notifies users listed in the alert list of the changes made to the reservation. This requires set ups in the Administration module.

### Setting Up Email Server

1. Log in to the **Administration Module** and select **System Setup, Database Parameter** from the drop-down menu.
2. In the Database Parameters Setup window, available parameters are grouped by the function groups. Click the plus '+' key to expand the group and select or use the **Quick Search** section to look up parameters. Enter the parameter name 'Promo' in **Group/Name** field and then click **Search**.

Figure 2-1 Email Server Parameters



3. Enter the information in the following parameters and click **Apply** at each of the parameter.
  - **SMTP Server IP Address:** Enter the email server IP address.
  - **SMTP Server IP Port:** Enter the email server port. Default port value is 25.
  - **SMTP Server Require Login Authentication:** Set the Value to 1 if it requires login authentication.
  - **SMTP User Name:** Enter a valid email user account for login
  - **SMTP User Password:** Enter the password for the email user account
4. Exit the program when the update is completed.

### Inserting Email Alert Report Template Script

The email alert uses a report template to send the alert. The templates are uploaded using an SQL script.

1. Open the Command Prompt with **Run as Administrator**
2. At the command line, type SQLPLUS and then press the **Enter** key.
3. Enter the SQL System user name and password.
4. At the SQL command-line, enter the following command @"**file location + file name**". For example @"**C:\temp\ResOnline Email Alert.sql**".
5. Press the **Enter** key to execute the script, and close the SQL command and the Command Prompt.

### Uploading Email Alert Report Template

1. Log in to **Administration** module and select **System Setup, Report Setup** from the drop-down menu.
2. At the Current Reports List, ResOnline group, right-click, and select **Add Report**.
3. Navigate to select **Upload New Report (Load Variables From the Report Template)** or **Upload Report** and then search for the .RPT file on your local drive, if you are uploading a report template.
4. In the **Report Details** section, enter the following:
  - a. **Report ID:** Unique ID of customized report.
  - b. **Report File Name:** Crystal Report file name, for example, testreport.rpt.
  - c. **Report Title:** Report name to show in Current Report List.
  - d. **Report Access:** User Access allowed to view/print the report.
  - e. **Report Sort:** Sort order of the report within the assigned report group.
  - f. **Report Group:** Group this report belongs to. Select from the drop down menu.
  - g. **Report Comments:** Additional comments/information pertaining to this report.

Figure 2-2 Report Setup Details

**Default Standard** | Direct Printing Properties

Upload New Report (Load Variables From the Report Template) | Export to Crystal | Upload Report

Reports can be Imported, and Exported from the database. Reports exported by the system, are embed with the Selection Parameters into the Customs properties of the report. When Importing them, click the option above to automatically insert those stored variables into the database.

**Report Details**

Report ID:

Report File Name:

Report Title:

Report Access:

Report Sort:

Report Group:

Report Comments:

**Print Default**

Printer Type:

Number of Copies:

Orientation:

**SQL**

Database SQL:

**Selection Formula**

Crystal Selection Formula:

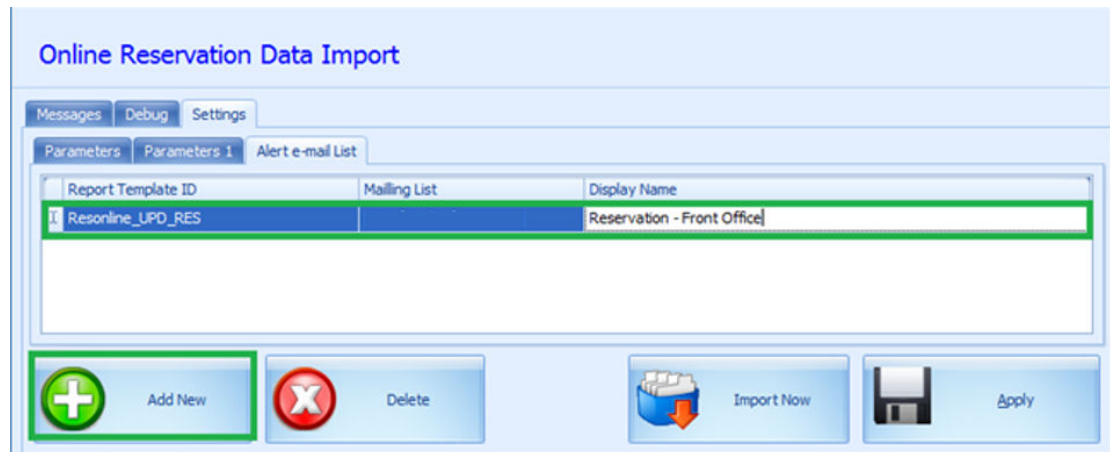
Formulas:

File loaded:paxbynationbreak.rpt | Add New Report | Save | Cancel

5. At the **Print Default** section, select the printer type and print orientation from the drop-down list, and then enter the number of copies to print.
6. Click **Save** to add the report to the list, and click **OK** at the Save New Report prompt. The newly loaded report template appears.

## Setting Up Email Alert List

Figure 2-3 Email Alert Report Linking



1. Log in to DGS ResOnline and go to the **Settings, Alert e-Mail List** tab.
2. Click the **Add New** button to insert a report entry.
3. Insert the **Report ID** from report setup into **Report Template ID** and add the **Mailing List** and **Display Name** in the grid. Use a semicolon “;” to separate multiple email address, if any.
4. Click the **Apply** button to save the changes.
5. Repeat the steps above to add more report alerts for other department. The Alert E-Mail Template settings are saved to `AlertEMail.xml` in the Public Documents folder `C:\Users\Public\Documents\Oracle Hospitality Cruise`.
6. The Alert e-Mail sent is based on the parameter stored in `OHCSettings.par` [`#Res Online Data Import.Parameter.LastSendRspID=xxxxxx#`] that references the ID of the last sent alerts.
7. Copy the **OHCSettings.par** from the Oracle Hospitality Cruise folder of the ResOnline Interface PC to the new PC that you intend to run the DGS ResOnline application. If the [`#Res Online Data Import.Parameter.LastSendRspID=xxxxxx#`] on the next PC is reset or starts from zero, the application then resend all previously sent alert.

### Setting Up Email Alert Mapping Field

Besides configuring the e-Mail server and adding the user email accounts to the alert list, you are also required to define the trigger fields for alerts in the ResOnline Viewer. See [ResOnline Viewer User Guide- Configuring a View with Field Mappings](#) section for details.

## Setting Up Pre-Posting Quantity to Unit Price

This parameter enables the display of imported prepaid posting amounts to be shown as unit price x quantity in the guest invoice. To use this parameter, an additional setting in Administration module is required, and the **Multiply Pre-Posting Quantity to Unit Price** is checked in to DGS ResOnline.

1. Log in to the **Administration Module** and select **System Setup, Database Parameter** from the drop-down menu.
2. In the Database Parameters Setup window, available parameters are grouped by function group. Click the plus **(+)** key to expand the group and select, or enter the parameter name '*General*' in the **Group/Name** field and then click the **Search** button.
3. Select the **Default Prepaid System Account** and insert the credit department code in the value field. The credit department code must start with an "S". For example: S9185 for Prepaid account.
4. Click the **Apply** button to save the changes.

## Enabling 'Log Changes into chglog'

If the change log parameter is checked in DGS ResOnline, you must define the change log trigger fields in OHC Tools.exe. See Tools User Guide to set up the mapping fields.

## DGS Prioritization

The application supports prioritization of data to import by record sequence of a bigger value first and then the null value last. The sequence value here refers to the XML file where '`RESERVATION_MSGS > PRIORITY_VALUE`'.



# 3

## Enabling Multi Thread Process

The DGS ResOnline Multi Thread Process is an enhanced feature that manages performance. Below are the setup steps.

### Setting Up OHCSettings.Par

In addition to setting the parameters in DGS ResOnline application, additional parameters are added to further manage the performance process. You must manually insert these settings at the beginning of the OHCSettings.Par file.

**Table 3-1 OHCSettings.Par**

Parameter	Description
[#Res Online Data Import.Parameter.LogLevel=3#]	<ul style="list-style-type: none"><li>Define the type of information to show on screen as well as in DGS log file.</li></ul> <p>0: No logs. Does not log in into the database at application tier as well as database tier and nothing appears in UI.</p> <p>1: Error on critical information only</p> <p>2: Critical and important information - error and processing status only.</p> <p>3: All information</p>
[#Res Online Data Import.Parameter.ThreadCount=4#]	<ul style="list-style-type: none"><li>Define the number of threads to process DGS records</li></ul>
[#Res Online Data Import.Parameter.MemoryLimit=1000000#]	<ul style="list-style-type: none"><li>Define the memory usage limit and value is in Kilobyte;</li><li>The default value is 1000000 if parameter does not exist in OHCSettings.par.</li><li>The minimum value is 500000.</li></ul>
[#Res Online Data Import.Parameter.LogCommitCount=100#]	<ul style="list-style-type: none"><li>Define the log commit count allowed.</li><li>Default is 100 if parameter does not exist in OHCSettings.par.</li><li>The minimum value is 100.</li><li>The bigger the value, the faster the commit process, but performance is slower and uses less memory.</li></ul>

### Validating the Parameter Value

Based on the value defined in the above parameters, result returned by the system are shown in the following example:

#### ThreadCount = 4

Under the **Action and Description** column, records in process are shown in thread No 8, 9, 10 and 11 per the number of threads indicated.

Figure 3-1 Process Record Thread

Date	Action	Description
08/12/2016 9:17:18 AM	Message	1-563212609-Interface Started - 08/12/2016 9:17:18 AM Memory Usage: 93,336k
08/12/2016 9:17:20 AM	Message	1-563214404-Load Cabin into memory
08/12/2016 9:17:21 AM	Message	12-563215608-Searching Record to Processing 6 records found
08/12/2016 9:17:21 AM	Message	12-563215627-6 records added for processing
08/12/2016 9:17:21 AM	Process	10-563215694-- Processing record 330000211870 - 1
08/12/2016 9:17:21 AM	Process	11-563215695-- Processing record 330000211824 - 2
08/12/2016 9:17:21 AM	Process	9-563215713-- Processing record 330000211795 - 3
08/12/2016 9:17:21 AM	Process	8-563215721-- Processing record 330000211799 - 4

### Memory Limit

The DGS program is coded to restart with a 500MB memory, and when the default memory limit in the parameter is 1000000. The application restarts automatically when the memory reaches 1.5GB, or at value defined (500MB + limit defined). For example, if the defined memory limit is 500000, the application restarts when memory reaches 1.0GB.

The total memory used is also shown in the description column of the figure below:

Figure 3-2 Utilization Memory Limit

Date	Action	Description
08/12/2016 9:17:18 AM	Message	1-563212609-Interface Started - 08/12/2016 9:17:18 AM Memory Usage: 93,336k
08/12/2016 9:17:20 AM	Message	1-563214404-Load Cabin into memory
08/12/2016 9:17:21 AM	Message	12-563215608-Searching Record to Processing 6 records found
08/12/2016 9:17:22 AM	Message	12-563216738-0 reservation record(s) removed Memory Usage: 113,744k
08/12/2016 9:17:22 AM	Message	12-563216738-Remove Reservation Response Data Older than 24/11/2016
08/12/2016 9:17:23 AM	Message	12-563216805-0 reservation response record(s) removed Memory Usage: 113,868k
08/12/2016 9:17:23 AM	Message	12-563216805-Remove Details Log (RSD) Data Older than 24/11/2016
08/12/2016 9:17:23 AM	Message	12-563216876-2 Details Log (RSD) record(s) removed
08/12/2016 9:17:23 AM	Message	12-563216876-Remove Log (RSL) Data Older than 24/11/2016
08/12/2016 9:17:23 AM	Message	12-563216991-1 Log (RSL) record(s) removed Memory Usage: 114,048k
08/12/2016 9:17:38 AM	Message	12-563232058-Searching Record to Processing 0 record found

The system launches a Command Prompt window when the application restarts and closes the window after the application restart completes.

Figure 3-3 Program Restart Prompt

```

C:\Program Files\Oracle\Oracle DGS Resonline.exe
C:\Program Files\Oracle\Oracle DGS Resonline>choice /T 10 /C yn /D y /M "Wait for 10 seconds"
Wait for 10 seconds [Y,N]?Y
C:\Program Files\Oracle\Oracle DGS Resonline>"C:\Program Files\Oracle\Oracle DGS Resonline" RESTART /NoUpdate

```

**Process Log**

In the Message tab, only the runtime errors are shown. All other log entries are viewable from  
C:\Program Files (x86)\Oracle Hospitality  
Cruise\ResOnlineDataImport\_yyyymmdd.txt.

# 4

## Processing Data Import

The interface synchronizes data automatically based on the refresh intervals specified in the parameter setting. However, there may be occasions when you need to manually import the data, and the steps are described in the section below. Data is imported using an XML format, based on the mapping fields defined in the mapping table. Contact Oracle Customer Support to obtain a copy of the mapping table.

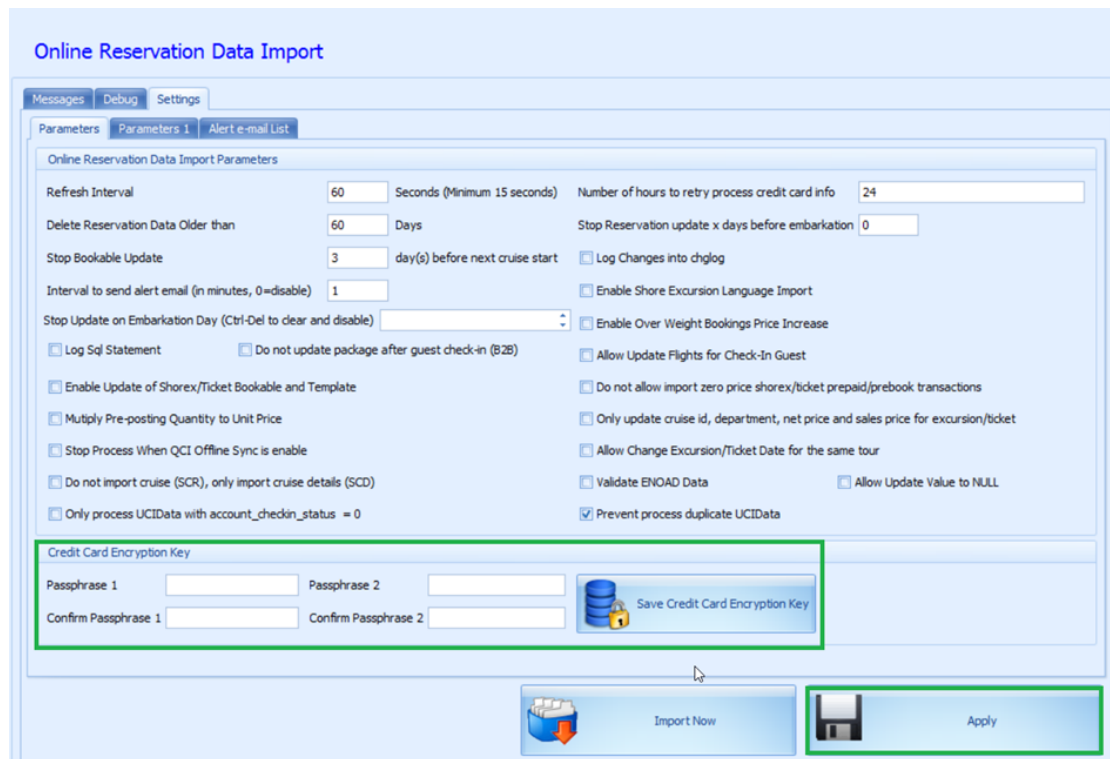
### Importing Data

1. Run DGS ResOnline.
2. Update the **parameters** in the **Settings, Parameter** tab if any, and restart the application.
3. Click the **Import** button to process the manual data import.
4. Go to the **Messages** tab to view the number of records processed or any other transactions, updates that took place, depending on the parameters defined.

### Changing Credit Card Encryption Key During Import

The system uses the default SPMS encryption key entered in the Credit Card Encryption Key section if the field is left blank during import.

Figure 4-1 Credit Card Encryption Key Setup



To update the encryption key with a new passphrase:

1. Go to **Settings, Parameters 1** tab and then Credit Card Encryption Key section.
2. Enter the new passphrase in **Passphrase1** and **Passphrase2** fields.
3. Re-enter the same passphrase in **Confirm Passphrase 1 and 2** fields, then click **Save Credit Card Encryption Key**.

# 5

## Sample Process Messages

Below are some of the process messages based on the parameters defined.

### Sample XML File Format

Below is the sample information of the XML file.

```
<DataSetReservations>
  <MESSAGE_TYPE>
    <MSSG_CONTENT></MSSG_CONTENT>
    <MSSG_XFRSHIP></MSSG_XFRSHIP>
    <RESERVATION>
      <RESERVATION_RCDID></RESERVATION_RCDID>
      <RESERVATION_XFRSHIP></RESERVATION_XFRSHIP>
      <RESERVATION_XFRSTATUS></RESERVATION_XFRSTATUS>
      <RESERVATION_RCDMODDATE></RESERVATION_RCDMODDATE>
      <RESERVATION_RES_ID></RESERVATION_RES_ID>
      <RESERVATION_PAX_GUID></RESERVATION_PAX_GUID>
      <RESERVATION_TYPE></RESERVATION_TYPE>
      <RESERVATION_CABIN></RESERVATION_CABIN>
      <RESERVATION_CABIN_SHARING></RESERVATION_CABIN_SHARING>
      <RESERVATION_STATUS></RESERVATION_STATUS>
      <RESERVATION_EMBARK></RESERVATION_EMBARK>
      <RESERVATION_DEBARK></RESERVATION_DEBARK>
      <RESERVATION_BOOKINGNO1></RESERVATION_BOOKINGNO1>
      <RESERVATION_BOOKINGCODE></RESERVATION_BOOKINGCODE>
      <RESERVATION_BOOKINGDATE></RESERVATION_BOOKINGDATE>
      <RESERVATION_V_GUESTID></RESERVATION_V_GUESTID>
      <RESERVATION_VIP></RESERVATION_VIP>
      <RESERVATION_GROUP_ID></RESERVATION_GROUP_ID>
      <RESERVATION_ACATEGORY></RESERVATION_ACATEGORY>
      <RESERVATION_PCATEGORY></RESERVATION_PCATEGORY>
      <RESERVATION_PRODUCT></RESERVATION_PRODUCT>
      <RESERVATION_PREPRODUCT></RESERVATION_PREPRODUCT>
      <RESERVATION_CRUISE_FARE></RESERVATION_CRUISE_FARE>
      <RESERVATION_TRAVEL_TYPE></RESERVATION_TRAVEL_TYPE>
      <RESERVATION_PPD_TAG></RESERVATION_PPD_TAG>
      <RESERVATION_OPERATOR></RESERVATION_OPERATOR>
      <RESERVATION_AGENTID></RESERVATION_AGENTID>
      <RESERVATION_CREDITLIMIT></RESERVATION_CREDITLIMIT>
      <RESERVATION_EMBARKPORTCODE></RESERVATION_EMBARKPORTCODE>
      <RESERVATION_DEBARKPORTCODE></RESERVATION_DEBARKPORTCODE>
    </RESERVATION>
  </MESSAGE_TYPE>
</DataSetReservations>
```

### Refresh Interval

Figure 5–1 below shows the system constantly checks for new records to process every 60 seconds or per a defined interval time.

Figure 5-1 Sample Refresh Interval Messages

Date	Action	Description
06/12/2016 11:01:28 AM	Message	13-396663750-Searching Record to Processing 0 record found Memory Usage: 111,360k
06/12/2016 11:01:28 AM	Message	13-396663750-0 record added for processing
06/12/2016 11:02:28 AM	Message	13-396723971-Searching Record to Processing 0 record found Memory Usage: 109,196k
06/12/2016 11:02:28 AM	Message	13-396723971-0 record added for processing
06/12/2016 11:03:28 AM	Message	13-396784229-Searching Record to Processing 0 record found Memory Usage: 109,240k
06/12/2016 11:03:28 AM	Message	13-396784229-0 record added for processing

### Delete reservation data older than 60 Days

In the **Messages** tab, data older than 60 days from the date of modification is removed.

Figure 5-2 Sample Deleted Reservation Message

Date	Action	Description
06/12/2016 11:00:27 AM	Message	13-396603514-Remove Reservation Data Older than 07/10/2016
06/12/2016 11:00:27 AM	Message	13-396603531-0 reservation record(s) removed
06/12/2016 11:00:27 AM	Message	13-396603531-Remove Reservation Response Data Older than 07/10/2016
06/12/2016 11:00:27 AM	Message	13-396603539-0 reservation response record(s) removed
06/12/2016 11:00:27 AM	Message	13-396603539-Remove Details Log (RSD) Data Older than 07/10/2016
06/12/2016 11:00:28 AM	Message	13-396603546-0 Details Log (RSD) record(s) removed
06/12/2016 11:00:28 AM	Message	13-396603546-Remove Log (RSL) Data Older than 07/10/2016
06/12/2016 11:00:28 AM	Message	13-396603549-0 Log (RSL) record(s) removed

### Stop update on embarkation day

A message *"Update Disable for current embarkation date after x:xx:xx"* is added to the ResOnline Data Import log file, when the **Stop Update** on Embarkation parameter is enabled or when a value is inserted into the field.

Figure 5-3 Sample Stop update on embarkation day message

```

ResOnlineDataImport_20161208.txt - Notepad
File Edit Format View Help
rsp_status, rsp_message) VALUES(:0, :1, :2, :3, :4, :5, :6)<<CR><LF>:0=1:1=...:2=0:3=RESERVATION:4=RESERVATION_EPBARK:5=1:6=Update Disable for current
embarkation date after 1:00:00 AM (Unique Guest ID = ...)
<2016-12-08 14:44:22>1<08/12/2016 2:44:22 PPO>SQL<HT>10-582836305-CloseConnection-...
<2016-12-08 14:44:22>1<08/12/2016 2:44:22 PPO>Response<HT>10-...-resmsg_rcdid = Irsp_rcdid=...vsp_acc_id =
0,table=RESERVATION,field=RESERVATION_EPBARK,status=Failed,msg=Update Disable for current embarkation date after 1:00:00 AM (Unique Guest ID = ...)

```

### Log SQL statement

The system logs an SQL statement into a log file in C:\Users\Public\Documents\Oracle Hospitality Cruise\ResOnlineDataImportYYYYMMDD.txt if you have the Log SQL Statement checked in Parameter1. You can view the statement from the **Debug** tab.

### Do not update package after guest check-in (B2B)

This parameter updates the booking records based on the selection of the checkbox as described in the following:

- If the checkbox is selected and the guest with back to back booking has checked in:
  - It does not process or update the package plan be it new or of the same plan.
- If the checkbox is deselected and the guest with back to back booking has checked in:
  - It processes and creates a new package plan when new plan is send in and prompts 'No Changes' if the plan is the same as previous and without changes.
- If the checkbox is selected/deselected for back to back booking due to arrive:
  - It creates a new package plan when a new plan is sent in and prompts 'No Changes' if the plan is the same as previous and without changes.

### Stop process when QCI Offline Sync is enabled

This parameter backs up and restores the latest database to the QCI Shore Database when the parameter is enabled and the QCI Sync Interface is started.

At the point when Quick Check In Synchronizer Ship database mode is in an **Enabled** status in **Offline Mode**, the DGS ResOnline Interface status switches to a **Pause** and resumes when the **Offline Mode** is **Disabled**.

Figure 5-4 QCI Synchronization Status

The screenshot displays the 'Quick Check In Synchronizer' interface. At the top, there is a table with three columns: 'Database', 'Offline Mode', and 'Database Status'. Below this table are navigation tabs for 'Messages', 'Debug', and 'Settings'. At the bottom, there is a log table with 'Action' and 'Description' columns.

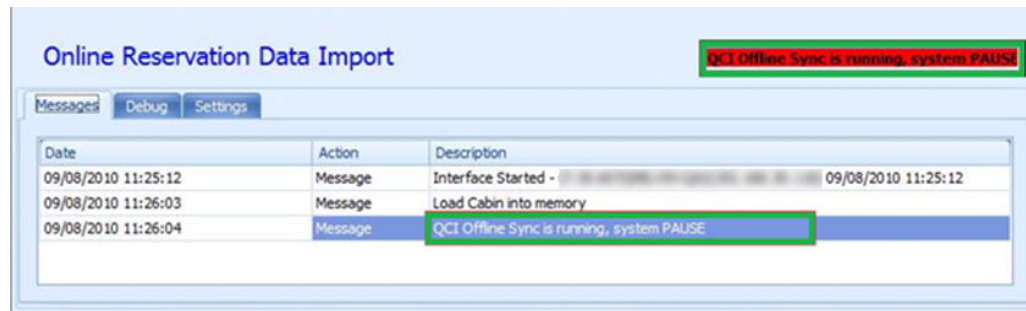
Database	Offline Mode	Database Status
Ship	Enabled	Connected
Shore QCI	Disabled	Connected

Messages | Debug | Settings

Action	Description
Shore	Drop Shore QCI DB. User
Ship	Backup Ship DB to
Shore	Restore DB into Shore QCI DB



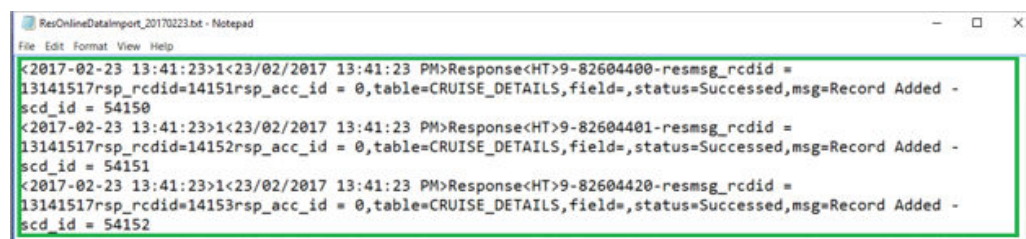
Figure 5-5 DGS Pause Mode



### Do not import cruise (SCR), only import cruise details (SCD)

When this parameter is enabled, the system only imports the cruise details excluding the cruise date.

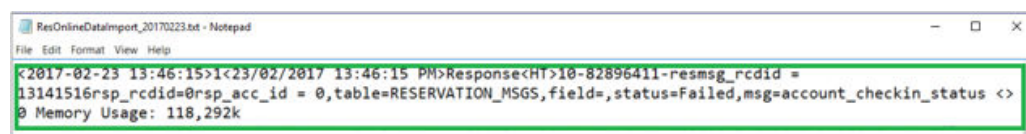
Figure 5-6 Sample Do Not Import Cruise Details Messages



### Only process UCIData with account check in status = 0

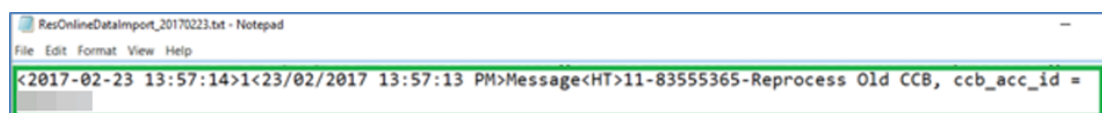
Below is the sample message of UCIData when the parameter value of 'Only Process UCIData With Account Check In Status' is set to 0 and the option is checked in the application.

Figure 5-7 Sample Message of Only Process UCIData With Account Check In Status



### Number of hours to retry process credit card info

If this parameter is enabled and the Pretty Good Privacy (PGP) Credit number fails to decrypt during the import process, the application will retry to process with the credit card information stored in the credit card buffer based on the hours defined in the parameter.

**Figure 5-8 Sample Retry Processing Credit Card Info Messages**


```

ResOnlineDataImport_20170223.txt - Notepad
File Edit Format View Help
<2017-02-23 13:57:14>1<23/02/2017 13:57:13 PM>Message<HT>11-83555365-Reprocess Old CCB, ccb_acc_id =

```

### Stop Reservation Update x Days Before Embarkation

This parameter stops the import of reservation updates based on the number of days defined in the parameter and logs a fail message, 'Expected Embark date must be x day(s) after the system date.'

For example, the number of days defined before embarkation is three and record with embark date less than or equal to three days after the system date are not imported

**Figure 5-9 Sample mMessage on Stop Reservation Update x Days Before Embarkation**


```

ResOnlineDataImport_20170223.txt - Notepad
File Edit Format View Help
<2017-02-23 14:22:29>1<23/02/2017 14:22:29 PM>Response<HT>10-85071125-resmsg_rcdid =
13141518rsp_rcdid=12908120rsp_acc_id =
0,table=RESERVATION,field=RESERVATION_EMBARK,status=Failed,msg=Expected Embark Date must be 3 day(s) after
the system date (Unique Guest ID = )

```

### Enable Shore Excursion Language Import

This parameter allows import of excursion booking by Language to prevent the overbooking of tour buses/guide. It applies to the same bookable tour with a different language (ESE\_LANGUAGE) and with same external ID (ESE\_EXTERNAL\_ID)

When this parameter is enabled, the application performs:

1. A search based on ESE\_EXTERNAL\_ID + ESE\_DATE.
2. If the search returns no record, then the application searches the next record using the ESE\_DATE + ESE\_NO.
3. If no result is yielded, the application reject the import and inserts an error, "tour code is not found" in the record.
4. If the search returns a record, then the tour code is inserted into the excursion booking table (EPO), regardless of the language set in ESE\_LANGUAGES field.
5. If the search returns more than one record, then the application checks and matches the language in <EXCURSIONS\_LANGUAGE> set during import.
6. If no match is found, the application then searches the Account\_Languages.
7. If it still does not return a matching result, the program then inserts the booking into the first bookable excursion.

### Enable Over Weight Bookings Price Increase

This parameter triggers a price increase based on the value set up in **Shore Excursion, Overweight Price Increase** (either in Value or Percentage). When the import is processing, the system updates the price Gross Price in Shore Excursion. The price increase is based on the EXCURSION\_EXTRA\_SEAT value set to "W" in the XML file.

### Allow Update Flights for Check-In Guest

This parameter disables users from adding, deleting or editing the flight information in the **Management and Crew, Flight Information** function, and sets it to view only. When the parameter is checked, importing of flight information including checked-in guest is allowed.

**Figure 5-10 Sample Allow Update Flights for Check-In Guest**



```

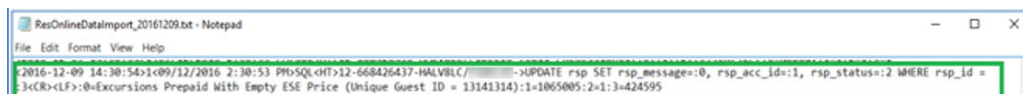
ResOnlineDataImport_20170224.txt - Notepad
File Edit Format View Help
<2017-02-24 11:36:00>1<24/02/2017 11:36:00 AM>Response<HT>9-161480873-resmsg_rcdid =
13141518rsp_rcdid=11412415rsp_acc_id = 1065955,table=FLIGHTS,field=,status=Successed,msg=Record added - ail_id =
148617 (Unique Guest ID = )
<2017-02-24 11:36:00>1<24/02/2017 11:36:00 AM>Response<HT>9-161480879-resmsg_rcdid =
13141518rsp_rcdid=12238907rsp_acc_id = 1065955,table=AMENITY,field=,status=Successed,msg=Record added - ame_resid =
1028125 (Unique Guest ID = )

```

### Do not allow Import Zero Price Shorex/Ticket Prepaid/Prebook Transactions

When this parameter is checked, the system checks for prepaid records that have an empty price in the XML file, and rejects the import and then sets status=Fail.

**Figure 5-11 Sample messages Do Not Allow Import Zero Price From Shorex/ Ticket Prepaid/Prebook Transactions**



```

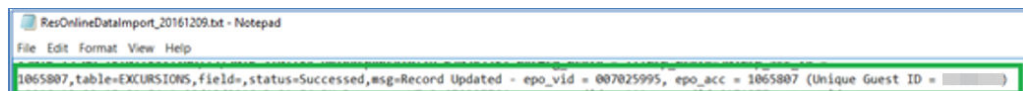
ResOnlineDataImport_20161209.txt - Notepad
File Edit Format View Help
2016-12-09 14:30:54>1<09/12/2016 2:30:53 PM>SQL<HT>12-568426437-HALVBL/ ->UPDATE rsp SET rsp_message=:0, rsp_acc_id=:1, rsp_status=:2 WHERE rsp_id =
3<(R)<(F):0=Excursions Prepaid With Empty ESE Price (Unique Guest ID = 13141314):1=1065005:2=1:3=424595

```

### Only Update Cruise ID, Department, Net Price and Sales Price For Excursion/ Ticket

The system only updates the cruise ID, department, net price, and sales price for excursion when the parameter is selected, and no other changes shall take place. The example below shows the price value has been updated.

**Figure 5-12 Sample message of Update Cruise ID, Department ID, Net Price**



```

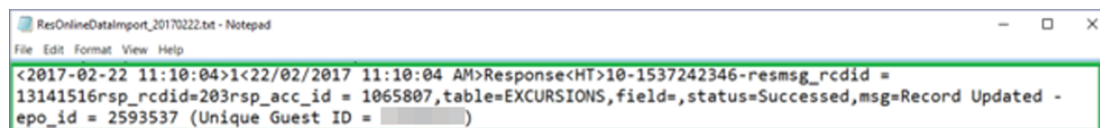
ResOnlineDataImport_20161209.txt - Notepad
File Edit Format View Help
1065807,table=EXCURSIONS,field=,status=Successed,msg=Record Updated - epo_vid = 007025995, epo_acc = 1065807 (Unique Guest ID = )

```

### Allow Change Excursion/Ticket Date for the same tour

When this parameter is turned on and a date change is made to the same excursion, the system does not create a new booking but update the excursion date with new date sent by the interface.

When the data is sent with the same EPO\_VID, ESE\_ID=EPO\_ESE\_ID with different booking date, the EPO\_ESE\_ID and EPO\_SDAT the updated the same record.

**Figure 5-13 Sample message of Allow Change Excursion/Ticket Date**


```

ResOnlineDataImport_20170222.txt - Notepad
File Edit Format View Help
<2017-02-22 11:10:04>1<22/02/2017 11:10:04 AM>Response<HT>10-1537242346-resmsg_rcdid =
13141516rsp_rcdid=203rsp_acc_id = 1065807,table=EXCURSIONS,field=,status=Sucessed,msg=Record Updated -
epo_id = 2593537 (Unique Guest ID = ██████████)

```

### Validate ENOAD Data

This parameter validates ENOAD data during import and inserts an import warning if the ENOAD data is found to be missing. You can view the data validation warning from ResOnline Viewer.exe under Import Warning

### Allow Update Value to Null

This parameter updates the existing data to null, excluding fields that do not allow null.

**Figure 5-14 Sample message of Allow Update Value To Null**

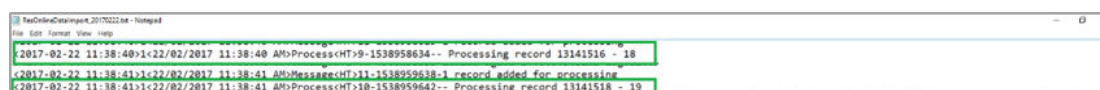

```

ResOnlineDataImport_20170222.txt - Notepad
File Edit Format View Help
13141516rsp_rcdid=11548394rsp_acc_id = 1063754,table=GROUPS,field=,status=Sucessed,msg=Group Updated -
uxp_a_id = 1063754 (Unique Guest ID = ██████████)

```

### Prevent Process Duplicate UCIData

When this parameter is enabled, the system processes the latest UCIData records and ignore the earlier records if multiple records were sent for the same guest. If the parameter is disabled, the system processes all records for the same guest.

**Figure 5-15 Sample message of Disabled Prevent Process Duplicate UCIData**


```

ResOnlineDataImport_20170222.txt - Notepad
File Edit Format View Help
<2017-02-22 11:38:40>1<22/02/2017 11:38:40 AM>Process<HT>9-1538958634-- Processing record 13141516 - 18
<2017-02-22 11:38:41>1<22/02/2017 11:38:41 AM>Message<HT>11-1538958638-1 record added for processing
<2017-02-22 11:38:41>1<22/02/2017 11:38:41 AM>Process<HT>10-1538959642-- Processing record 13141518 - 19

```

### Allow Field Update for B2B Guest > Embarkation Date

This parameter updates the disembarkation date according to the XML file for guest with back to back bookings that are checked-in. When the expected disembarkation date of the checked-in guest in the XML file is greater than current cruise end date, the system creates the second record. You can view the details of the imported messages with the ResOnline Viewer

### Interval to Send Alert e-Mail

This parameter triggers an alert e-mail to the the user based on the Alert e-Mail list defined in [Setting Up Alert Email List](#). If the system finds a record that matches the settings during an import process, a report is generated and sent to the respective user. A message also appears in the Message tab with "xxxxxx Generating Report-ShorexAlertEmail", followed by "xxxxxx Sending eMail to Shorex Booking (xxxx)"

### Enable Update of Shorex/Ticket Bookable and Template

This parameter checks and updates the bookable records x days before the next cruise. For example a price change from 300 to 150 is set in Shore Excursion. During import, the application checks the date to Stop Bookable Update, and updates the price accordingly to the future cruises, where applicable.

This change is reflected in the **Shore Excursion, Pricing & Sales** tab.

This change also affects the shore excursion bookable and template, and is only applicable to a future cruise. You cannot change the current cruise shore excursion bookable and template.

**Figure 5-16 Sample Price Update on Shore Excursion, Ticket Bookable and Template**

```

<2017-02-23 15:32:28>1<23/02/2017 15:32:28 PM>Response<HT>9-89269525-resmsg_rcdid = 
13141518rsp_rcdid=10300211rsp_acc_id = ,table=EXCURSIONSDEF,field=,status=Successed,msg=Record Updated - 
epo vid = 007025995, epo acc = 1065905 (Unique Guest ID = )

<2017-02-23 15:32:28>1<23/02/2017 15:32:28 PM>Response<HT>9-89269596-resmsg_rcdid = 
13141518rsp_rcdid=203rsp_acc_id = ,table=EXCURSIONS,field=,status=Successed,msg=Record Updated - 
epo id = 2593615 (Unique Guest ID = ) Memory Usage: 155.676k
    
```

## Additional Information

The following section describes some functional features that run in the background.

### Connection Lost Retry 10 Times

When a connection is lost, the interface attempts to reconnect and display an error message 'Error – DB is down' in ResOnline Message tab after the 10th retries.

**Figure 5-17 Sample message of Lost Connection Retry**

Date	Action	Description
13/12/2016 9:50:42 AM	Message	1-997210937-Interface Started
13/12/2016 9:50:50 AM	Message	13-997218585-Remove Log (RSL) Data Older than 14/10/2016
13/12/2016 9:50:50 AM	Message	13-997218601-0 Log (RSL) record(s) removed
13/12/2016 9:51:24 AM	Error	13-997252675 DB Is Down 60 Memory Usage: 109,760k
13/12/2016 9:51:40 AM	Error	13-997268692 DB Is Down 120 Memory Usage: 109,744k
13/12/2016 9:52:55 AM	Error	13-997343851 DB Is Down 180 Memory Usage: 108,812k
13/12/2016 9:54:10 AM	Error	13-997419062 DB Is Down 240 Memory Usage: 109,232k
13/12/2016 9:55:25 AM	Error	13-997494263 DB Is Down 300 Memory Usage: 108,900k

Assuming the Refresh Interval is set at 60 seconds and the DB down time hits 300, this closes the application.

The application prompts a command prompt screen when it restarts and closes the command prompt screen after the application restarts completely.

### Prevent Application from Running Multiple Times from Different PC

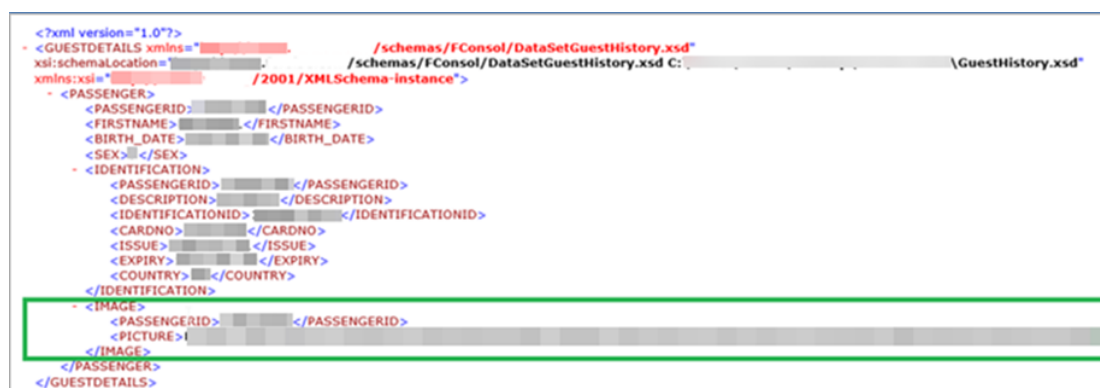
This handling is added to prevent the application from being started at multiple locations. It prompts a message on screen when the application is started from another location. An allowance of 60 seconds is added before the application can be closes.

The system adds an 'Error' entry to the Message tab with date and time stamped, and the location mentioned in the Description section. For example, "xxxxxxx DGS ResOnline.exe is running at workstation xxxxxx"

### Guest Picture Import

The application supports importing a guest picture from an XML file, inserting the value into the MSSG\_GUEST\_HISTORY field, and stores the picture in the SEC table. The picture cannot be updated after the guest checks-in.

**Figure 5-18** Sample picture string in XML file format



```
<?xml version="1.0"?>
- <GUESTDETAILS xmlns="..." /schemas/FConsol/DataSetGuestHistory.xsd"
  xmlns:xsi="..." /schemas/FConsol/DataSetGuestHistory.xsd C:...\GuestHistory.xsd
  xmlns:xsi="..." /2001/XMLSchema-instance">
  - <PASSENGER>
    <PASSENGERID>...</PASSENGERID>
    <FIRSTNAME>...</FIRSTNAME>
    <BIRTH_DATE>...</BIRTH_DATE>
    <SEX>...</SEX>
  - <IDENTIFICATION>
    <PASSENGERID>...</PASSENGERID>
    <DESCRIPTION>...</DESCRIPTION>
    <IDENTIFICATIONID>...</IDENTIFICATIONID>
    <CARDNO>...</CARDNO>
    <ISSUE>...</ISSUE>
    <EXPIRY>...</EXPIRY>
    <COUNTRY>...</COUNTRY>
  </IDENTIFICATION>
  - <IMAGE>
    <PASSENGERID>...</PASSENGERID>
    <PICTURE>I...
  </IMAGE>
</PASSENGER>
</GUESTDETAILS>
```

### Import Guest History

The application supports importing guest history for analysis purpose and this includes transactions, item details, shore excursion booking, amenities, and special requests.

When the XML content is uploaded and updates the RESERVATION\_MSGS.MSSG\_CONTENT and RESERVATION\_MSGS.MSSG\_GUEST\_HISTORY of the guest, the history value and request are shown in **Management, Guest Handling, Guest History tab** and **Service Info tab** respectively. The service request can be copied into the current cruise. See *Management User Guide* on how to copy the service request.

### Insert EST\_LANGUAGES to ESE\_LANGUAGES

When the ESE\_LANGUAGES is empty during import, the application replaces the value into this field when EST\_NO=ESE\_NO.

# 6

## ResOnline Viewer Application

The ResOnline Viewer application allows you to view the guest information, bookings, gift orders, special request, and much more information transferred from the Fleet Management System (FMS) through the DGS ResOnline Interface.

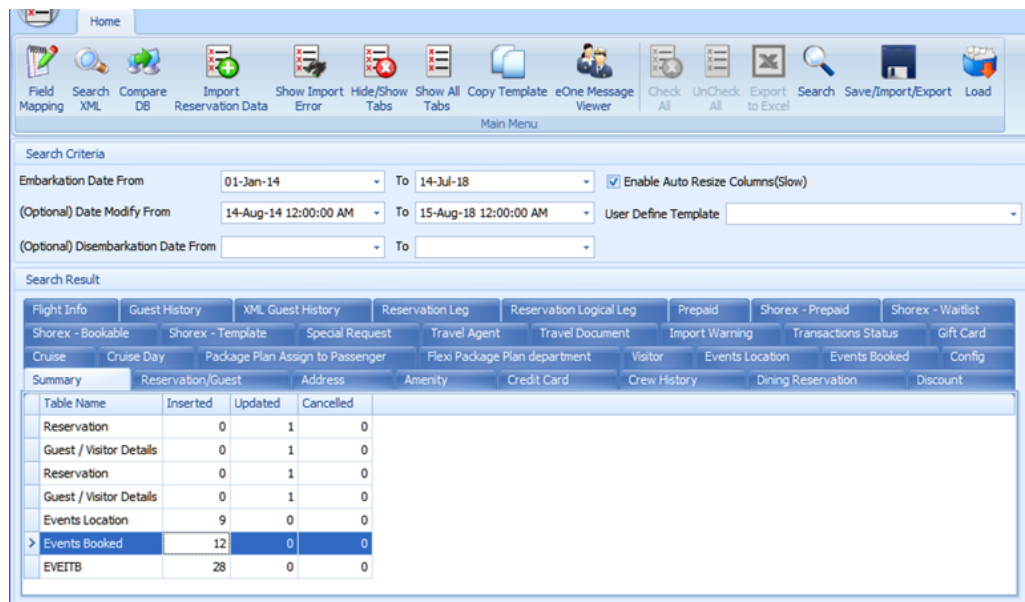
By using the ResOnline system, the IT Officers no longer receive or upload manifests into the system manually. Data from the shore-side reservation system such as guest information, shore excursion bookings, gift orders, and special requests are automatically transferred to the ship's SPMS system before the voyage begins on a daily basis, allowing users to view all reservations changes.

### ResOnline Viewer Functions

The functions available in the ResOnline Viewer application are:

**Table 6-1 ResOnline Viewer Functions**

Function	Description
Field Mapping	A selection of fields to display on each available tabs.
Search XML	A function that searches the eXtensible Markup Language (XML) reservation records.
Compare DB	A function that compares two databases.
Import Reservation Data	A function to import reservation data in XML format.
Show Import Error	A function that displays DGS ResOnline data import error.
Hide/Show Tab	A function that hide/show user selected tabs.
Show All Tab	A function that show all available tabs in the system.
Copy Template	A function to copy bookable Tour template to bookable tour date
eOne	A function to show the eOne data process
Search Function	A function that search the database based on selected criteria.
Save/Import/Export	Save/Import/Export User Defined template.
Load	A function that refreshes the screen according to selected template view.

**Figure 6-1 ResOnline Viewer Functions**

### Search Criteria

Information shown in each of the ResOnline Viewer tabs is based on the information entered in the search criteria.

- Embarkation Date From / To
- Date Modify From /To (optional)
- Disembarkation Date From / To (optional)
- User Define Template, if you wish to load information based on previously saved template.

### Information Tab

Below are the default tabs provided by the application. You can hide or show the tabs to suits the operations.

**Table 6-2 Default ResOnline Viewer Tabs**

Tab Name	Description
Summary	Displays a summary of changes made on each tab, for example; number of records inserted, updated, or deleted.
Reservation/Guest	Displays reservation information and the changes made.
Address	Displays address information and the changes made.
Amenity	Displays the gift order information table and the changes made.
Credit Card	Displays the credit card information and the changes made.



**Table 6-2 (Cont.) Default ResOnline Viewer Tabs**

<b>Tab Name</b>	<b>Description</b>
Crew History	Displays the crew history information and the changes made.
Dining Reservation	Displays the dining information and the changes made.
Discount	Displays the discounts accorded and the changes made.
Flight Info	Displays the flight information and the changes made.
Guest History	Displays the guest history information and the changes made.
XML Guest History	Displays the reservation information and the changes made in XML format.
Reservation Leg	Displays the reservation information for back to back reservations and the changes made.
Reservation Logical Leg	Displays overland/overnight tour information for back to back reservations and the changes made.
Prepaid	Displays the pre-postings information and the changes made, including promo credit, shipboard credit, gift order credit.
Shorex – Prepaid	Displays the web booking information for shore excursion and changes made.
Shorex – Waitlist	Displays the waitlisted shore excursions booking information and changes made.
Shorex – Bookable	Displays the bookable shore excursions information and changes made.
Shorex – Template	Displays the shore excursions template information and changes made
Special Request	Displays the special services and request information's, and the changes made.
Travel Agent	Displays the travel agency information and changes made.
Travel Document	Displays the travel documents information and changes made.
Import Warning	Displays the records with warning messages prompt during import.
Transaction Status	Displays the status of the records transferred.
Gift Card	Displays the gift card information and changes made.
System Cruise	Displays cruise information and changes made.
Cruise Day	Displays cruise day information and changes made.
Package Plan Assign to Passenger	Displays Passenger package plan and the changes made.

**Table 6-2 (Cont.) Default ResOnline Viewer Tabs**

<b>Tab Name</b>	<b>Description</b>
Flexi Package Plan Department	Displays Flexi Package Plan charge department, discounts value and changes made.
Events Location	Displays Events Location and changes made.
Events Booked	Displays Events booked on selected period and changes made.
Visitor	Displays Visitors information and changes made.
Config	Displays System Configuration Setup information details and changes made.

### Accessing Information using Search Criteria

The following section describes the steps to look up for any information, whether it is a newly inserted record or past records with changes.

1. Enter the **Embarkation Date From / To**, and click the **Search** button at the ribbon bar.
2. If you are searching for change records of a certain period, enter the **Date Modify From / To** (optional), and then click the **Search** button.
3. To view records that are more than one voyage, enter the **Disembarkation Date From / To (optional)**, and then click the **Search** button.
4. The Summary tab displays a list of total records inserted, updated or cancelled.
  - Inserted column shows the number of new records/information transferred to the ship.
  - Updated column shows the number of changes/updates made to the guest and shore excursion information including cancellations.
  - Cancelled column shows the number of records physically removed from the database, for example; reservations made and cancelled at the very last minute.

Figure 6-2 Summary of Search Records

The screenshot shows a 'Search Result' window with several tabs. The 'Summary' tab is active, displaying a table with the following data:

Table Name	Inserted	Updated	Cancelled
> XML Guest History	1	0	0
Travel Document	2	14	0
Shorex - Prepaid	2	0	0
Guest / Visitor Details	6	3	0
Dining Reservation	3	0	0
Travel Agent	3	0	0
Reservation	6	1	0
Reservation Leg	0	2	0
Address	5	0	0
Amenity	3	0	0
Reservation Logical Leg	5	0	0

### Viewing Information within a tab

Search results appear in the respective tab according to the system's data fields. The following steps describes ways to view search information for the period.

Figure 6-3 Information on Reservation/Guest Tab

The screenshot shows the 'Reservation/Guest' tab selected in the 'Search Result' window. It displays two sections: 'Reservation/Guest - Total Records = 2' and 'Change Details - Total Records = 6'. The 'Reservation/Guest' section shows two records with an 'Update' status. The 'Change Details' section shows a comparison of fields before and after a change.

Internal ...	Modify Date	Last Name	First Name	STATUS	Cabin	Group ID	Reservation ...	Embarkatio ...	Disembark...	Off Board
> 943962	11-Mar-16 11:...			Update			RR	16-Mar-16	16-Mar-16	
943962	11-Mar-16 11:...			Update			RR	16-Mar-16	16-Mar-16	

id	Last Name	Cabin	Booking#	Reservation Status	Field	Before	After	Last Modify Date
>			4073	RR	Booking#			11-Mar-16 11:29:12 AM
			4073	RR	Passport #			11-Mar-16 11:29:12 AM
			4073	RR	Disembarkation Date	2020-02-17 00:00:00	2016-03-16 00:00:00	11-Mar-16 11:29:12 AM
			4073	RR	Embarkation Date	2016-02-17 00:00:00	2016-03-16 00:00:00	11-Mar-16 11:29:12 AM

1. From the ResOnline Viewer main window, select a tab to view. Search results and all the changes are shown.
2. The **Update** status of the Reservation records section represents the latest update. The changed values from before and after are reflected in the **Change** details section.

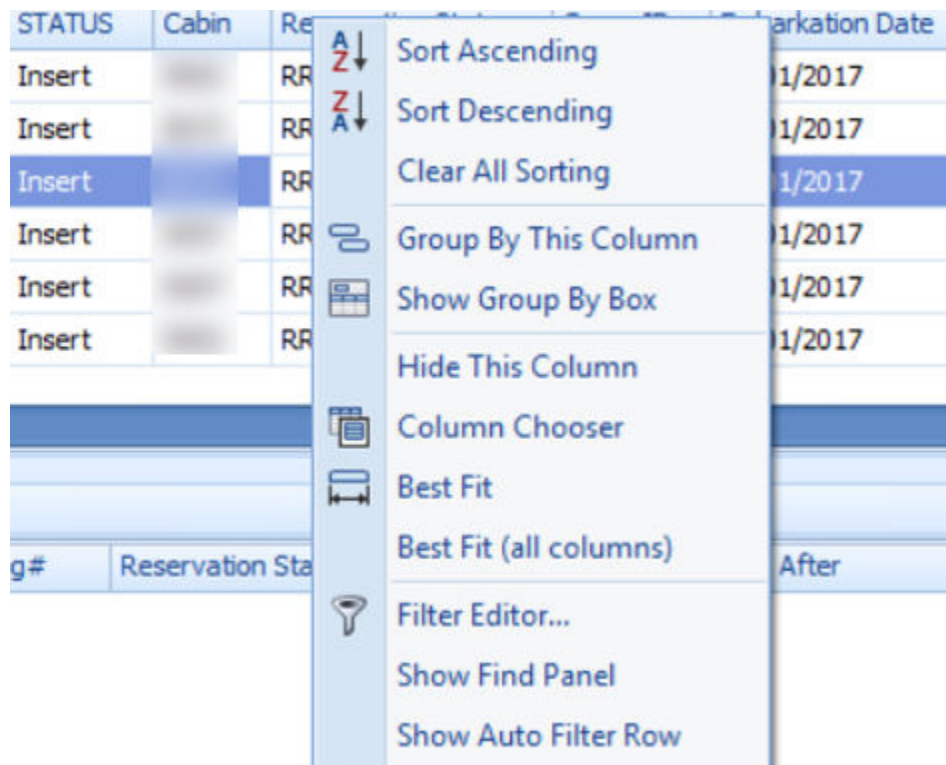
3. Use the **Update Fields Filter Selection** to filter the information to display at the Change Details section. Use the **Check All** or **Uncheck All** option to select or deselect all fields. You can save the view as a template for future use. See [Setting Up User Definable Template](#) on how to save a template view.
4. Check the **Show Highlighted Details** to view the highlighted records in the Change Details section.
5. Click the **Load** button to refresh the information.

#### Viewing Tab Information using Built-In Filter Control

The program is pre-installed with a Built-in Filter Control function that allows you to re-order the information presented.

1. At the selected tab, right-click the header bar to open the **Built-in Filter Control**.
2. Select an option from the menu to re-order the presentation of the information.

**Figure 6-4 Built-In Filter Controls**



**Table 6-3 Built-In Filter Controls**

Function	Description
Sort Ascending	Re-orders the column to display in ascending order.
Sort Descending	Re-orders the column to display in descending order.

**Table 6-3 (Cont.) Built-In Filter Controls**

<b>Function</b>	<b>Description</b>
Clear All Sorting	Removes the column sort order.
Group by this column	Selects the group and displays in tree view.
Show Group by box	Hides the tree view pane above the column header.
Hide This Column	Permits you to hide the column from the table.
Column chooser	Permits you to choose, remove a field or insert hidden fields into the header.
Best Fit	Auto fits the selected column according to header name.
Best Fit (all columns)	Auto fits all columns according to header name.
Filter Editor	Filters the search by field name, date selection, user ID and others using queries such as "And,", "Or," and others.
Show Find Panel	Starts a keyword search bar.
Show Auto Filter Row	Shows the auto filter row separate from the list of other row.

### Configuring a View with Field Mappings

By default, all fields are shown in the available tabs. The Field Mappings function allows you to customize the tab view.

1. Click the **Field Mappings** button at the ribbon bar, and then click the '+' sign next to the table name in the field mapping setup window.
2. The actual database fields names appear in the table. Click the **Caption** field to rename the labels.
3. Enter a number in the **Position** field to re-order the column display if desired.
4. Check the **Hide** box to hide the field from the view.
5. Check the **Alert** box to push out a change notification to relevant parties when there are changes during reservation import. This alert notification is based on the setting defined in ResOnline Interface setting.
6. Click the **Save** button and then the **Close** button to exit the setup window

Figure 6-5 Field Mapping Setup Window



7. Click the **Load** button at the ribbon bar to refresh the information if you have chosen a user define template.

### Searching Information using Search XML

The reservation data is usually imported from the shore-side system using an XML file format. The Search XML function is used to search for the contents.

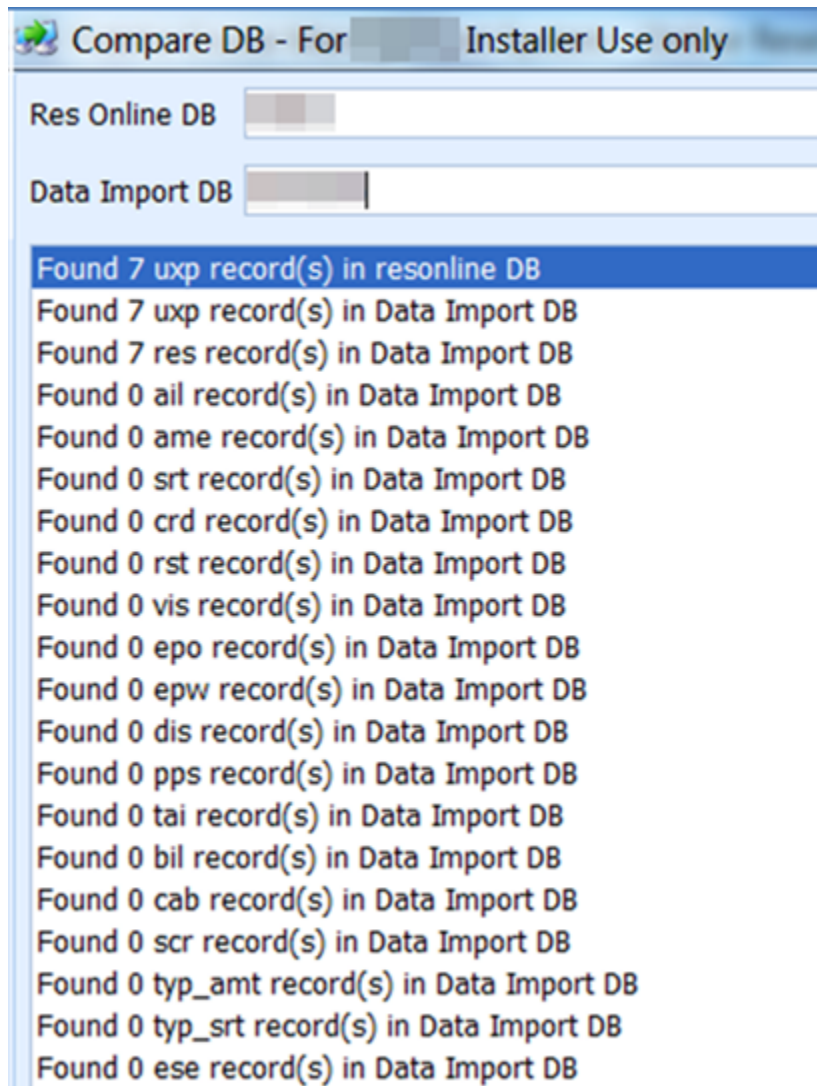
1. At the ribbon bar, click the **Search XML** button to open a search window.
2. Enter the **Reservation ID** or **Cabin number** in the search string, or any information in the XML file, and then click the **Search XML** button.
3. The number of records and the detailed contents is shown on the window.
4. Click the **Search within Content** button to narrow down the information.
5. Click the **Close** button to exit.

## Comparing the Database

Since the reservation data is usually imported using the DGS ResOnline program, the Compare DB tool is used to compare the imported data with ResOnline Data for variance prior to importing them to the ship production database. This function is for the use of the SPMS Application Specialist.

1. At the ribbon bar, click the **Compare DB** button to open a database comparison window.
2. Enter the source database in the **ResOnline database name** field, the password in **DB Password**, and then select the **Date** from the drop-down list.
3. Repeat the same steps for the destination database in the **Data Import DB** field.
4. Click the **Compare DB** button.
5. Results are shown at the end of the process. If there are variances, check and update the record from the external system, and then re-import the reservation data.

**Figure 6-6 Sample Data Comparison Records**



- Click the **Close** button to exit.

### Importing Reservation Data

The Import Reservation Data function allows you to import the last minute reservations, pre-paid gift card sales and reservation changes received in an XML file format.

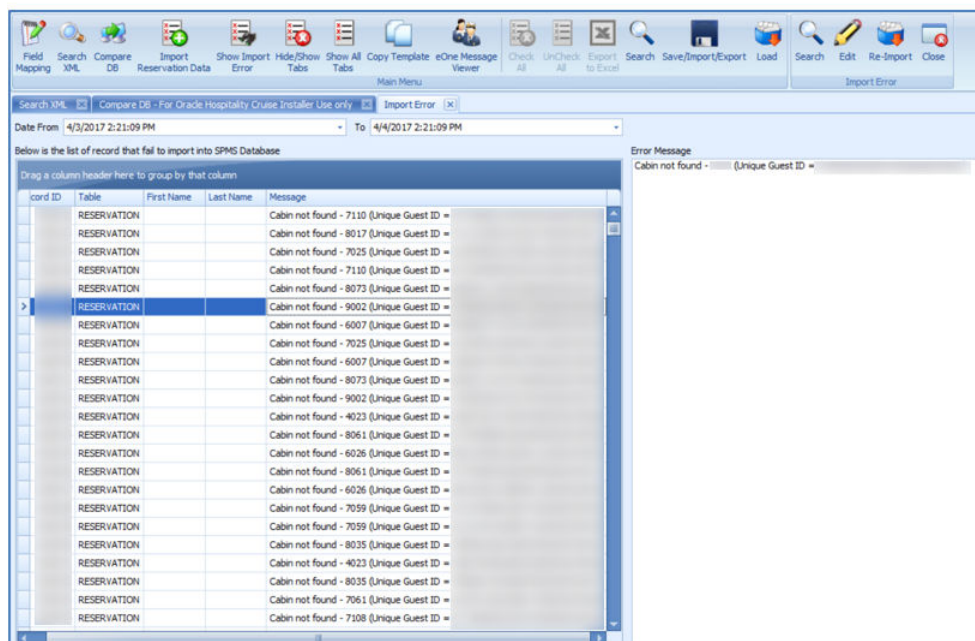
- Click the **Import Reservation Data** button.
- Locate the XML file in your computer's file system.
- Click the **Open** button to start the import process. The system prompts the number of records updated/imported, and the import progress and records processed are shown in the **DGS ResOnline** program.

### Verify Imported Data

The Show Import Error function enables you to search for any error reported when importing the data.

- Click the **Show Import Error** button at the ribbon bar.
- Enter the **Date From/To**, and then click the **Search** button. Error messages appear, if any.

**Figure 6-7 Import Error Window**



- To correct the errors, select the line item to edit, and then click the **Edit** button.
- Edit the description in the **Error Message** box, and then click the **Re-Import** button.



## Defining Tabs to Hide/Show

By default, all available tabs are presented on the main window. If these tabs are not relevant to users currently logged in, you can hide them using the Hide/Show Tabs function.

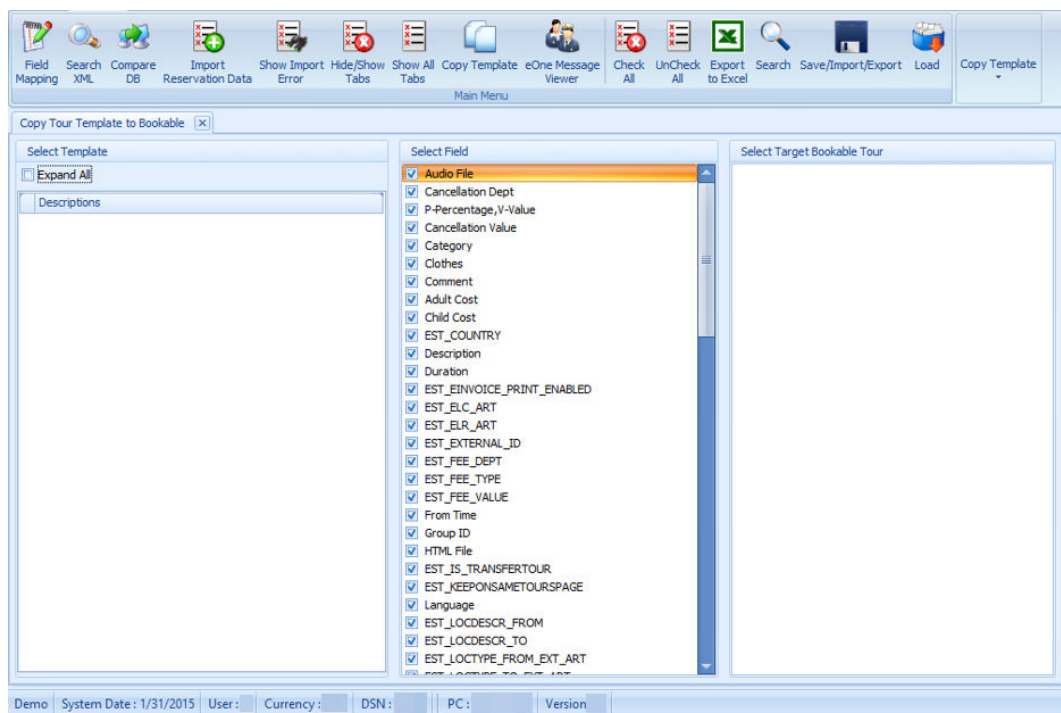
1. Click the **Hide/Show Tabs** button at the ribbon bar.
2. Select the tabs to hide by deselecting the respective checkbox and click the **Save** button.
3. To reset the view to its original presentation, click the **Show All Tabs** button or manually select the tabs to show/hide using the **Hide/Show Tabs** option. Alternatively, you can use the **User Define Template** option to define a view for all users. See [Setting Up User Definable Template](#) for more details.

## Copy Template

The Copy Template is a function that pushes an update made to Bookable Template into multiple bookable tours, enabling you to change the bookable tour information within ResOnline Viewer instead of individually updating the tours in Shore Excursion module.

1. Click the **Copy Template** button at the ribbon bar.

**Figure 6-8 Copy Tour Template Window**



- **Select Template:** All bookable Templates currently loaded in the system and sorted by Port Name.
- **Select Field:** All fields available to be copied/updated from the template to the bookable.
- **Select Target Bookable Tour:** All bookable tour currently loaded in the system with service date and starting time.

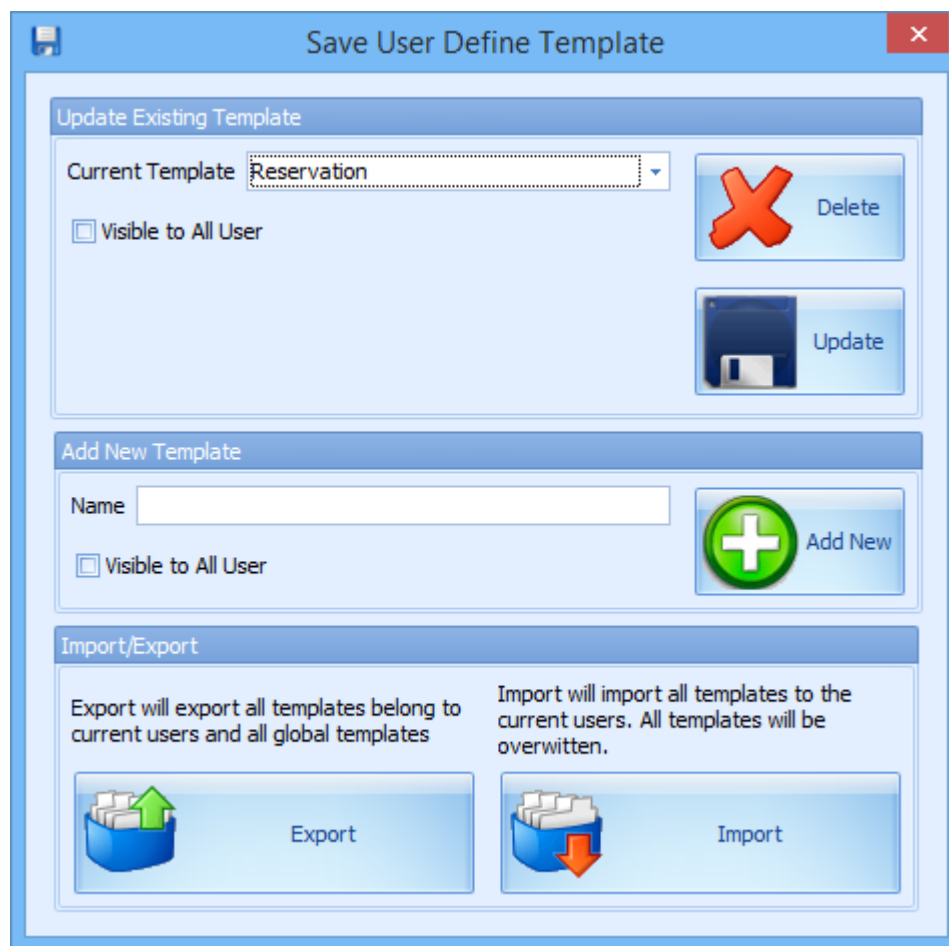
2. At the Copy Tour Template window, select the template to copy by selecting the fields from the **Select Field** panel, and then mark the **Target Bookable Tour**.
3. Click the **Copy** button to complete the process and then click the **Close** button to exit.

### Setting Up User Definable Template

An enormous amount of information is presented upon login, and you can choose to hide/show certain information in the window using this function. These templates are exportable for use on other vessels.

### Adding New Template

**Figure 6-9 User Definable Template Function**



1. Click the **Save/Import/Export** button at the ribbon bar.
2. Enter a template name under **Add New Template**.
3. Check '**Visible to All User**' if the template is available to all users.
4. Click the **Add New** button.

### Updating an Existing Template

1. Repeat steps 1 and 2 above of Adding New Template.
2. Select the **Current Template** from the drop-down list.
3. Click the **Update** button to save the changes.

### Exporting Existing Templates

1. Click the **Save/Import/Export** button at the ribbon bar.
2. Click the **Export** button, select a destination to save to, and then click the **Save** button.

### Importing Existing Templates

1. Click the **Save/Import/Export** button at the ribbon bar.
2. Click the **Import** button and select the XML file from the folder where the template is stored, and then click the **Open** button.
3. The system inserts a new template or overrides the existing, if any.

### Deleting Existing Template

1. Click the **Save/Import/Export** button at the ribbon bar.
2. Select the template to delete from the **Current Template** drop-down list.
3. Click the **Delete** button to confirm.

### eOne Message Viewer

This function allows you to view the data transferred from/to SPMS through the eOne Interface using the Microsoft Message Queue (MSMQ). The information displayed in each of the tabs varies although the steps to obtain the information are the same.

**Table 6-4 MSMQ Message Type**

MSMQ Message	Description
eOne Incoming Message:	Displays all incoming messages received from eOne Interface.
eOne Outgoing Message:	Displays all changes sent to eOne Interface. For example update of name, embarkation/disembarkation date, check-in, when synchronization is performed and others.
eOne Error Message:	Displays all messages of records that were not processed during synchronization.

### Viewing Incoming, Outgoing or Error Messages from EONE

Use the following steps to view incoming messages sent from eOne.

1. At the ribbon bar, click the **eOne Message Viewer**.
2. In the eOne Message form, enter the sequence number in **From Message No** and **To Message No** field.
3. Specify the **Employee Number** to show a specific crew account.

4. Select the **Message Type** from the drop-down list or leave as default.
5. Click the **Search** button to display the detail messages on the respective window.

## ResOnline Import Errors

This section describes the common error messages encountered during Data Import.

### Reservation Not Found

This error message *“Reservation not found – xxxxxxxxxxx (Unique Guest ID= xxxxxxx )”* occurs when the guest information received does not exist in the SPMS system.

### ID Does Not Exist

The *“ID Does Not Exist in [Typ table] (Unique Guest ID= xxxxx) “* error occurs when the Code/ID of certain fields are either different from what was stored in the database or does not exist in SPMS.

### Cruise Not Set Up

The *‘No Changes = leg\_id = xxxx, cruise not setup(Unique Guest ID= xxxxxx)’* error is a warning error. This occurs when the imported shore excursion booking for the next cruise is not set up in the System Cruise setup and is a reminder for you to setup the next cruise for data to be imported.