

Oracle® Hospitality Cruise Shipboard Property Management System Document Return User Guide



Release 20.2
F44441-03
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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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Oracle Hospitality Cruise Shipboard Property Management System Document Return User Guide, Release 20.2

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Preface

The Document Return module records the movement of passenger passports stored in a temporary repository and ensures they are returned during disembarkation.

Audience

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

Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- 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.
December 2023	Updated new customer portal.

Prerequisites, Supported Systems and Compatibility

This section describes the minimum requirements for the Document return module.

Prerequisites

- OHC Document Return
- OHC Management

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

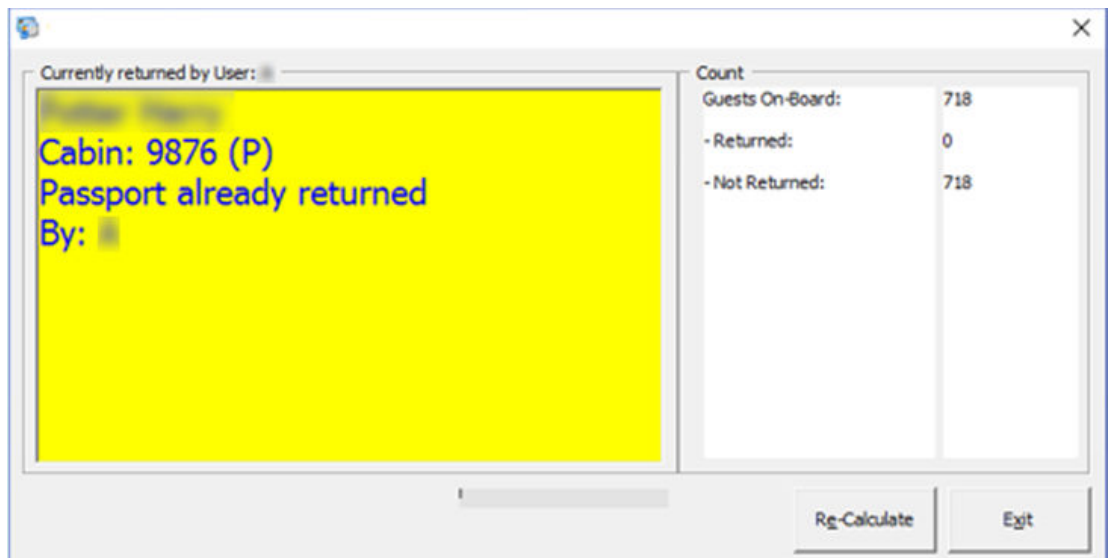
Document Return Function

This section describes the use of the Document Return module.

Using Document Return Function

To launch the Document Return module, double-click the shortcut on the **OHC Launch Panel**.

Figure 1-1 Document Return



At the Document Return screen, you can view a statistic count of the document returned or withheld. Clicking the **Re-Calculate** button refreshes the statistics.

Returning Passport Using Card Reader

At the end of the cruise, you must return all passenger passports during disembarkation.

To do so,

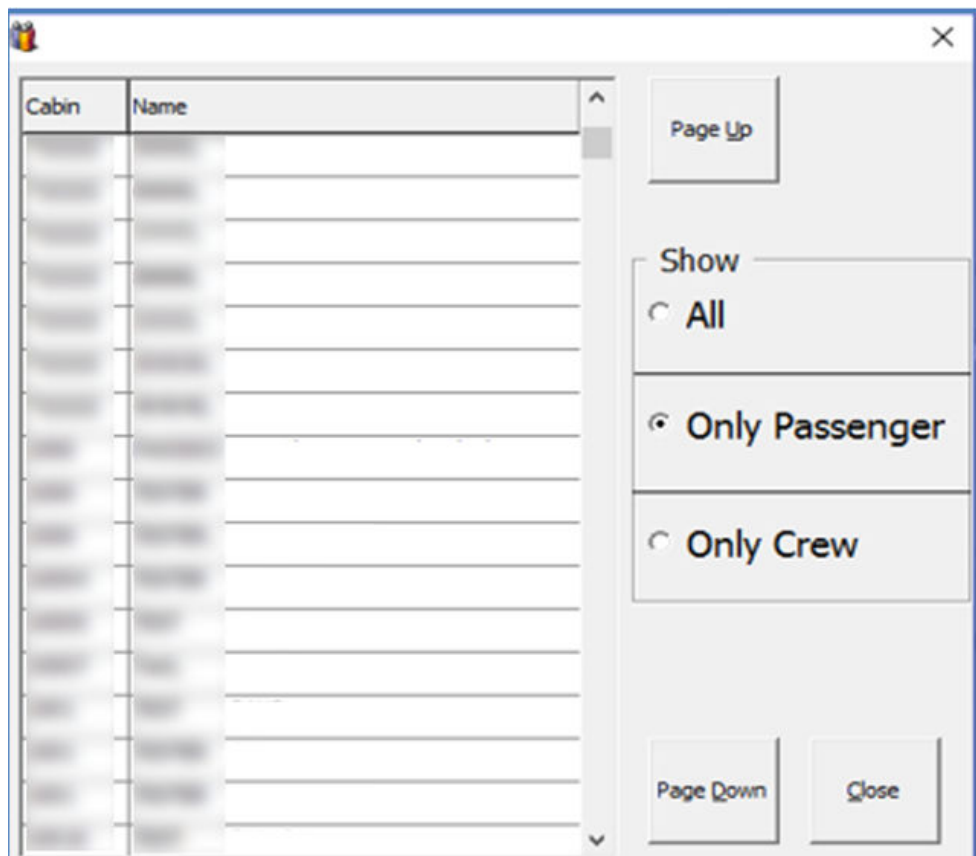
1. Obtain the passenger's cabin number and retrieve the passport from the passport repository.
2. Login to the **Document Return** module.
3. Swipe the guest board card through the card reader once to update the system that you have returned the Passport.
4. Swiping the passenger board card again sets the document status to **Passport already returned**.

Returning Passport Using Faulty Card Reader

If you return a passport by swiping an invalid board card or swiping it through a faulty card reader, you will receive a system prompt **Guest does not exist** in the Document Return screen. In such case, you can manually update the status using below steps.

1. Repeat steps 1 through 3 of [Returning Passport Using Card Reader](#).
2. When the statement, **Guest does not exist** appears, double-click on any area within the yellow box to launch the passenger/crew list.
3. At the **Show Guest and Crew Document Not Returned** window, select **Only Passenger**.
4. Double-click the passenger name to set the status as **Passport returned**.

Figure 1-2 Document Return Passenger List

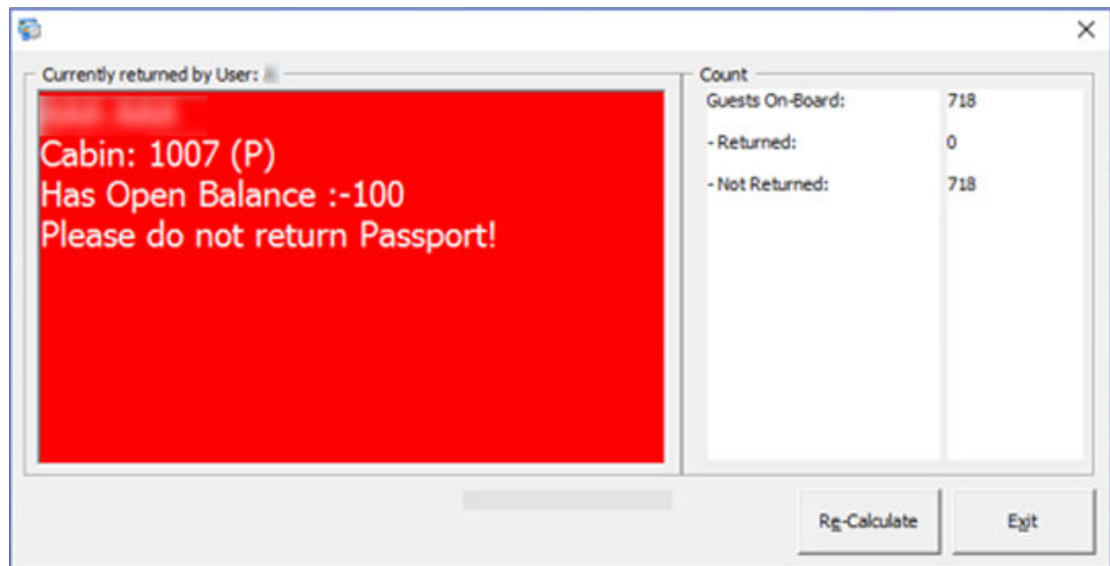


5. Click **Close** to return to the main screen. This deletes the selected passenger's name from the list.

Returning a Passport to an Unsettled Account

If you have the parameter to check the guest's open balances before returning the passport, the system displays a warning and prohibits you from returning the passport. The guest must settle their account before you can proceed. See [Appendix](#) for parameter name and value.

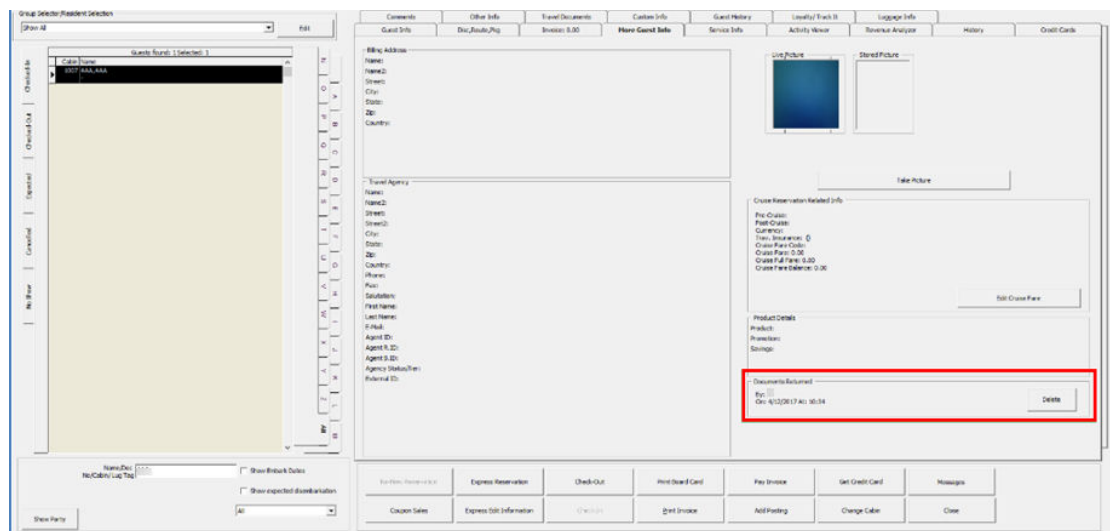
Figure 1-3 Open Balance Warning



Viewing Passenger Document Status

You can also view and reset the document return status from the guest account in the Management Module.

Figure 1-4 Document Status In Management Module



1. In the **Management** Module, navigate to **Cashier, Guest** function.
2. Swipe the passenger board card or look up the guest account by name/cabin number.
3. Select the account from the guest list and navigate to **More Guest Info** tab.
4. The document status is shown in the Document Return section.

5. To reset the status to **not returned**, click **Delete**.

2

User Security Group

User security access for the Document Return function in the Management module is listed below. The security privileges are assigned in the **User Security** Module

Table 2-1 Document Return User Access Rights

Security Reference No	Description
3281	Return Document
3282	Delete Document Returned Info

A

Appendix

This section lists the parameters available to the Document Return Module. You can access them from the **Administration** Module, *System Setup, Parameter*.

Table A-1 PAR Group General

PAR Name	PAR Value	Description
Doc Return Display Open Balance	0, 1	Displays the Open Balance in Document Return 0 - No Balance Checking 1 - Balance Check
Doc Return Open Balance Check	0, 1	Check Open Balance in Document Return 0 - No Balance Check 1 - Balance Check