Oracle® Hospitality Cruise

Property Management System

Release 20.2
F45814-04
December 2023

Oracle Hospitality Cruise Property Management System, Release 20.2

F45814-04

Contents

Preface

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

Audience

This document is intended for project managers, application specialists and users of Oracle Hospitality 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	Added a note on camera function for MICROS 721 device.
July 2022	Made minor grammatical changes.
December 2023	Updated new customer portal.

1 Getting Started

As the Cruise Industry continues to grow with cruise ships becoming larger, customers are looking for new ways to process passengers, crew members, and visitors coming on board or leaving the ship. The embarkation and disembarkation procedures are performed through the ship’s gangway, which is a mandatory security process.

The regular operation consists of a fixed workstation connected to the ship's network. If there is a need to embark or disembark passengers more quickly, the IT Officer would need to set up an additional workstation and scanner and connect to the network. Some of the challenges in setting up additional workstation include limited space at the gangway, insufficient power, and lack of network ports. With an application that runs on a tablet, you enable crew the flexibility, mobility, and an expedited embarkation/disembarkation process.

Launching the application

To launch the application from a desktop browser:

1. Open your browser. See Oracle Software Web Browser Support Policy.
2. Enter the URL for the application.
3. At the login page, sign in with your user name and password.

To launch the application on an Android/iOS device:

1. Open your browser. See Oracle Software Web Browser Support Policy
2. Enter the URL for the application.
3. On an Android device, a pop-up notification **Add to Home Screen** appears. Click the button to add.

Log in to the application

1. On the application page, enter your user name and password.
2. Select one of the three (3) hyperlinks on the login page to view:
   - Help
   - Legal Terms
   - Privacy
3. If you sign in with an incorrect user name, password, or both, you will receive an error, **System Error, please contact System Admin**, and the field color changes to red.
4. Upon a successfully logging in, your user name and profile picture appear in the top right portion of the page, and the Search Guest page opens.
5. To log out of the application, select the down arrow icon and click the **Sign Out** button when it appears. This brings you back to the Login page.

2
Dashboard

Figure 2-1 Gateway Security Dashboard

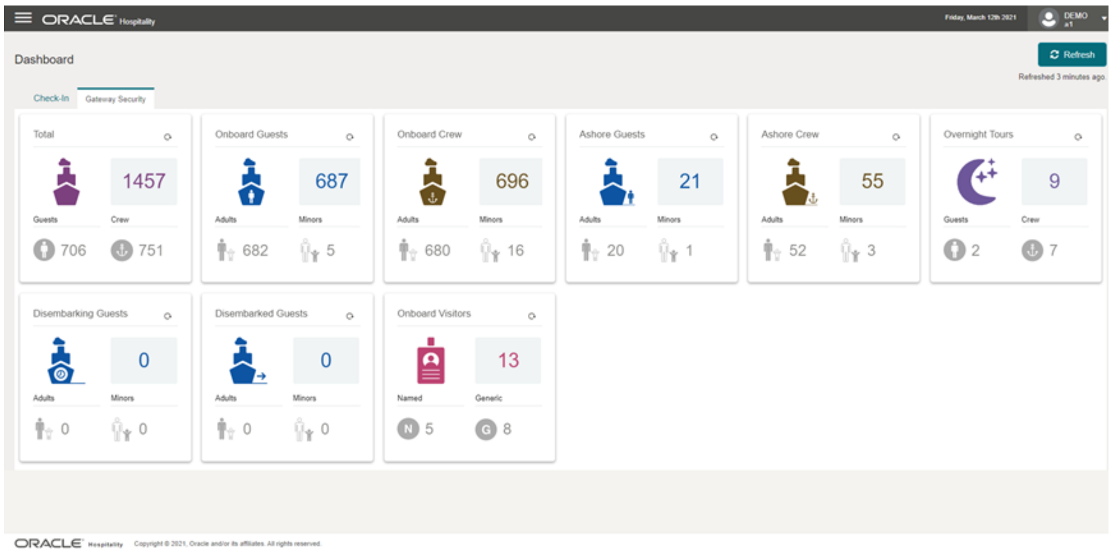
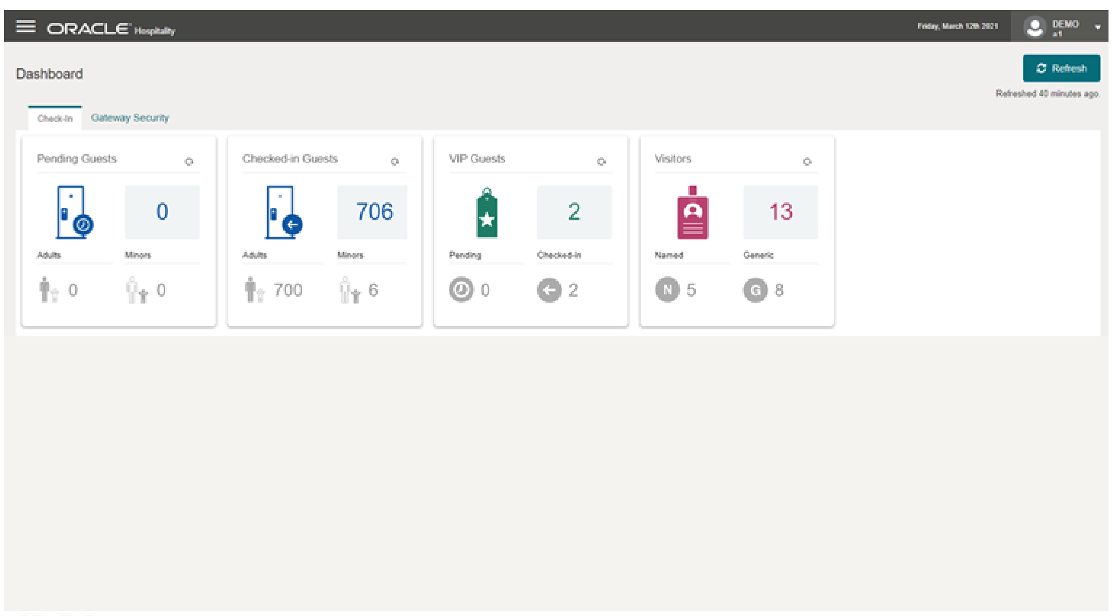


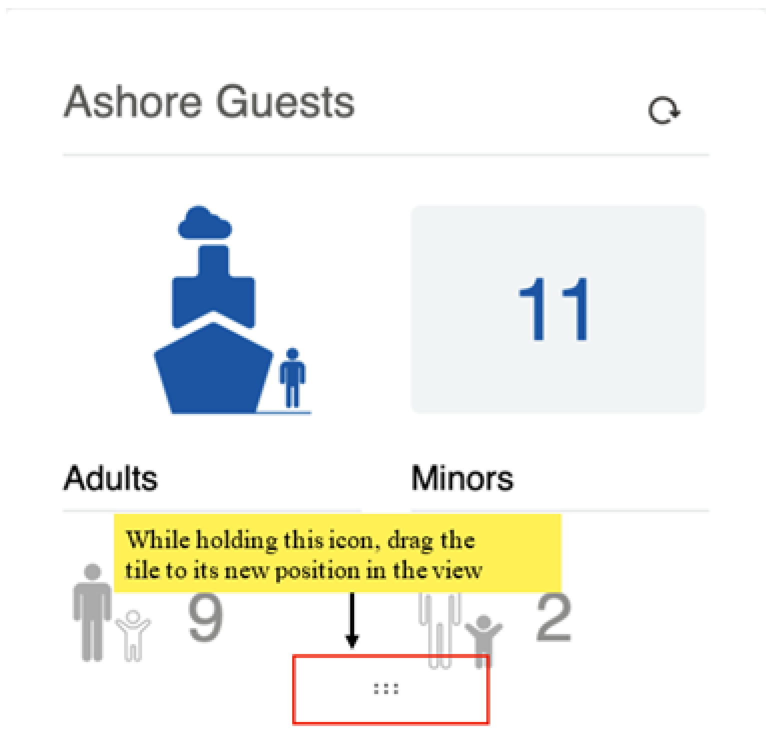
Figure 2-2 Check-In Dashboard



The Dashboard provides a summary of key information for the Check-in / Gangway process in two separate tabs – Check-In and Gateway Security.

- On the Gateway Security page and the Check-In page, each tile displays count information for respective reservation status purposes.
- Selecting the refresh icon on the top left of a tile, retrieves only the latest data from the selected tile.
- The main **Refresh** button on the top left corner of the page allows you to refresh all data from the current Dashboard view. The text below the Refresh button provides the last refresh time on the current Dashboard view and data.
- The Dashboard allows you to reorder the tiles to suit your preference. To do this, select on the **:::** icon at the bottom of the tile and while holding the mouse button drag the tile to a different place on the Dashboard page. Note that the reordering resets when you leave the current Dashboard page or when the browser page is refreshed.

Figure 2-3   Reorder of Dashboard Tiles



Part I

Configuring Cruise Property Management System

This part of the Cruise Property Management System contains information for those responsible for configuration settings such as maintaining licenses, setting parameters, creating templates, and system codes.

3 Mobility Page Set Up

The Administration home page is embedded in the Mobile Check-In module setup and Gateway Security module setup. This Administration home page contains two functions:

1. **Enterprise** menu allows you to setup a contract, gateway security, language template, questionnaire, and check-in wizard.
2. **Interfaces** menu allows you to set up the credit card terminal.

Figure 3-1 Administration Module, Enterprise Menu

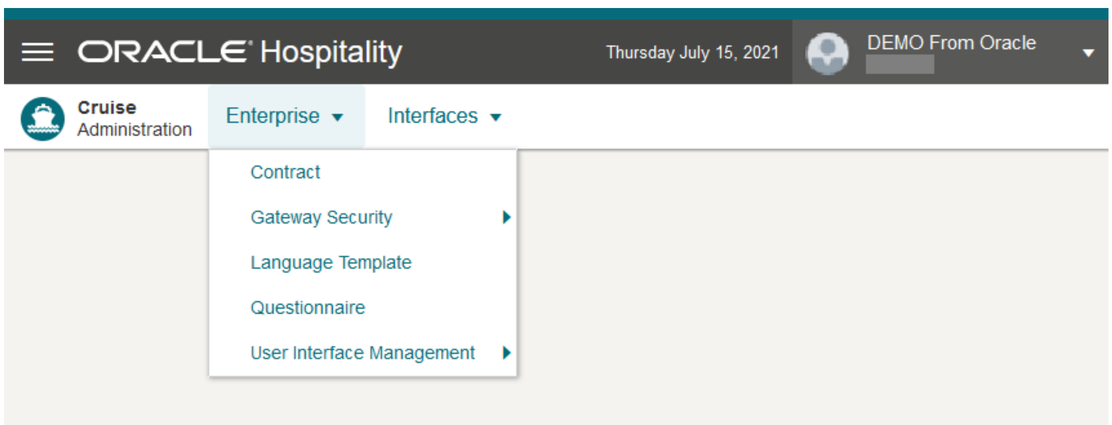
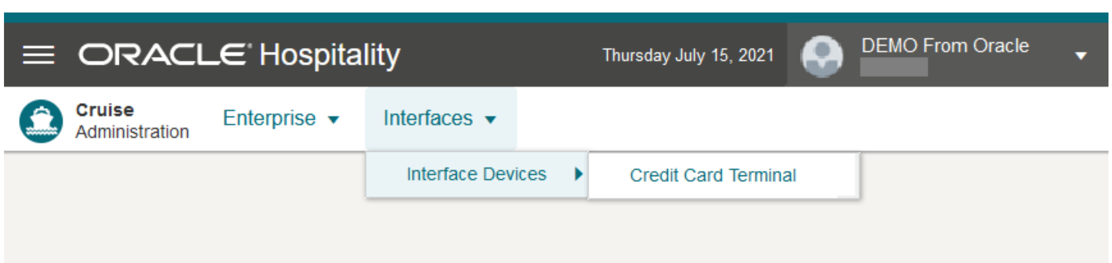


Figure 3-2 Administration Module, Interfaces Menu



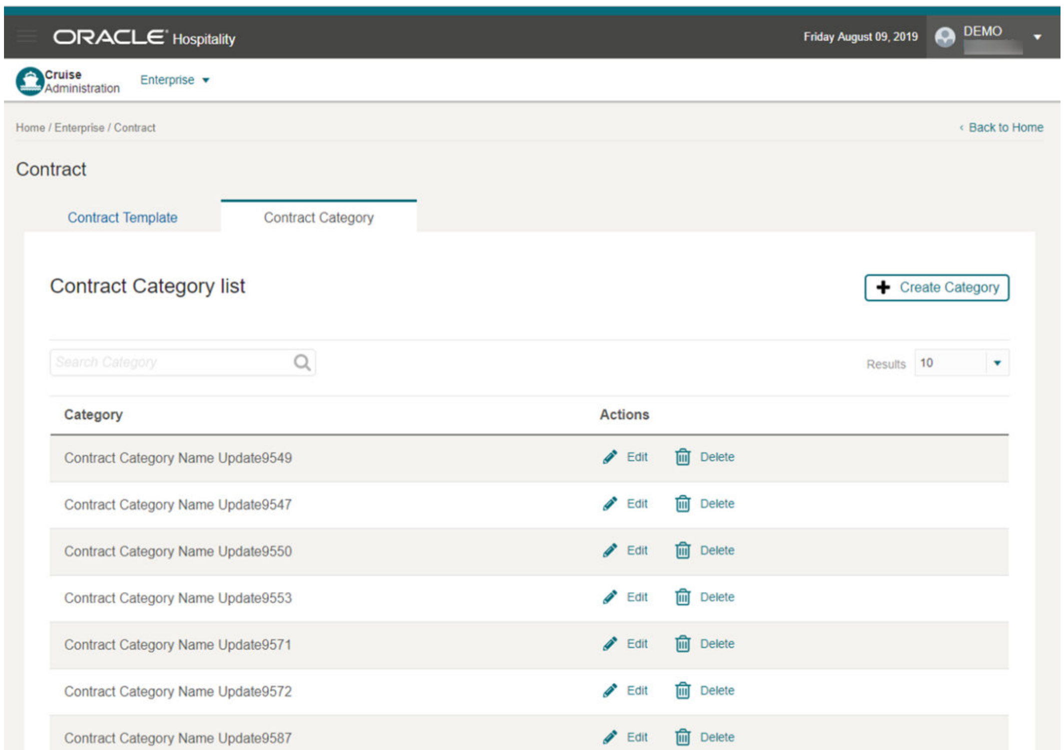
4
Contract

The Contract configuration page allows you to setup and manage a contract template.

Contract Category

The Contract category enables you to assign/group similar contracts. You can either use the pre-defined category when setting up a contract or create them during contract creation.

Figure 4-1 Contract Category



Creating a Contract Category

1. From the **Administration menu**, select **Enterprise**, and then select **Contract**.
2. On the **Contract Category** tab, select **Create Category**.
3. Navigate to the **Add Contract Category** page.
4. Enter the **Category Name**.
5. Click **Save**.

Modifying Contract Category

1. On the **Contract Category** tab, locate the record and click **Edit**.
2. Navigate to the **Edit Contract Category** page and update the category name.
3. Click **Update** to save changes.

Deleting a Contract Category

To delete a category, locate the record and click **Delete**.

Contract Template

The Contract Template enables you to create different types of contracts, for example, general terms and conditions. If the contract is not ready for use or no longer required for the future, you can slide the status button to deactivate the contract or delete the contract if it is not in use.

Figure 4-2 Contract Template

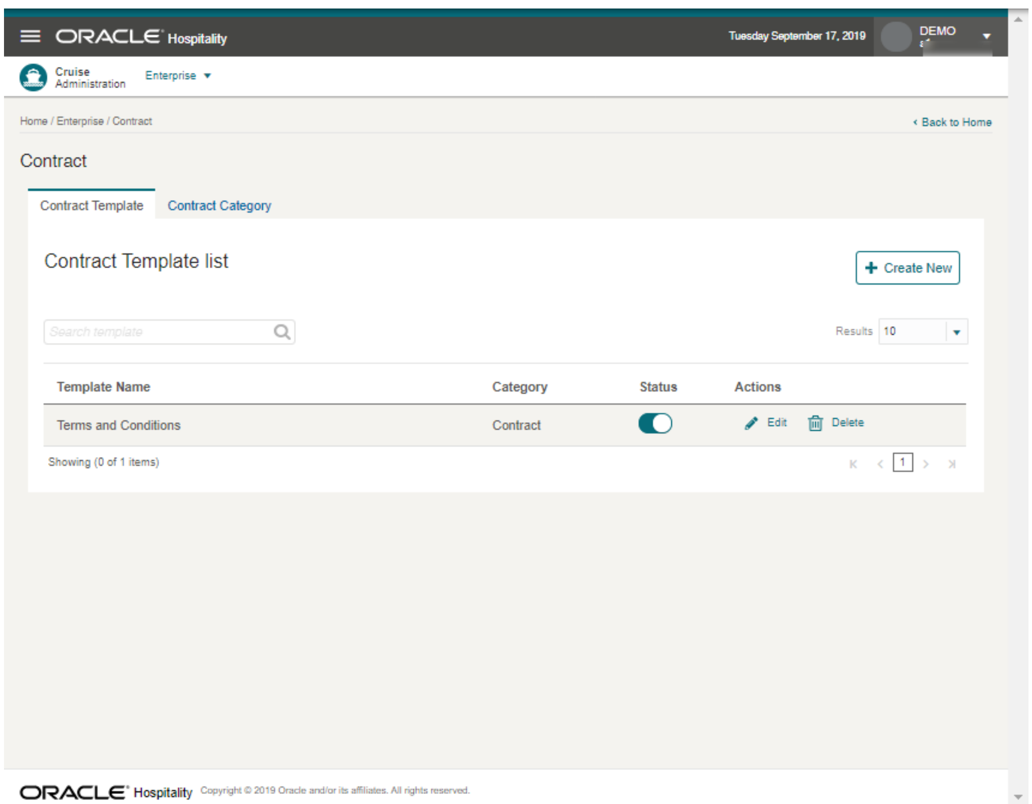


Figure 4-3 Contract Template Edit

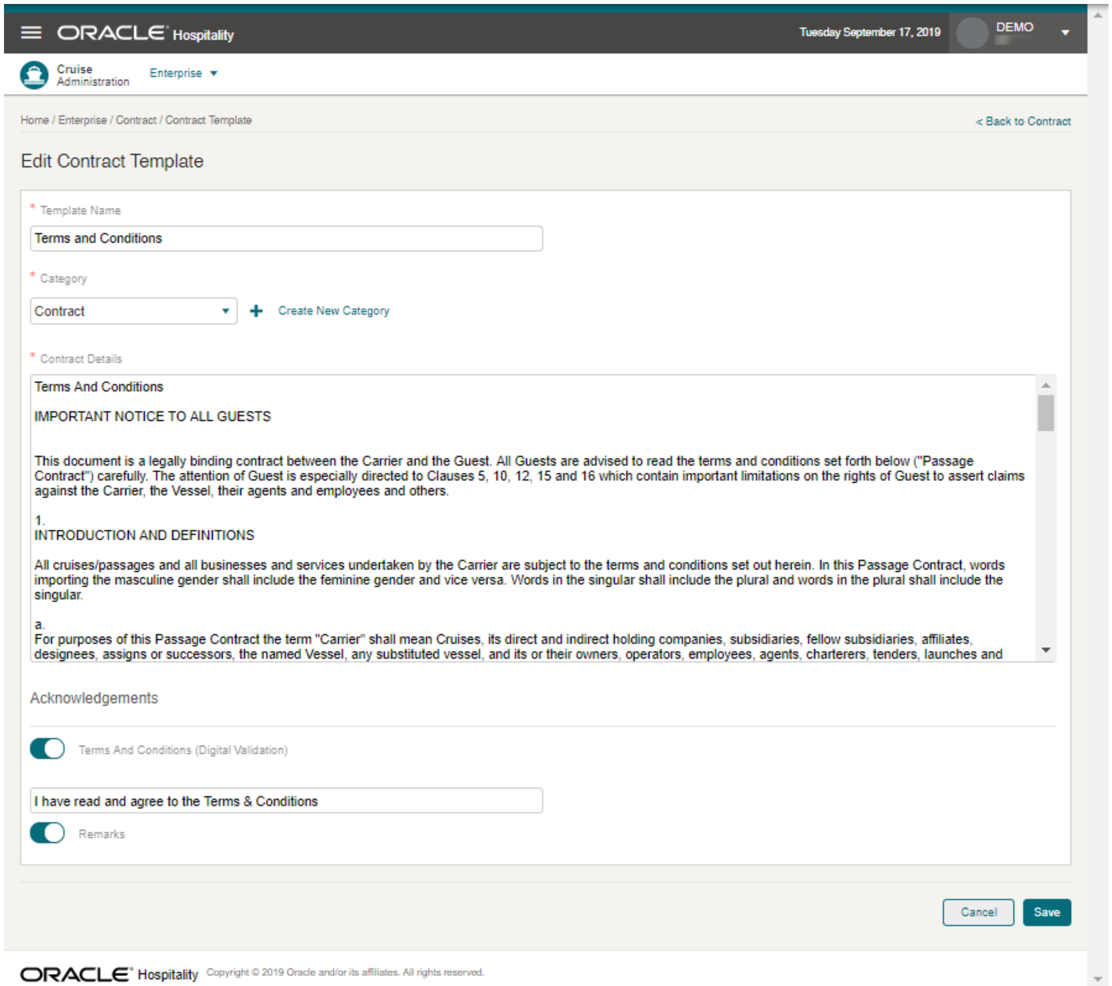
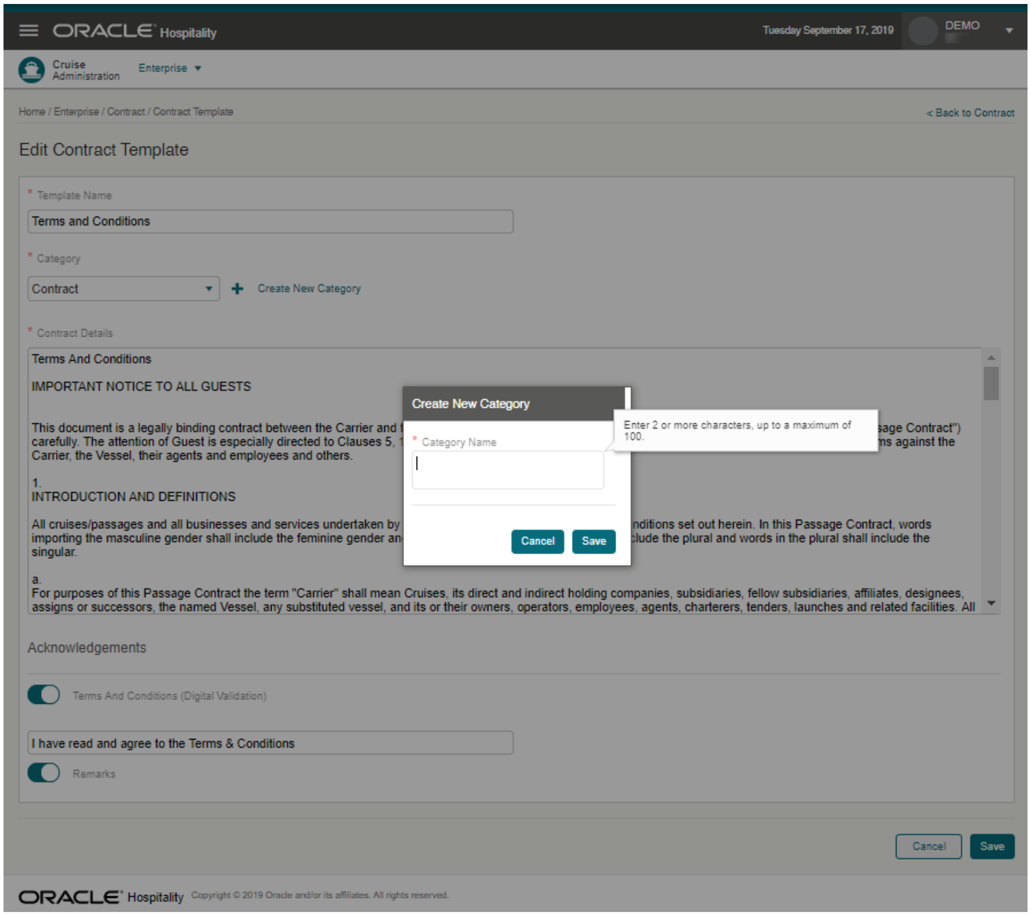


Figure 4-4   Contract Template New Category



Creating a Template

1. From the **Administration menu**, select **Enterprise**, and then select **Contract Template**.
2. On the **Contract Template** tab, click **Create New**.
3. Navigate to the **Add Contract Template** page.
4. Enter the following information and click **Save**.
   - **Template Name:** Enter the name of the template.
   - **Category:** Select the category code.
   - **Contract Details:** Enter a contract description.
   - **Terms and Conditions:** Slide to set this as mandatory. Once enabled, the guest must acknowledge the contract at check-in before proceeding to the next step.
   - **Text box:** Enter a Terms and Conditions description.
   - **Remark:** Enable if you need to show the remark in Check-In, Check-In Wizard, or Contract page.

- **Signature:** Move the slider to set this as mandatory. Once enabled, the guest must sign the contract page at check-in before proceeding to the next step.

Editing a Template

1. On the **Contract Template** tab, locate the template record and click **Edit**.
2. Navigate to the **Edit Contract Template** page.
3. Enter the relevant information and click **Save**.

Deleting a Template

To delete a Contract Template tab, locate the template record and click **Delete**.

Creating New Category in Contract Template

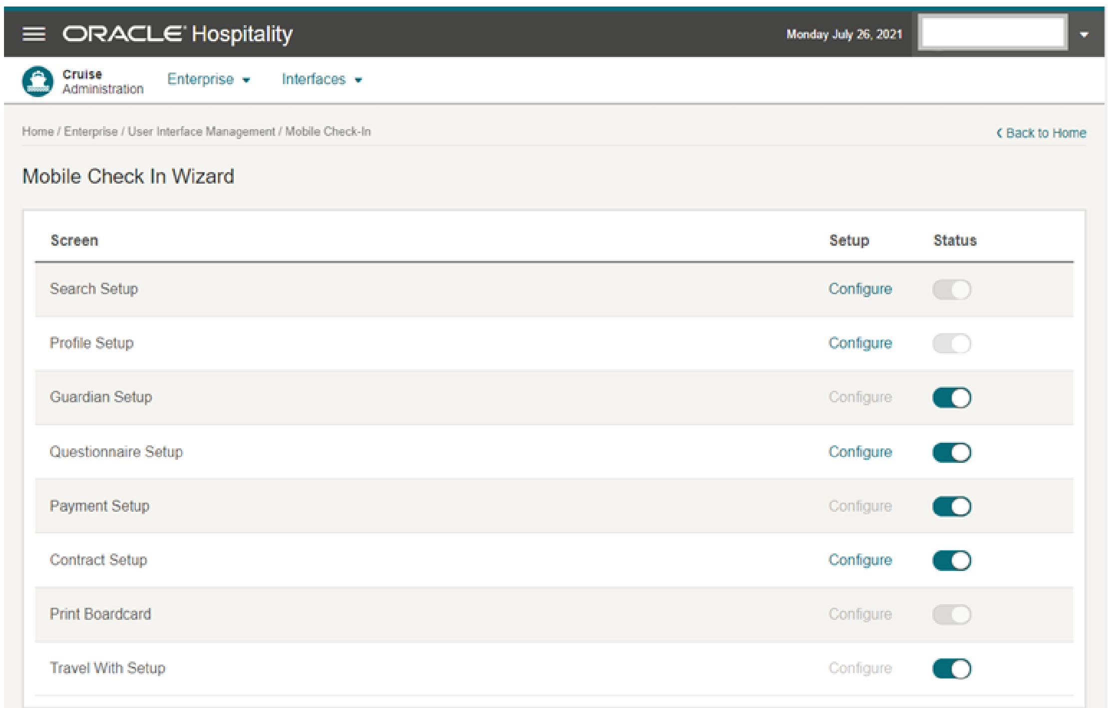
1. On the **Contract Template** tab, **Category** field, click **Create New Category**.
2. Enter the **Category name** in the Create New Category prompt and click **Save**.

5

Check-In Setup

Check-In setup enables you to configure the Mobile Check-In wizard. You can disable any of the pages or features that you do not require, for example, Print Board Card. The presentation of the Check-In wizard page follows the order of the setup and may vary depending on the default on/off.

Figure 5-1 Mobile Check In Wizard



Search Setup

This feature allows you to customize the search criteria fields. You can view the results in Check-In.

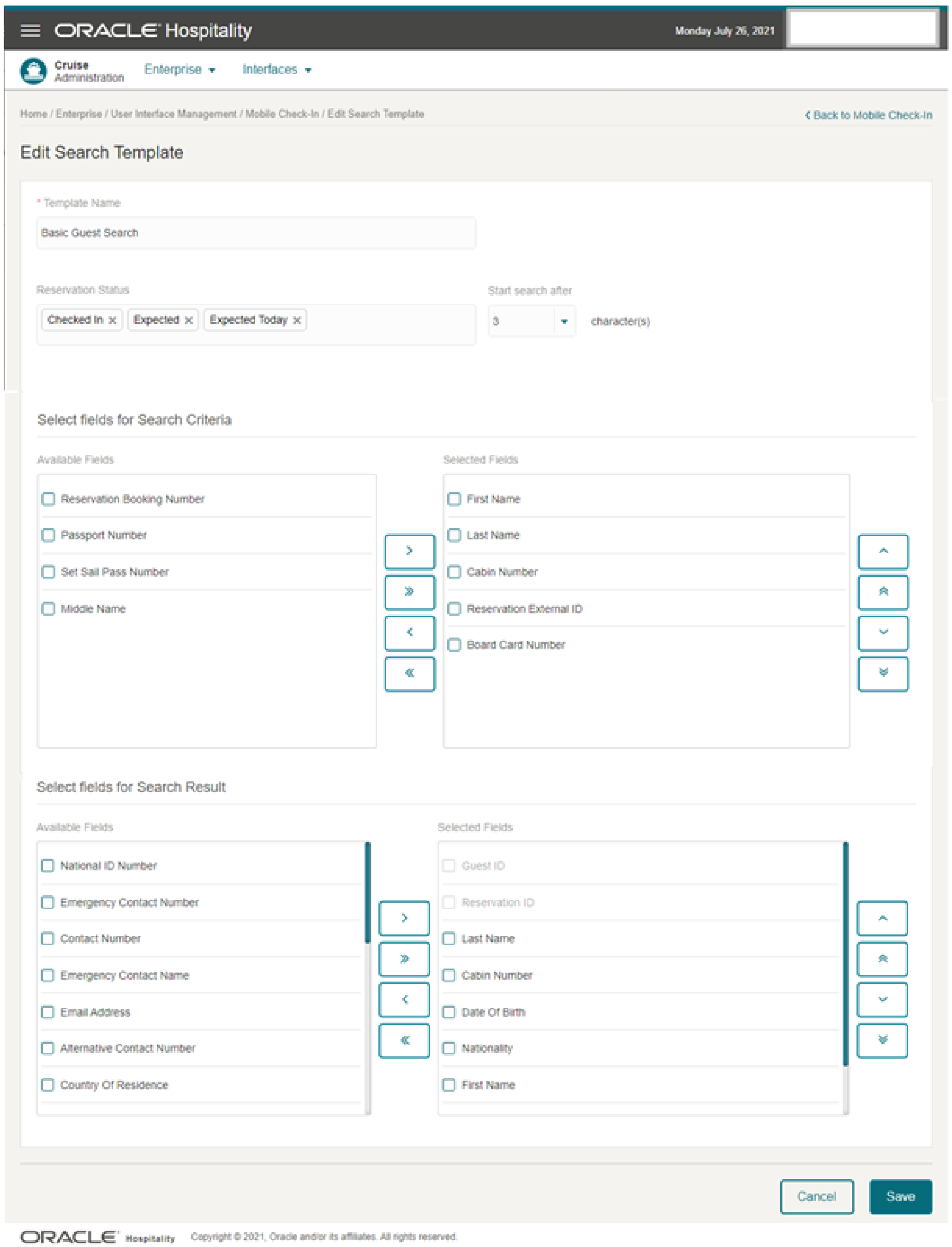
Search Criteria

- Search records according to the selected reservation status in the **Search** page and the **Check-In Wizard** page.
- Auto search takes place after you enter a number of characters in the **Check-In – Search** field.
- Search based on **Search Criteria - selected fields** only.

Result

- Return results are based on the selected fields **(Search Result - selected fields)**.
- Result table fields are displayed on the **Search** page and **Check-In Wizard** page.

Figure 5-2 Edit Search Template Page



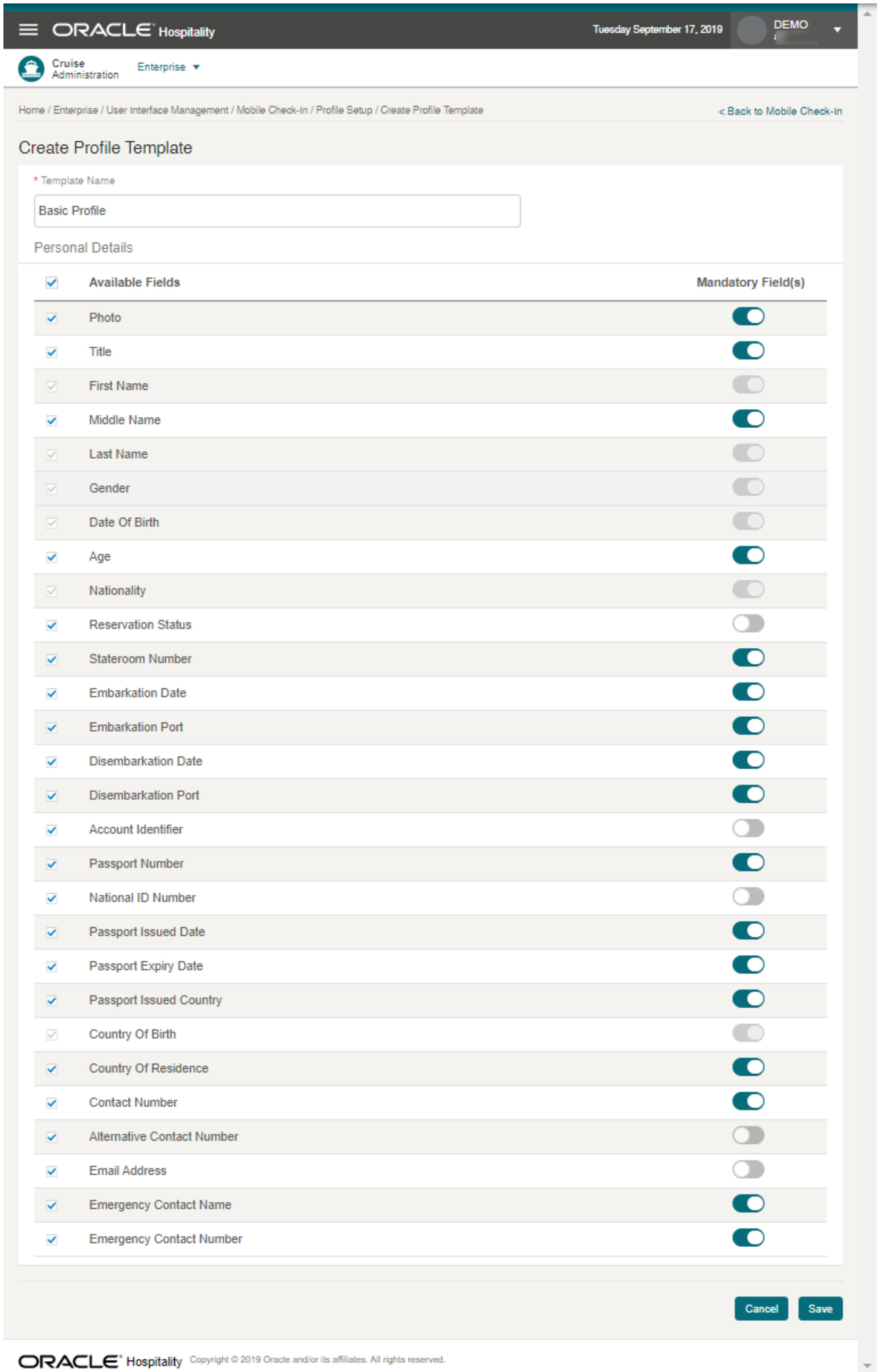
Saving the Search Template

1. From the **Administration menu**, select **Enterprise**, select **User Interface Management**, and select **Mobile Check-In**. Click **Configure** for the Search Setup option.
2. On the **Edit Search Setup** page, enter the **Template Name**.
3. Enter the following information and click **Save**.
   - **Template Name:** Enter the name of the template.
   - **Reservation Status:** Enter the reservation status to include in the search criteria.
   - **Start search after X character(s):** Enter the number of characters for auto search to begin.
   - **Select fields for Search Criteria:** Select the fields to include in the search criteria. Use the arrow keys to select/deselect or re-order.
   - **Select fields for Search Result:** Select the fields for the system to return the search result.

Profile Setup

This feature enables you to select the fields to show or hide, with an indicator whether the field is mandatory in the **Check-In, Check-In Wizard, Profile** page. The selected fields appear on the first page of the Check-In Wizard.

Figure 5-3 Profile Template Setup



Saving a Profile Template

1. From the **Administration menu**, select **Enterprise**, select **User Interface Management**, and select **Mobile Check-In**. Click **Configure** for Profile Setup.
2. On the **Create Profile Template**page, enter the **Template Name**.
3. Select the **Available Fields** check boxes you want to appear in the **Mobile Check-In, Check-In Wizard,** and **Profile** page. To hide fields, deselect the field check boxes.
4. Under the **Mandatory Fields** column, slide to make the field as mandatory.
5. Select the **Save** button.

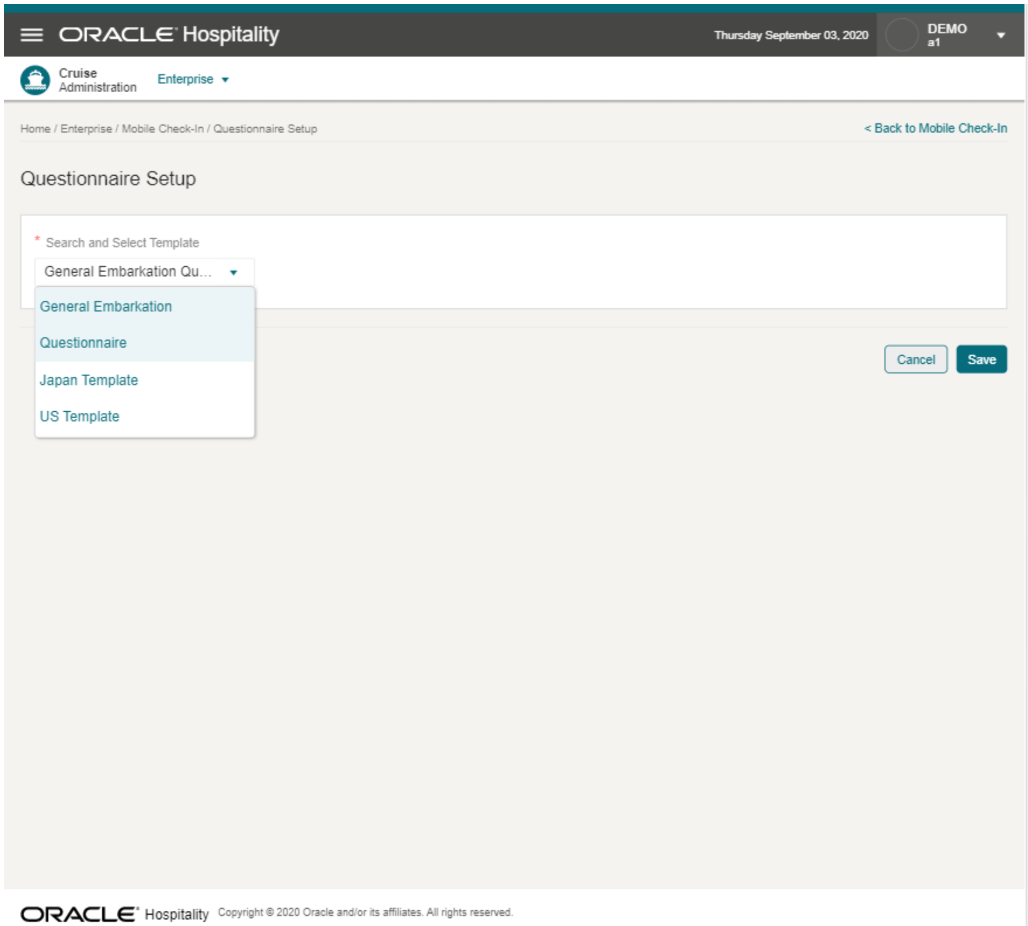
Guardian Setup

The Guardian page is the second step of the Check-In wizard and is an optional set up. Turn on this feature to reveal guests who are considered minors, and require a guardian to accompany them when leaving the ship. To access the Guardian page, select **Check-In**, select **Check-In Wizard**, and then select **Guardian page**.

Questionnaire Setup

When enabled, this feature lists the active questionnaire templates that you can select to appear in the **Check-In, Check-In Wizard,** and **Questionnaire** page. This in an optional setup available in Step 4 of the Check-In Wizard.

Figure 5-4 Questionnaire Setup Page



Selecting a Questionnaire Template to Use

From the **Administration menu**, select **Enterprise**, select **Questionnaire**, select **Questionnaire Template Setup**, select a **template** from the list of views, and then click **Save**.

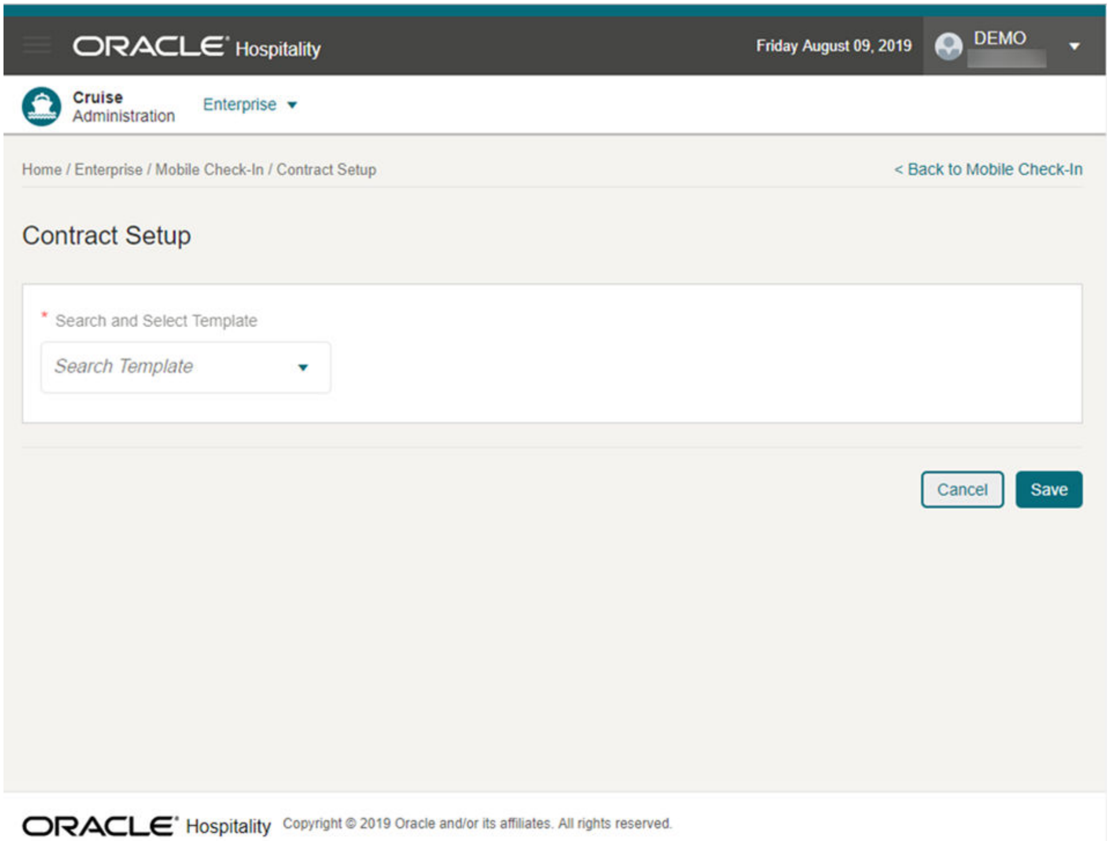
Payment Setup

The Payment page is an optional setup. Turn this feature on to show the card type information and allow you to add a payee in Step 3 of the Check-In Wizard.

Contract Setup

This feature lists the active contracts enabling you to select the contract to appears in the **Check-In, Check-In Wizard**, and **Contract** page. This setup is optional and appears in Step 4 of the Check-In Wizard.

Figure 5-5 Contract Setup



To select a contract, from the **Administration menu**, select **Enterprise**, select **User Interface Management**, select **Mobile Check-In**, select **Contract Setup** page, select a **template** from the list of views, and then click **Save**.

Print Board Card

The **Print Boardc ard** button is enable by default and is a mandatory page in Check-In, Check-In page.

Travel with Setup

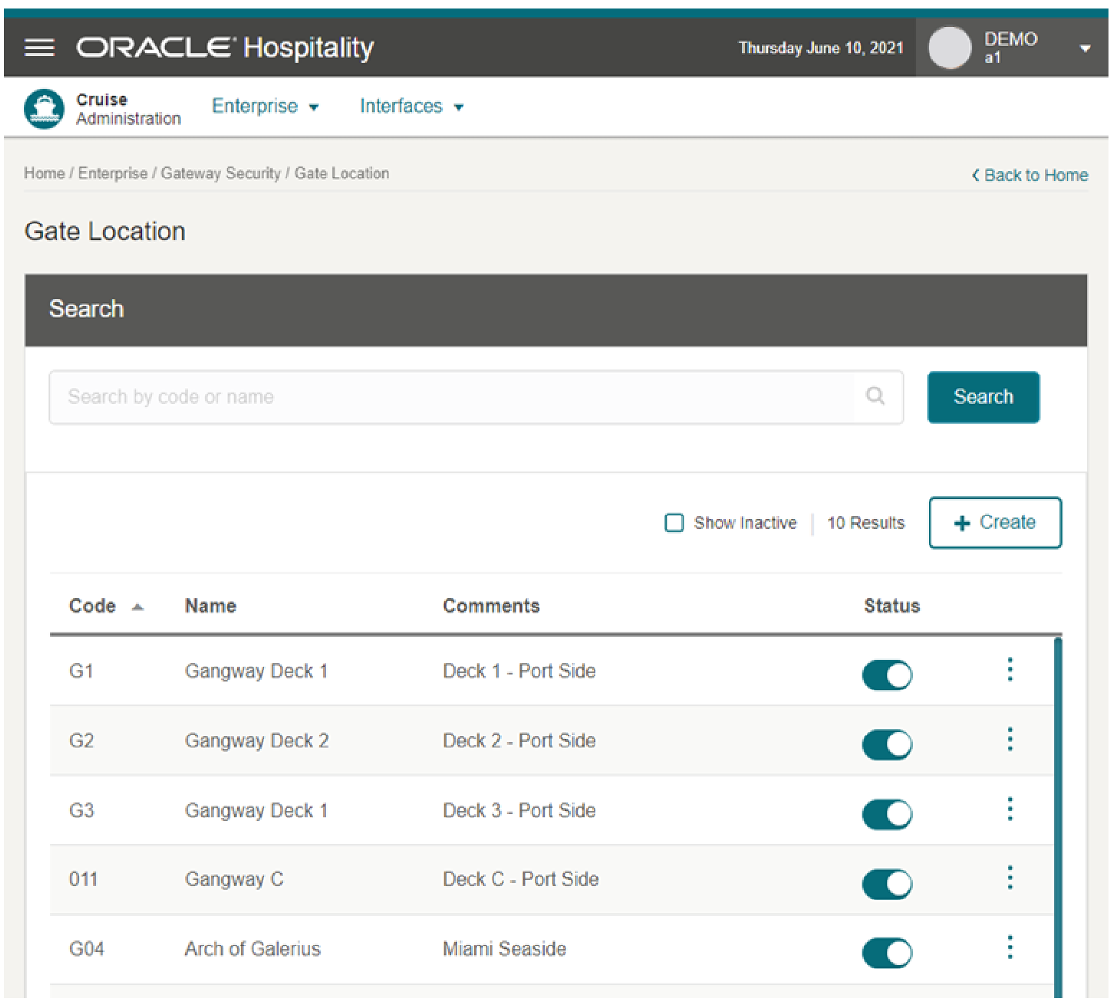
Enabling this feature shows all travel companions at the end of the check-in process. The eature is optional.

6
Gateway Security

The **Gateway Security** setup enables you to configure the gate location and the tender boat. You can turn off any of the gate locations/tender boats that you do not require. On the **Gateway Security, Gate Settings** page, the drop-down selection only displays active gate locations/tender boats.

Gate Location

Figure 6-1 Gate Location



The Gate Location enables you to assign an active gate location to the **Gateway Security, Gate Settings** page. You can create a new gate location and, if the gate location is not ready in use, or no longer required, you can deactivate it by sliding the **Status** to off.

Creating a Gate Location

1. From the **Administration menu**, select **Enterprise**, select **Gateway Security**, and then select **Gate Location**.
2. On the Gate Location page, select **Create**.
3. The system navigates to the Create Gate Location page.
4. Enter the following information and click **Save**.
   - **Status:** The system default Status is active. Toggle to set this as active/ inactive.
   - **Code:** Enter a unique code for the gate location.
   - **Name:** Enter the gate location name.
   - **Comment(s):** Enter gate location description. This is an optional field.

Editing a Gate Location

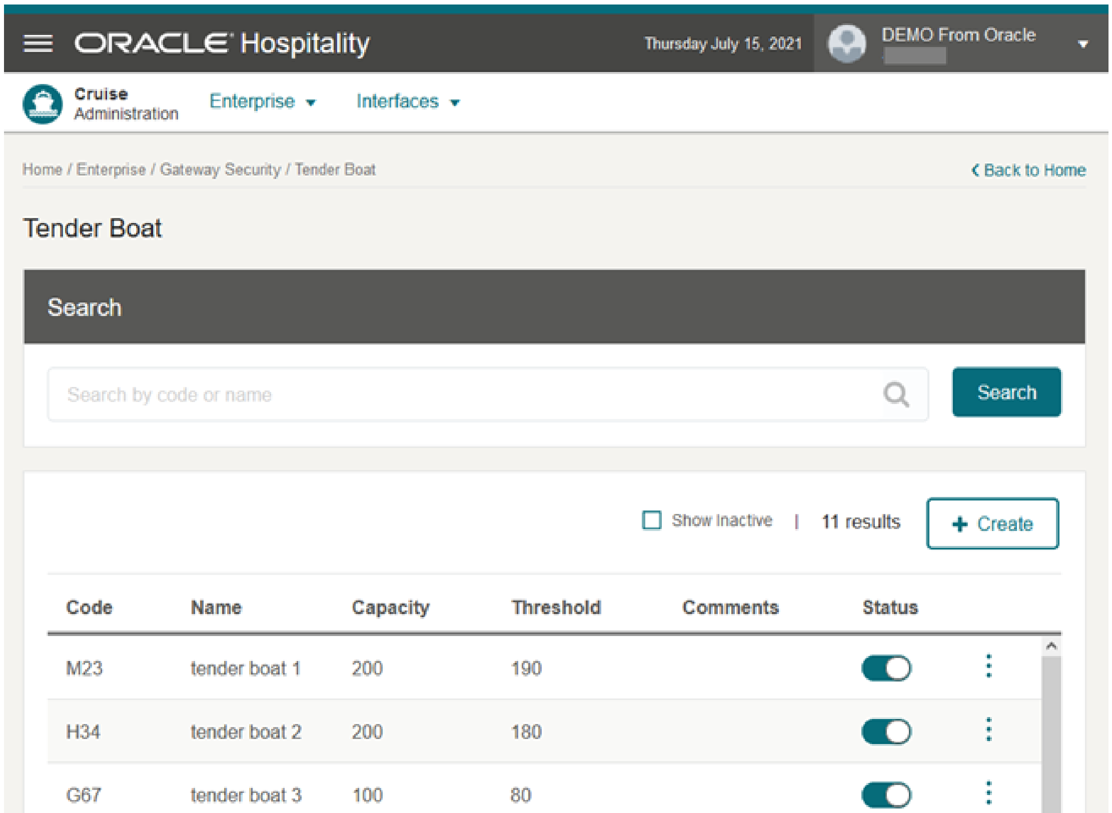
1. On the **Gate Location** page, click the **vertical ellipsis** of the gate location and then click **Edit**.
2. Click **Edit** button. This navigate to the Edit Gate Location page.
3. Update the information and click **Save**.

Searching a Gate Location

1. On the **Gate Location** page, all active gate location records are shown in the results view.
2. To lookup a gate location, enter a value in the search box then click **Search**.
3. The system shows all the matching active records in the results view.
4. To include all inactive records in the result view, select the **Show Inactive** check box.

Tender Boat

Figure 6-2 Tender Boat



The Tender Boat enables you to assign an active tender boat to the **Gateway Security, Tender Boat** page. You can create a new tender boat and if the tender boat is not ready for use, or no longer required, you can deactivate it by sliding the **Status** to off.

Creating a Tender Boat

1. From the **Administration menu**, select **Enterprise**, select **Gateway Security**, and then select **Tender Boat**.
2. On the Tender Boat page, click **Create**. The system navigates to the Create Tender Boat page.
3. Enter the following information and click **Save**.
   - **Status:** The system default Status is active. Toggle to set this as active/ inactive.
   - **Code:** Enter a unique code for the gate location.
   - **Name:** Enter the gate location name.
   - **Capacity:** Enter the gate location capacity.
   - **Threshold:** Enter the gate location threshold.

- **Comment(s):** Enter a gate location description. This is an optional field

Editing a Tender Boat

1. On the **Tender Boat** page, click the **vertical ellipsis** of the selected tender boat and then click **Edit**.
2. Click **Edit** to navigate to the **Edit Tender Boat** page.
3. Update the information and click **Save**.

Deleting a Tender Boat

1. On the **Tender Boat** page, click the **vertical ellipsis** of the selected tender boat and then click **Delete**.
2. Click **Delete**.
3. On the confirmation message, click **Delete** to proceed or **Cancel** to return to the previous screen.

Searching for a Tender Boat

1. On the **Tender Boat** page, all active tender boat records appear in the results view.
2. To look up a tender boat, enter a value in the search box then select **Search**.
3. The system shows all the matching active records in the results view.
4. To show all inactive records in the result view, select the **Show Inactive** check box.

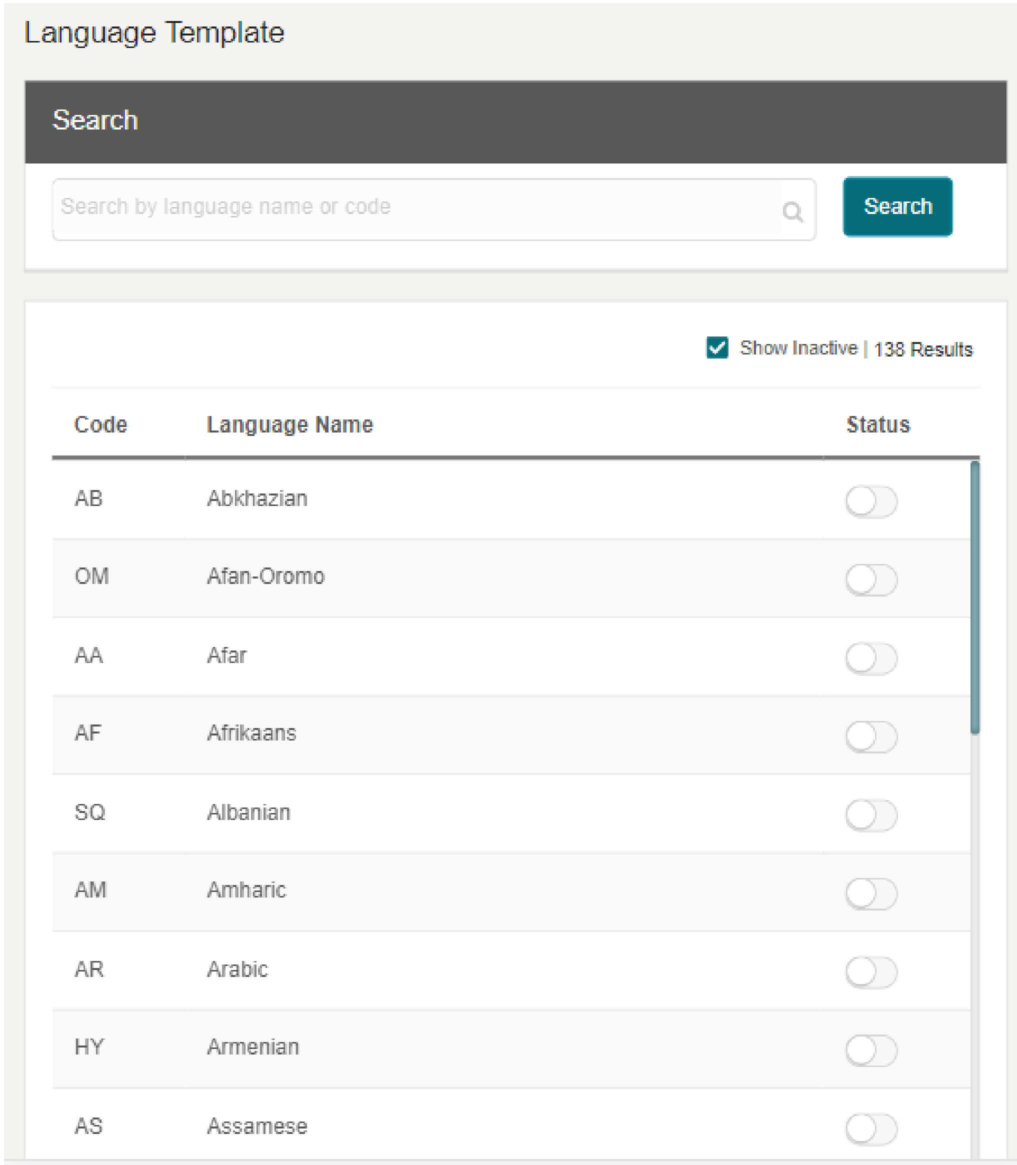
7 Language Template

The Language Template option enables you to configure the languages needed to setup the questionnaire template, and the Questionnaire page in the Check-In application.

The Language Template option can be found in the **Administration menu, Enterprise, Language Template**.

Search and Enable the Language

Figure 7-1 Language Template



1. Navigate to the **Language Template** option where the system displays all language records from the database with disabled status on first time setup.
2. Search the language by entering the language name or language code at the search field and select the **Search** button.
3. If no matching record is found, the system displays the message, “No data to display.”
4. To enable/disable the language, toggle the **Status** button on the language that you want, and the system displays the notification, “Language updated successfully.”

5. To view the enabled language record, deselect the **Show Inactive** check box.

8 Questionnaire Setup

The Questionnaire setup enables you to configure the questionnaire template, category, and the authorize reason, for use in the Check-In application.

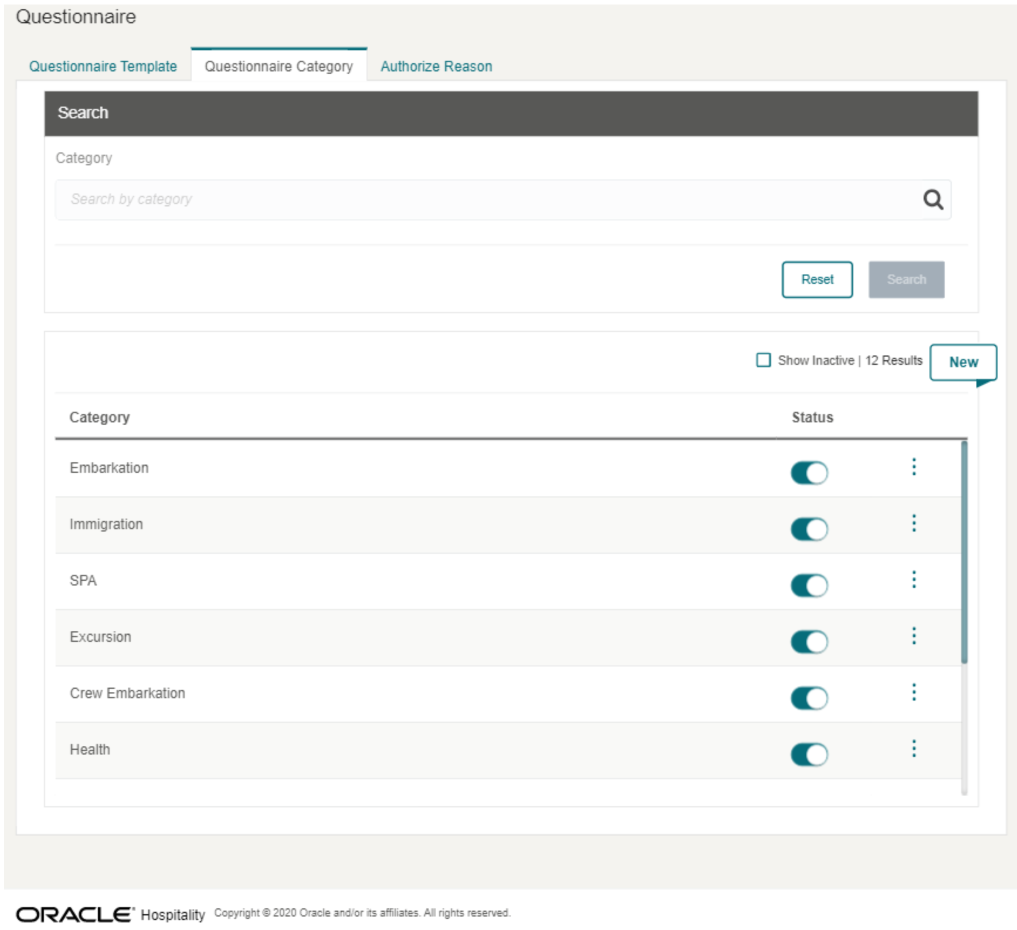
The Questionnaire Setup option can be found in the **Administration menu, Enterprise, Questionnaire** option.

The Questionnaire Setup page consists of three setup tabs:

- Questionnaire Template
- Questionnaire Category
- Authorize Reason

Questionnaire Category

Figure 8-1 Questionnaire Category List



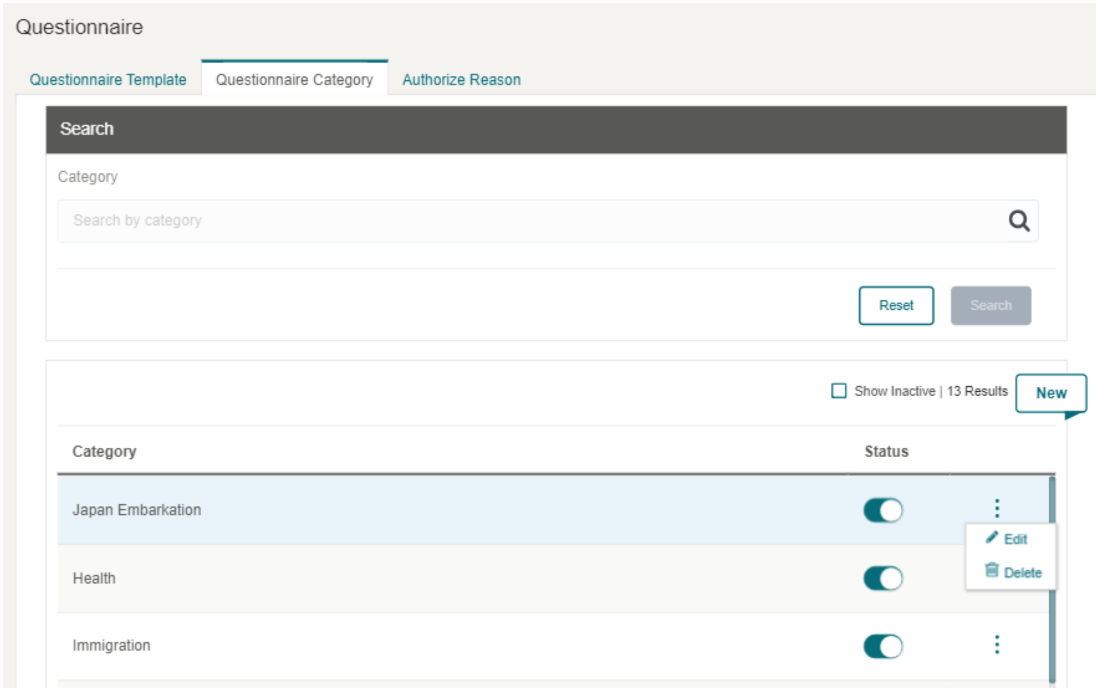
The Questionnaire Category setup allows you to categorize the questionnaire template by group and assign it to a Questionnaire Template. You can either pre-define a category before setting up a questionnaire template or while setting up the template.

Searching for a Questionnaire Category

1. Navigate to the **Questionnaire Category** tab. All active questionnaire categories records appear in the results view section.
2. Enter the category name in the search box and select the **Search** button. The searched record appears in the results view if the record is found. Otherwise, the system returns a no result prompt.
3. Select **Reset** to clear the search box value.
4. To view an inactive category, select the **Show Inactive** check box to display all the inactive categories in the results view.

Editing a Questionnaire Category

Figure 8-2 Questionnaire Category Options



1. On the **Questionnaire Category** tab, questionnaire category record, select the **vertical ellipsis** to display the **Edit** and **Delete** option.
2. Select **Edit** and the system displays the Edit Category page.
3. You can change the category name and status (active to inactive or vice versa) if the category is not assigned to an active Questionnaire template and has no transaction history. If the category is inactive, the **Status** button is greyed out.
4. You can also change the category status from the main screen by sliding the **Status** button.

Creating a new Questionnaire Category

1. On the **Questionnaire Category** tab, click **New** to open the **Create Category** page.
2. Enter a value at the **Category field**. This is a mandatory field.
3. Click **Save**.
4. Click **Cancel** to exit the Create Category page without updating and return to the Questionnaire Category listing page.

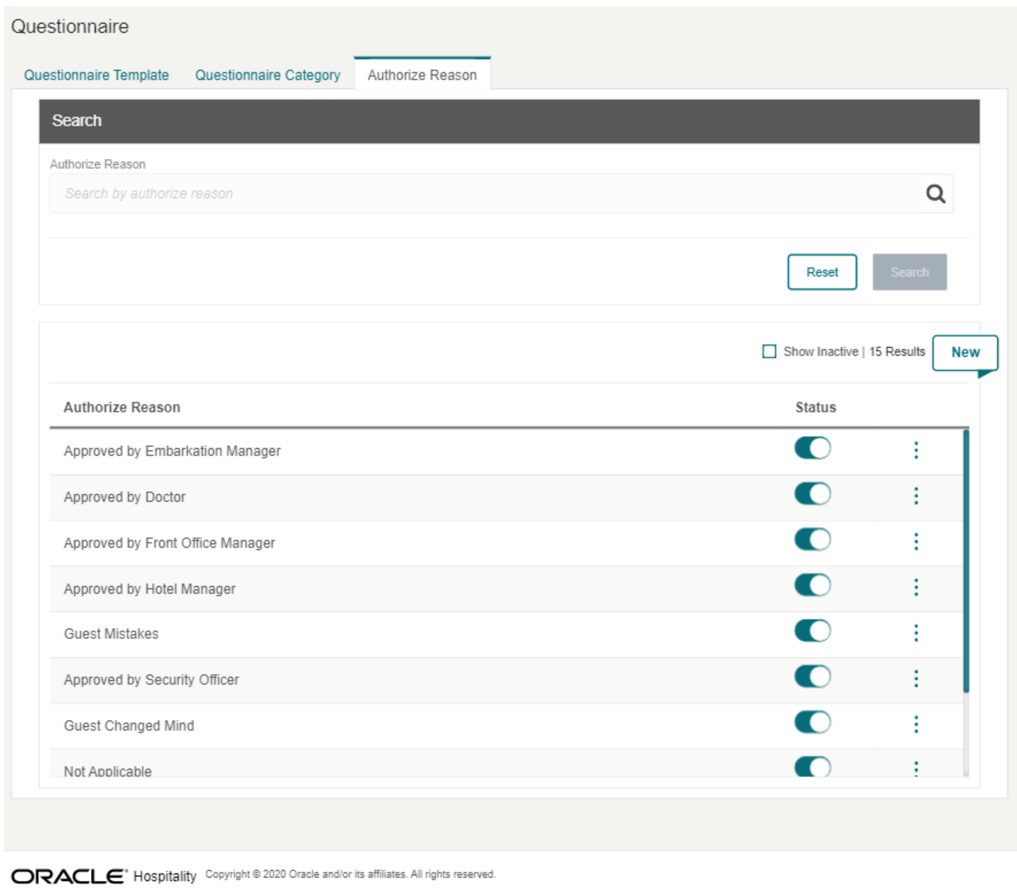
> **Note:**
>
> A duplicate category name is not allowed.

Delete a Questionnaire Category

1. On the **Questionnaire Category** tab, select the category you want to delete.
2. Click the **vertical ellipsis** and select **Delete**.
3. The system displays a confirmation message, “Are you sure you want to delete this record?” Click **Delete** to remove the category from the Questionnaire Category list. If you select **Cancel**, the selected category will remain.
4. If the Category you are deleting is in use, the system displays a message, “Delete cannot be performed. Already have transaction history.”

Authorize Reason

Figure 8-3 Authorize Reason



The Authorize Reason setup allows you to create overriding reasons to use in the Questionnaire to answer the questions that trigger alerts.

Searching for an Authorize Reason

1. Navigate to the **Authorize Reason** tab to display all active records in the results view section.

2. In the search box, enter a keyword for the authorization reason and select the **Search** button. If a matching record is found, the system displays the search record in the results view. Otherwise, you are prompted with a “no record found” message.
3. Select **Reset** to clear the search box value.
4. Select the **Show Inactive** check box to display all inactive reasons in the results view.

Editing an Authorize Reason

1. Navigate to the **Authorize Reason** tab to display all the active authorize reason records in the results view section.
2. Select an **authorize reason** record, select the **vertical ellipsis** button, and then select **Edit**.
3. In the **Edit Authorize Reason** page, change the authorize reason name and select **Save**. You can change the authorize reason name that has no transaction history, otherwise, the system displays an error message.
4. You can change the authorize reason status from active to inactive or vice versa.
5. Also, you can enable/disable the authorize reason status from the main screen by sliding the **Status** indicator or select the **vertical ellipsis** for more options.

Creating a New Authorize Reason

1. On the **Authorize Reason** tab, select **New** to open the **Create Authorize Reason** page.
2. Enter the value at the **Authorize Reason field**. This field is mandatory.
3. Click **Save**.

> **Note:**
>
> A duplicate authorize reason name is not allowed.

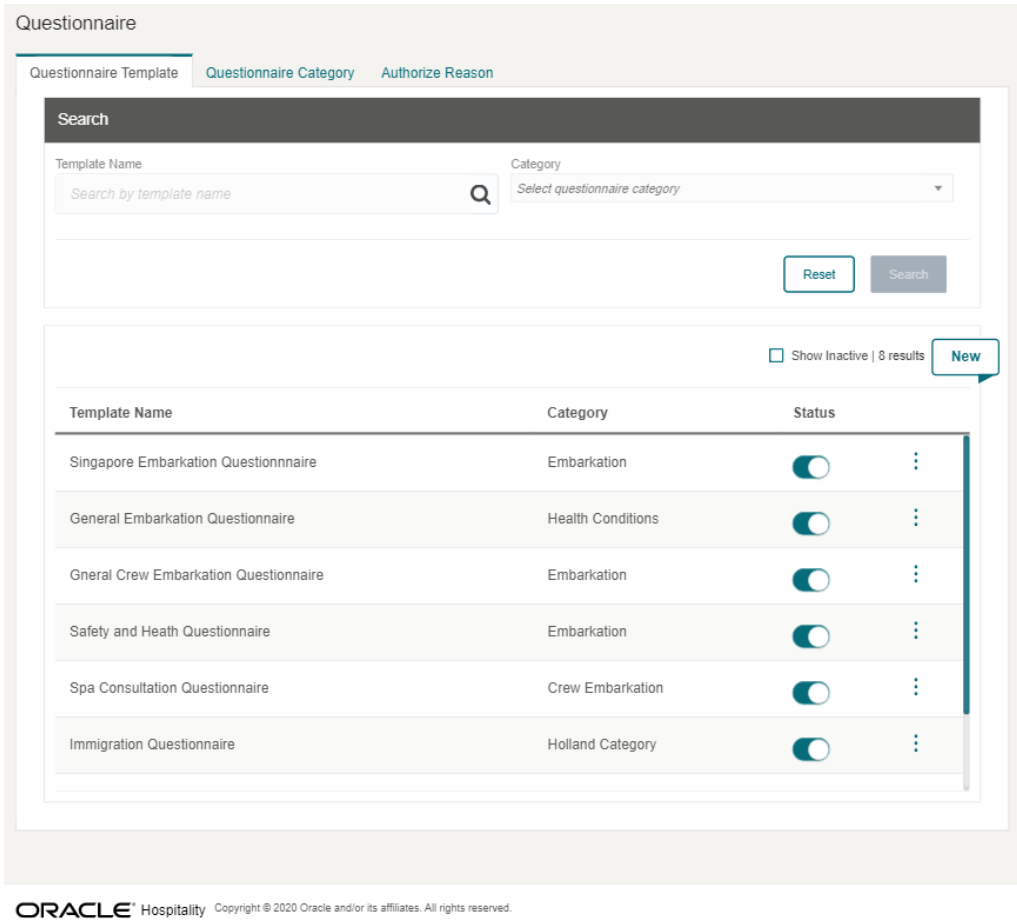
4. Click **Cancel** to exit without updating and return to the Authorize Reason listing page.

Deleting an Authorize Reason

1. At the **Authorize Reason** tab, select the category to delete.
2. Click the **vertical ellipsis** followed by **Delete**.
3. The system displays the confirmation message “Are you sure you want to delete this record?”. Click **Delete** to proceed or click **Cancel** to return to the previous page.
4. If the authorize reason is in use, the system displays a message “Delete cannot be performed. Already have transaction history.”

Questionnaire Template

Figure 8-4 Questionnaire Template



The Questionnaire Template setup is where you create and manage the questionnaire templates.

Searching for a Questionnaire Template

1. Navigate to the **Questionnaire Template** tab to display all the active questionnaire template records in the results view section.
2. Enter the questionnaire template name in the search box and click **Search**. The system displays the search record at the results view if found. Otherwise, it prompts “You have no search results yet.”
3. Clicking **Reset** clears the value in the search box.
4. To search by questionnaire category, go to the **Category** option and select a questionnaire category from the drop-down menu. The system displays the questionnaire template assigned to the selected questionnaire category.
5. To view an inactive Questionnaire Template, select the **Show Inactive** check box to display all the inactive questionnaire templates in the results view.

Editing a Questionnaire Template

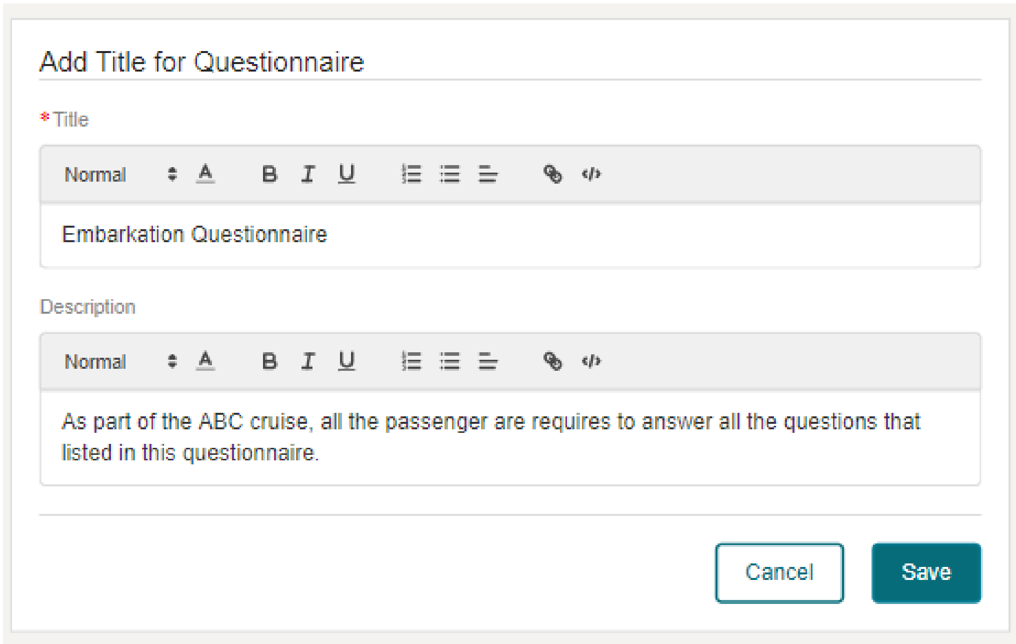
1. Navigate to the **Questionnaire Template** tab to display all the active questionnaire template records in the results view section.
2. On the questionnaire template record, click the **vertical ellipses** button and then click **Edit**.
3. On the Edit Questionnaire Template screen, you can change the questionnaire template content and status from active to inactive or vice versa, if the template is not in use or has and no transaction history.
4. If the questionnaire template has a transaction history, modifications of the contents is not allowed.
5. You can also change the questionnaire template status from the main screen by sliding the **Status** button.

Creating a New Questionnaire Template

1. On the **Questionnaire Template** tab, click the **New** button. The system displays the **Create Questionnaire Template** page.
2. Enter the value in the **Template Name** field. This is a mandatory. Make sure the new template name does not exist before.
3. In the Category field, select the pre-configured questionnaire category from the drop-down menu. You can also create a new questionnaire category by selecting the **Create New Category** option, which brings up the Create New Category page.
4. There are four sections in the **Configuration** page:
   - Add Title for Questionnaire (optional)
   - Add Question Group (optional)
   - Add Question (mandatory)
   - Add Acknowledgement (optional)

Add Title for Questionnaire (optional)

Figure 8-5 Questionnaire Title



This configuration section allows you to define the questionnaire title and description for the questionnaire template, and is optional.

There are two sections within the Add Title for Questionnaire.

- **Title:** Title of the questionnaire template, which is a mandatory field.
- **Description:** A brief explanation of the questionnaire template that is optional.

Add Question Group (optional)

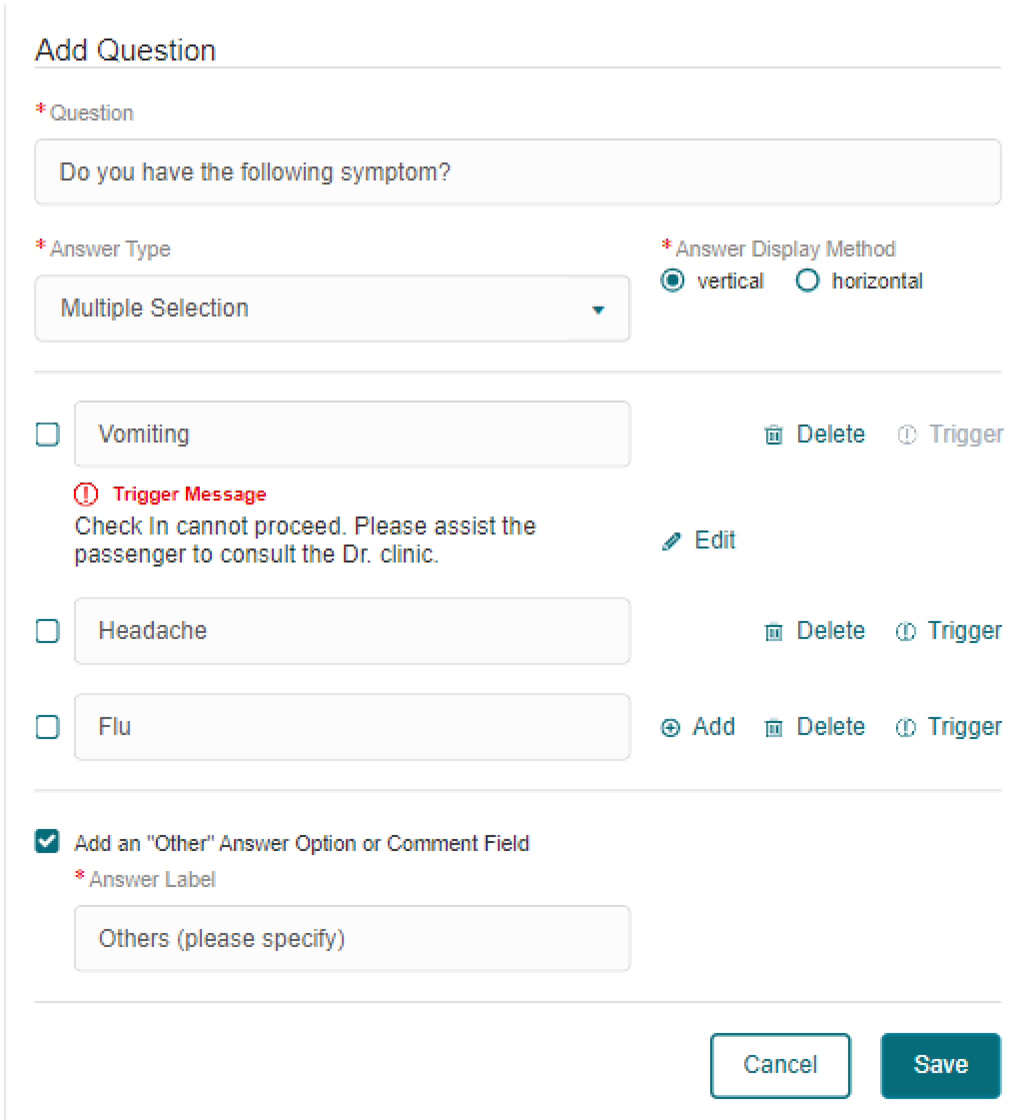
This function sets up the question group and allow you to create questions for the group.

1. On the **Add Question Group** field, enter the question group name and click **Save**.
2. Clicking **Cancel** exit you from the Add Question Group page.

Once the question group is saved, the Add Question option appears allowing you to create and link question(s) to the question group. You can make changes to the question group using the vertical ellipsis button. See Add Question section

Add Question

Figure 8-6 Questionnaire Add Question with trigger



The Add Question option creates a question without linking it to a question group. The system opens the Add Question section after you select the **Add Question** option from either the Question Group or directly from the Add Question option.

To add a question, enter all the required information, then click **Save** or **Cancel** to exit without saving.

> **Note:**
>
> The **Save** button is disabled if the answer row is empty. You can either delete it or fill in the information.

- **Question** – Field in which to enter the question.
- **Answer Type** – Select the type of answer: single or multiple selection or free text answer.
- **Answer Display Method** – Option to display the answer vertically or horizontally.
- The Answer field is where you can specify the available answer to the question.
- **Delete** – Option to delete the answer.
- **Add** – Option to create/add more answer.
- **Trigger** – Option to define the answer will have an answer trigger notification with user definable message.
- **Add an "Other" Answer Option or Comment Field** – Option for answer that requires a free text input. Select the check box to enter the description on the answer label field.

You can also edit, copy, delete, and set a language for the question using the options under the vertical ellipsis.

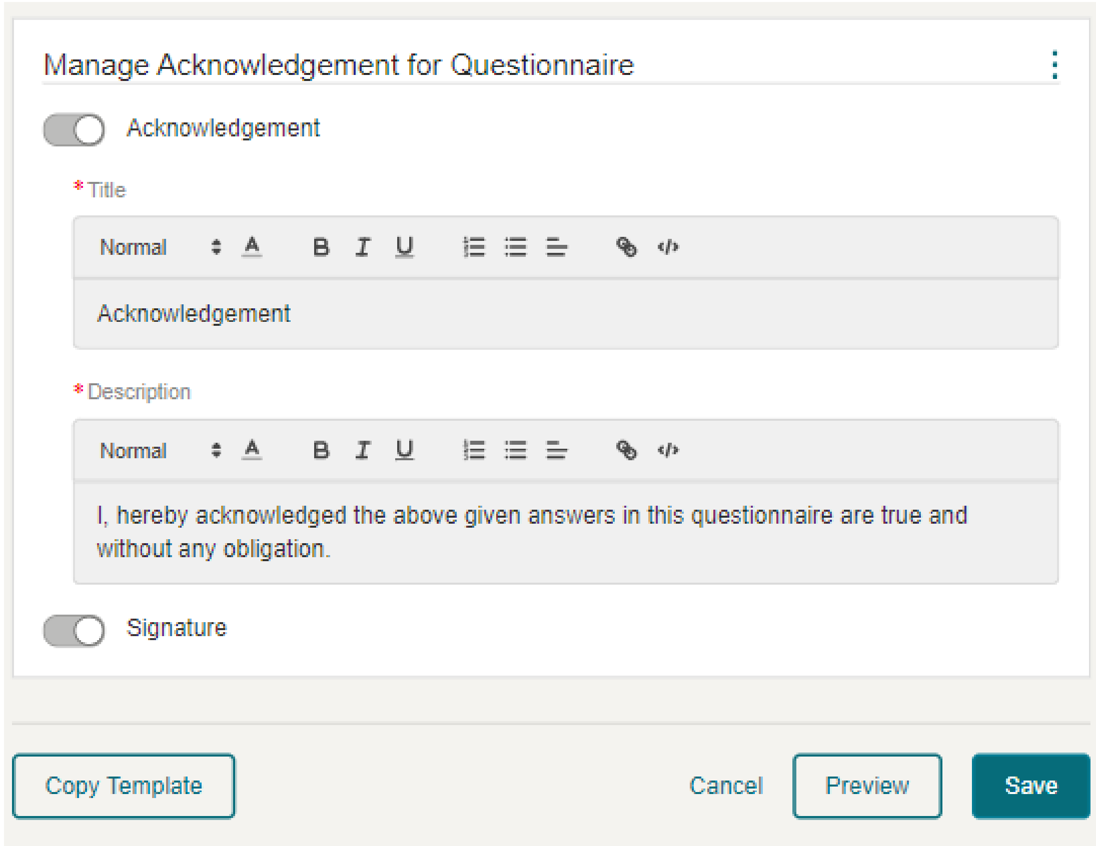
Add Acknowledgement

The Add Acknowledgement section allows you to defines the acknowledgement description or disclaimeras an option.

To enable, slide the **Acknowledgment** indicator and the signature indicator in the respective section. Proceed to enter the title and description and then select **Save**.

After saving the template, you can preview the questionnaire by selecting **Preview** and the language that you want to display.

Figure 8-7 Acknowledgement for Questionnaire



Copying Questionnaire Template

1. On the **Questionnaire Template** tab, search for the existing questionnaire template you want to copy.
2. On the **result view**, select the **questionnaire template**, select the **vertical ellipsis**, and then select **Copy**.
3. The system displays the Copy Questionnaire Template page, and the template name has "- copy" appended to the selected template name.
4. Make the necessary changes to the copied template and click **Save**.

Deleting Questionnaire Template

Deleting an existing questionnaire template is only allowed when the template is not linked to an account.

1. On the Questionnaire Template tab, search for the questionnaire template you want to delete.
2. Select the **questionnaire template**, and select the **vertical ellipsis**, and then select**Delete**.

3. The system displays the confirmation message “Are you sure you want to delete this record?.” Select **Delete** to proceed or click **Cancel** to return to the previous page.
4. If the selected questionnaire template has a “use history”, then deleting this template displays an alert with the following message: “Delete cannot be performed. Already have transaction history.”

Viewing Questionnaire Template

This function allows you to view an existing questionnaire template.

1. On the Questionnaire Template tab, search the questionnaire template you want to view.
2. On the ellipsis button, select **View**. This opens the View Questionnaire Template page.
3. Modifications to the template are not allowed. You can only copy or preview the template.

Creating Questionnaire Template with Multiple Languages

This function allows you to create a questionnaire template with multiple languages. Before you set up the questionnaire in multiple languages, you must enable the languages allowed in the questionnaire template.

To enable the languages, see the Language Templatesection.

Below are the questionnaire template sections where you can set up the multi languages:

- Add Title and Description
- Add Question Group
- Add Question
- Add Acknowledgement and Description

To configure the template in other languages, follow these steps.

1. On the Questionnaire Template tab, search for the questionnaire template you want to edit.
2. Navigate to the vertical ellipsis button and select **Edit**. This brings up the Edit Questionnaire Template page.
3. Go to the **Title** section, select the **vertical ellipsis**, followed by the **Language** option. This brings up the Manage Languages page.
4. On the Manage Languages page, the default language refers to the language used to setup the questionnaire template. You can view templates in other languages if they are enabled in **Language Template** setup.
5. Enter text in the text boxes according to the language you selected and then click **Save**.
6. After updating all descriptions in other languages, you can view the questionnaire in the languages that you configured using the **vertical ellipsis** button.

Figure 8-8 Questionnaire in Multi Language

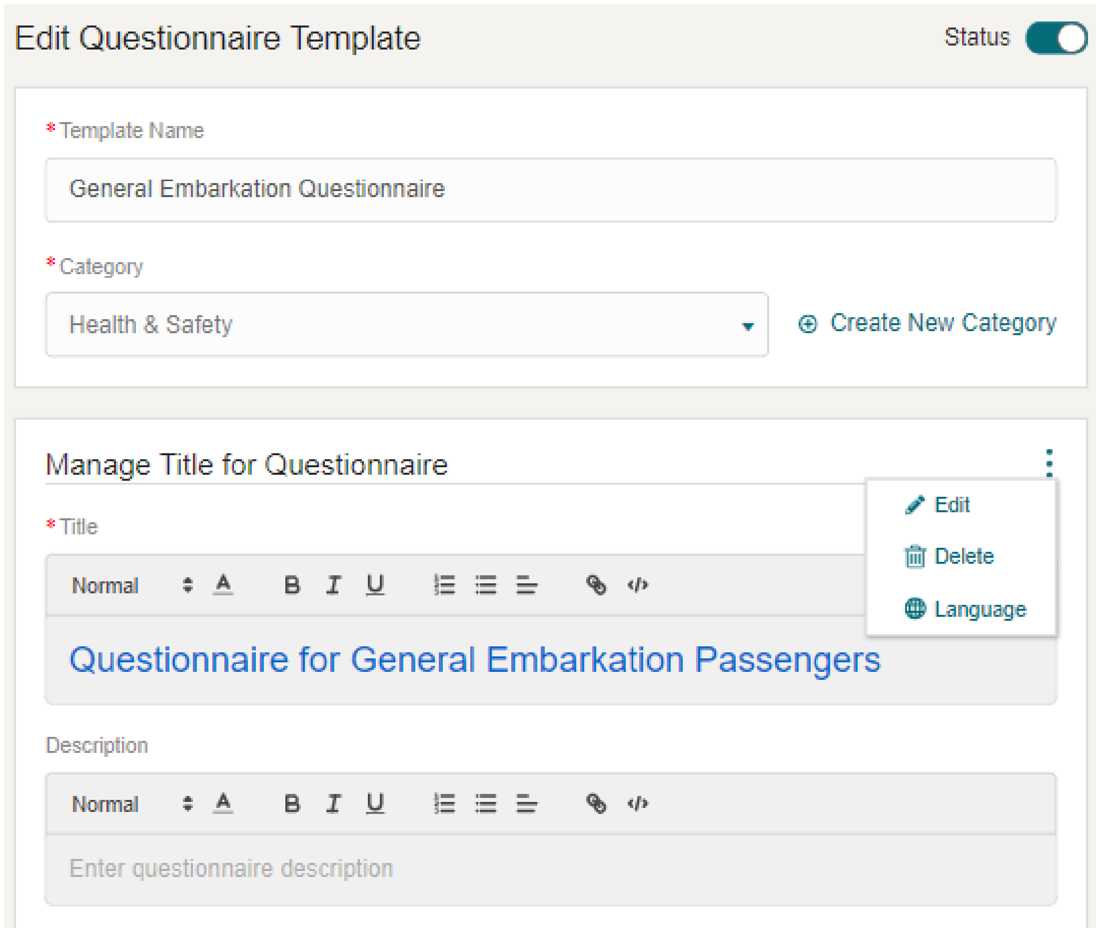
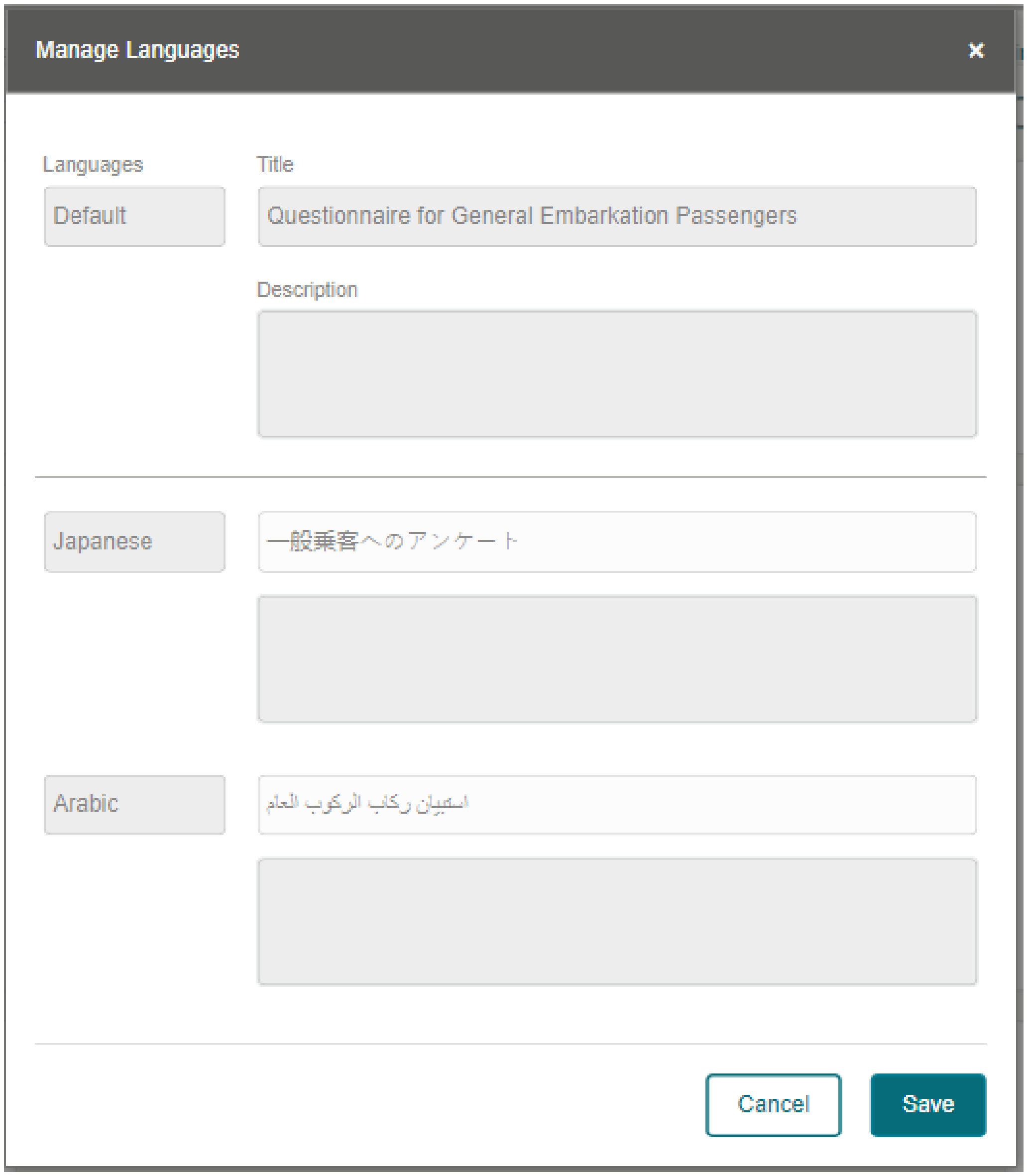


Figure 8-9 Managing Languages



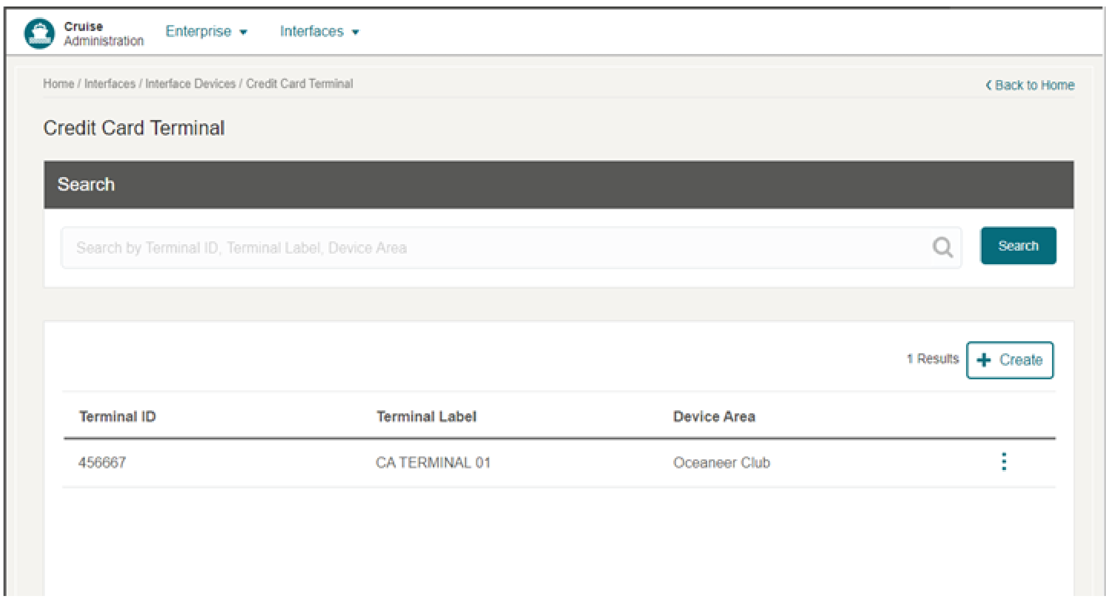
9

Credit Card Terminal

The Credit Card Terminal function enables you to assign a credit card terminal for use in credit card registration or transactions that require a card to be presented. You can create a credit card terminal and assign a device area to identify the location of the credit card terminal.

Configure Card Terminal

Figure 9-1 Credit Card Terminal Listing



The section below describes the steps to configure, edit, delete, and search for a credit card terminal.

Creating a Credit Card Terminal

1. From the **Administration** menu, select **Interfaces**, select **Interface Devices** and then select **Credit Card Terminal**.
2. On the **Credit Card Terminal** page, click **New**.
3. The system navigates to the **Create Credit Card Terminal** page.
4. Enter the following information and click **Save**.
   - **Terminal ID:** Enter the terminal identifier number provided by the vendor. You can also locate this number on the actual card reader device.

- **Terminal Label:** Enter the label or description of the terminal.
- **Device Area:** Select the physical location of the terminal. The location is set up in *OHC Administration, Administration menu, Itinerary Setup, Locations*. This is an optional field

Editing a Credit Card Terminal

1. On the **Credit Card Terminal** page, select the **vertical ellipsis** of the selected Credit Card Terminal.
2. On the selected record, click **Edit** to navigate to the **Edit Credit Card Terminal** page.
3. Update the information and click **Save**.

Deleting a Credit Card Terminal

1. On the **Credit Card Terminal Listing** page, click the vertical ellipsis of **Credit Card Terminal** you want to delete.
2. On the selected record, click **Delete**.
3. On the confirmation message, select **Delete** to proceed or **Cancel** to return to the previous screen.

Searching for Credit Card Terminal

1. On the **Credit Card Terminal Listing** page, all Credit Card Terminal records are shown in the results view.
2. To look up a **Credit Card Terminal**, in the search box field, enter either a **Terminal ID**, **Terminal Label**, or **Device Area** and select **Search**.
3. The system shows all matching records in the results view.

Part II
Using Cruise Property Management System

This part of the Cruise Property Management System contains information for end-users.

> **Note:**
>
> The natural orientation of the camera on MICROS 721 device is landscape orientation.

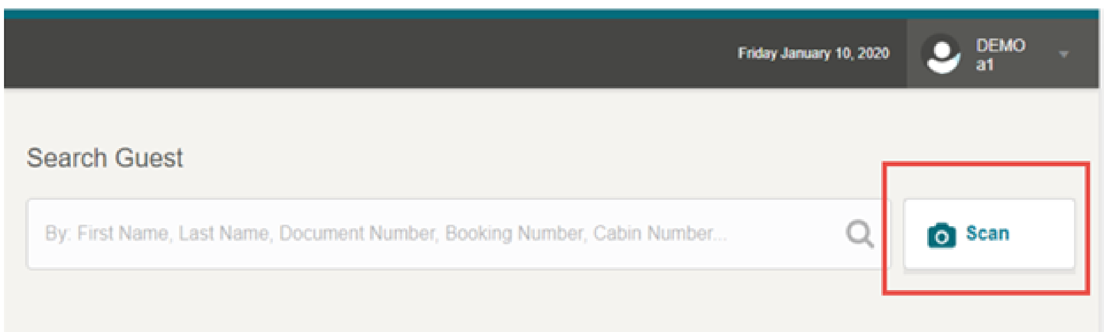
10 Search Guest

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

There are two methods to search for a guest profile: by scanning the travel document or using the manual search.

Search Guest by Scanning the Travel Document

Figure 10-1   Search Guest - Scan Document



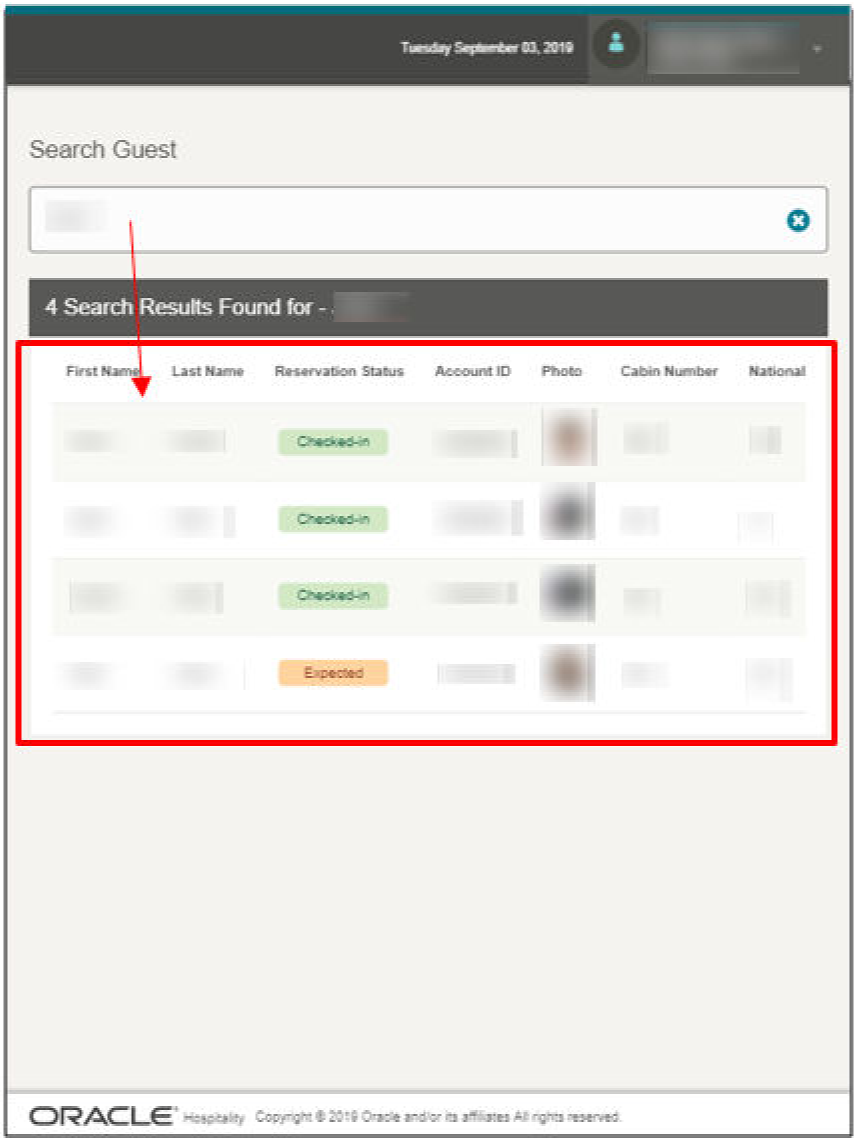
1. On the **Search Guest** page, select **Scan**.
2. On the **Show Your Travel Document** page, place the travel passport image near the camera.
3. If the scanned passport details match the guest, the system brings up the guest's profile page.

Search by Scanning RFID Card

1. On the Search Guest page, without placing the cursor at the search guest field, place the RFID card at the tablet RFID sensor.
2. If the scanned RFID card number matches a guest, the system brings up the profile page or a list view if you are searching from the Guardian or Payment tab.

Search Guest Profile Manually

Figure 10-2 Search Guest Page



To search for a guest,

1. Enter the guest name in the search field. The application searches and matches the searched guest with the stored guest profile.
2. To reset the searched value, click the **X** button.
3. To select the guest, double tap on the guest record. This opens the guest profile page.

11
Profile

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

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

Figure 11-1   Profile Details

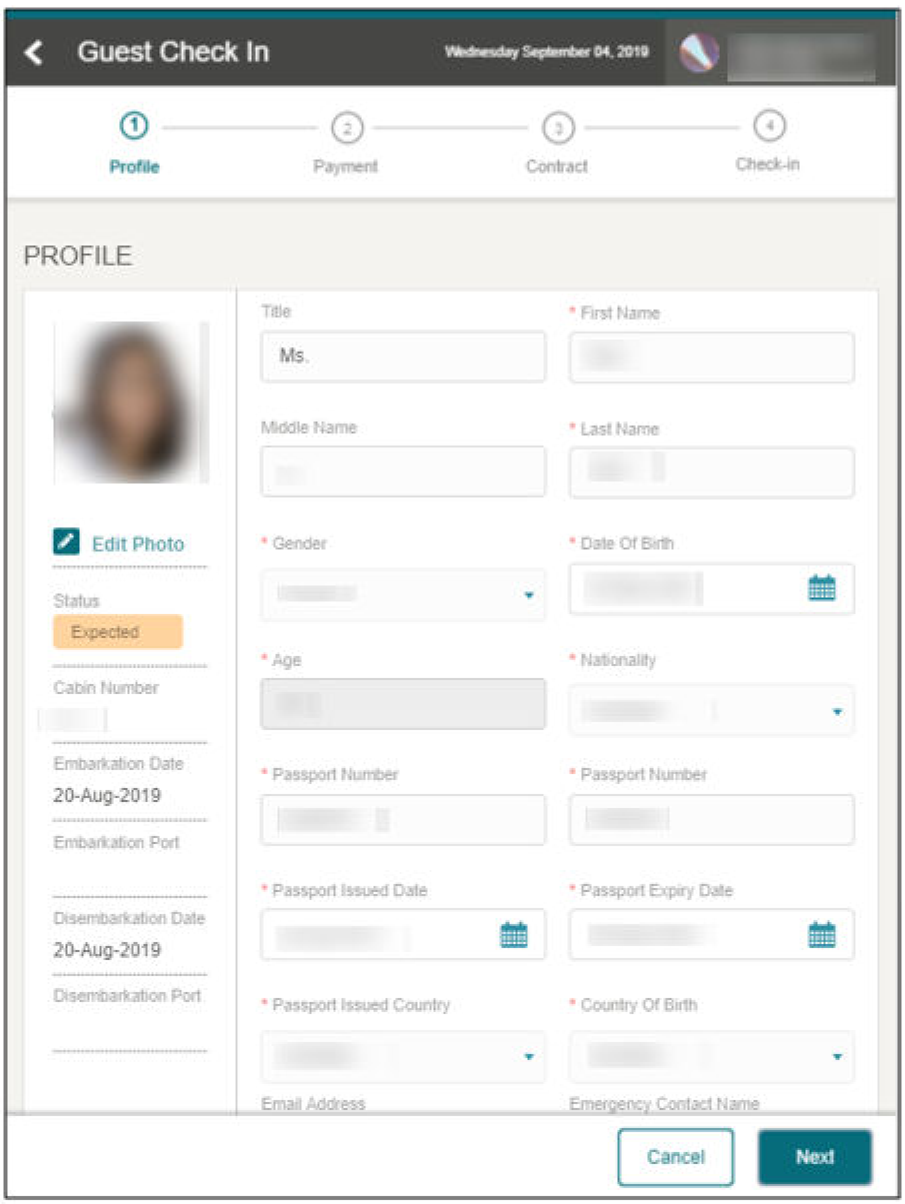


Table 11-1 Reservation Details

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

Table 11-2 Profile Details

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

Editing Profile Details

1. On the Profile page, select the editable field to enter a new value.
2. Click **Next** to continue to the next page. You cannot proceed further if the mandatory fields are blank.

Uploading/Changing a Profile Picture

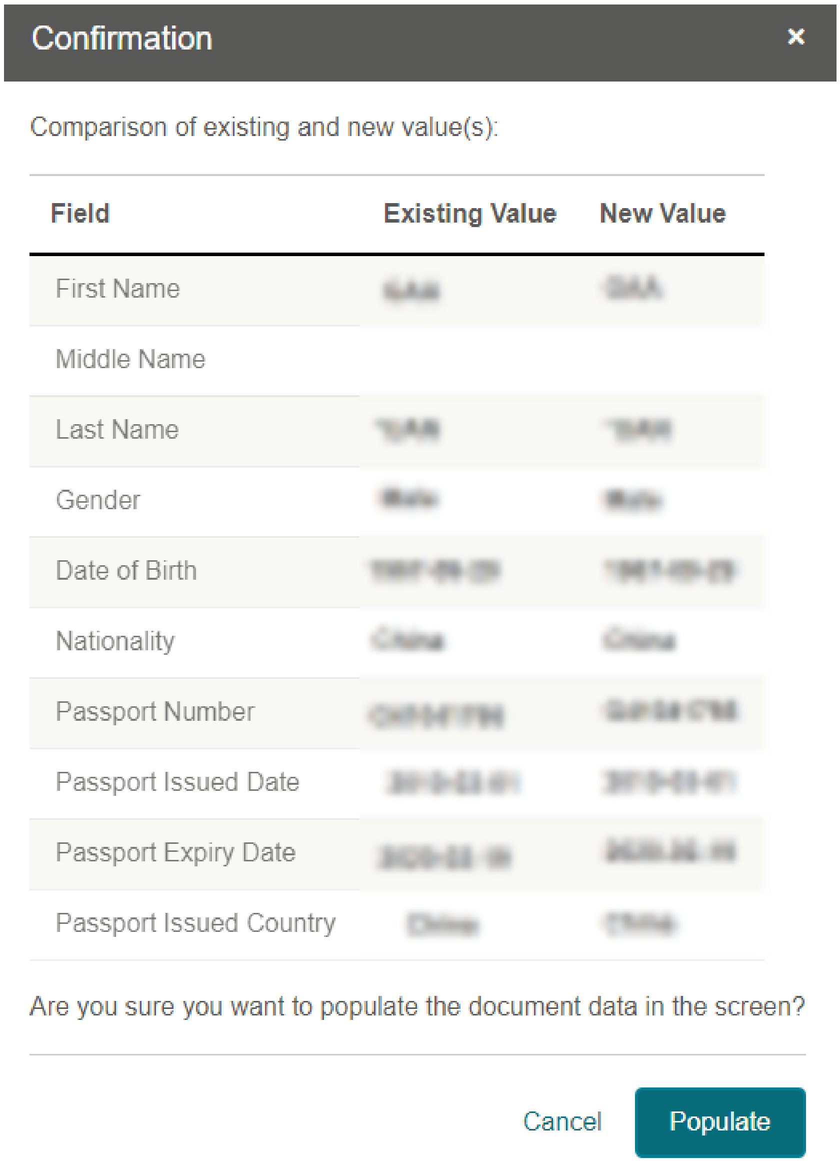
1. Click the **Edit Photo** link.
2. Click the **Take Photo** to activate the camera and capture the photo. To retake the photo, click **Take Again**.
3. Click the **Save Photo** to save and then click the **X** to exit the page.

Canceling a Checked-In Reservation

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

Overwrite Profile Details with Scanned Passport

Figure 11-2 Verify Scanned Passport Details



1. If the profile retrieved is through passport scanning, the Confirmation dialog will list the changes in two columns - **Existing Value** versus **New Value**. You must confirm whether to overwrite the profile information with the scanned passport details or not.
2. The scanned passport details populate onto the profile fields when you select **Populate**.
3. To retain the existing profile details, click **Cancel**.

4. On the Profile screen, if you want to re-scan the passport, click**Scan** to initiate the camera function.
5. Place the passport near the camera and select the **Capture Image** button. A progress bar show “Scanning in Progress”, followed by a confirmation dialog once the passport details are scanned successfully.

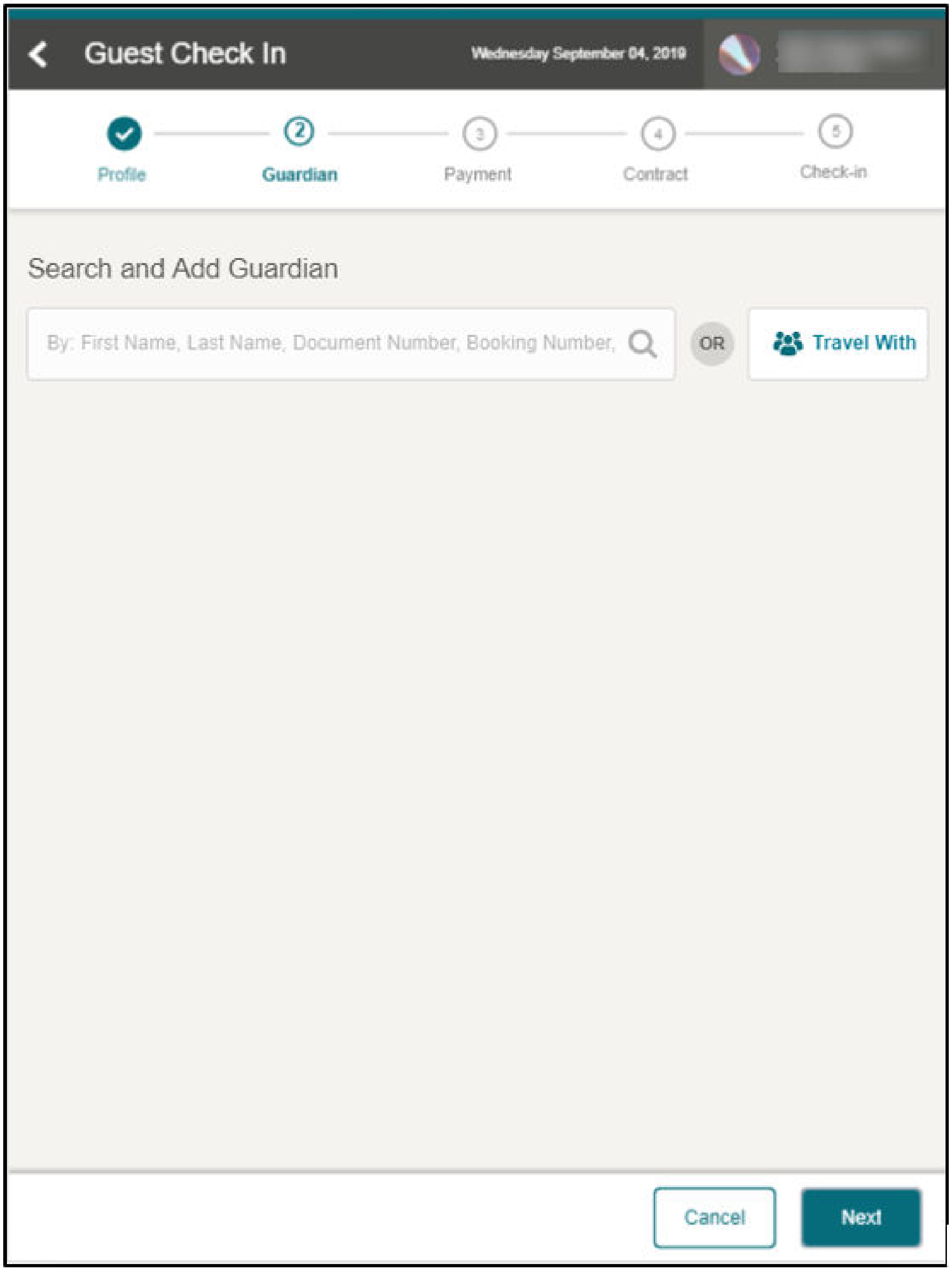
12

Guardian

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

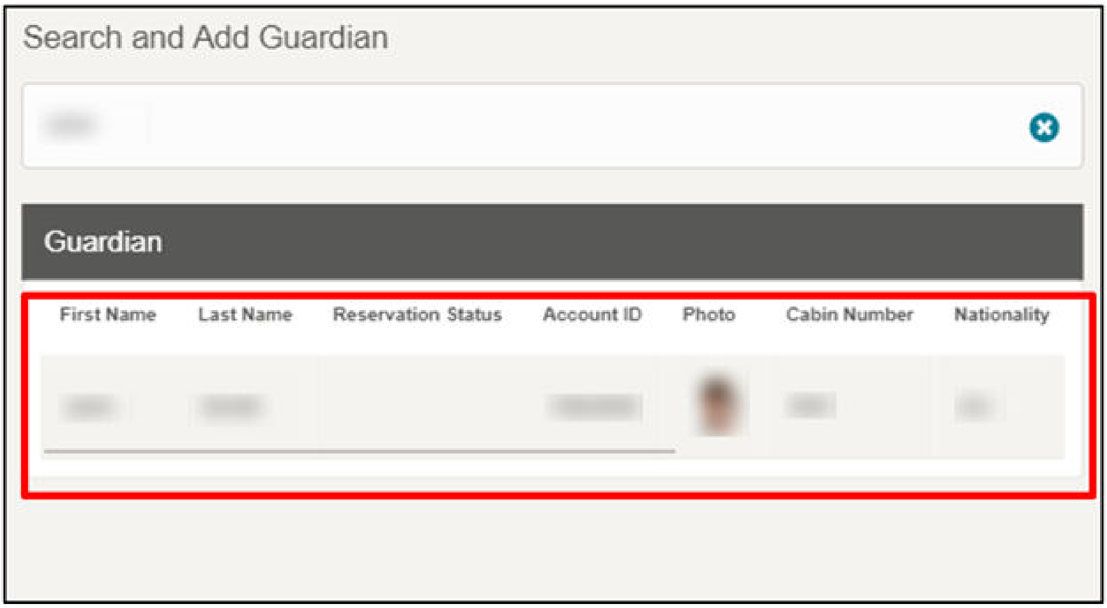
- **Manual Search:** Search for a guardian profile manually by entering the First Name, Last Name, and other relevant information. The search criteria fields can be watermarked from the **Check-In – Search Template** setup.
- **Scanning RFID Card:** Search for guardians using their RFID cards. See section Search by Scanning RFID Cards
- **Travel With:** Retrieves all guest profiles that have the same booking or stateroom number.

Figure 12-1   Search and Add Guardian Page



To add a guardian, select the guardian profile using the **+Add** button from the returned result page or scan the guardian RFID card. See section Search by Scanning RFID Cards

Figure 12-2   Assigned Guardian List



To remove a guardian, in the Guardian section, select the guardian profile and then click the **X** of the selected profile.

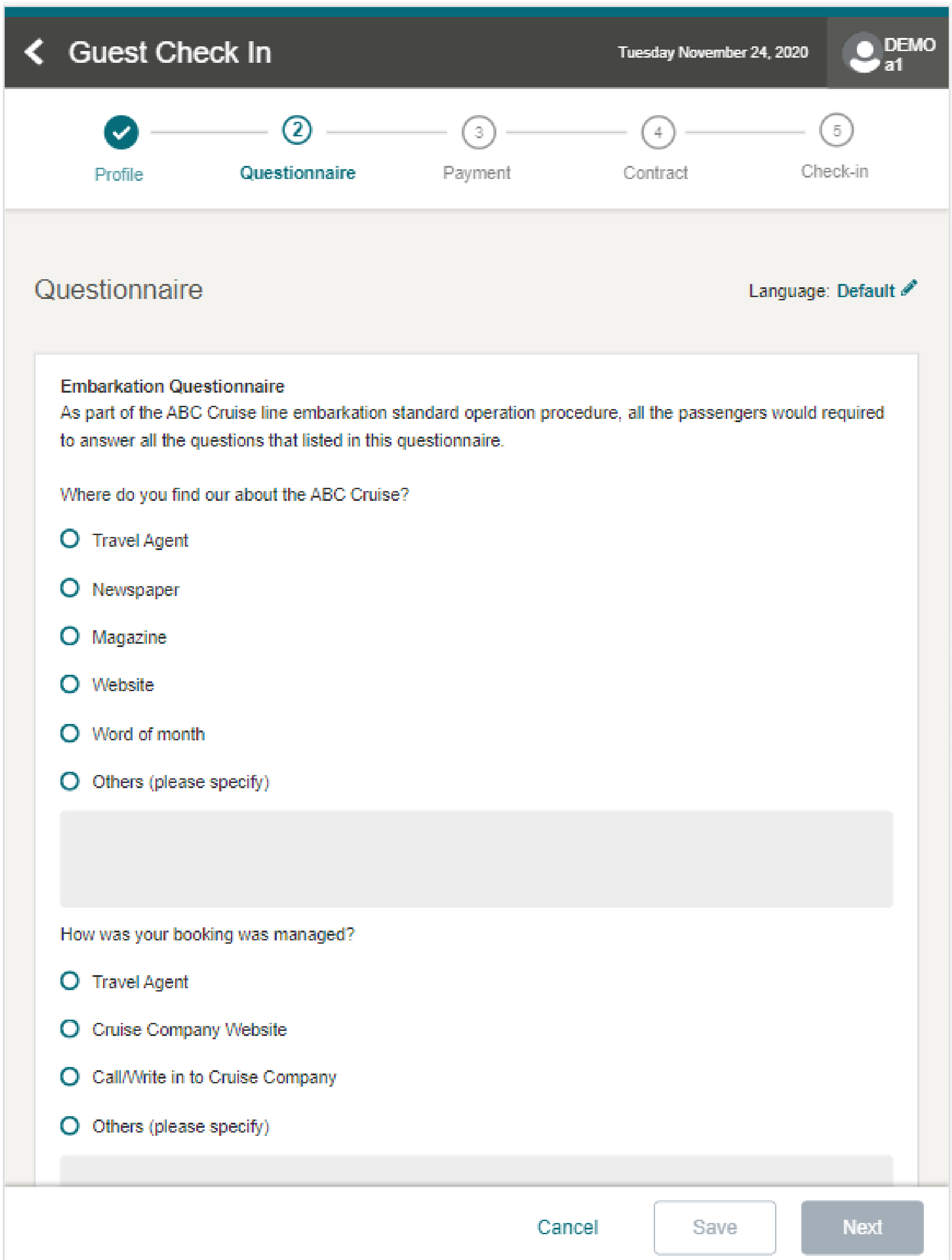
Once you have confirmed the Guardian Information, click **Next** to complete the Guardian page.

13

Questionnaire

The Questionnaire page displays a set of questions the guest is required to read and answer during check-in. The Questionnaire page is enabled in the Administration module under **Enterprise, User Interface Management, Mobile Check-In, Questionnaire** option.

Figure 13-1 Questionnaire Page



To answer the presented questionnaire:

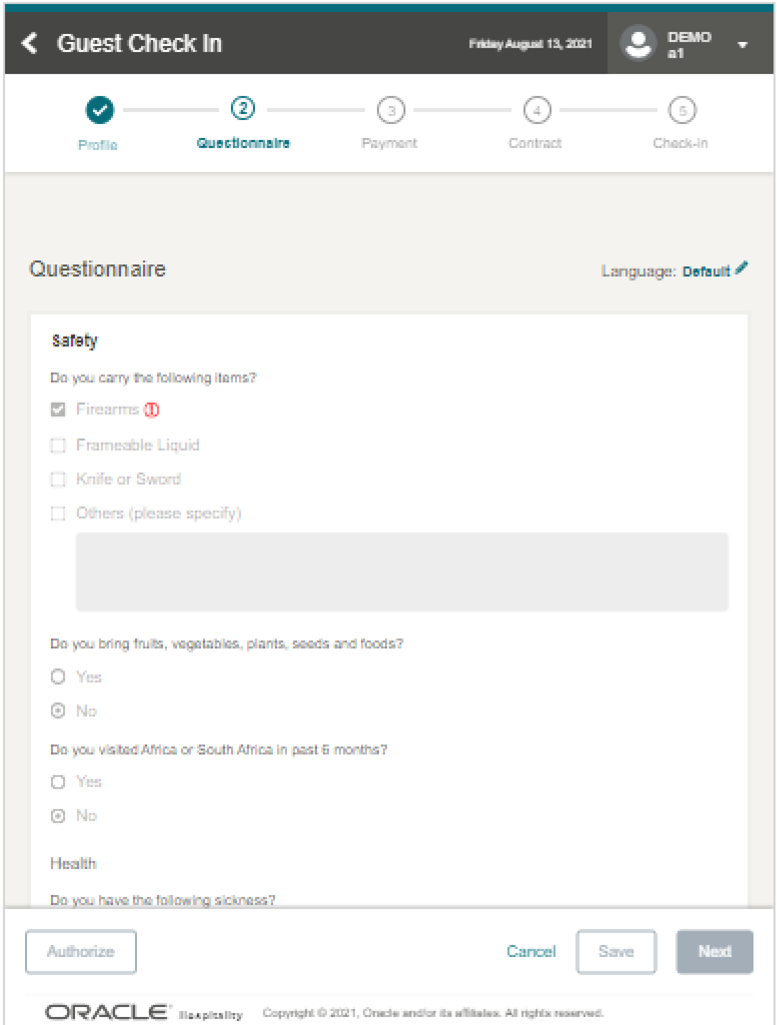
1. Select the answer under each question.
2. Scroll up or down to view all the questions.
3. If the **Acknowledgement** and **Signature** options are enabled, the guest must sign on the signature pad, select the **Acknowledgement** check box, and then click **Save**. All questions in the acknowledged section must be answered/ acknowledged.

4. Clicking **Save** prompts a confirmation message box. Click **Yes** to save or **No** to cancel the save action.

   > **Note:**
   >
   > You cannot alter the answers once the questionnaire is saved.

5. The **Next** option is enabled once all the questions are answered and the exclamation mark is cleared.
6. To view the answer marked with an exclamation, select the exclamation mark and the Answer Alert Message pops up indicating the reason. Click the **X** to close the message box.
7. To authorize answers with an exclamation mark, click **Authorize** to open the **Authorization** screen. This requires you to input a username and password.
8. If the log in is successful, the system opens the **Select Authorize Reason** page. Select the reason from the drop-down list. The **Save** button is enabled when all questions are answered.
9. The **Authorized** button is enabled when the answers are authorized with reasons. Selecting **Authorized** opens the **Authorized Details** page allowing you to view the reason, authorized/modified by, and the user name with date and time stamp.
10. Selecting the **Unauthorized** option removes the authorized reason and sets the question with an exclamation mark.
11. The **Next** button is enabled only when all the answers with exclamation marks are authorized. Click **Next** to go to the next page.
12. The default language is based on the setting defined in Questionnaire setup. You can change the language by clicking the **Language** option to bring up the **Search and Select Language** page.

Figure 13-2 Questionnaire Pending Authorization



14 Payment

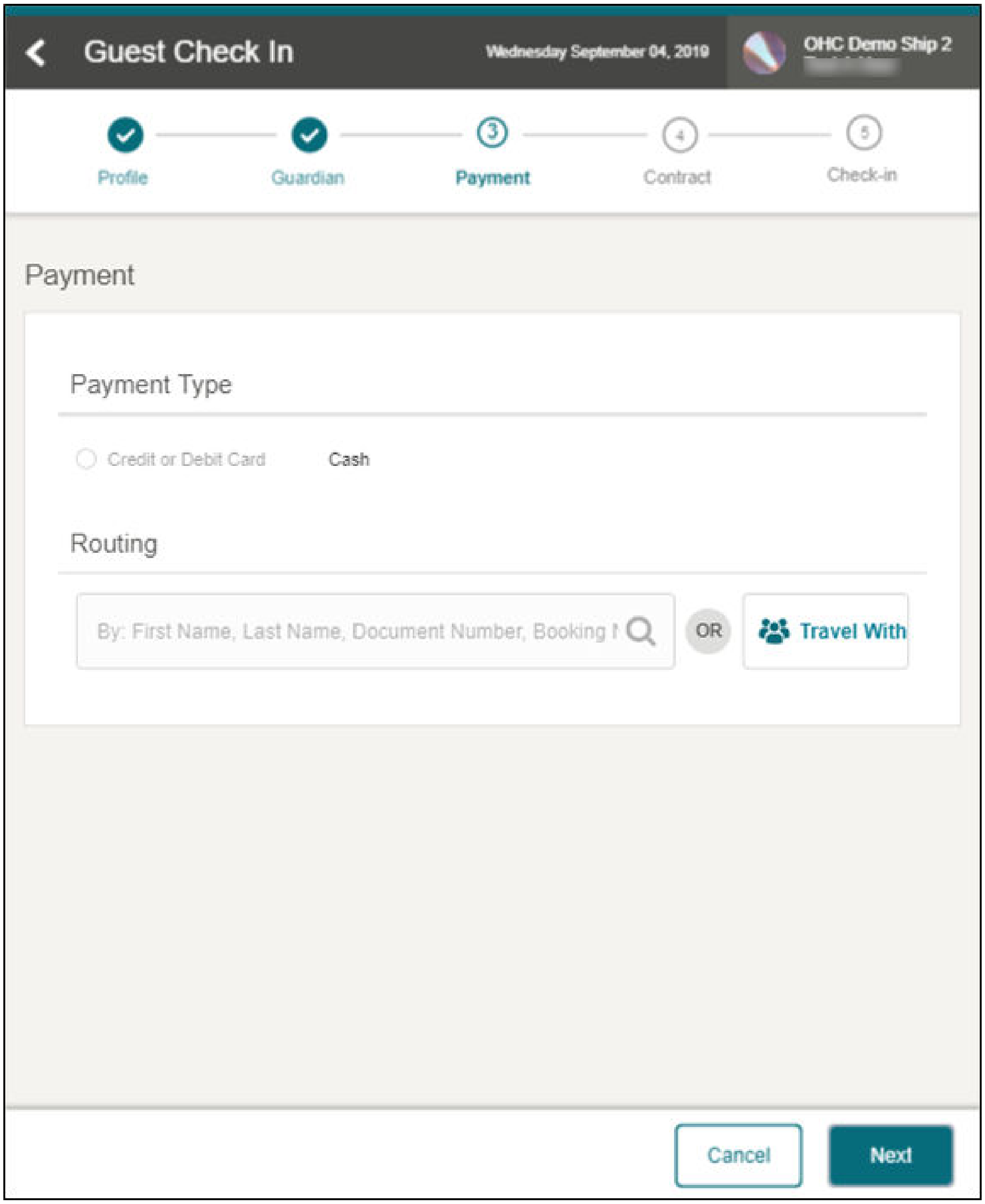
The Payment page enables you to select a payment type that guests will use to settle their account. You can also set up the routing instruction on this page.

Payment Type

In the Payment Type section, there are two options you can select: Credit / Debit Card and Cash. The default selection is the Credit Card or Debit Card, with the credit card information taken while making the reservation.

To change from the default Credit or Debit Card payment type to Cash, select the **Cash** option.

Figure 14-1 Payment Page



Adding Credit Card Terminal for Credit/Debit Card Option

Figure 14-2 Credit Card Payment Type for Credit/Debit Card Option

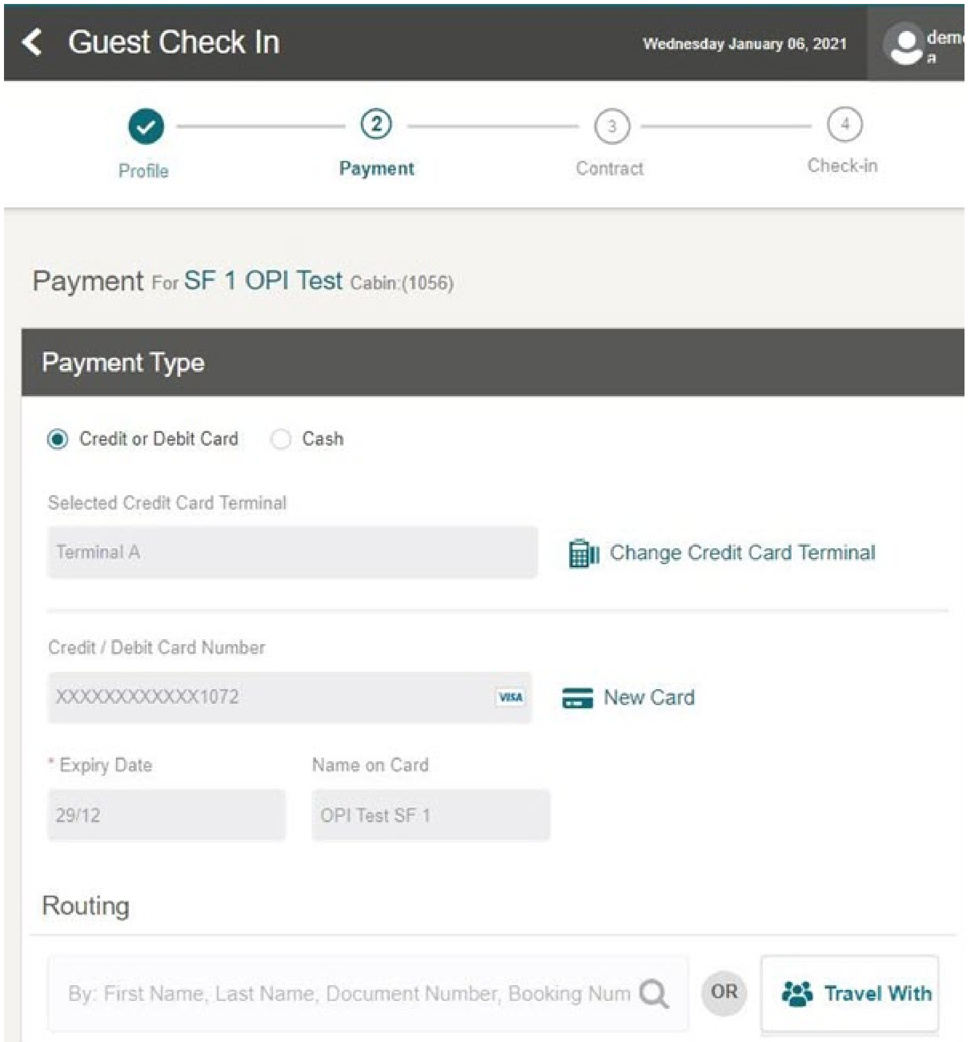
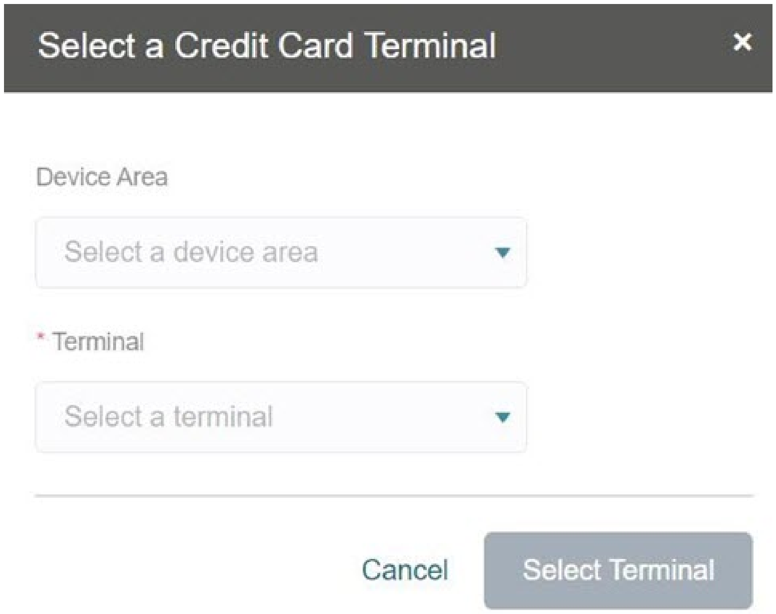


Figure 14-3 Credit Card Terminal Selection



To set up payment type by Credit or Debit Card:

1. Select the **Credit/Debit Card** option.
2. Click the **Change Credit Card Terminal** button to select a credit card terminal.
3. At the Select a Credit Card Terminal screen, select the **Device Area** and **Terminal** from the drop-down list.
4. Click **Select Terminal** button. The Credit Card Terminal selected successfully appears on screen.
5. To proceed to add the new credit/debit card, click the **New Card** button.

   > **Note:**
   >
   > The information is sent to OPI WebAPI to initiate the credit card registration process once you register the new credit card.

6. A *"Registered Credit Card successfully"* message appears, showing the credit/debit card number, credit card type, expiry date, and name on card.

   > **Note:**
   >
   > If the registration fails, the system prompts *'New credit card registration is failed'* or any error based on the response from OPI WebAPI.

7. Select the **Save & Continue** button to proceed to the next step.

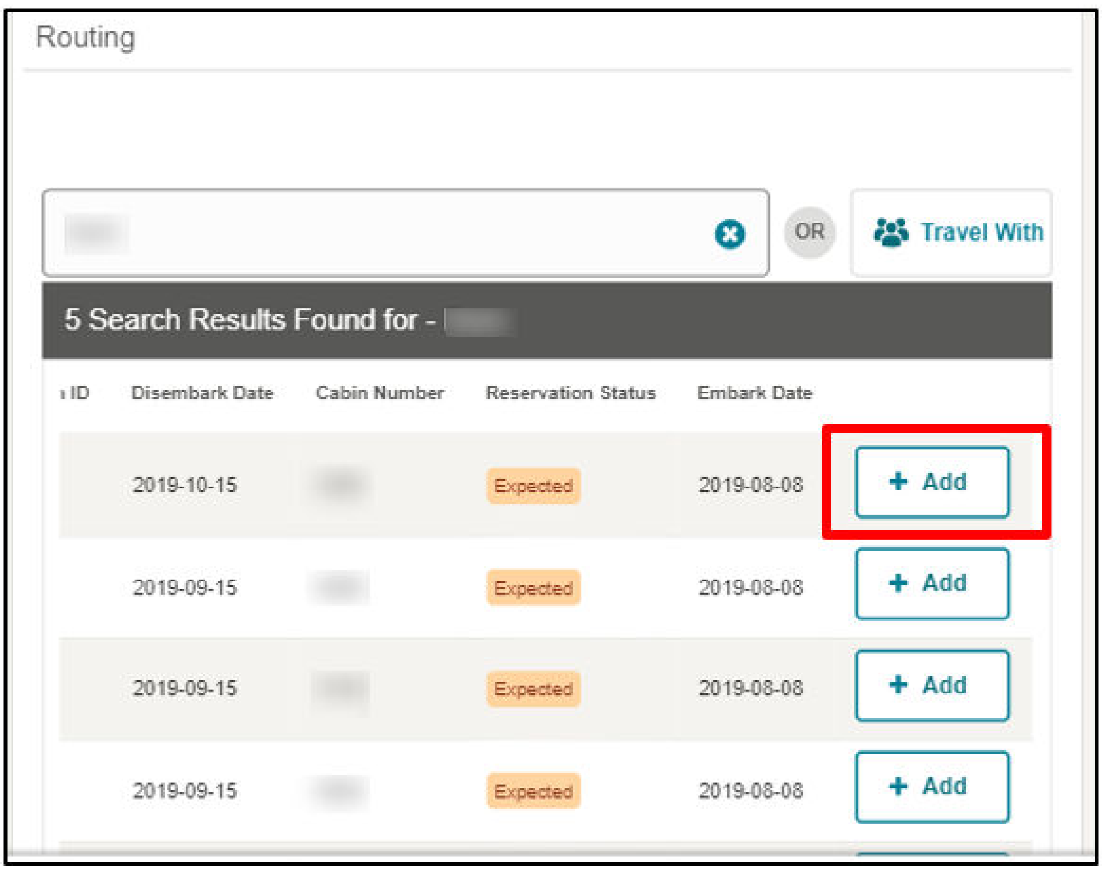
Changing Credit Card Terminal with registered Credit/Debit Card.

The application allows you to change the device area or terminal during registration. However, you must ensure the existing information remains the same when doing so.

1. On the Payment screen, select the **Change Credit Card Terminal.**
2. When the Credit Card Terminal screen with existing selections pops up, select a **Device Area** and **Terminal** from the drop-down list.
3. Click the **Select Terminal** button to refresh the Credit Card Terminal information.
4. The system displays the *"Credit card terminal changed successfully"* message showing the refreshed Credit or Debit Card details on screen.
5. Click **Save & Continue** to proceed to the next step.

Routing

Figure 14-4   Routing Page



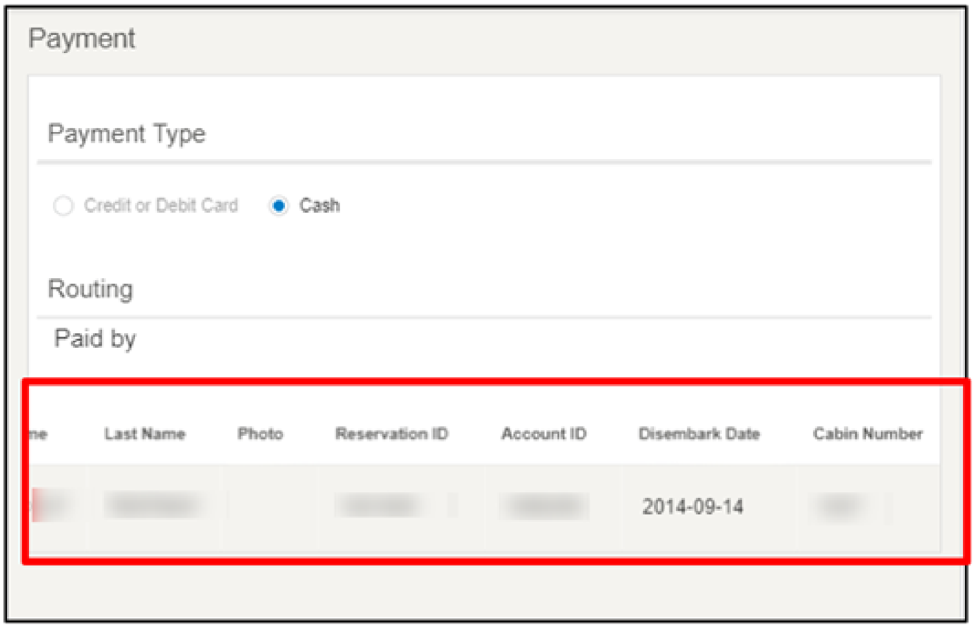
The Routing option allows you to assign a payer profile to the guest you are checking in.

To assign a payer profile,

1. Manually search for the guest record or click the **Travel With** button.

2. Scroll to the right of the search result page and click the **+Add** button of the payer you want to assign.
3. You can now see the added profile in the **Paid by** section.

Figure 14-5 Routing Profile

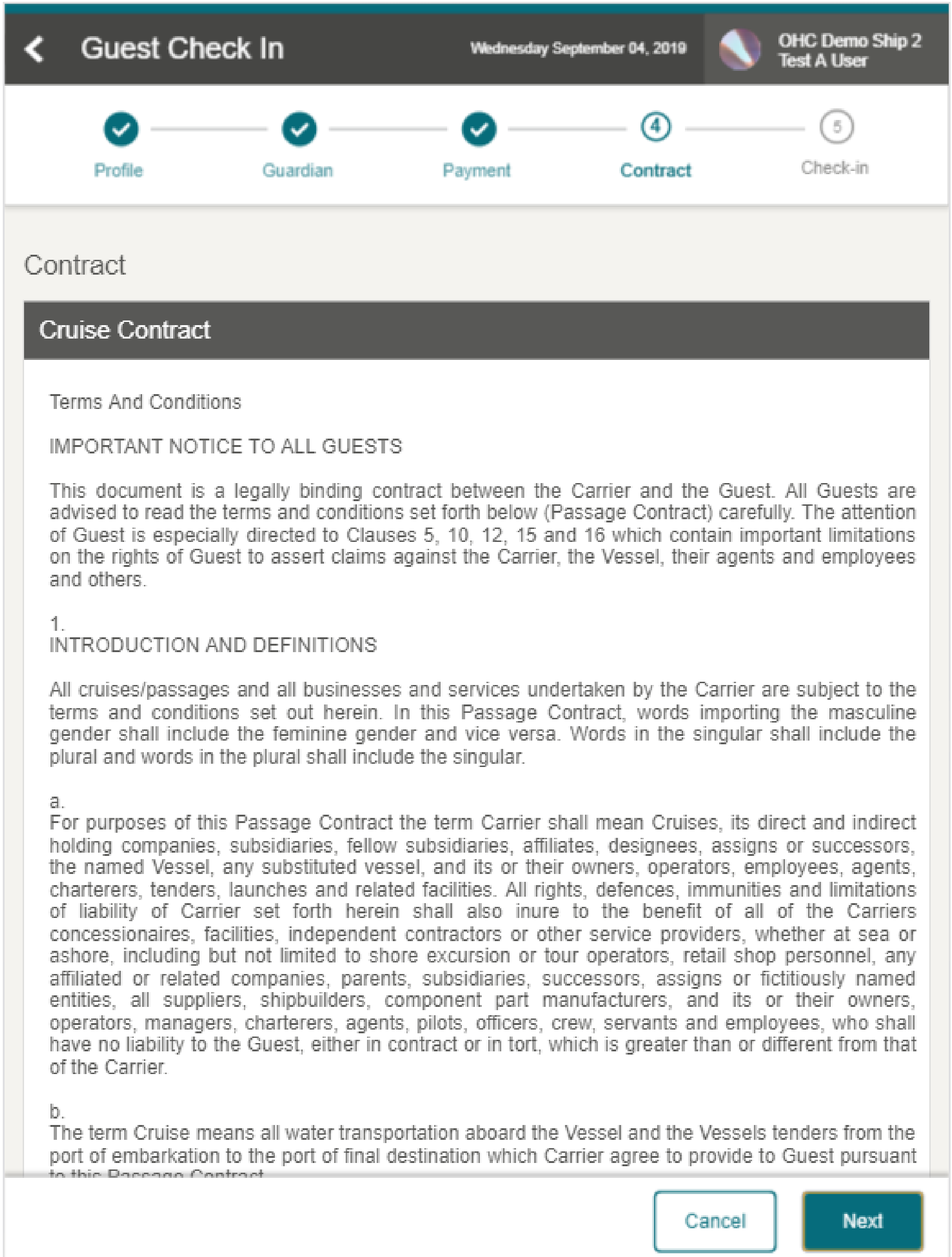


4. To remove the profile from routing, click the **X** button of the assigned profile.

15 Contract

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

Figure 15-1 Cruise Contract Page



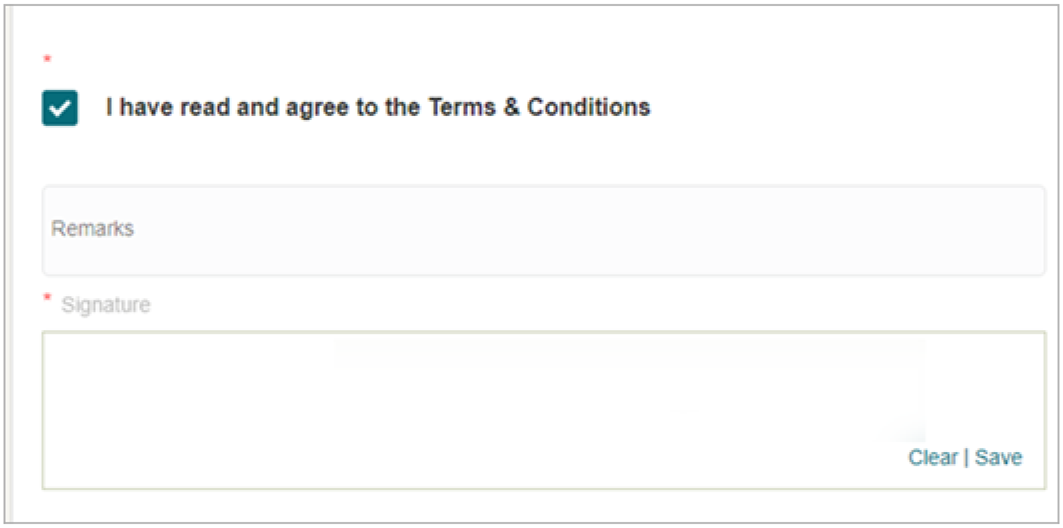
Check In Guest with Contract Terms

To check in a guest that requires a contract acknowledgement:

1. Select **I agree to all terms and conditions**. An asterisk beside the Terms and Conditions caption means an acknowledgment is required.
2. Enter a comment in the **Remarks** field, if any.

3. If the **Signature** option is enabled in the contract, the guest must sign on the signature pad before you can click the **Save** button.
4. Click the **Next** button to proceed to the Check-In page.

Figure 15-2 Contract Acknowledgement



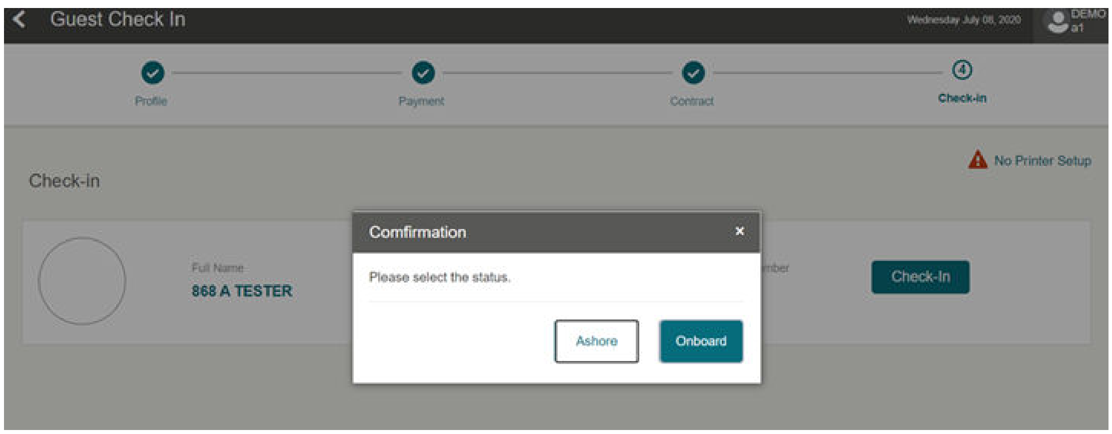
> **Note:**
>
> You can skip this section if the contract acknowledgement is set up as optional.

16
Check-In

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

After successfully checking- in the guest, and if the parameter is set to allow manual selection of the person's onboard or shore status, a confirmation box prompt you to select the guest as either Onboard or Ashore.

Figure 16-1 Check In Confirmation Page

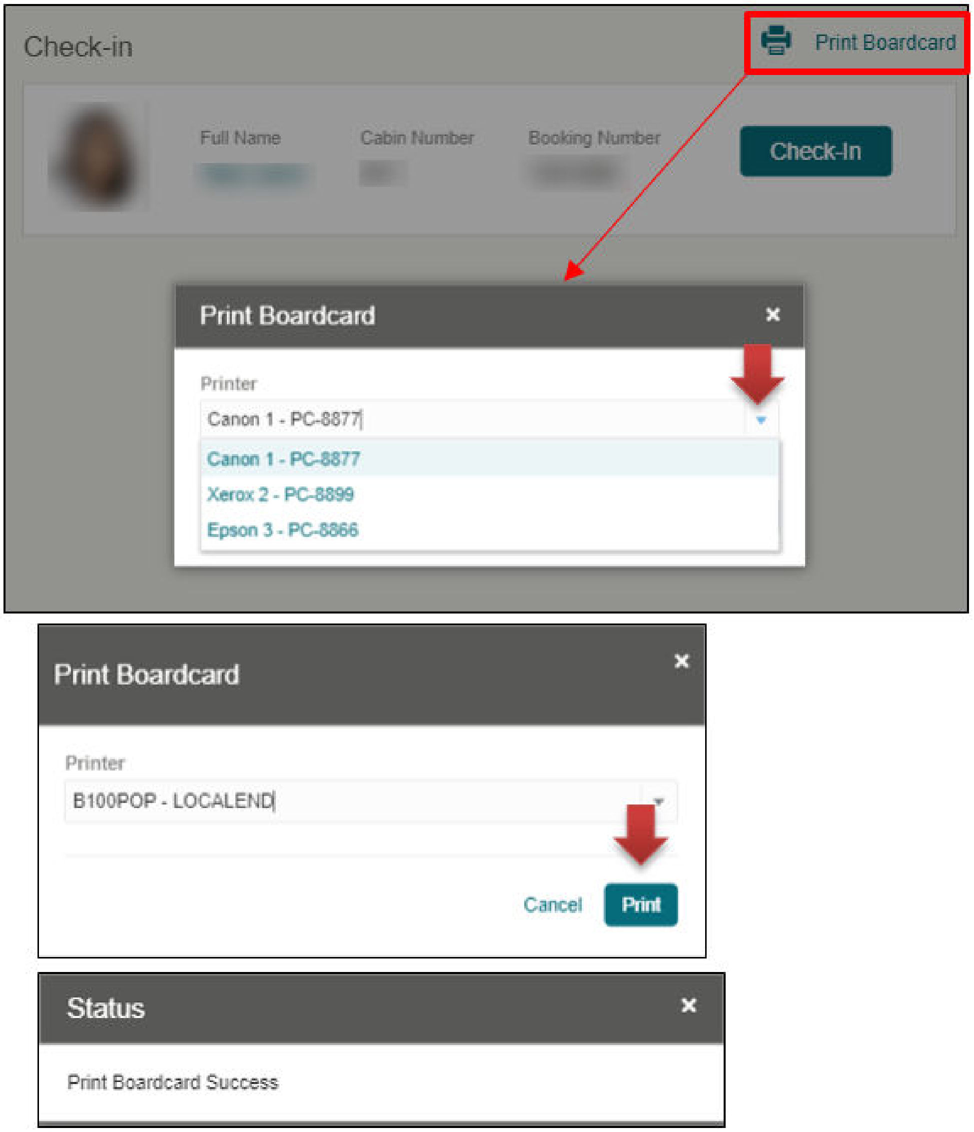


Printing Board Card

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

1. Click the **Print Board card** button. The **No Printer Setup** is shown if you have not set up a printer.
2. On the **Print Board card** page, select the printer from the list of values.
3. Click the **Print** button.
4. Once the print job is successful, click the **X** to close the alert message box.

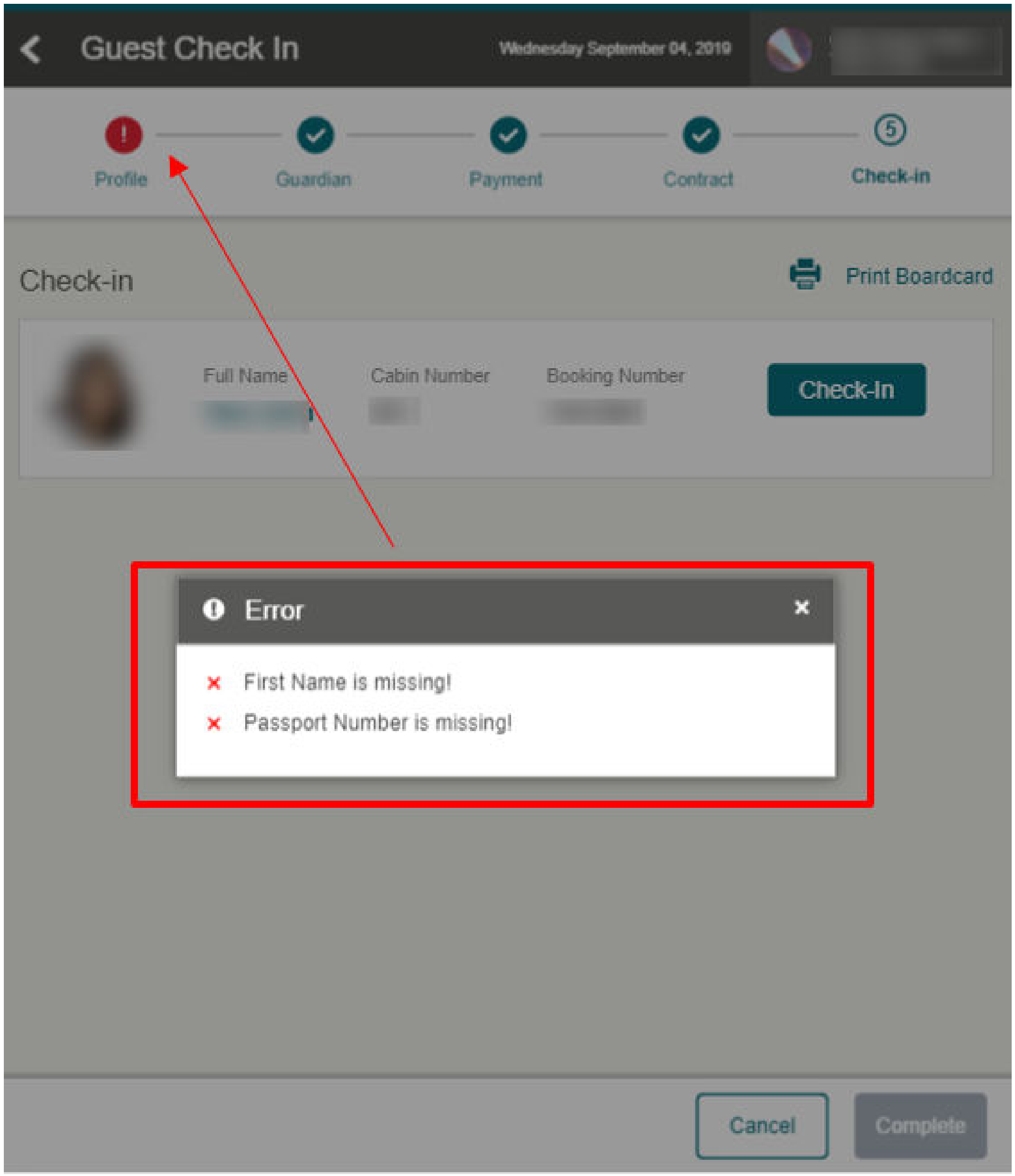
Figure 16-2 Print Board Card Function



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

> **Note:**
>
> If there is missing or incorrect information when you click the **Check-In** button, you receive an alert message listing the error.

Figure 16-3 Check-In Validation



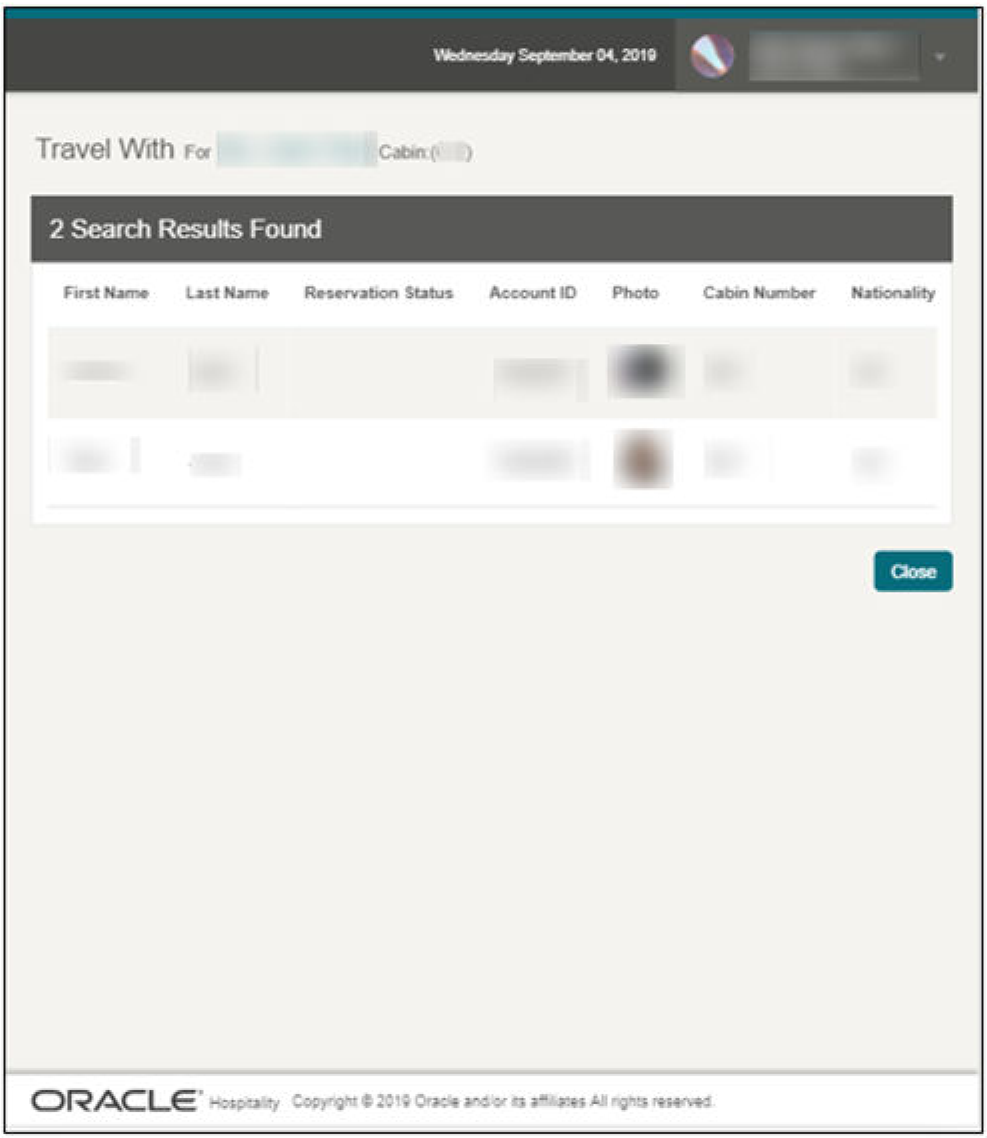
7. The Train Navigation displays a red exclamation **(!)** sign if the field(s) has an error. Select the marked page to rectify the error before proceeding to the next page.

17
Travel With

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

On the **Travel With** page, the companion name appears in **Travel With For [Last, First Name]** followed by the stateroom number.

Figure 17-1 Checked In Guest in Travel With Page



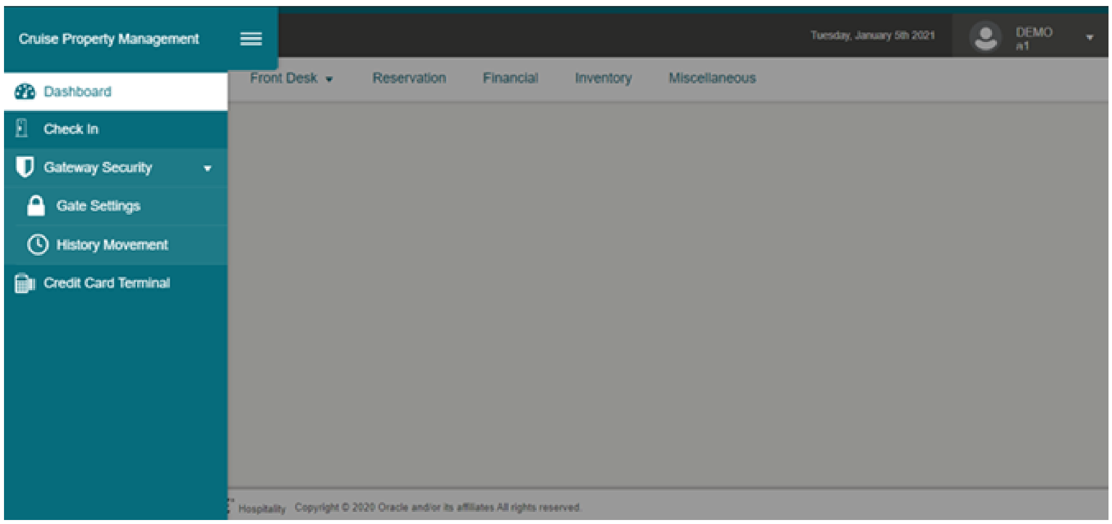
Check-in a Travel Companion

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

18
Credit Card Terminal

Since Check-in runs on a web browser and mobile devices, a direct connection might not be available to credit card terminals or pin pad terminals for credit card registration. To facilitate the registration during embarkation, the credit card terminals are placed at the embarkation hall, allowing you to select the nearest credit card terminal from a list using the steps below.

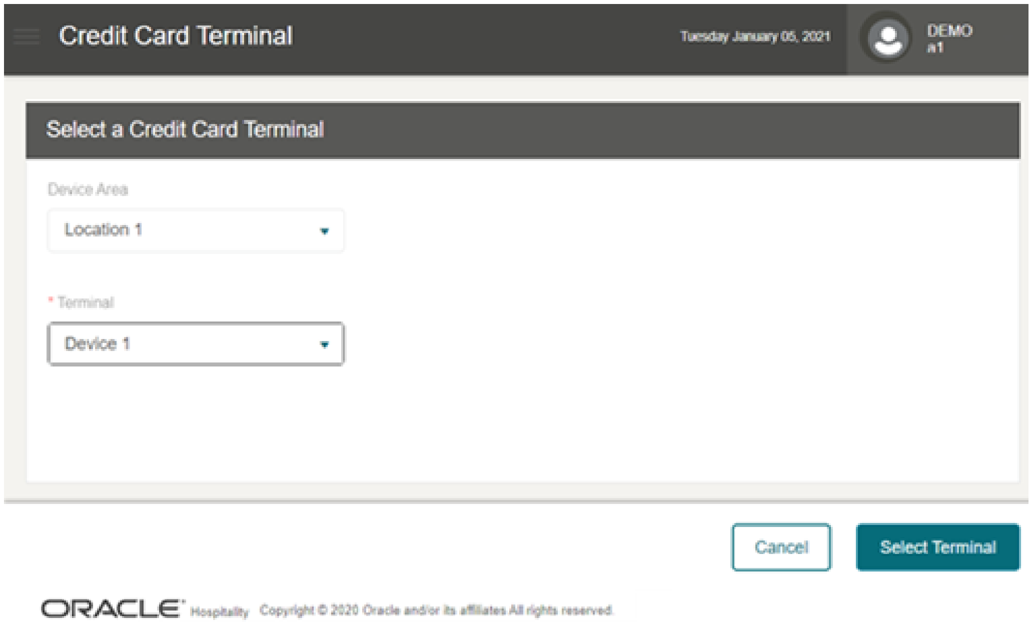
Figure 18-1 Credit Card Terminal Menu



To access the Credit Card Terminal:

1. Select the List menu at the top left corner followed by **Credit Card Terminal**.
2. On the Select a Credit Card Terminal page, select the location from the **Device Area's** drop-down list. You can also enter the text to filter results in the drop-down list.
3. On the **Terminal's** drop-down list, select a terminal or filter the results in the drop-down list using text.
4. The **Select Terminal** button is enabled when there is a selection in the credit card terminal field. Click the **Save** button.

Figure 18-2 Credit Card Terminal Selection



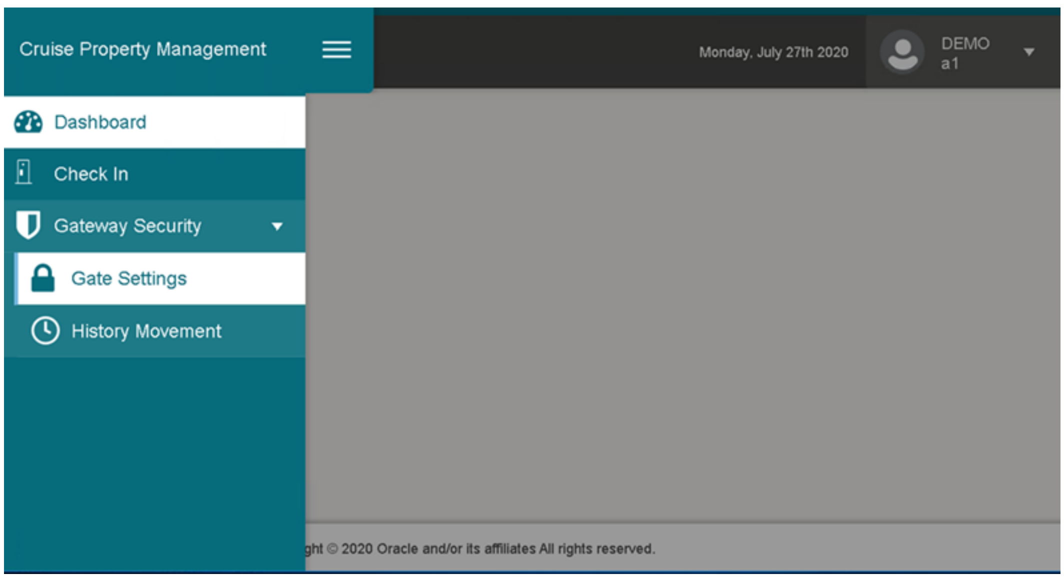
In the Select a Credit Card Terminal section, the Terminal options appear depending on the Device Area settings, as explained below.

- The Device Area selection box by default lists all credit card terminals that are without a device area.
- If you select any device area and a credit card terminal, the list of credit card terminals is filtered by terminals that are assigned to the selected device area.

19
Gateway Security

Before you begin embarking or disembarking passengers from the Gangway or Gangway with a tender boat, it is necessary to ‘open’ the Gate Location, Gate Type, and Traffic Direction. Note that additional Gate Type will be available in future releases.

Figure 19-1   Cruise Property Management Menu



To access the Gate Settings, navigate to the following:

1. Select the horizontal lines menu at the top left corner.
2. Select **Gateway Security**, and then select **Gate Settings**.

Gate Settings

Figure 19-2 Gangway Settings

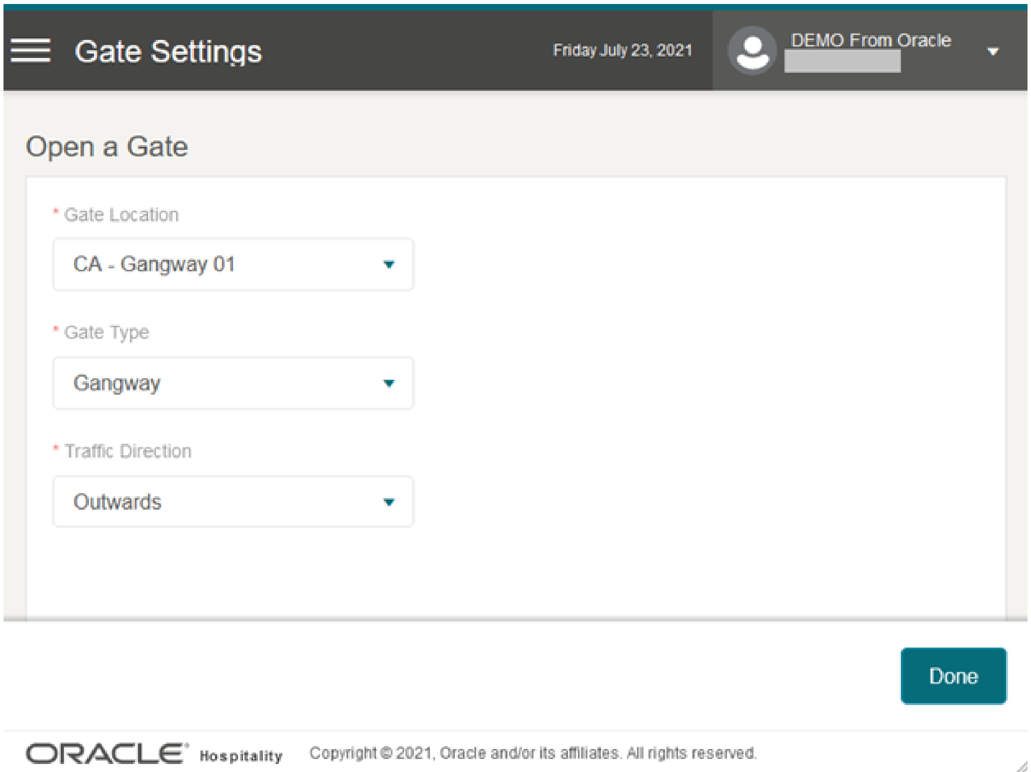
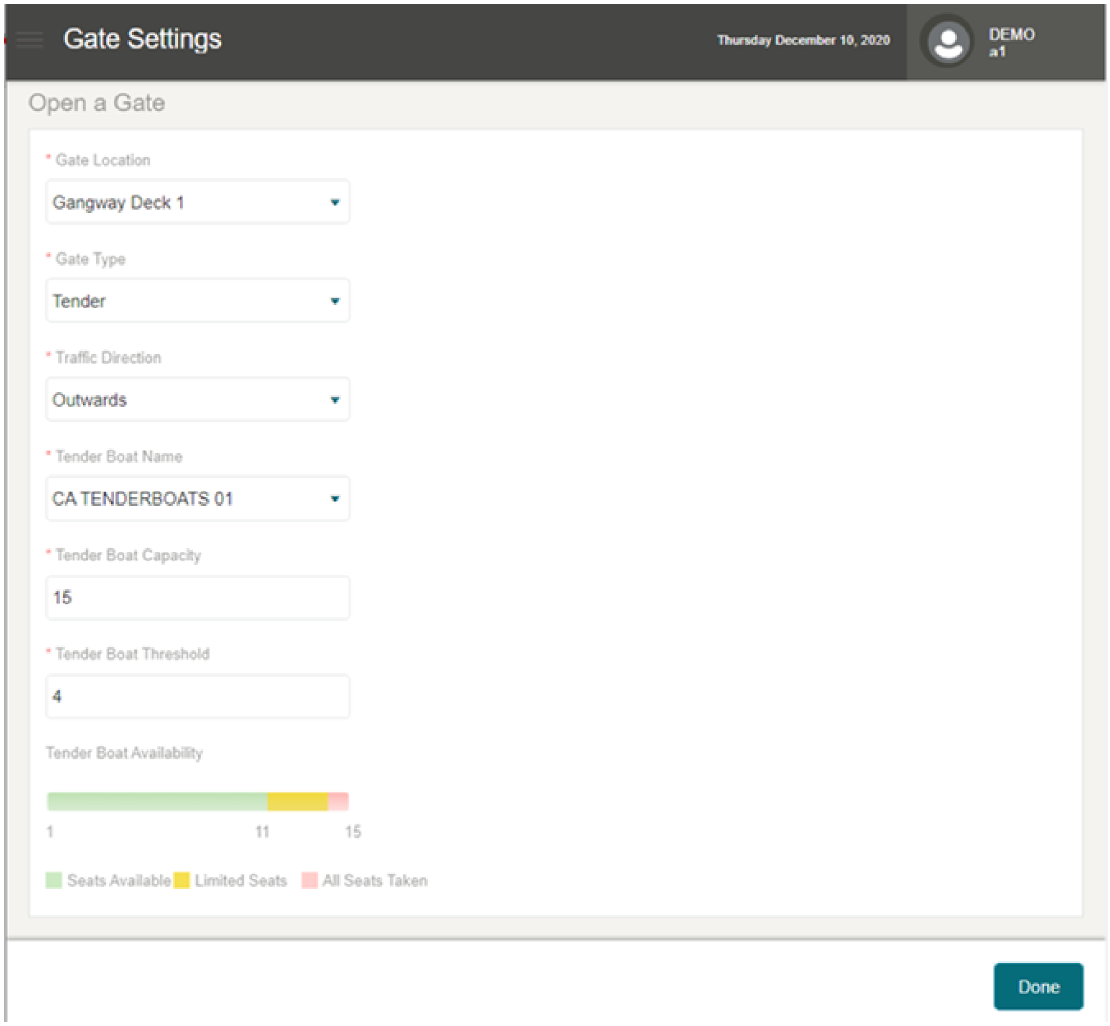


Figure 19-3 Tender Boat Settings



1. From the **Gateway Security** menu, select the **Gate Settings** sub-menu.
2. On the **Gate Settings** page, select a value for all the mandatory fields:
   - Gate Location – the value is obtained from the **Administration, Enterprise**, menu under **Gateway Security, Gate Location**
   - Gate Type
   - Traffic Direction
3. If the selected Gate Type is "Tender," additional fields for Tender Boat will populate. These values are obtained from **Mobile Administration, Enterprise menu, Gateway Security, Tender Boat**.
   - Tender Boat Name
   - Tender Boat Capacity – Total seating capacity of the boat. You can override and define a value.
   - Tender Boat Threshold – Seating threshold for the boat. You can override and define a value.

- Tender Boat Availability Legend – This is a read only field. The legend shown is based on the capacity allowed in Tender Boat Capacity and Tender Boat Threshold. The tender boat legend color group represents the following:
  - Green: indicates the tender boat has plenty of seats.
  - Yellow: indicates the tender boat has limited seating.
  - Red: indicates the tender boat is full.

  You can only select **Outwards** or **Inwards** from the Traffic Direction

4. Select the **Done** button. The system navigates to the People Movement page where the gate settings appear at the top of the page.

> **Note:**
>
> You are not allowed to change the **Gate Settings, Gate Type** from the People Movement page once you select a gate setting. You can only perform the change from the Gate Settings page. However, you can change the traffic direction.

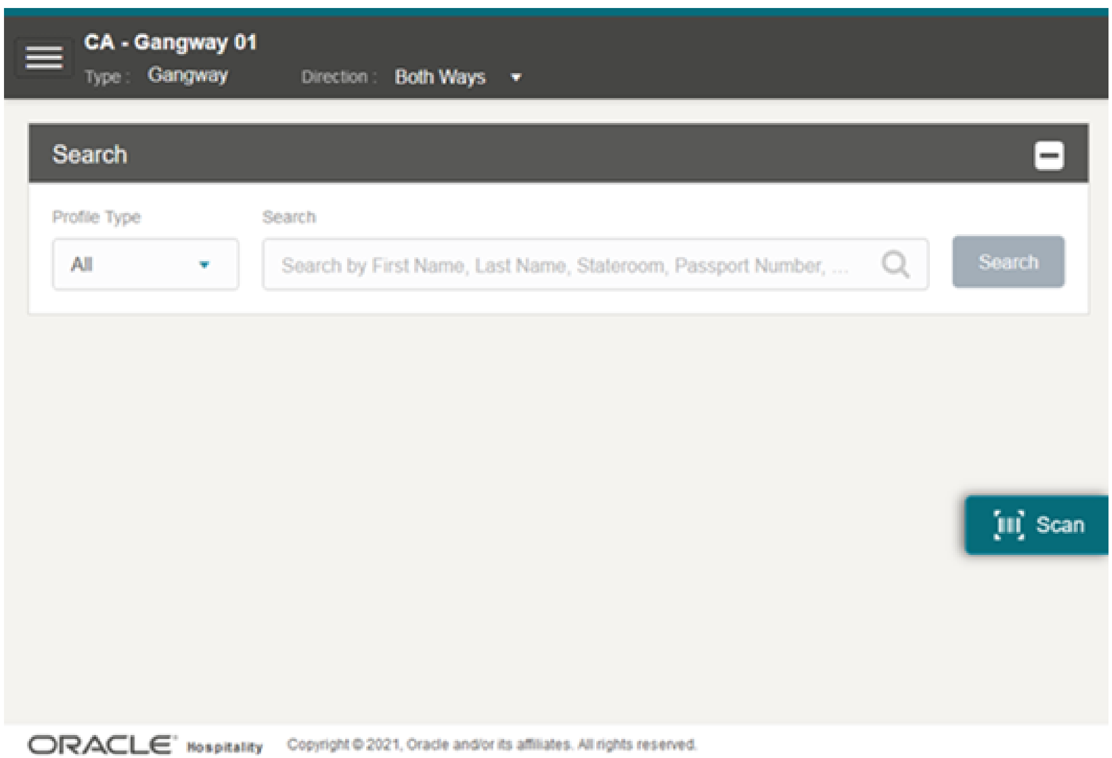
20
People Movement Page

On the People Movement page, the following options are available.

- View Profile Information.
- Scan a Boarding Card.
- Update Profile information such as passenger photo and update any special needs that the passenger may require.

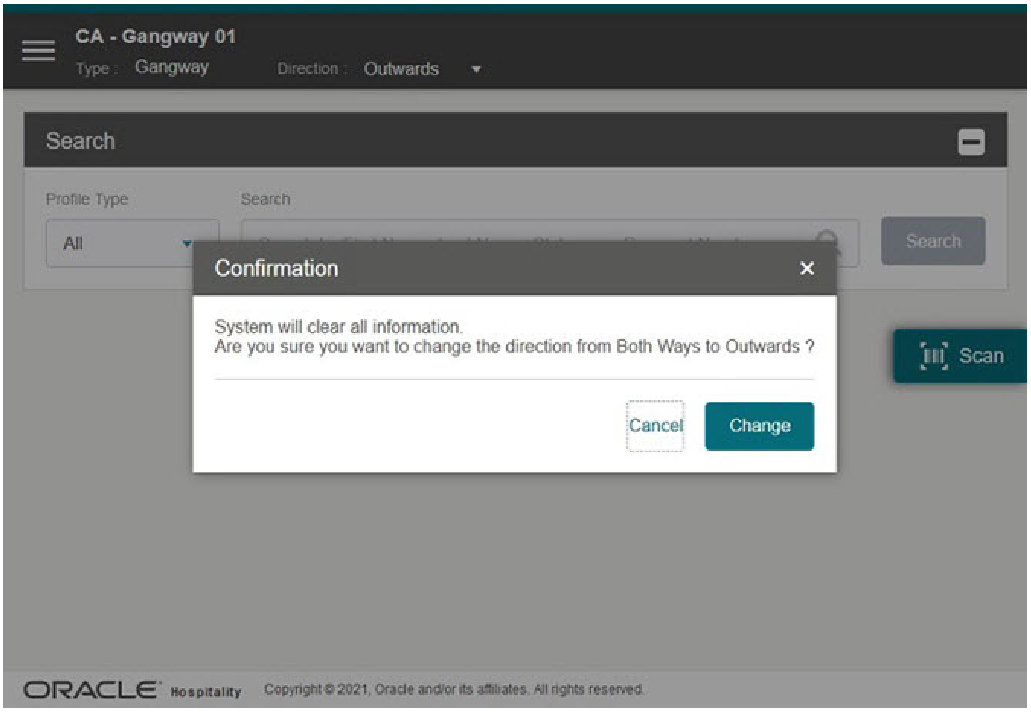
To look up passenger information, use the scan board card function or manually search the record by selecting the profile type, and then enter the first name, last name, stateroom, manning number, board card number, set sail pass number, reservation booking number, or document number in the search bar.

Figure 20-1 People Movement Page



Gate Direction

Figure 20-2 Gate Direction Change Notification



The gateway traffic direction is visible at the top of the page, and you can change the direction, if needed.

To change the traffic direction, select the Direction **drop-down** and select **the direction**. Direction options are: Outward, Inward, and Both Ways. The system prompts a message: *'System will clear the screen. Are you sure you want to change the direction from [Existing Direction] to [New Direction]'*. Select **Yes** to confirm the new gateway traffic direction.

See Gate Settings on how to change the Gate Type.

Profile Information

You can display profile information in a Single direction view (inward or outward) or a Both Ways direction with profiles positioned either horizontally or vertically on the screen.

Figure 20-3 People Movement Page – Single Direction

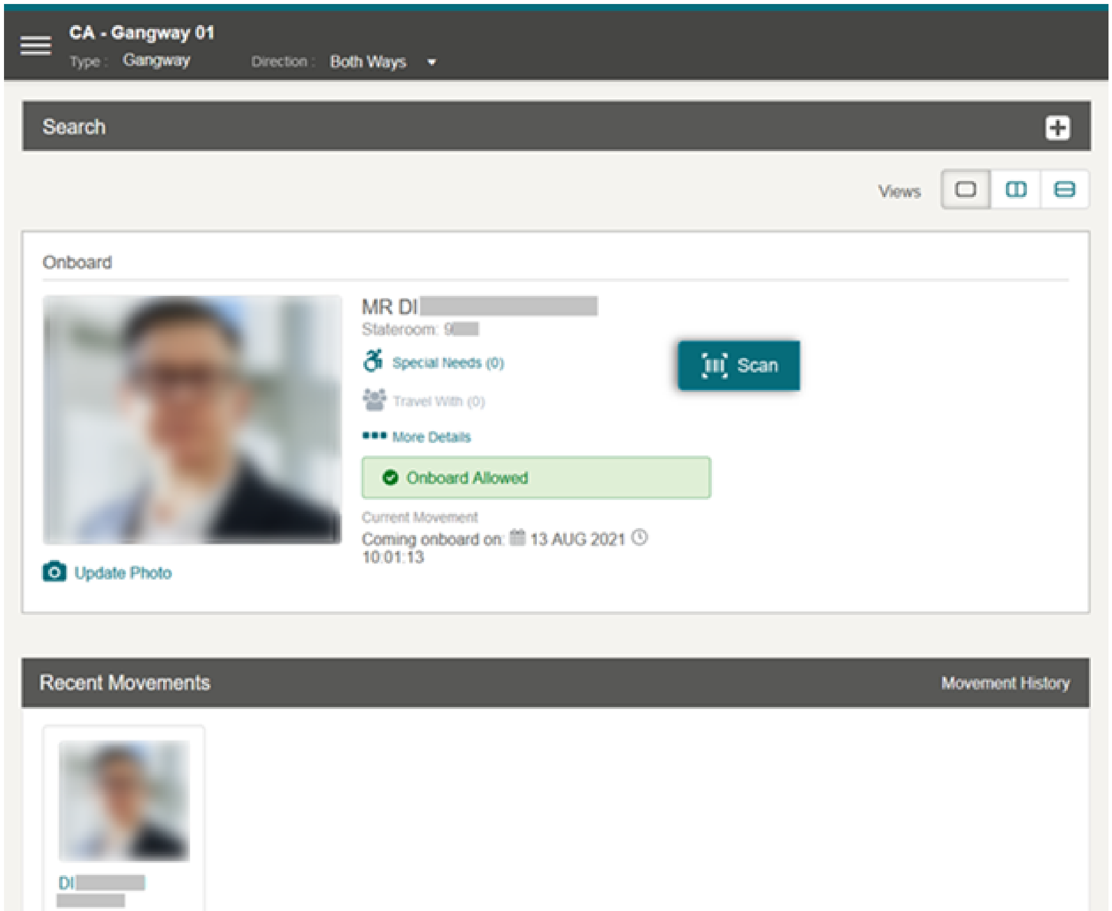


Figure 20-4 People Movement Page – Both Direction Horizontal View

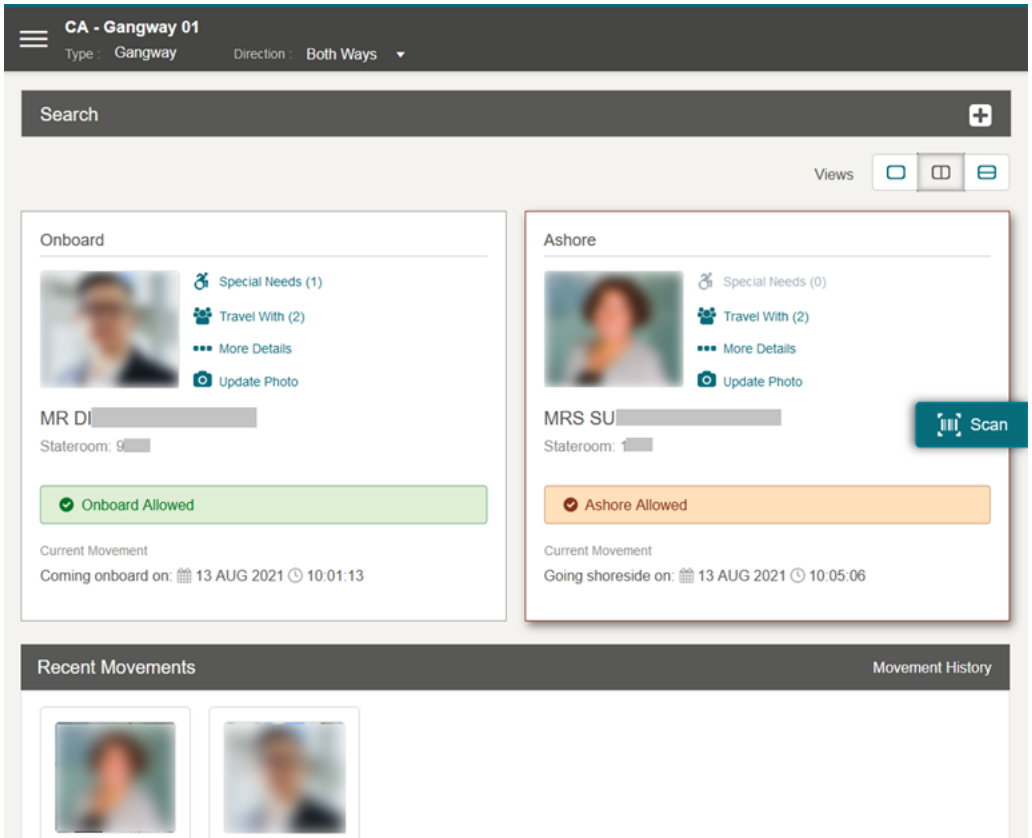
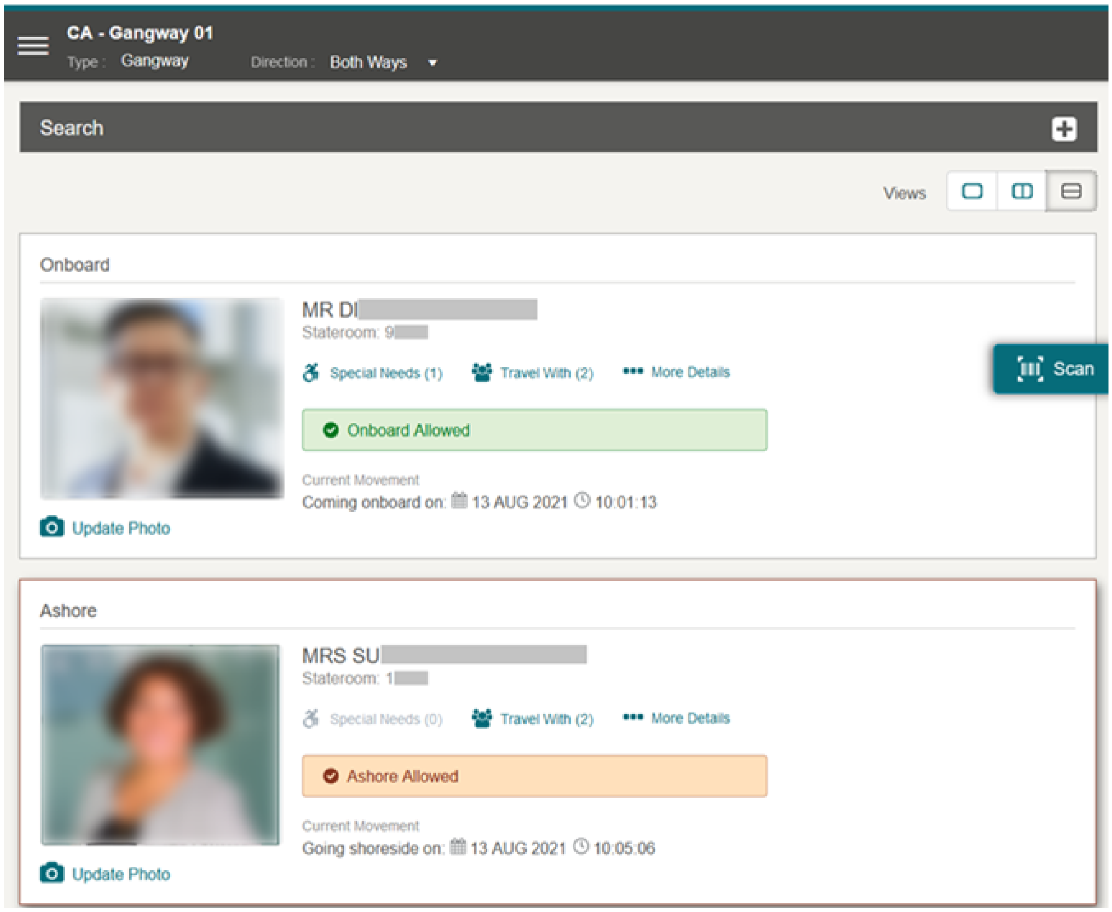


Figure 20-5 People Movement Page – Both Direction Vertical View



In the **Profile section,** there are four (4) links:

- **Special Needs (Total number of selected special needs)**. Displays the Special Needs page and allows you to edit the special needs request. The Special Needs link is disabled for passengers who are ashore.
- **Travel With (Total number of travelers)**. Shows a list of travelers who share the same booking number and stateroom with the passenger.
- **More Details**. Shows more information of the selected passenger.
- **Take/Update Photo**. Allows you to take or retake a photo. If the passenger already has photo, **Update Photo** link is shown. Otherwise **Take Photo** link is shown.

The Profile section also records the movement, followed by a success or fail status message, depending on the direction settings as explained below:

- If the **Inward** or **Outward** direction is selected, a single profile view is shown with the recorded movement and its status.
- If the **Both Ways** direction is selected, you can change the **view** to **single, horizontal**, or **vertical**, by selecting the panel icon at the top right corner. The horizontal and vertical views consist of two panels - **Onboard** and **Ashore**.
- You can also differentiate the profile status by its border color See the table below for color legend.

The **Recent Movements** section shows you tiles of the people who pass through the gate successfully.

Table 20-1 Color in Legend

Color	Text
Light Blue	Color to show the profile type of Guest, Crew, and Resident
Orange	Color to show Onboard Status. Ashore, Expected, and Reservation Status
Light Orange	Color to show Expected or Future Reservation
Red	Color to show reservation status of Cancelled
Green	Color to show reservation status of Checked-in, and On-board
Yellow	Color to show the reservation status of Leaving Today
Light Grey	Color to show the reservation status of Checked Out
Purple	Color to show the passenger is on an Overnight Tour

More Details

The More Details page displays the profile details of the passenger. See the table below for field names and descriptions, and the table Color in Legend for color representation. You can edit the passenger requiring special needs from the Special Needs section, using the **Edit** link or **Add** link for new requests. Both links are disabled when the passenger is ashore. See also Special Needs section.

Figure 20-6 More Details Page

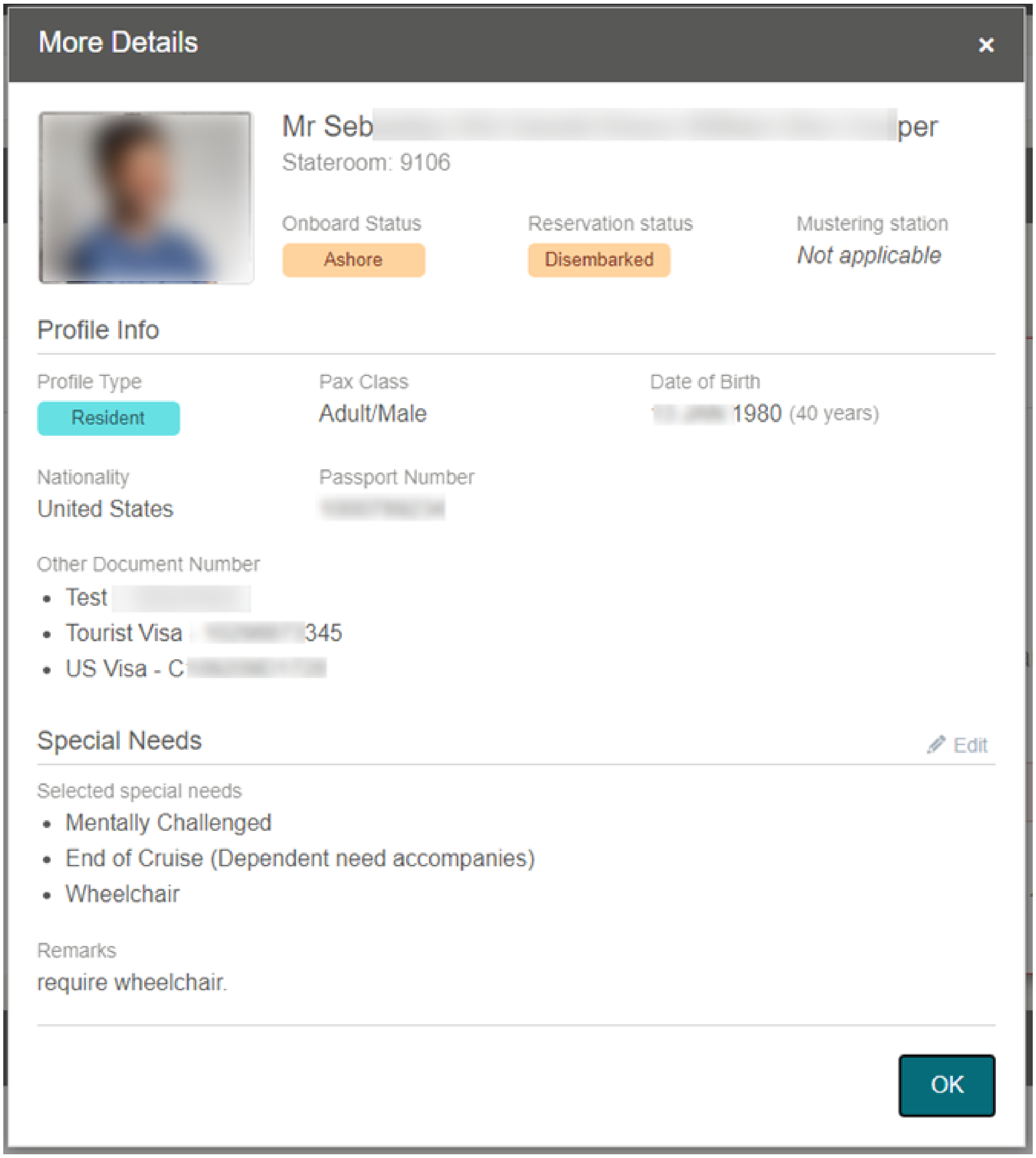


Table 20-2 Profile Details

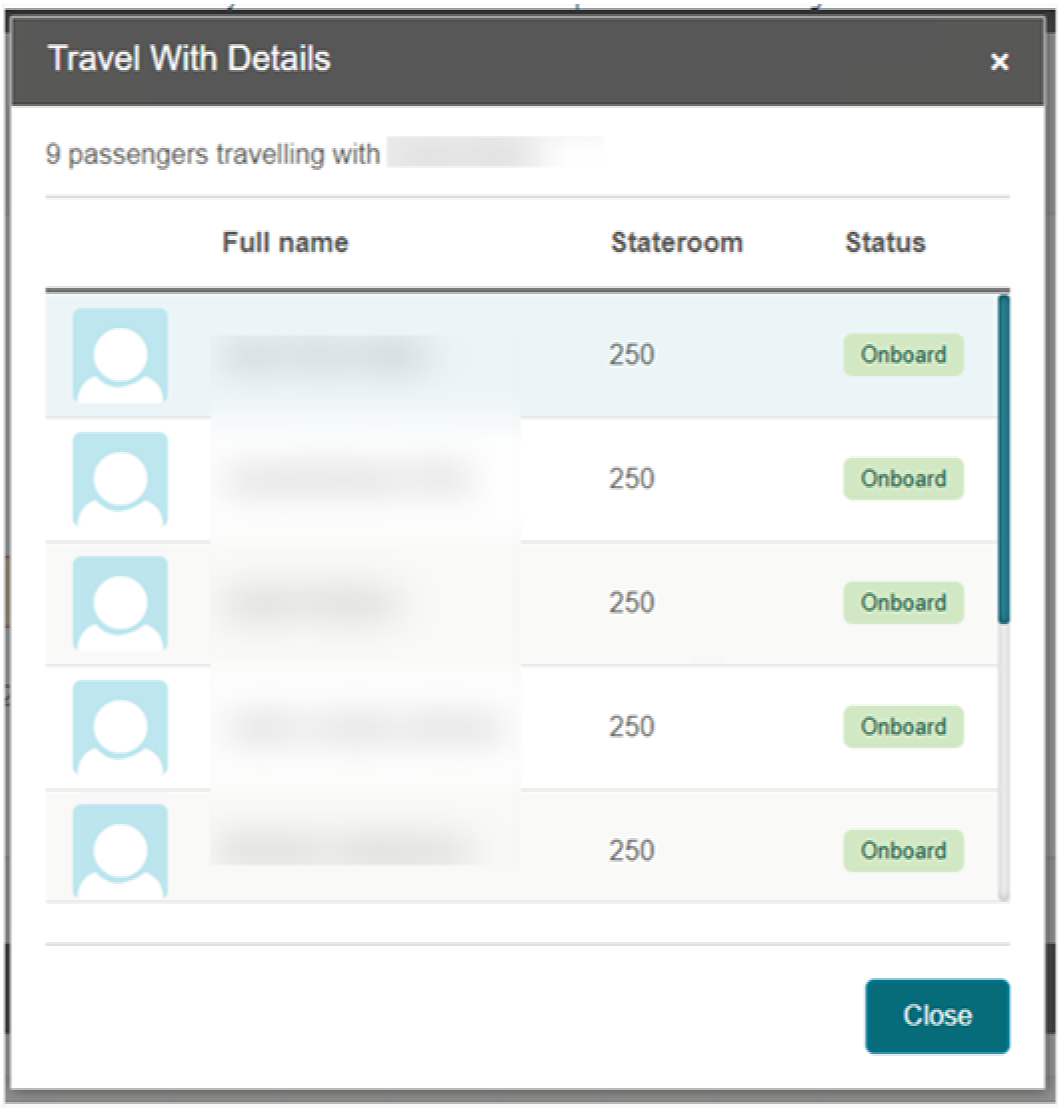
Field Name	Description
Title	Salutation, first name, middle name, last name, stateroom number
Profile Type	Guest, Resident, Crew or Visitor will be shown
Status	Current Reservation Status
Onboard/Ashore	Status of the passenger either Onboard or Ashore
Assembly Station	Location of assembly/muster station for the passenger

Table 20-2 (Cont.) Profile Details

Field Name	Description
Department	Assigned department for the Crew Member
Position	The Crew Member position
Gender	Gender of the passenger selection
Date of Birth	Date of birth of the passenger
Age	Passenger age, calculated based on date of birth
Nationality	The Nationality of the Passenger
Passport Number	Passport Number of the Passenger
Document Type	List of Travel Documents associated to the passenger
Document Number	Travel Document number of the selected document type
Special Needs Description	List of Special Needs of the Passenger
Special Needs Remark	Additional comments/remarks of the Passenger's Special Needs. (Visible if the remark has a value, otherwise it will be blank)

Travel With

Figure 20-7   Travel With Details Page



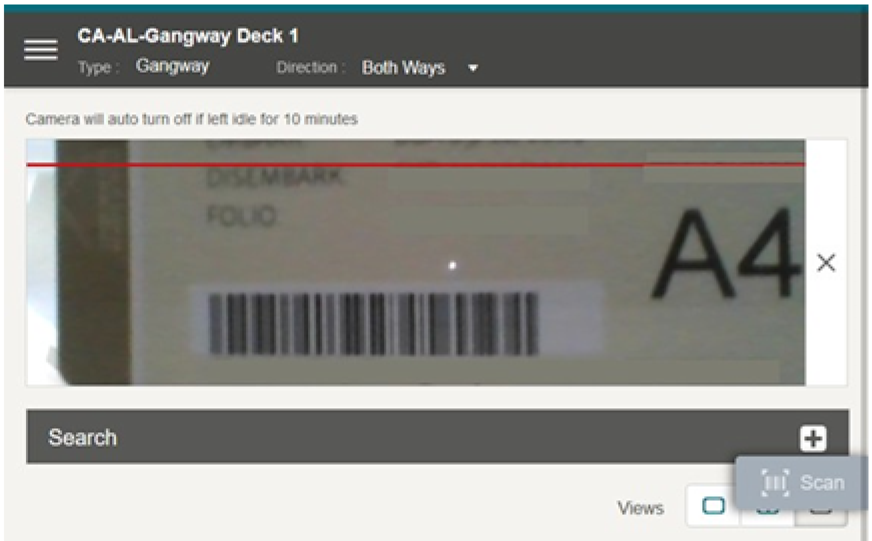
The Travel-with page displays the Full name, Stateroom, the Status of the people traveling with the selected guest when you select Travel-with (n) button. This page is not editable.

Scanning a Board Card

1. Select the **Scan** button.
2. This navigate to the scan page and turn on the scanning device.
3. Scan the barcode.

4. If the profile exists, the system authorizes the guest's movement. The system returns an error message, “System unable to verify barcode – barcode not found” when verification of the barcode failed or timed-out with an error.

Figure 20-8   Barcode Scanning



> **Note:**
>
> The supported barcode type is:
>
> - Code 128, Code 39
> - Interleaved 2 of 5
> - EAN-8 , EAN 13

Perform People Movement by Scanning RFID Cards

Figure 20-9   People Movement Vertical View

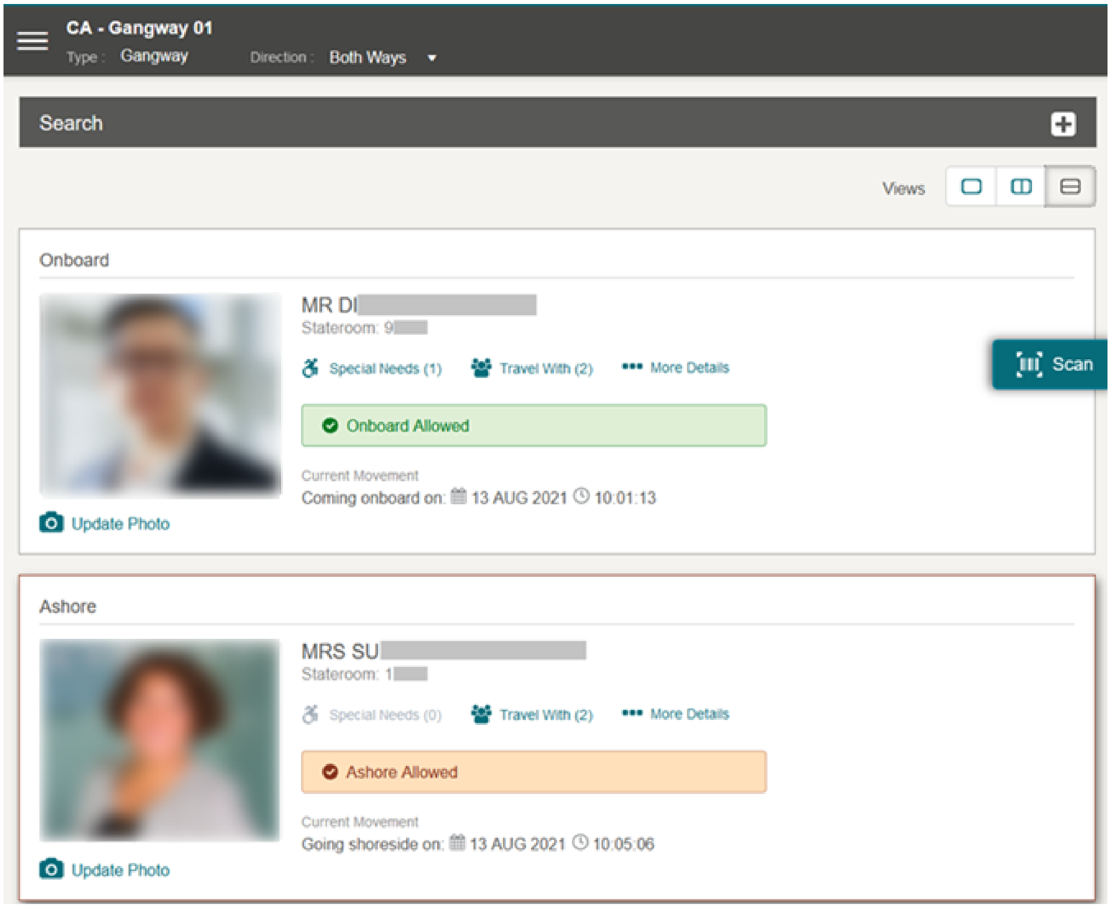


Figure 20-10 People Movement Horizontal View

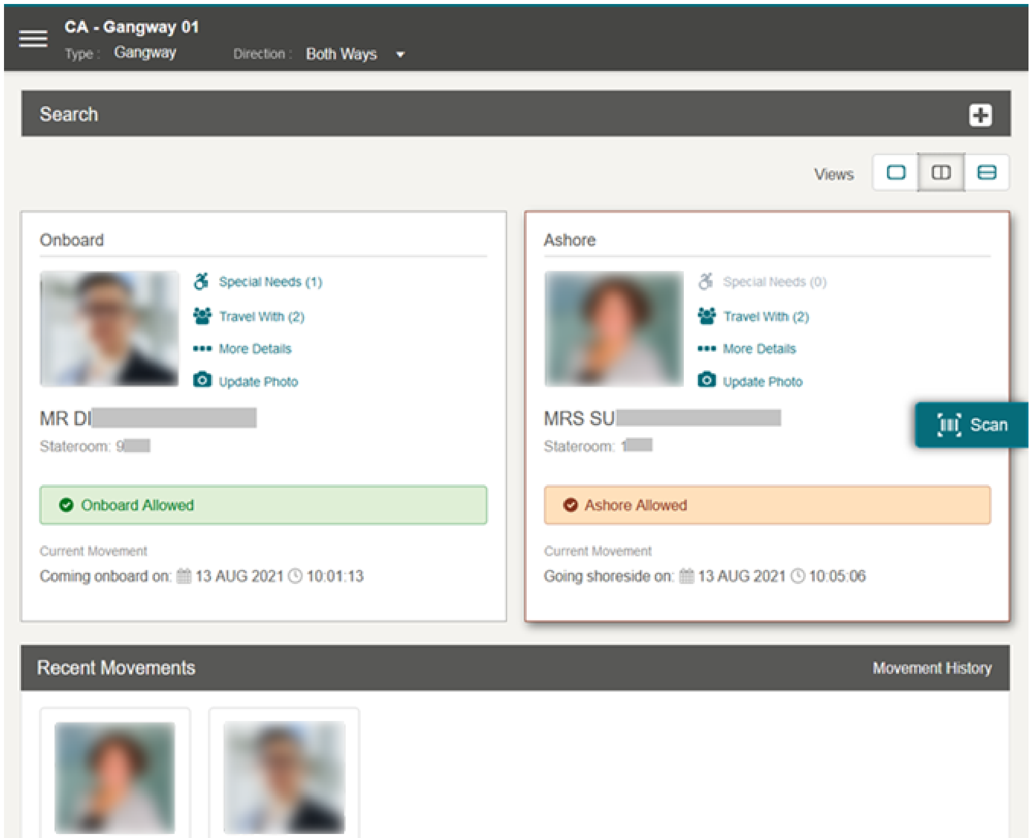
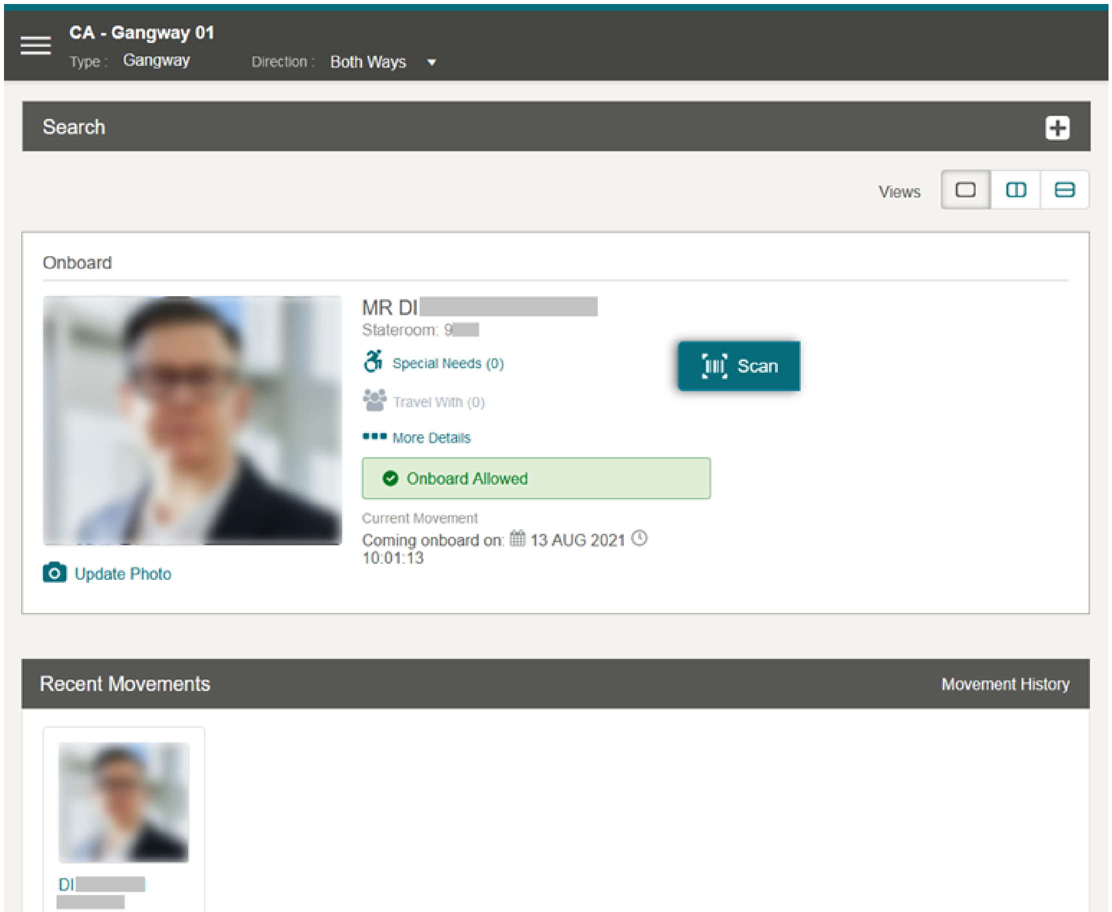


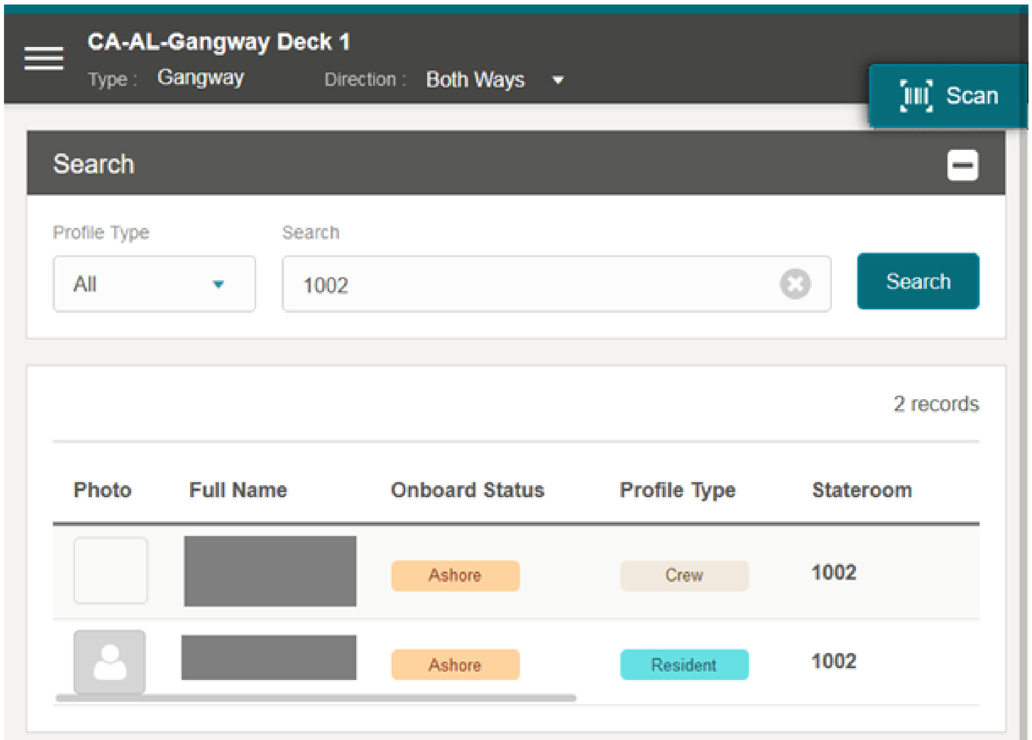
Figure 20-11   People Movement Single View



1. On the **People Movement** page, without placing the cursor at the search guest field, place the RFID card near the tablet RFID sensor.
2. If the scanned RFID card number matches a guest, the system performs the movement from Ashore to Onboard or vice versa.

Manual Profile Information Search

Figure 20-12   Profile Search Results



1. Enter either the **Last Name, First Name Document Number, Stateroom Number, Manning Number**, or **Board Card Number** in the search bar, then select the **Search** button.
2. All the matching records are shown in the results view. Select a **record**.
3. The system shows a confirmation message “Are you sure you want to change <salutation> <full name> to <onboard status>”.
   - Select **Yes** to continue the people movement process. See the Validation Messages section for more information.
   - Select **No** to terminate the people movement process, and the system navigates back to the search screen.

Profile Picture

The Take Photo or Edit Photo function allows the crew members to capture a new photo or update the existing profile photo.

Taking Profile Photo

1. On the **Profile**page, select the **Take Photo** button to activate the camera.

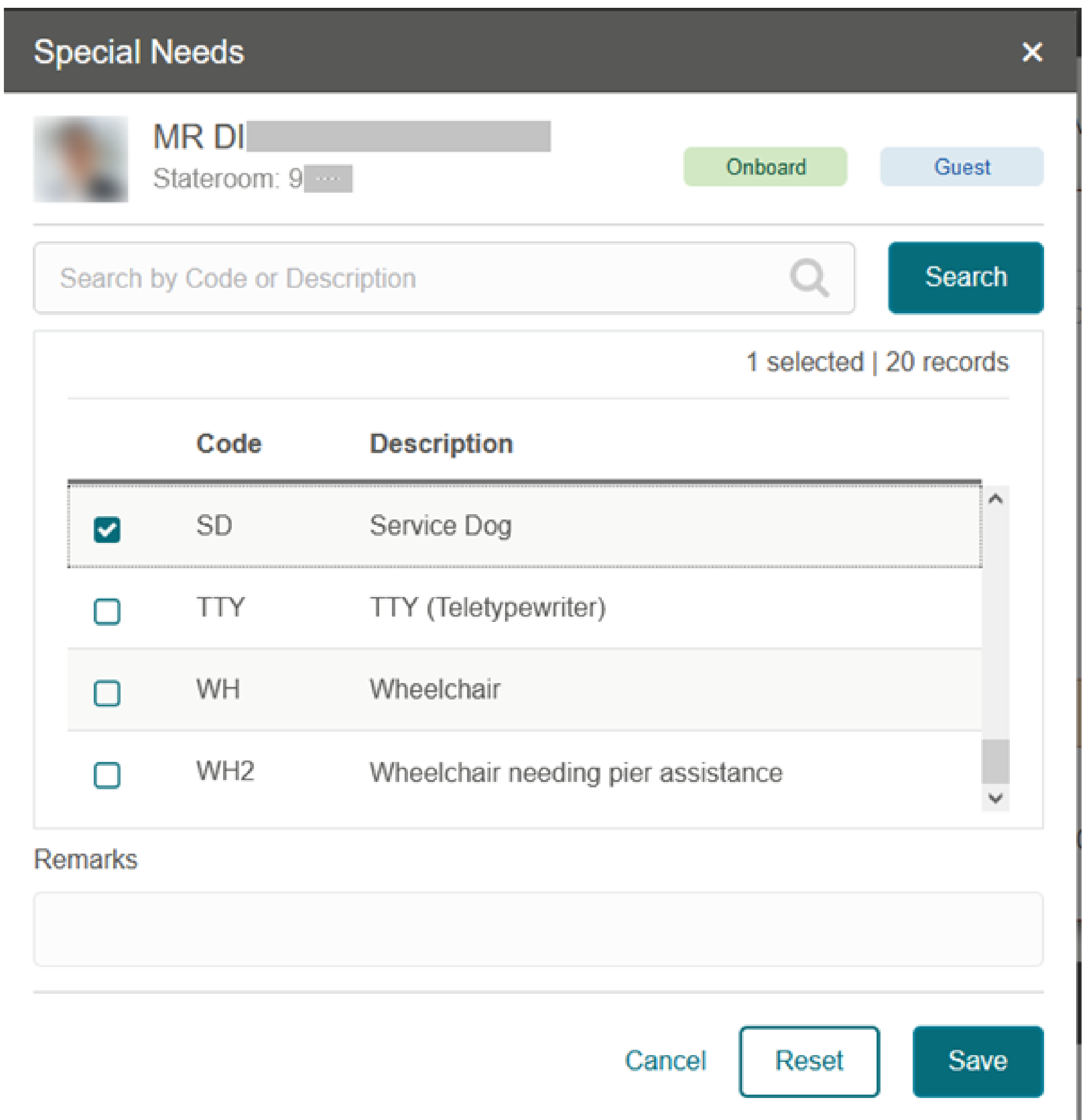
2. In the **Camera** window, select the **Take Photo** button.
3. The system shows the person's picture. To retake the photo, select the **Take Again** button.
4. Click the **Save Photo** button to save and the **X** to exit the page.

Editing Profile Photo

1. Click the **Edit Photo** link to activate the camera.
2. On the **Profile** Picture, click the **Take Again** button.
3. Click the **Save Photo** button to save and the **X** to exit the page.

Special Needs

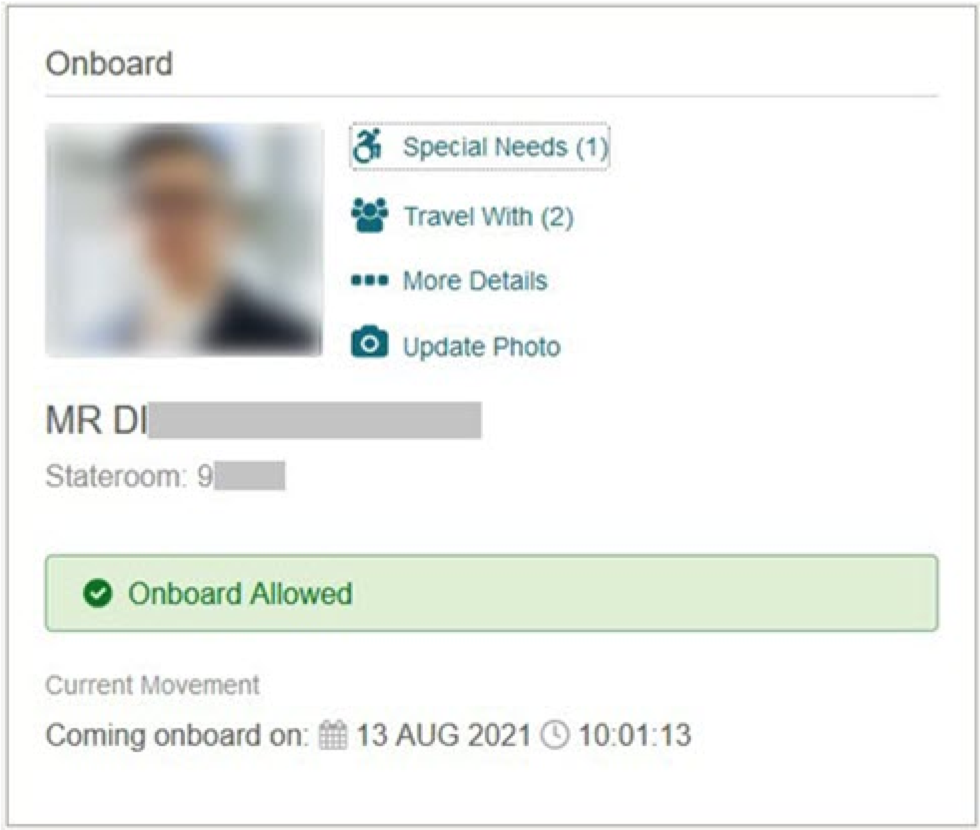
Figure 20-13 Special Need Request Page



You can add/edit special needs using the Special Needs link or More Details link. The steps to add/edit are the same and is only differentiated by the button used.

Adding Special Need Request

Figure 20-14 Profile – Special Needs Page



1. On the **People Movement** page, click the **Special Needs** link or the **More Details** link of the onboard profile. This link is disabled if the passenger's status is Ashore.
2. If you are adding the request using the More Details link, click the **+Add** button.
3. On the **Special Needs** page, enter a **Code** or **Description** in the search field.
4. Select the **Search** button to search the list of values.
5. Select the required special needs item from the list of values and enter a remark in the **Remarks** field.
6. Click the **Save** button to update the count in the Special Needs link in the profile section of the People Movement page.

Editing Special Needs Request

1. On the **People Movement** page, the profile view shows the special needs link with a count. This link is disabled (greyed out) if the passenger's status is Ashore.

2. In the onboard profile view, select the **Special Needs** or **More Details** link. If you are accessing the page from the More Details link, select the **+Edit** button.
3. On the **Special Needs** page, the Security Officer can see the previously selected special needs value and remarks. Select or deselect the list of values.
4. Edit the **Remarks** field, if needed.
5. In the Special Needs page, select the **Reset** button to clear all the values and remarks. The system prompts a message, “System will clear all data in search, special needs selections and remark, are you sure?” Select **Yes** to proceed or **No** to keep the existing selection.
6. Click the **Save** button to navigate back to the **People Movement** page with the updated selection.

Recent Movement

The Recent Movement section displays up to 10 movements at the Gangway.

Figure 20-15   Recent Movement Page

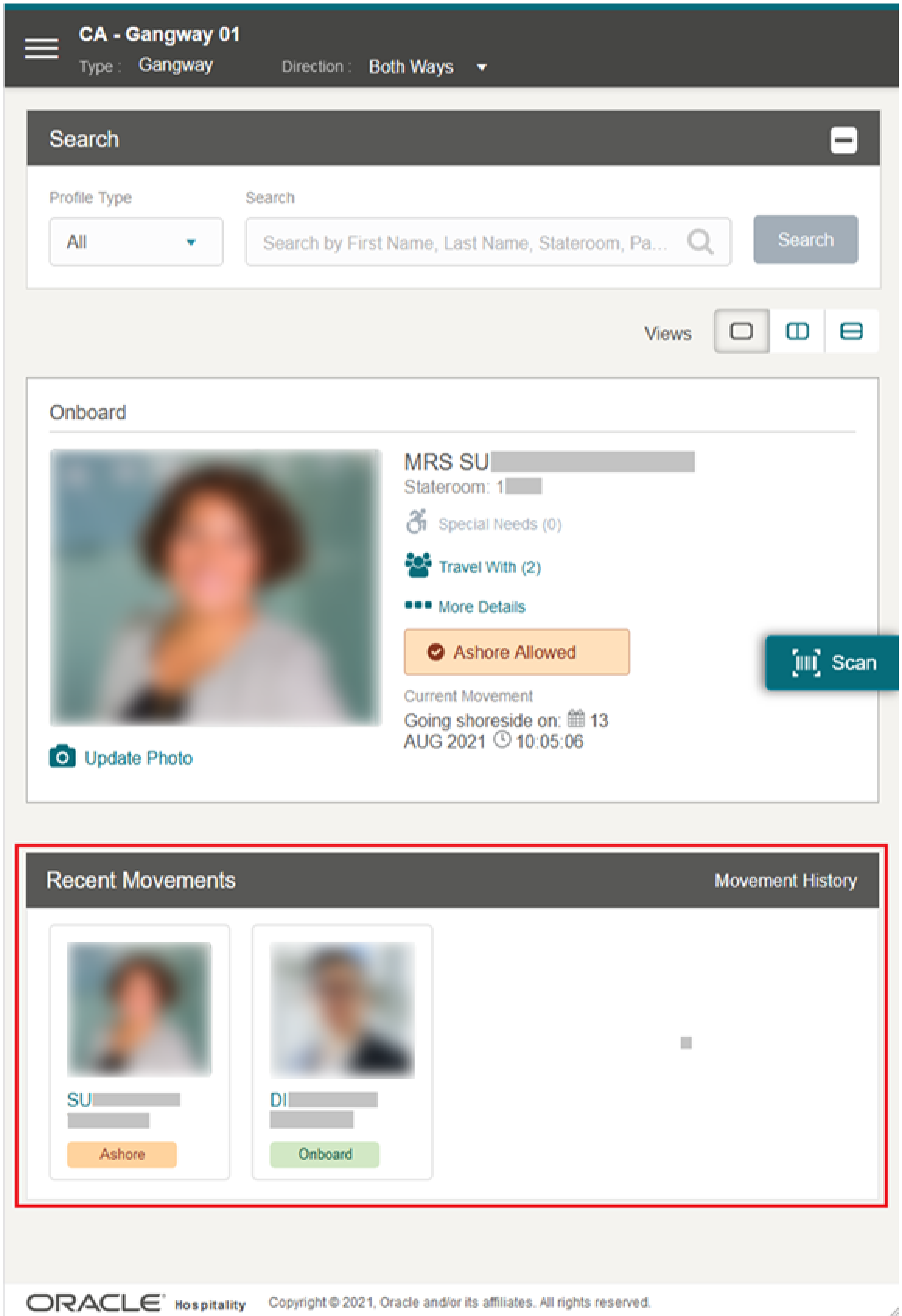
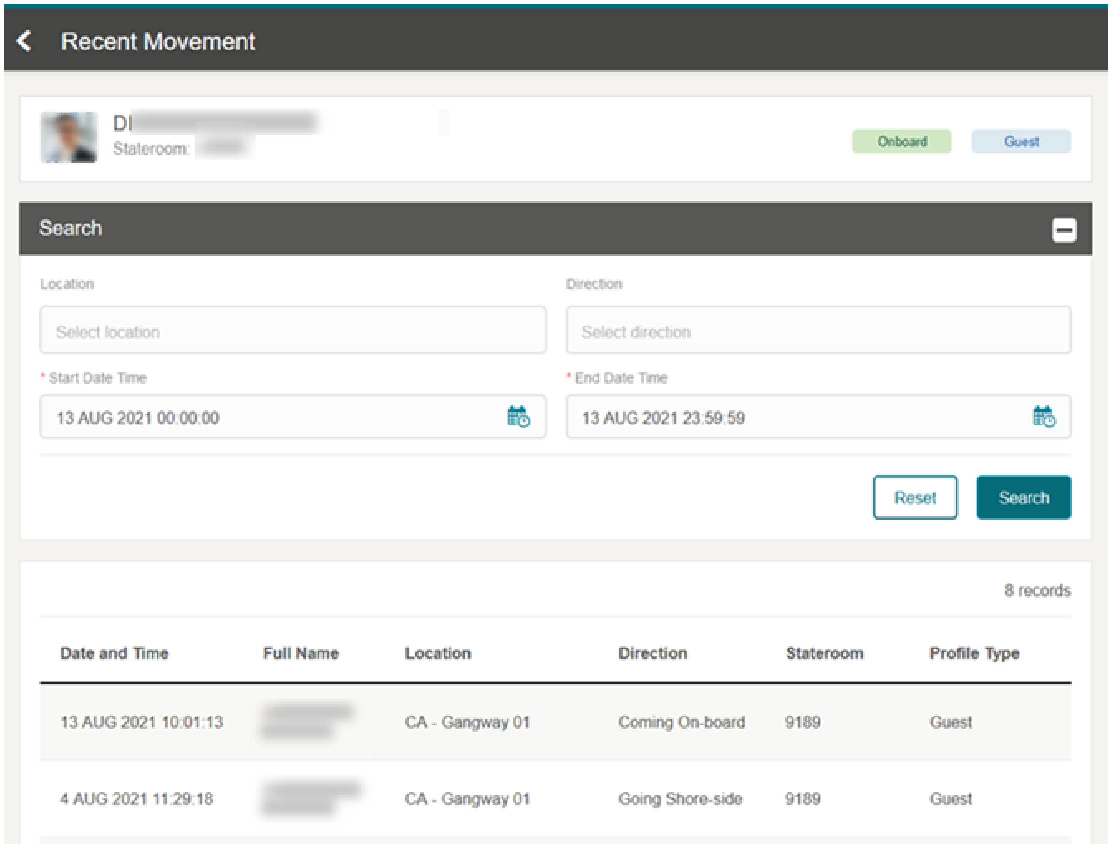


Figure 20-16 Recent Movement History



- **Location:** The gate location that the passenger used to come onboard or go ashore.
- **Movement:** Indicates the gate direction used by the passenger (onboard/ashore).
- **Start Date:** Date and time the passenger embarked on or disembarked from the ship through the gateway.
- **End Date:** Date and time the passenger embarked on or disembarked from the ship through the gateway.

You can also search for the movement history from this page using the following steps:

1. Select the recent movement tile.
2. Navigate to the **Profile's Recent Movement** page.
3. On the **Profile's Movement** page, the profile type indicates the passenger photo, full name, stateroom, and latest movement status.
4. You can search the recent movement history by entering or selecting the value in the Search field and clicking the **Search** button.
5. Select the < icon to navigate to the Recent Movement tile page.
6. On the **Recent Movement Tile Page**, selecting the **Movement History** link opens the **Movement History** page.

21
Tender Boat

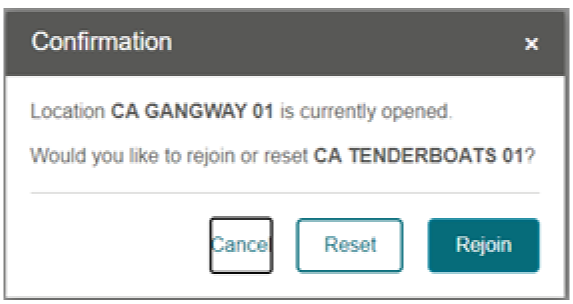
The system allows other users to access the same Gate Location from a different browser if

- the Location is opened and active.

For example, User A logs in to a browser and selects Gate location, Gate A. User A then logs in at another browser and selects the same gate. The system will prompt User A the following options:

- **Cancel:** Return to previous selection page.
- **Reset:** Reset previously opened location.
- **Rejoin:** Navigate back to the Gangway Search Profile screen where User A first logged in on the browser.

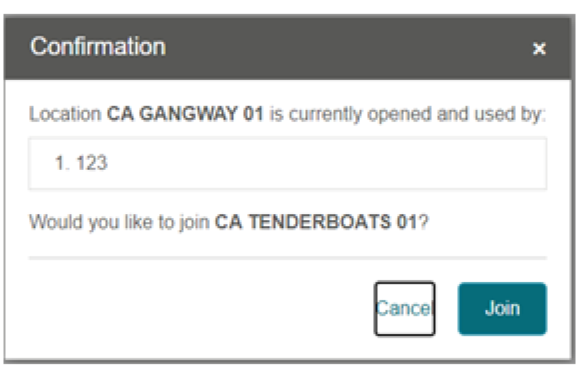
Figure 21-1 Tender Boat Confirmation Options



When User B logs in and selects the same Gate Location as User A, the system prompts the following options:

- **Cancel:** Return to previous selection page.
- **Join:** Navigates to the Gangway Search Profile page where User A first logged in on the browser.

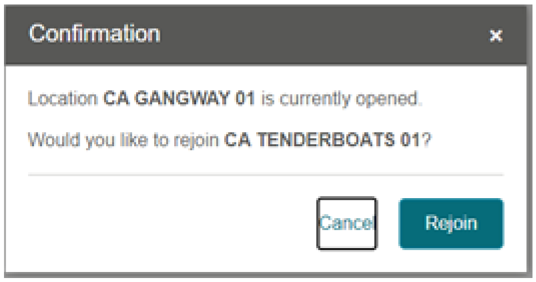
Figure 21-2 Tender Boat Options to Join



If User B closes the browser and reopens a new browser, then logs in to the same Gate Location as the User A. The system will give User B the option to rejoin the opened Gate Location.

- **Cancel:** Return to previous selection page.
- **Rejoin:** Navigate to the Gangway Search Profile page where User B log in previously.

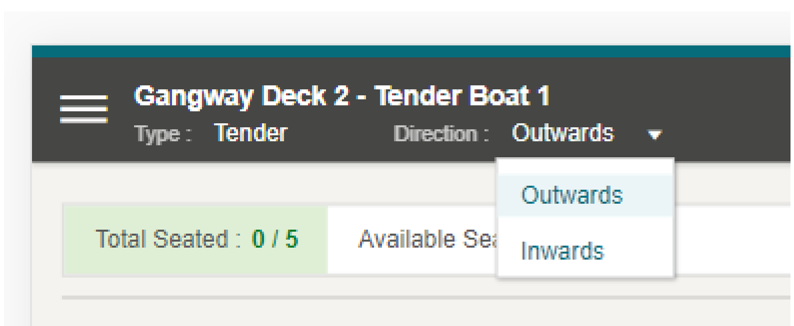
Figure 21-3 Tender Boat Options to Rejoin



Changing Tender Boat Direction

The tender boat direction can be changed from the **Direction** drop-down menu, by selecting the direction and confirming the change at the confirmation prompt.

Figure 21-4 Tender Boat Direction



> **Note:**
>
> The system clears the screen and resets the counter once you select the **Change** button at the confirmation prompt.

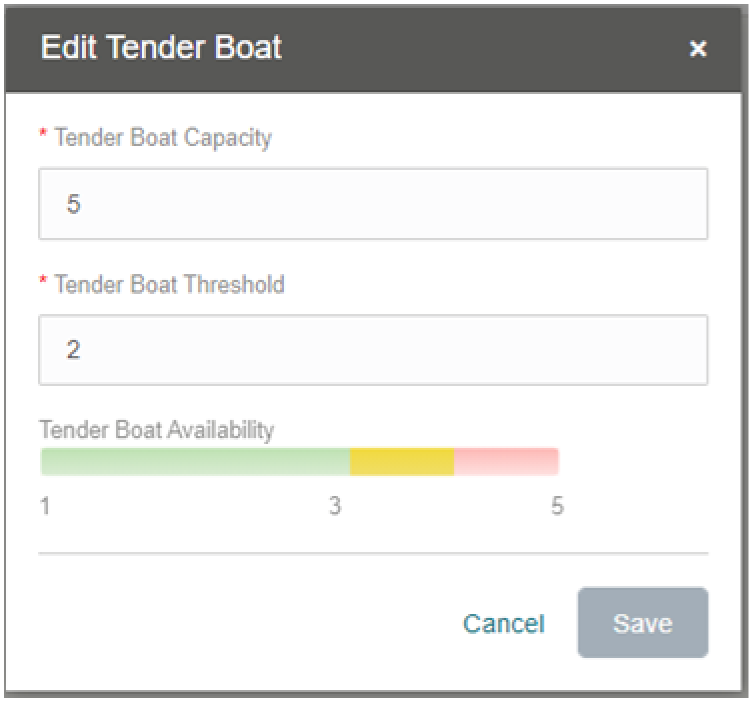
People Movement on Tender Boat

To register a guest to a tender boat, search for the name and select **Yes** on the confirmation dialog. Once saved, the total seated count will increment. For instance, total tender boat capacity is five, seated is one and the remaining seats are four.

Editing Tender Boat Capacity

The tender boat capacity can be adjusted by editing the total seats and the threshold from the Gate Settings functions.

Figure 21-5 Tender Boat Summary



Resetting Tender Boat Count

You can easily reset the Tender Boat count by selecting the **Reset** button to switch to another tender boat. This function resets the count of previous boat.

When you select the reset button, the system prompts a confirmation that seating is in progress or an alert message if the boat is used in another gateway.

Click **OK** at the confirmation prompt to reset the count.

Figure 21-6 Tender Boat Reset

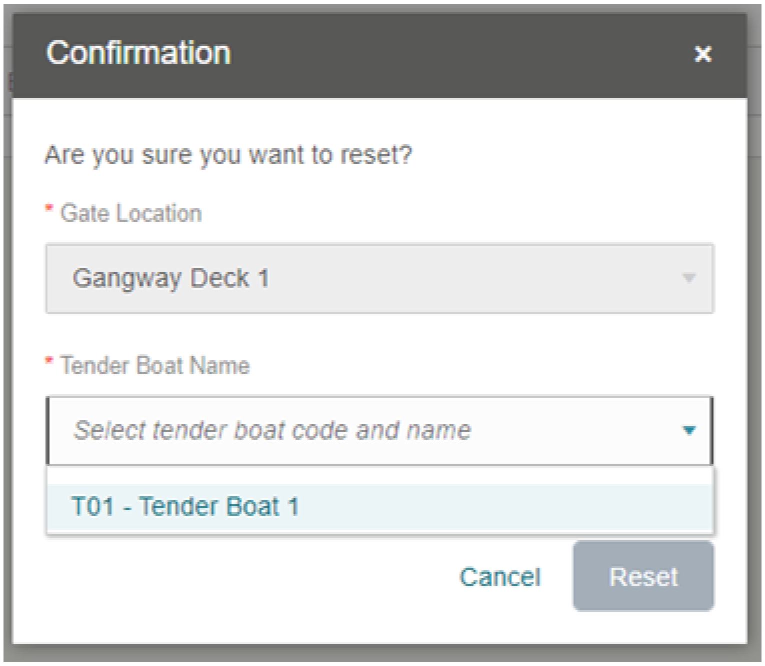
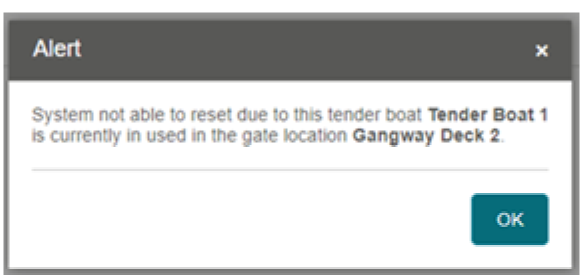


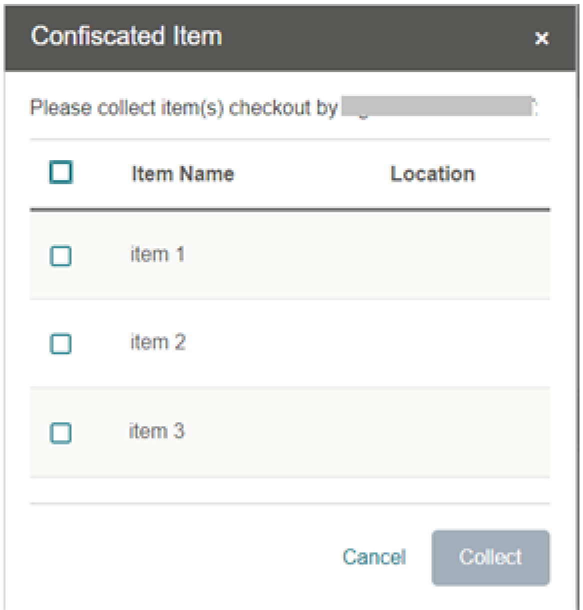
Figure 21-7 Tender Boat Reset Confirmation

Figure 21-8 Tender Boat Reset Alert Message



22 Confiscated Item

Figure 22-1 Confiscated Item



The Confiscated Item page provides the security officer a list of items checked- in by the guest, visitor or crew during embarkation, which the guest is allowed to check out for/from an excursion. After the guest passes all the validations, the system will prompts a list of returnable items when the guest goes ashore or comes onboard.

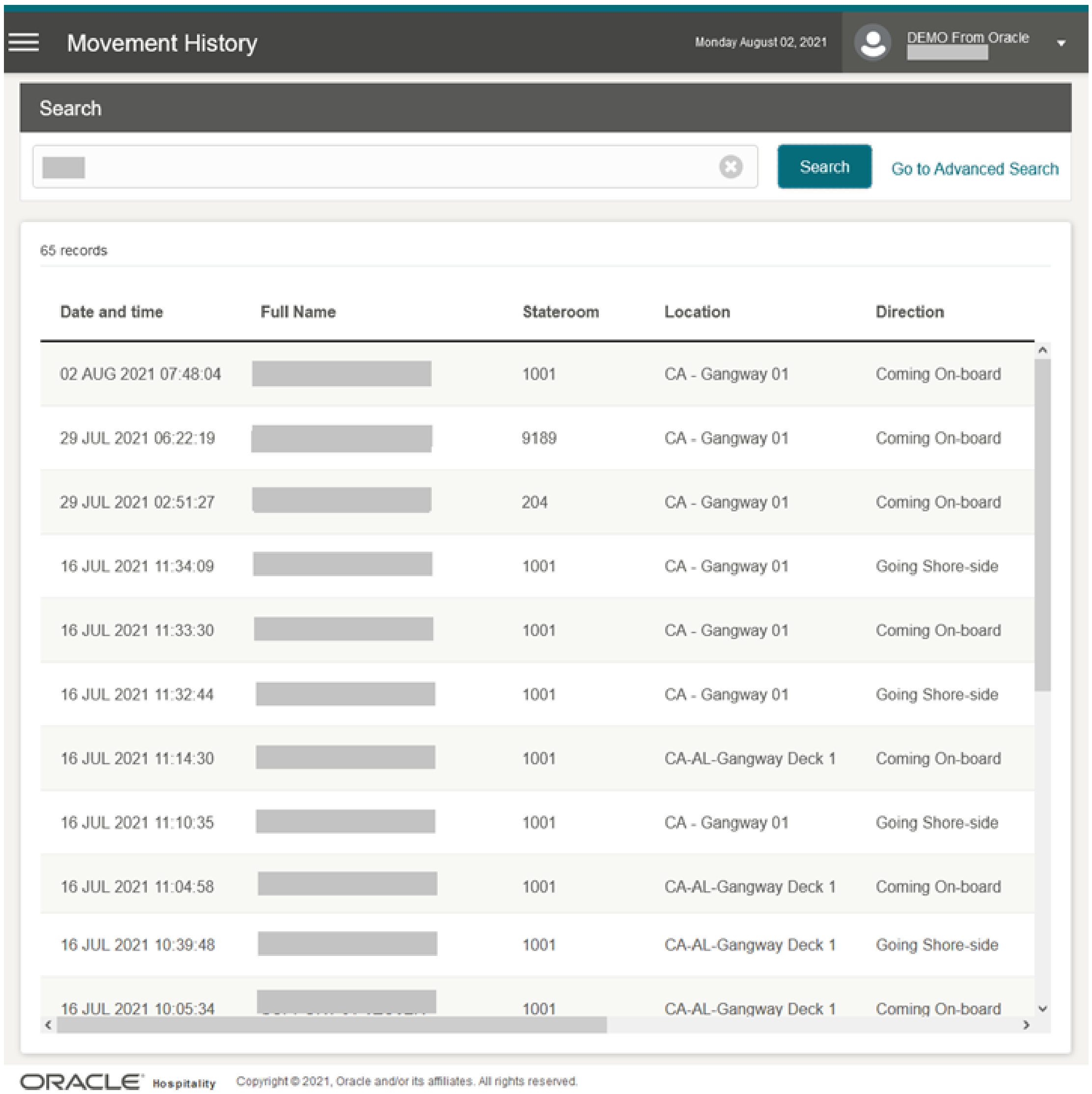
The Security officer has an option to return/collect the selected items by checking the check boxes, then select the **Return/Collect** button or **Cancel** if there is no item to be returned/ collected from the guest.

23

History Movement

The Movement History function allows you to look up past movement records.

Figure 23-1   Movement History Page



Movement History Search

1. From the **Gateway Security** menu, select the **Movement History** sub-menu.
2. On the **Movement History** page, search the record by **name** (either first name, middle name, or last name) and/or **stateroom**.

3. Enter the value in the search box.
4. Select the **Search** button.

Movement History Advanced Search Page

1. On the **Movement History** page, select **Go to Advanced Search**. See the available fields below.
2. On the **Advanced Search** page, search using the manual entry or select from the list the values in the **Search** box.
3. Click the **Search** button.

- **Location:** The gate location that the passenger used to come aboard or go ashore.
- **Direction:** Indicates the gate direction used by the passenger (onboard, ashore).
- **Start Date-Time:** Date and time the passenger embarked or disembarked from the ship through the gateway.
- **End Date-Time:** Date and time the passenger embarked or disembarked from the ship through the gateway.
- **Profile Type:** Profile Type to be searched: guest, crew, and so on.
- **Name:** The first name, middle name, and last name of the passenger.
- **Stateroom:** The Stateroom number of the passenger.
- **Tender Boat:** Tender boat code of the passenger used to come aboard or go ashore.

24 Validation Messages

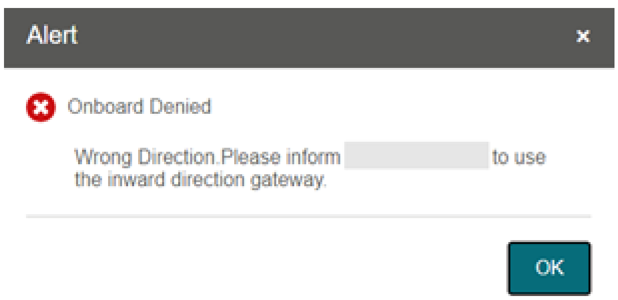
Once the profile is selected or the barcode is scanned, the system validates the passenger’s profile and displays a fail or success message depending on the type of validation. See the different types of validation messages below.

List of Movement Validation Messages

Wrong direction (occurs when a single direction is being used)

This alert message appears when the guest, resident, visitor, or crew passes through the gate in the opposite direction set up by the Security officer.

Figure 24-1   Example of Wrong Direction message



- **Inward**

  This error message appears when the security officer selects the direction as Inward and an onboard guest record to go ashore.

  The default message is: Please inform <Profile’s name> to use the inward direction gateway.” The message for this can be changed from **OHC Administration** module **Administration, System Setup** menu, under **Labels Setup and GNG007**.

- **Outward**

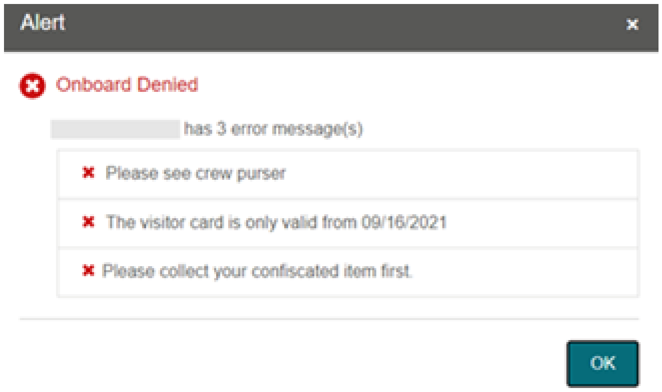
  This error message displays when the security officer selects the direction as Outward and selects the ashore guest record to go onboard.

  The default message is: “Please inform <Profile’s name> to use the outward direction gateway.” The message for this can be changed from the **OHC Administration** module **Administration, System Setup** menu, under **Labels Setup and GNG008**.

Coming Onboard Validation

The security officer scans or manually searches for the guest, resident, visitor, or crew that embarks on the ship.

Figure 24-2 Sample Onboard Denied Message



The following parameters are configured in the **OHC Administration module, System Setup menu, Database Parameters.**

- **Check Visitor Card:** 0- No checking performed; 1- Check on the validity of visitor card.
- **Use Ashore Denied Message:** 0- Do not use denied message in Ashore/Onboard Denied function; 1- Use.

1. **Deny Boarding**

   This error message appears when Deny Boarding shows as *YES* and the Deny Boarding reason is entered from the **OHC Management** module, **Cashier Handling, Guests tab, selected guest profile** or the **OHC Crew module, Crew Members,** selected crew profile.

   The default error message “<Salutation><Full Name> is not allowed due to <deny reason>”. You can define your error message from **OHC Administration module, Administration menu,** then **System Setup**, and **Labels Setup, ODCT01**.

2. **Visitor Card is expired**

   This error message appears when the visitor estimates that the disembark date is earlier than the Cruise System Date and the “Check Visitor Card” parameteris is 1.

   The default error message is “The visitor card is expired.” You can define your error message from **OHC Administration module, Administration menu**, **System Setup**, and **Labels Setup, GNG039**.

3. **Visitor Card validity is in future date**

   This error message appears when the validity of the visitor’s card is after the embarkation date, and the “Check Visitor Card” parameter is set to 1.

   The default error message is: “The Visitor card is only valid from <Profile’s Embark Estimated Date>”. You can define your error message from **OHC Administration module, Administration menu**, **System Setup** and then **Labels Setup, GNG040**.

4. **Visitor allowed at the Terminal only**

   This error message appears when the visitor is only allowed at the terminal and the value configured is from the **OHC Management** module,**Visitor** handling, **Early Boarding Visitor**.

The default error message is “<Name> is allowed at the terminal only.” You can define your error message from **OHC Administration module, Administration menu**, **System Setup**, and then **Labels Setup, GNG041**.

5. **Invalid Reservation**

   This error message appears when the searched profile’s reservation status is either Cancel, No Show, or Checked out.

   The error message content is “Invalid reservation. <Salutation><full name> status is <reservation status>”.

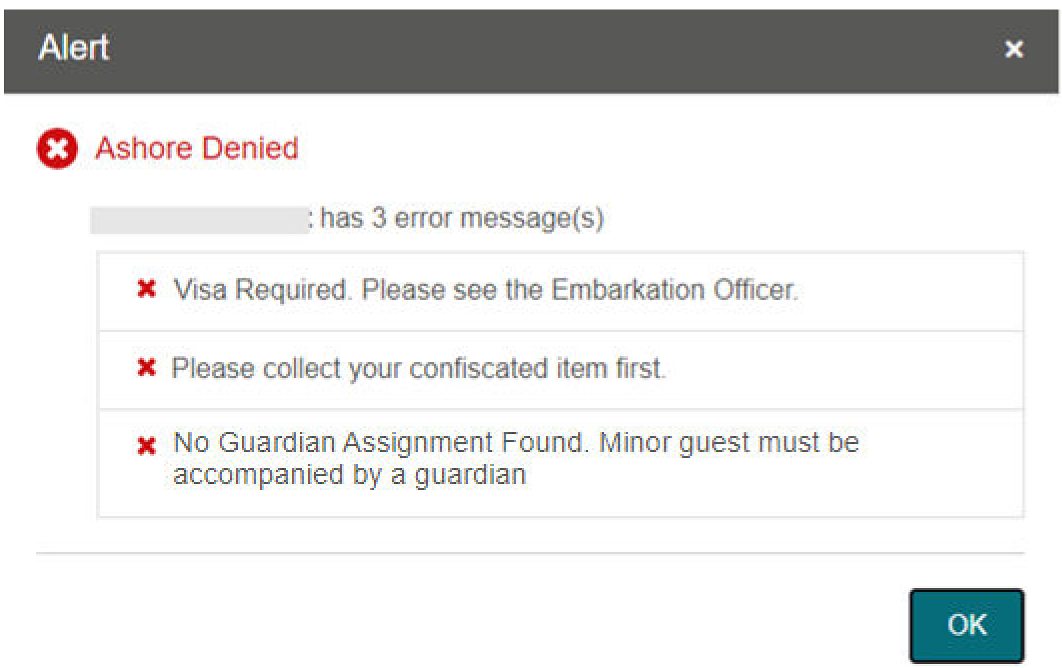
6. **User Definable Security Alert Setup (SAG)**

   This message display is based on the configuration in **OHC Administration module, Administration menu, Security Alert Setup**.

Going Ashore Validations

This message alerts the Security Officer when the guest, visitor, or crew disembarking the ship does not have the required travel visa.

Figure 24-3 Sample Ashore Denied Message



Parameters can be configured in **OHC Administration module, System Setup menu, Database Parameters**.

- **Use Ashore Denied Message:** 0- Do not use denied message in Ashore/Onboard Denied function; 1- Use
- **Enable Visa Check:** 0- Turn Check off; 1- Turn Check On
- **SLD Manual Override:** 0- No overriding; 1- Prompt to override Shore list denied (SLD) message

- **Adult Min Age:** Numeric. Adult minimum age.
- **Enable Minor Disembarkation Authorization:** 0 – No Authorization is required for minor; 1-Authorization of guardian company is required.
- **Exclude Port from Minor Disauthorization:** Specify the ports of call where a minor is authorized to debark unescorted, for example, PortA, PortB.

1. **Shore Leave Denied**

   This error message appears when the guest is listed on the shore leave deny list and attempts to go ashore. The shore leave deny list is configured in **OHC Management** module, **Cashier, Ashore Deny List** or **OHC Crew, Safety, Ashore Deny List**.

   To activate the shore leave denied feature, set the **SLD Manual Override** parameter to 1.

   The default message shows the Ashore Denied header only. You can define the message from **OHC Administration, Administration, System Setup, Labels Setup**, and use **GNG036** for Crew and **GNG037** for guest or resident.

2. **Visa Check**

   This error message appears when a travel visa is required for the guest, crew, visitor or resident to leave the ship. To activate the visa check, set the parameter **Enable Visa Check** to 1.

   The visa requirements can be set up in these three modules:

   - OHC Administration, Security, Port/Visa Requirement
   - OHC Management, Security, Port/Visa Requirement
   - OHC Crew, Security, Port/Visa Requirement

   The default error message is: “Visa required. Please see the Embarkation Offer.” You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, VMSG01**.

3. **User Definable Security Alert Setup (SAG)**

   This message appears based in the **OHC Administration, Administration, Security Alert Setup**.

4. **Minor validation**

   - **Assign Guardian to a minor**

     The Security Officer must verify whether the assigned guardian is accompanying the minor when the minor goes ashore.

   - **Minor with pre-assigned guardian**

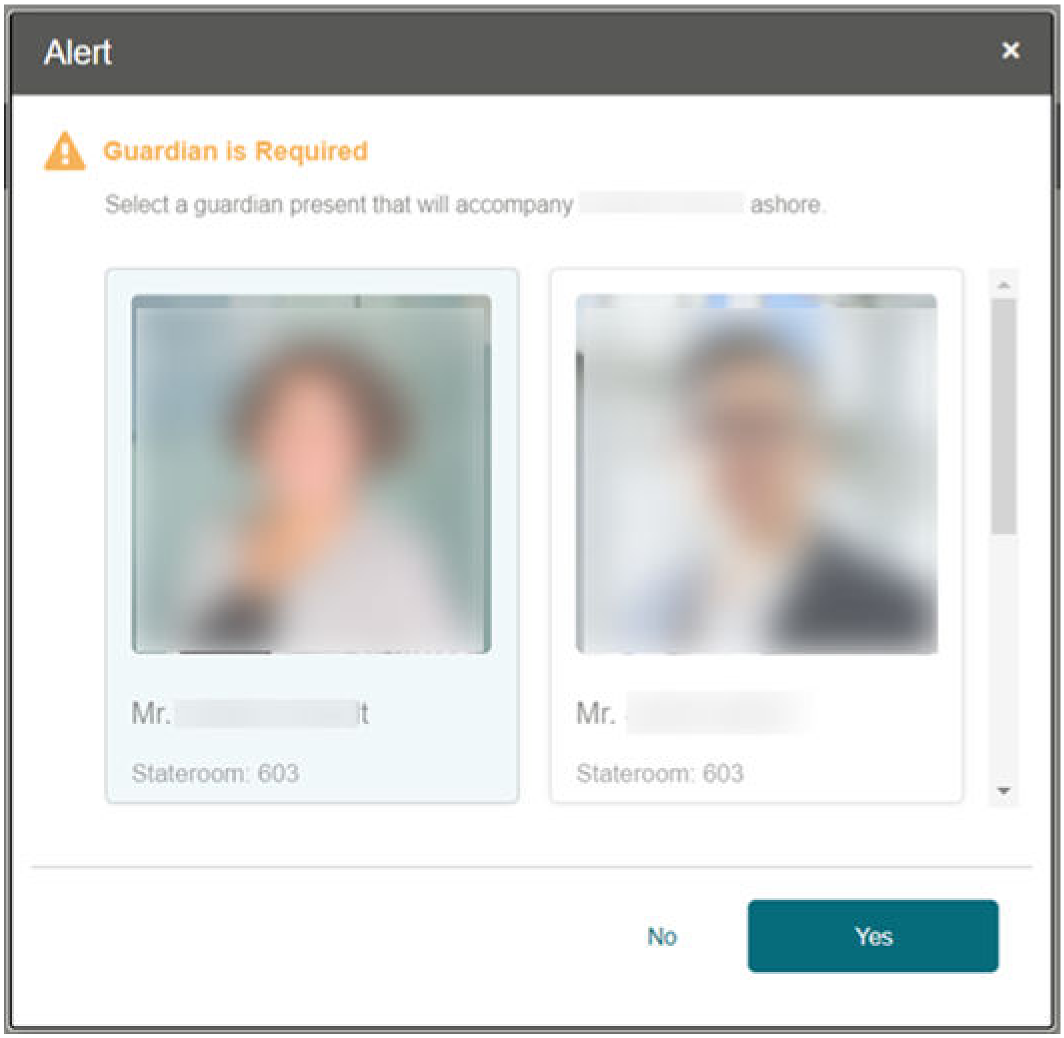
     If the guardian profile is assigned to a minor profile, the system displays the guardian list when the Security Officer processes the minor’s exit.

     The default message is “Select a Guardian that will accompany <minor name> minor ashore.” You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG116**.

     If the Security Officer is not able to find the guardian, the Security Officer will select **No** to disallow the minor from going ashore. The system displays: “A guardian should be physically present with <Minor Name> Minor.”

The default message is “Select a Guardian that will accompany <minor name> minor ashore.” You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG117**.

Figure 24-4 Guardian Listing



- **Minor without pre-assigned guardian**

  If the minor does not have a guardian assigned to the minor’s profile, the Security Officer will not allow this minor to go ashore.

  The default message “No guardian assignment found. <minor name> is a minor and must be accompanied by an adult guardian.” You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG072**.

Overnight Tour Notification

If a guest, resident or crew purchases an excursion tour that requires them to stay overnight on the shore, the system brings up a notification indicating that the guest, resident, or crew is going for an overnight tour.

The overnight tour notification appears after the guest, resident, or crew successfully changes the onboard status to Ashore.

The default message is: “<guest name> is going for an overnight tour.” You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG032**.

Figure 24-5 Overnight Tour Notification