

Oracle® Hospitality Cruise Shipboard Property Management System Casino User Guide



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

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Preface

The Casino module is a program that manages the administration of casino services, tracks casino transactions, and provides a wide range of analysis reporting.

Audience

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

Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

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

Revision History

Table 1 Revision History

Date	Description of Change
September 2022	Initial publication.
June 2023	Updated new customer portal.

Prerequisites, Supported Systems and Compatibility

This section describes the minimum requirements for the Casino module in Oracle Hospitality Cruise Shipboard Property Management System (SPMS).

Prerequisites

- Administration.exe
- Management.exe
- Casino.exe

System Compatibility

SPMS version 20.3 or later. For customers operating on version 20.3 and below, database upgrade to the recommended or latest version is required.

1

SPMS Parameters

This section lists the parameters available to the Casino module. They are accessible in Administration module, System Setup, Parameter.

Table 1-1 PAR_GROUP Casino

PAR Name	PAR Value	Description
Additional Auth Amount Checking	<value>	This setting prompts a reminder message to Casino staff to request further credit card authorization by value defined and does not trigger an authorization request. Staff is required to contact the Pursers for incremental authorization to be performed on the passenger's credit card.
Allow Posting For Cash Payment	<value>	1 - Allow postings for accounts that only have Cash registered as payment type. 0 - Do not allow postings on these accounts. This is to ensure that only passenger accounts that have a credit card registered on their account are allowed to charge the Casino postings to their onboard account. The parameter is accessible through OHC Casino, Setup, Parameters .
Apply Master Casino Department Limit	<value>	A - System Account, P - Pax, C - Crew, G - Group, Z - Gift Card
Check Casino Credit Limit on Payer	<value>	1 – Check the Casino Limit on buyer and payer. 0 – Check the Casino Limit on buyer only.

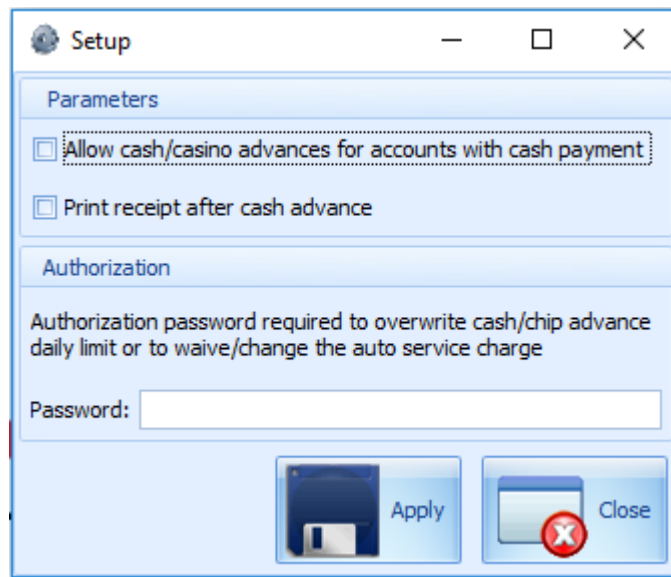
Table 1-1 (Cont.) PAR_GROUP Casino

PAR Name	PAR Value	Description
Master Casino Department Limit	<value>	<p><=0 – Use Casino Main Department Credit Limit.</p> <p>>0 – Use this Casino Department Limit.</p> <p>If there are multiple main department codes available for Casino postings, the value specified here allows you to set a total credit limit for all Casino Department codes combined.</p>
Min Age For Casino Posting	<value>	Minimum age allowed for casino posting.
Multiple Receipt Copies	<value>	<p>Prints the Cash/Chip Advances receipts posted in Casino module.</p> <p>1 - Print two copies.</p> <p>0 - Print one copy only.</p>
Overwrite Limit Password	<value>	<p>Password to overwrite daily limit for cash/chip advance postings.</p> <p>Directly Set Password through OHC Casino instead of the Administration module as the password will be encrypted.</p>
Print Receipt	<value>	<p>1 - Print receipt after cash/chip advance posting.</p> <p>0 - Do not print receipt.</p> <p>Accessible through OHC Casino, Setup, Parameters.</p>
View Onboard Invoice	<value>	<p>1 – Allow to view onboard invoice.</p> <p>0 – Do not allow to view onboard invoice.</p>

Accessing the Setup Page

You can access the Setup function from the Home of the Casino module.

Figure 1-1 Casino's Setup Screen



At the Setup window, select the necessary check boxes to enable the parameters or enter the overriding password in the Password field and click **Apply**.

2

System Configuration

This section describes the department code setup within the Administration module.

1. Log in to the **Administration module** and select **Financial Setup, Department Setup** from the drop-down list.
2. Navigate to the **Debit** tab and click **New** to create a Sub-Department code.

Figure 2-1 Department Code Setup

The screenshot shows the 'Debit Department Code Setup' window with the following details:

- Current Main Department:** 7000 Casino
- Type of Posting:** D Posting Department
- Department Code:** 7001
- Description:** Casino Token/Chip
- Department Representation in POS Subsystem:**
 - POS Revenue Center: 20
 - POS Revenue C.Desc.: Casino
 - Allow Posting with Declined Authorization:
- Department Discounts:** Guest Discounts Dept. 7001 Casino Token/Chip; Crew Discounts Dept. 7001 Casino Token/Chip
- Department Security:** Dept. Security Level Debit Department Level 1
- Eligible Departments:** (All), (pre) All Bars, (pre) All Beverage, (pre) All Champagne, (pre) All Food
- Representation in General Ledger System:** Origin: []-[]-[]-[]-[]-[]-[]-[]
- General Ledger Description:** Enter proper general ledger account number. You may use special codes as below. General Ledger interface when run will replace the codes with proper values. Enter the code including greater/smaller than signs. <cruise> - SCR_COMMENT;
- Department VAT Tax:** VAT Tax Class (No Tax)
- Payroll:** Req. Signature During Folio Payout Not Specified
- Other:** Casino Department; Exclude from Revenue Overview

3. At the **Current Main Department** section, enter the information for the Casino posting department such as Type of Posting, Department Code, and Description.
4. At the Department Representation in POS Subsystem section,
 - Enter a two digits **POS Revenue Center** number.
 - Enter the Casino's description in the **Pos Revenue C.Desc** field.
 - Select the **Allow Posting with Declined Authorization** check box if you allow posting to a declined authorization account.

5. At the Department Representation in Casino section:
 - Enter the daily maximum limit allowed in the **Max. Daily Limit** field.
 - Enter the maximum cruise limit in the **Max. Cruise Limit** field.
6. Select the **Casino Department** check box to confirm that the payment type is a Casino department code.
7. Click **OK** to save the form.

Receipt Setup

The system can produce a payment receipt, which would require setting up a report template. A Standard Casino receipt template is available in **Administration module, System Setup, Report Setup, _Receipts Group** and **Casino Report**. Please contact Oracle Customer Support if you would like to configure a customized receipt format.

Hardware Setup

You can use a default printer to print the report from the SPMS program. See the **Management Module, Options** section on how to set up the printer.

3

OHC Casino

This section describes the steps to perform a posting.

1. Run the OHC Casino program.
2. Click the **Posting** button at the ribbon bar.
3. In the **Account Identifier** section, enter a name or cabin number to search for an account and select the name from the drop-down list.

Figure 3-1 Posting Screen

The screenshot shows a software window titled "Posting". On the left, there is a blurred image of a person. The main area is divided into two sections. The top section, "Account Identifier", contains a "Name:" label followed by a text input field and a dropdown menu. The dropdown menu is open, showing three options: "2694", "6216", and "2694", with the bottom "2694" option highlighted in orange. Below the dropdown is a "Rate:" label with a text input field and the text "Press F3 to overwrite". Underneath is a "Department:" label with a dropdown menu. The bottom section, "Posting", contains a "Department:" label with a dropdown menu showing "30021 Chip & Token Bank", an "Amount:" label with a text input field containing "1,000.00", a "Comments:" label with a text input field, and an "Invoice No:" label with a dropdown menu showing "Invoice #1". At the bottom of the window are two buttons: "Post" with a shopping cart icon and a green plus sign, and "Close" with a red X icon.

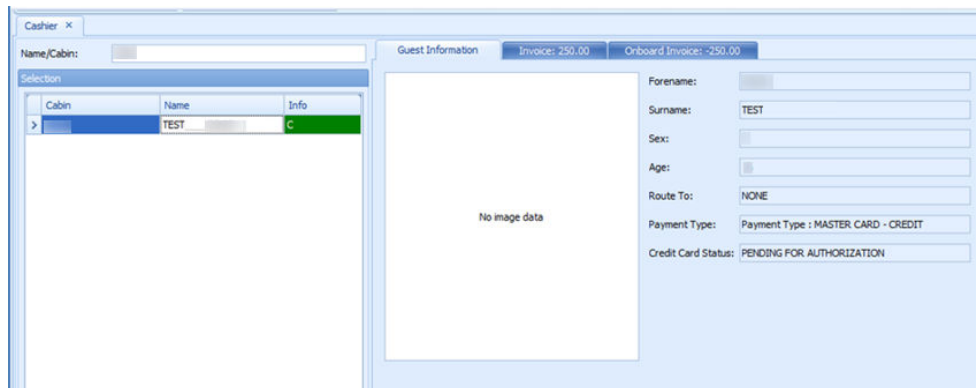
4. At the Posting section:
 - Select the **Casino Department**.
 - Enter the **posting amount** and **comments**, if any.
 - Select the **Invoice number** to post.
5. Click **Post** to confirm the posting and print a receipt, if **Casino, Print Receipt** parameter is enabled.
6. The posted transaction appears in the **Management, Guest Handling, Invoice tab**.

Cashier

This section describes the steps to retrieve the Casino's posting for the guest.

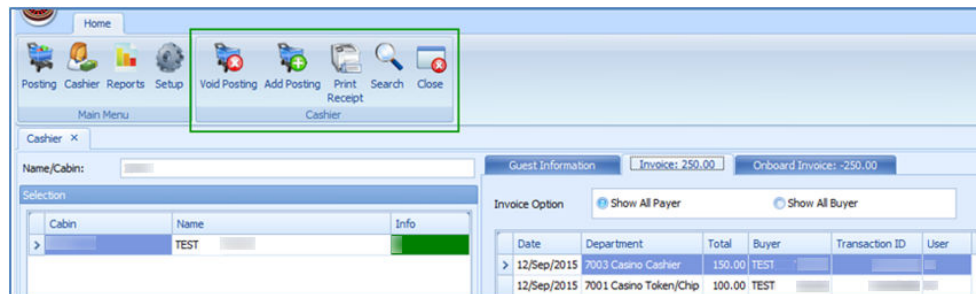
1. At the application, click the **Cashier** button on the ribbon bar.
2. At the **Name/Cabin** field, enter a name or cabin number and select the account from the search results.
3. Go to the **Guest Information** tab to view the general information of the guest.

Figure 3-2 Cashier Screen



4. Click the **Invoice** tab to view the Casino's posting of the guest. This also enables the **Cashier** button at the ribbon bar, allowing you to perform posting from this.

Figure 3-3 Cashier Function



5. To view other postings of the guest, go to **Onboard Invoice** tab.

Reports

This section describes the report usage for the Casino module.

1. At the Main Menu section, click the **Reports** button.
2. Enter a report in the **Search Report** field or select the report from the tree view.
3. There are several methods of printing the Report:
 - Print by sending the report to a printer.

- Export (supported format: rpt, pdf, xls, doc, rtf)
- Custom Excel export