

Oracle® Hospitality Cruise Shipboard Property Management System Maintenance 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 Maintenance Work Order function is a program that schedule, records maintenance and preventive task on board of the ship.

Audience

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

Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

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

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/hospitality/>.

Revision History

Table 1 Revision History

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

1

Maintenance Module

The Maintenance module allows you to record all maintenance work required on board the ship, in cabins or public locations, and schedule preventive maintenance. The function within the module includes creating a work order, report printing, and viewing past maintenance work.

Work Orders

The Work Orders can be added as a single order or in a batch using the Criteria Add function. Entries of the work order are not limited to the Maintenance module. This function is also available in **Management module, Front Desk**, and in **Add Work Order**.

Figure 1-1 Add New Work Order Form

Adding a Single Work Order

1. From the Work Orders menu, select **Add Work Orders**.
2. In the Add New Work Order form, enter the **external document number** in the **Work Order Request No.** field, if any.
3. Select the **Work Order Type** and **Task Code** from the drop-down list.
4. Enter the **Task Description** and **Comment** in the respective fields.
5. Select the **Priority** and **Location/Cabin Usable Status** from the drop-down list and attach a picture file, if any. You can select a different **Priority** and **Location Usable Status** other than the predefined status when adding or editing a work order.
6. In the Reported By section, select the **Cabin number** and enter the **Name of Person Reporting AVO**.

7. For the Location Type, select **Cabin, Public** or **Others (Select Category)**, and then navigate to the Location section and select the exact location(s) from the grid.
8. Click **Add** to add the location to Location (Selected) section.
9. To deselect the location from the Locations (Selected), select the **item to remove** and then click **Remove(-)** or **Remove All**.
10. Click **OK** to save the work order.

Adding Work Orders by Batch

1. Repeat steps 1 to 6 from the steps above.
2. Click the **Criteria Add>** button located between **Locations (De-Select)** and **Locations (Selected)** to start the Cabin Selection window.
3. In the Cabin Selection window, navigate to the **Search Criteria** section, select the **criteria** from the drop-down list, select the **required filter**, and then click **Refresh** to update the information in the grid.

Figure 1-2 Cabin Selection Criteria

The screenshot shows a window titled "Cabin Selection" with a table of cabin details and search criteria. The table has columns for Cabin, Details, Deck, Cleaning Status, Total Berth, and Available Berth. The search criteria section includes fields for "Not Occupied From", "Not Occupied To", "Deck", "Category", "Cabin Type", "Availability", "Task Done", "Task Done Before", "Task Done After", "Task Not Done", and a list of criteria with checkboxes. The "WP WHIRLPOOL" criterion is selected. A legend on the right explains the cleaning status abbreviations: OD = Occupied Dirty, OC = Occupied Clean, VD = Vacant Dirty, VC = Vacant Clean.

Cabin	Details	Deck	Cleaning Status	Total Berth	Available Berth
	Deluxe Verandah Outside	6	OD	2	2
	Deluxe Verandah Outside	6	VC	2	2
	Deluxe Verandah Outside	6	VC	2	2
	Deluxe Verandah Outside	6	OD	2	2
	Deluxe Verandah Outside	6	VC	2	2
	Deluxe Verandah Outside	6	VC	2	2
	Deluxe Verandah Outside	6	VC	2	2
	Deluxe Verandah Outside	6	VC	2	2
	Deluxe Verandah Outside	6	VC	2	2

Search Criteria

Not Occupied From: 3 / 17 / 2017
 Not Occupied To: 9 / 8 / 2017
 Deck: All
 Category: All
 Cabin Type: All
 Availability: Cabin with ALL Berth available

Criteria List:

- MB MINIBAR
- P PARTIAL SEAVIEW
- PH Porthole
- S SHOWER ONLY
- VCR VCR
- VER PRIVATE VERANDAH
- W WHEELCHAIR ACCESSIBL
- WP WHIRLPOOL

Count: 1022

Legend:

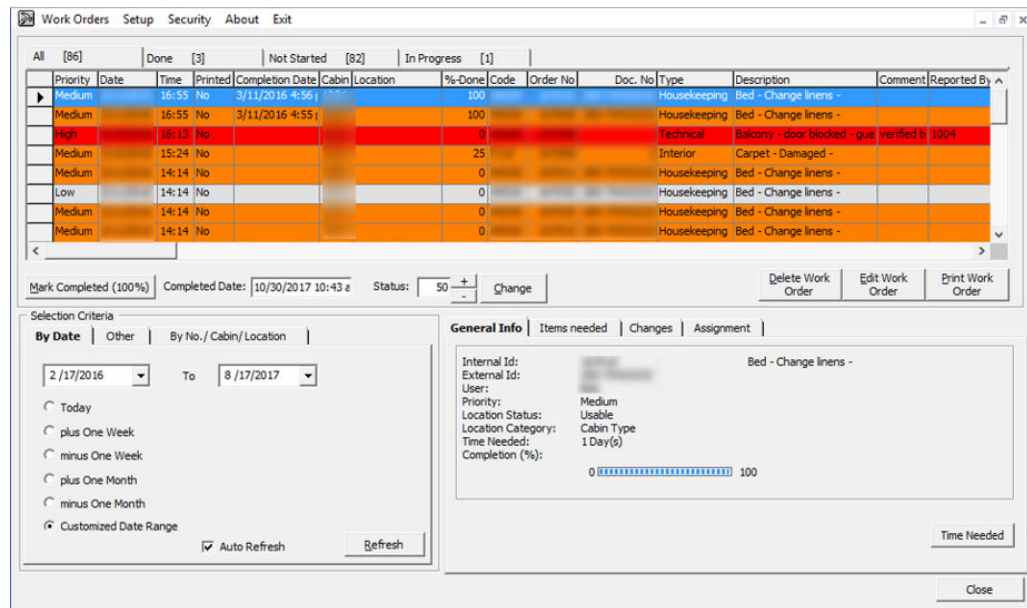
- OD = Occupied Dirty
- OC = Occupied Clean
- VD = Vacant Dirty
- VC = Vacant Clean

4. Click **OK** to add the selection to **Locations (Selected)**.
5. To deselect the location from **Locations (Selected)**, select the item to remove and then click **Remove(-)** or **Remove All**.
6. Click **OK** to complete the work order.

Work Order Overview

The Work Order Overview provides an overview of the completed, pending, or in progress work order. It also allows editing, printing, and assigning work orders to the Maintenance team.

Figure 1-3 Work Order Overview



The Work Order Overview window is comprised of: the following:

- A grid view of all work orders by status and its corresponding count.
- Functions to Delete, Edit and Print Work Order.
- A display view by date, others and by No/Cabin/Location.
- Detailed information on the work order — General info, Items needed, Changes and Work Order Assignment.

Searching for Work Order

Using the Search Criteria, you can filter work orders by date, other criteria such as Work Order Type, User or external number, Cabin or Location.

1. At the Work Order Overview window, **Selection Criteria** section, select the filter from the available tab.
2. Click **Refresh** to refresh the information on the grid.
3. You can sort the information shown on the Overview grid by clicking the column header and support columns, which are: Priority, Date, Time, Printed, Completion Date, Cabin Location, %-Done, Code, Order no, Doc. No, Type and Description.

Editing a Work Order

1. Select the **Work Order** from the grid and click **Edit Work Order**
2. In the Update Work Order form, edit the necessary information and click **OK** to save the changes.

Rejecting a Work Order

Submitted work orders can be rejected due to insufficient materials, against regulations, too costly or need to wait until the ship reaches the dry dock. Such work orders should be marked as rejected instead of completed.

1. Select **Work Order** from the grid and click **Edit Work Order**.
2. Select the **Rejected** check box for the Comment field, and click **OK** to save. The system places a check mark in the Rejected column on the Overview window.

Deleting a Work Order

1. Select the Work Order from the grid and click **Delete Work Order**.
2. At the confirmation prompt, click **Yes** to confirm.
3. Enter the reason to delete the work order, and click **OK** to proceed.

Printing a Work Order

1. Select the work order from the grid and click **Print Work Order**.
2. At the Print Job confirmation prompt, click **OK** to print.

Assigning/Editing/Deleting an Assignment

1. Select the Work Order from the grid and navigate to the Assignment tab window.
2. In the Assignment tab, click **Assign Work Order**.
3. On the New Work Order Assignment form, Assign To section, select the **Work Group** and/or **Worker**, from the drop-down list and click **OK** to confirm.

Figure 1-4 New Work Order Assignment

4. The status of the assigned work order will change and appear under the **In Progress** tab. The Date, Time, Assigned By and Worker are visible in the **Assignment** tab of the work order.
5. To edit an assignment, select the work order from the **Assignment** tab, click **Edit Assignment**, and click **OK** to save the changes.
6. To delete an assignment, select the work order from the **Assignment** tab, and click **Delete Assignment**.

Adding/Editing/Deleting Items Needed In a Work Order

Replacement parts for the assigned job can be added to the Work Order.

Figure 1-5 Items Needed

Item	Quantity	Price	Remarks
No Item Specified	2	0	

1. Select the work order from the Overview tab.
2. In the Items needed tab, click **Add items**.
3. Select the **Item Type** and **Item** from the drop-down list, and enter the required quantity and price, if any.

Figure 1-6 Add Items

4. Click **OK** to save.
5. To edit the items needed, select the item from the grid, click **Edit Items**, and click **OK** to save the changes.

- To delete the items needed, select the item from the grid, and click **Delete Items**.

General Information of the Work Order

In the **General Info** tab of the selected work order displays information such as Internal ID, User, Priority Location, Time Needed and Completion %.

Figure 1-7 General Info Tab

The screenshot shows the 'General Info' tab of a work order. The fields are as follows:

- Internal Id: [Redacted]
- External Id: [Redacted]
- User: [Redacted]
- Priority: Medium
- Location Status: Usable
- Location Category: Public Location
- Time Needed: 1 Day(s)
- Completion (%): 0 [Progress Bar] 100

At the bottom, there is a 'Total Time Needed' section with a text box containing '1 Day(s)' and an 'Ok' button. A 'Time Needed' button is also present on the right side.

The total time needed is adjustable by clicking the **Time Needed** button. Update the day(s) field and click **OK** to save.

Updating Work Order Progress Status

As the work progresses, you may need to update to the work order periodically.

Figure 1-8 Updating Progress / Completion Status

The screenshot shows the 'Work Orders' application window. The 'Changes' tab is selected and highlighted in red. The main grid shows the following work orders:

Priority	Date	Time	Printed	Completion Date	Cabin	Location	%-Done	Code	Order No	Doc. No	Type	Description	Comment	Reported By	Cabin	Reporte
Medium	3/11/2016	14:14	No		1013		75				Housekeeping	Bed - Change linens -				
Medium	3/15/2016	15:24	No		1004		50				Interior	Carpet - Damaged -				

Below the grid, there is a 'Mark Completed (100%)' section with a 'Completed Date' field set to '10/30/2017 1:09 pr' and a 'Status' field set to '50'. A 'Change' button is highlighted in red. There are also buttons for 'Delete Work Order', 'Edit Work Order', and 'Print Work Order'.

The 'Changes' tab shows the following table:

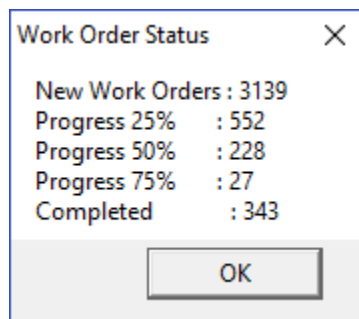
Date	Time	User	Action	Remarks
10/30/2017	11:38		STATUS	Was:25 Is Now:75 (Progress)
10/30/2017	11:22		NEWASSIGN	WorkGroup added: H
3/11/2016	14:17		INSERTMAN	

1. From the **Progress** tab, select the work order to update.
2. In the middle section of the Overview window, enter the **completed date**, then set the **Status** using the (+/-) symbols and click **Change** or click the **Mark Completed (100%)**. A work order that is marked as complete is listed in the **Done** tab.
3. The percentage of completion is logged in **Changes** tab.

Work Order Status

The Work Order Status provides a quick count of the number of the new work orders entered, in progress, or completed. You can access this information from Work Orders, Work Order Status.

Figure 1-9 Work Order Status Count



View Location History

The View Location History enables you to retrieve past work orders by location, users, type of work order, or task description, and information is filtered by date or completion status and can be printed from this function.

Figure 1-10 View Location History Window

The screenshot shows the 'View Location History' window. It has a menu bar with 'Work Orders', 'Setup', 'Security', 'About', and 'Exit'. Below the menu is a title bar and a subtitle 'Please Select Location To View History'. There are several radio buttons for location selection: 'Cabin' (selected), 'Public Location', 'Custom', 'User', 'Work Order', and 'Task Desc'. Each radio button has a corresponding dropdown menu. The 'Cabin' dropdown is set to 'Deluxe Verandah Outside'. The 'Public Location' dropdown is set to '0000 ***Unspecified Location'. The 'Custom' dropdown is set to 'BL BAR, LOUNGE' and has a secondary dropdown set to '41BL01 SODA DISPENSER'. The 'Work Order' dropdown is set to 'H Housekeeping'. Below these is a 'Selection Criteria' section with two tabs: 'By History Period' (selected) and 'Completion Status'. Under 'By History Period', there are radio buttons for 'All' (selected) and 'By Period'. The 'By Period' section has a dropdown set to 'Less Than' and a text box containing '30' followed by 'days'. A 'Refresh' button is to the right. Below the selection criteria is a table with the following columns: Internal Id, Work No, Date, Time, Code, Task Desc, Status %, Days, Type, Cabin Usable, and User. The table contains several rows of work order history.

Internal Id	Work No	Date	Time	Code	Task Desc	Status %	Days	Type	Cabin Usable	User
	112	10/30/2017	10:19		Television remote control battery covers missing -	0	1	E	Usable	
		3/16/2015	13:26		Bathroom light broken - 25 Watt, mirror front	0	1	E	Usable	
	Test	5/23/2014	10:52		Carpet - Damaged -	0	1	I	Usable	
		2/4/2014	11:34		Bathroom floor dirty - Replace Curtians	0	1	H	Usable	
	0	3/12/2013	09:24		Balcony - door blocked -	0	1	T	Usable	
		2/20/2013	16:24		Television Remote Control Batteries - Remote Control is not	100	1	WOT01	Usable	
		2/19/2013	11:11		Bathroom light broken - Light is not working in bathroom	50	1	E	Usable	
		7/25/2012	16:35		Bathroom light broken - broken light	0	1	E	Usable	
		3/14/2012	17:12		Computer - PC out of order -	0	1	E	Usable	

At the bottom of the window are three buttons: 'Edit Work Order', 'Print Work Order', and 'Close'.

1. In the View Location History window, select one of the options from the drop-down list.
2. Make your selections from the Selection Criteria section and click **Refresh** to populate the information on the window.
3. Select the work order and click **Edit Work Order** to open the Update Work Order window. This function does not work if the selected work order is marked as complete.

Reports

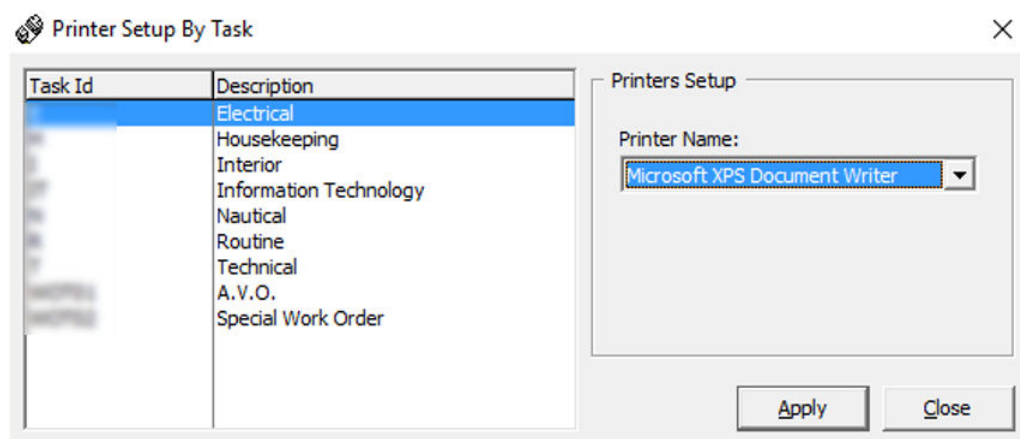
Reports are added in the Administration module, under the Maintenance report group and are printable from the Maintenance module.

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

Task Printers

A printer may be assigned according to the Task ID, making it easier for the task to be delivered efficiently.

Figure 1-11 Task Printer Assignment

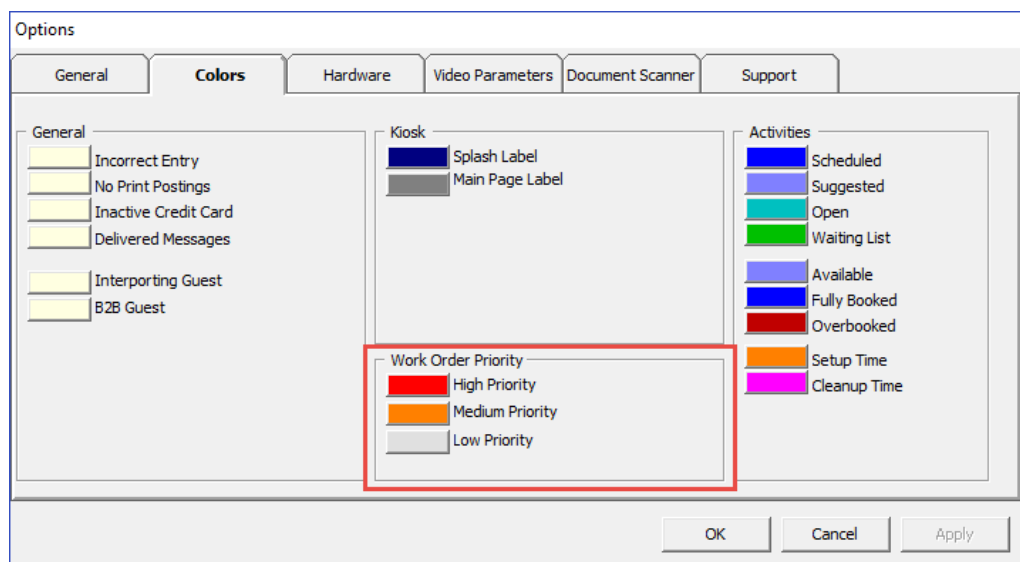


1. From the Main window, select **Setup** and then select **Task Printer**.
2. Select the **Task ID** and then select the **printer name** from the drop-down list.
3. Click **Apply** to save.

Other Settings

The colors of the work order priority can be defined according to the Ship's standard and changed in the **Management module, Options, Colors**.

Figure 1-12 Work Order Priority Color Chart



2

User Security Group

This section enables you to access the Maintenance function. The security privilege is assigned to you through the **User Security** module.

Table 2-1 User Access Rights

Security Reference No.	Description
342	Work Orders
343	Overview
664	Delete other user work order
669	Edit Work Order
670	Delete Work Order
671	Print Work Order
4477	Allow Edit Completed Work Order

3

Parameters

This section describes the Parameters available to the Maintenance module. They are accessible in the Administration module under System Setup, Parameter. Changing these parameters alters the program behavior. Consult Oracle Customer Support for further clarification if you are unsure of the definition.

Table 3-1 PAR Group — Maintenance

PAR Name	Description
Allow Modify Work Order Date Time	Enable modification of work order date/time. 0 = Do not allow 1 = Allowed to modify work order reported date time
Default Tab for Work Overview	Define the default tab to show. 0 = All 1 = Done 2 = Not Started 3 = In Progress
Hide Work Order Request No	Define Work Order Request No to be shown in Work Order Window. 0 = To show on window 1 = To hide from window
Maximum picture size allow	Specify the maximum picture size allowed
Print By Task	Enable Printing by Task. 0 = No print maintenance task 1 = Print