Oracle® Hospitality Cruise Shipboard Property Management System

Management User Guide

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ORACLE

Oracle Hospitality Cruise Shipboard Property Management System Management User Guide, Release 20.3

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Contents

Preface

1 Front Desk Function

Batch Reporting 1-2
- Passenger Disembark Assistant Setup 1-2
- Child Locator 1-3
- Checking Out a Child 1-4
- Changing the Pick-up Person 1-4
- Advance Board Card Printing 1-5
- BoardCard Wizard 1-6
- Check In/Out Status 1-6
- Cruise Comment 1-7
- Cabin Availability 1-7
- Searching for Available Cabin 1-7
- Viewing Availability Using Deck Plan 1-8
- Cabin Overview 1-8
- Cabin Status 1-9
- Postings Overview 1-10
- Amenities Overview 1-10
- Itinerary Overview 1-11
- Flights Overview 1-11
- Adding/Removing Flight Information 1-12
- Comments Overview 1-13
- Revenue Overview 1-13
- Add Work Order 1-14
- Adding Work Orders by Batch 1-15

2 Cashier Function

Search Panel 2-1

Searching For Guest 2-3

Guest Info Tab 2-3

Creating a New Reservation 2-10
Editing a Reservation 2-10
Canceling Reservation 2-10
Posting Status 2-10
Creating a Party 2-11
Adding to Group 2-12
Removing from Group 2-13
Primary Guest 2-13
Show Log 2-14
Guardian Assignment 2-14
Mark No Show 2-15
Service Charge 2-15
Disabling Service Charge Posting 2-16
Add to Disembark Group 2-17
Remove from Debark Group 2-17
Disc, Route, Pkg Tab 2-17
Pay for Another Party 2-18
Paid by Another Party 2-20
Advanced Routing 2-21
Deleting an Existing Routing 2-22
SPMS Discount 2-22
Deleting a Discount 2-24
MICROS Discount 2-24
Assigning Point-of-Sale (POS) Discount Level 2-25
Micros Advance Discount 2-27
Disallow Department 2-28
Package Plan 2-29
Assigning / Purchasing a Package Plan 2-29
Refunding a Package Plan 2-31
Routing a Package Plan Posting 2-32
Balancing a Package Invoice Manually 2-33
Invoice Tab 2-34
Add Posting 2-36
Void Posting 2-37
Pay Invoice 2-39
Paying an Invoice by Cash 2-41
Paying an Invoice with Foreign Currency 2-43
Paying an Invoice by City Ledger 2-44
Disable Posting Automatically 2-45
Resetting Posting Status to Allowed 2-47
Payment by Credit Card 2-47

Print Invoice	2-48
Preview Invoice	2-49
Emailing an Invoice	2-50
Exporting an Invoice	2-50
Custom Excel Export	2-52
Move & Route	2-52
Setting Up Charge Route	2-53
Criteria Discount	2-55
Item Discount	2-57
Hide No Print	2-57
Transactions Marked with No Prints	2-58
To Reset No Print Transactions to Original State	2-58
Set Credit Limit	2-58
Close Posting	2-59
Set Spending Limit	2-60
Show Pre-Cruise Invoice	2-61
Converting a Pre-Cruise Invoice into Actual Posting	2-63
Undoing Non-Converted Pre-Cruise Posting	2-63
More Guest Info Tab	2-64
Take Picture	2-67
Cruise Reservation Related Info	2-68
Document Return	2-68
Service Info Tab	2-69
Setting Up an Amenity / Special Request	2-70
Marking Items as Delivered	2-72
Activity Viewer Tab	2-72
Navigating Through Activity Viewer	2-74
Printing an Itinerary	2-74
Revenue Analyzer Tab	2-74
History Tab	2-75
Creating Future Reservation	2-76
Editing Future Reservation	2-77
Removing Future Reservation	2-77
Comments Tab	2-77
Adding a Comment/Sub-Comment	2-78
Attaching Image File	2-78
Resolving a Comment	2-78
Other Info Tab	2-78
Flight Assignment	2-79
Travel Documents Tab	2-80
Adding/Editing a Travel Document	2-82

Custom Info Tab 2-83
Guest History Tab 2-83
Loyalty/TrackIt Tab 2-85
Adding / Editing a Loyalty Program 2-86
Confiscated Item 2-86
Renew Reservation Function 2-86
Express Reservation Function 2-87
Get Credit Cards Function 2-88
Registering Multiple Credit Card 2-89
Check In Function 2-89
Check Out Function 2-90
Print Board Card Function 2-90
Change Cabin Function 2-92
Changing an Assigned Cabin 2-96
Messages Function 2-96
Creating / Editing a Message 2-97
Delivering / Undo Delivery of a Message 2-98
Deleting a Message 2-98
Printing a Message 2-98
Turning Message Light On/Off 2-99
Express Edit Information Function 2-99

3 System Accounts

Creating a System Account 3-2
Changing the System Account Information 3-3
Enabling Posting for Next Cruise 3-3
Applying Payment to Next Cruise Posting 3-5
Discount & Routing Tab 3-6
Registering a Credit Card 3-6
Setting an Inactive Account 3-6

4 Groups

Group Info Tab 4-1
Creating New Group Account 4-2
Editing a Group Account 4-3
Discounts & Routing Tab 4-3
Setting up Discounts 4-4
Group Invoice Tab 4-5
Itinerary Planner Tab 4-6

Group Credit Card 4-6
Adding Reservation to Group Account 4-7
Checking in Group Account 4-8
Checking Out Group Account 4-8

5 Visitors

Adding New Visitor 5-1
Editing Visitor Information 5-2
Enabling/Disabling a Visitor 5-2
Changing Status to Onboard/Ashore 5-3
Scanning Travel Document 5-3
Adding Future Visit 5-3

6 Gift Card

7 Quick Billing

Guest Quick Billing 7-3
Quick Bill eMail 7-5
Quick Bill Balance with Commission 7-5
Residents Quick Billing 7-6
System Accounts Quick Billing 7-6
Group Quick Billing 7-7

8 Quick Postings

Quick Discount 8-4
Quick Check-Out 8-7
Quick Service Charge Posting 8-7
Quick Messages 8-9

9 Flight Assignment

Assigning Flight Details 9-1

10 Ashore Deny List

Denying Passengers from Going Ashore 10-1
Removing Passenger from Going Ashore List 10-2

11 Batch Assign Disembark Group

Assigning Passengers to Disembarkation Group 11-1
Un-assigning Passengers to Disembarkation Group 11-1

12 Print Disembark Letter

13 Unposted Package Posting

14 Cashier Sessions

Opening a Cashier Session 14-1
Closing a Cashier Session 14-1
Resolving Imbalance Cashier Session 14-2
Transferring Money From/To Ship 14-3

15 Options

16 Security

Change Password 16-1
User Logfile 16-1
Gangway Logfile 16-1
Count Onboard/Shoreside 16-1
Guests/Crew Onboard 16-2
Guest/Crew Shoreside 16-3
Port/Visa Requirement 16-3

Preface

The Management module is one of the core module of Oracle Hospitality Cruise. It maintains all passengers/crew's profile, reservations, billings and other requests during the voyage.

Audience

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

Customer Support

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

https://iccp.custhelp.com

When contacting Customer Support, please provide the following:

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

Revision History

Table 1 Revision History

Date	Description of Change
September 2022	• Initial publication.
January 2023	• Updated Quick Billing Status field description.
June 2023	• Updated new customer portal.

1

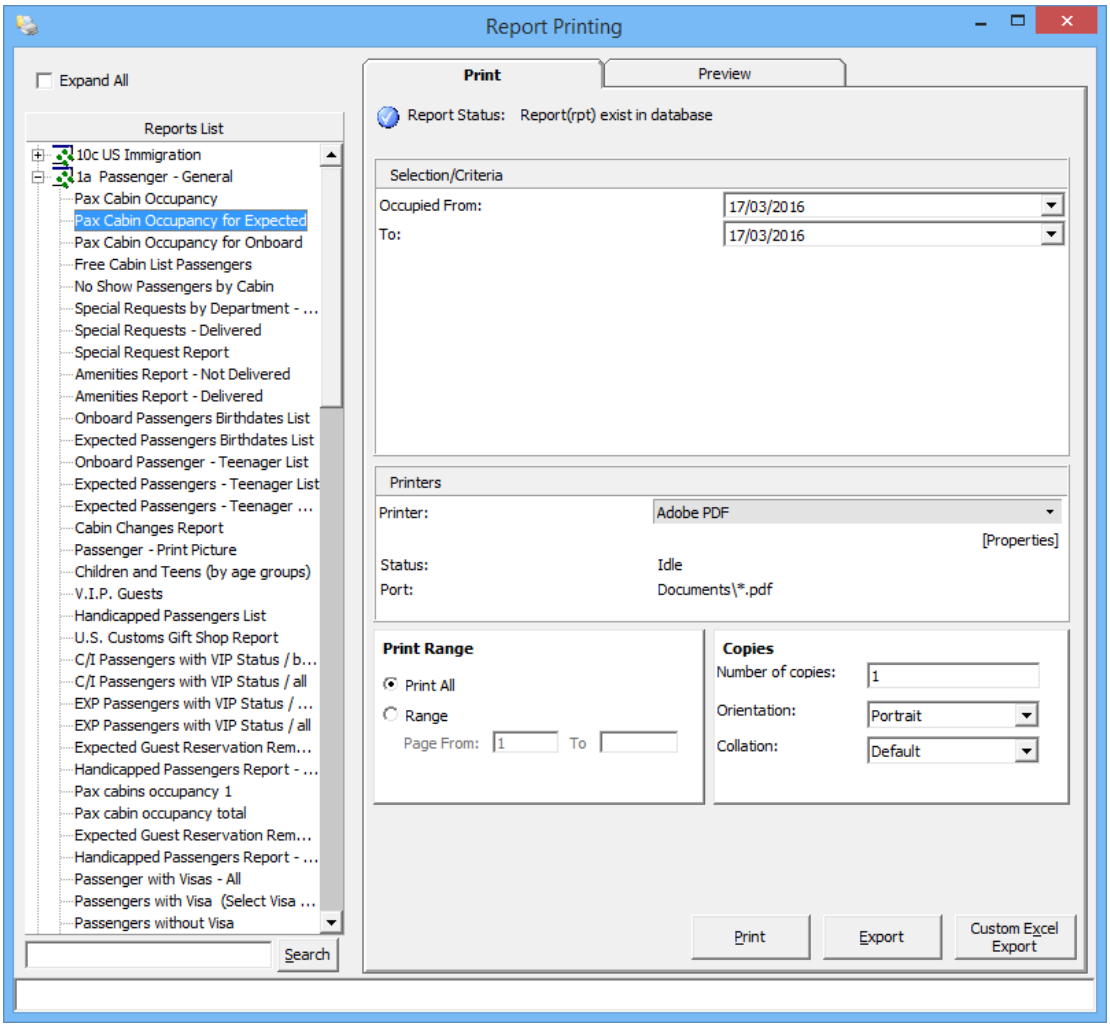
Front Desk Function

The Front Desk menu comprises functions such as Cabin Overview, Posting Overview, and Check-in/Check-out status, which provides a high level monitoring and overview of the operations.

1.1. Reports

The product is pre-installed with a set of operational reports. You can create and add customize reports through the **Administration module, System Setup, Reports Setup.**

Figure 1-1 Reports List



Printing a Report

1. From the Front Desk file menu, select the **Reports** option.

2. Expand the report folder in the Reports List section by clicking the **(+) key**.
3. Select a **report** to print.
4. In the Print tab, select the **Selection/Criteria** and relevant fields.
5. Click **Print** or navigate to the Preview tab to preview before printing.
6. To export the report, repeat the above steps and click **Export.**

Batch Reporting

You can print a set of departmental reports by batch. These reports are predefined in **Administration module, System Setup, Reports Batch Printing Setup**.

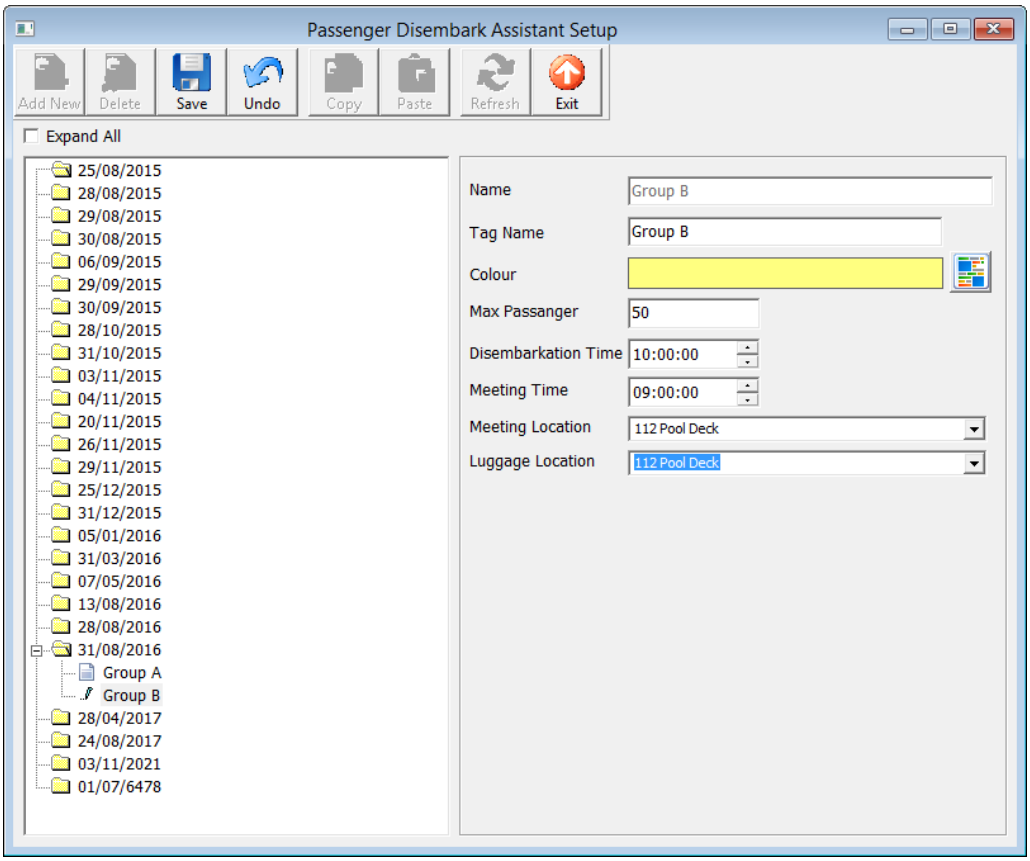
To print the report by batch:

1. Select **Reports Batch Printing** from the Reports drop-down list.
2. In the Batch Reports Printing window, select the **batch number** to print.
3. In the Printer selection section, select the **Printer** and then click **Run**.

Passenger Disembark Assistant Setup

This function allows you to organize the meeting time, location, and luggage drop off point for debarking passengers by date.

Figure 1-2 Passenger Disembark Assistant Setup



Adding a Debarkation Group

1. In the Passenger Disembark Assistant Setup form, click **Add New**.
2. Enter all the required fields and click **Save**.
3. Click **Exit** to close the form.

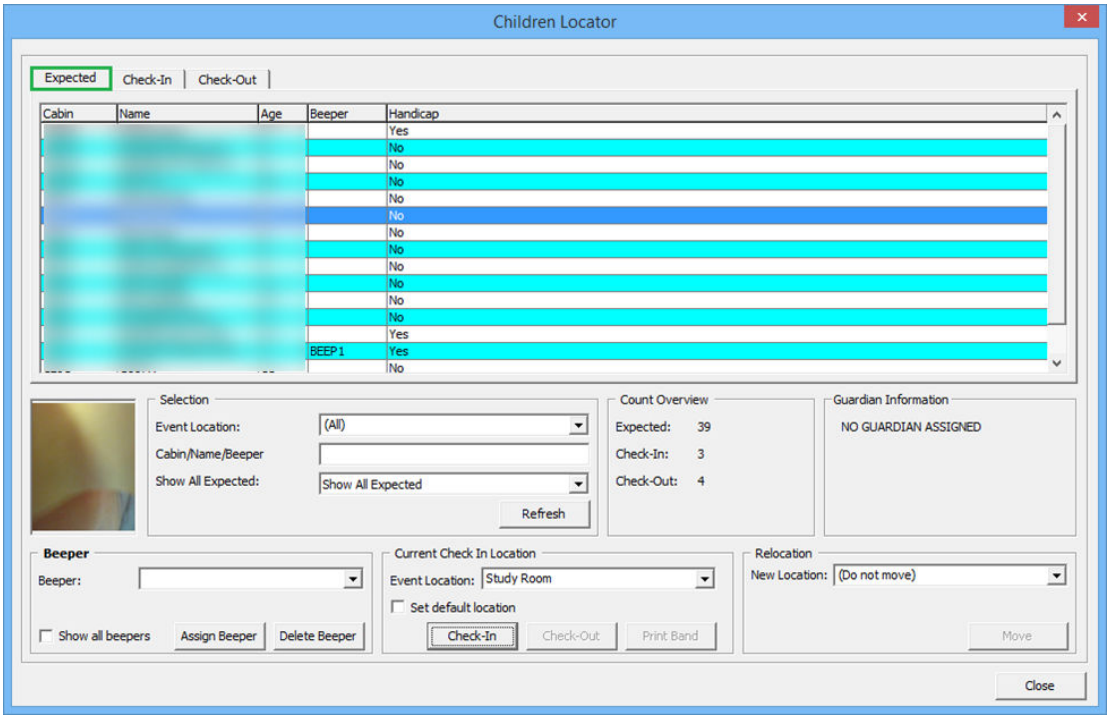
> **Note:**
>
> You cannot delete a Debarkation Group if there is a passenger assigned. You must first unassigned all passengers from the group before proceeding.

To remove a debarkation group, select the group from the list and click **Delete**.

Child Locator

The Children locator function enables you to monitor the location where a child is checked in based on their reservation status — Expected, Check-In, or Check-Out, and the guardian assigned to take care of the child.

Figure 1-3 Children Locator



Checking In a Child

1. From the Front Desk menu, select the **Children Locator** option.
2. At the Children Locator window, click the **Check In** tab.
3. Select the **Event Location, Cabin/Name** and/or **Show All Expected,** and then click **Assign Beeper.**

4. If you are handing out a beeper, select a **beeper number** from the Beeper section and click **Assign Beeper.**
5. Navigate to the **Current Check-In Location** section, select the **Event Location** from the drop-down list, and click **Check-In.**

Figure 1-4 Children Locator Pick Up

6. In the List of Passengers Pick Up window, select the **passenger** that picked up the child and then click **OK** to return to the Children Locator window. By default, passengers in same cabin is selected.
7. Information about the child is now shown in Check-In tab.

Checking Out a Child

1. From the Children Locator window, navigate to the Check-In tab.
2. At the Selection section, select one of the **options**, then click **Refresh.**
3. Select the **child name** from the grid and then click **Check-Out.**
4. At the Passenger to Pick Up Child window, verify the name and then click **OK** to confirm and update the child information into the Check-Out tab.

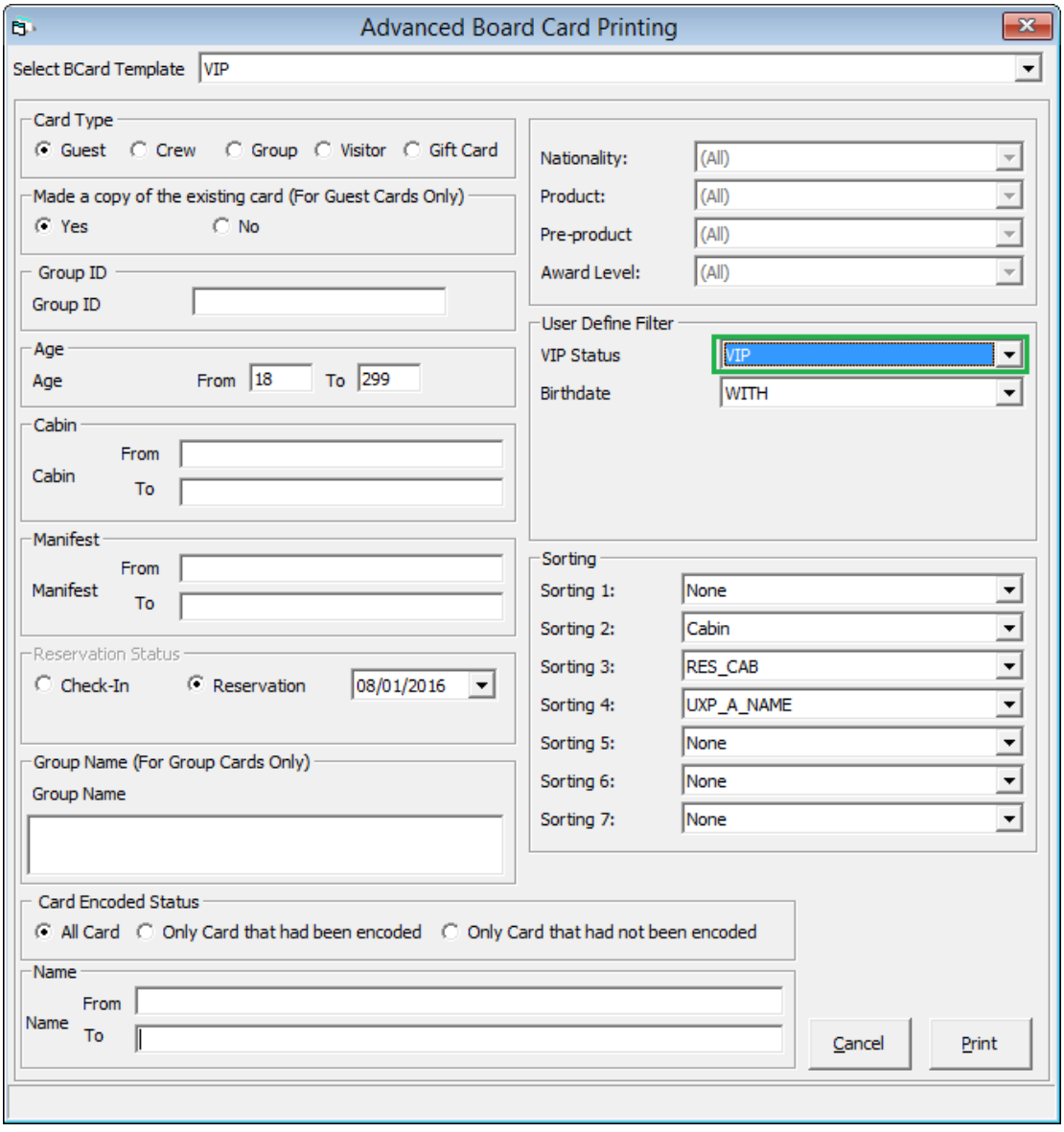
Changing the Pick-up Person

1. At the Check-In tab of the Children Locator window, right-click on the **child name** and select **Change Pick Up Person.**
2. In the Show section, select the one of the **options**, then select the **passenger name** from the grid and click **OK.** By default, the names shown are the passengers in the same cabin.

Advance Board Card Printing

The Advance Board Card Printing prints the board cards by batch based on the criteria template configured in the Administration module.

Figure 1-5 Advance Board Card Printing Window



1. From the **Front Desk** menu, select **Advanced Board Card Printing.**
2. In the **BCard Template** field, select from the drop-down list to populate the predefined fields.

> **Note:**
>
> You can change the selected fields(s) manually before printing.

3. Click **Print** to print the board cards.
4. In the dialog box indicating the number of records to print, select **Yes** to continue.
5. In the Batch Board Card Printing window, the printing progress of the board card is shown. If there is an error, it is reflected in the **Status** column.

BoardCard Wizard

You can perform a quick board card printing by guest, crew, group, visitors, or gift card using the Board Card Wizard.

1. From the Front Desk menu, select the **BoardCard Wizard** option.
2. In the BCard Printing Wizard prompt, read and follow the instructions before clicking **Next.**
3. In the following wizard window,
   - Select the type of **board card** to print and click **Next.**
   - Select an option to encode using an existing card number or newly generated a card number, and then click **Next.**
   - Select an option to print cards for guest already on-board or future reservations. For future reservations, select the **Embarkation Date** from the drop-down list and click **Next.**
   - Click the **Filter Age** and enter the **Age From/To** field, if any.
   - Select one or more options using the drop-down list, such as **Nationality, Product, Pre-Product** and **Award Level,** if any.
   - Enter the **Names, Room numbers, or Manifest from/to,** if any, and then click **Next.**
4. The number of cards matching the selection appears. Enter a check mark if the cards should be sorted by Product when printing.
5. Check mark the preferred print sort order by room number, name, room number descending, or person name descending.
6. Click the **Finish** button to continue.
7. At the Batch Board Card Printing window, you will see the number of cards that are successfully printed or failed.
8. Click **Close** to exit and return to the main menu.

Check In/Out Status

The Check-in Status provides a real time status of expected check-ins for the day. It shows the number of reservations for the day, checked in, and remaining check ins at that time.

Similarly, the Check-out Status shows the total of reservations checking out, checked-out, and remaining.

Cruise Comment

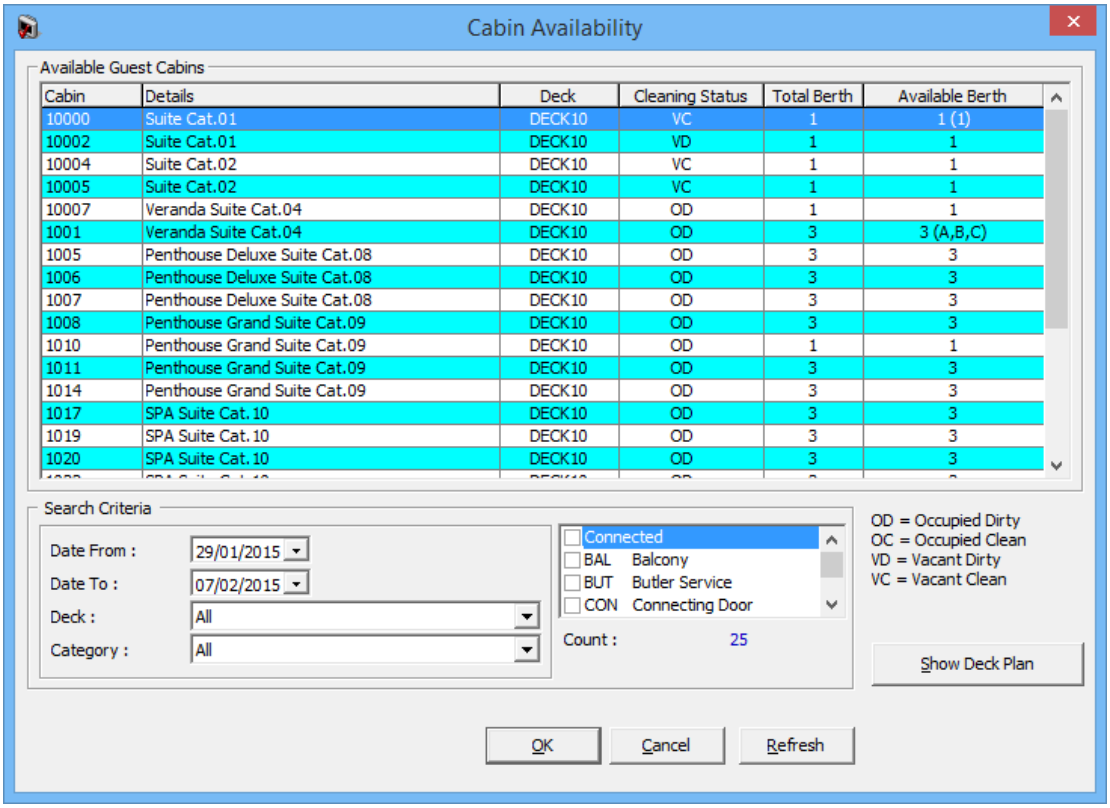
The Cruise Comment field is made available to the Ship Operator to enter comments pertaining to the cruise. It accepts up to 4000 characters.

1. From the Front Desk menu, select the **Cruise Comment** option.
2. Select the Cruise from the drop-down list.
3. Enter the comment in the blank field and click **OK** to save.

Cabin Availability

The Cabin Availability provides an overview of the available cabin by date, deck, category and features, and a view by deck plan. It also displays the current cabin cleaning status and the number of available berths.

Figure 1-6 Cabin Availability



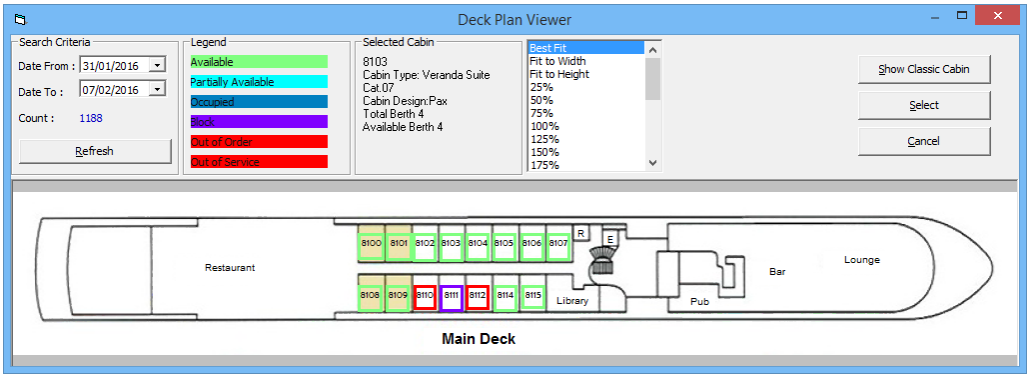
Searching for Available Cabin

1. From the Front Desk menu, select the **Cabin Availability** option.
2. In the Selection Criteria, select the **Date From/To, Deck**, and **Category** from the drop-down list.
3. Select the **Cabin Features** using the check-box, if any.

4. Click **Refresh** to refresh the view.

Viewing Availability Using Deck Plan

Figure 1-7 Deck Plan Viewer

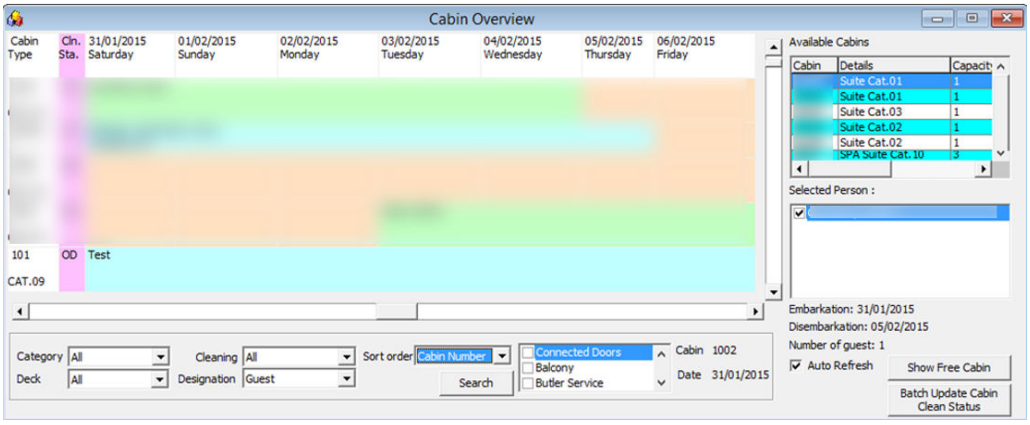


1. From the Cabin Availability window, click **Show Deck Plan.**
2. In the Selection Criteria, enter the **Date From/To**, and click **Refresh.**
3. In the diagram, the status of the cabin is reflected according to the color chart, and information of the selected cabin appears in the Selected Cabin section.

Cabin Overview

The Cabin Overview shows you a quick view of all cabin status by date, category, cabin clean status and occupant name. You can also update the cabin clean status by batch from here.

Figure 1-8 Cabin Overview



Navigating through Cabin Overview

- On the Overview window, the cabin number and category are shown with its cabin cleaning status next to it.

- If the cabin is occupied or blocked for an expected guest, the name appears on the grid from the date booked until check-out.
- To search for a specific category or cabin cleaning state, use the filter fields.
- To show the Available Cabins of the window, select the guest name then click **Show Free Cabin**.

Batch Update of Cabin Clean Status

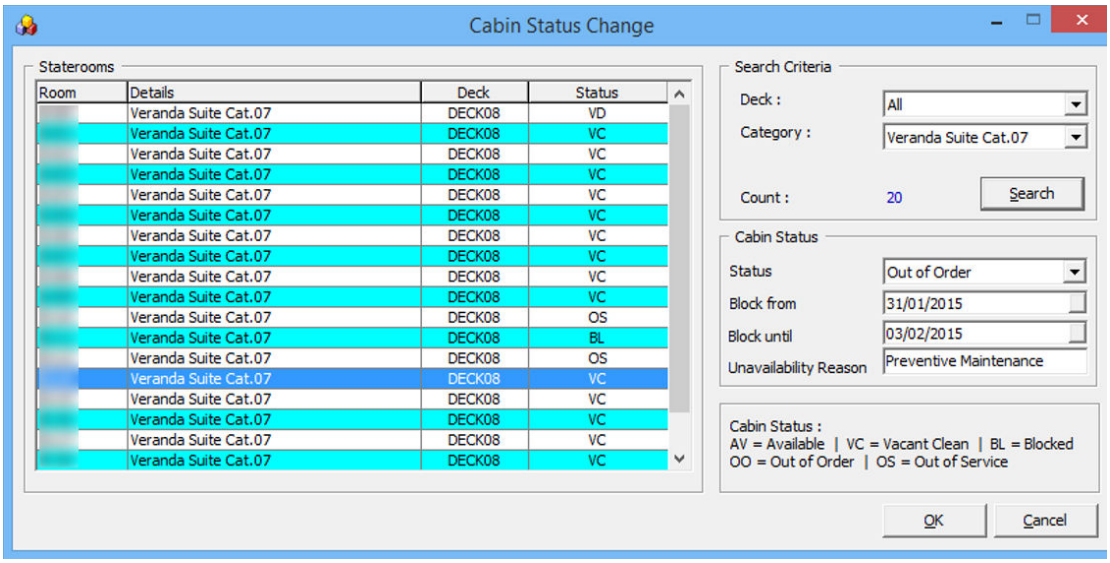
This function allows you to update the cabin status by batch, using the available filters.

1. At the Cabin Overview window, click **Batch Update Cabin Clean Status**.
2. In the Batch Update Cabin Clean Status window, select the **category**, or **deck**, followed by **cleaning status**, and then click **Search**.
3. Cabins matching the criteria are shown. Select the cabin number check box or use the **Select All** option.
4. Select **Clean Status** from the drop-down list and click **Update**.

Cabin Status

You can set the cabins in unavailable mode over a period of time for servicing or maintenance purposes by function.

Figure 1-9 Cabin Status Change



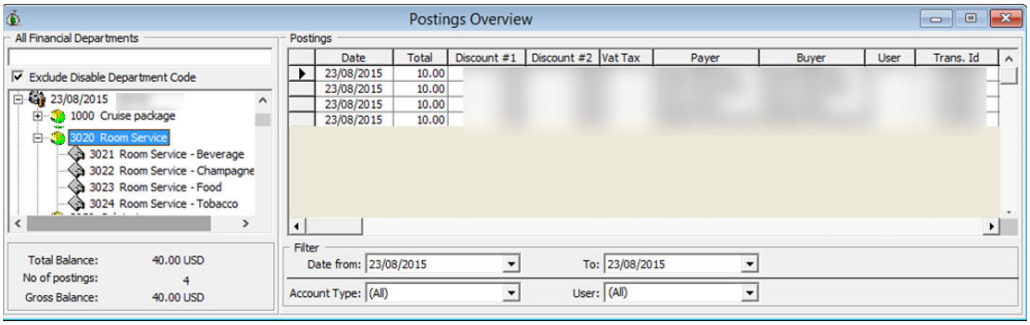
1. From the Front Desk menu, select the **Cabin Status** option.
2. In the Search Criteria, select the **Deck** and/or **Category**, then click **Search**.
3. The window displays cabins matching the search criteria. Select the **cabin**, then navigate to Cabin Status.
4. Select the **Status** from the drop-down list, insert the **Block From/Until** date and the **Unavailability Reason.**

5. Click **OK** to continue and update the status shown in the grid. Blocked cabins are highlighted in light orange in the Cabin Overview window.

Postings Overview

This function displays a detailed posting by department code of the selected cruise and date. Information shown includes Date, Total Discounts, Vat Tax, Payer, Buyer, User, Transaction ID, Check No., and Posting Type (Manual or Automated).

Figure 1-10 Posting Overview Window

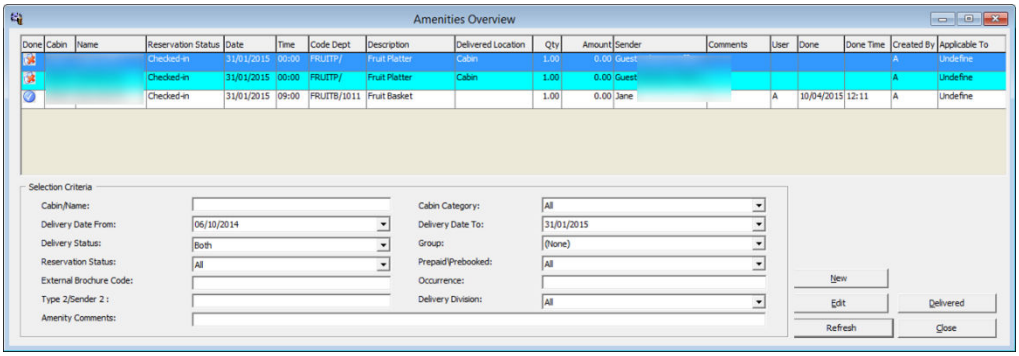


1. From the Front Desk menu, select the **Postings Overview** option.
2. Select the **Cruise Date**.
3. Select the **Department code** to view.
4. Postings of the selected department code are shown.
5. Double-clicking the transaction opens the posting details window and displays the bill image.

Amenities Overview

The Amenities Overview function provides you a single view of all the amenities requested, both pending delivery or delivered. You can always add new amenities or edit the existing ones.

Figure 1-11 Amenities Overview



Viewing Amenities Request

1. From the Front Desk menu, select the **Amenities Overview** option.
2. In the **Selection Criteria**, select the available filters and click **Refresh**.
3. Information matching the selected criteria appears in the window.

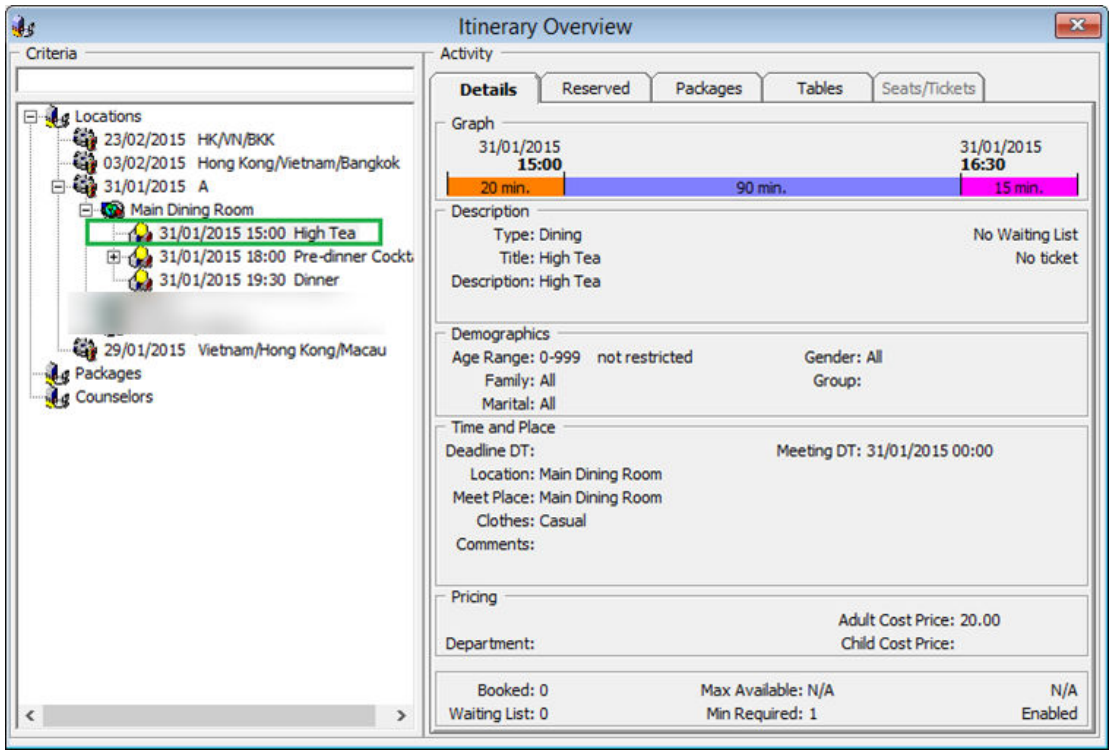
Adding/Editing/Delivering Amenities

See Cashier Function, Guest Handling, Service Info Tab for more information.

Itinerary Overview

The Itinerary Overview shows you the daily activities available to each cruise by Location, Package or Counselors. Such information is entered in the **System Cruise Setup, Itinerary Setup.**

Figure 1-12 Itinerary Overview

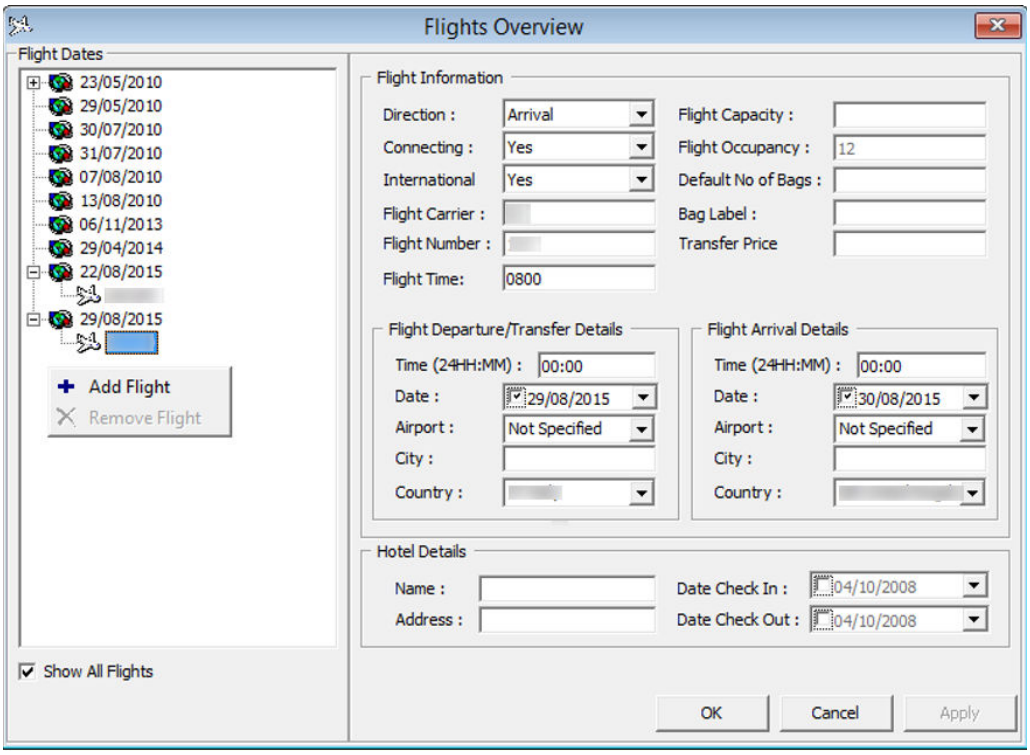


1. From the Front Desk menu, select the **Itinerary Overview** option.
2. Expand the **Locations or Packages** container, and double-click the **Cruise Date** to display available activities.
3. Expand the Activities to view the details.

Flights Overview

This function enables you to set up arrival or departure flights, which allows you to plan your resources and organize ground transfers for crew/passengers where necessary. To access the function, select **Flights Overview** from the Overview menu.

Figure 1-13 Flight Overview Window



Viewing of Flight Details

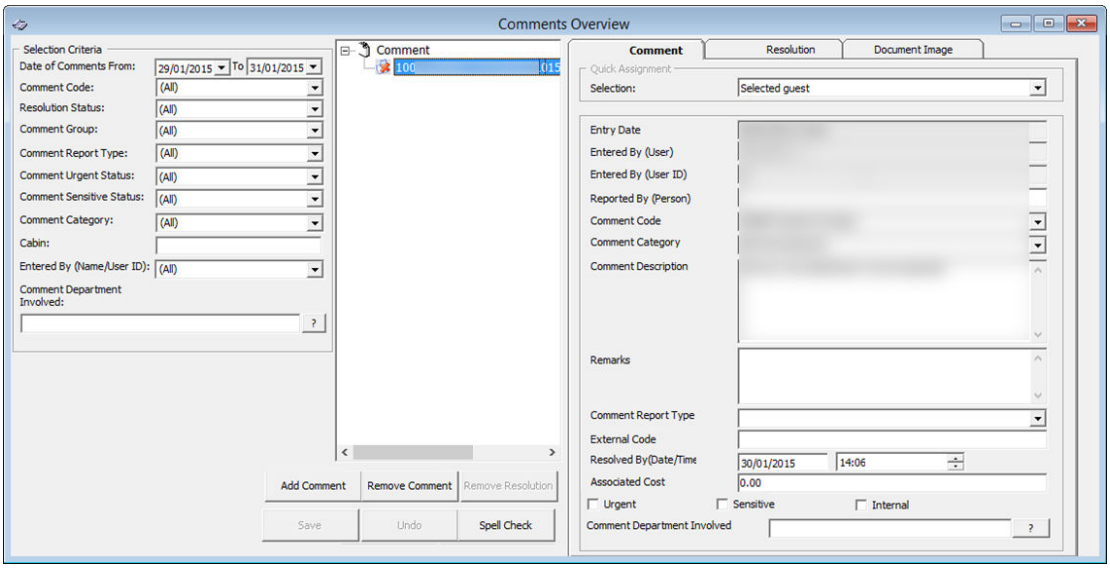
1. From the Front Desk menu, select the **Flights Overview** option.
2. Expand the date of the Flights Overview window.
3. To view the Flight Information, select the **Flight Number** below the date.

Adding/Removing Flight Information

1. In the Flight Overview window, select the date
2. Right-click and select **Add Flight.**
3. Enter the **Flight Information.**
4. Click **OK** to save.
5. To remove the Flight Information, select and right-click the **Flight Number,** and then select **Remove Flight.**

Comments Overview

Figure 1-14 Comments Overview Window



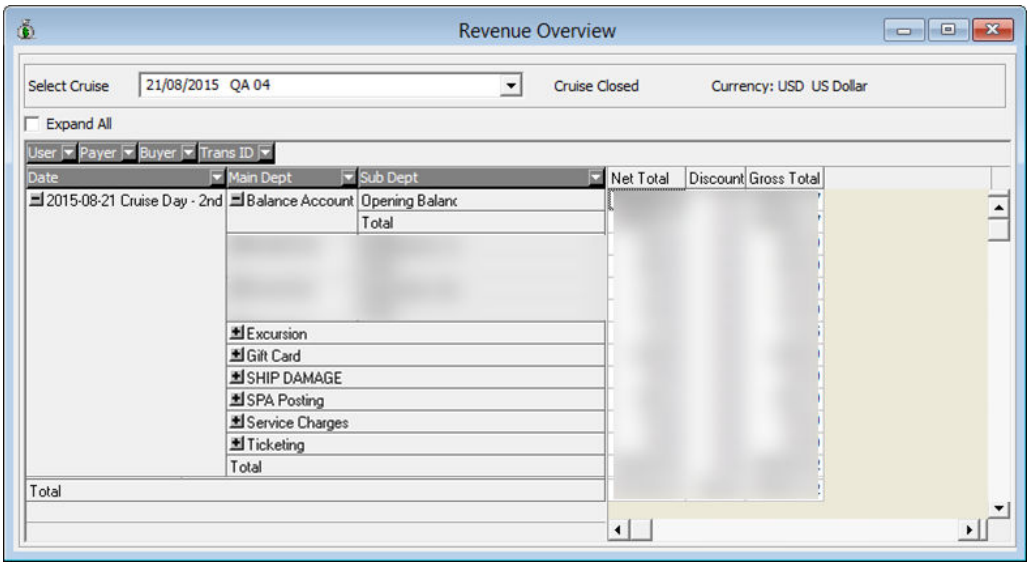
1. From the Front Desk menu, select the **Comments Overview** option.
2. In the Selection Criteria, select the available filters, and then click **Refresh.**
3. Information matching the selection appears in the **Comment** section.
4. To view the comment, select the comment from the **Comment** section.

See Cashier Function, Guest Handling, Comments Tab for more information on how to add and remove comments.

Revenue Overview

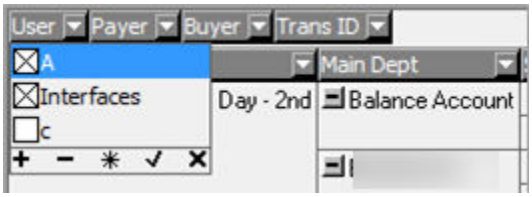
The Revenue Overview function provides a comprehensive view of the daily revenue per cruise.

Figure 1-15 Revenue Overview Window



1. From the Front Desk menu, select the **Revenue Overview** option.
2. Select the **Cruise** to view the revenue by the day.
3. Click the **'+/-'** symbols to expand or collapse the information.
4. To further drill down the information by User, Payer, Buyer or Transaction ID, select from the **drop-down list**.
5. Select the box next to the code and click the check mark to refresh the information.

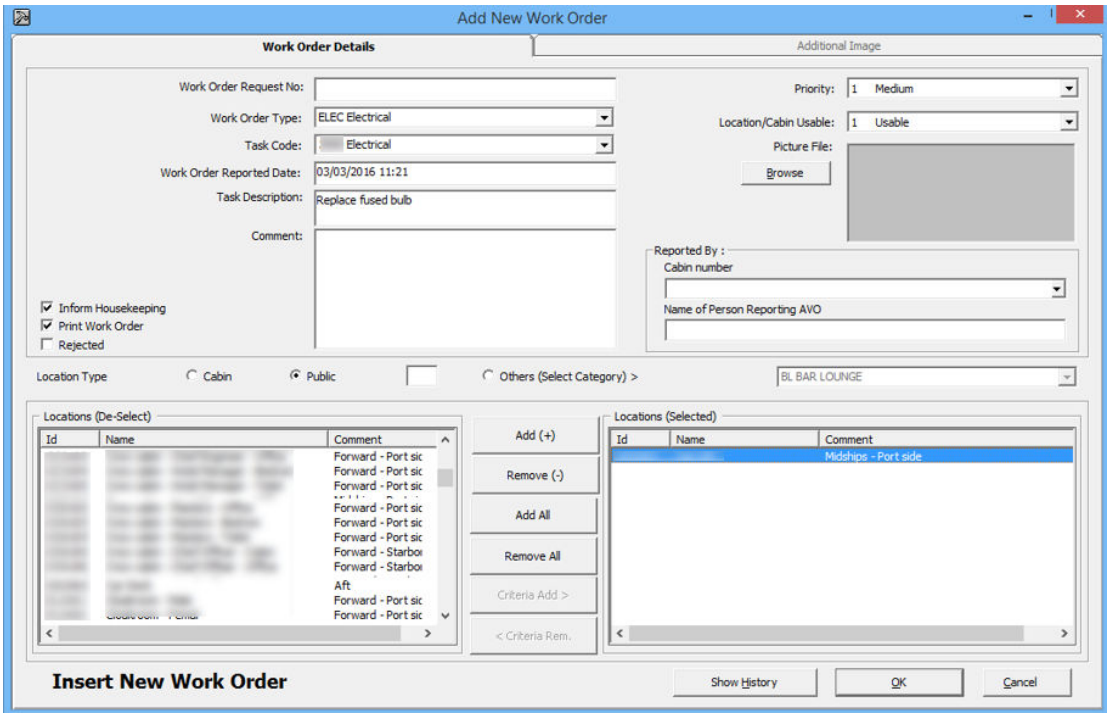
Figure 1-16 Check Mark Boxes



Add Work Order

With this function, you can add all maintenance work required on board the Ship whether it is a cabin or public location. You can add Work Orders one at a time or in batches using the Criteria Add function.

Figure 1-17 Add New Work Order Form



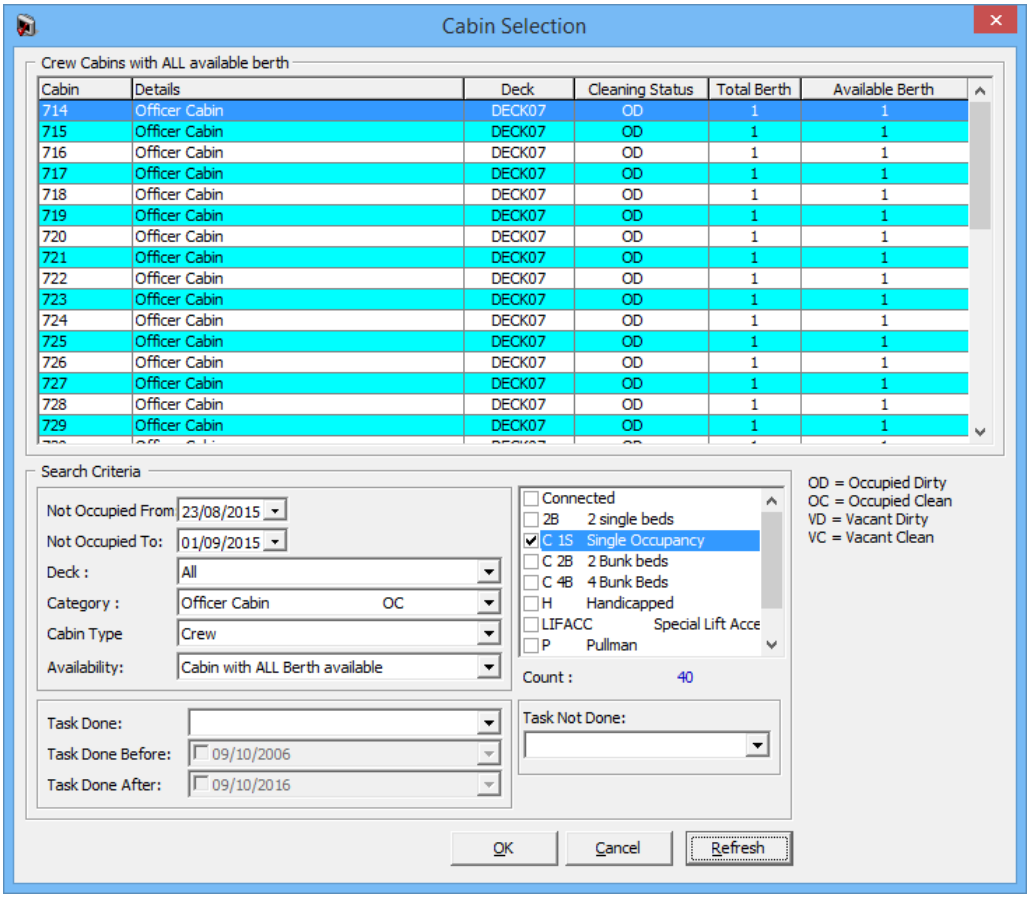
1. From the Front Desk menu, select **Add Work Orders**.
2. In the Add New Work Order form, Work Order Request No. field, enter the external **document number**, if any.
3. From the drop-down list, select the **Work Order Type, Task Code** and enter the **Task Description** and **Comment.**
4. Select the **Priority** and **Location/Cabin Usable Status** from the drop-down list and attach a picture file, if any. You can override the predefined Priority and Location Usable Status when adding or editing a work order.
5. In the Reported By Section, select the **Cabin number** and enter the **Name of Person Reporting AVO**.
6. Select the **Location Type** either **Cabin, Public**, or **Others (Select Category)>**, then navigate to Location section and select the exact location from the grid.
7. Click **Add** to add the location to the Location (Selected) section.
8. To de-select the location from the Locations (Selected), highlight the item to remove and then click **Remove(-)** or **Remove All.**
9. Click **OK** to save the work order.

Adding Work Orders by Batch

1. Repeat steps 1 to 6 of Adding Single Work Order.
2. Click **Criteria Add>** to launch the Cabin Selection window.

3. In the Cabin Selection window Search Criteria section, select the criteria from the drop-down list, select the required filters, and then click **Refresh** to update the information in the grid.

Figure 1-18 Cabin Selection Criteria



2

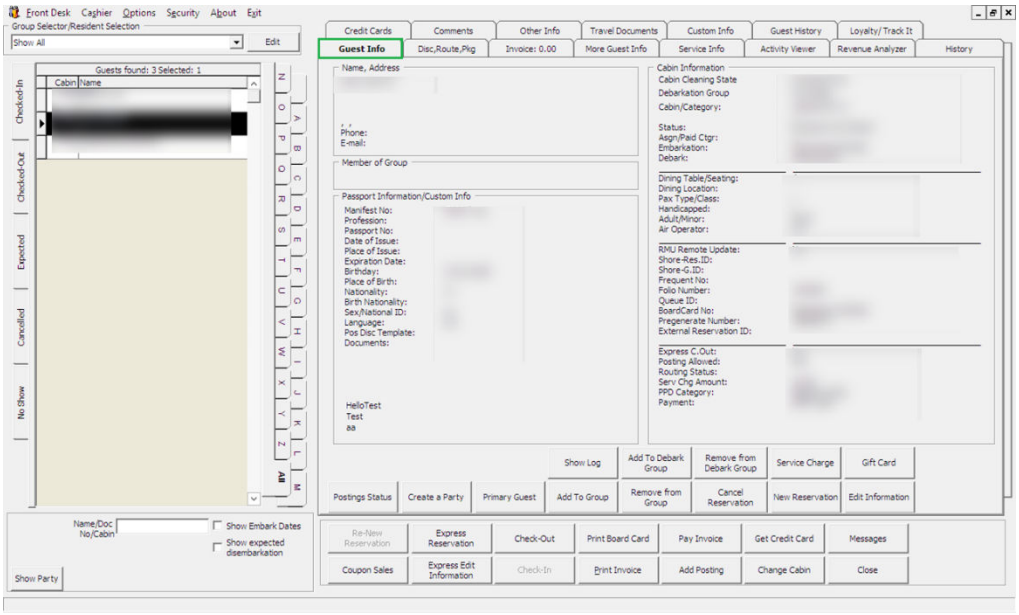
Cashier Function

The Cashier menu is a widely used function in a Ship Operation where the passenger profile, reservations, billing, and stay histories are recorded and stored.

Guest Handling

This section describes the available functions to access guest data such as guest information, travel documents, invoice, guest history, group account, and others. It also allows you to create, amend, and cancel a reservation, and post a charge and check out a guest/ account. These functions are perform in the **Management, Cashier** drop-down menu

Figure 2-1 Guest Handling



Search Panel

The Search panel function enables you to look up a reservation by status — Check In, Check Out, Expected, Canceled and No Show from the Guest Handling window.

Figure 2-2 Search Panel

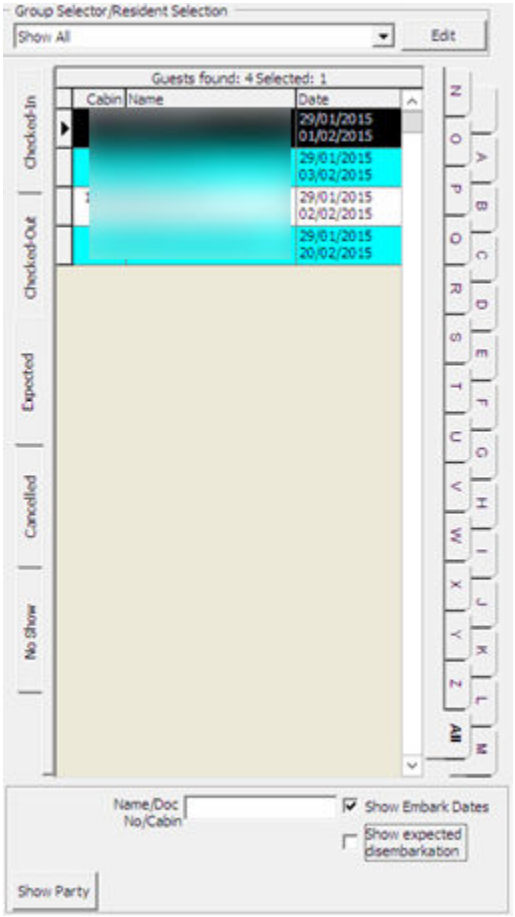


Table 2-1 Search Panel

Tab	Description
Checked-In	This tab lists all registered passengers.
Checked-Out	This tab lists all checked-out passengers of past and current cruise.
Expected	This tab lists all passengers due to arrive for current or future cruises.
Cancelled	This tab lists all canceled reservations.
No Show	This tab lists all reservations that fail to show up or are yet to register during System Date Change.
Show Embark Dates	Check box includes guest embarkation/ debarkation dates in the result list.
Show Expected disembarkation	Check box displays disembarking guest of selected date and cabin.

Searching For Guest

1. To locate a guest's reservations, in the Search panel, select the **Status tab** and then select the first letter in the guest's last name. If you select ALL, all reservations appear in alphabetical order.
2. You can narrow down your search using the guest name, document number, or cabin number and date.

Guest Info Tab

The Guest Info tab is the default tab for the Guest Handling function. It provides a single view of guest information such as name, address, passport details, cabin information, and others. It also enables you to drill down further into the reservation for more information.

New Reservation Function

The New Reservation function allows you to create a booking for guests arriving without a reservation. A reservation form is launched when you click the **New Reservation** button. Below are the field definitions of the form.

Figure 2-3 New Guest Information Window

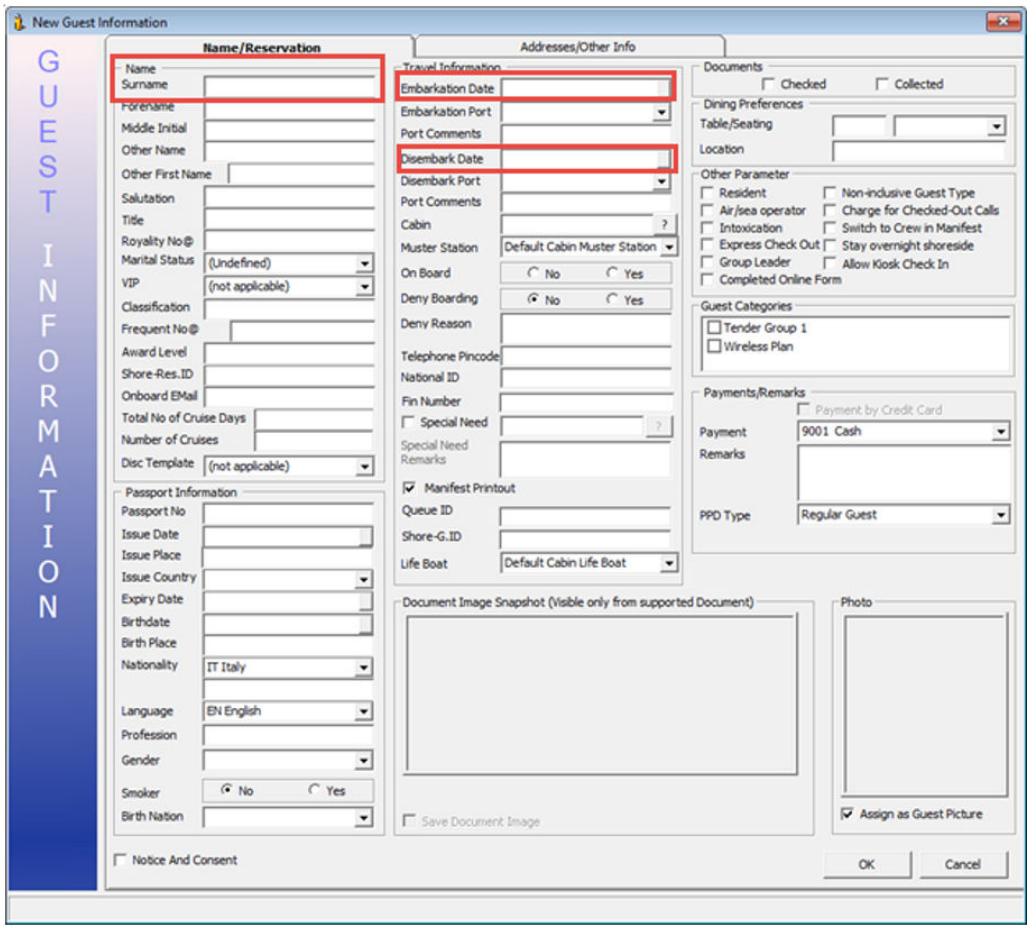


Table 2-2 Field Definition of Guest Information Tab (Name)

Field	Description
Name	
Surname	Last name of the guest.
Forename	First name of the guest.
Middle Initial	Middle name of the guest.
Other Name	Other Last Name.
Other First Name	Other First Name.
Salutation	The salutation of the guest.
Title	Title of the guest.
Royalty No	Additional Title. A user definable label.
Marital Status	Marital Status of guest. Configurable system codes in **Administration, System Codes, Marital Codes.**
VIP	VIP classification of the guest. Configurable system codes in **Administration, System Codes, Marital Codes**.

Table 2-2 (Cont.) Field Definition of Guest Information Tab (Name)

Field	Description
Classification	Classification/VIP flag.
Frequent No	Frequent Cruiser number. A user definable label.
Award Level	Frequent Cruiser Award Level.
Shore-Res.ID	External System Reservation ID. A user definable label.
Onboard Email	Email contact while on board.
Total No. of Cruise Days	Total Cruise days signed up. Information from data import.
Number of Cruises	Number of cruises purchased. Information from data import.
Disc Templates	Discount templates applied to the account.

Table 2-3 Field Definition of Guest Information Tab (Passport Information)

Field	Description
Passport Information	
Passport No	Passport number of the guest.
Issue Date	Date travel document was issued.
Issue Place	Place travel document was issued.
Issue Country	Country travel document was issued.
Expiry Date	Expiry date of travel document.
Birthdate	Birth date of the guest.
Birth Place	Birth place of the guest.
Nationality	Nationality according to travel document.
Language	Language spoken by guest.
Profession	Profession of the guest.
Gender	Gender identifier.
Smoker	Smoker identifier.
Birth Nation	The original nationality of the guest if differ from Nationality field.

Table 2-4 Field Definition of Guest Information Tab (Travel Information)

Field	Description
Travel Information	
Port Comments	Additional comments of the port.
Debark Date	Debarkation date.
Debark Port	Port of debarkation.
Cabin	Cabin number assigned.

Table 2-4 (Cont.) Field Definition of Guest Information Tab (Travel Information)

Field	Description
Muster Station	Muster Station assigned. Linked to Cabin number.
On Board	On/Off board identifier.
Deny Boarding	Deny boarding identifier.
Deny Reason	Reason boarding denied.
Telephone Pincode	PIN code setup for outgoing calls and access to Kiosk.
National ID	Local identification document, for example, ID or Driving License
Handicapped	Disability status of the guest. A user definable label.
Handicapped Remarks	Disability remarks.
Manifest Printout	Default inclusion of guest in manifest print out.
Queue ID	Assigned queue ID during embarkation.
Shore.G-ID	Unique Identifier for FMS. A user definable label.
Life Boat	Life Boat assigned. Linked to Cabin number.

Table 2-5 Field Definition of Guest Information Tab (Documents)

Field	Description
Documents	
Documents	Confirmation check box of whether travel document is checked or collected.

Table 2-6 Field Definition of Guest Information Tab (Documents)

Field	Description
Dining Preferences	
Table/Seating	Assigned table number and seating preferences for dining.
Location	Assigned dining location.

Table 2-7 Field Definition of Guest Information Tab (Other Parameter)

Field	Description
Resident	Indicator whether the guest is a resident.
Air/Sea operator	Indicator whether the guest is an Air/Sea operator.
Intoxication	Intoxication identifier.

Table 2-7 (Cont.) Field Definition of Guest Information Tab (Other Parameter)

Field	Description
Express Check Out	Indicates guest require Express Check Out.
Group Leader	Group Leader identifier.
Non-inclusive Guest Type	Indicates that guest is not part of a package or all inclusion plan.
Charge for Checked-out Calls	Define whether checked-out calls will be charged.
Switch to Crew in Manifest	Indicates that reservation has been moved Crew manifest.
Stay overnight shoreside	Indicates that guest stays overnight at shore side.

Table 2-8 Field Definition of Guest Information Tab (Guest Categories)

Field	Description
Guest Categories	
Selection box	User configurable system codes in **Administration, System Codes, Guest Categories**.

Table 2-9 Field Definition of Guest Information Tab (Agent Information)

Field	Description
Payments/Remarks	
Payment	Payment Department code for this reservation.
Remarks	Additional remarks pertaining this payment.
PPD Type	Revenue per person per day tag.

Table 2-10 Field Definition of Guest Information Tab (Others)

Field	Description
Others	
Document Image Snapshot	Displays snapshot of scanned passport.
Photo	Displays saved photo of the guest.
Notice and Consent	Mandatory field. Indicates passenger accept and agrees to the Notice and Consent Terms.

Figure 2-4 Guest Information Address / Other Information

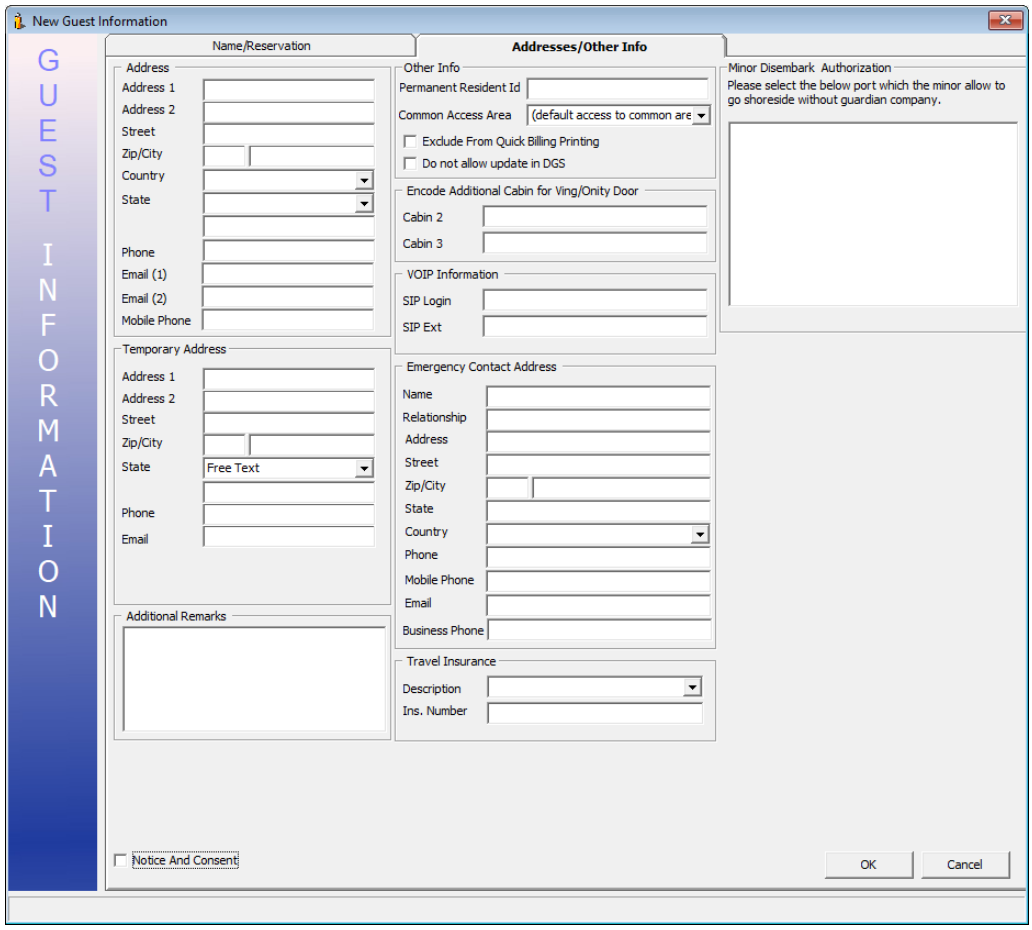


Table 2-11 Field Definition of Guest Information Address Tab

Field	Description
Address / Temporarily Address	
Address 1	Address 1.
Address 2	Address 2.
Street	Street name.
Zip/City	Zip Code / Name of city.
Country	Country.
State	State.
Phone	Phone number of guest.
Email 1	Email address of the guest.
Email 2	2nd Email address of the guest.

Table 2-12 Field Definition of Guest Information Address Tab (Other Info)

Field	Description
Other Info	
Permanent Resident ID	Permanent Resident ID of the guest.
Common Access Area	Allowed common access area.
Exclude from Quick Billing Printing	Indicator whether to exclude from Quick Billing printing.

Table 2-13 Field Definition of Guest Information Address Tab (Encode Additional Cabin for Ving/Onity Door)

Field	Description
Encode Additional Cabin for Ving/Onity Door	
Cabin 2/3	Cabin number of joint cabin.

Table 2-14 Field Definition of Guest Information Address Tab (Emergency Contact Address)

Field	Description
Emergency Contact Address	
Name	Name of Emergency contact person.
Relationship	Relationship of Emergency contact person.
Address	Address.
Street	Street.
Zip/City	Zip code/city.
State	State.
Country	Country of Residency.
Phone	Phone number of contact person.
Mobile Phone	Mobile number of contact person.
Email	Email address of the contact person.
Business Phone	Business phone number of contact person.

Table 2-15 Field Definition of Guest Information Address Tab (Travel Insurance)

Field	Description
Travel Insurance	
Description	User configurable system codes in **Administration, System Codes, Travel Insurance**.
Ins. Number	Insurance Policy Number.

Table 2-16 Field Definition of Guest Information Address Tab (Minor Debark Authorization)

Field	Description
Minor Debark Authorization	
Port Date / Name	Selectable port allowed for minor for debark.
Notice and Consent	Mandatory field. Indicates passenger accept and agrees to the Notice and Consent Terms.

Creating a New Reservation

1. Click the **New Reservation** button in the Guest Handling window to open a New Guest Information form.
2. Enter all the relevant information particularly the mandatory fields such as Notice and Consent. If this check box is deselected, the system does not allow you to proceed and prompts a warning message. Refer to your company standard operating procedure for the other mandatory fields.
3. Click **OK** to save the form.
4. The saved information is visible under the **Guest Info tab** and is categorized as **Expected Arrival**.

Editing a Reservation

1. Search the reservation from the Search panel and then click the **Edit Information** under the **Guest Info tab** to open the existing Reservation Form.
2. Edit all relevant information and click **OK** to save the changes.

Canceling Reservation

1. Search the reservation from the Search panel and then click **Cancel Reservation** under the Guest Info tab.
2. Select **Yes** to cancel the reservation when prompted. This places the booking under the Cancelled tab.

Posting Status

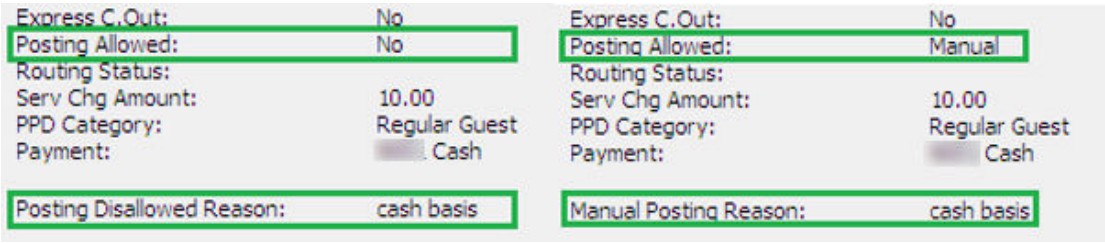
The Posting Status is a function that assists you in managing cash-paying guests or guests who may have exceeded their credit limit. This function enables/disables the posting from flowing through to the account.

Disabling a Posting

1. Retrieve the reservation from the Search panel and then click **Posting Status** in the Guest Info tab.

2. Enter the reason to disable the posting when prompted, either by selecting a predefined reason from the drop-down list or by manually inserting them.
3. If you select **Allow manual postings**, this only *disables* postings from the interfaces. You can still perform manual posting within the Guest Handling function.
4. Click **OK** to set the posting status for the account to **No** or **Manual**.

Figure 2-5 Posting Status (No or Manual)



Enabling Posting

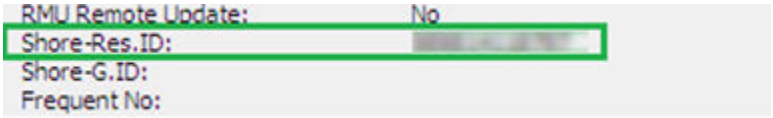
1. Retrieve the reservation from the Search panel and then click **Posting Status** in Guest Info tab.
2. The system prompts for a response to accept the postings. Selecting **Yes** resets the Posting status to allowed, whereas **No** retains the Posting status unchanged.

Creating a Party

This function manages and identifies a small number of persons travelling together who do not necessarily share the same cabin. In addition to identification purposes, the person responsible for payment of accounts or main contact liaison can be made as the “primary” passenger.

1. Search the reservations in Search panel.
2. Use the **CTRL+** key to select the names that make up a party.
3. Click **Create Party** under the Guest Info tab.
4. The system updates the guest of the same party with Shore-Res ID.

Figure 2-6 Party Identifier



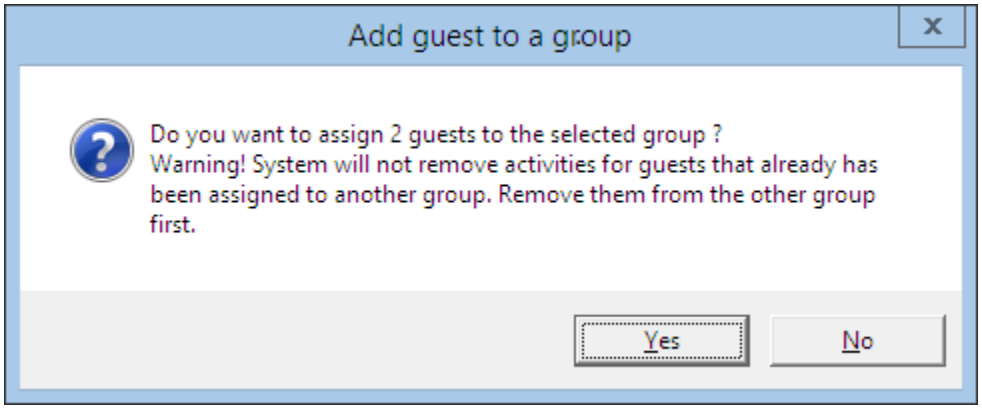
Showing a Party

To view a list of travel companions within a party, click the **Show Party** button.

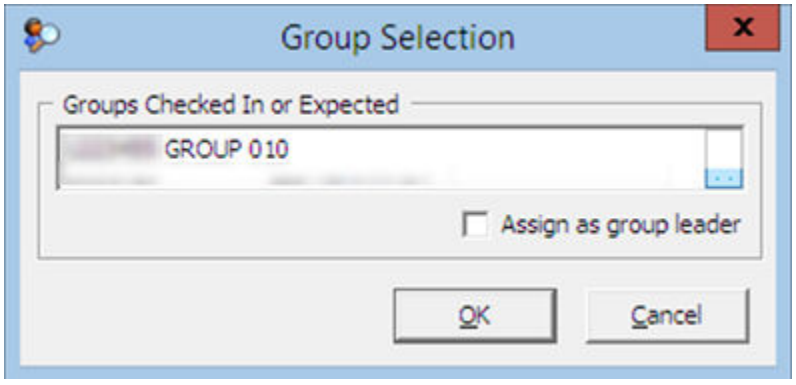
Adding to Group

A guest can be an individual traveler or a person travelling in a group. If the guest has a reservation and is to become part of a group, you can link the reservation to the group account and display all travel companions within the group when searched.

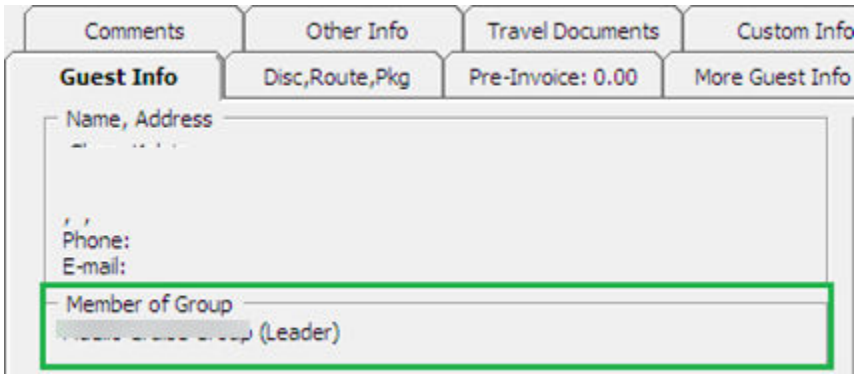
1. Search the guest name from the Search panel.
2. Mark the reservation(s) and then click **Add to Group** in the Guest Info tab.
3. The system prompts for a response whether to assign selected guest(s) to the group. Click **Yes** to proceed.



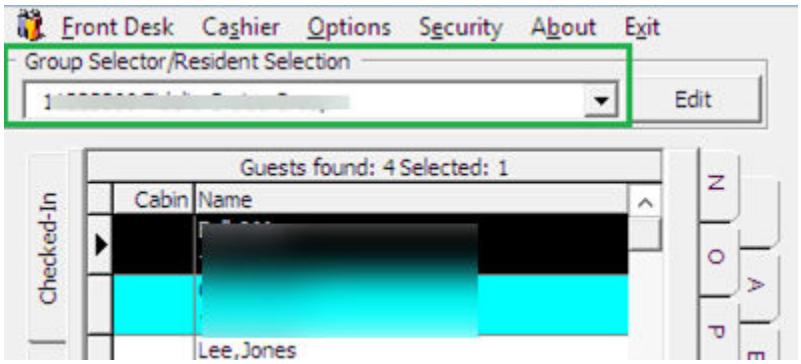
4. In the Group Selection window, select the group from the list.



5. If **Assign as group leader** is selected, it identifies the guest as a leader. You can assign more than one leader in a group.
6. Once added, the group name is visible under **Member of Group** in the Guest Info tab. If the guest is a Group leader, the word (Leader) appears after the group name.



7. Guests affiliated with the group are listed when you search by group name from the Search panel.



Removing from Group

This function removes guests from an existing group and converts their reservation to an individual reservation.

Removing a guest from group

1. Search the guest name using the Search panel.
2. Mark the reservation(s) and then click **Remove from Group**.
3. The system prompts for a response to remove selected guest(s) from the group. Click **Yes** to proceed and the group name is removed from the Guest Info, Member of Group field.

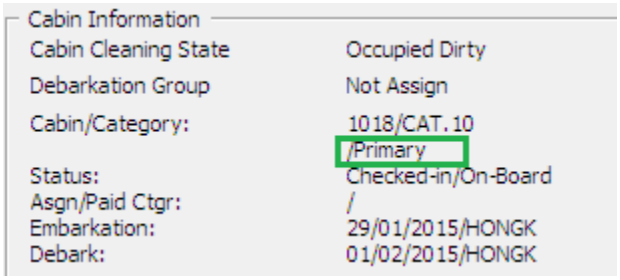
Primary Guest

As mentioned in the **Creating a Party** topic, you can designate a guest within a party as a primary guest or the person in the party who is in charge and responsible for the accounts. Below are the steps to assign a Primary guest. Note that this process supersedes earlier assigned Primary guests, if any.

Assigning a Primary Guest

1. Identify the party by clicking the **Show Party** button.
2. Highlight the name of the person to be designated as Primary.

3. Click **Primary Guest** to assign the selected person and the word **Primary** will appear under the **Cabin Information** section.



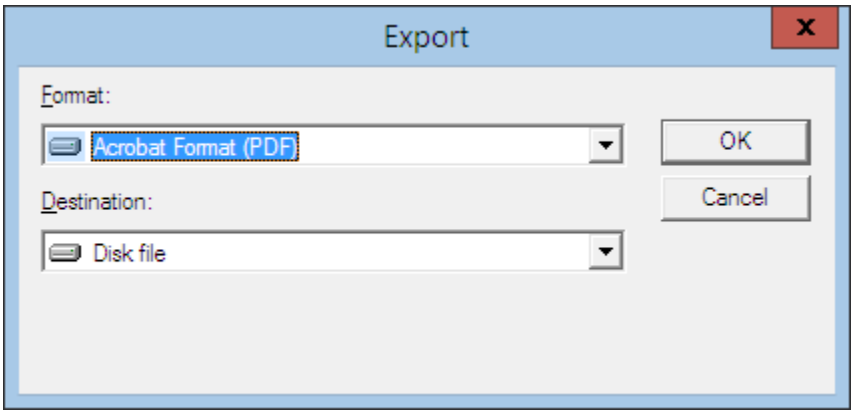
Show Log

A chronological record of activities such as passenger's movements, financial transactions, and systems events are logged to enable the reconstruction and examination of the sequence of events and/or changes made. Such information is viewable in the Show Log function.

Showing Log

1. Retrieve the reservation from the Search panel, then click **Show Log** in the Guest Info tab.
2. The log displays a list of events sorted by date/time order. Click **Print** to send a copy of the log to the printer.
3. Click the **Export** button to export the log into a supported file format. Select the format from the drop-down list.

Figure 2-7 File Export Prompt



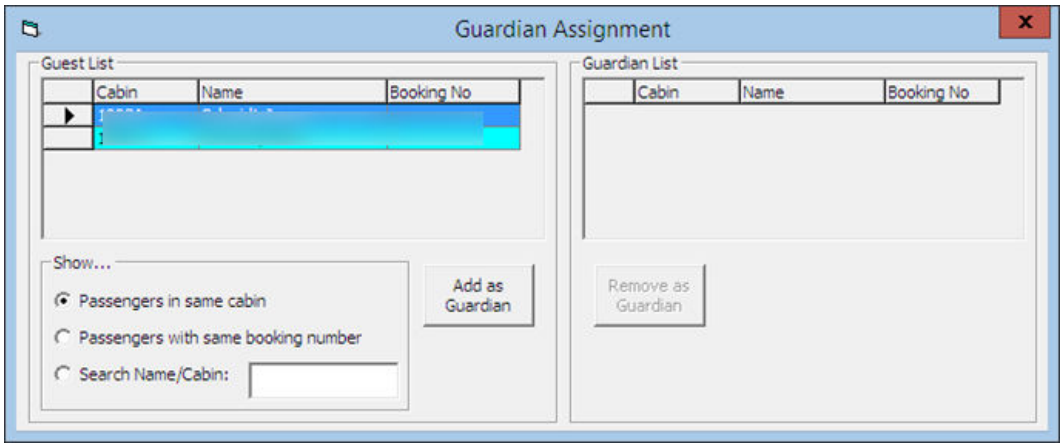
Guardian Assignment

Depending on the Ship's policy and age set forth as a Minor, a guardian might be required to accompany a minor on certain activities or in the absence of the parents.

This function is available to account for passengers whose age is below the *Minimum Adult Age* a set in the **General, Guardian Auto Assignment** parameter.

Assigning a Guardian

1. Navigate to the **Guest Handling** window and search for the minor's name/cabin.
2. Click the **Guardian Assignment**.
3. In the Guardian Assignment window, select from the following options:
   - Passengers in the same cabin.
   - Passengers with same booking number.
   - Search Name/Cabin number.



4. Selecting one of the above options illuminates the **Add as Guardian** button.
5. Select the guardian name from the guest list, then click**Add as Guardian** to save the name to the Guardian List.
6. The assigned guardian name will appear in the **Guest Info, Name/Address** section.

Removing Guardian Assignment

You can remove the guardian from the minor account by clicking **Guardian Assignment**, selecting the guardian name, and then clicking **Remove as Guardian**.

Mark No Show

The Mark No Show function changes the guest status from *Expected* to *No Show* prior to the End of Day (EOD) process and is available only to users who have the appropriate access rights.

1. Search for the **guest name** from the Search panel, Expected tab.
2. Click the **Mark No Show** button at the Guest Handling window.
3. At the mark Guest to No Show prompt, click **Yes** to change the reservation status. The booking will now appear in the No Show tab.

Service Charge

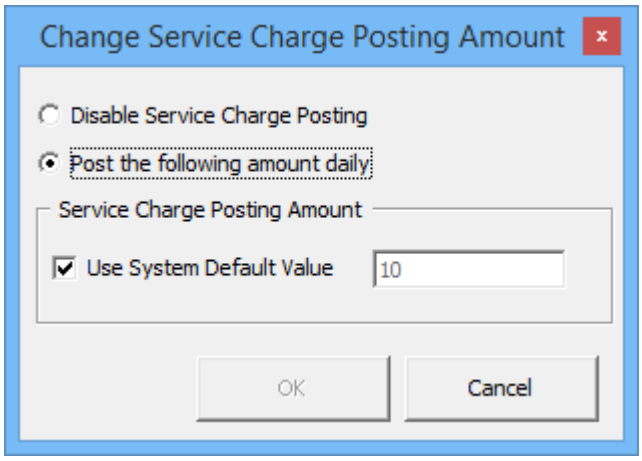
The Ship operators might have a standard Service Charge value defined as an automatic charge to the guest account. This posting is typically performed using the Quick Service

Charge Posting function. The value of the service charge is set in the Service Charge, Default Charge Amount, and Minimum Passenger Age parameter. The Service Charge function in Guest handling enables you to post the service charge manually or disable the automatic posting.

Posting a Service Charge

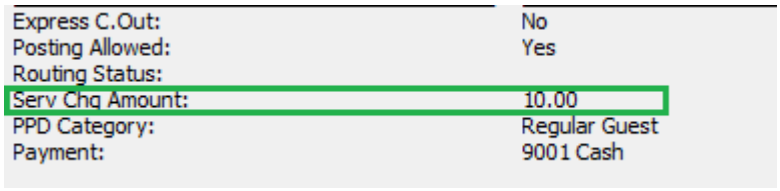
1. In the Guest Info tab of the selected account, click the **Service Charge** button to open the Change Service Charge Posting Amount window.
2. The default selection is **Post the following amount daily** with the **Use System Default Value** check box selected. Click **OK** to post.

Figure 2-8 Change Service Posting Amount



3. If the amount is not predefined, deselect the **Use System Default Value** check box and manually insert the amount.
4. In the Management prompt, select **Yes** to override the system default value.

Figure 2-9 Service Charged Posted



5. The service charge posted is shown in Guest Info tab.

Disabling Service Charge Posting

1. From the Change Service Charge Posting Amount window, select **Disable Service Charge Posting**, and then click **OK** to save.
2. At the Guest Info tab, the Service Charge Amount changes to No Service Charge Posting.

Disabling Service Charge Posting

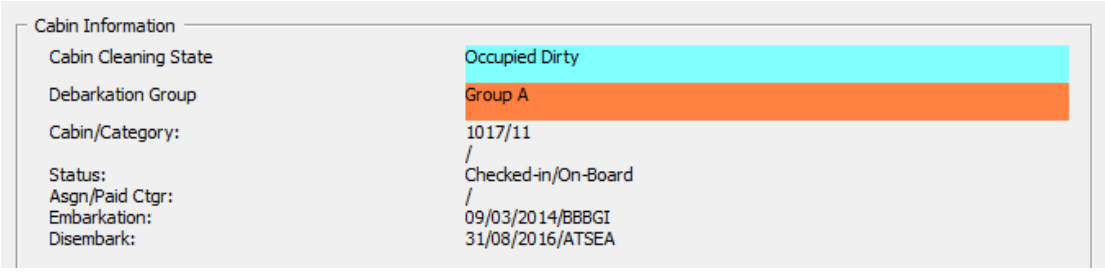
1. From the Change Service Charge Posting Amount window, select **Disable Service Charge Posting** and then click **OK** to save.
2. In the Guest Info tab, the Service Charge Amount changes to No Service Charge Posting.

Add to Disembark Group

The Add to Disembark Group function allow you to organize disembarking passengers to disembark in batches at a designated assembly location, departure time, and luggage collection.

1. In the Guest Info tab of the guest account, click **Add to Disembark Group**.
2. In the selection window, select the **available group** from the grid and then click **Select**.
3. At the Add guest to debarkation group prompt, click **Yes**.
4. The assigned debarkation group appears in the Guest Info tab, Cabin Information section.

Figure 2-10 Assigned Debarkation Group



Remove from Debark Group

When a passenger is wrongly assigned to a debarkation group, or would like to depart with friends, you must first remove the assignment and then reassign the passenger to the desired group.

To remove a passenger from the debark group, click the **Remove from Disembark Group** from the Guest Info tab.

Disc, Route, Pkg Tab

The Discount, Route, Package function routes the charges within the same invoice or to other crew prior to crew check-in if setup, enabling allowable discounts in Oracle Hospitality Cruise Shipboard Property Management System (SPMS) and MICROS. It also gives an overview of the Package Plan entitlement.

Routing

The Routing function automates the transfer of charges within the crew account or to multiple accounts, allowing you to consolidate charges into one invoice/account. The use of this function is to facilitate the invoicing process at the group reservations level or for parties/

families traveling together. Depending on the requirements, you can set up the routing using one of these options - “Pay for” or “Paid by”.

Figure 2-11 Routing Tab

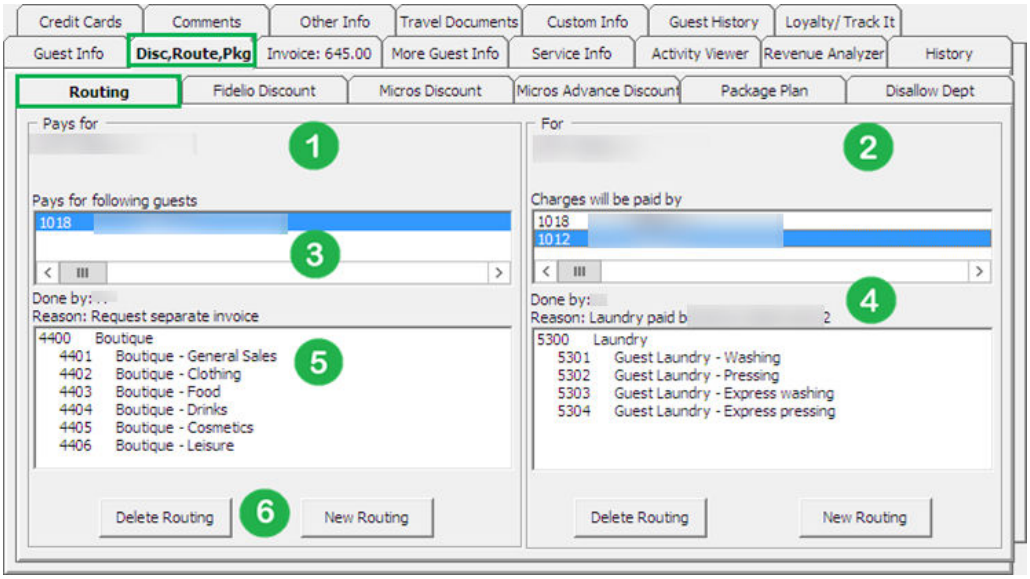


Table 2-17 Routing Tab Definition

Section	Description
1	Pays for - This section defines the payer account and whom the account is paying for.
2	For - This section defines where the assigned financial department is routed to.
3	Cabin number and name of guest payer is responsible for.
4	User who set up the routing and reason.
5	Financial Department code assigned.
6	Button to set up or remove routing instructions.

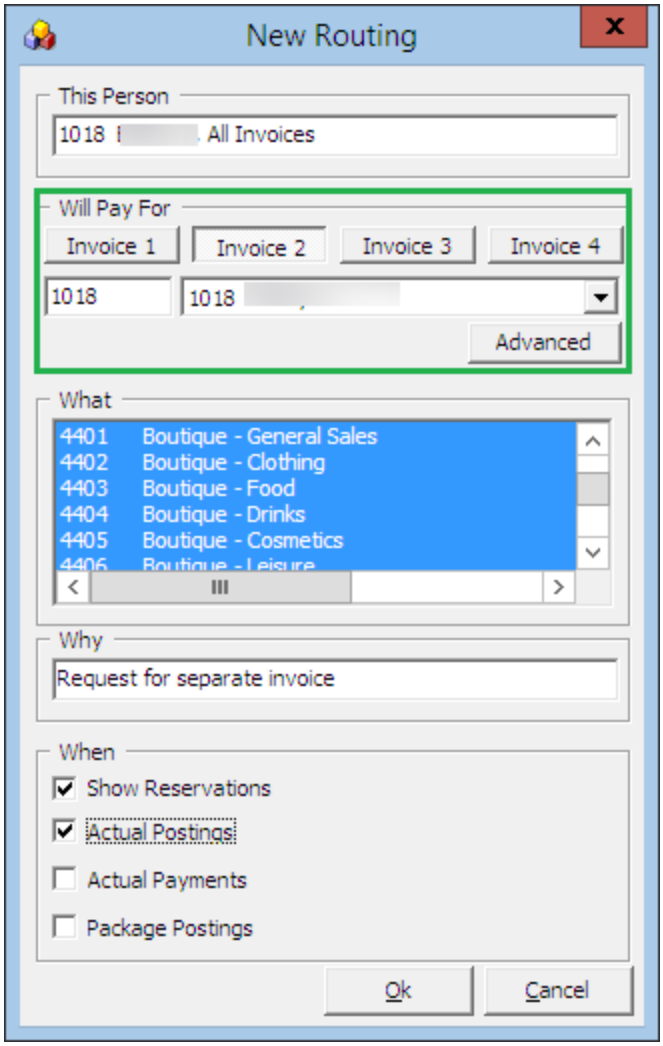
> **Note:**
>
> Prior to moving/routing the charges, be sure to check the current routing arrangements to avoid duplication of routing, which will result to charges not being re-directed as planned.

Pay for Another Party

Use the following steps to set up an account/charge routing when guest A pays for guest B:

1. Search for the guest account and navigate to the Disc, Route, Pkg, Routing tab.
2. Click the **New Routing** button to open the routing dialog box.
3. Select the **Invoice number** to which you want to route the charges.
4. For charges within the same account, leave the cabin number and guest name as they are.
5. For the guest who is paying for aanother account, change the cabin number and select the respective guest.

Figure 2-12 New Routing — 'Will Pay For'



6. Select the **Financial Department** group or codes to be routed and insert the routing reason.
7. Select the applicable options:
   - **Show Reservations:** Include expected to embark and reserve bookings. Checked-in booking is shown when the check boxes are deselected.
   - **Actual Postings:** Actual postings routed to another account.
   - **Actual Payments:** Actual payments routed to another account.

- **Package Postings:** Only route package postings.

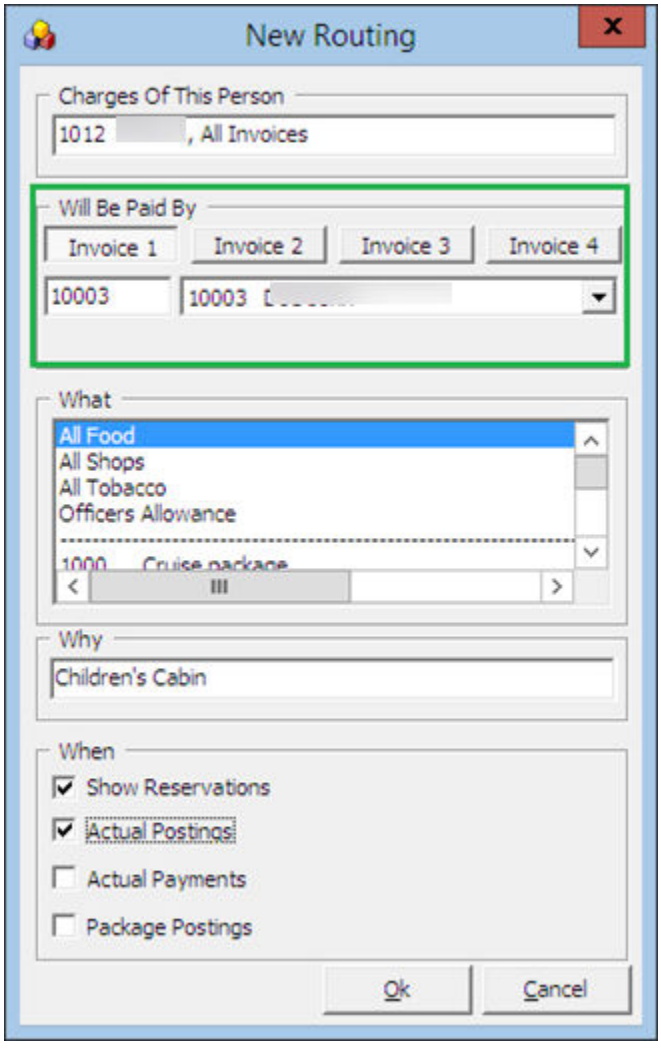
8. Click **OK** to save.
9. Once saved, the selected assignments are added to **Pays for** in the Routing tab.

Paid by Another Party

Use the following steps to set up routing when guest B account/charges are paid by guest A:

1. Search the guest account and navigate to the Disc, Route, Pkg, Routing tab.
2. Click the **New Routing** button under the **For** section to open the routing dialog box.
3. Select the **Invoice number** to which you want to route the changes.
4. Enter the cabin number and select the respective **guest name** from the drop-down list.

Figure 2-13 New Routing To — 'Will Be Paid By'



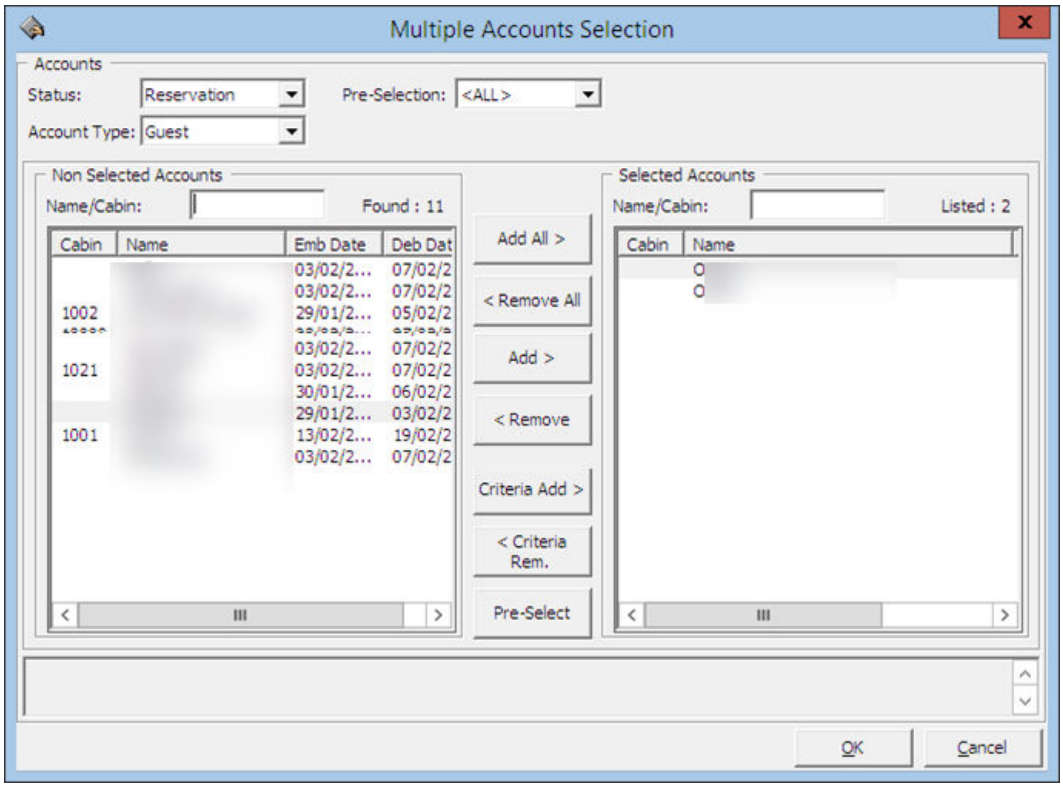
5. Select the **Financial Department** group or codes to be routed and insert the routing reason.
6. Select the options where applicable.
7. Click **OK** to save.
8. Once saved, the selected assignments are added to **Pays for** in the Routing tab.

Advanced Routing

Use the following steps to set up routing for multiple guests, for example; group guests or parties traveling together.

1. Search for the guest account and navigate to the Disc, Route, Pkg Routing tab.
2. Click **New Routing** to open the routing dialog box,
3. In the dialog box, click the **Advanced** button in the Invoice drop-down list to open the Multiple Accounts Selection window.
4. Guests listed in the Non Selected Accounts section are based on the default set in Status and Account Type criteria. You can change this criterion according to the user requirement.

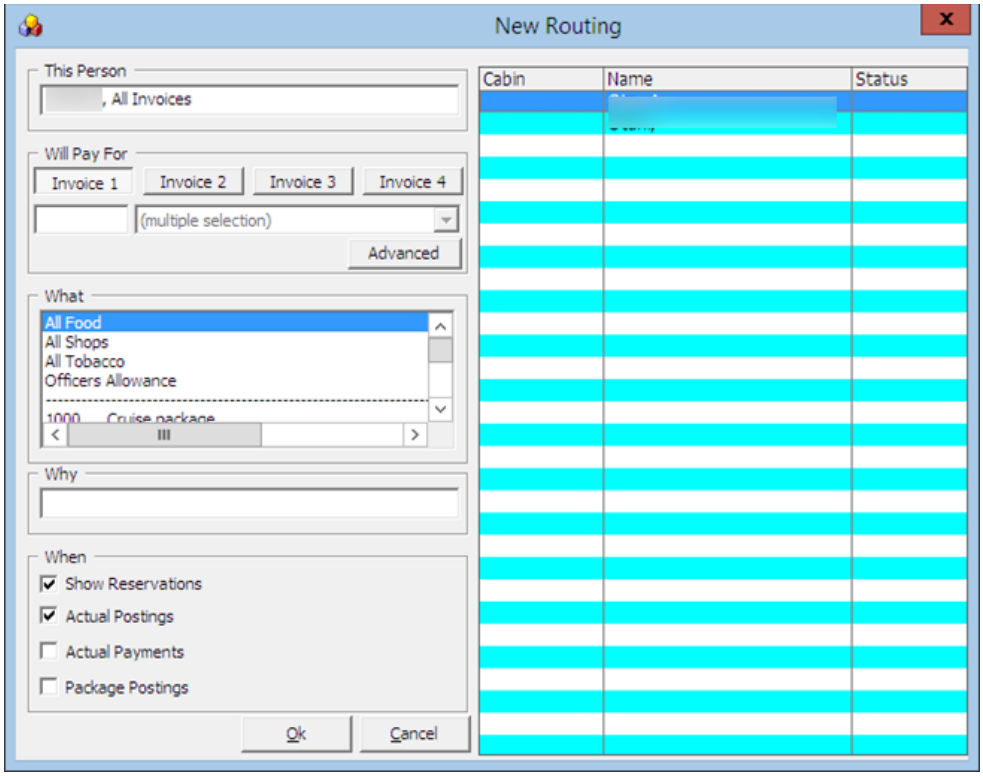
Figure 2-14 Routing Multiple Account Selection Window



5. To select all guests, click **Add All>** or individually select the guest, then click **Add>** to move the selection to the Selected Accounts pane.

6. Click **OK** to confirm the multiple accounts selection. This opens the New Routing window with the selected guest account listed.

Figure 2-15 Routing Multiple Account Instructions



7. In New Routing, select the **Financial Department, Reason** and when the routing should occur, and then click **OK** to initiate the multiple account routing instructions.
8. During the assignment process, the status of the guest account changes to **OK**, followed by **Done**, and the New Routing window closes automatically once the process completes.

Deleting an Existing Routing

Use the following steps to remote the routing set up in a guest account.

1. Search the guest account and navigate to Disc, Route, Pkg Routing tab.
2. Select the **sub-financial department code** to delete the individual assignment, or the **Main Financial Department** to delete all, and then click **Delete Routing**.
3. The system prompts for a confirmation to delete the assignment. Click **Yes** to confirm or **No** to return to the Routing window.

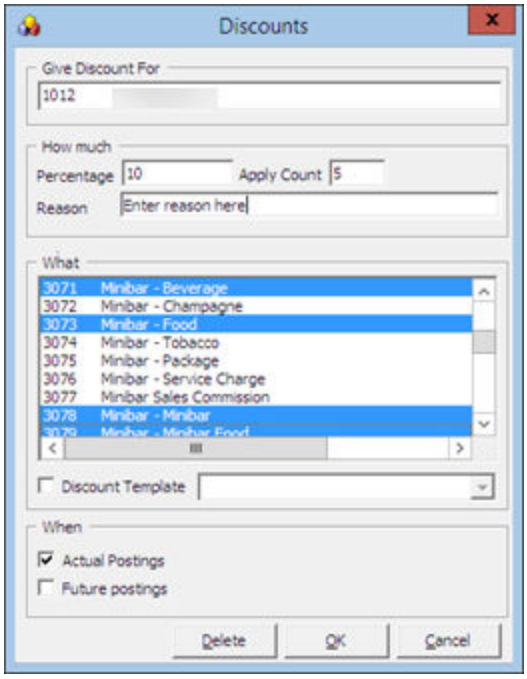
SPMS Discount

The SPMS Discount function enables you to assign eligible discount to a guest account either by percentage or value.

Assigning a Discount

1. In the guest account, navigate to Disc, Route, Pkg SPMS Discount tab.

Figure 2-16 SPMS Discounts Window

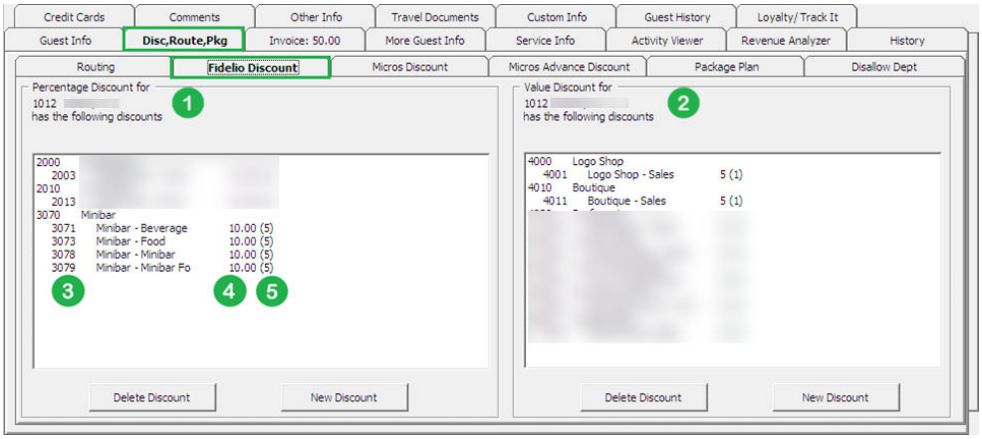


2. Click the **New Discount** button to open the discount dialog box.
3. Insert the **Percentage** and the **number of counts** in the Apply Count field if the discount is applicable **X** number of times. For example, enter 1 to specify a one time discount for every selected department code, or leave it as *blank* for *unlimited* discount for every selected department.
4. Select the **Posting Department** by the department group or individually. For example, All Food/Beverage or Room Service Food only.
5. You can also use the Discount Template by selecting the **check box** and a **template** from the drop-down if they are pre-configured. See Administration User Guide, Discount Template for setup procedures.
6. Select the **Actual Postings** check box or the **Future Postings** check box to indicate when to apply the discount.
7. Click **OK** to save.

> **WARNING:**
>
> Once a discount is applied to an actual posting, it *cannot* be reversed. If the discount has a count indicator, the system posts the discount until it reaches the count indicated, and no further discount will be accorded to postings thereafter.

8. The system saves the assigned discounts in the SPMS Discount tab. Similarly, the assigned discounts are added when Future Posting is selected in Criteria Discount.

Figure 2-17 Disc, Route, Pkg — SPMS Discount Tab



a. Financial Department codes entitled to Percentage discount.

b. Financial Department codes entitled to Value discount.

c. Financial Department codes and desription.

d. Discount value (percentage or value).

e. No. of count assigned to each financial code. 0 = unlimited.

9. If an Actual Posting is selected, the system posts a reversal against the original posting, sets the adjusted posting to No Print automatically, and then reports the correct value with the discount indicated.

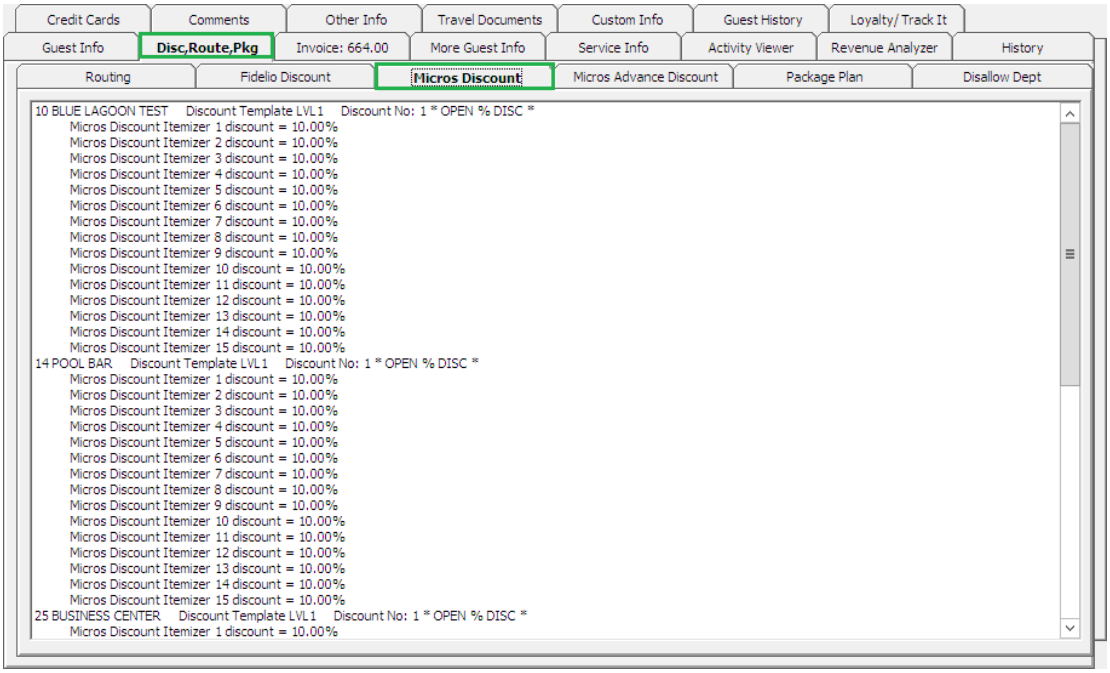
Deleting a Discount

1. In the Disc, Route, Pkg, SPMS Discount tab, select the **Financial code** to delete, then click **Delete Discount**.
2. If **Delete Discount** is clicked *without* first selecting any Financial code, this will delete **All** assignment from the respective window.

MICROS Discount

The MICROS Discount tab displays discounts accorded to the guest by Micros Discount Itemizer level. These discounts are shown when a guest has a discount level assigned in the Guest Info, Edit Information, Discount Template field.

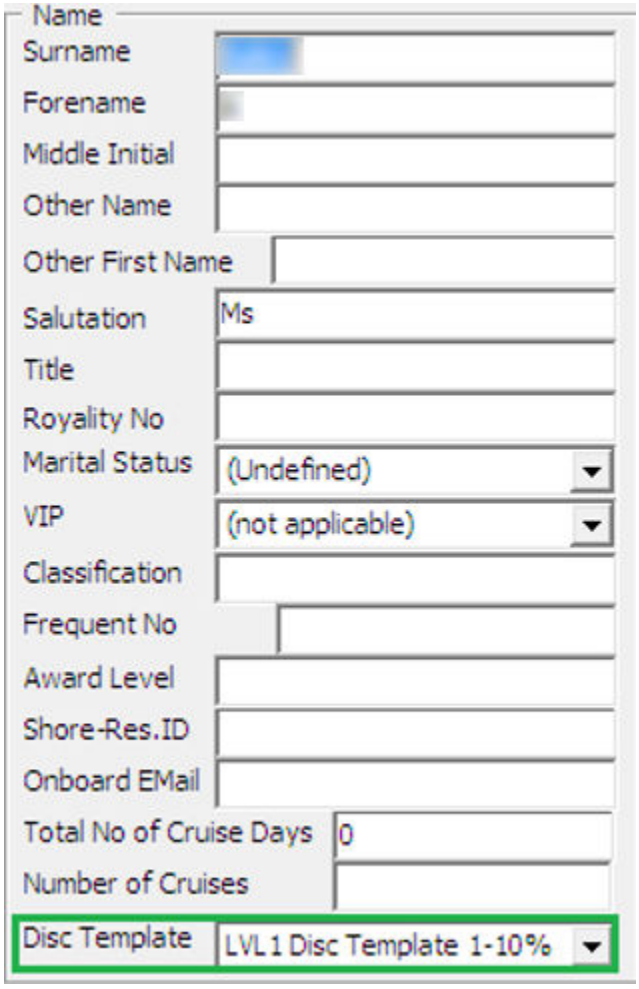
Figure 2-18 Disc, Route, Pkg — Micros Discount



Assigning Point-of-Sale (POS) Discount Level

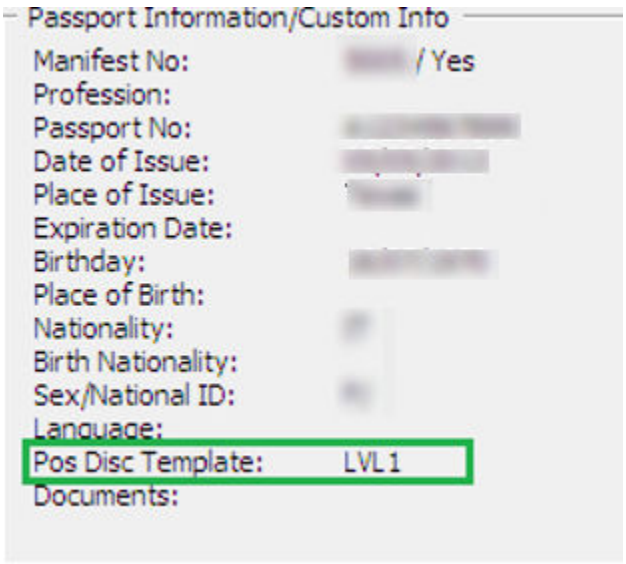
1. Search for the guest account in the Search panel.
2. In the Guest Info tab, click **Edit Information** to open the Edit Guest Information window.
3. In the Name section, select the **discount template** from the drop-down list.

Figure 2-19 Micros Discount Level Assignment



4. Click **OK** to save.
5. The assigned POS Discount template appears in the **Passport/Custom Information** section.

Figure 2-20 Assigned POS Discount Template



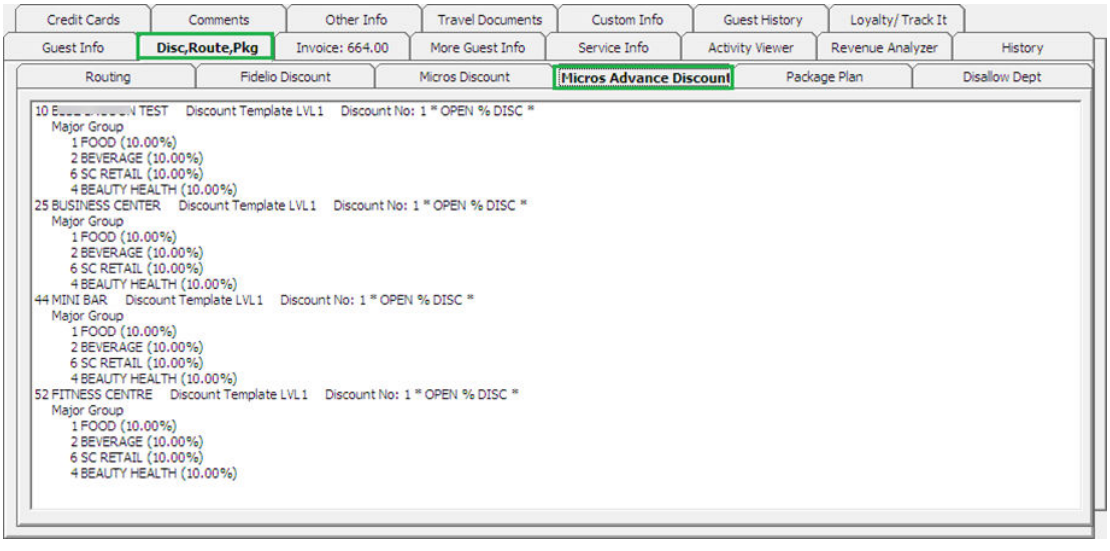
6. To view eligible POS Discounts by Itemizer level, go to the Disc, Route, Pkg, Micros Discount tab.

   See also Administration, POS Discount section on how to configure the Discount Itemizer.

Micros Advance Discount

The Micros Advance Discounts works similarly to Micros Discount, except that discounts are applied to *Micros Major Group, Family Group* and *Menu Item level* instead of Itemizer Level.

Figure 2-21 Micros Advance Discount



See Administration, POS Discount on how to configure the Advance Micros Discount.

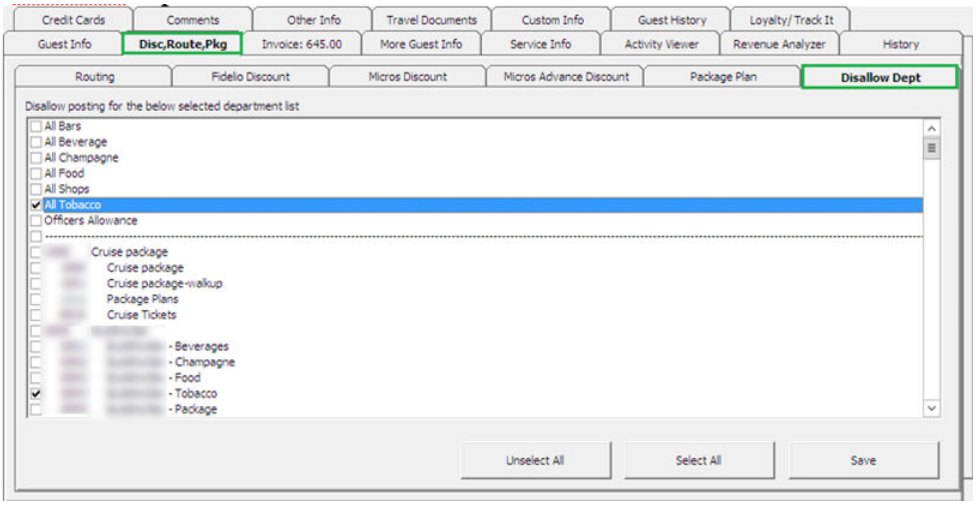
Disallow Department

The Disallow Department function manages charges *not* permissible for posting to the guest account. For example, Casino Bar, all tobacco, and others.

Setting Disallow Department

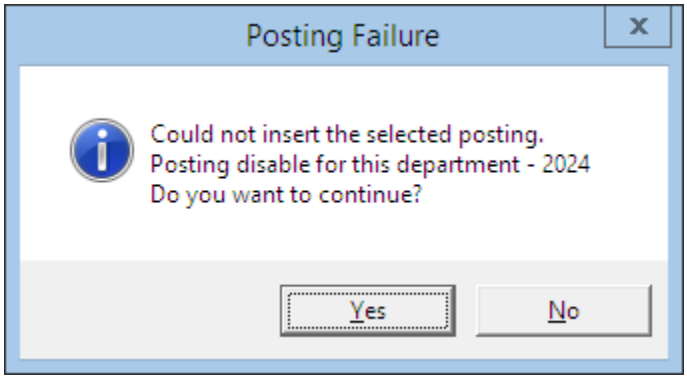
1. Retrieve the guest account, then navigate to the Disc, Route, Pkg Disallow Posting tab.
2. Select the **Financial Department** codes to disallow either by **Group** or **Individual department code** from the list and then click **Save.**

Figure 2-22 Disallow Department tab



3. When a posting matches the disallowed department, the system displays a Posting Failure message.

Figure 2-23 Disallow Department Posting Failure Prompt



4. Click **Yes** to exit without posting or **No** to return to the Add posting window.

Package Plan

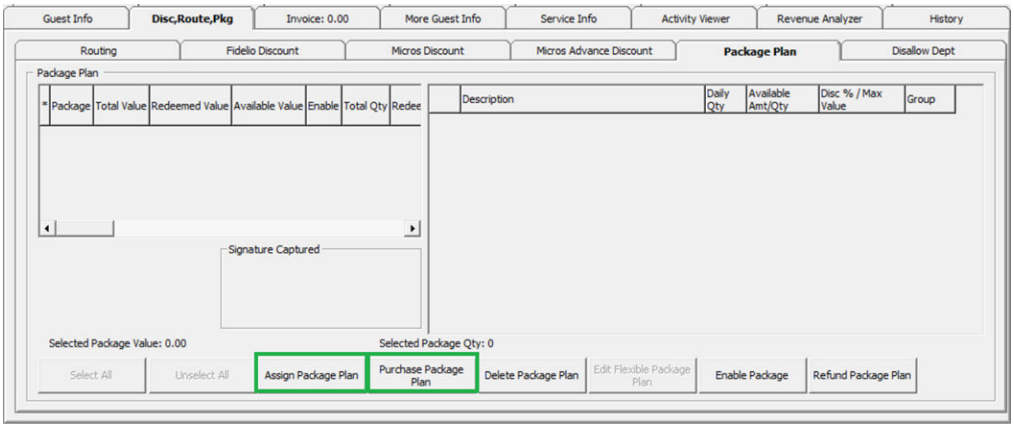
The Package Plan function enables you to customize a cruise package that suits the guest requirements by combining various food and beverage outlets, excursions, and/or activities using the flexi package plan option.

Assigning / Purchasing a Package Plan

Assigning packages to the right guest account enables transactions to be posted accurately throughout the cruise.

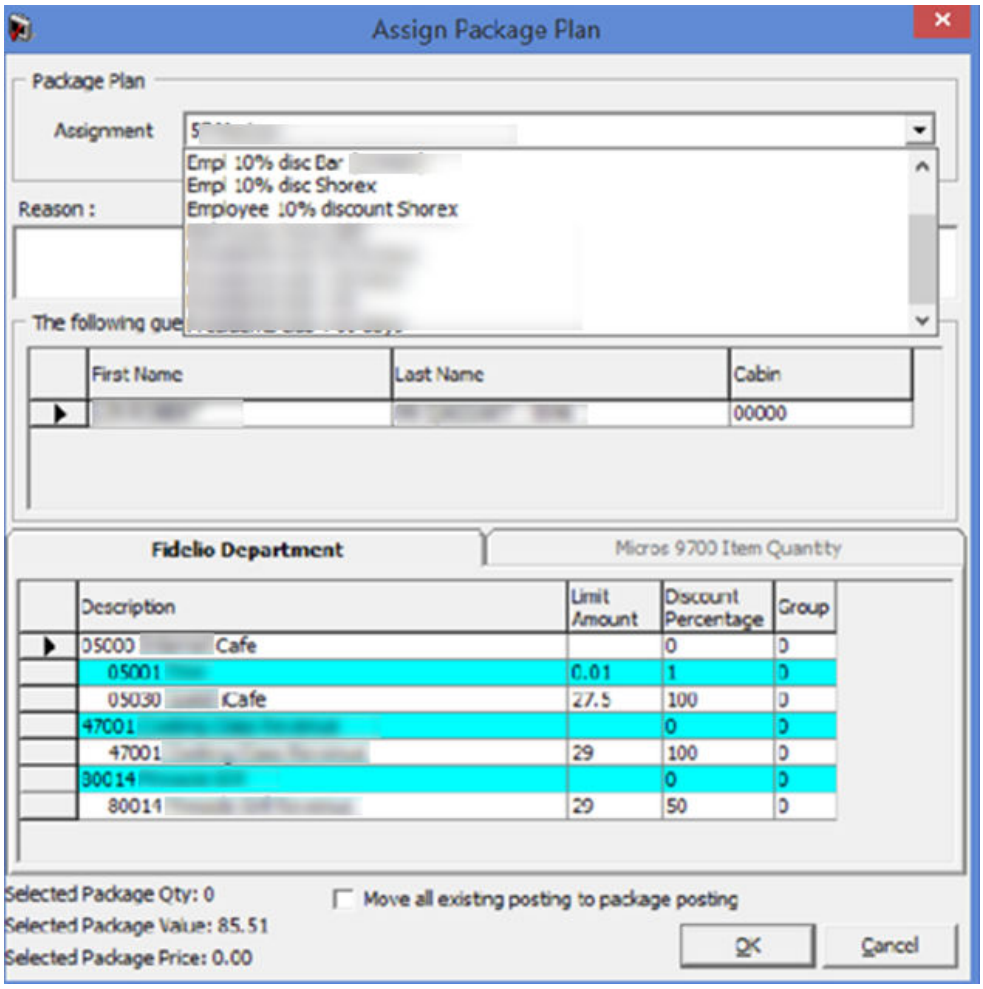
1. In the Guest Handling window, search and select the **guest record** using the guest name or cabin number.
2. In the selected guest record, select the Disc, Route, Pkg tab and then select the **Package Plan** tab.
3. Select one of the following options:
   - **Assign Package Plan:** To assign an available package that does not have a pre-set purchase price.
   - **Purchase Package Plan:** To purchase a package setup with the purchase price.

Figure 2-24 Package Plan Options



4. In order to assign/purchase a package, select the available package from the drop-down list and then enter the **Reason**.

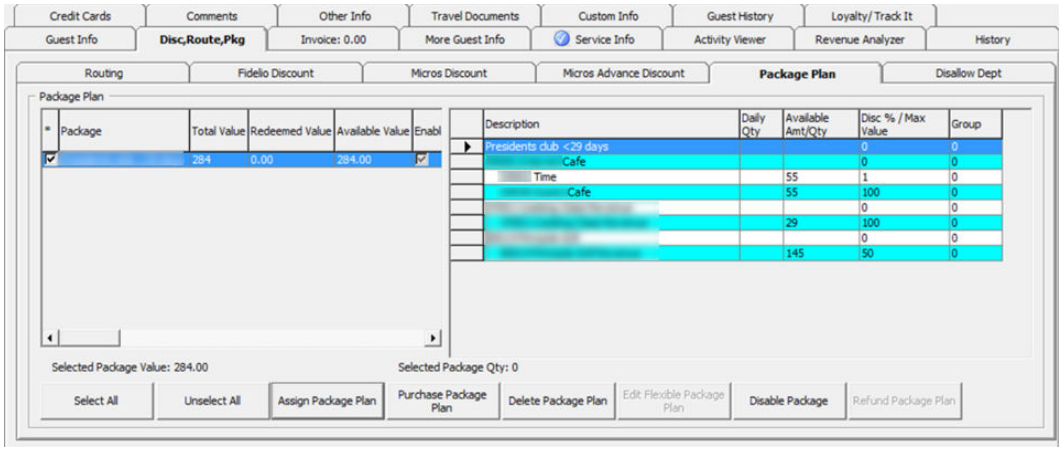
Figure 2-25 Package Plan Assignment Window



> **Note:**
>
> Select the **Move all existing posting to package posting** only when you wish to move the existing postings to a package plan. For example, a guest purchases the package part way through the cruise, and past postings that meet the package elements are to be considered as a package plan.

5. Click **OK** to save.
6. Information's pertaining to the package appears in the **Package Plan** tab and status is **Active**.

Figure 2-26 Package Plan Assigned / Purchased

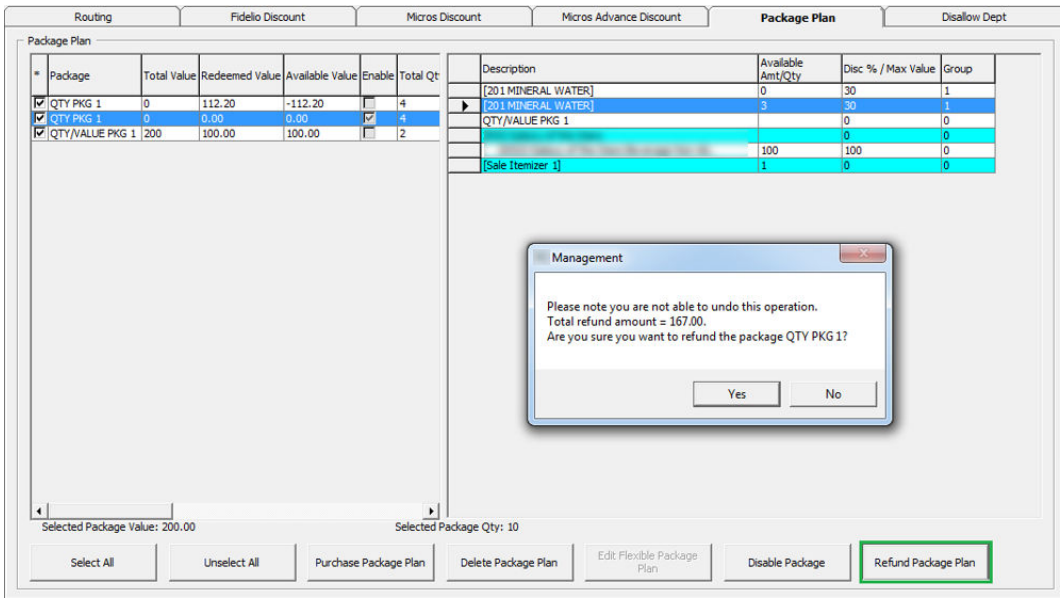


Refunding a Package Plan

The unused package plan is refundable to the guest at the end of the cruise. Use the following steps to refund a Value based package, Quantity based package, and Mix package.

1. In the Guest Handling window, search and select the guest record using the guest name or cabin number.
2. In the selected guest record, navigate to the Disc, Route, Pkg tab, and then to the Package Plan tab.

Figure 2-27 Package Plan Refund Option



3. Select **Refund Package Plan**.

> **WARNING:**
>
> Once a Refund is processed, it is *not possible* to reverse the changes. This process also *disables* the package plan.

4. Once the package plan is refunded, the system disables the package and displays the remaining value/quantity for references only.
5. In the event where the postings are more than the package price, the system prompts that the refund is not allowed.

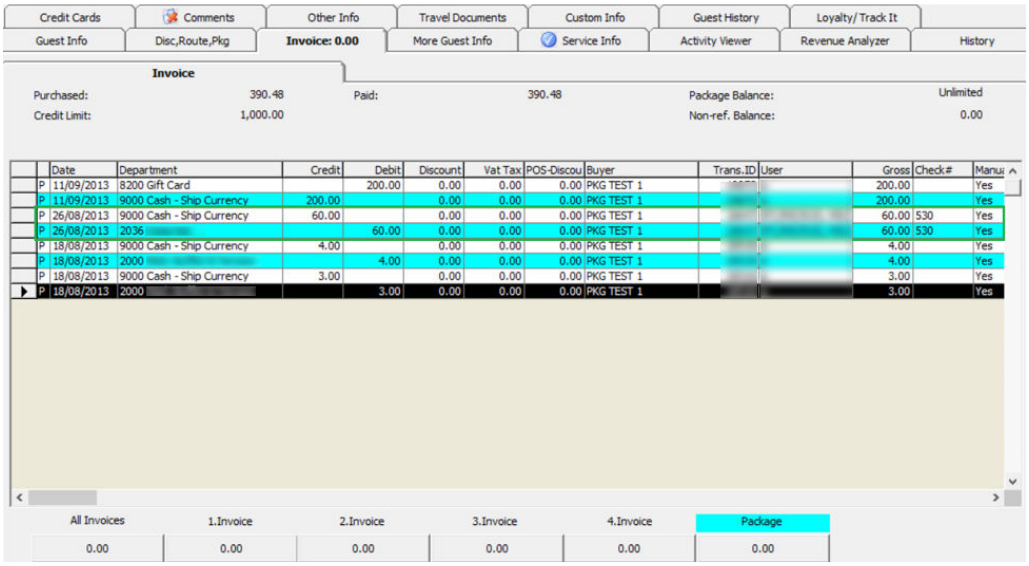
Routing a Package Plan Posting

Routing a package plan postings depends on two parameters: **Do not allow post package to both buyer and payer** and **Package Plan Before Routing**. In the event that both payer and buyer have a package, all postings are posted to the payer account as a normal posting.

Auto Balancing a Package Plan

An Auto Package Plan balancing can be set up using the **Enable Package Auto Balance as 1** parameter. The Auto Package Plan automatically balances the package invoice/account after each transaction and reduces the total package value or quantity at the same time.

Figure 2-28 Package Plan Invoice Window



If the above parameter is set to 0, manual balancing of the package invoice/account is required using the **Pay Invoice** function.

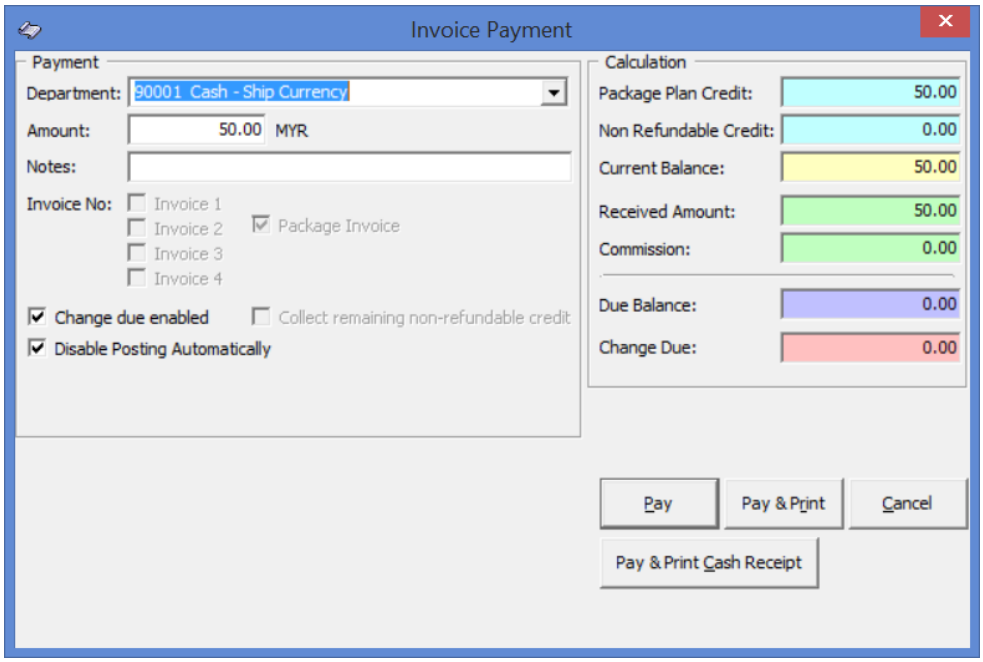
Balancing a Package Invoice Manually

1. Log in to the Management module, and in the menu bar, select **Cashier**.
2. Select **Guests** from the drop-down list to open the Guest Handling window.
3. In the Guest Handling window, search and select the **guest record** using the guest name or cabin number.
4. Navigate to the Invoice tab, and then click the amount under the Package Invoice.

Figure 2-29 Settling a Package Plan

5. Select the **Payment method** and verify the amount to settle when prompted. Click **Pay or Pay & Print** to pay and print the invoice at the same time which reduces the Package Invoice balance accordingly.

Figure 2-30 Paying an Invoice



Invoice Tab

The Posting Handling function not only provides up to four invoices per guest, it also enables you to post a manual charge to an account, route postings, and handle various payment processes.

Figure 2-31 Add Posting Window

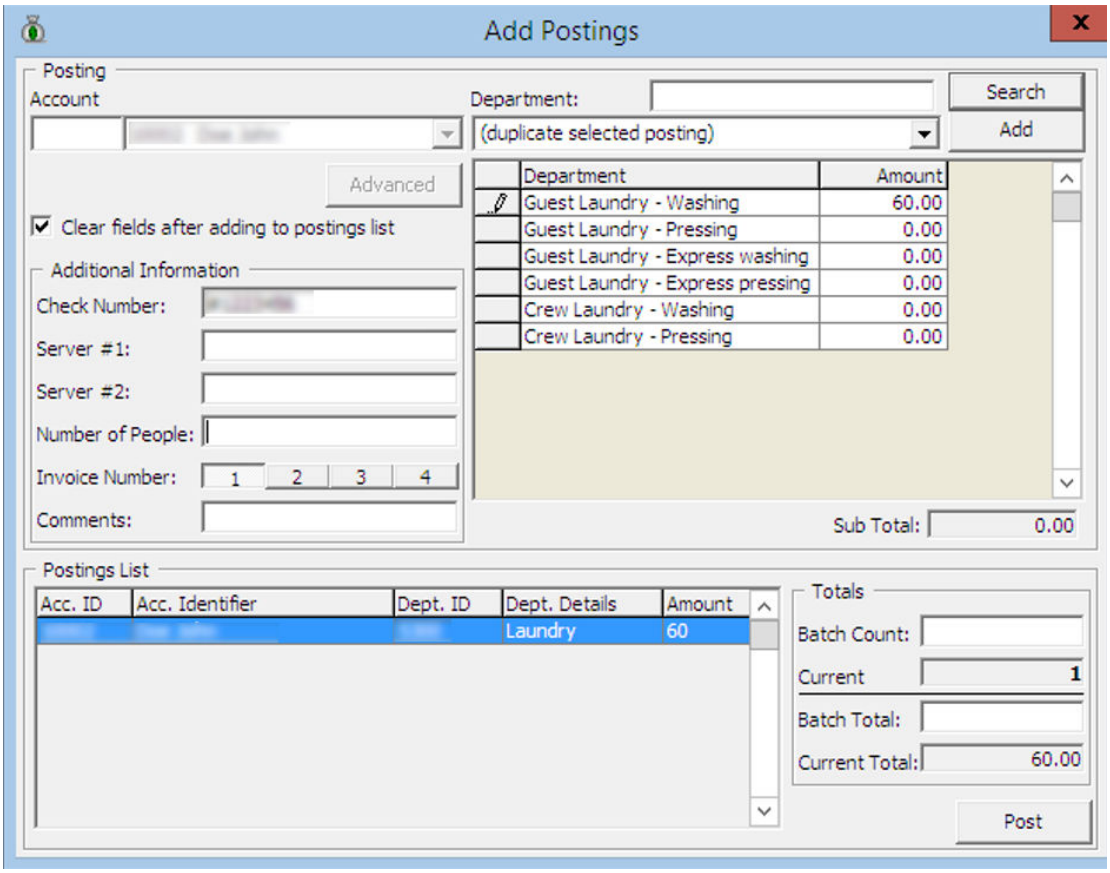


Table 2-18 Field Definition of Add Posting Window

Field	Description
Account	Guest Account by Cabin No. and Name.
Department	Financial Department codes.
Clear fields after adding to postings list	Clear all information in Additional Information section after adding posting.
Check Number	Check Number from POS System or any manual posting reference.
Server #1:	Server name appearing on POS check.
Server #2:	Server name appearing on POS check.
Number of People	No. of guest that dined. Information from POS System.
Invoice Number	Invoice number to post to.
Comments	Additional comments.
Posting List	List of postings added.
Batch Count	Confirmation of a number of postings added in Quick Posting function.
Current Count	Current count recorded in Postings List.

Table 2-18 (Cont.) Field Definition of Add Posting Window

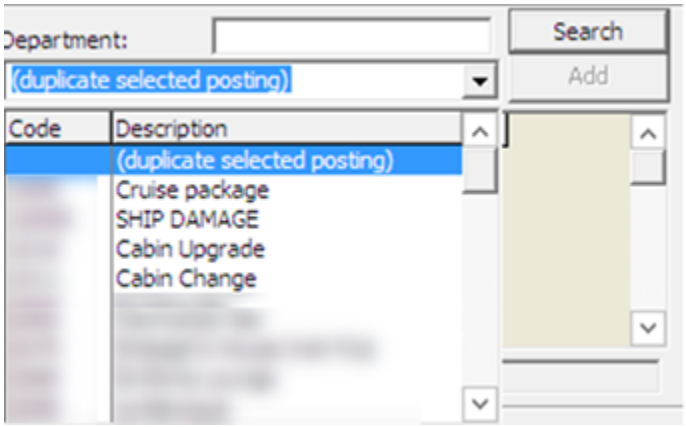
Field	Description
Batch Total	Confirmation of total value posted in Quick Posting function.
Current Total	Accumulated value to post.

Add Posting

Add Posting allows you to post and/or manually adjust a charge.

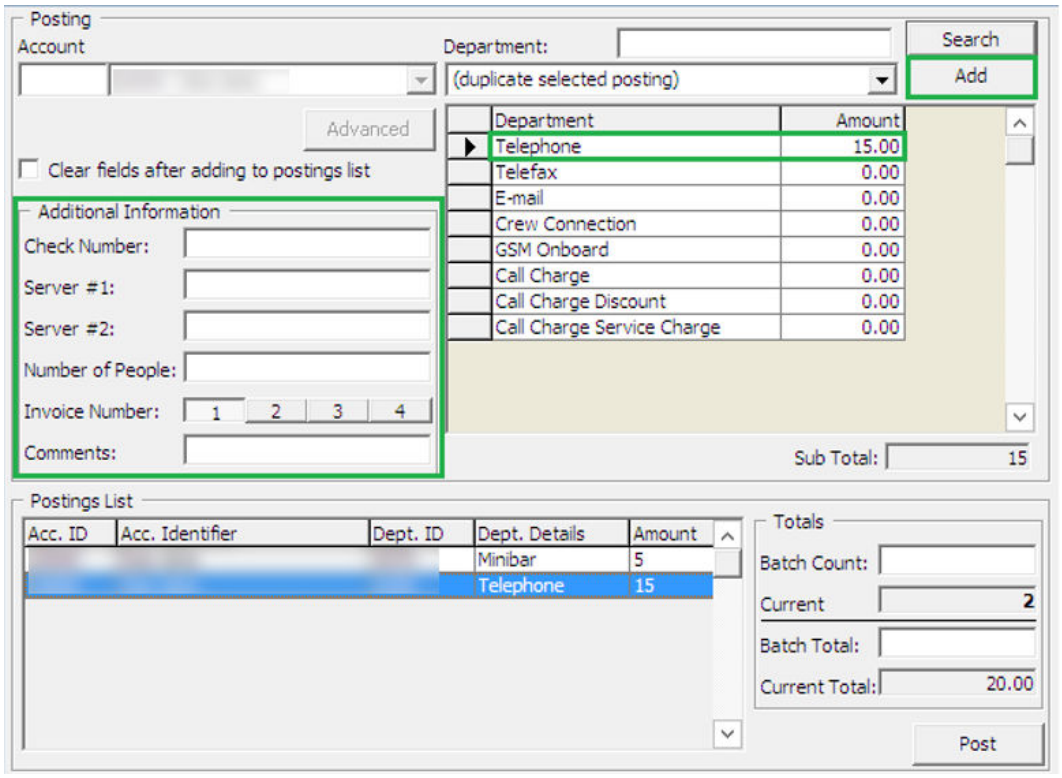
1. Retrieve the guest account from the Search panel, then click **Add Posting** in the Guest Handling window.
2. At the Add Postings from, select the **Financial Department** from the drop-down list or use the Search option for a department code.

Figure 2-32 Add Posting Financial Department Selection



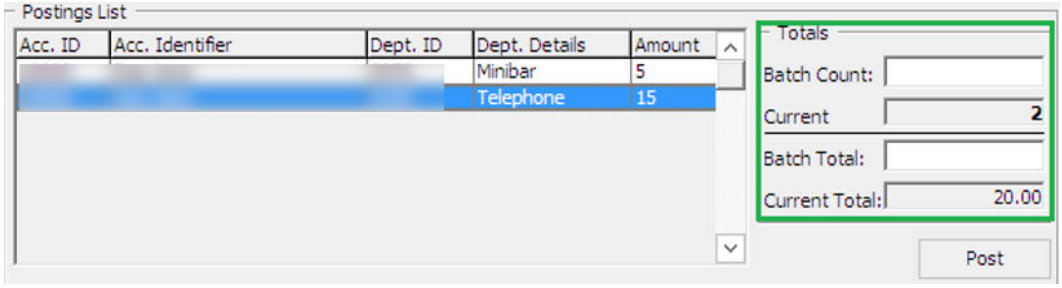
3. Insert the **Value, Check Number** and select the **Invoice number** to post, then click **Add**. This transfers the posting to the **Posting List**, enabling you to post more than one charge.

Figure 2-33 Adding a Charge



4. Item count increases automatically when the posting is more than one.

Figure 2-34 Add Posting Count



5. Click **Post** to finalize the posting(s).
6. Posting will appear in the Invoice tab, among other posted charges.

Void Posting

The Void Posting function is used to adjust the earlier posted transactions.

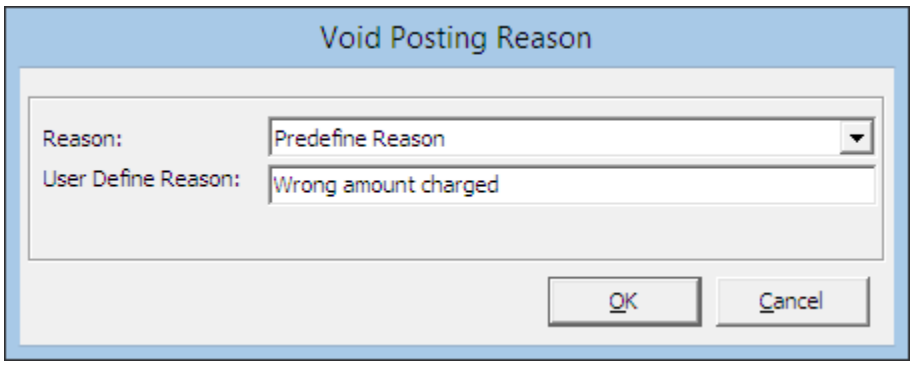
Voiding a Posting

1. Search for the guest account in the Guest Handling window and navigate to Invoice tab.
2. On the Invoice tab, select the transaction to void, then click the **Void** button.

Figure 2-35 Void Posting

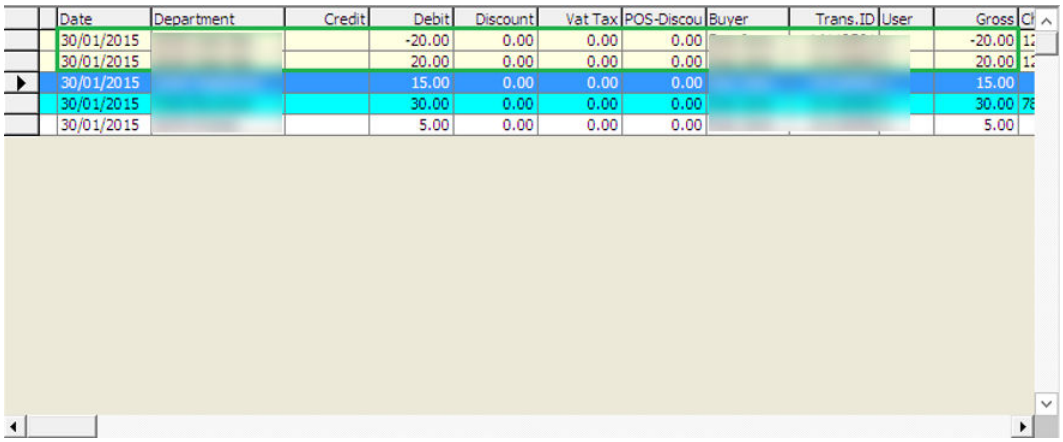
3. The system prompts you to confirm the charge to void, indicating the outlet name and amount. Click **Yes** to confirm.
4. Insert the void reason or select from the drop-down list, and click **OK**.

Figure 2-36 Void Reason Prompt



5. Voided postings become highlighted in a light color with a matching debit and credit amount.

Figure 2-37 Invoice Display of Voided Transaction



Pay Invoice

The **Pay Invoice** function is a settlement process against an invoice for part or full payment. As the Ship accepts various payment method, the process in applying these payments may vary.

Figure 2-38 Invoice Payment Window

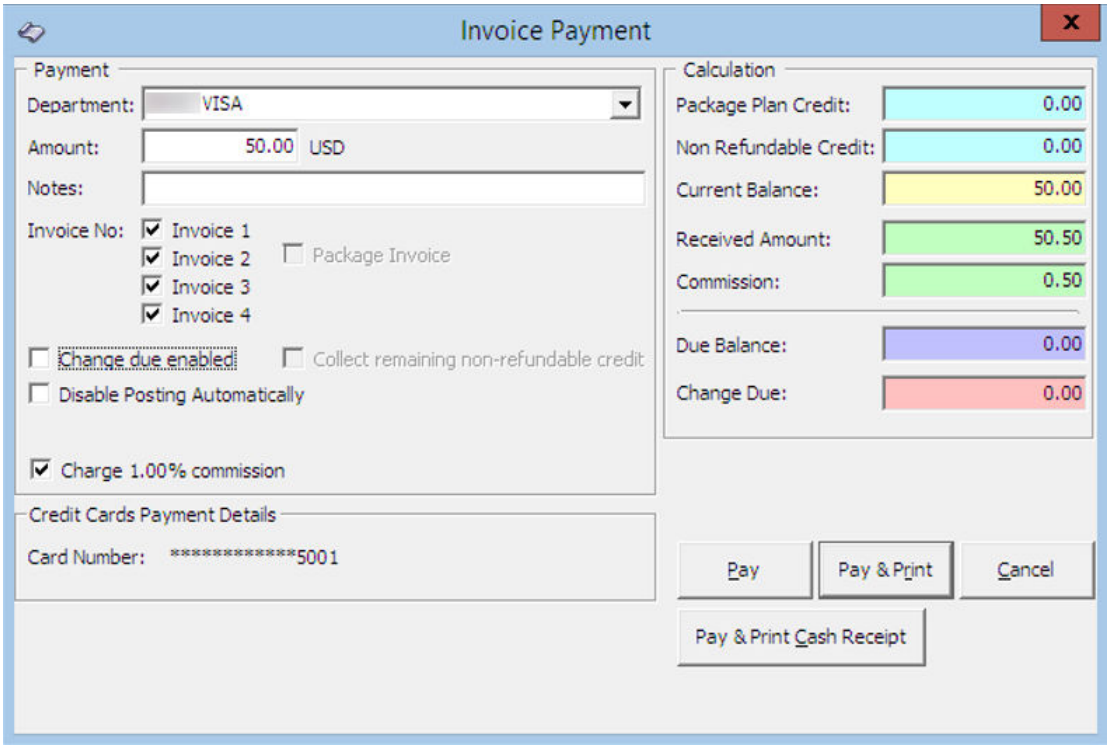


Table 2-19 Field Definition of Invoice Payment Window

Field	Description
Department	Financial Department codes - Credit.
Amount	Total amount due by guest, depending on the invoice no. selection.
Notes	Additional notes pertaining to this payment.
Invoice Number	Invoice number to apply the payment.
Change due enabled	Enable auto calculation of change due to guest.
Disable Posting Automatically	Disable postings being posted into the invoice. This sets the **Posting Allowed** to ***No*** in Guest Info tab.
Charge 1% Commission	Credit Card commission charge. Amount auto populates in **Commission** field when checked.
Credit Cards Payment Details	Displays masked credit card number assigned to this invoice.
Package Plan Credit	Eligible credit value for Package Plan posting.
Non Refundable Credit	Credit value non-refundable to the guest.
Current Balance	Current Invoice Balance.
Received Amount	Amount received.
Commission	Applicable credit card/foreign exchange commission value. Calculate when Charge 1% Commission is ticked or when the foreign exchange has commission defined.
Due Balance	Outstanding sum after deducting payment applied.
Change Due	Balance due to guest when payment applied is more than invoice value.
Pay	Apply payment receipted and does not print cash receipt.
Pay & Print	Apply payment receipted and print invoice at the same time.
Pay & Print Cash Receipt	Apply payment receipted and print cash receipt at the same time.

Payment by Cash, Change Due

The Change Due function calculates the amount of change due to a guest when the payment method is either cash or foreign currency. The option is available to default the “change due enabled” to be permanently selected. If this is not set as the default, you must select this option to activate the automatic Change Due calculation when applied to the payment.

Paying an Invoice by Cash

1. Retrieve the guest account from the Search panel and then click the **Pay Invoice** button in the **Guest Handling** window.
2. The payment department is defaulted to the payment method defined during check in. Select **Payment Department** from the drop-down list, either Cash or Foreign Currency.
3. Select an **invoice** to apply the payment and the system then calculates the total amount due by the guest.
4. Enter the amount to settle.
   - If “Change due enabled” is selected and the amount entered is more than the Current Balance, the system automatically calculates the change due amount and sets the invoice to zero balance. See Figure 2-39.
   - If the payment applied *does not have* “Change due enabled” selected, the system then posts the amount as a negative value in Due Balance, resembling a deposit posting. See Figure 2-40.
   - If the payment is an exact amount, the system posts the value as payment receipt. See Figure 2-41.

Figure 2-39 Invoice Payment with Change Due

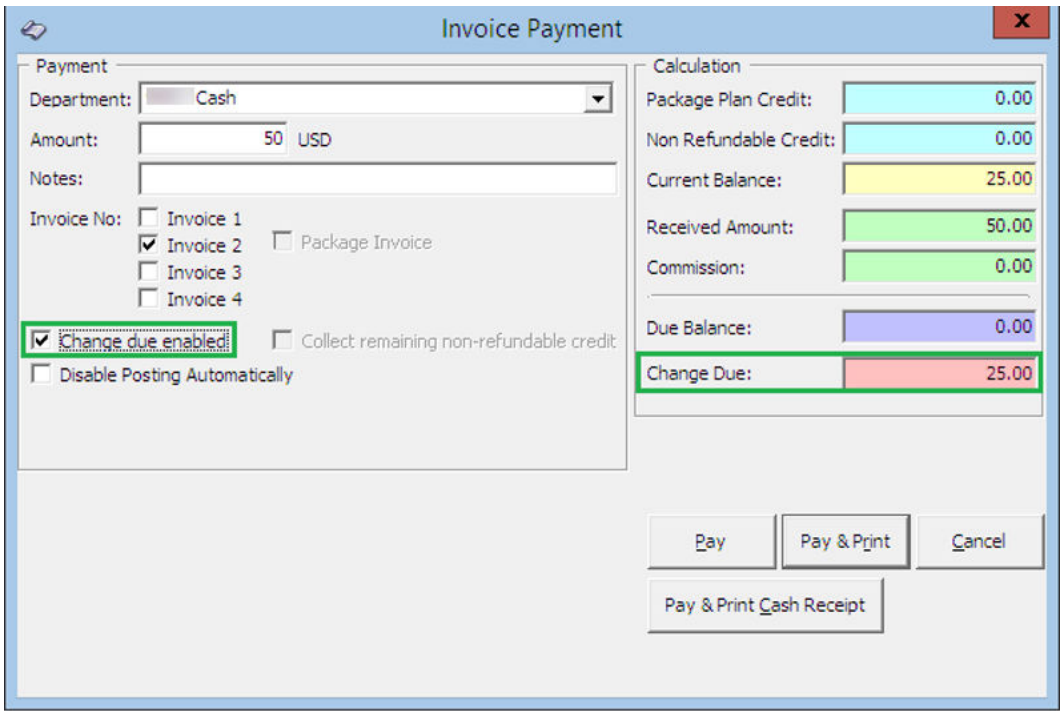


Figure 2-40 Invoice Payment without Change Due

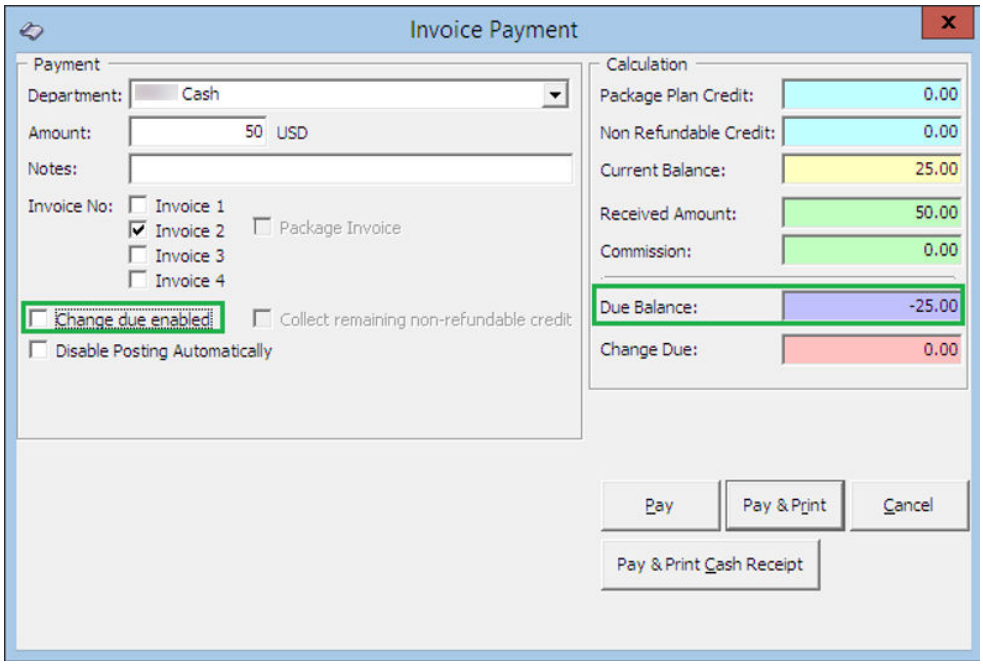
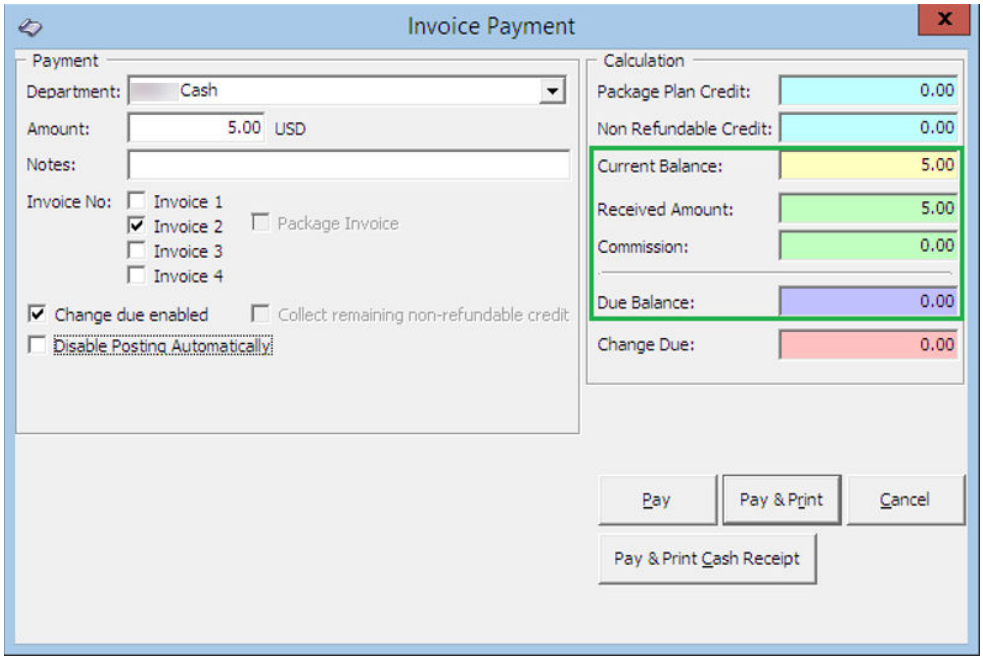


Figure 2-41 Invoice Payment with Exact Amount

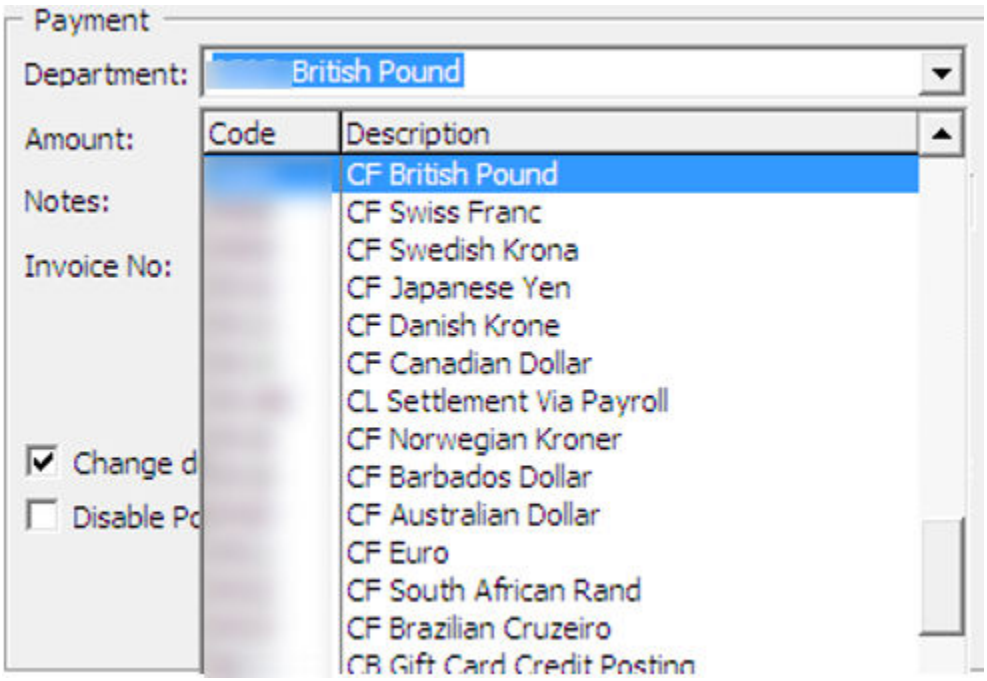


5. Select either **Pay, Pay & Print or Pay & Print Cash Receipt** to complete the transaction. If **Pay** is selected, be sure to print a copy of the invoice for guest reference.

Paying an Invoice with Foreign Currency

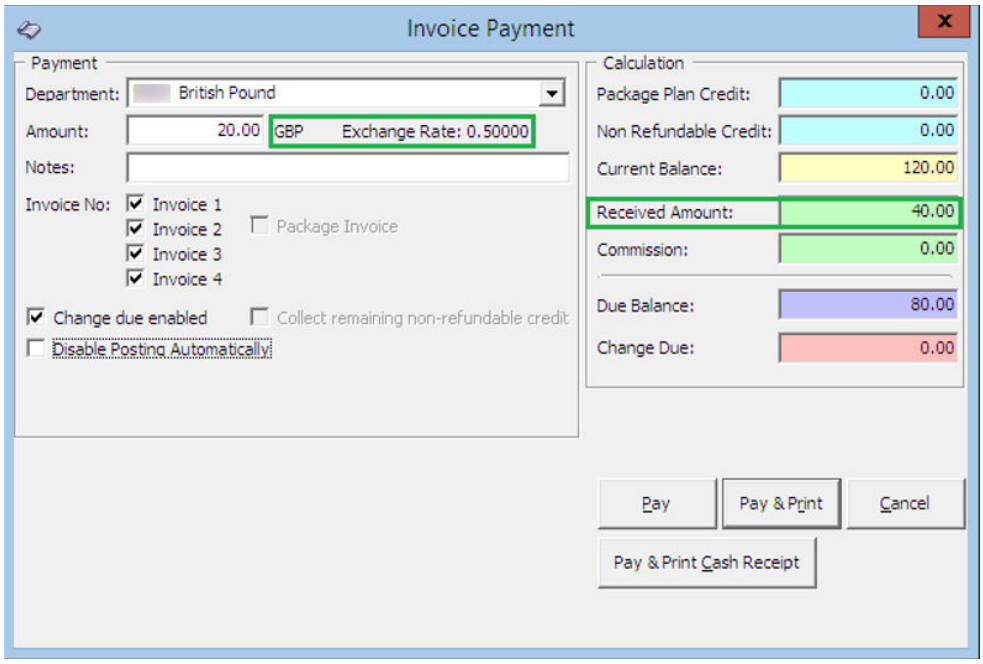
1. Retrieve the guest account from the Search panel and then click **Pay invoice** at the **Guest Handling** window.
2. The system defaults the payment department according to the payment method defined during check-in. Select **Foreign Currency Payment department** from the drop-down list.

Figure 2-42 Foreign Currency Financial Department



3. The exchange rate of the selected payment method appears next to the amount field.
4. Enter the foreign currency amount, and the system then converts the value as shown in Received Amount.

Figure 2-43 Invoice Payment with Foreign Currency



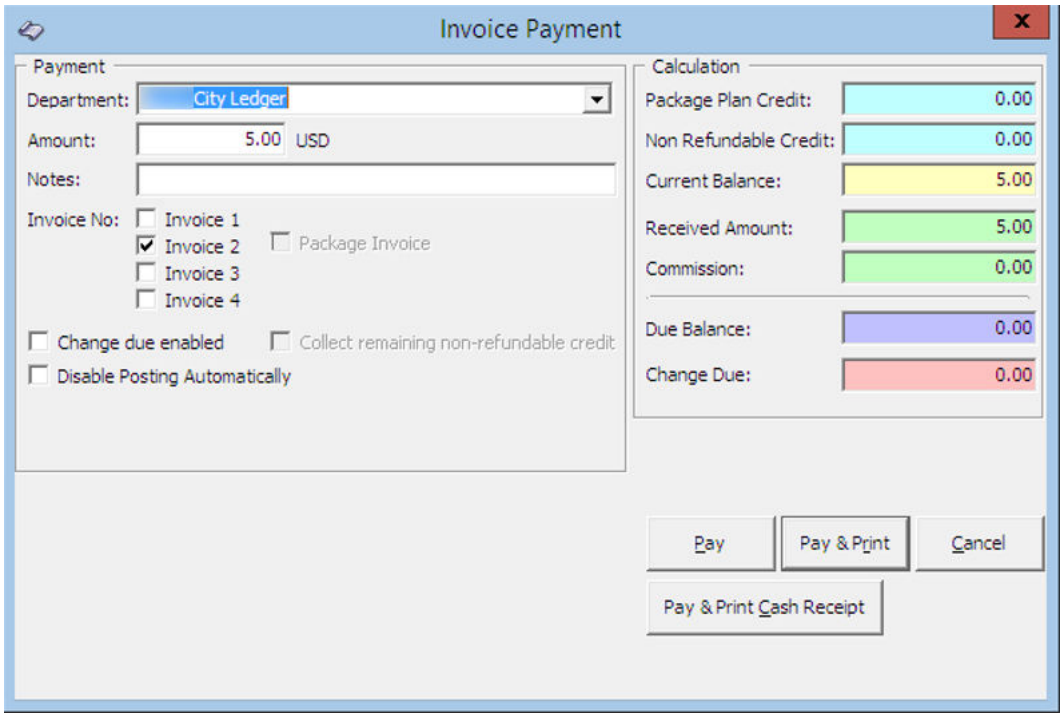
5. Select an invoice to apply this payment and the system then calculates the total amount due by the guest.
6. If the exchanged amount in foreign currency is more than the invoice amount, the system automatically calculates the change due amount in *Ship* currency when the 'Change Due Enable' is set as the default.
7. Click either **Pay, Pay & Print, or Pay & Print Cash Receipt** to complete the transaction.

Paying an Invoice by City Ledger

City ledger settlement is permissible only when there is a pre-arranged payment mode. For example, the account is settled by a company or an agent within agreed payment terms. The invoice is typically transferred to an Account Receivable, being the holding account and will age until payment is received.

1. Retrieve the guest account from the Search panel, and then click **Pay Invoice** in the Guest Handling window.
2. The system defaults the payment department according to the payment method defined during check-in. Select the **Payment department** from the drop-down list.
3. Select an **invoice** to settle, and the system then calculates the total amount due by the guest.
4. Insert the amount to settle.
5. If the exact amount is paid, the system sets the value as payment receipted and Due Balance is 0.00.

Figure 2-44 Invoice Payment by City Ledger



6. Select **Pay** or **Pay & Print** to complete the transaction. If **Pay** is selected, be sure to print a copy of the invoice for guest reference.

Disable Posting Automatically

Deselecting the **Disable Posting Automatically** check box sets the *Posting Allowed* to *No* in the Guest Info tab when the invoice balance is 0.00.

Figure 2-45 Disable Posting Automatically

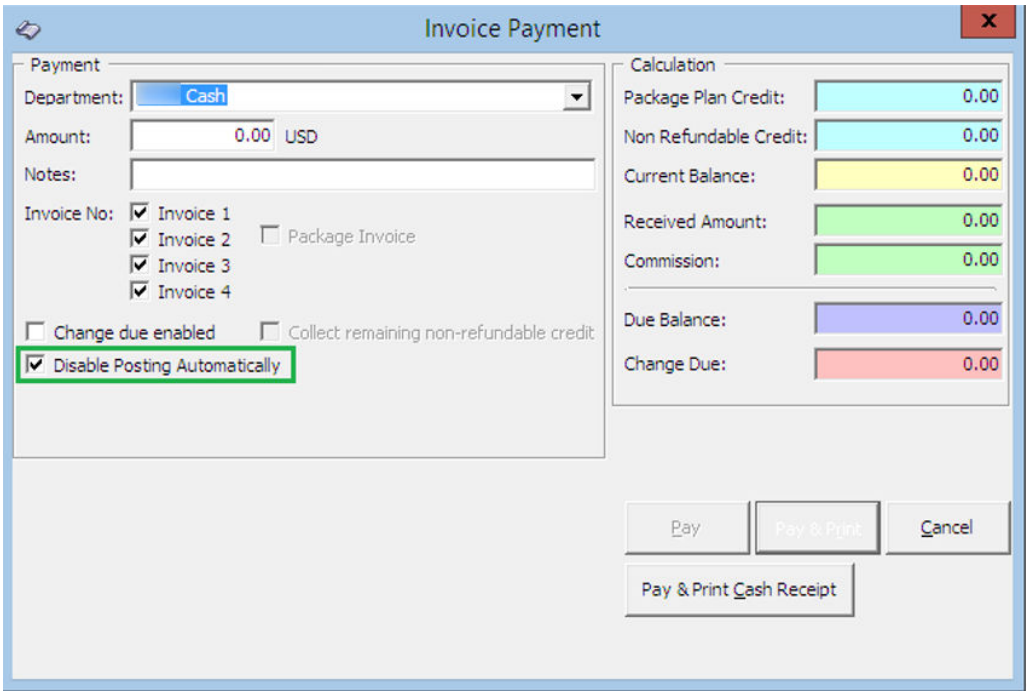
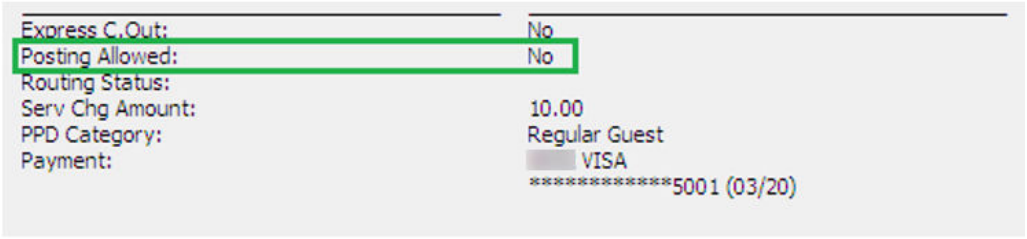
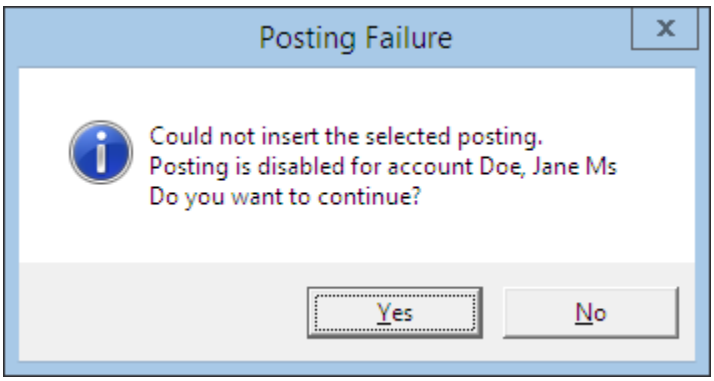


Figure 2-46 No Posting Allowed in Guest Info Tab



The system prompts the Posting Failure message below when a user tries to post a charge to this invoice and rejects the posting.

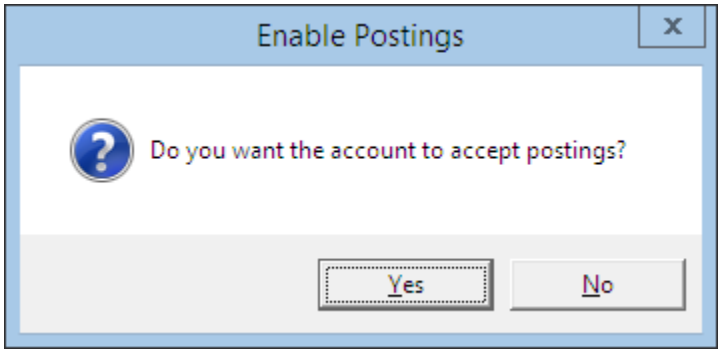
Figure 2-47 Disable Posting Prompt



Resetting Posting Status to Allowed

1. Click **Posting Status** in the Guest Info tab.
2. At the Enable Posting prompt, select **Yes** to confirm and resets the posting allowed to Yes.

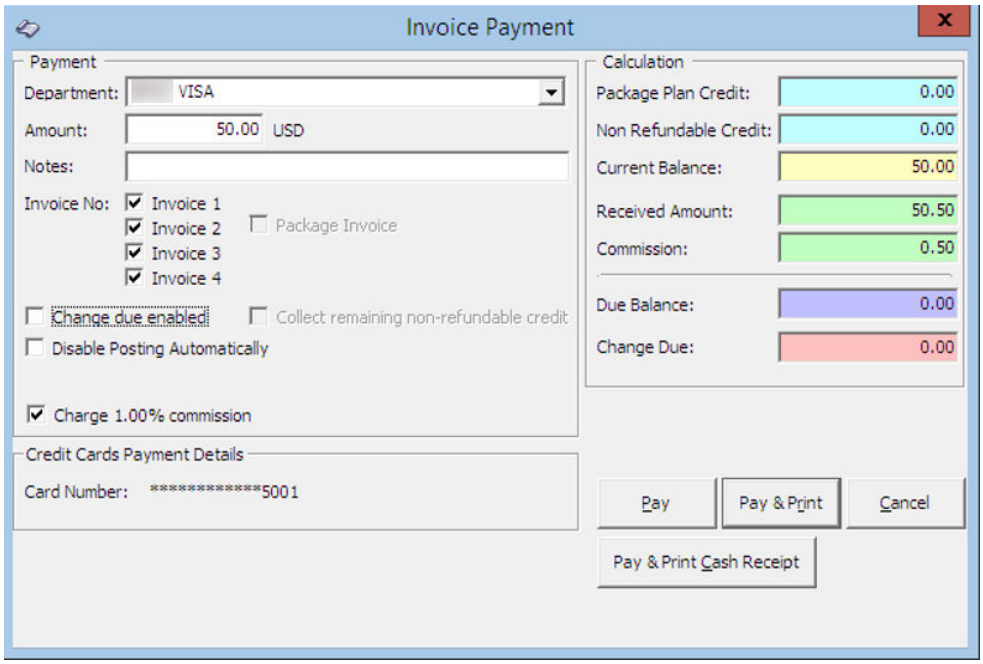
Figure 2-48 Reset Posting Status



Payment by Credit Card

1. Retrieve the guest account from the Search panel, and then click **Pay Invoice** in the Guest Handling window.
2. An Invoice Payment form opens displaying the payment department defined during check in.
3. Select the **Payment department** from the drop-down list if it differs from the earlier payment method.
4. The amount is automatically filled based on the current outstanding balance of the selected invoice, for example: Invoice 1 balance =$30, Invoice 2 balance = $20. When all of the invoices are selected, the total becomes $50. Adjust the amount and select the invoice to pay *if they differ*.

Figure 2-49 Credit Card Commission Selection



5. The % commission shown is according to the commission rate set up in Financial Department codes and is *selected* by default. The value of the commission chargeable is shown in the Commission field. If the commission is not applicable, deselect the commission check box.
6. Click **Pay** or **Pay & Print** to complete the transaction. If **Pay** is selected, be sure to print a copy of the invoice for guest reference.

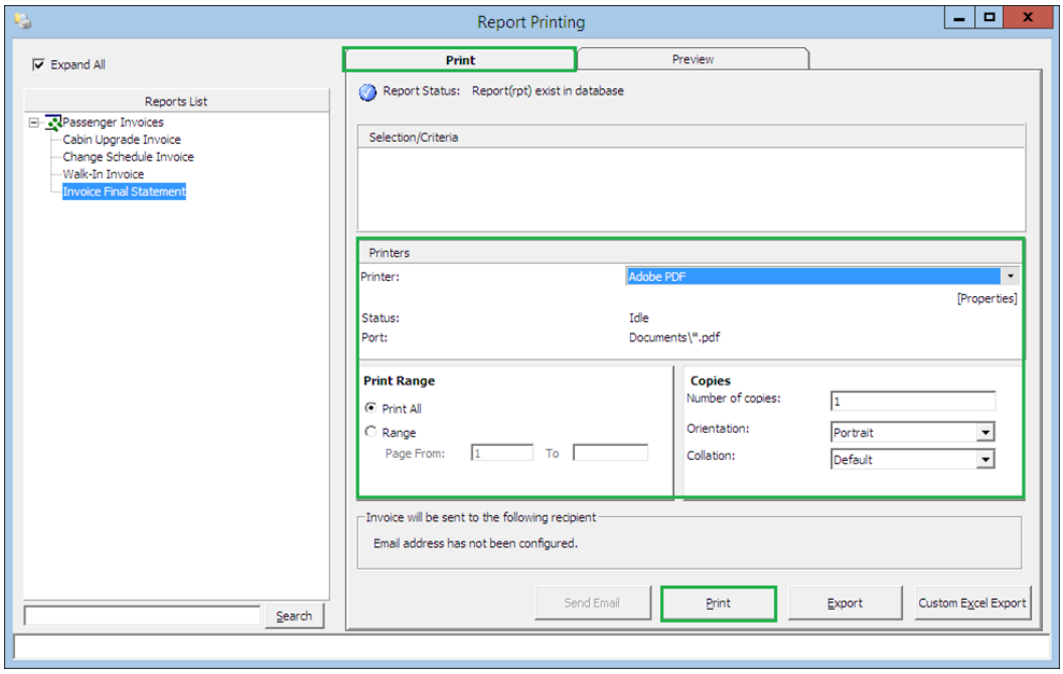
Print Invoice

The Print Invoice function enables you to print invoices in a different layout made available by the Ship. It has a preview function that allows you to view an invoice/ statement prior to printing a hard copy invoice.

Printing an Invoice

1. Retrieve the reservation from the Search panel and then click **Print Invoice** under Guest Info tabto open the **Passengers Invoice** window.
2. Select the invoice report to print from the Report List.
3. In the Print tab, select the printer, print range, and copies to print.
4. Click **Print** to send the print job to the printer.

Figure 2-50 Print Invoice Window

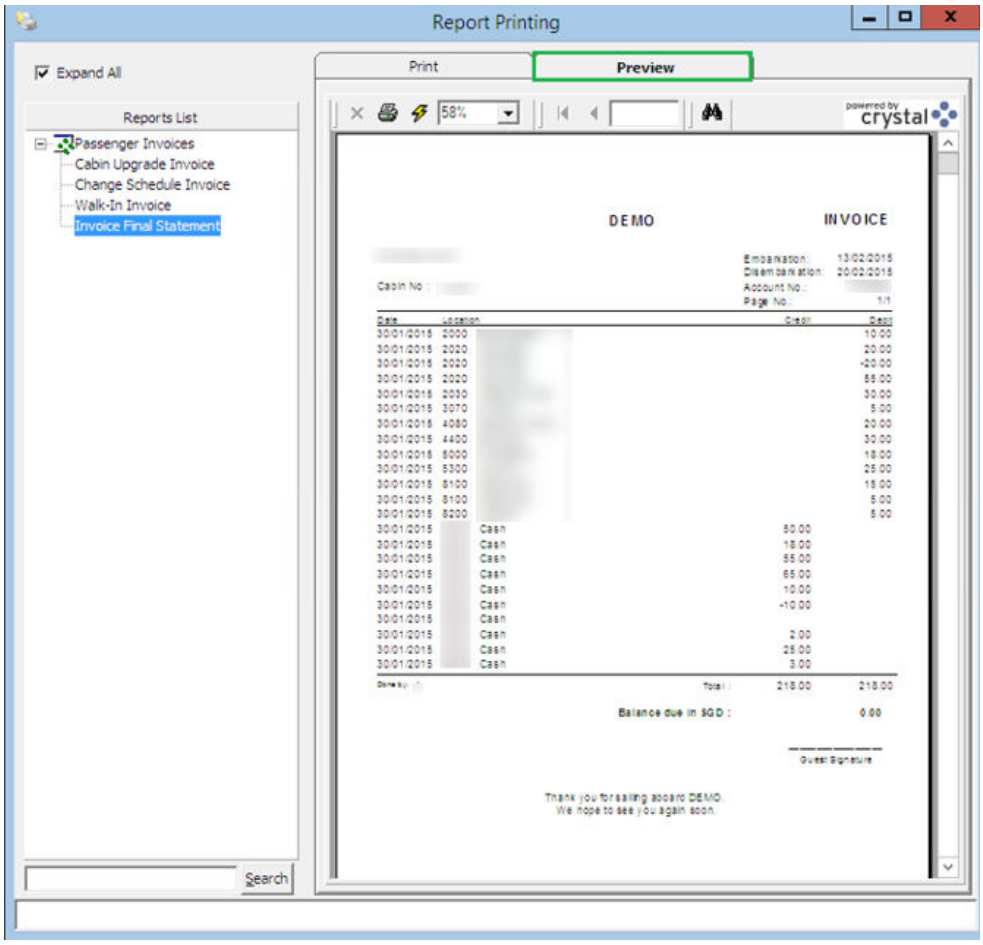


Preview Invoice

This function enables you to preivew the invoice prior to sending the job to a printer.

1. Repeat steps 1 and 2 from Print invoice.
2. Navigate to the Preview tab to view theinvoice.
3. Click the **Printer icon** to send the print job to the printer.

Figure 2-51 Preview Invoice



Emailing an Invoice

In a paperless environment, you can send a copy of the invoice to the guest's email account only when on-board email is listed in the guest account. A special setup is required before an invoice can be sent out by email. Such entry requires setup by your System Administrator.

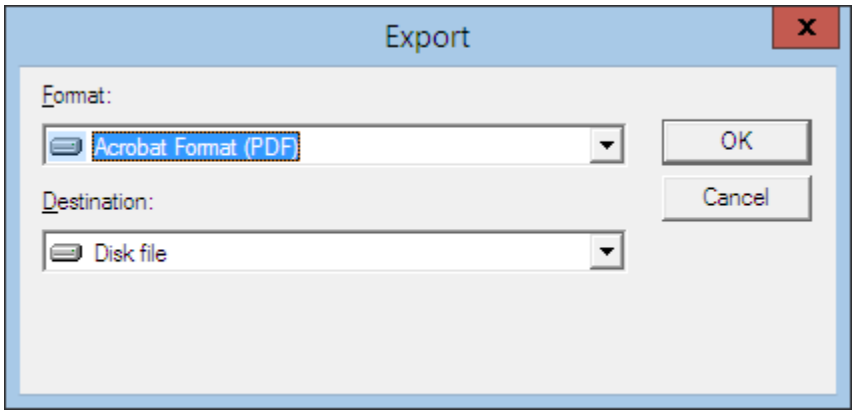
1. Repeat step 1 and 2 from the Print Invoice section above.
2. In the Print tab, click the **Send Email** button. You will receive a confirmation prompt once the emailis successfully sent.
3. Click **OK** to close the function.

Exporting an Invoice

The system allows you to export invoices to a different file format. The supported file formats are: Acrobat Format, Crystal Report, MS Word, MS Excel, and others.

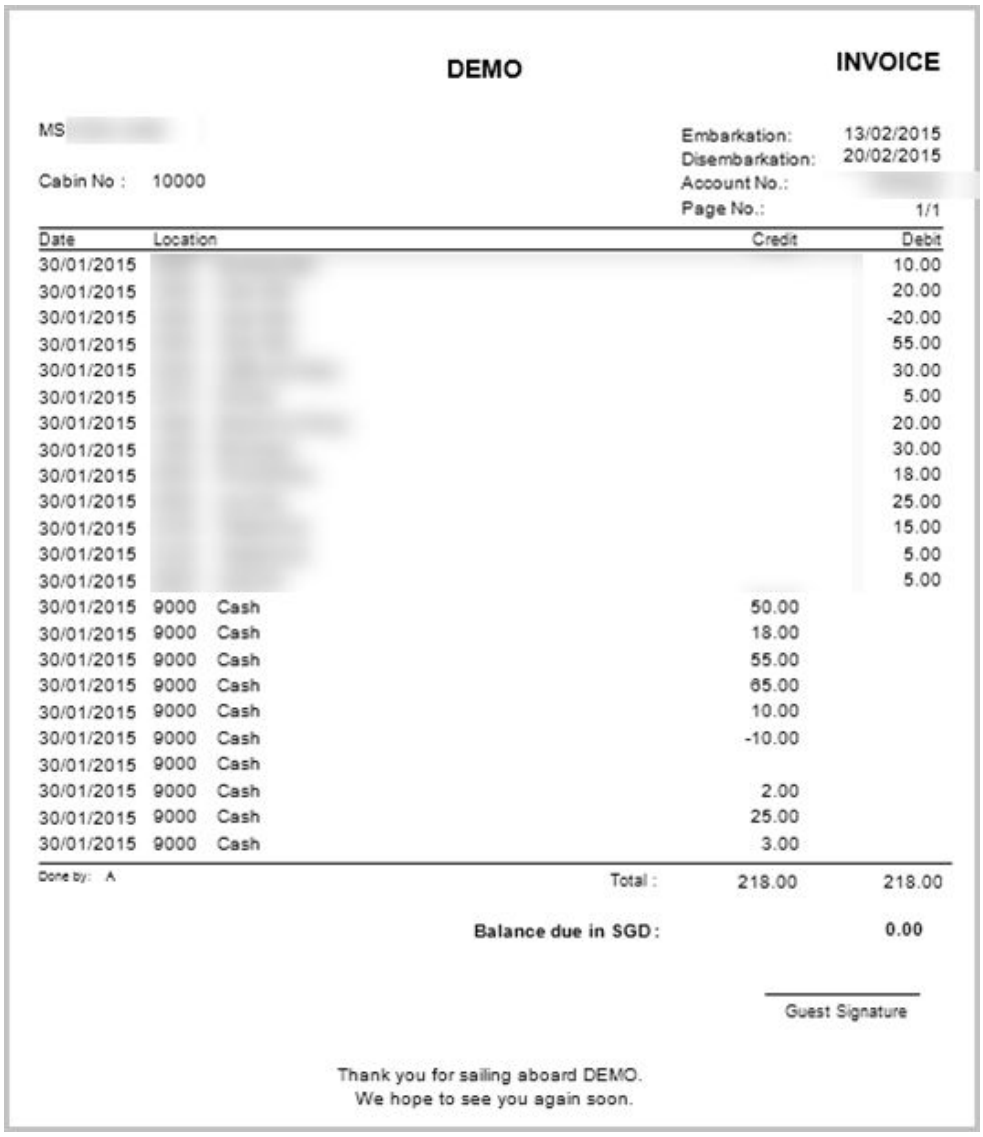
1. Repeat steps 1 and 2 of Print Invoice.
2. In the Print tab, press **Export**.
3. Select the file format and destination type from the drop-down list when prompt.

Figure 2-52 File Export Format Selection



4. Select the page range to print.
5. Enter the file name to save as when the system prompts for file saving location.

Figure 2-53 Sample Invoice



DEMO

INVOICE

MS

Cabin No : 10000

Embarkation: 13/02/2015
Disembarkation: 20/02/2015
Account No.:
Page No.: 1/1

Date	Location		Credit	Debit
30/01/2015				10.00
30/01/2015				20.00
30/01/2015				-20.00
30/01/2015				55.00
30/01/2015				30.00
30/01/2015				5.00
30/01/2015				20.00
30/01/2015				30.00
30/01/2015				18.00
30/01/2015				25.00
30/01/2015				15.00
30/01/2015				5.00
30/01/2015				5.00
30/01/2015	9000	Cash	50.00	
30/01/2015	9000	Cash	18.00	
30/01/2015	9000	Cash	55.00	
30/01/2015	9000	Cash	65.00	
30/01/2015	9000	Cash	10.00	
30/01/2015	9000	Cash	-10.00	
30/01/2015	9000	Cash		
30/01/2015	9000	Cash	2.00	
30/01/2015	9000	Cash	25.00	
30/01/2015	9000	Cash	3.00	
Done by: A		Total :	218.00	218.00

Balance due in SGD: 0.00

Guest Signature

Thank you for sailing aboard DEMO.
We hope to see you again soon.

Custom Excel Export

This function exports the invoice into a predefined Excel format.

1. Repeat step 1 and 2 from the Print Invoice section above.
2. In the Print tab, click **Custom Excel Export**.
3. Enter the file name to save when the system prompts for a file saving location.

Move & Route

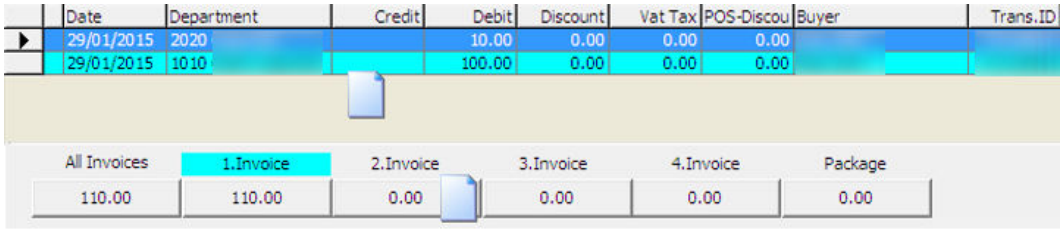
The Move and Route function enables bills to be organized at the time of credit sign up during the cruise or at the end of the cruise when a guest would like to separate

certain charges from the main invoice. Charges are easily moved using the drag and drop movement and various methods are available to suit the operational needs.

Moving a charge from one invoice to another

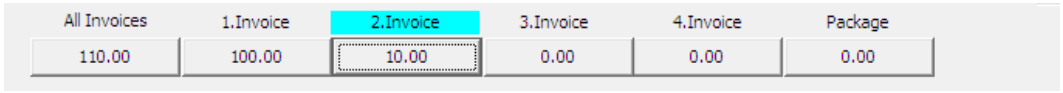
1. Select the **guest account** and navigate to the Invoice tab.
2. Select the transaction to move.
3. Press, and hold down the left mouse click.
4. Drag the transaction to the location by moving the mouse pointer.
5. Drop the object by releasing the left mouse click.

Figure 2-54 Move & Route Function



6. The original invoice amount will decrease and the newly created invoice amount increases.

Figure 2-55 Differences



Setting Up Charge Route

The following function allows guests to separate certain charges in another invoice throughout the cruise or route them to another account. It is more feasible to set up routing instructions to move both current and future postings to a new invoice.

1. Select the **guest account** and navigate to the Invoice tab.
2. Click **Move & Route** to open a Move posting menu.

Figure 2-56 Move Posting Tab

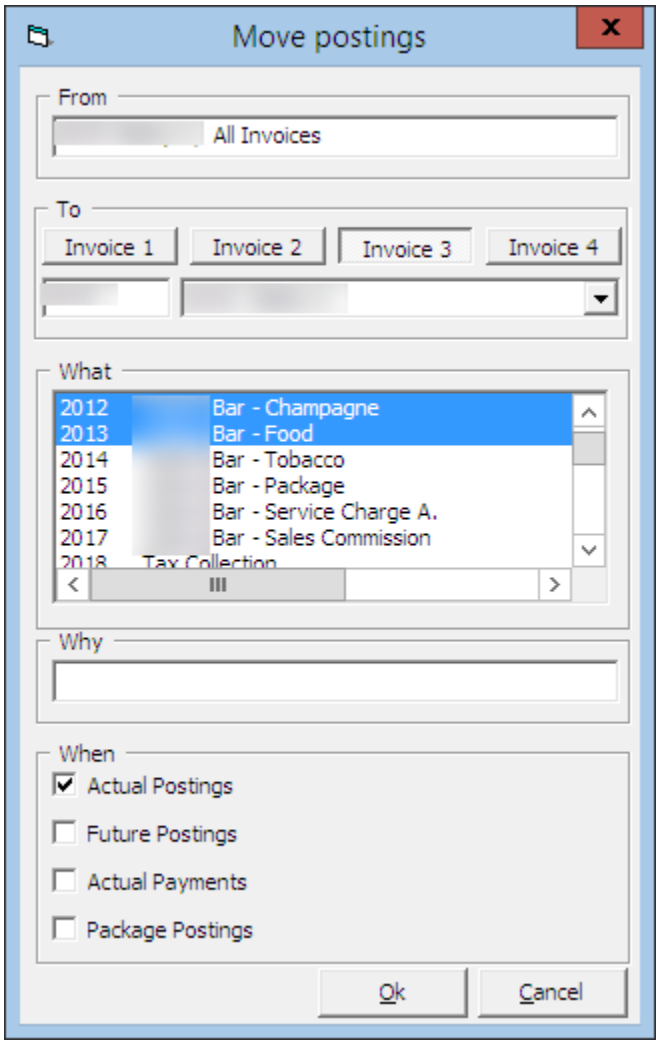


Table 2-20 Definition of Move Posting Tab

Field	Description
From	Default to Guest account, All Invoices.
To	Selectable invoice from Invoice 1 to 4 or another guest/payer account.
What	Department Group or Financial Department code to route.
Why	The reason why charges were routed.
When	Type of postings to route.

3. By default, the system displays All Invoices as the main invoice. Select the **invoice** where the charges are routed to.
4. If changes are routed to another group/payer, enter the **cabin number** and select the **guest name**.

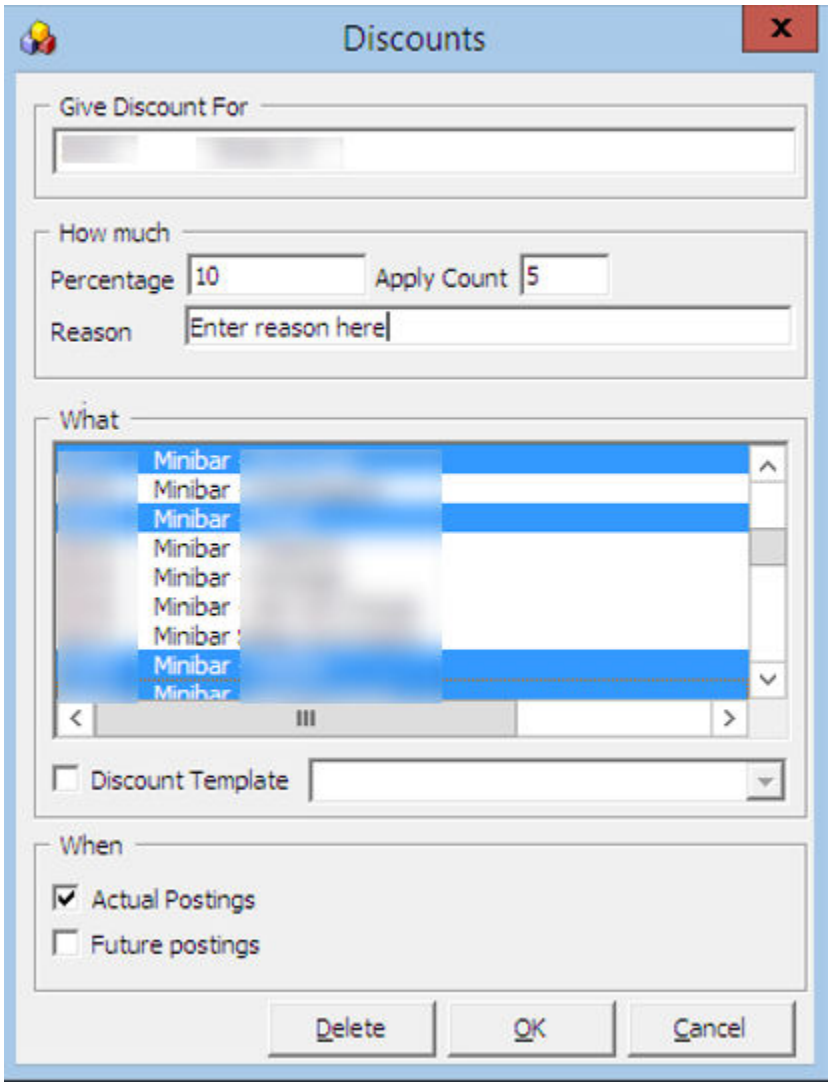
5. Select either the department group or financial department code to route and the reason in the **Why** field.
6. Select the type of posting to route, actual/future postings or actual payments.
7. If **Future Postings** is selected, the system automatically places the department code in the Disc, Route, Pkg tab, Routing window. See also Disc, Route, Pkg section for more information.

Criteria Discount

The following feature works the same as the Percentage Discount feature in the Disc, Route, Pkg tab and has an additional check box for Actual Postings. The functionality creates a record in the discount portion of the Disc, Route, Pkg tab when Future Posting is selected.

1. Select the account and navigate to the Invoice tab.
2. Click **Criteria Discounts** to open a dialog box.
3. Enter the **Percentage value** and the number of counts in the **Apply Count** field if the discount is accorded an X number of times. For example, enter 1 to specify a one-time discount for every selected department code or leave as blank for unlimited discounts given for every selected department.

Figure 2-57 Criteria Discounts Window



4. Select the **Financial Department** entitled to discount.
5. Select either the **Actual** check box or the **Future Postings** check box and, click **OK** to save.

> **WARNING:**
>
> Once a discount is posted to an actual posting, it *cannot be reversed*. If the discount has a count indicator, the system then posts the discount until it reaches the indicated count, and no further discounts are accorded thereafter.

6. The system then posts an adjustment (reverse) against the original posting and sets the adjusted posting to **No Print** automatically and, reposts the correct value with the discount indicated.

Figure 2-58 Example of Criteria Discount

Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID	User	Gross	Check#
30/01/2015	) Minibar		-20.00	0.00	0.00	0.00				-20.00	
30/01/2015	) Minibar		18.00	2.00	0.00	0.00				20.00	
30/01/2015	) Minibar		50.00	0.00	0.00	0.00				50.00	
30/01/2015	) Minibar		20.00	0.00	0.00	0.00				20.00	

See also Disc, Route, Pkg.

Item Discount

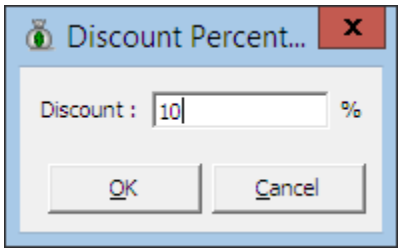
The Item Discount is a feature that deducts a specific percentage of selected postings from the guest invoice.

> **Note:**
>
> This is a Percentage discount and not available as a Value discount.

According an Item Discount

1. In the Invoice tab, mark the posting entitled to the discounted and then click the **Item Discounts** button.

Figure 2-59 Item Discount



2. Insert the value as a percentage in the **Discount** field, and click **OK**.
3. The system posts an adjustment (reverse) against the original posting and setshe adjusted posting to **No Print** automatically. It then reposts the correct value with the discount value indicated.

Figure 2-60 Example of Item Discount Transactions

Date	Department	Credit	Debit	Discount	Vat Tax	POS-Discou	Buyer	Trans.ID	User	Gross	Check#
30/01/2015	Minibar		-20.00	0.00	0.00	0.00				-20.00	
30/01/2015	Minibar		18.00	2.00	0.00	0.00				20.00	
30/01/2015	Minibar		50.00	0.00	0.00	0.00				50.00	
30/01/2015	Minibar		20.00	0.00	0.00	0.00				20.00	

Hide No Print

The Hide No Print feature works with transactions that are marked with **No Prints**, for example, voided transactions. The process changes the information displayed, giving you an organized invoice to view.

Hiding Transactions with No Prints

1. Click **Hide No Prints** to switch the button from Hide No Prints to Show No Prints.
2. Transactions marked with No Prints (shaded in pale yellow) are hidden from the invoice window until you click **Show No Prints**.

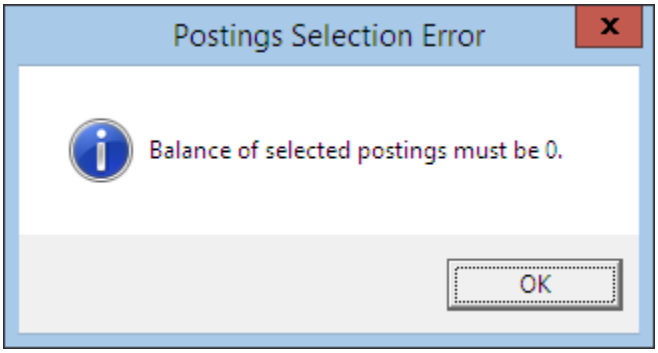
To Show No Prints Transactions

Click **Show No Prints** to switch the button from Show No Prints to Hide No Prints.

Transactions Marked with No Prints

Transactions marked with No Prints appear in the invoice window in pale yellow. This function enables you to hide the voided posting or previous settlements from being printed on the invoices. It is only possible to set No Prints for a transaction entry that equals 0.00.

Figure 2-61 No Print Posting Not Equal to 0



1. Retrieve the account and navigate to the Invoice tab.
2. Select the desire **transactions** and click **No Print**.
3. If the transaction balance does not equal 0.00, the system prompts an error message.

To Reset No Print Transactions to Original State

1. Select **No Print transactions** and click **No Print**.
2. Transactions revert to normal postings and are no longer shaded in pale yellow.

Set Credit Limit

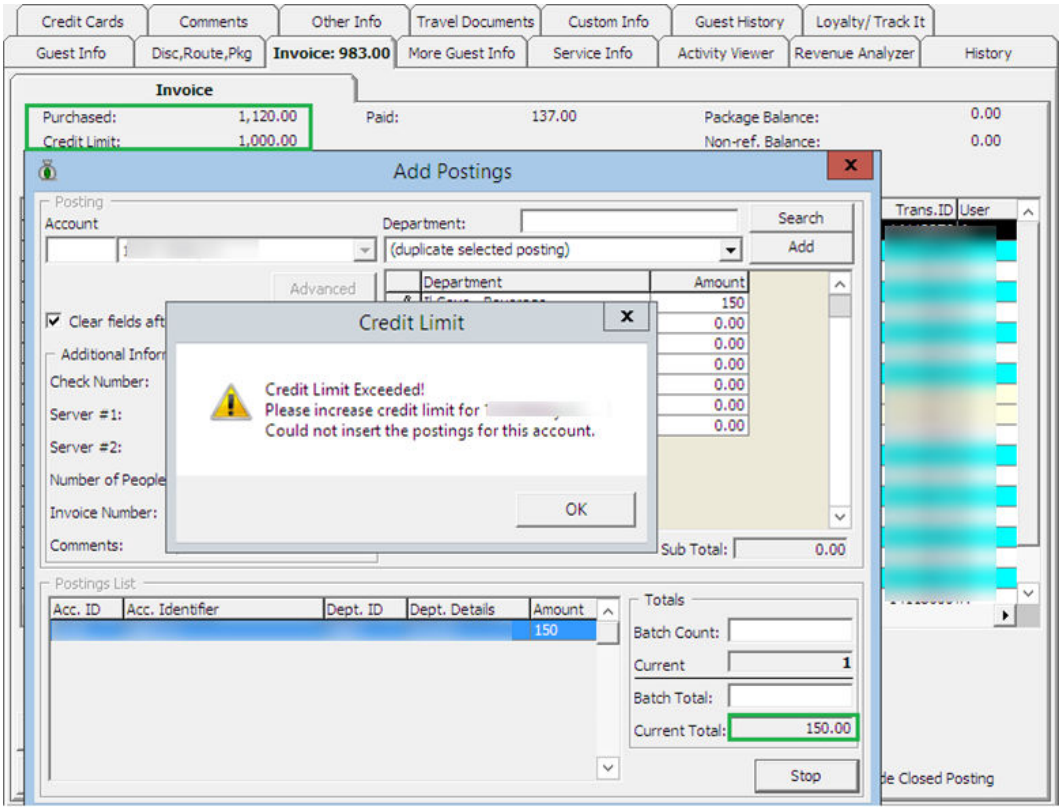
The floor limit is pre-set within the Financial Credit Sub-Department code. This can be adjusted for specific guests at the discretion of the Chief Purser.

Set Credit Limit

1. In the Invoice tab, click the **Set Credit Limit** button.

2. Insert the credit value in the dialogue box, and click **OK** to override the pre-set credit limit defined in Credit Sub-Department code.
3. If the account exceeds the floor limit or the individual limit, a **Credit Limit Exceeded** warning prompt appears in both the Oracle Hospitality Cruise Shipboard Property Management System (SPMS) and MICROS System during posting, and charges will not be added.

Figure 2-62 Warning Prompt When Credit Limit Exceeded



> **Note:**
>
> The same warning prompt appears if the account is routed and the payer has a Credit Limit defined.

4. Consult your Chief Purser or Front Desk Manager or refer to the Ship's Operating procedure for the next course of action.

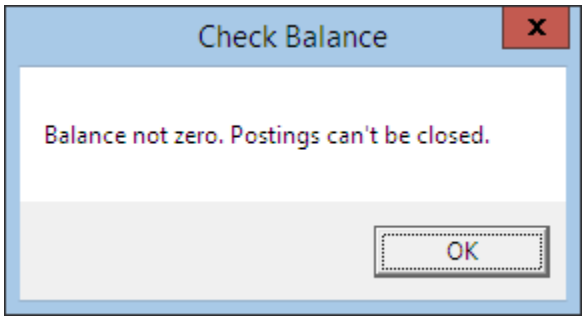
Close Posting

The Close Posting function generates an interim invoice and closes the balanced account without checking out the account. This function *does not work* when the account still has a balance.

> **WARNING:**
>
> Once the account is closed, this **Can Not Be Undone.**

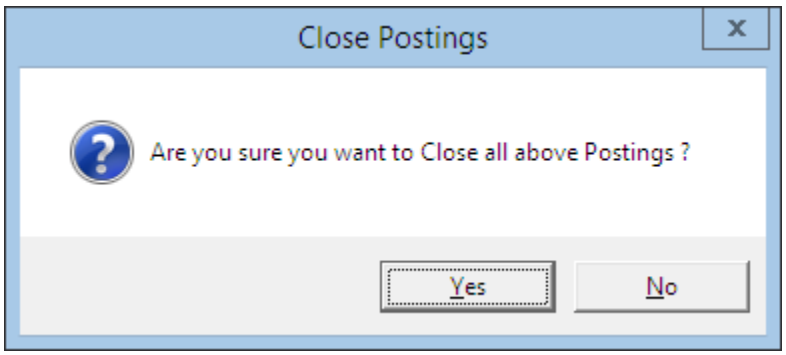
1. Retrieve the account and navigate to the Invoice tab.
2. Ensure all invoices are 0.00 balance. If the account is unbalanced, the system prompts a **Balance not zero** message.

Figure 2-63 Balance Not 0.00 in Close Posting



3. Click the **Close Postings** button.
4. Select **Yes** when the system prompts for a response. if **No** is selected, it will return to Invoice tab *without* closing the postings.

Figure 2-64 Close Posting Confirmation



5. Check **Hide Posting** on the invoice tab to hide all closed postings.

Set Spending Limit

The Set Spending Limit functionality limits the buyer spending value and is only enabled when an account is routed to another account, for example: Mr X is paying for Mr Y and would like to limit the spending of Mr Y to $500. The Set Spending Limit is enabled in Mr. Y's account and not Mr. X's account.

> **WARNING:**
>
> Once the account is closed, this **Can Not Be Undone**.

Set Spending Limit

1. Retrieve the guest account and navigate to the Invoice tab.
2. The Set Spending Limit is enabled when routing is present in the account.
3. Click **Set Spending Limit** to open a dialogue window.

Figure 2-65 Set Spending Limit Options

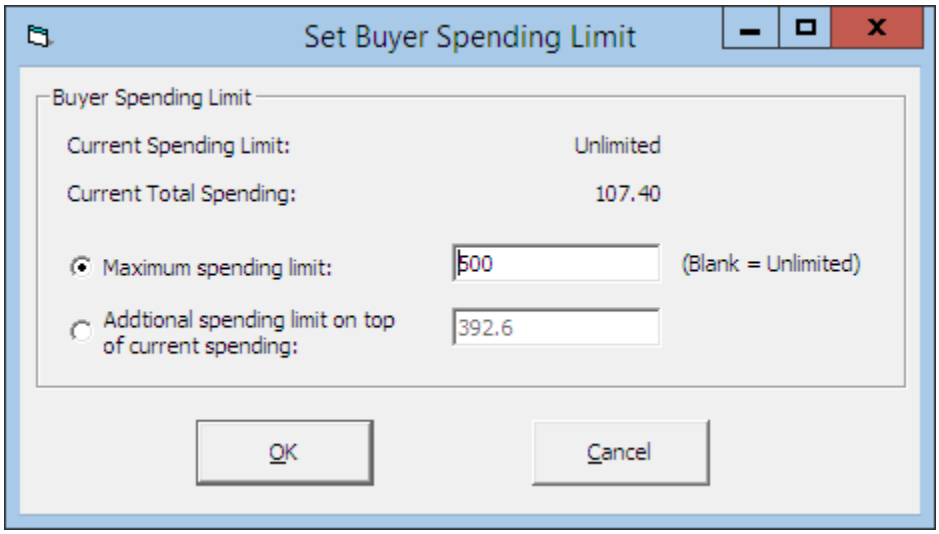


Table 2-21 Options Available in Set Buyer Spending Limit

Field	Description
Maximum Spending Limit	The maximum value allowed to spend.
Additional Spending Limit on top of current Spending	Additional value to top up the limit. For example: Current spending is $107.40 and the intended limit is $500. The value to insert is $392.60.

4. Insert the spending limit in one of the available options and, click **OK**. The guest credit limit in the Invoice tab will update with the new information.

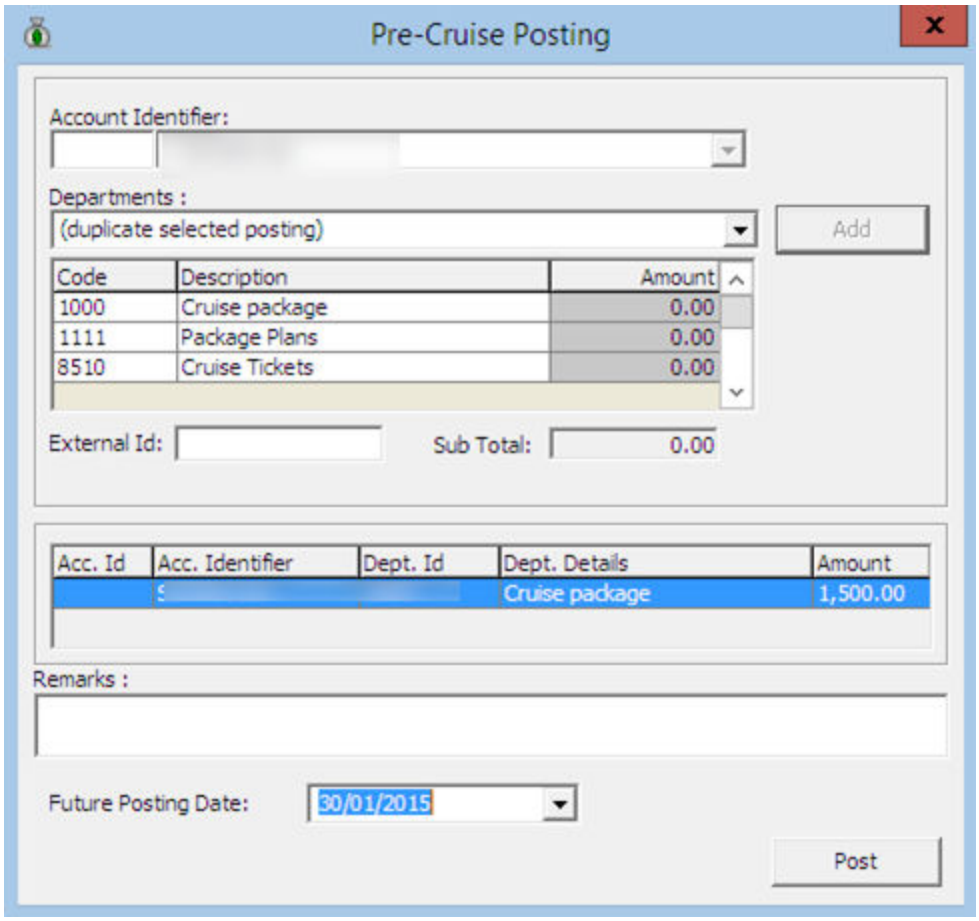
Show Pre-Cruise Invoice

A Pre-Cruise Invoice allows you to prepare an advance invoice for the guest. Postings and payments posted in the Pre-Cruise Invoice function are not actual revenue until they are posted to a checked-in account.

Creating a Pre-Cruise Invoice

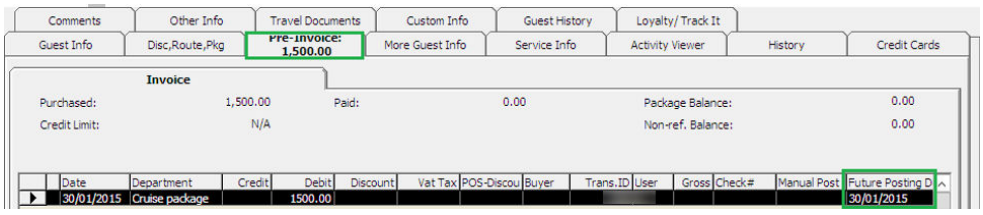
1. Retrieve an Expected guest reservation from the Search panel.
2. In the Guest Handling window, click **Add Posting (Pre-Cruise)** to open the Pre-Cruise Posting window.

Figure 2-66 Pre-Cruise Posting Window



3. Select the **Financial Department** to post and then click **Add**.
4. Insert remarks pertaining to this posting, if any.
5. In the Future Posting Date field, select the **date** to post to.
6. Click **Post** to complete the pre-cruise invoice with the earlier added postings in the **Pre-Invoice** window.

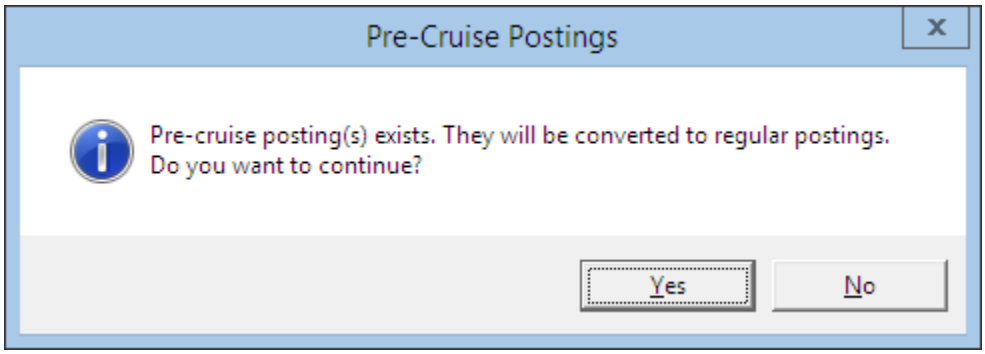
Figure 2-67 Sample Pre-Cruise Transactions



Converting a Pre-Cruise Invoice into Actual Posting

1. At the point of check-in, the system prompts you to convert the pre-cruise postings into regular postings.

Figure 2-68 Pre-Cruise Postings



2. Select **Yes** to convert the postings.
3. A **Show Pre-Cruise Invoice** is not added.
4. Click the **Show Pre-Cruise Invoice** to toggle between guest invoice and pre-cruise invoice window, if there are future postings. When toggling, the button will change to **Show Invoice** or vice versa.

> **Note:**
>
> When the Show Pre-Cruise Invoice is clicked, the Add Posting will change to Add Posting (Pre-Cruise), enabling you to perform pre-cruise posting and apply the payment to a future posting date.

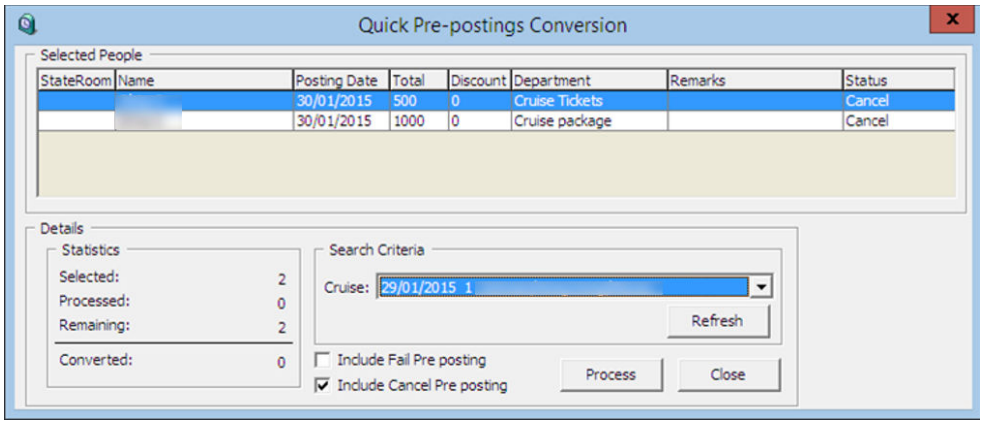
5. Once all of the pre-cruise postings are posted, the Show Pre-Cruise is automatically disabled.

Undoing Non-Converted Pre-Cruise Posting

When you accidentally click **No** at the prompt to convert pre-cruise postings to regular postings, these postings are stored in **Quick Pre-Posting Conversion** function, allowing you to repost all the pre-posting.

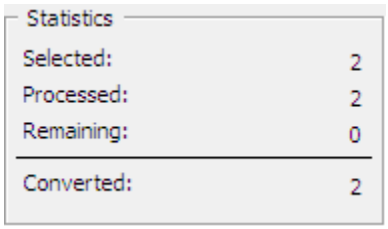
1. In the Cashier menu, select **Quick Pre-Posting Conversion**from the drop-down list.

Figure 2-69 Quick Pre-Posting Conversion



2. A list posting failed to convert is displayed in the Selected People grid.
3. In the Search Criteria drop-down list, select the **Cruise** and then click **Process**.
4. Click **Yes** on the Quick Prepostings Conversion prompt to post all of the pre-cruise postings, and then click **OK** on a number of pre-postings to post when prompt.
5. The Statistic section shows the number of selected, processed, remaining, and converted posting(s).

Figure 2-70 Statistics



More Guest Info Tab

The More Guest Info tab stores various information such as Billing Address, Travel Agency Contact, Cruise Reservation Related Information, Guest Picture, and Document Return status. Most of all fields in the Billing Address, Travel Agency, and Product Details section are editable with an *in-line edit function* by simply clicking on the field name and inserting text. Editing other sections such as Take Picture, Edit Cruise Fare, and Document Return would require you to click on the available buttons.

Figure 2-71 More Info Tab

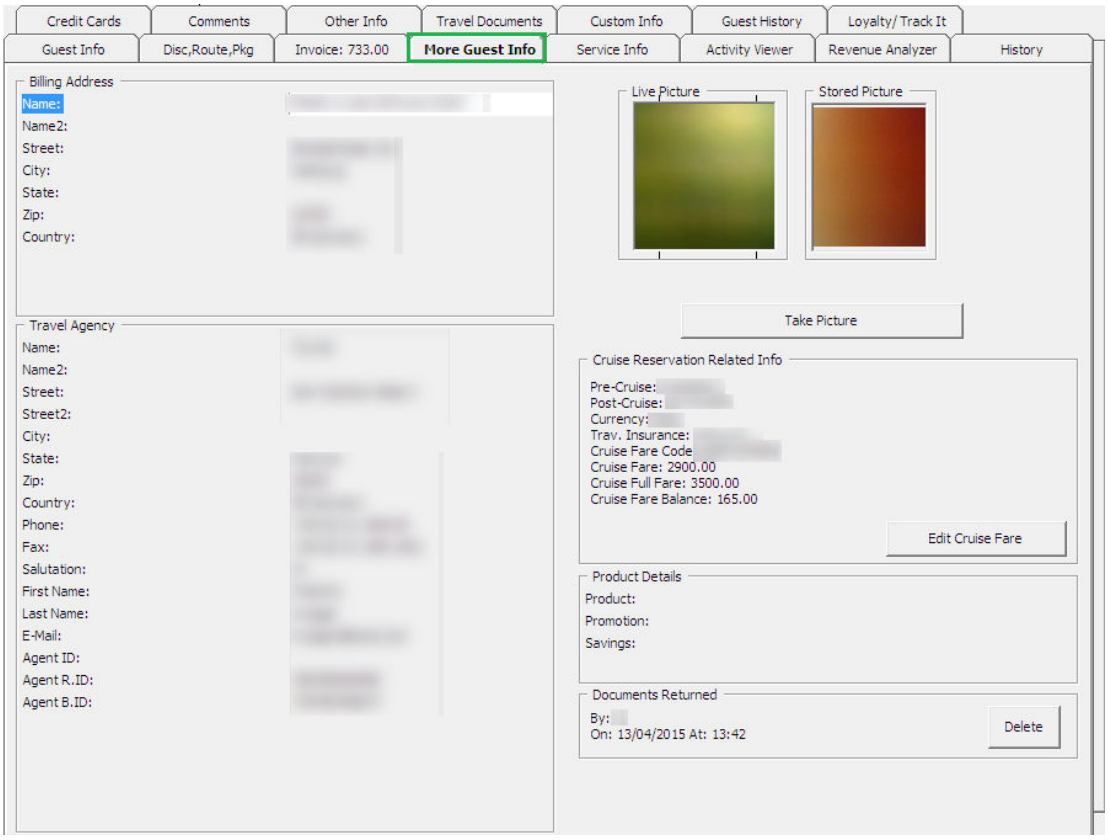


Table 2-22 Field Definition of More Info Tab

Field	Description
Name	Billing Name.
Street	Billing Address.
City	City of Billing Address.
Zip	Zip of Billing Address.
State	State of Billing Address.
Country	Country of Billing Address.

Table 2-23 Field Definition of More Info Tab (Travel Agency)

Field	Description
Travel Agency	
Name	Travel Agency Name.
Street	Street Address of Agency.
City	City.
State	State.
Zip	Zip Code.

Table 2-23 (Cont.) Field Definition of More Info Tab (Travel Agency)

Field	Description
Country	Country.
Phone	Phone number of Travel Agency.
Fax	Fax number of Travel Agency.
Salutation	Salutation of contact person.
First Name	First name of contact person.
Last Name	Last name of contact person.
E-Mail	E-mail address of contact.
AgentID	Agency ID.
Agent R.ID:	Additional Agency ID.
Agent B.ID	Additional Agency ID.

Table 2-24 Field Definition of More Info Tab (Take Picture)

Field	Description
Take Picture	
Live Picture	Live view of the guest before picture were taken.
Stored Picture	Picture saved using Live Picture function.

Table 2-25 Field Definition of More Info Tab (Cruise Reservation Related Info)

Field	Description
Cruise Reservation Related Info	
Pre Cruise	Pre-Cruise arrangement. Information imported from DGS.
Post Cruise	Post-Cruise arrangement. Information imported from DGS.
Currency	Cruise Fare Currency. Information imported from DGS.
Trav. Insurance	Travel Insurance number. Information imported from DGS.
Cruise Fare Code	Fare code from the reservation system. Information imported from DGS.
Cruise Fare	Cruise Fare. Information imported from DGS.
Cruise Full Fare	Full Cruise Fare. Information imported from DGS.
Edit Cruise Fare	Function to edit cruise fare balance. User right dependent.

Table 2-26 Field Definition of More Info Tab (Product Details)

Field	Description
Product Details	
Product	Product code linked to the booking.
Promotion	Promotion code linked to the booking.
Savings	Discount code linked to the booking.

Table 2-27 Field Definition of More Info tab (Return Documents)

Field	Description
Return Documents	
Documents are not returned	Indicate the date/time and user who returned the guest travel document.

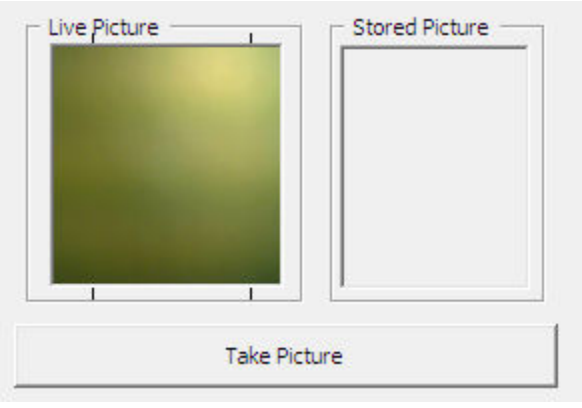
Take Picture

The Take Picture option captures the current guest picture and shares them across other modules enabling other users to easily recognize the guest they are dealing with. The supported picture file formats are *.jpg* or *.bmp*.

Taking Guest Picture

1. Retrieve the account and navigate to the More Info tab.
2. The live image of the guest appears in the **Live Picture** window.
3. Click the **Take Picture** button to capture the image.

Figure 2-72 Take Picture



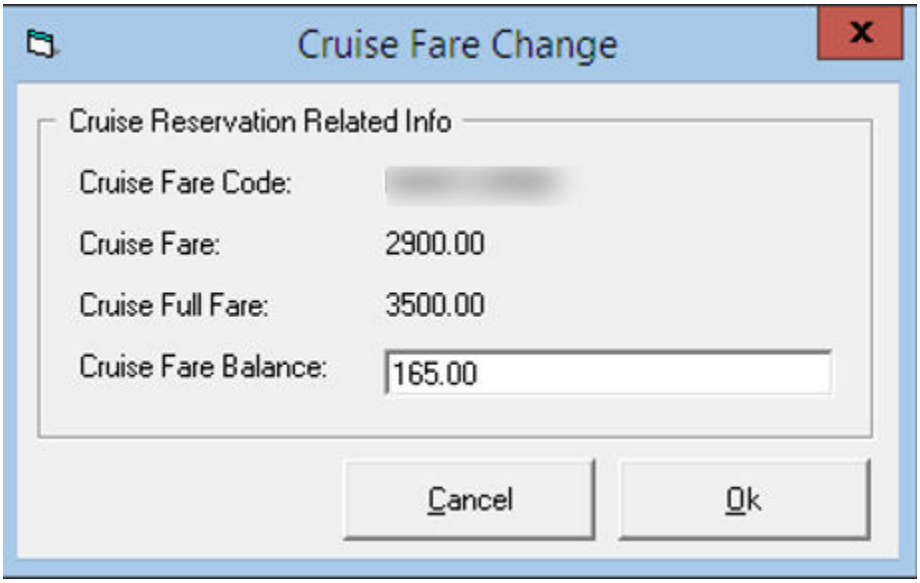
Cruise Reservation Related Info

The Cruise Reservation Related Info section displays the cruise price paid in the Reservation system. The data is imported from DGS ResOnline. The fields are non editable, except for the Cruise Fare Balance, and it is dependent on User Access Rights #4461.

Editing Cruise Fare

1. In the More Info tab, click **Edit Cruise Fare**.
2. Edit the Cruise Fare Balance and then click **OK** to save.

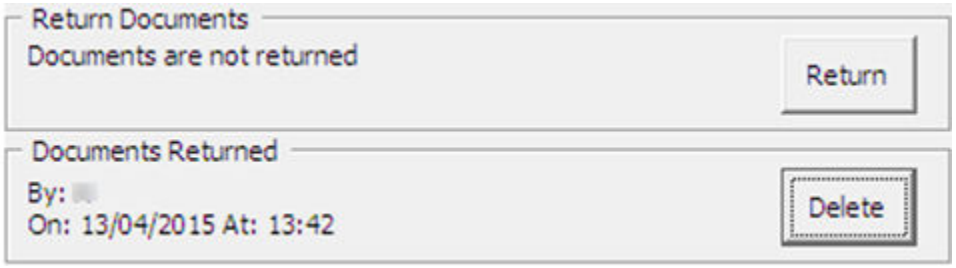
Figure 2-73 Edit Cruise Fare



Document Return

The Document Return section stores the date, time and user who returned the travel documents to the guest from the **Document Return** module.

Figure 2-74 Document Return in More Guest Info

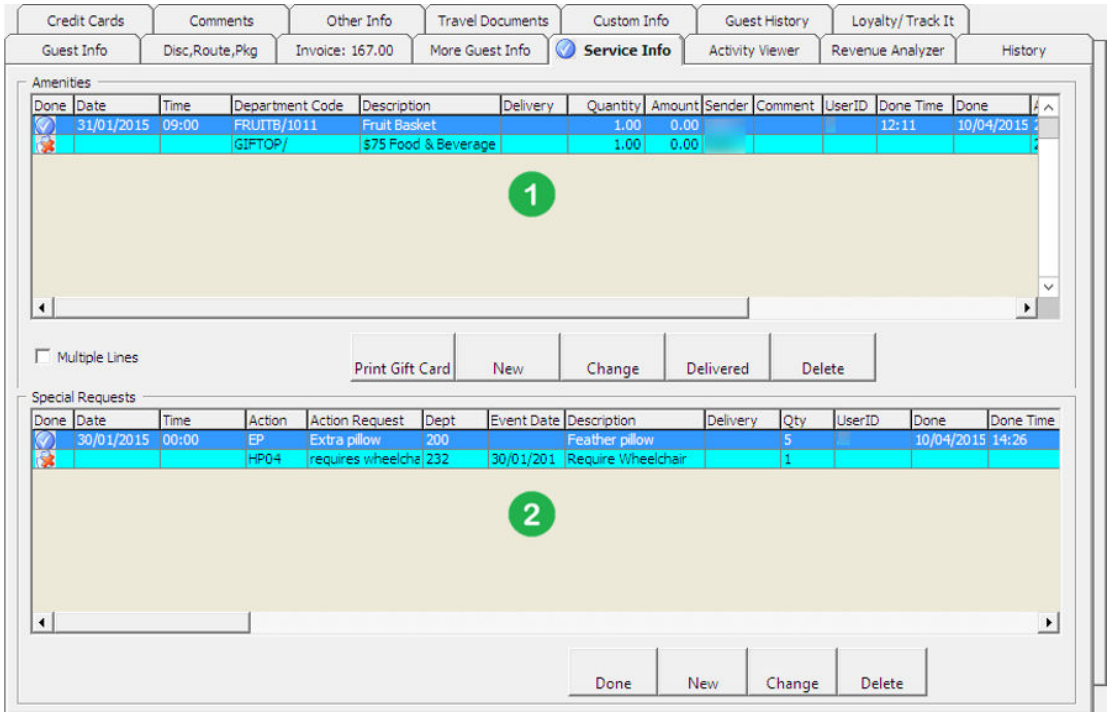


1. In the More Info tab, click **Delete** to reset the document status.
2. This changes the button display to **Return** and status of the document as “Documents are not returned.”

Service Info Tab

The Service Info function in Guest Handling window stores the type of service, amenities package, or special requests rendered by the ship without having to rely on the large manifest for information. The packages and requests arranged by the cruise company prior to the actual sail date are also included in the reservation information during the periodic import. Although the information is mainly updated through reservations import file, manual update is possible when needed. Besides listing these requests under individual guest records, a summary of such information is populated in the Amenities Overview function, allowing the responsible parties on board such as Manager, Chief Steward, and Hostess/Group Coordinator access and ensuring requests are fulfilled.

Figure 2-75 Guest Handling — Service Information Tab



The window is divided into two sections:

1. One section contains details of pre-planned company packages or any amenities to be accorded during the cruise.
2. The other section contains all of the Special Requests for a passenger with special needs.

Setting Up an Amenity / Special Request

1. Retrieve the account and navigate to the Service Info tab.
2. Click the **New** button under the Amenity/Special Request section to open a dialog box and then fill in all of the required information.

Figure 2-76 Amenity Information Form

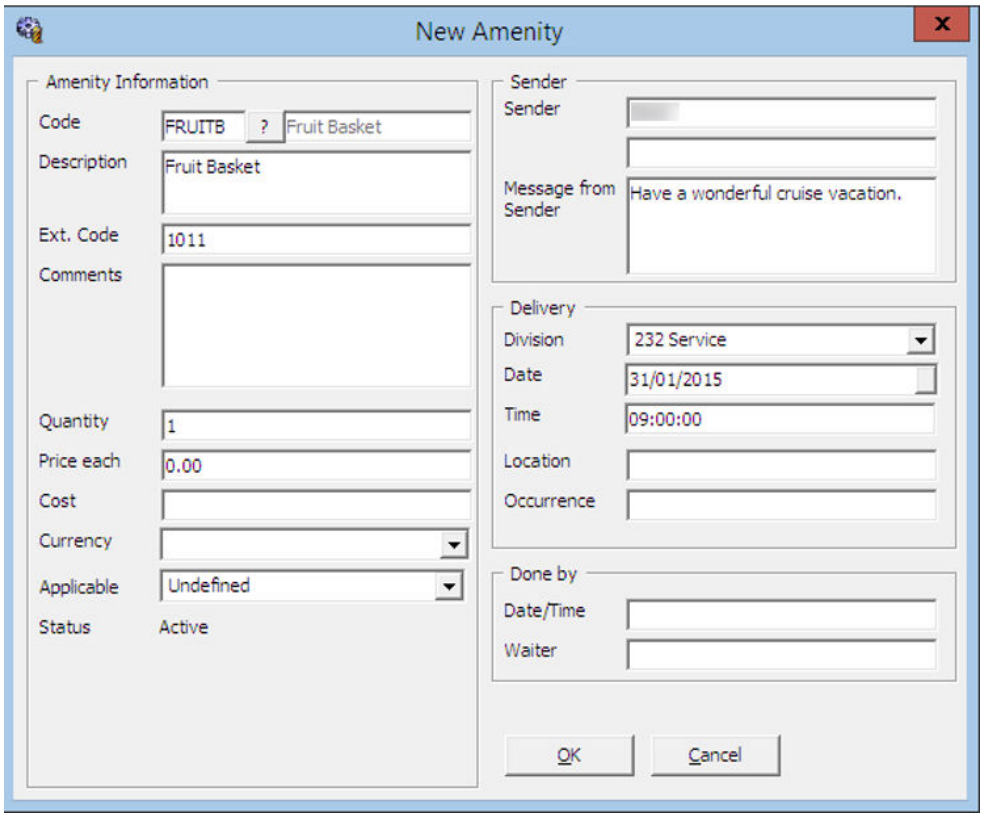


Figure 2-77 Special Request Form

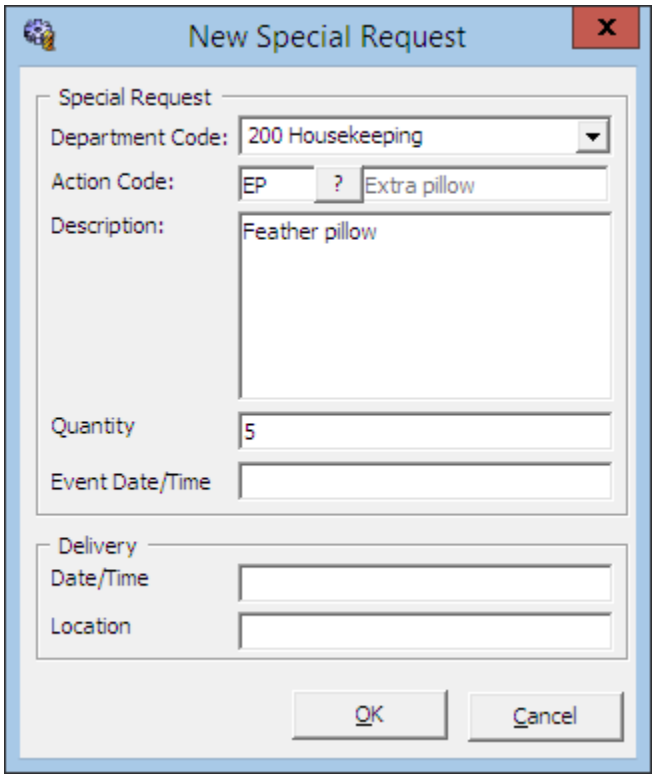
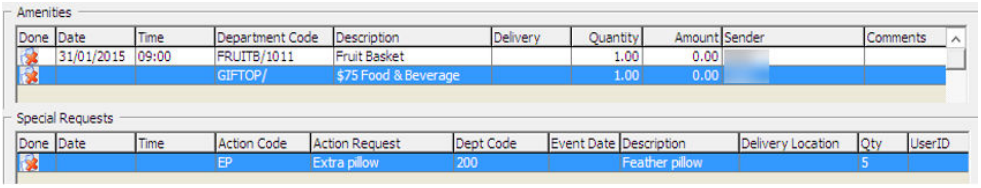


Table 2-28 Field Definition of Amenity / Special Request Form

Field	Description
Code / Action Code	Short Amenity /Special Request Code.
Description	Description of the code.
Ext. Code	External brochure/reference code.
Comments	Additional comments pertaining to this amenity.
Quantity	Required quantity.
Price each	Unit price of amenity.
Code / Action Code	Short Amenity /Special Request Code.
Description	Description of the code.
Ext. Code	External brochure/reference code.
Comments	Additional comments pertaining to this amenity.
Quantity	Required quantity.
Price each	Unit price of amenity.
Code / Action Code	Short Amenity /Special Request Code.
Description	Description of the code.
Ext. Code	External brochure/reference code.

3. Click **OK** to save, which adds the items into the Amenities/Special Request section and a Red X envelope icon under the Done column.

Figure 2-78 Amenities / Special Request items

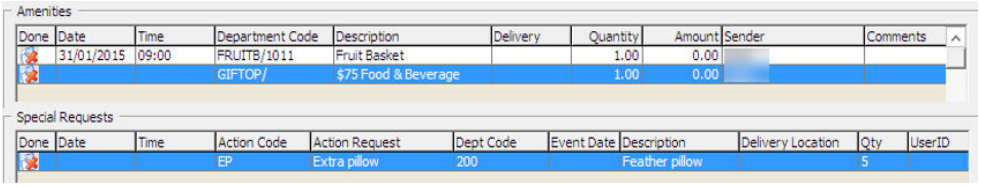


4. A Check Mark icon is placed on the Service Info tab as an alert that there are entries needing follow-up.

Marking Items as Delivered

1. Select the **item** from the Amenity/Special Request section and then click **Delivered**.
2. The system then replaces the Red X envelope with a check mark in the Done column with the Date/Time and User who completed the task shown.

Figure 2-79 Amenities/Special Request Delivered Items



3. Click **OK** to save, which adds the items to the Special Requests section and a Red X envelope under the Done column
4. The system places a check mark on the Service Info tab as an alert that there are entries needing follow-up.

Activity Viewer Tab

The Activity Viewer tab provides a quick view of the activities signed up by the guest, be it Excursion, Dining arrangements or Spa booking, thus enabling them to locate the guest or follow up on up-coming activities. The information displayed is controlled by two parameters. Contact Support/Consultant for the supported template setup/usage.

Figure 2-80 Activity Viewer Window

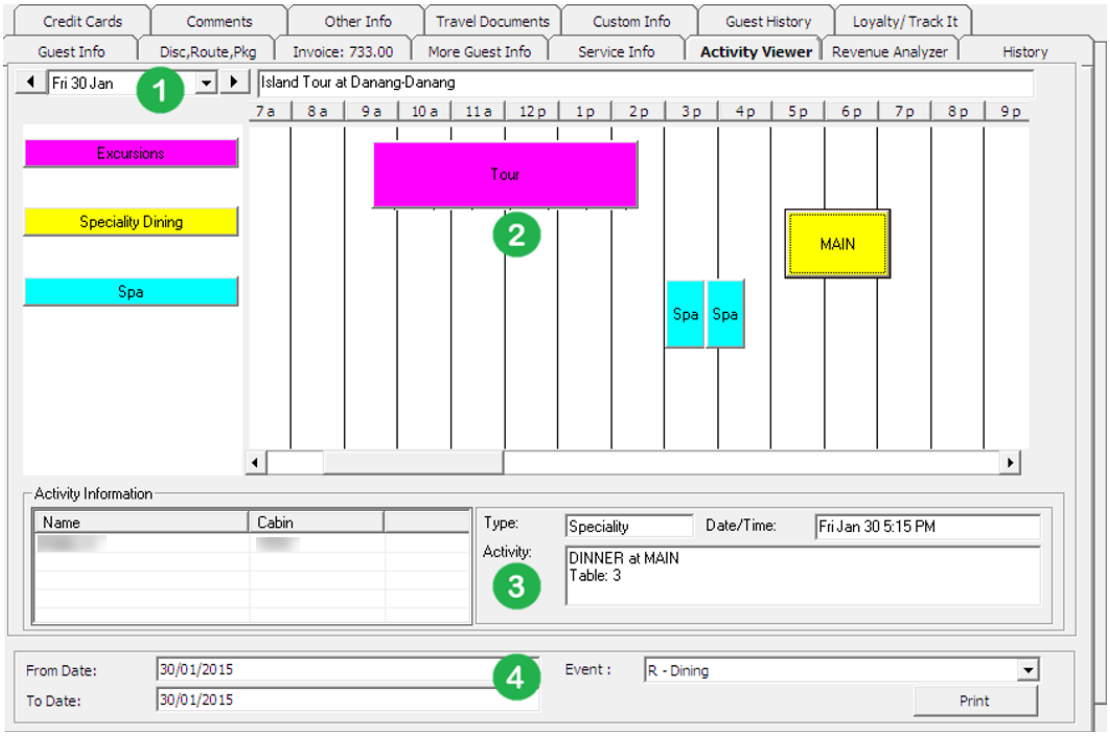
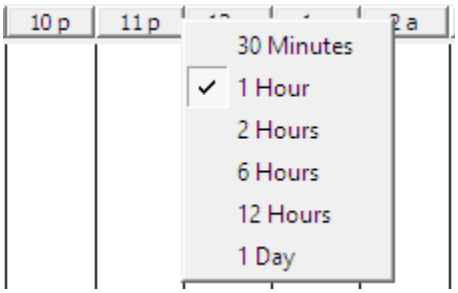


Table 2-29 Activity Window

Field	Description
1	Date/Time grid of activity window.
2	Type and scheduled time of activities.
3	Details of selected activity.
4	Date/Time of event filter for Itinerary print out.

By default, the time grid is set to an hourly grid and can be easily changed by right-clicking on the time grid and selecting the desired time frame to display.

Figure 2-81 Changing Time Frame



The activity time in the grid is indicated according to the color defined for each type of activity.

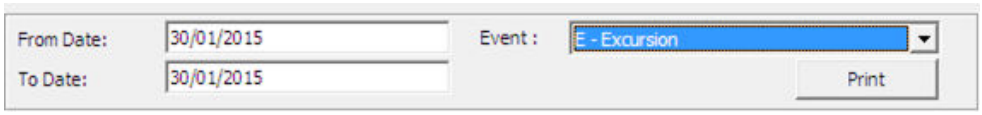
Navigating Through Activity Viewer

1. On the date field, select either the date to display using the down arrow key, or use the arrow left/right to navigate to the previous or next day view.
2. Use the scroll bar to navigate to the previous or future time period.
3. Clicking the activity bar in the grid view further displays information such as passenger name of the selected cabin, activity type, activity date and time of a selected event outlet or table reservation in the Activity Information section.
4. An itinerary can be printed from the same window. A report configuration under a report group Itinerary is required prior to printing an itinerary. See the Administration User Guide, Reports Setup section for report configuration steps.

Printing an Itinerary

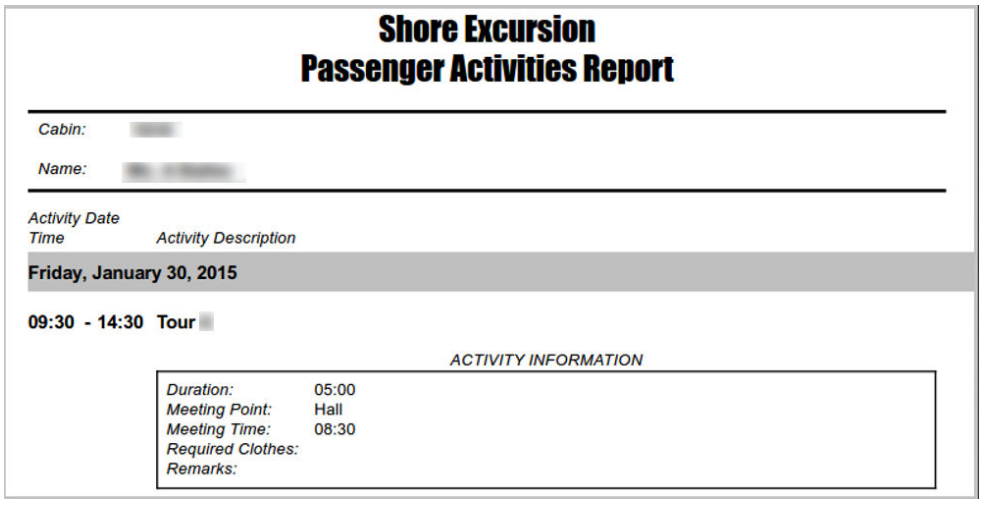
1. In the Date/Time filter option, enter the activity date range to print.

Figure 2-82 Activity Date Range



2. Select the type of event from the drop-down list.
3. Click **Print** to generate the Itinerary.

Figure 2-83 Sample Excursion Itinerary



Revenue Analyzer Tab

The Revenue Analyzer provides a revenue analysis of selected guests by date, department and transaction number order. It comprises two tabs - Department Details and Item Details. By default, information displayed on the window is imploded and only

the transaction date, net total and gross total are shown. In order to view detailed information, place a check mark in **Expand All** or manually click the **'+/-'** key to show/hide the column, or click the **arrow down** on the drop-down list to further expand the information of respective column.

Figure 2-84 Revenue Analyzer Tab

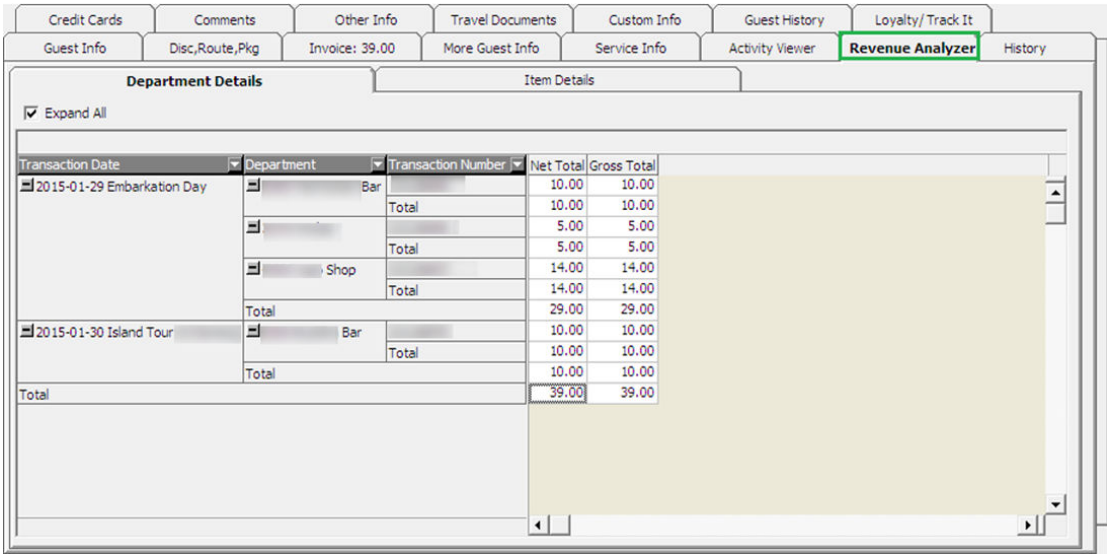


Table 2-30 Field Definition of Revenue Analyzer

Field	Description
Transaction Date	Date transaction was posted.
Department	Financial Department.
Transaction Number	System generated transaction ID.
Total	Sub-total of each Financial Department.
Net Total	Total Net amount (Total value excluding discount).
Gross Total	Gross amount (Total value before discount).

History Tab

The History tab stores future and past reservation records, as well as the cabin change log. Other than the Future Reservations section where you can insert, edit, and remove a reservation, all other information on this window are non-editable.

Figure 2-85 History Tab

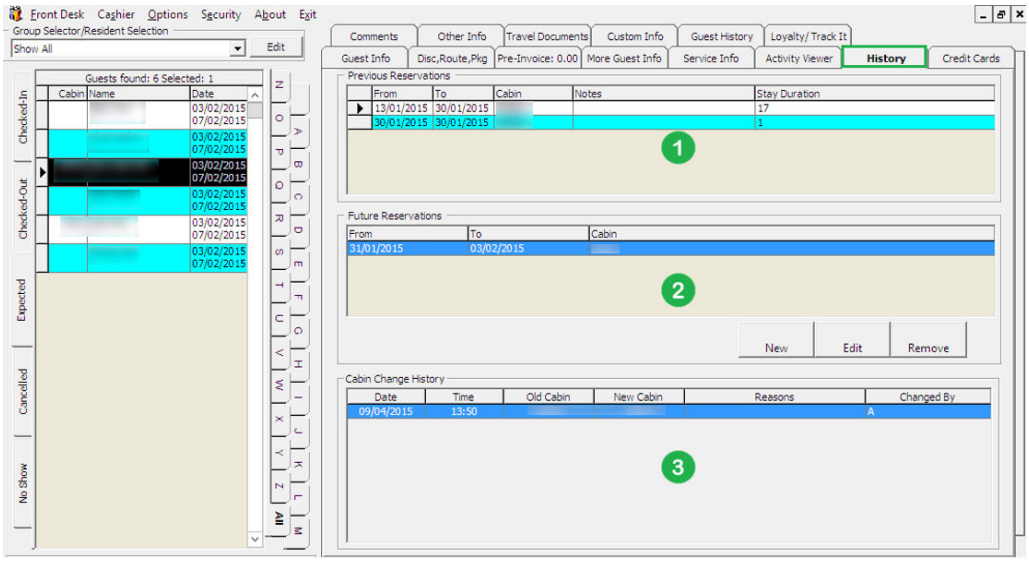


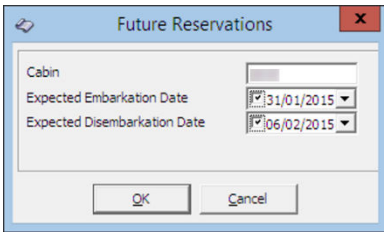
Table 2-31 Field Definition of History Tab

Field	Description
1	This section stores records of previous reservations by date, cabin number, notes, and overall stay duration. Records are captured once you check out the guest.
2	This section stores records of future reservations. During system data change, the system checks for future.
3	This section stores records of cabin assigned to the guest during their stay, including future reservations if any.

Creating Future Reservation

1. Click **New** to open the Future Reservations form.
2. Enter the **Cabin number** and select the **Expected Embarkation/Disembarkation Date**.
3. Click **OK** to save, and the record is inserted in the Future Reservation section.

Figure 2-86 Creating Future Reservation



Editing Future Reservation

1. In the Future Reservation section, select the future reservation.
2. Click **Edit** to open the Future Reservations form.
3. Edit the information and click **OK** to save the changes.

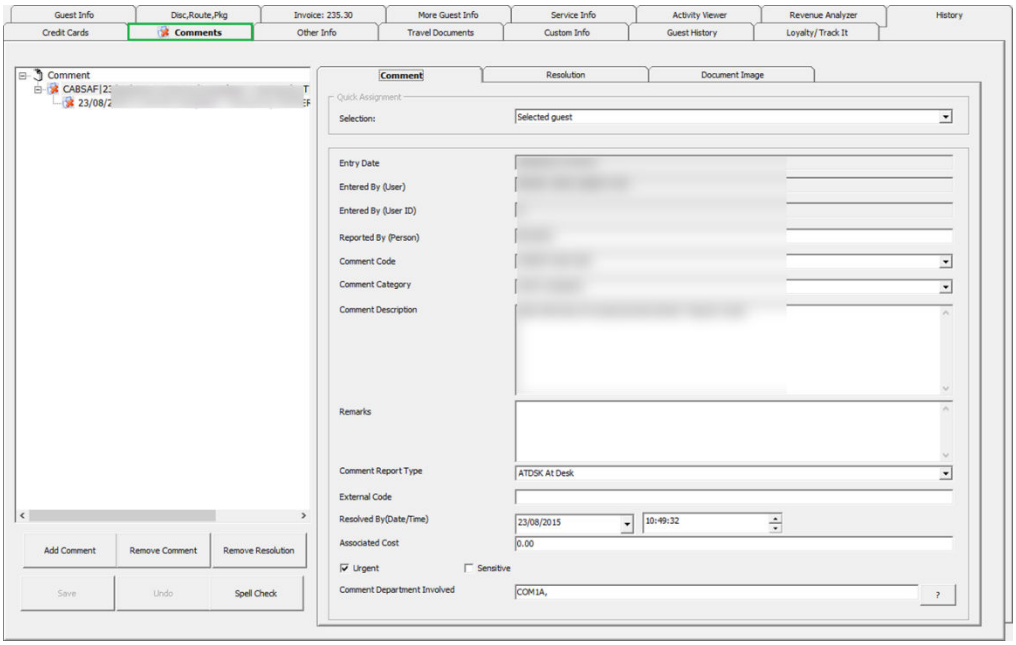
Removing Future Reservation

1. In the **Future Reservation** section, select the future reservation.
2. Click **Remove** to remove the record.

Comments Tab

The Comments tab enables you to follow up on feedback/complaints received pertaining to a cabin, services rendered, facilities, and so on. You can scan or attach an image file and input a comment.

Figure 2-87 Comments Tab



Adding a Comment/Sub-Comment

1. Click the **Add Comment**.
2. In the Comment tab, select the relevant fields using the drop-down list.
3. Enter the **Reported By, Comment Description, Additional Cost** and check the urgency and sensitivity, if any.
4. Click **Save** to save the record. This places a Red Cross indicator on the Comment.
5. When you select a **Comment** and click **Add Comment**, this creates a sub-comment, defaulting the heading the same as the main Comment Category and Comment Description, and they are not editable.

Attaching Image File

1. At the Document Image tab of the comment, click **Scan Document** or **Upload File** to upload an image from a storage location.
2. Click **Save** to save the image to the database.

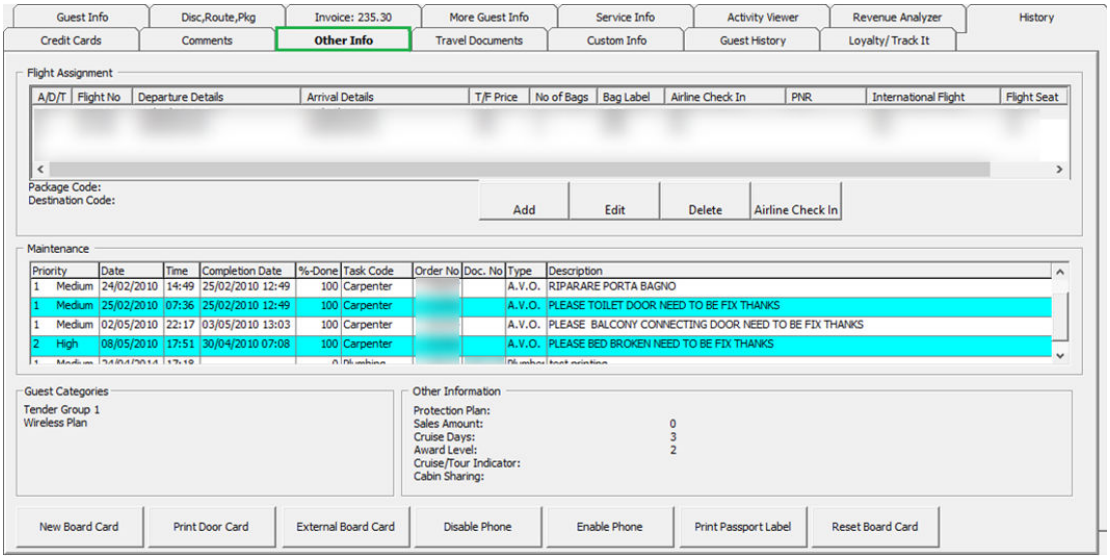
Resolving a Comment

1. Select the main comment and then navigate to the Resolution tab.
2. Enter the **Resolved by (Person)** and **Resolution Description**, and then select the **Resolved** check box.
3. Click **Save** to save the resolution. This places a check mark next to the comment(s).
4. Select the **Resolved** check box to set all sub-comments as resolved.

Other Info Tab

The Other Info tab stores the passenger flight assignment, cabin maintenance tasks and other general information. Other functions included in this tab are board card printing, enabling/disabling phone, and printing passport label.

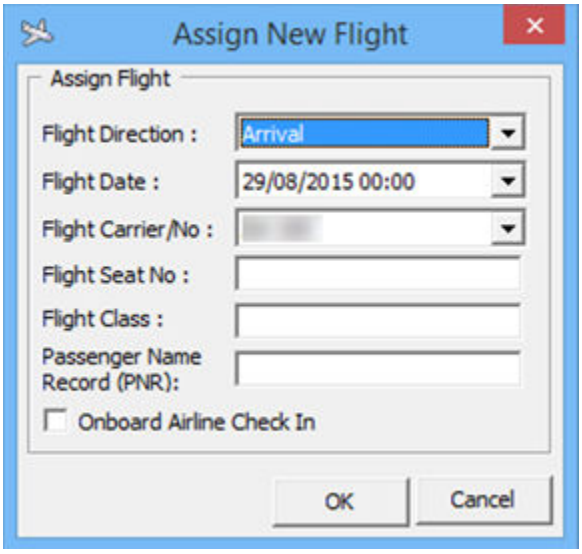
Figure 2-88 Other Information Tab



Flight Assignment

Arrival/departure flight information and transfers arrangements are updated in the Flight Assignment section.

Figure 2-89 Flight Assignment in Other Information Tab



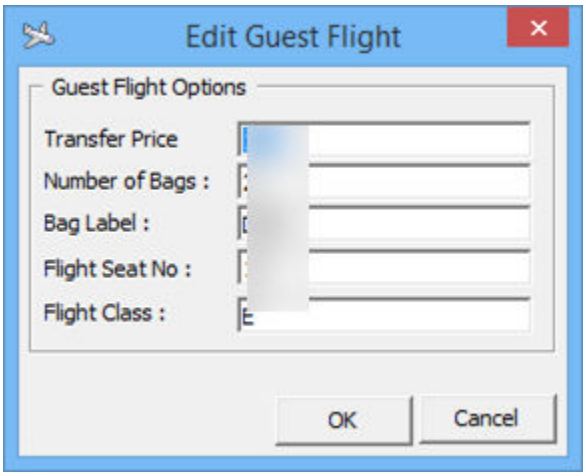
Adding arrival/departure flight details

1. Click **Add** in the Other Info tab, Flight Assignment section.
2. Select the **Flight direction, Date, Flight Carrier** from the drop-down list and enter the **Seat No, Flight Class** and **Passenger's Name**.

3. Click **OK** to save the record.

> **Note:**
>
> The Edit assignment only allows you to edit the Transfer Price, Number of bags, Bag Label, or Seat number.

Figure 2-90 Edit Flight Assignment



Maintenance

The Maintenance section displays all maintenance task related to selected cabin, regardless of its completion status. These task are entered in the Maintenance module.

Guest Categories

The Guest Categories section displays the selected information from Edit Information, Guest Categories check box. The information is configured in Administration, System Codes, Guest Categories Codes.

Guest Categories / Other Information

The Guest Categories and Other Information section displays the selected information from Edit Information, Guest Categories check box and various fields in the Name/ Reservation section.

Travel Documents Tab

Details of the guest passport, identification or any travel documents captured through the passport/ID scanning device are stored in this tab and purged at the end of the cruise or according to the policy defined by the Ship.

Figure 2-91 Travel Documents Tab

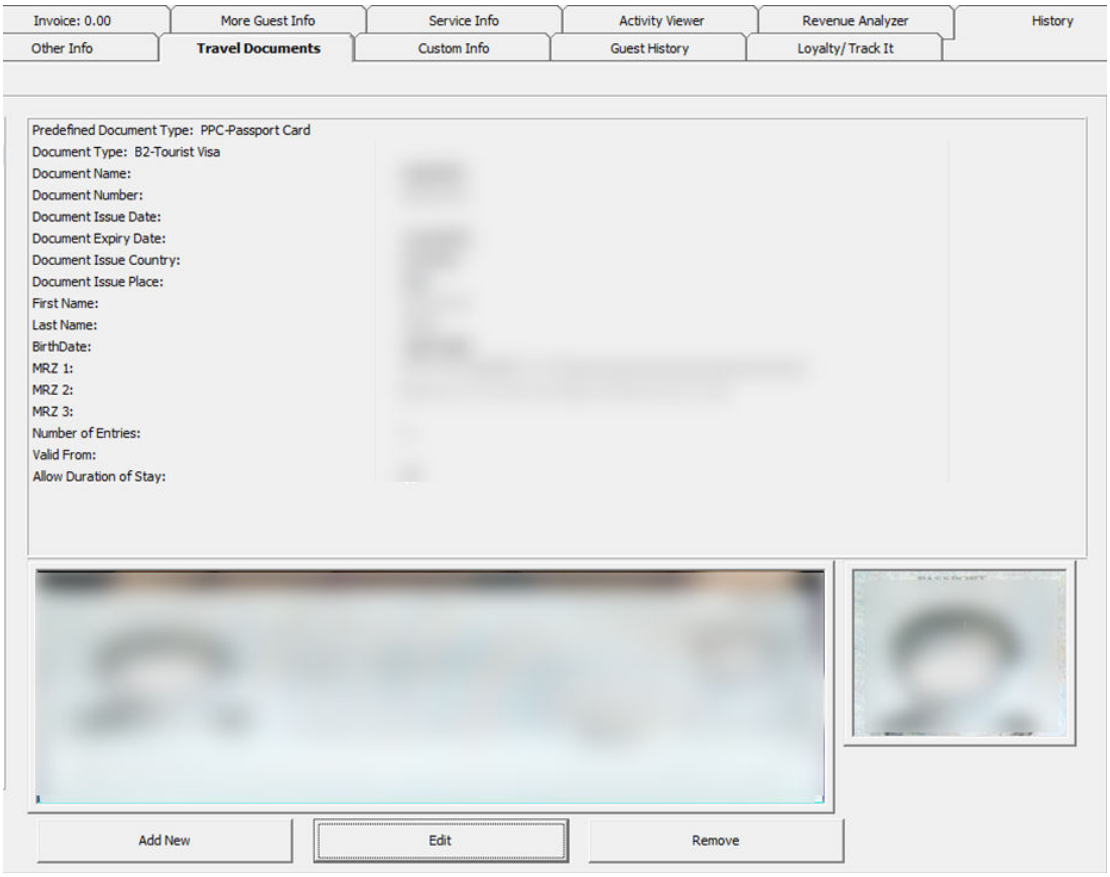


Table 2-32 Field Definition of Travel Documents

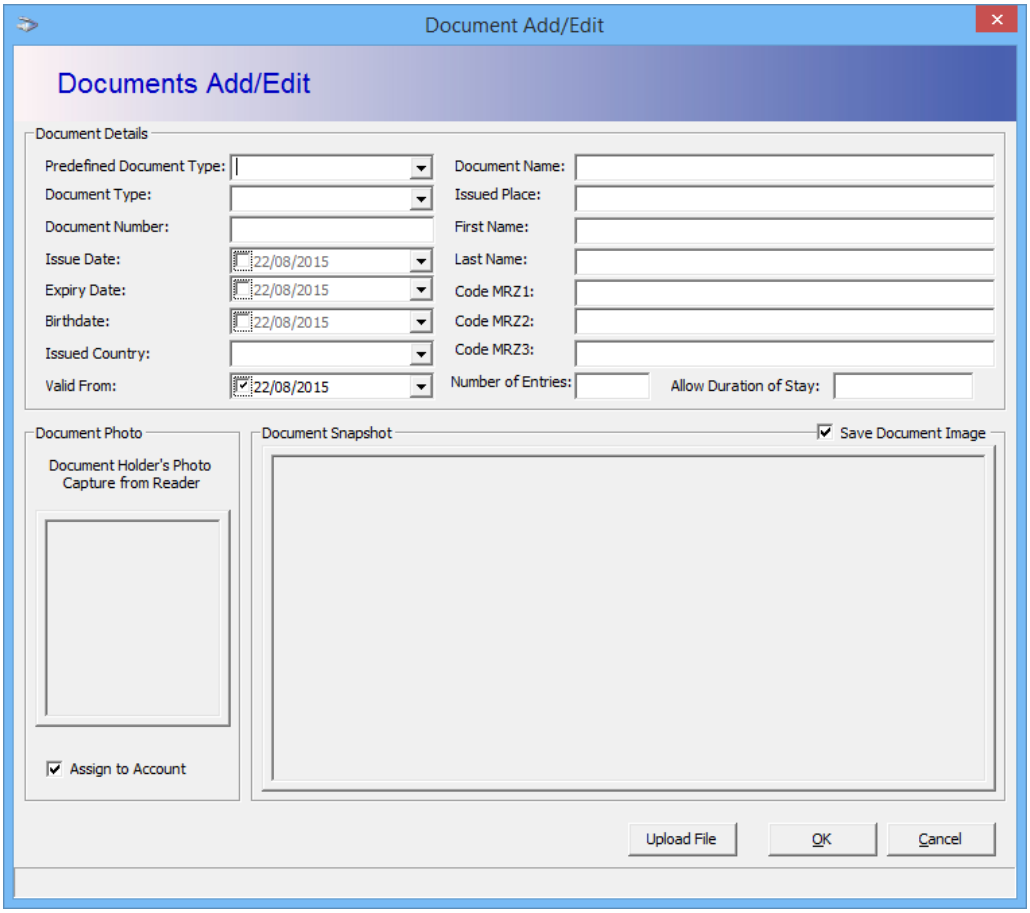
Field	Description
Predefined Document Type	Document type configured in Administration Module, for example: passport, identification card.
Document Type	Type of Visa.
Document Number	Passport or ID number.
Issue Date	Document issue date.
Expiry Date	Document expiry date.
Birthdate	Passenger Birthdate.
Issued Country	Country document were issued.
Valid From	Validity of document.
Document Name	Document type.
Issued Place	Document issued place.
Last Name	Last Name.
Code MRZ1	Machine Reader Track 1.
Code MRZ2	Machine Reader Track 3.
Code MRZ3	Machine Reader Track 3

Table 2-32 (Cont.) Field Definition of Travel Documents

Field	Description
Number of Entries	Number of entries allowed.
Allow Duration of Stay	Allowed duration of stay on each visit.

Adding/Editing a Travel Document

Figure 2-92 Travel Document Add/Edit Window



1. In the Travel Documents tab, click **Add new** to open the Document Add/Edit form.
2. Fill in all relevant information using the drop-down list or by manually entry.
3. Click **Upload File** to upload the picture or scanned a document.
4. Click **OK** to save the travel document.
5. To edit, click the **Edit**, update the relevant information, and then click **OK** to save.

Custom Info Tab

The Custom Info tab is a user definable field that allows you to customize the field according to your operational requirements. The field names are defined in *Administration Guide, User Definable Field Setup* .

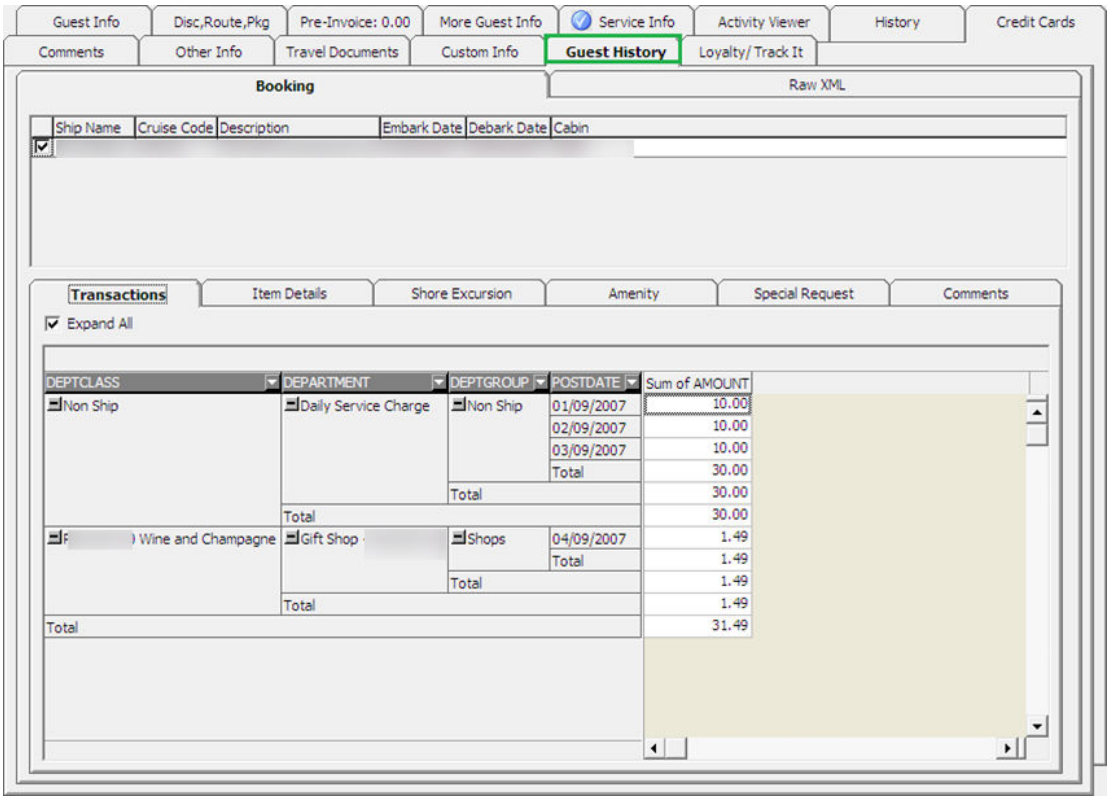
Guest History Tab

The Guest History tab captures the guest's history, such as reservations, amount spent, amenities, and special requests from various ships. The data is transferred from the Shoreside Fleet Management System database through a ResOnline Interface. The Guest History window contains two main tabs - Booking and Raw XML.

Booking tab

The Booking tab is segmented into five different views: Transactions, Item Details, Shore Excursion, Amenity, Special Request and Comments.

Figure 2-93 Guest History Tab

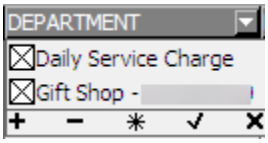


Transactions Tab

The first tab in the Booking tab is Transactions. In this tab, past transactions from previous cruises are sorted by Department class, Department code, Department Group, Postdate, and Sum of amount are shown.

Pressing the **+/-** or the arrow down key explodes or implodes the details under each station, enabling information in each respective columns to be further drilled down.

Figure 2-94 Department Check Box



Item Details

The Item Details tab list all the POS Postings in details.

Shore Excursion

The Shore Excursion tab displays past excursions participated by the guest.

Amenity

The Amenity tab displays past chargeable amenities requests from previous cruises.

Special Request

Special Request tab displays the request history during each stay while on-board.

Comments

The Comments tab displays past comments inserted on previous cruise.

Raw XML

The Raw XML tab shows the actual passenger history in XML format that was sent from Reservation Online to the ship database.

Figure 2-95 Guest History Raw XML Tab

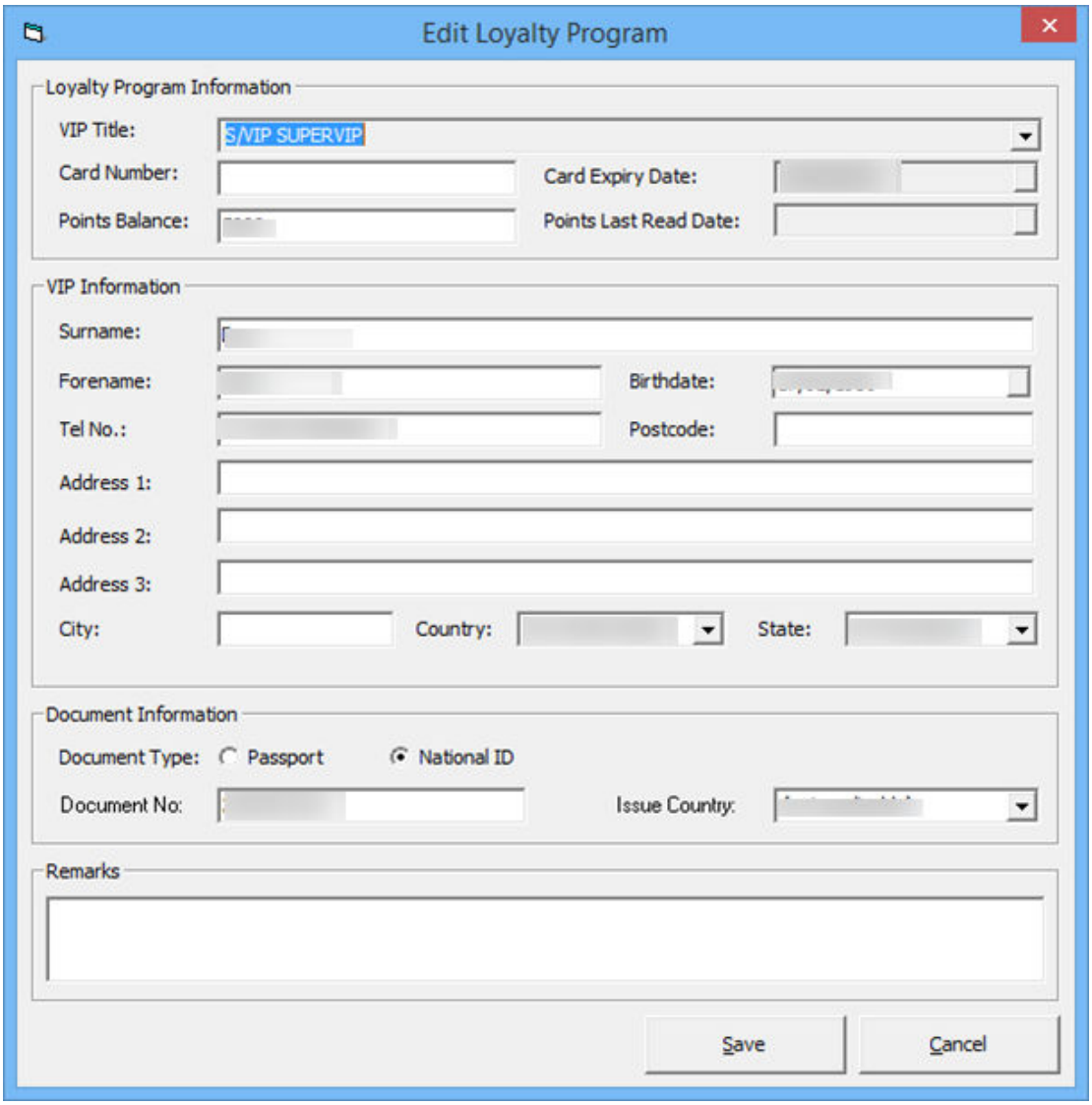
Loyalty/TrackIt Tab

The Loyalty/TrackIt tab provides a quick overview on the loyalty program the passenger is attached to, and items that were confiscated or returned during embarkation/disembarkation. The confiscated items are managed in the TrackIt module.

Loyalty Assignment

A guest can enroll in a loyalty program through the course of the voyage. The program stores information such as loyalty card number, points balance, and personal details in this tab.

Figure 2-96 Loyalty Program Form



Adding / Editing a Loyalty Program

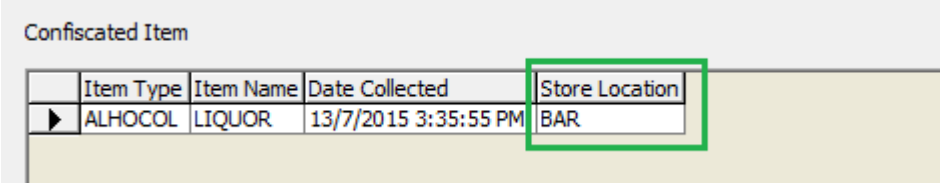
1. In the Loyalty/TrackIt tab, click **Add** to open the Edit Loyalty program form.
2. Fill in all relevant information using the drop-down list or by manually entering the information.
3. To edit existing information, select the line item, click **Edit**, and then update the information.
4. Click **Save** to save the information.

Confiscated Item

The movement and storage location of confiscated items appears in the following section, and records are updated:

- When a confiscated item is *returned* or *checked-out temporarily* to the passenger, the system **removes** the record from the Confiscated Item section.
- When a confiscated item is checked-in by the passenger, the system **inserts** a record in the Confiscated Item section.

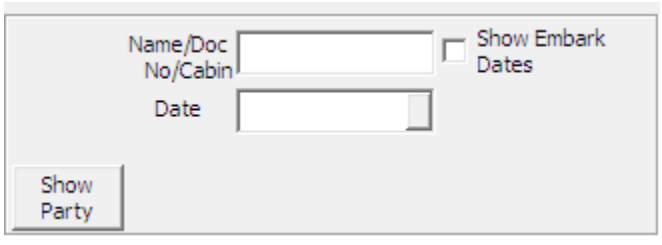
Figure 2-97 Confiscated Item Storage Location



Renew Reservation Function

You can renew a reservation of a checked-out guest using the guest historical data instead of creating a reservation.

1. Navigate to the **Check Out** tab in Search panel.
2. By default, the date is set to *System Date*. Change the date to the passenger check-out date.



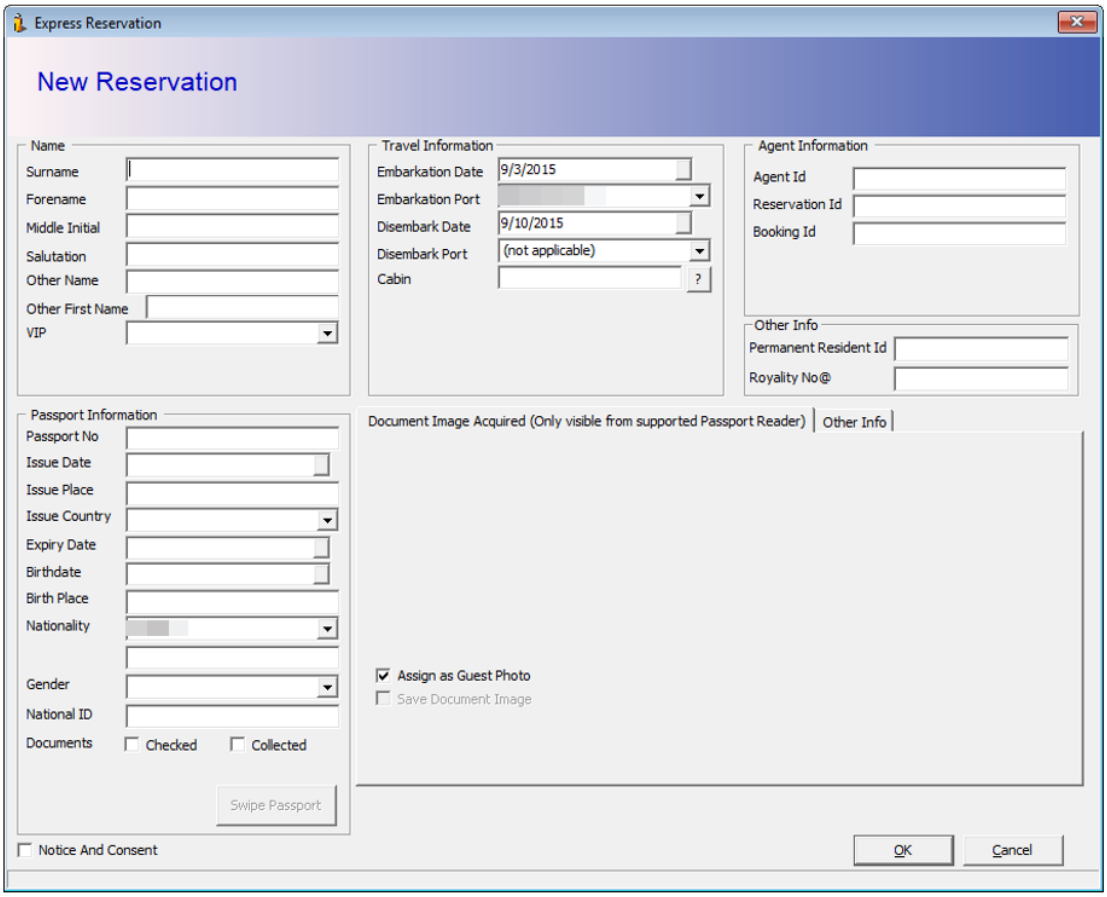
3. Enter the guest last name or use the alphabets tab to search. Selecting the **ALL** tab will list all passengers departed on the date specified.

4. Click the **Re-New Reservation** at the Guest Handling window.
5. At the New Guest Reservation prompt, select **Yes** to renew the reservation.
6. Click **Edit Information** to change the expected arrival date, if required.

Express Reservation Function

The Express Reservation function within Guest Handling enables you to create a quick reservation using a simplified Reservation Form. See New Reservation Function for further information of the field descriptions.

Figure 2-98 Express Reservation Form



Creating an Express Reservation

1. Click the **New Reservation** at the Guest Handling window to open the Express reservation form.
2. Enter all required information and update the embarkation / debarkation date. By default, the Embarkation Date on the form is set to the current System Date.
3. Click **OK** to save the reservation.

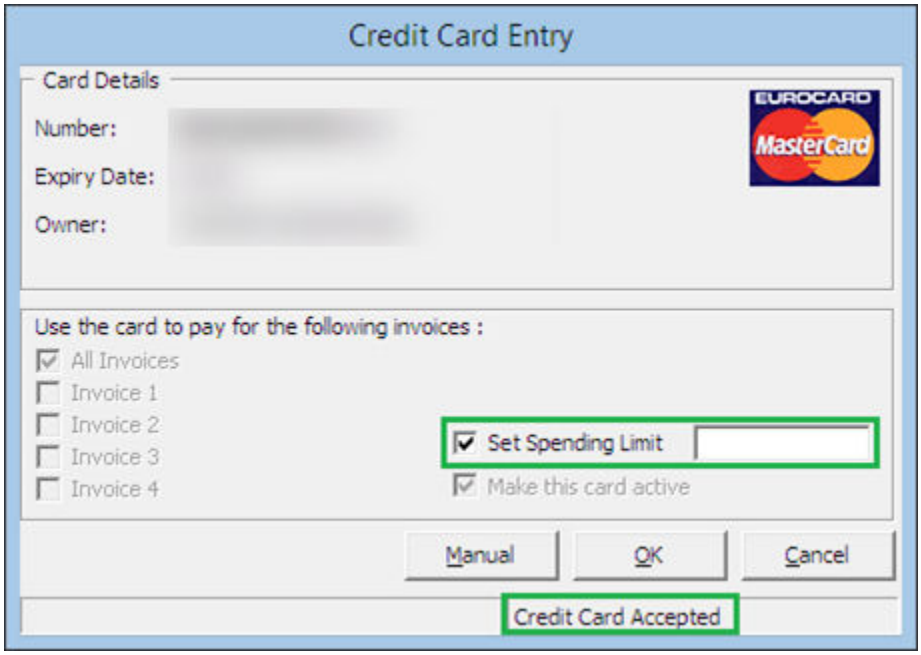
Get Credit Cards Function

Get Credit Card enables you to update the passenger's credit card details by swiping the card through the magnetic card reader.

Updating Credit Card Details

1. In the Search panel, search for the guest record and then click **Get Credit Card** in the Guest Handling window to open the blank Credit Card Entry form.
2. In the blank Credit Card Entry form, swipe the credit card through the magnetic card reader to capture the credit card details and have it auto populate in the window.

Figure 2-99 Setting Credit Card Spending Limit



3. Select the **Set Spending Limit** check box to enter the credit limit of the card..

Manual Update of Credit Card Details

1. In the blank Credit Card Entry form, click **Manual**.
2. Enter the card information in the field provided and then click **OK** to save.
3. Click **Yes** in the CC-Check dialog box to update the credit card details onto the guest account.
4. You can view the stored credit card details from the Credit Card tab.

Capturing an Electronic Signature

If you have a Signature Capture device installed, you can capture a sample of the guest signature in the Credit Card tab.

Storing Sample Signature

1. Repeat steps 1 to 3 of above.
2. Sign on the column provided in the **Signature Device**, press **Confirm** and then **Capture Signature** to save the signature against the passenger credit card record.
3. The stored credit card details and signature are saved in Credit Card tab.

Registering Multiple Credit Card

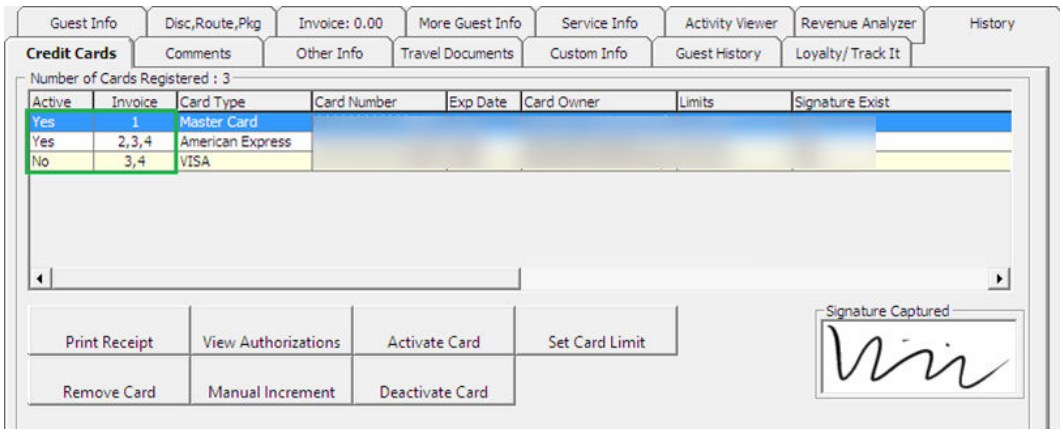
Multiple card types can be stored for ease of settlement. This is particularly useful when a guest decides to settle part of their invoices using certain card.

1. Repeat steps 1 to 3 of Updating Credit Card Details.
2. The system prompts a notification that there are more than one card being registered. Click **Yes** at the CC-Check prompt to register the card.

Activating Credit Card for a Particular Invoice

1. At the Credit Card tab, select the card to activate, and then click **Activate Card**.
2. Check mark the invoice at the Activate Credit Card prompt and click **Activate**.
3. The chosen invoice appears under **Invoice column**, and the card is set as **Active**.

Figure 2-100 Multiple Credit Card Assignment



Check In Function

Guest joining the cruise are required to checked-in to the system prior to boarding, and these reservations are categorized under the Expected tab.

1. Retrieve the reservation from the **Search Panel, Expected** tab and then click **Check-In**.
2. At the Check In prompt, click **Yes** to check in the reservation and print keycard at the same time.

Check Out Function

At the end of the voyage, you must check-out all the guest accounts from the system. This is to ensure that all accounts are in balance before performing a System Cruise Change.

1. Retrieve the reservation from the **Search Pane, Check In** tab and then click **Check Out**.
2. At the Check Out prompt, select **Yes** to check out the reservation.
3. If the account is unbalanced, the system prompts for an invoice to be settled before proceeding. Click **OK** to return to the guest account.

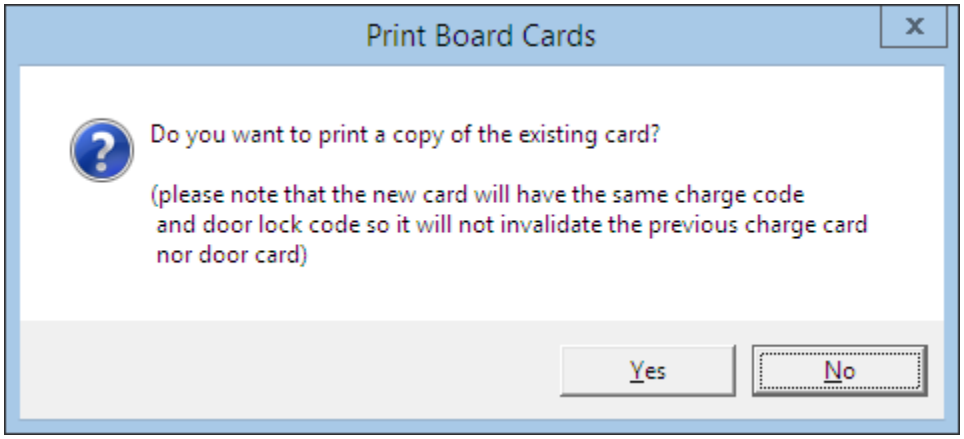
See Pay Invoice section for steps to settle an account.

Print Board Card Function

The Print Board Card function in Guest Handling enables you to print a copy of guest board cards if they were not printed earlier.

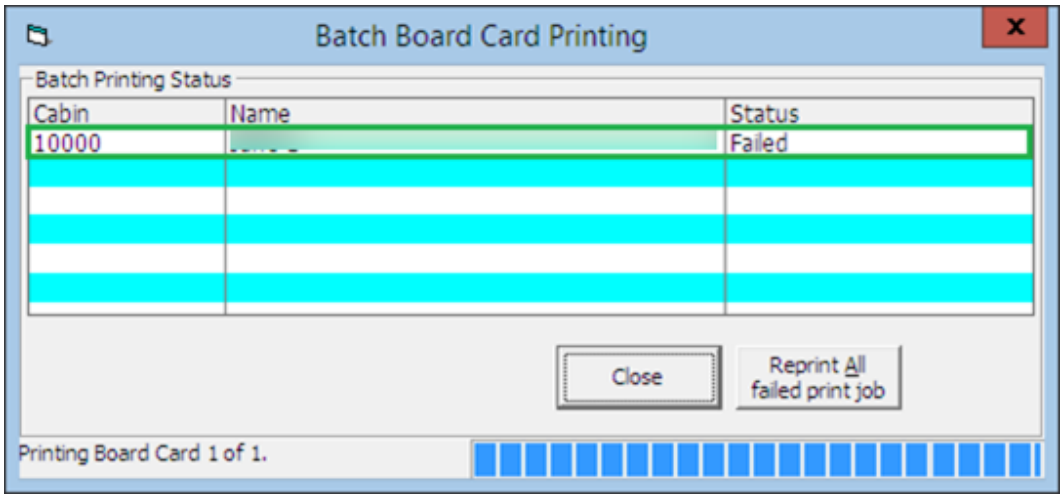
1. Retrieve the reservation from the Search panel and then click the **Print Board Card**.
2. At the Print Board Cards prompt, click **Yes** to save the board card number under the Guest Info tab. This process increases the board card number shown in the Guest Info tab, and the last digit of the board card denotes the number of times the board card was re-printed. The first printed card always end with 0.

Figure 2-101 Print Board Card Prompt



3. Select a reason from the drop-down list when prompted and then click **OK**.
4. The status of the printed card is reflected in the Batch Board Card Printing window. If the card status is **Failed**, click **Reprint All failed print job** to reprint.
5. Check the Interface or Printer connectivity if the board card fails to print.

Figure 2-102 Batch Board Card Printing



Printing New Board Card

During a cabin move or when guests extends their stay, a re-code of board card is required, which you can print from **Guest Handling, Other Info** tab.

1. At the Other Info tab, click the **New Board Card** and click **Yes** at the Recreate Cards prompt.
2. In the Print Board Card Reason prompt, select the reason from the drop-down list, and press **OK** to confirm.

Resetting a Board Card

For a lost card, a change of lock combination for the cabin is necessary, and this process re-assigns a new board card number to all occupants of the same cabin.

1. At the Other Info tab, click **Reset Board Card**.
2. Select **Yes** at the Recreate Cards prompt to invalidate all previously issued cards.

Figure 2-103 Recreate Board Card

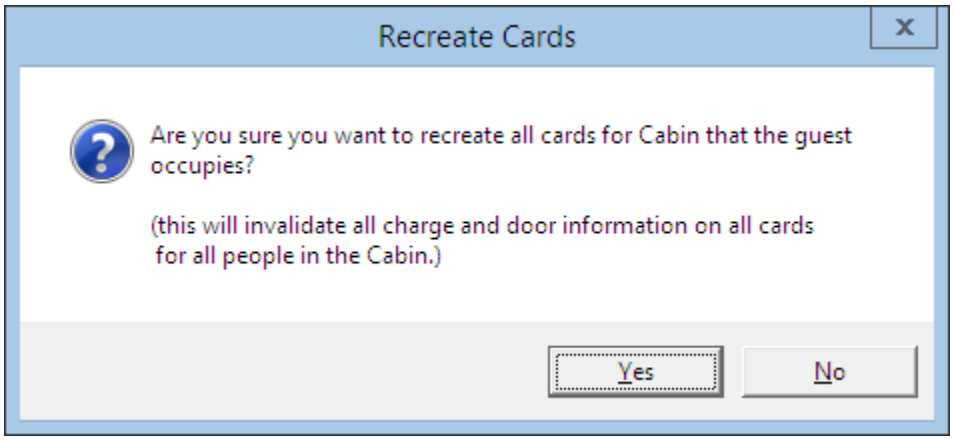


Figure 2-104 Boardcard Number in Guest Information Tab

3. In the Print Board Card Reason prompt, select the reason from the drop-down list and then click **OK** to confirm.
4. At the Batch Board Card Printing prompt, click **Close** if the card is printed successfully. Otherwise, repeat the above process.

Change Cabin Function

A cabin can become unavailable due to defect, or the guest may want to move to a larger cabin or cabin closer to their family/friends. This would require a cabin change. Depending on the policy and procedures of the Ship, such a change might be chargeable. If a fee is applicable, you can set this up in the *Administration, Financial Setup, Stateroom Upgrade Prices* module.

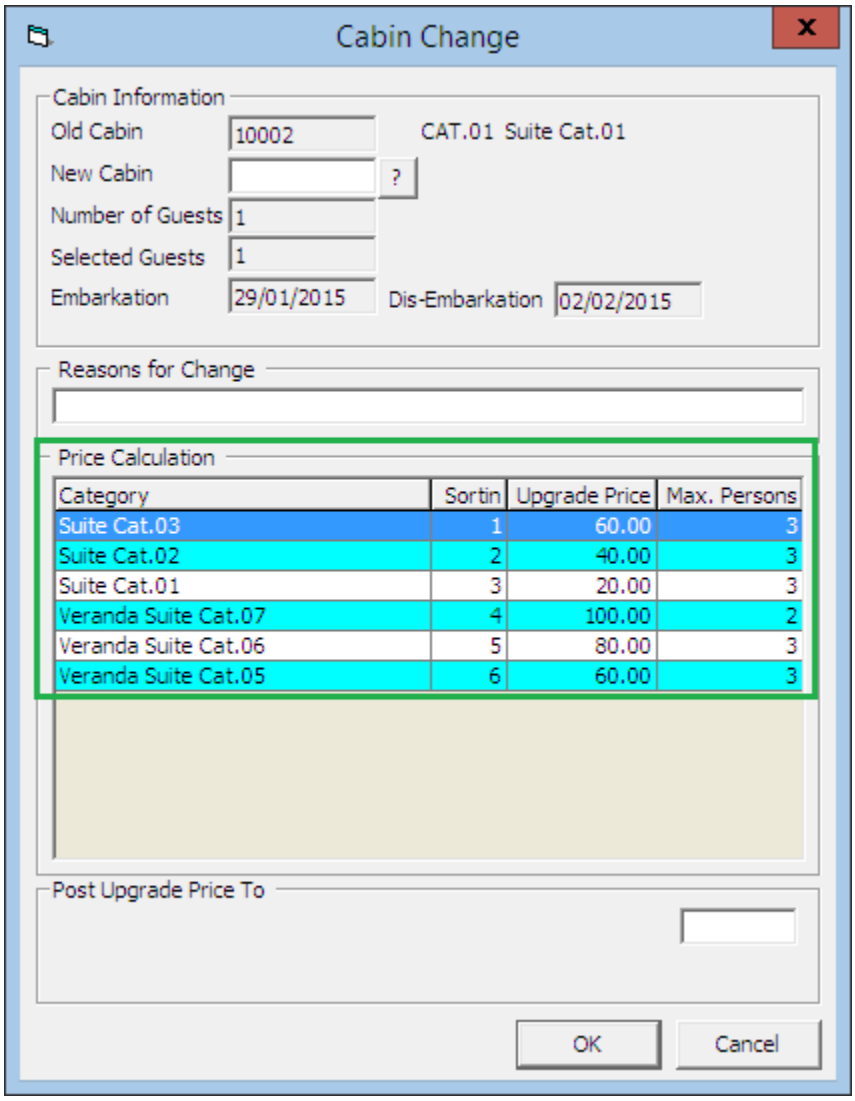
You can perform a cabin change from different function — using either the Cabin Change function, Edit Information or the Edit Express Reservation function.

Changing a Cabin Using Cabin Change

When a cabin change is chargeable, it is recommended that you perform the task using the Cabin Change option in the Guest Handling function. A setup such as **Financial Department, General Change Reason** and **Database Parameter** must be in place in order for the charge to be posted. See Administration User Guide, Stateroom Upgrade Setup for more details.

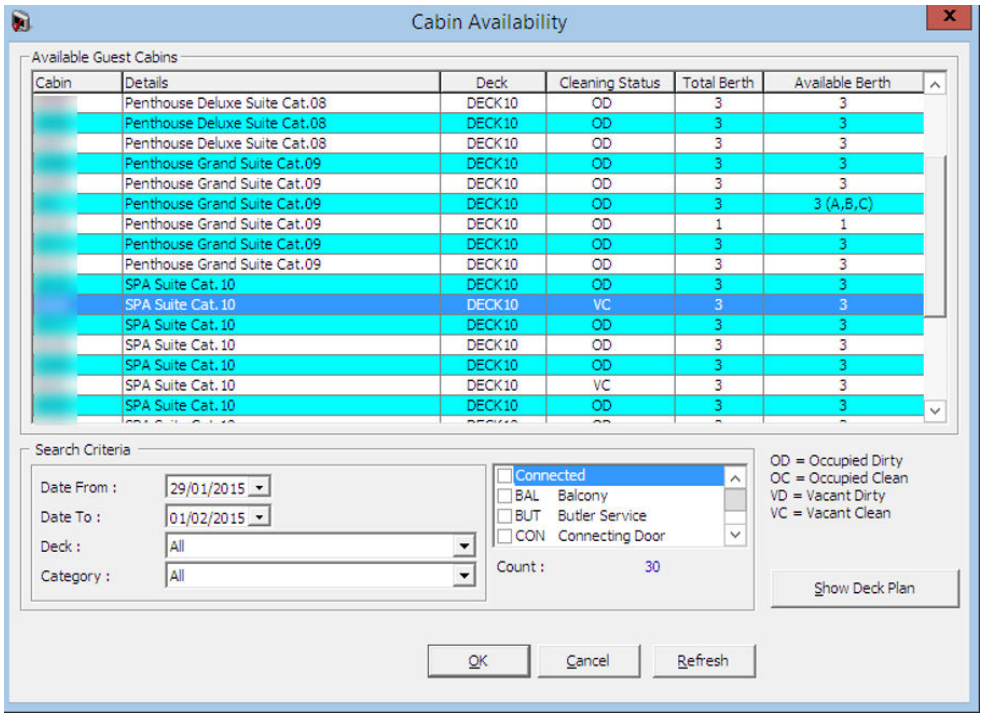
1. Look up the guest account in the Search panel, and then click **Change Cabin** in the Guest Handling window.
2. The system prompts a pre-configured **Cabin Upgrade Price Calculation** table. Click the **question mark (?)** next to the **New Cabin** field to search for a new cabin.

Figure 2-105 Cabin Change Function



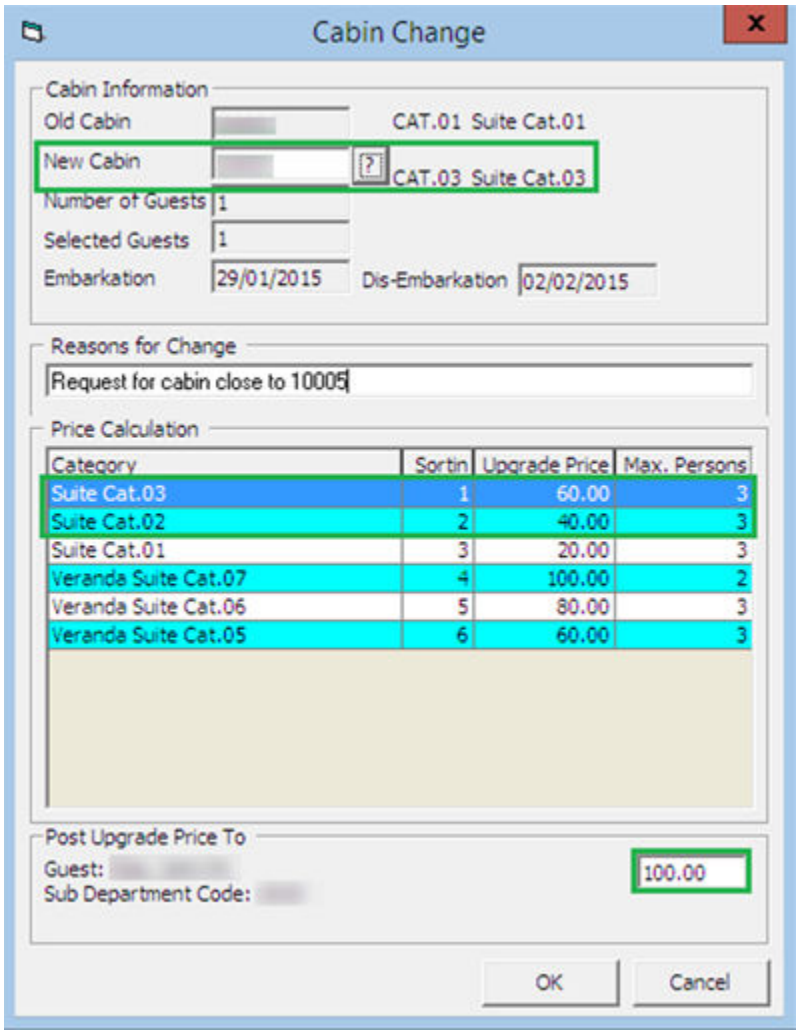
3. In the Cabin Availability window, select **date from/to, Deck, Category** from the drop-down list in the Search Criteria section, and then click **Refresh** to update the availability grid.

Figure 2-106 Cabin Availability Window



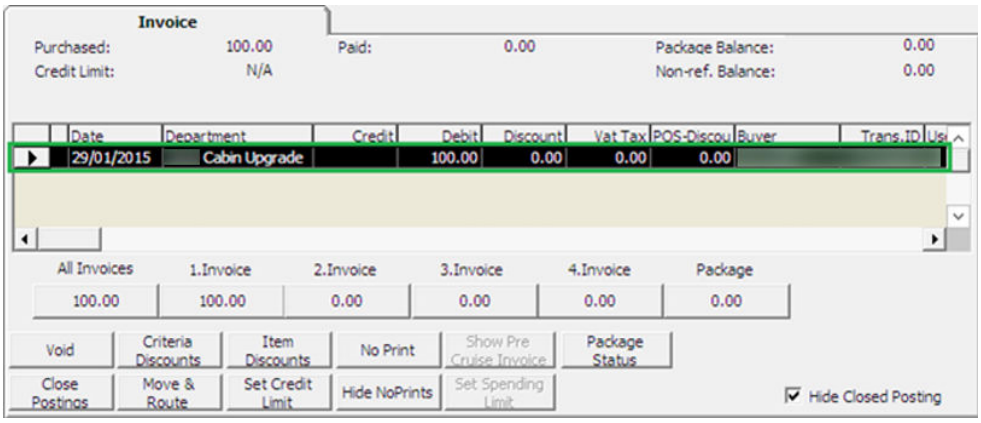
4. Select the desired cabin by highlighting the cabin number and clicking **OK** to confirm.

Figure 2-107 Cabin Change Price Calculation



5. The system automatically calculates the upgrade price based on the selected category, and in this instance, the guest is moving from Cat.01 to Cat.03 and the chargeable price is at $100, which is a total comprised of Cat.02+Cat03.
6. At the **Reasons for Change** prompt, enter the reason for the change in the free text field.
7. Click **Yes** in the Cabin Change prompt to confirm and post a charge to the guest account.

Figure 2-108 Cabin Upgrade Charge Posted to Guest Account



Changing an Assigned Cabin

When the assigned cabin for the guest becomes unavailable at the point of check-in, re-assignment of the cabin is required. In such cases, the cabin change is done by editing the reservation.

1. Repeat steps 1 to 4 of the above.
2. In the Reasons for Change prompt, select the reason for the change from the drop-down list, then click **OK** to save the changes.
3. Click **OK** on the Edit Information form to save the cabin reassignment.

Assigning a Cabin in Edit Express Information

At the point of creating a reservation using Express Reservation, you can assign a cabin number to the guest. The process is the same as Changing An Assigned Cabin in Edit Information.

Messages Function

There are occasions when you are required to notify the guest of their reservations, tour arrangements, or inquiries by leaving a message in their cabin. These messages are not only presented in hard copy, but can also prompt on a window at the Gangway, Internal Gate, or Immigration Gate when scanning the guest board card.

Figure 2-109 Message Form

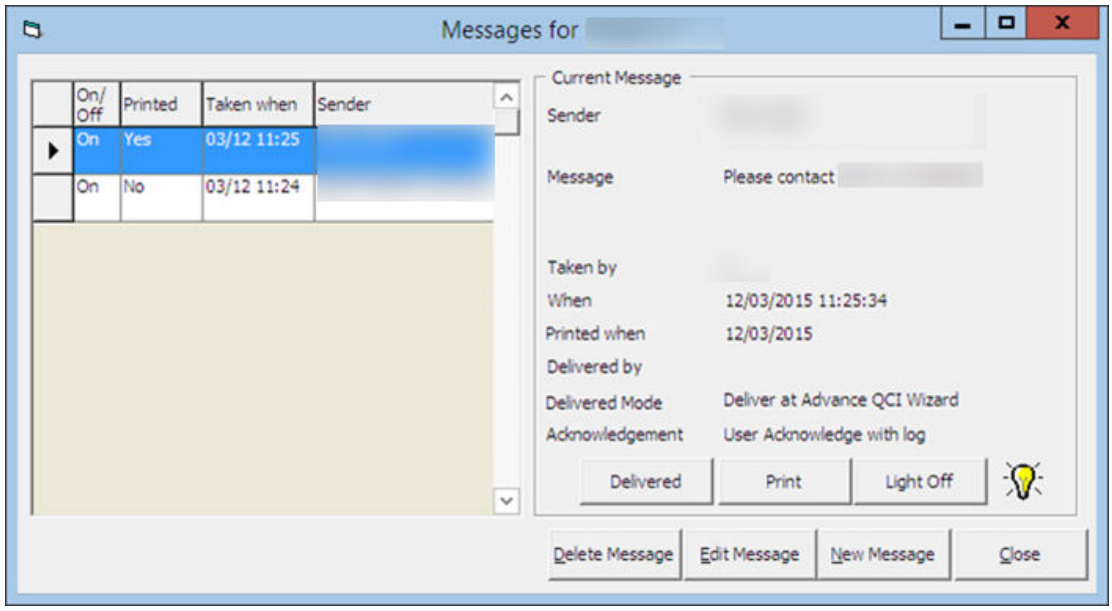


Table 2-33 Field Definition of Message Form

Field	Description
On/Off	Message light indicator.
Printed	Indicator whether message has been printed.
Taken When	Date/Time message were entered.
Sender	Sender's Name enter.
Message	Content of the message.
Taken by	User who enter the message.
Delivered by	User who deliver the message.
Delivered Mode	Location of where to prompt for message delivery, at Advance QCI Wizard, Gangway, Internal Gate, Immigration Gate, or none.
Acknowledgement	Type of delivery acknowledgement, either by User, Manager, or none.
Delivered button	Sets the message status to/from delivered.
Print button	Print selected message.
Light On/Off	Sets on/off phone message light in cabin.
Delete Message	Remove message from passenger account.
Edit Message	Edit message content and/change delivery mode.
New Message	Creates a new message.

Creating / Editing a Message

1. Look up the guest account in the Search panel, and click **Message** in the Guest Handling window.
2. On the Message form, click **New Message** to create a new message or **Edit Message** to edit and existing message.
3. Enter the **Sender's name** and **message content** in the respective areas.
4. Select the **Delivery** and **Acknowledgement Mode** from the drop-down list and click **OK** to save.
5. New Messages entered set the message light to **On** automatically. This setting is controlled by the **Parameter, General, Message Light On** parameter.
6. To edit a message, click **Edit Message**, edit the content, and click **OK** to save the changes.
7. A check mark is placed in the Message tab as an indicator of undelivered messages.

Delivering / Undo Delivery of a Message

1. Look up the guest account in the Search panel, and then click **Message** in the Guest Handling tab.
2. On the Message form, select the message to deliver and click **Delivered** to confirm delivery. This inserts the Delivered by date/time.
3. This process *does not* turn off the message light automatically. You must click **Light Off** to reset the message light.
4. In Delivered by, the user name, delivery date, and time is recorded.
5. To reset the message delivery to undelivered, click **Delivered** and select **Yes** at the message prompt.

Deleting a Message

1. Search the guest account in the Search panel, and click **Message** at Guest Handling tab.
2. On the Message form, select the message to delete and click **Delete Message**.
3. At the Delete Message prompt, select **Yes** to confirm deletion of the Message or **No** to return to the earlier window. Once a message is deleted, it *cannot* be undone.

Printing a Message

1. On the Message form, select a message and then click **Print**.
2. The indicator in the **Printed** column switches to **Yes**, and the date the message was printed appears in the Message Grid.

Turning Message Light On/Off

The message light is automatically turned on as an indicator to the guest that there are messages for them. If the message function is used for internal messaging, it is best not to set the message light on when creating a message, and this is managed in the **General, Message Light On** parameter.

1. On the Message form, select the message and then click the **Light On/Off**.
2. If the message light is:
   - **On**: The light bulb is illuminated. Clicking **Light Off** to turn off the light.
   - **Off**: The light bulb is dimmed. Click **Light ON** to illuminate the light.
3. Click **Light On/Off** to trigger the indicator for all messages in the Message grid.

Express Edit Information Function

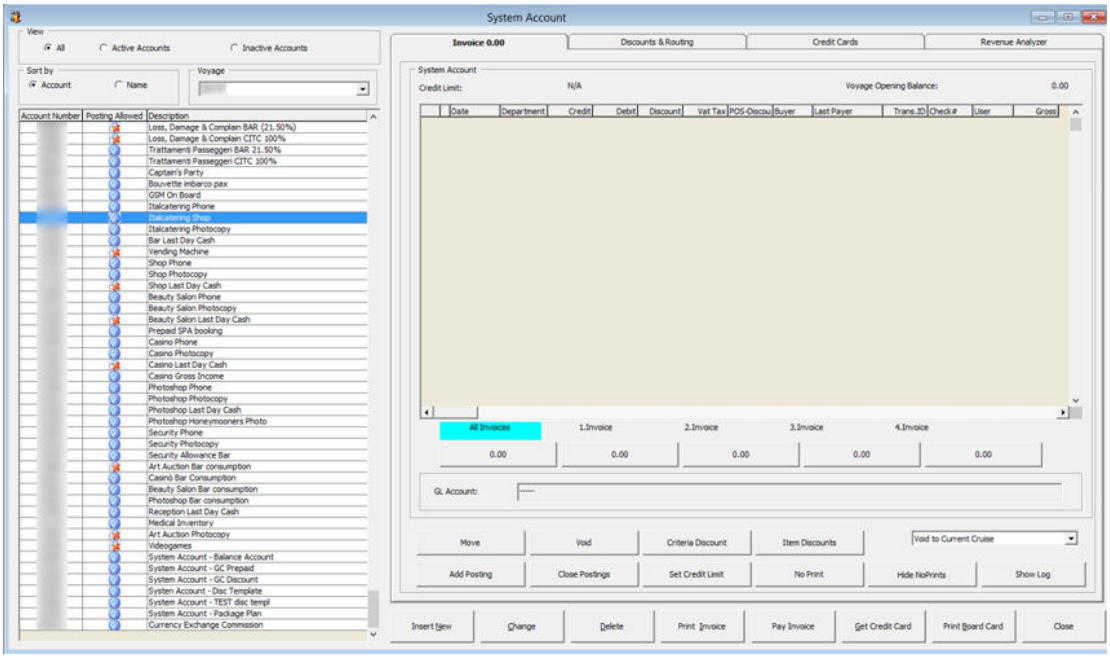
The Express Edit Information function enables you to edit the basic reservation information as displayed in the Express Reservation function.

1. In the Search panel, search for the guest account and then click the **Express Edit Information** in the Guest handling window.
2. Update the relevant information on the Express Reservation form and then click **OK** to save the changes. See New Reservation Function for further information of the field descriptions.

3
System Accounts

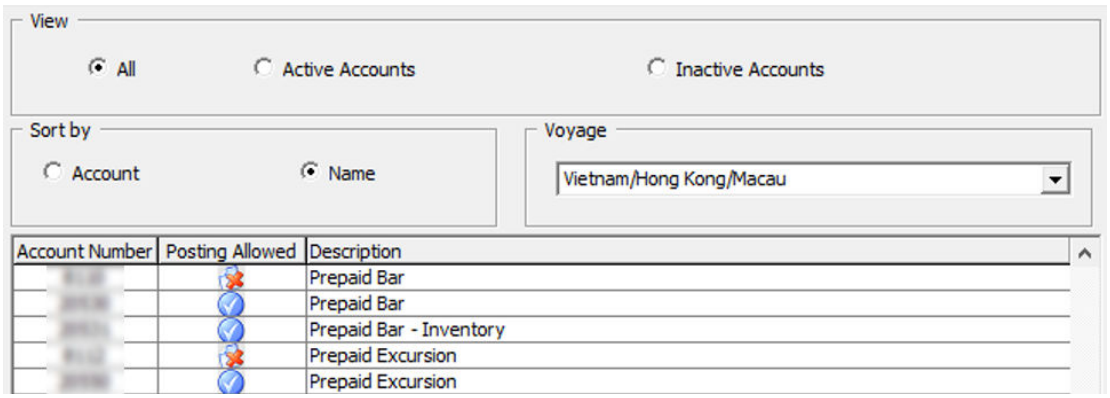
System Accounts is a repository account mainly used for postings that do not impact any of the passenger's account, for example, Cash postings from an outlet, Ad-hoc purchases, Crew signing privilege, or as an adjustment account. These accounts do not have a check-in/out date, and when not in use, you can set them to Inactive.

Figure 3-1 System Account



In the System Account Main window, accounts are filtered by **All, Active Accounts,** or **Inactive Accounts**, sortable by **Account/Name** or **Voyage**.

Figure 3-2 System Account Filters



Creating a System Account

1. In the Management module, select **Cashier**, and then select **System Accounts** from the drop-down menu.
2. In the System Account window, select **Insert New**.
3. Enter the information for the account and click **OK** to save. The newly created account appear as **Active** in the account list.

Figure 3-3 System Account Entry Form

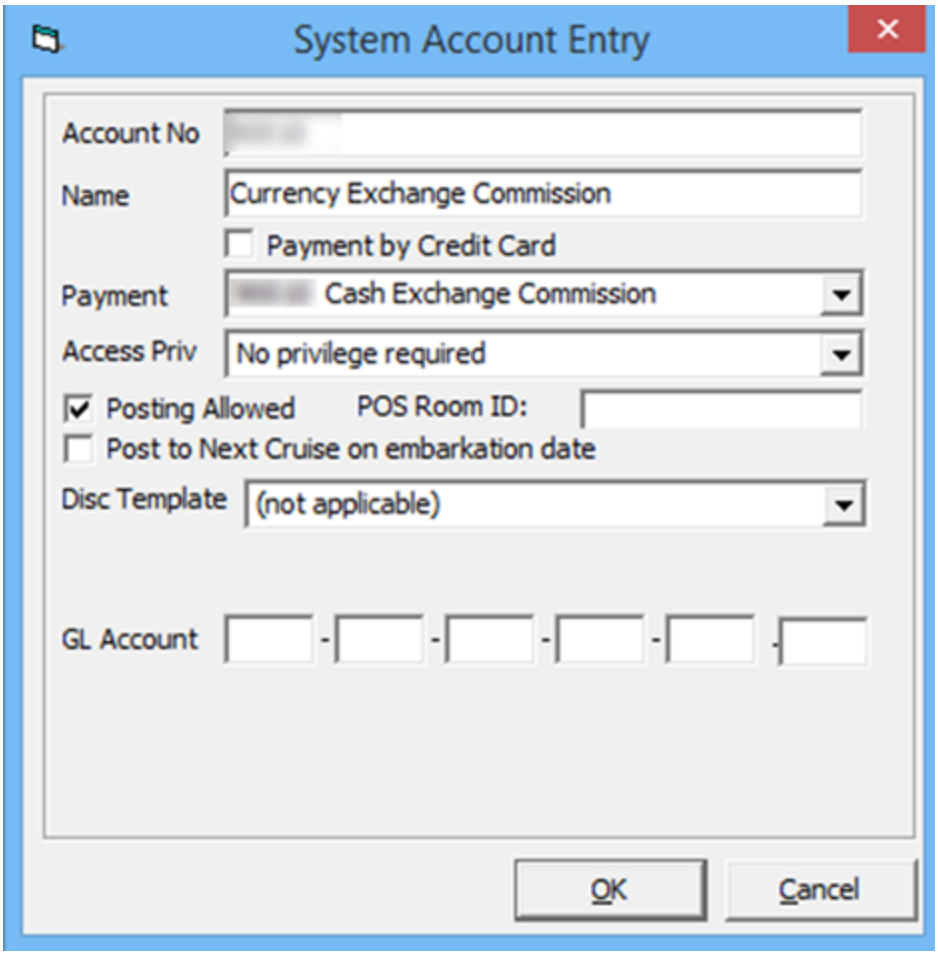


Table 3-1 Field Definition of System Account Entry Form

Field	Description
Account No	User Assigned account number.
Name	System Account Name.
Payment by Credit Card	Enable credit card payment type.

Table 3-1 (Cont.) Field Definition of System Account Entry Form

Field	Description
Payment	Payment type linked to Department Codes in Financial Setup.
Access Priv	Privilege level allowed to access the account.
Posting Allowed	Sets the account Active/Inactive.
POS Room ID	Assigned Room ID for MICROS POS.
Post to Next Cruise on embarkation date	Enable posting of charges into the next Cruise when the account is balanced.
Disc Template	Link to available Discount template and apply the discount when the posting added is a department code listed in the template.
GL Account	Link the transactions to designated GL account. Requires the **General, Enable System Account GL Setting** parameter.

Changing the System Account Information

Information of the System Account can be changed by selecting the account from the Account list, clicking **Change**, and then clicking **OK** to save.

Deleting a System Account

> **Note:**
>
> An account can be deleted only when there are *no* postings linked to the account.

Posting a Charge to System Account

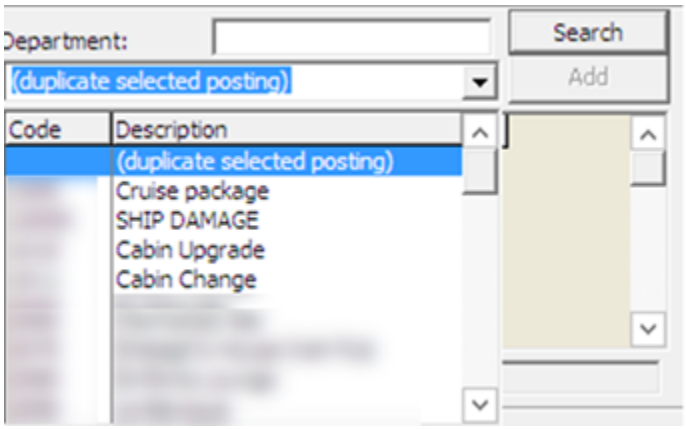
Posting a charge to a System Account is similar to Add Posting in Guest Handling. See Invoice Tab on how to Add, Void, Move and Route posting, Pay and Print an invoice, and other posting related functions.

Enabling Posting for Next Cruise

The System Account allows you to post to future cruises by selecting the **Post to Next cruise on embarkation date** in the System Account Entry form.

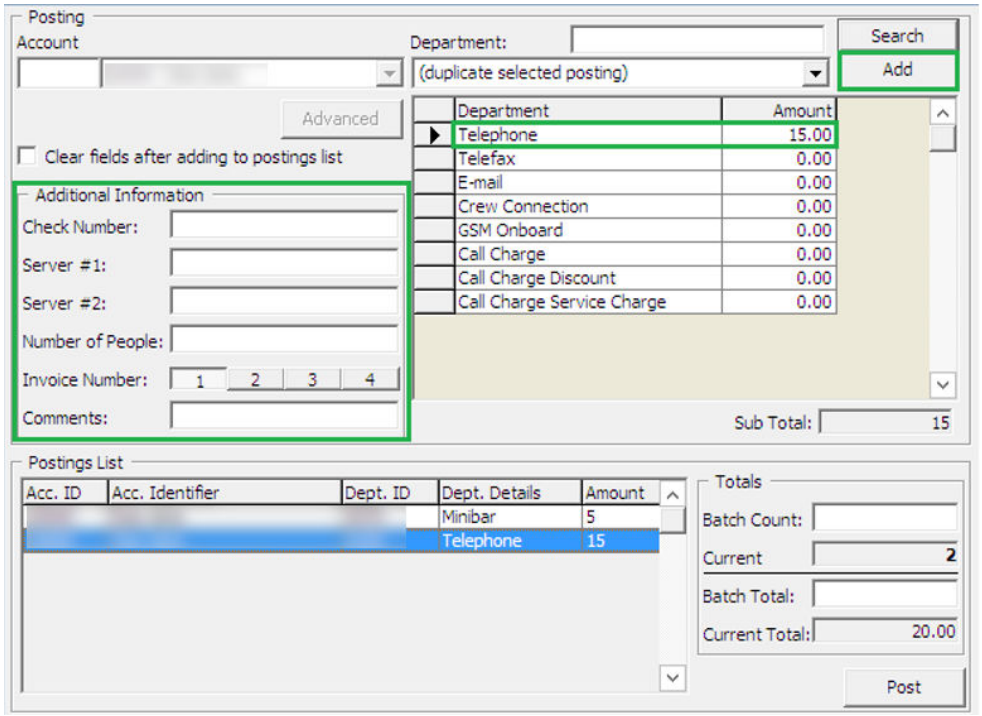
1. Retrieve the guest account from the Search panel and click **Add Posting** in the Guest Handling window.
2. On the **Add Postings** form, select the **Financial Department** from the drop-down list or use the **Search** option to search for a department code.

Figure 3-4 Add Posting Financial Department Selection

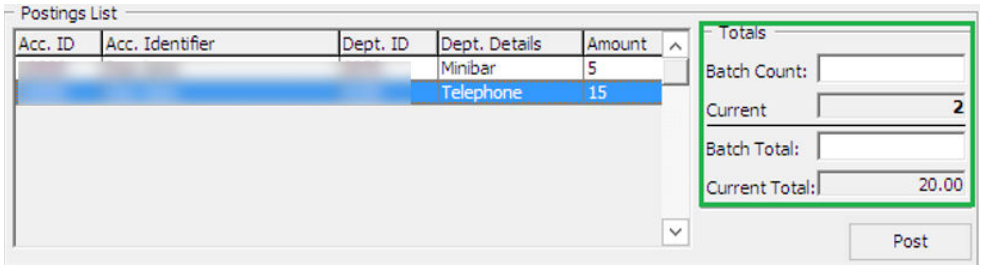


3. Insert a **Value, Check Number**, select the **Invoice number** to post, and click **Add**. This transfers the posting to the **Postings List** section, enabling you to post more than one charge.

Figure 3-5 Adding a Charge

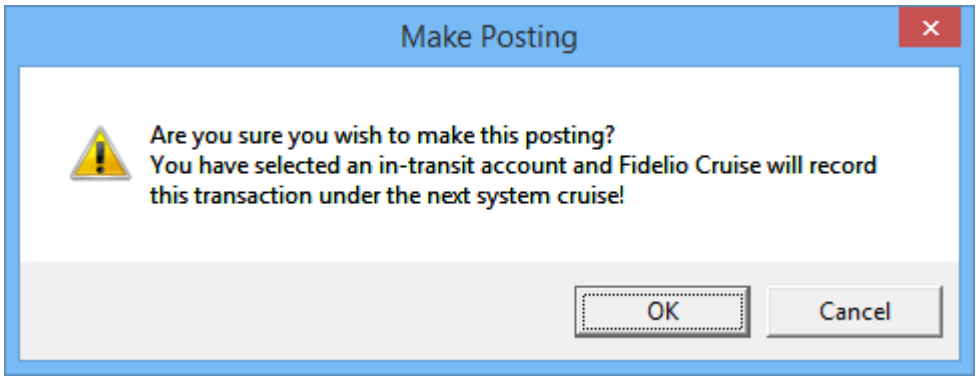


4. Item count increases automatically when the posting is more than one.



5. Click **Post** to finalize the posting.
6. At the Make Posting warning prompt, select **OK** to proceed to post to the next cruise.

Figure 3-6 Posting to Future Cruise Warning Prompt



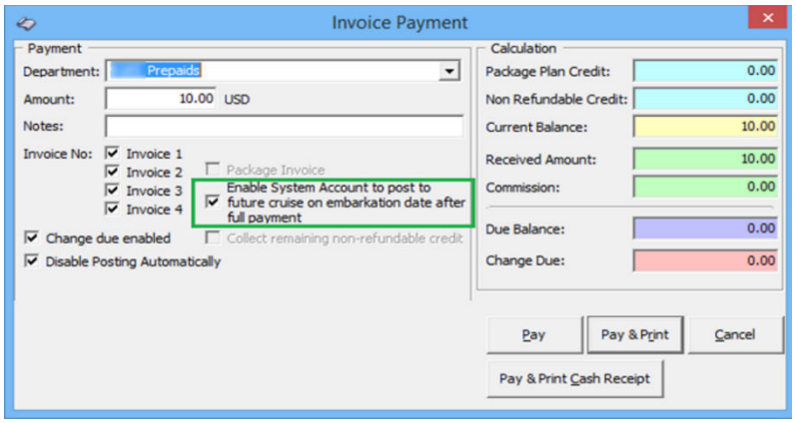
> **Note:**
>
> Postings appear in the Invoice tab until you perform a System Cruise Change.

Applying Payment to Next Cruise Posting

When applying a payment to a future cruise, the account must have the **Post to Next Cruise on embarkation date** selected, otherwise the system posts the payment into the current cruise.

1. In the System Account Invoice tab, select **Pay Invoice**.
2. In the Invoice Payment window, the **Enable System Account to post to future cruise on Embarkation date after full payment** is checked.

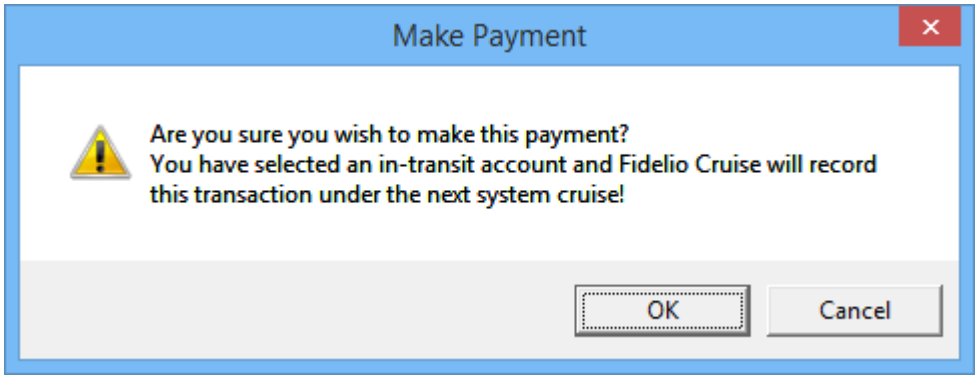
Figure 3-7 Payment to Next Cruise



3. Click either **Pay** or **Pay & Print** to post the payment.

4. Under the Make Payment warning prompt, select **OK** to the post payment on the next cruise.

Figure 3-8 Payment to Future Cruise Prompt



> **Note:**
>
> If the **Post to Next Cruise on embarkation date** is *not checked* in the System Account Entry form, the system posts the payment in the current cruise by default, and this may cause an imbalance.

Discount & Routing Tab

The Discount & Routing tab is in the System Account function the same way as Discount handling in Guest Handling. See Disc, Route, Pkg for more information.

Registering a Credit Card

The Credit Card registration process in System Account is the same as in Guest Handling, Get Card Function. See Get Credit Cards Function for more information.

Setting an Inactive Account

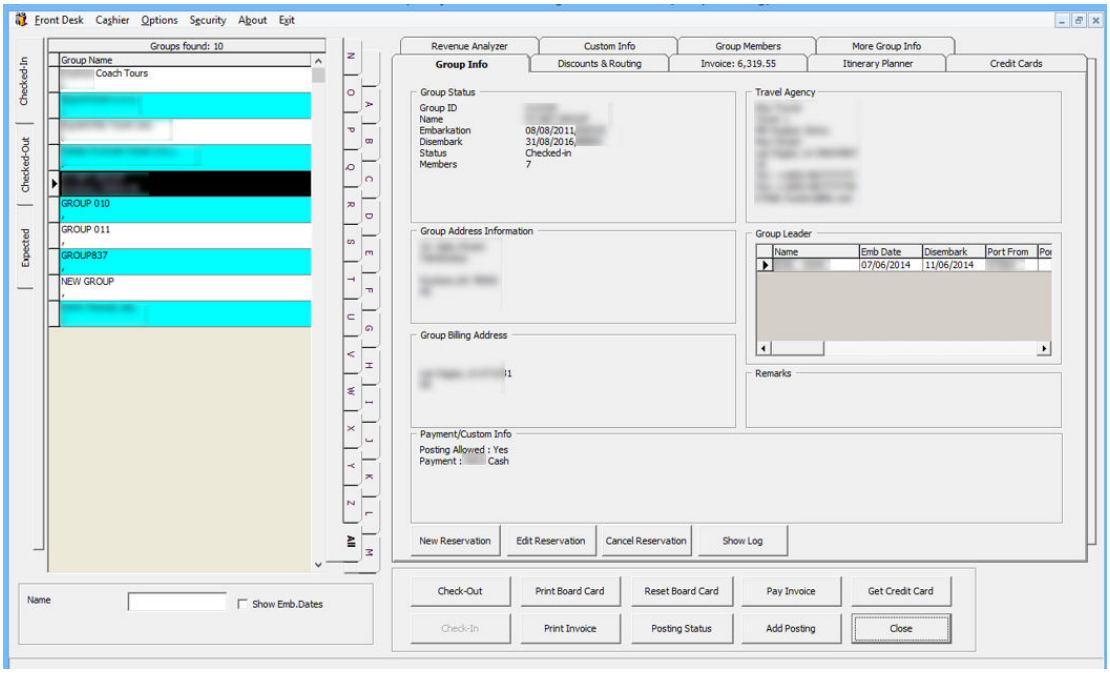
An account can be enabled/disabled easily by deselecting **Posting Allowed** in the System Account Entry form. An Inactive Account has a Red Cross symbol in the Posting Allowed column in the System Account number grid.

4

Groups

Passengers travelling in a group can be easily identified by assigning a group ID and group leader to the parties. Apart from travelling together, these groups usually have a preset itinerary, other special arrangements, and a group billing account. These arrangements are set up and accessed from the **Management, Cashier, Groups** drop-down menu.

Figure 4-1 Group Handling



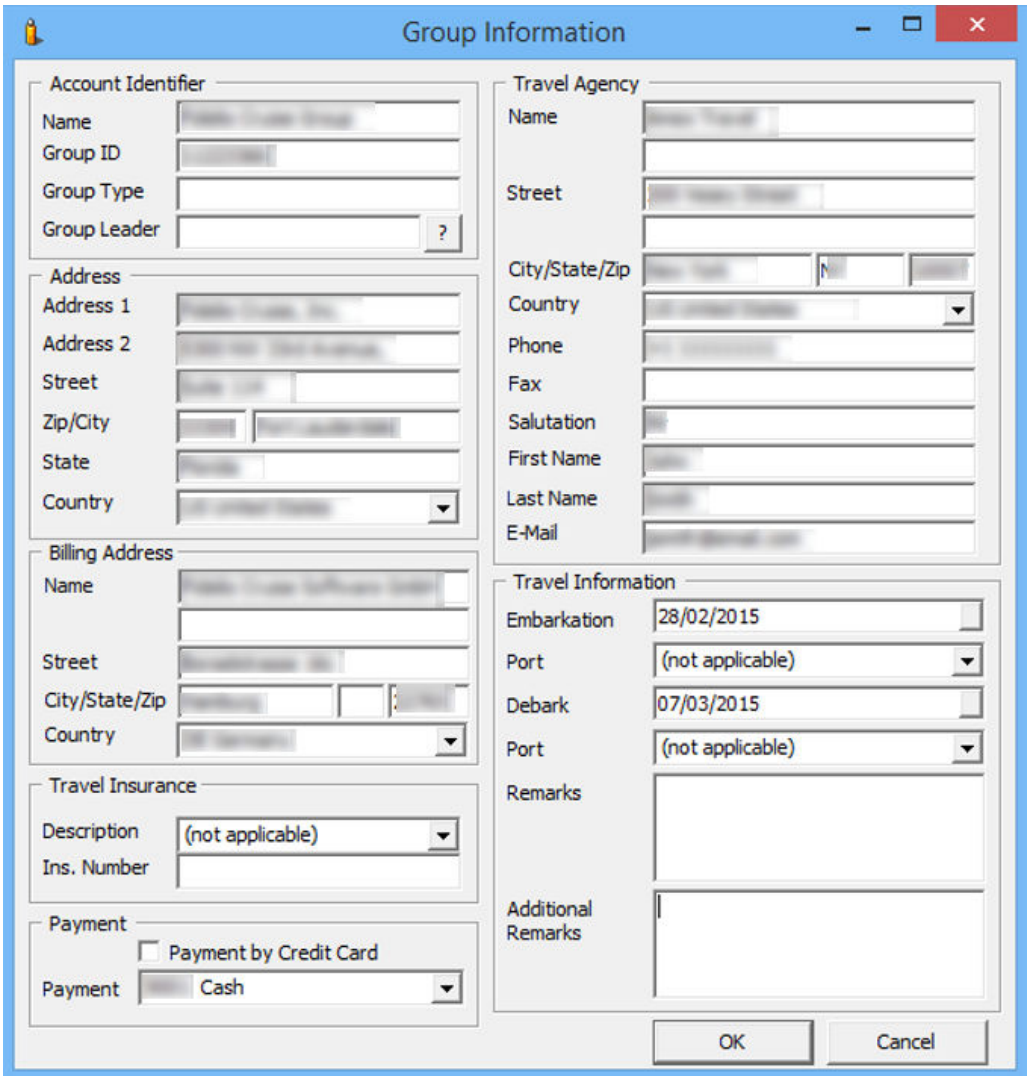
Group Info Tab

Information pertaining to the group is entered through the Group Info tab.

Creating New Group Account

A group account containing a group ID, billing address, travel information, and payment type is created prior to adding its group members.

Figure 4-2 Group Information Window



1. Select the **Group Info** tab from the Group Handling window.
2. In the Group Info tab, click **New Reservation**.
3. In the Account Identifier section, enter the **Group name, Group ID, Group Type** and then select the **Group Leader**.
4. Insert all relevant information in **Address, Billing Address**, and **Travel Agency.**
5. In the Travel Information section, select the **Embarkation/Disembarkation Date** and **Port** from the drop-down list and then click **OK** to save.

Editing a Group Account

1. From the Search panel, select the **Group Account** and then click the **Edit Reservation**.
2. Click **OK** to save the changes.

Cancelling a Group Account

1. From the Search panel,s select the **Group Account** and then click the **Cancel Reservation**.
2. At the Cancel Reservation prompt, click **OK** to reconfirm.

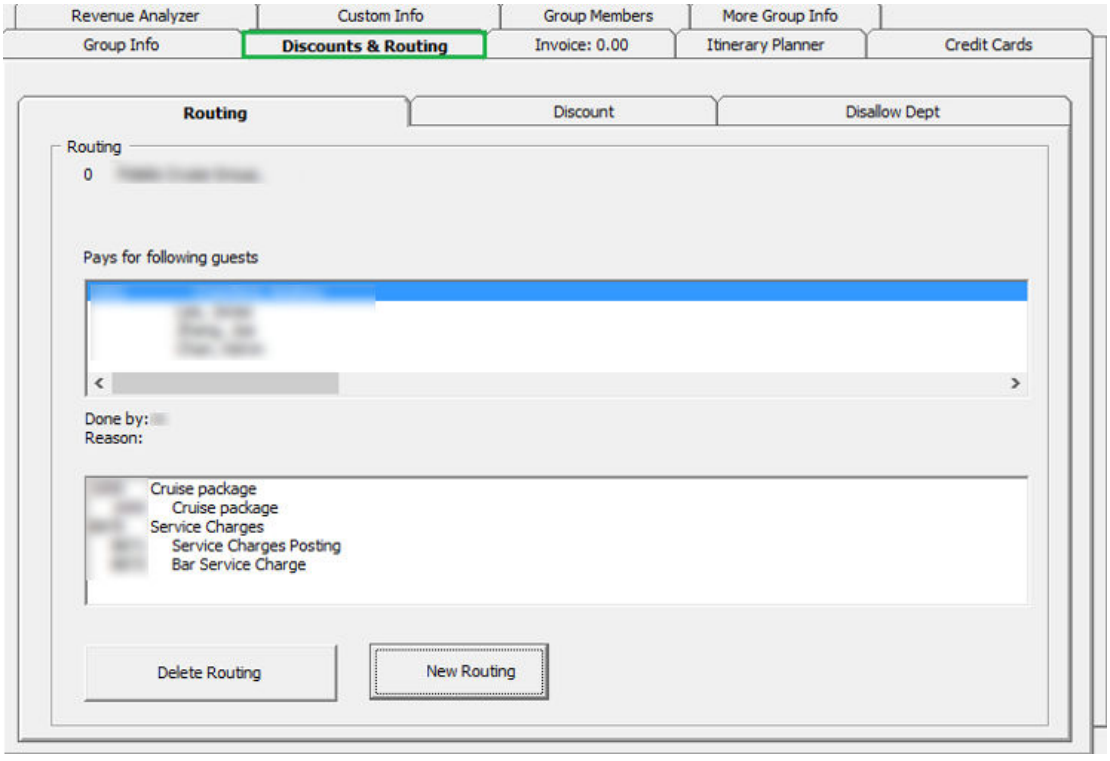
Discounts & Routing Tab

Special billing arrangements for the group such as Routing, Discounts, and Disallow Department are set up in the Discount & Routing tab.

Setting Up Group Routing

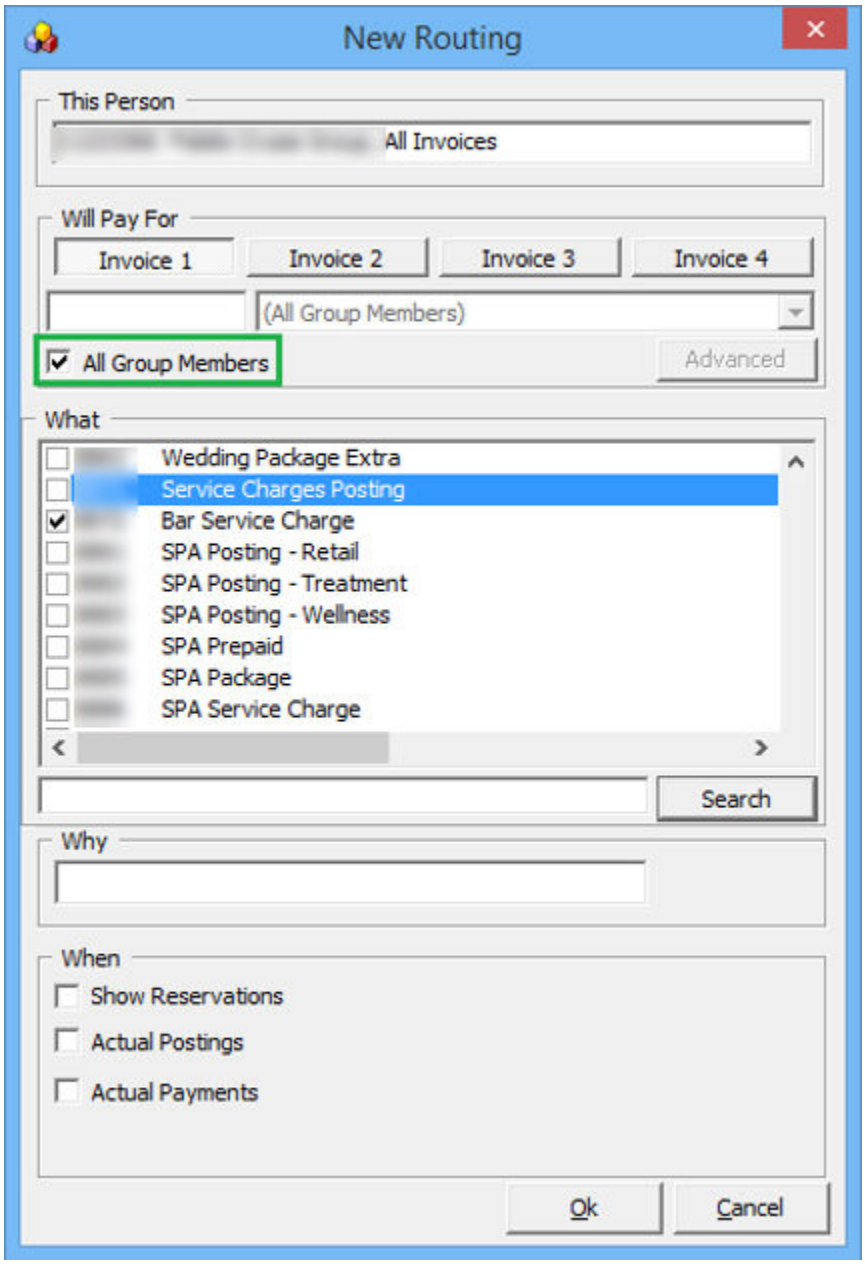
A routing can be set for the entire group members or individually from the group members list.

Figure 4-3 Discounts & Routing



1. Navigate to the Discounts & Routing tab and click **New Routing**.
2. In the Routing window, select the **Invoice** to route and select **All Group Members** to route all members, or click **Advanced** to select an individual.

Figure 4-4 Group Routing



3. Select the department code to route and when to route the postings by checking the box beside the code.
4. Click **OK** to save the routing.

Setting up Discounts

Setting up Discounts

Discount set up in group account is identical to a guest discount. See Disc, Route, Pkg — SPMS Discount and MICROS Discount section for more details.

Setting Up Disallow Department

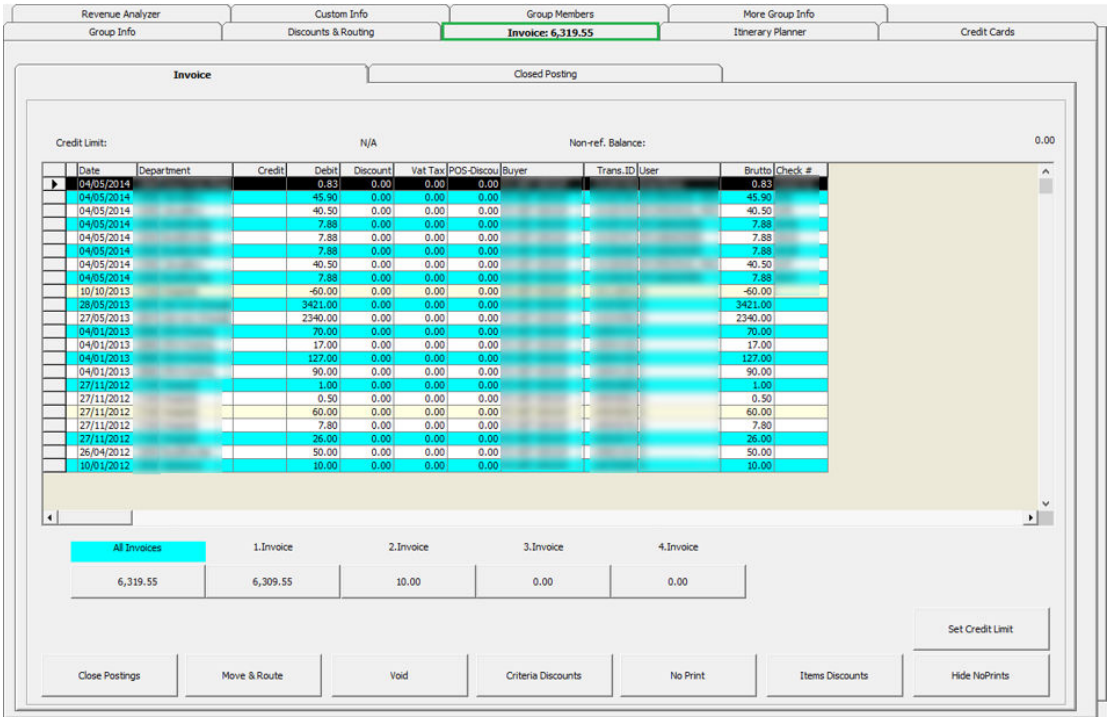
Disallow Department set up in group account is identical to Guest Disallowed Department. See Disc, Route, Pkg — Disallow Department for more details.

Group Invoice Tab

Unlike the Guest Invoice, the Group Invoice tab has two tabs: Invoice and Closed Posting. All Closed Postings appear in the tab.

Functions within the Invoice tab works exactly the same as **Guest Invoice**. See Invoice Tab for more details.

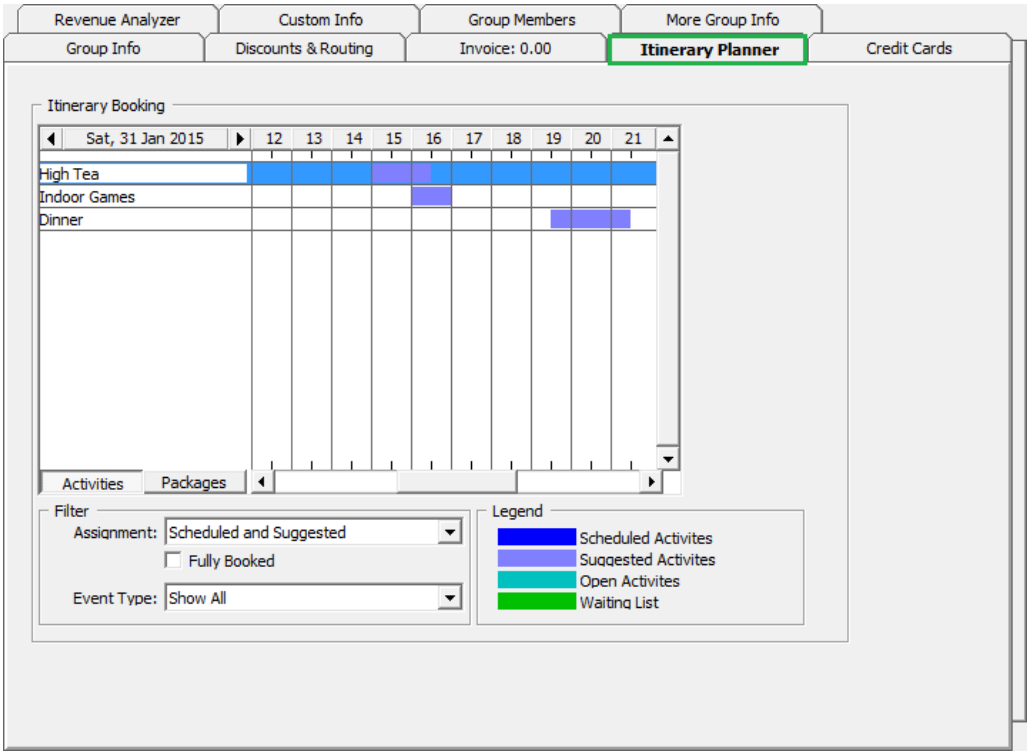
Figure 4-5 Group Invoice Tab



Itinerary Planner Tab

The Itinerary Planner tab displays the Excursion, Dining arrangements, or any activities available to the Group. These activities are configured in the Administration Module, Itinerary Setup.

Figure 4-6 Itinerary Planner Tab



Viewing an Available Itinerary

1. Navigate to the Itinerary Planner tab.
2. In the Filter section, select the information to display from the **Assignment** and **Event Type** drop-down lists.
3. Information is shown by date in an hourly grid.

Group Credit Card

Registering a Credit Card in the Group Account is the same as Guest Handling, Get Card Function. See Get Credit Card Function for more information.

Group Members Tab

The Group Members tab lists all of the passengers who are linked to the Group ID. Member details are editable from this window.

Figure 4-7 Group Members Tab

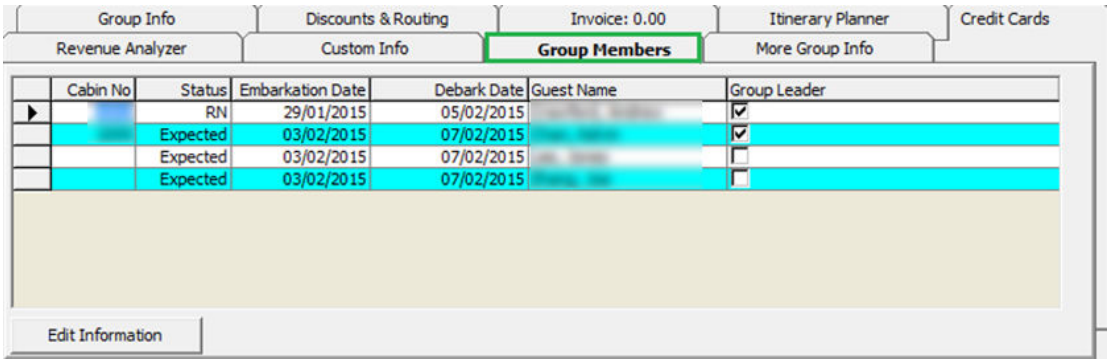


Table 4-1 Field Definition of Group Member Tab

Field	Description
Cabin No	Passenger cabin number.
Status	Booking status of the passenger.
Embarkation Date	Embarkation Date.
Debark Date	Debarkation Date.
Guest Name	Passenger name.
Group Leader	Group Leader of the group.

1. Select the group member name from the grid and then click **Edit Information**.
2. Edit all the relevant information in the Edit Information window, and then click **OK** to save and return to the Group Members grid.

Adding Reservation to Group Account

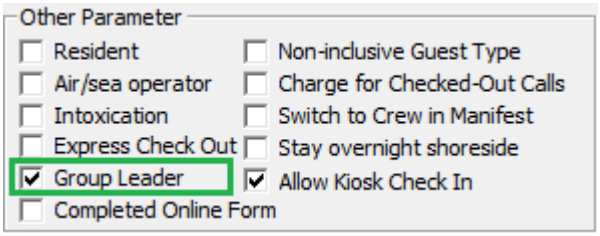
You can add/remove Reservations from the Group Account using the **Add to Group** and **Remove from Group** functions. Refer *Add to Group and Remove from Group* for more details.

Assigning a Group Member as Group Leader

You can assign a member of the group as a Group Leader, and the system permits more than one Group Leader.

In order to assign the passenger as group leader, select the **Group Leader** check box in the **Group Member** tab, or click **Edit Information** and select **Group Leader** in the Other Parameter section.

Figure 4-8 Group Leader Assignment



Custom Info, More Group Info, Revenue Analyzer Tab

See Custom Info Tab, More Guest Info Tab and Revenue Analyzer Tab for handling these tabs.

Checking in Group Account

To route group members charges to the Group Account, you must first check-in the group account.

1. From the Expected tab of the Search panel, search for the group account.
2. Select the account and click the **Check In** button.
3. Select **Yes** at the Check-In Group prompt, and then click **OK** at the confirmation prompt.

Checking Out Group Account

A group account can only be checked out when the invoice is balanced.

1. Retrieve the group account from the Search panel, **Check Out tab** and then click the **Check Out** button.
2. At the Check Out prompt, select **Yes** to check out the account.
3. If the account is unbalanced, the system prompts for the invoice to be settled before proceeding. Click **OK** to return to the guest account.

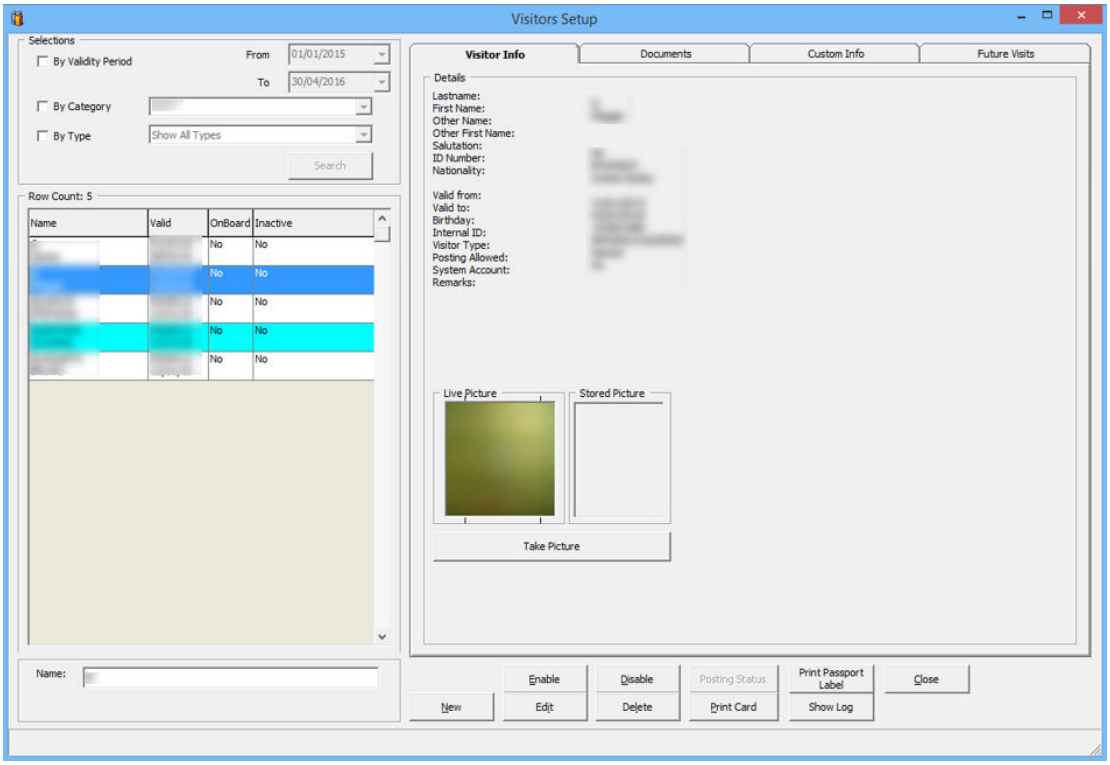
See Pay Invoice section for steps to settle an account.

5

Visitors

The Visitor function allows the Security Office and Gangway staff to enter visitor information, produce visitor passes and track whether the visitor is onboard or ashore. This function is accessible in the **Management module, Cashier, Visitor** drop-down menu.

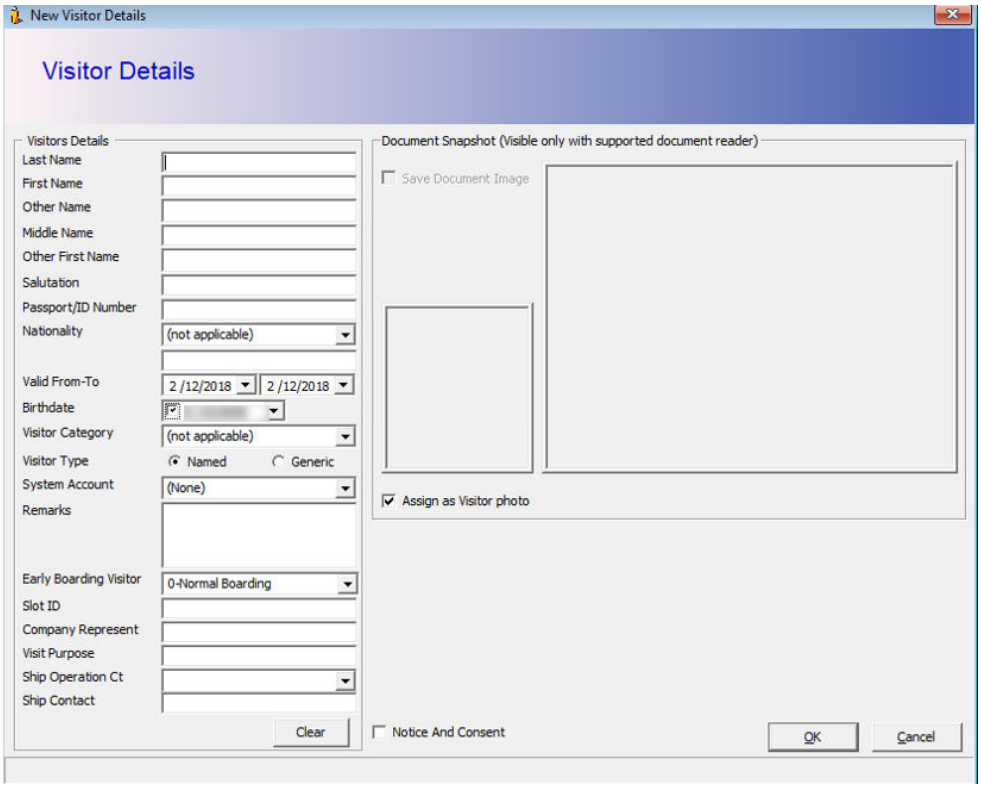
Figure 5-1 Visitor Setup Window



Adding New Visitor

1. Launch the function from the **Cashier, Visitor** drop-down menu.
2. In the Visitor Setup window, click **New** to open the New Visitor Details form.

Figure 5-2 New Visitor Details Form



3. Enter the **Visitor's name** and **Passport ID**, select the **Nationality, Valid-From-To date, birthdate**, and **Visitor Category** from the drop-down list, and select the **Notice and Consent** check box.
4. Click **OK** to save the information.

Editing Visitor Information

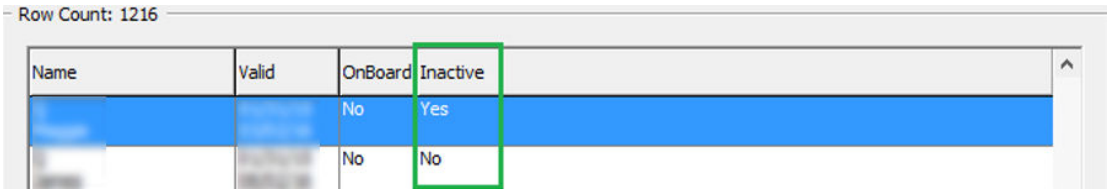
1. Select the **Visitor** using the selection filters in the Visitor Setup window.
2. Click **Edit** to open the Visitor Details form.
3. Edit the relevant information and then click **OK** to save.

Enabling/Disabling a Visitor

Since the Visitor account does not have a cabin assigned or required to be check in/ check out, the account is managed by setting the status as Active/Inactive in the Enable/Disable function.

1. Select the visitor name from the Visitor Account grid and click either **Enable** or **Disable**.
2. In the Disable Visitor prompt, click **Yes** to proceed.
3. In the Inactive column of the Visitor name grid, put the status of the visitor changes to Yes/No, depending on the selected option.

Figure 5-3 Visitor Status



Changing Status to Onboard/Ashore

When a Visitor goes onboard/ashore, the Security Officer must set the visitor status as Onboard/Ashore to ensure all visitor movement is registered and accounted for.

1. Search the visitor name from the Visitor Setup window.
2. Double-click on the visitor name and select **Yes** at the Change Status prompt.

Scanning Travel Document

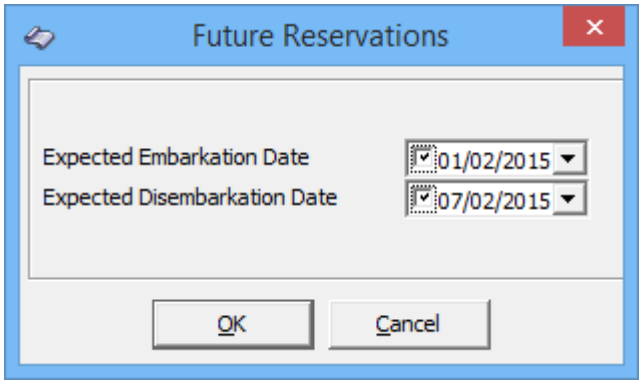
Not only must you register visitors going on-board, you must also scan and store their travel documents in the system. See Travel Documents Tab for steps to scan travel documents.

Adding Future Visit

You can add future visits for visitors visiting the Ship.

1. Search the visitor name from the Visitor Setup window, and then navigate to the **Future Visits tab**.
2. Click **New** and then enter the future embarkation/debarkation date in the **Future Reservations** window.

Figure 5-4 Visitor Future Reservations



3. Click **OK** to save the reservation.
4. The saved dates appear in the Future Visits tab grid.

6
Gift Card

The Gift Card function allows you to extend a pre-paid credit to a guest in a form of Gift Card. The Gift Cards can be offered to guests as consumer incentives, through a promotional programs, or integrated into a reward point program to increase sales volumes. See Gift Card Handling User Guide for detailed configuration and usage.

7

Quick Billing

The Quick Billing function is designed to expedite the check-out process during disembarkation, and enable invoices to be printed in batches using a filter. This function is accessible from **File Menu, Cashier, Guest Quick Billing**.

Figure 7-1 Quick Balance Selection Criteria

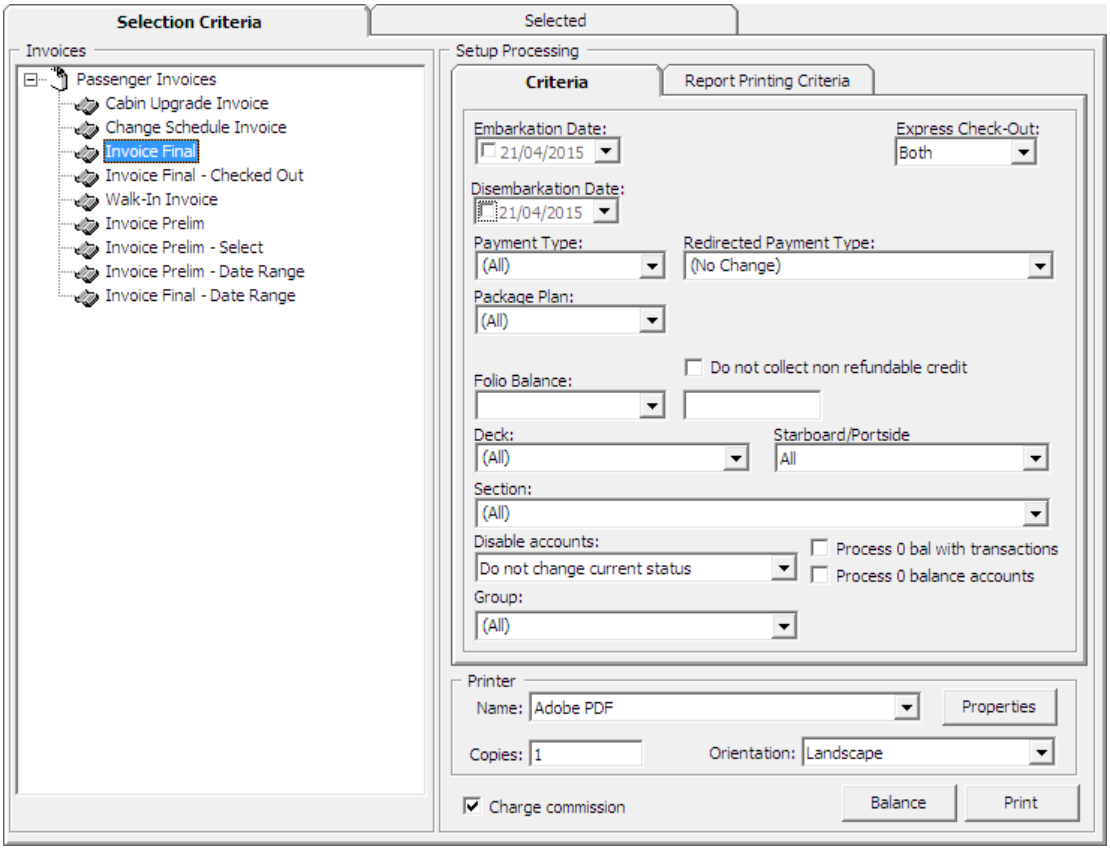


Table 7-1 Quick Balance Selection Criteria

Field	Description
Passenger Invoices	Type of invoice form.
Embarkation Date	Embarkation Date filter.
Disembarkation Date	Disembarkation Date filter.
Express Check Out	Select to include/exclude in Express Check-Out.
Payment Type	Payment type filter.

Table 7-1 (Cont.) Quick Balance Selection Criteria

Field	Description
Redirected Payment Type	Redirect selected payment to another payment method.
Package Plan	Filter by Package Plan.
Folio Balance	Filter by folio balance, for example: greater than or equal to X value.
Do not collect non-refundable credit	Credit balance withheld for use in future cruise.
Deck	Invoice sort order by deck.
Starboard/Portside	Invoice sort order Starboard/Portside.
Section	Invoice sort order by section.
Disable accounts	Update account status to "allow manual postings only" or "blocked all postings"
Process 0 bal with transactions	Include guests that have already settled in full and allow a reprint of the invoice in Quick Billing window.
Process 0 balance accounts	Include 0 balance accounts with/without transactions.
Group	To include Group Account.
Printer	Printer assigned for invoice printing, number of copies to print and print orientation.
Charge Commission	Define whether applicable commission applies when balancing the accounts.

Figure 7-2 Quick Balance Selected Tab

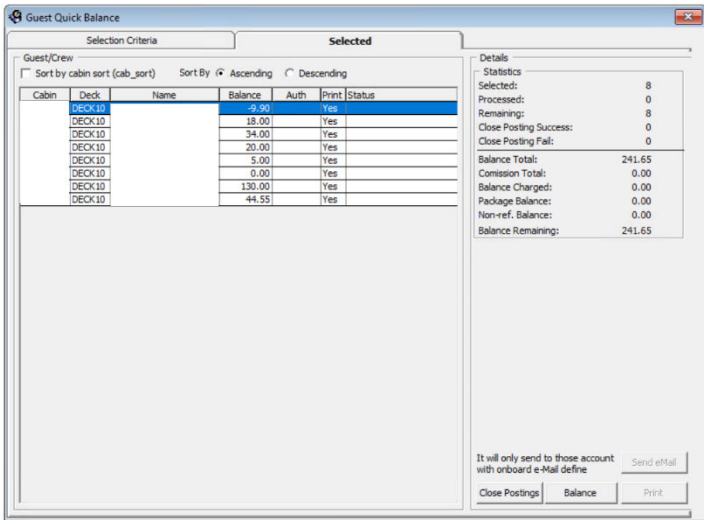


Table 7-2 Field Definition of Guest Quick Balance

Field	Description
Cabin	Cabin number.
Deck	Location of Cabin.
Name	Guest Name.
Balance	Total Invoice Balance.
Auth	Authorization Status.
Print	Invoice Printed status.
Status	Close Posting status or Invalid Address validated during Balance process.
Statistics	Indicator count of selected, processed, and remaining accounts and close posting - successful/fail with its value is in balance or charged.
Send eMail	Invoices are emailed to guest on-board email account.
Close Postings	Set invoice postings to close.
Balance	Process balancing for selected accounts.
Print	Print invoices for selected accounts.

Guest Quick Billing

Quick Bill Printing

The Selection Criteria tab in the Guest Quick Billing function determines the type of invoices to print/pay based on the criteria chosen for all disembarking passengers, for example, passenger paying by credit card or only guest with x outstanding amount.

1. From the Cashier file menu, select **Guest Quick Billing function**.
2. In the Guest Quick Balance window, select an **invoice type, Embarkation Date, Disembarkation Date, Payment Type, Folio Balance** (if applicable), **Deck**, and **Section**.
3. In the Printer section, select an **invoice printer**, enter the **number of copies** to print, select the print orientation, and click **Print**.
4. In the Quick Printing prompt, select **Yes** to continue.

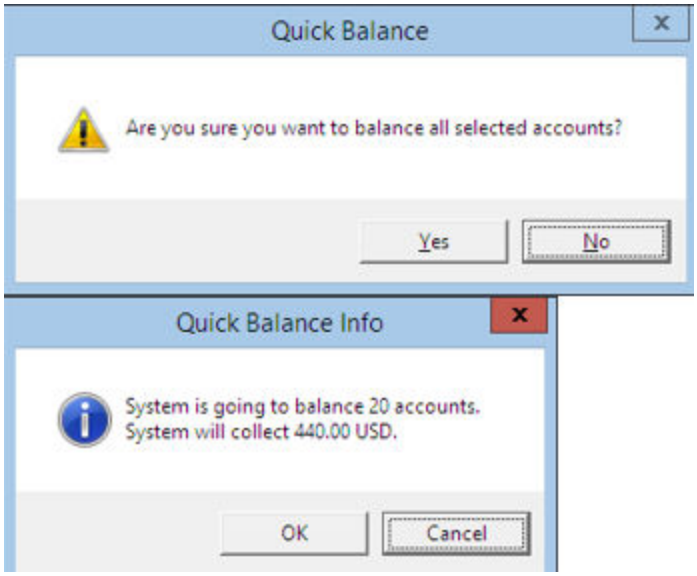
Quick Bill Balance

Other than printing invoices by batch, balancing the passenger account is possible if there is a credit card on file.

1. Repeat steps 1 to 3 of the above.
2. In the **Disable accounts** field, select the appropriate Posting status from the drop-down list.
3. Navigate to the Selected tab to verify the result, and adjust the selection until the desired result is achieved.

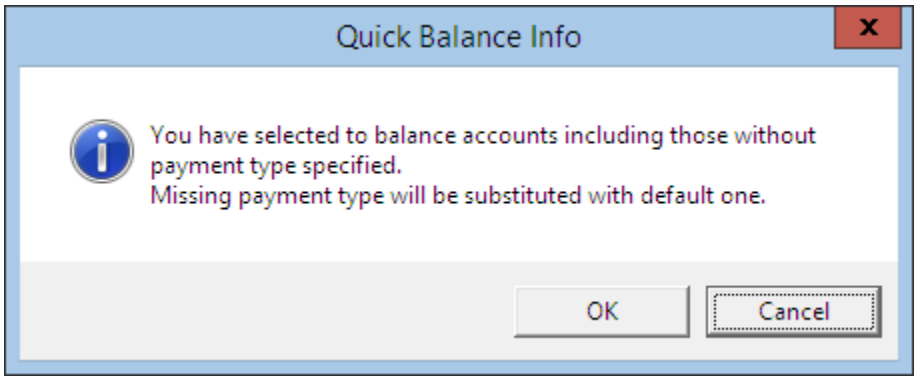
4. To exclude a passenger from the search results, right-click on the **name** and then click **Remove**. Once the passenger is removed, the statistic count updates accordingly.
5. At the Confirmation prompt, click **Yes** to confirm and then click **Balance**.
6. Click **Yes** at the Quick Balance prompt, then click **OK** at the Quick Balance Info prompt.

Figure 7-3 Quick Balance Info Prompt



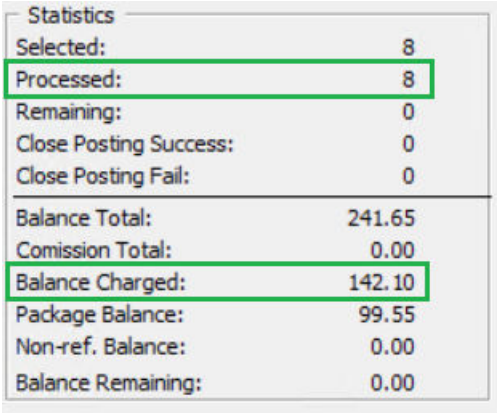
7. In the Quick Balance Info warning prompt, *read the warning*, and then click **OK** to proceed.

Figure 7-4 Quick Balance Info on Balance



8. The total charged value and number of accounts processed are shown in the Statistic section once the account is balanced successfully.

Figure 7-5 Statistic of Account Processed and Value Charged



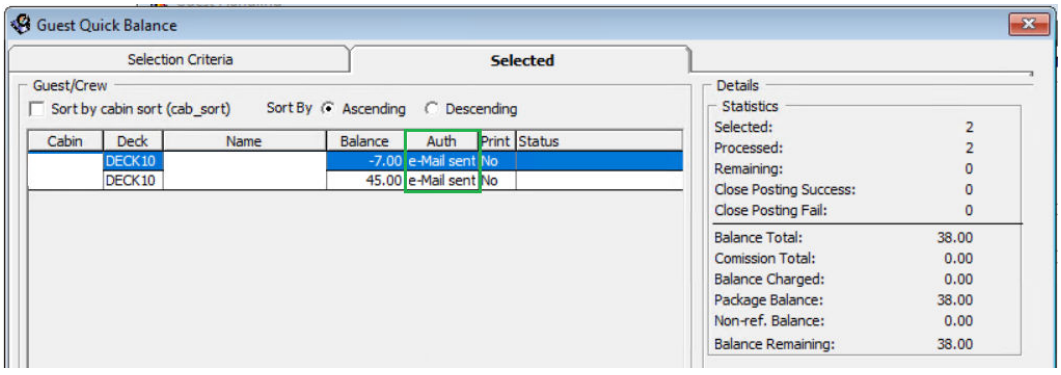
9. Click the **Close Postings** to flag the posting as close.

Quick Bill eMail

Passengers or crew members that haves on-board email accounts can opt to receive copies of their invoices by email. This function is controlled by a parameter. Consult your IT Department for setup if this capability requires configuration.

1. See steps 1 to 4 of Quick Bill Balance. If no printer is assigned, the system disables the **Send eMail** feature.
2. Navigate to the Selected tab and click **Send eMail**.
3. Without balancing the invoice, click **Send eMail**.
4. At the Quick Printing prompt, click **Yes** to proceed. An “e-Mail sent” status is added to the Auth column when the invoice is successfully sent.

Figure 7-6 Invoice Successfully Emailed Indicator



Quick Bill Balance with Commission

The Quick Bill Balance with Commission feature enables you to charge credit card commissions at the point of balancing the passenger account. By default, the Charge Commission is selected in the Criteria Selection tab, and the commission values are then calculated by the system based on the pre-defined commission linked to the Financial Department — Credit.

1. Perform steps 1 to 4 from the Quick Bill Balance section above.

> **Note:**
>
> To exclude a commission charge for certain payment type, filter using the Payment type and deselect the Charge Commission check box.

2. Navigate to the Selected tab to verify the results and adjust the selection until you achieve the desire results. The chargeable commission appears in the commission column.
3. To exclude a passenger from the search results, right-click on the name and click **Remove**.
4. Click **Balance** to proceed.
5. In the prompt, click **OK** and note each prompt message before proceeding to the next.
6. In the Statistic section, the total value charged and number of accounts processed get updated.
7. Click **Close Postings** flag the posting as close on these accounts.

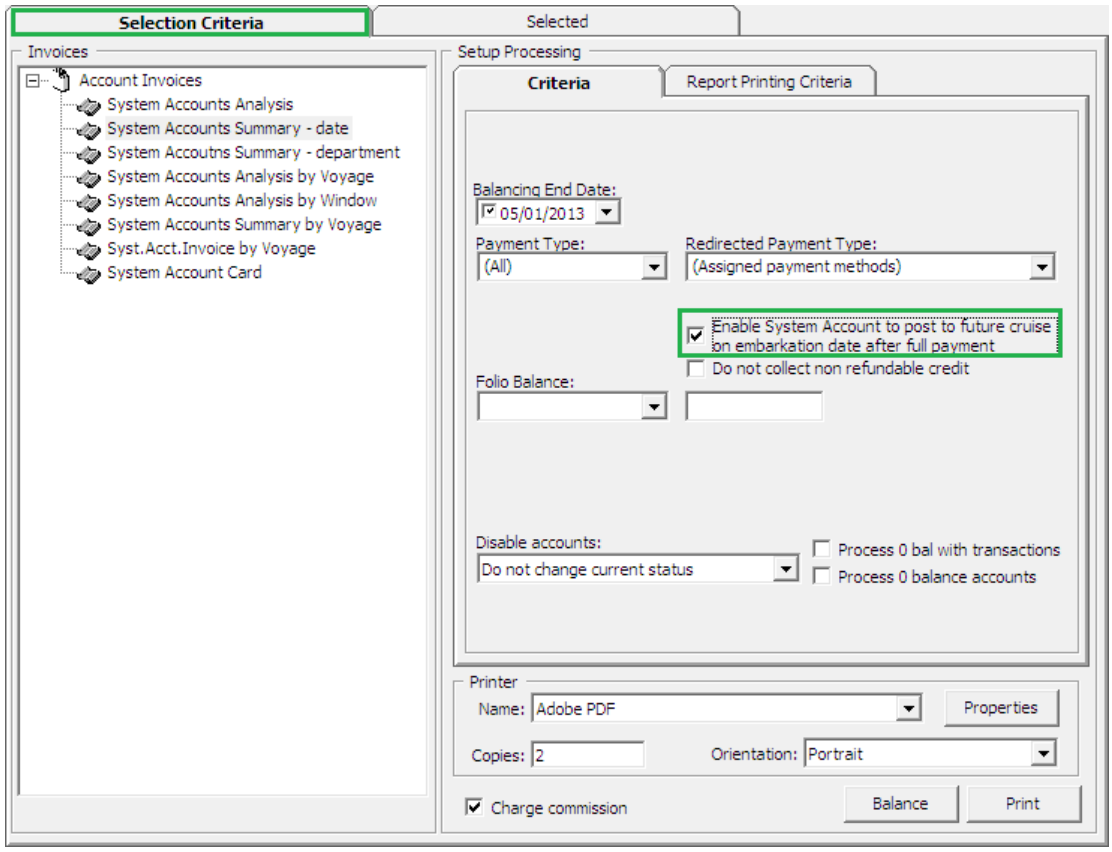
Residents Quick Billing

The Residents Quick Billing function is the exact same function as Guest Quick Billing with the exception that it only filters the Residents accounts instead of passengers. Those accounts must have a check mark in the Residents field in **Edit Information, Other Parameter Resident**.

System Accounts Quick Billing

System Accounts Quick Billing is a process that *only* balances the System Accounts and has lesser criteria to select from than Guest Quick Billing.

Figure 7-7 System Account Quick Billing

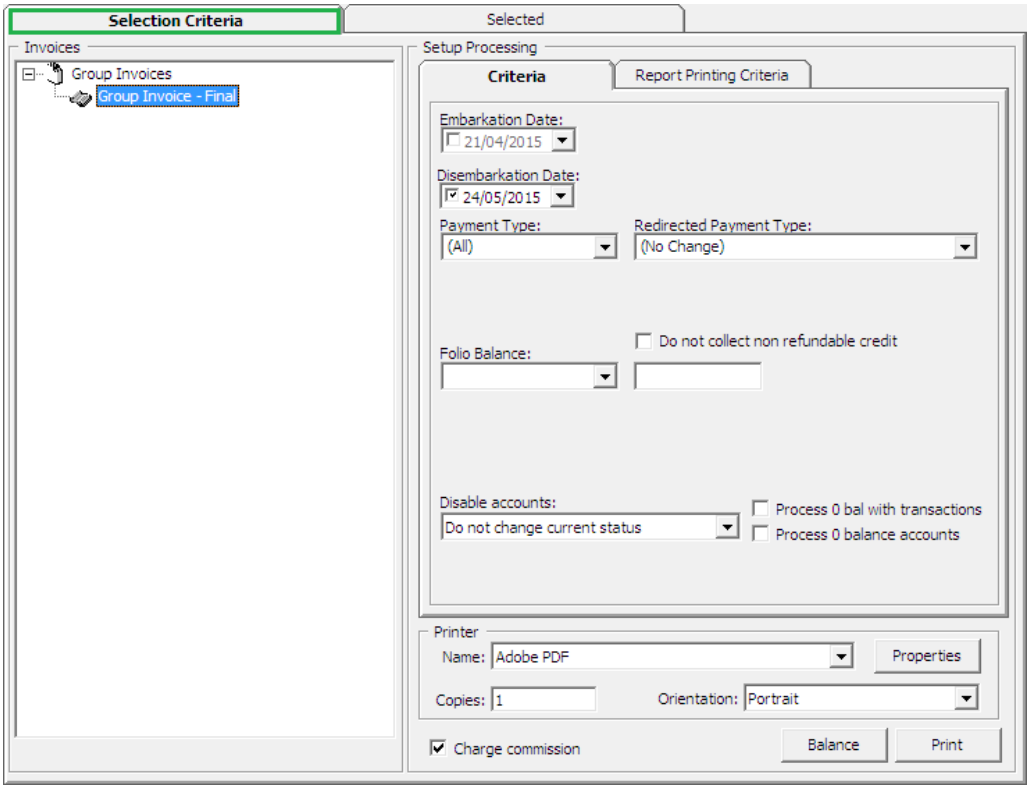


1. From the Cashier file menu, select the **System Account Quick Billing** option.
2. In the Invoices section, select the **Invoice format**, then navigate to the Criteria tab and select **Balancing End Date, Payment Type, Folio Balance**, if any.
3. If Enable System Account to post to future cruise on embarkation date after full payment is selected, all postings posted after the invoice is fully paid are recorded in the next cruise.
4. In the Printer selection, select ans invoice printer, enter the number of copies to print and the print orientation, and click **Print**.
5. Perform steps 3 to 9 of Quick Bill Balance.

Group Quick Billing

The Group Quick Billing function is similar to Guest Quick Billing, and only filters the Group Account, excluding all group members.

Figure 7-8 Group Quick Billing Window



Perform steps 1 to 9 of Quick Bill Balance.

8

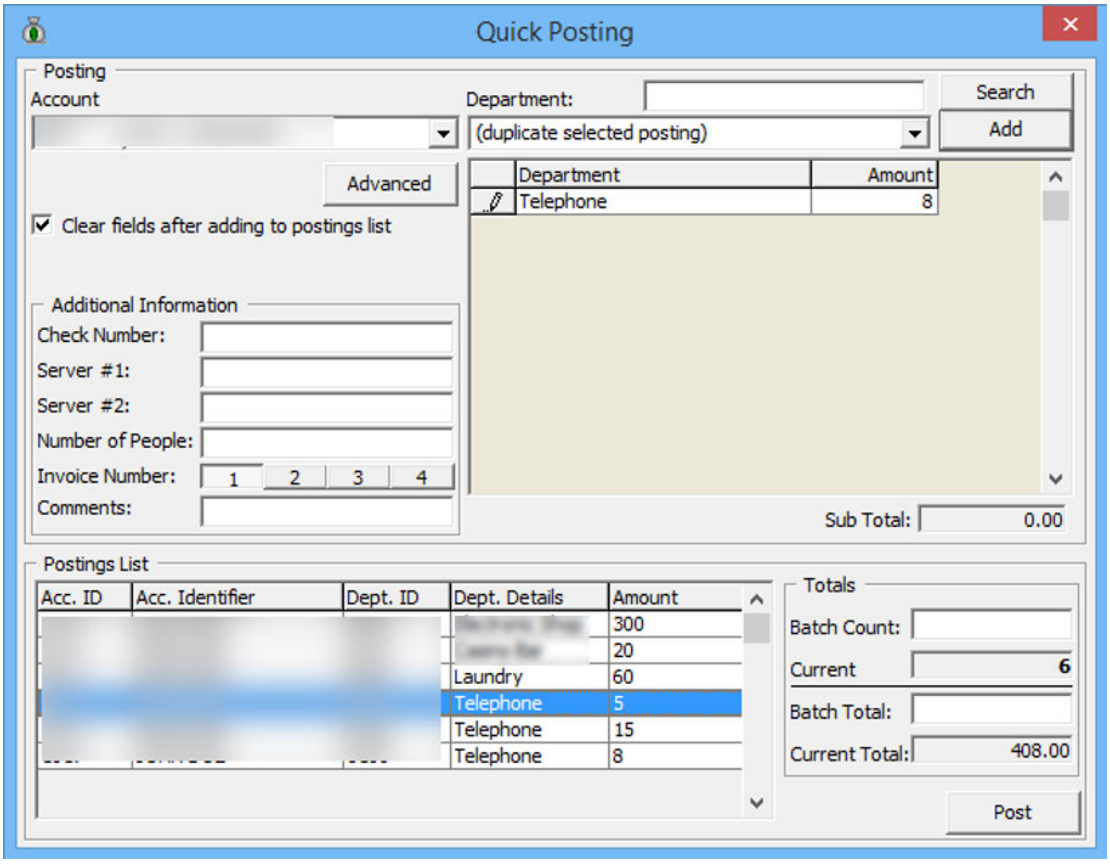
Quick Postings

The Quick Postings function allows you to perform postings by batch to a single account or multiple accounts.

Quick Posting to Single Account

This function is extremely useful when you have a large quantity of guest checks to post at a time, for example Laundry or Telephone. The function applies to Guest, Crew, Group, and System Accounts.

Figure 8-1 Quick Posting Window



1. From the Cashier File menu, select the **Quick Posting** option.
2. Select the **Account** using the drop-down list, navigate to Department, select the **department code** and enter the value to post.
3. In the Additional Information section, insert the **check number, Server#1**, if any, and select the invoice number to post to. The System default Invoice is 1.

4. Click **Add** to add the account to the Posting List grid. Repeat step 3 until all checks are added to the Posting List.
5. Note and tally the current count and current totals with physical guest checks.
6. Click **Post** to confirm the posting.

Quick Posting to Multiple Account

Quick Posting to Multiple Account allows you to post transactions to many Guest, Crews, Group, and System Accounts.

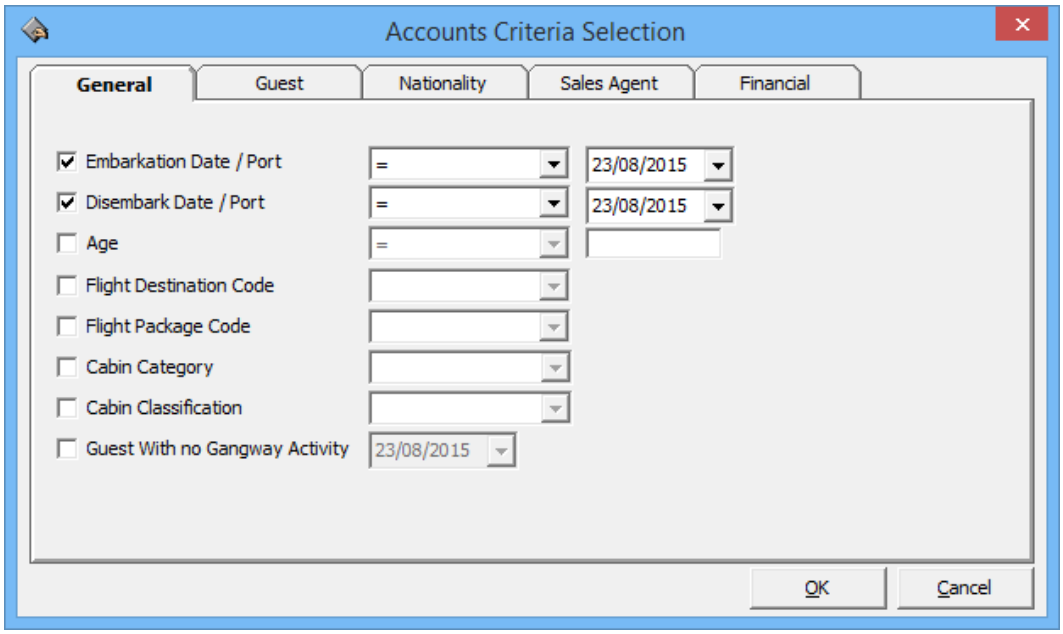
1. From the Cashier menu, select the **Quick Posting** option.
2. Under the Account field, click **Advanced**.
3. In the Multiple Accounts selection window, select the **Status** and **Account Type** from the drop-down list.
4. Select the account name from the Non Selected Accounts pane, and then click **Add** to add the account singly or **Add All>** to add all account listed or use the **Criteria Add>**. *See next section to select accounts using Criteria Add*.
5. The account selected are shown in the Selected Account.
6. Click **OK** to return to the Quick Posting window.
7. Navigate to the Department field, select the **department code**, and enter the value to post.
8. In the Additional Information section, insert the **Check number, Server#1**, if any, and select the invoice number to post to. The System default Invoice is 1.
9. Click **Add** to add the account to the Posting List grid.

Selecting Account Using Criteria Option

The criteria options are made available to further filter the accounts based on the criteria entered, for example by embarkation/disembarkation date, cabin category, VIP status, nationality, and so on.

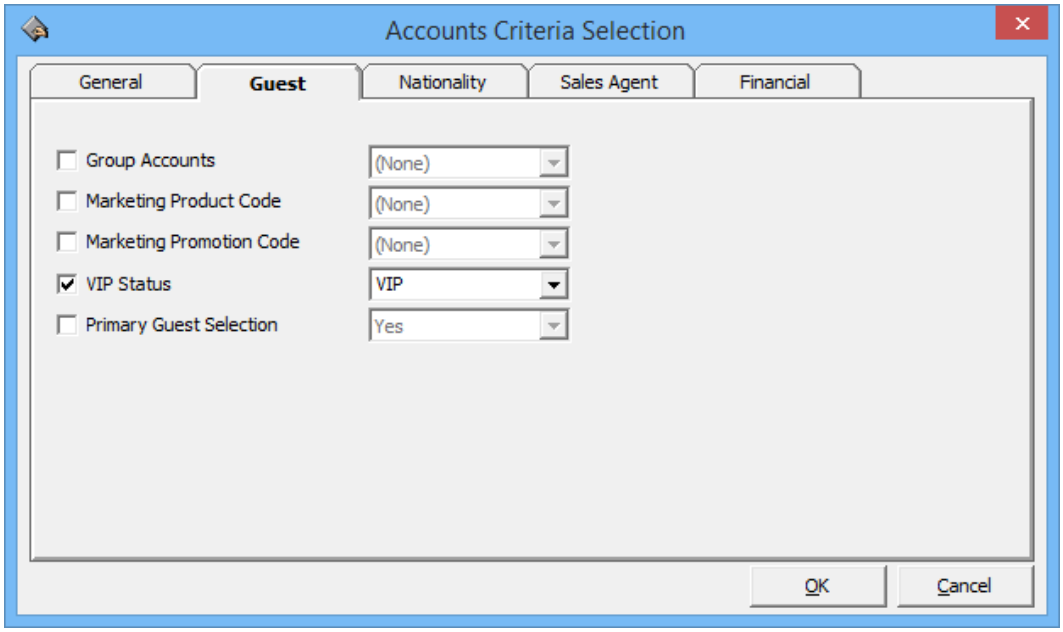
1. In the **Multiple Accounts Selection** window, click **Criteria Add>**.
2. Select the **options** from the drop-down list in the General tab, then navigate to the Guest tab.

Figure 8-2 Account Selection Criteria



3. In the Guest tab, select from the available **options** using the drop-down list, continue to select from the remaining tabs if required, and then click **OK** to return to the Multiple Account Selection window.

Figure 8-3 Account Selection Criteria — Guest

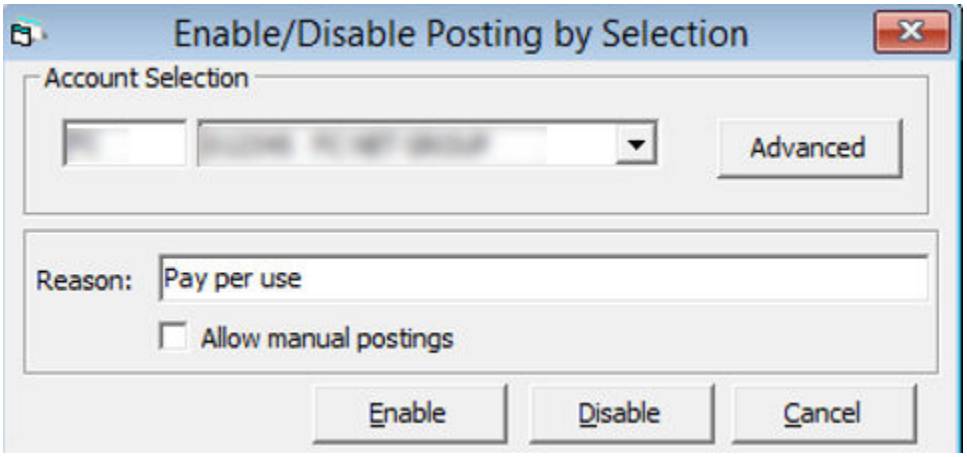


> **Note:**
>
> Tabs in Accounts Criteria Selection may vary depending on the Guest Type selected in the Multiple Account Selection window.

Quick Posting Status

Quick Posting Status allows you to Enable/Disable the account posting status by batch.

Figure 8-4 Enable/Disable Posting Selection

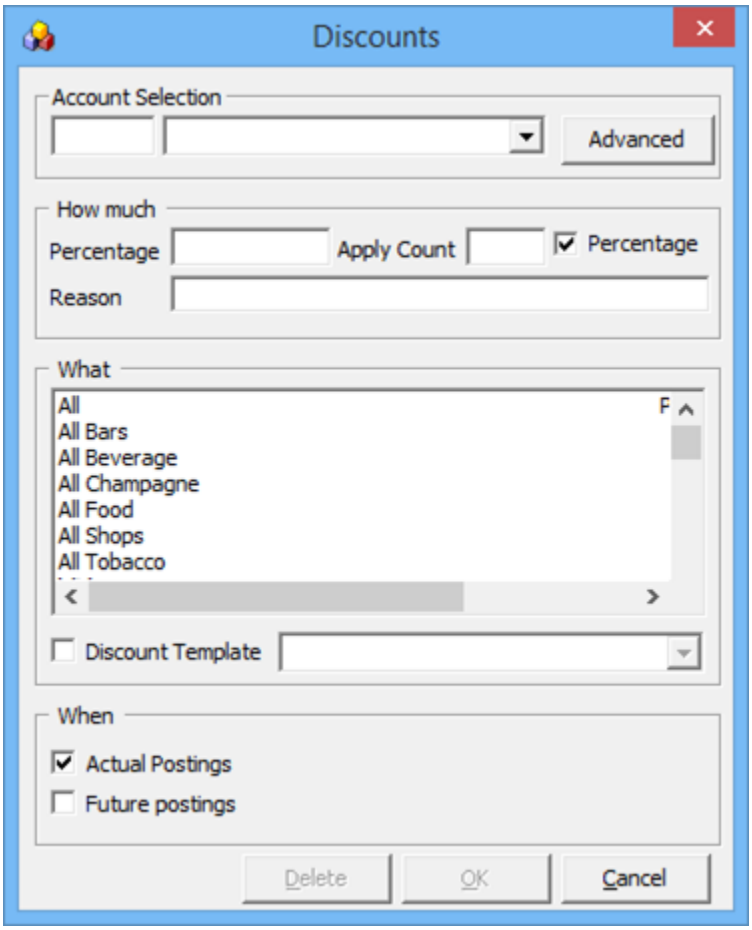


1. From the Cashier File menu, select **Quick Posting Status** from the drop-down list.
2. In the Enable/Disable Posting by Selection window, select the account from the drop-down list or click **Advanced** to select multiple accounts.
3. Insert a **reason** in the Reason field.
4. Select **Allow manual postings** if manual posting is allowed in Disabled accounts.
5. Select one of the option - Enable or Disable the account.

Quick Discount

Quick Discount allows you to set up discounts for multiple passenger accounts using the available selection criteria — by percentage or value. See Invoice Tab, Item Discount for discount assignment to individual passengers.

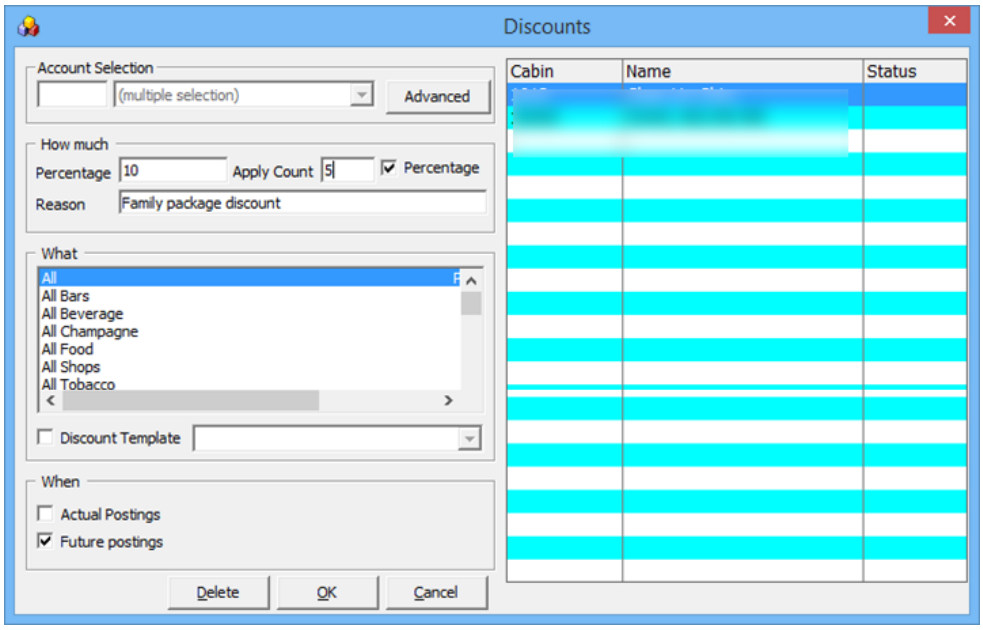
Figure 8-5 Quick Discount Window



Quick Discount to Multiple Guest by Percentage/Value

1. From the **Cashier File** menu, select **Quick Discount** option.
2. Repeat steps 2 to 5 of Quick Posting of Multiple Account, and click **OK** to return to Discounts window.

Figure 8-6 Quick Discount to Multiple Account

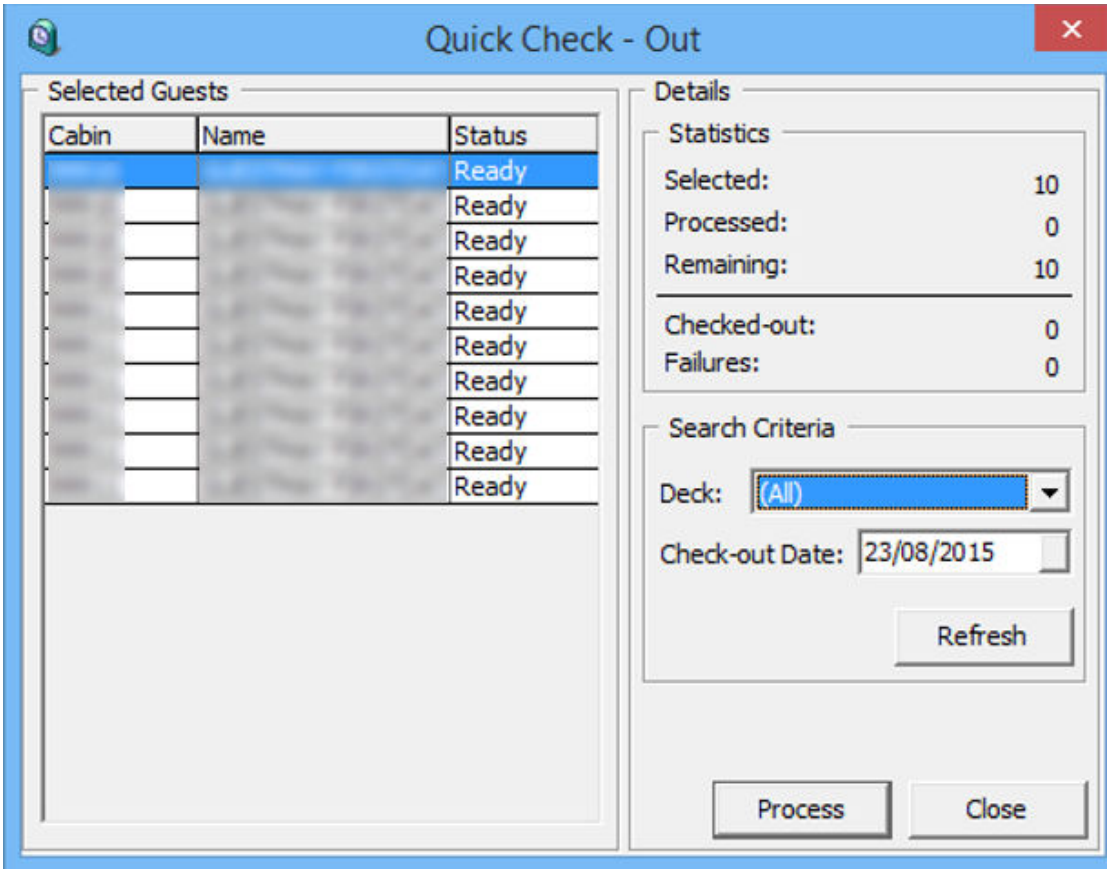


3. In the Discounts window, How much section, enter the **percentage value, number of applicable discounts**, and **reason**. To apply a Value discount, deselect the **Percentage** check box.
4. In the What section, select the **department group** or **code** the discount is applicable to, and click **OK** to confirm.

Quick Check-Out

Quick Check-Out allows you to check-out passenger's by Deck and selected Check-out Date.

Figure 8-7 Quick Check Out



1. From the Cashier File menu, select the **Quick Discount** option.
2. Repeat steps 2 to 5 of Quick Posting to Multiple Account and click **OK** to return to the Discounts window.
3. At the Selected Guest section, the cabin number and name of passengers due to check-out appear. The total selected accounts appears in the Statistic section.
4. Click **Process** and then select **Yes** at the confirmation prompt to proceed. This updates the number of records processed and its status in the Statistic section.
5. Click **Close** to return to the Main Window.

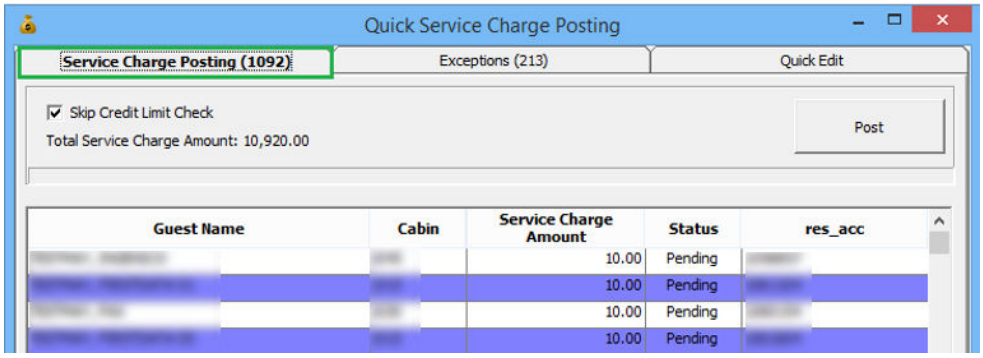
Quick Service Charge Posting

The Quick Service Charge Posting is a function that posts service charges in bulk or individually based on the criteria set up in the Quick Edit tab.

Posting a Service Charge by Batch

1. From the **Cashier File** menu, select the **Quick Service Charge Posting** option and navigate to the Quick Edit tab.
2. In the Guest Selection section, click **Advanced** to open the Multiple Account Selection window.
3. In the Multiple Accounts Selection window, select the **Status** and **Account Type** from the drop-down list.
4. Select the **account name** from the Non Selected Accounts pane, and click **Add** to add the account singly or **Add All>** to add all accounts listed or used in the **Criteria Add>**.
5. Accounts selected appear in the Selected Account.
6. Select **Post the following amount daily**, select **Use System Default Value**, or manually enter the value in the field next to it if the value is different.
7. Click **Update** to update the service charge value. The information appears in Guest Handling, Guest Info, and Cabin Information section.
8. Navigate to the Service Charge Posting tab to review the accounts with service charges pending.

Figure 8-8 Service Charge Posting

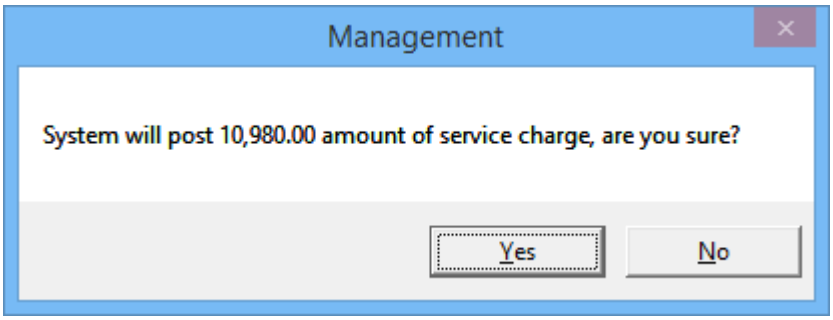


9. Click **Post** to post the service.

> **Note:**
>
> By default, the **Skip Credit Limit Check** is selected, allowing the system to post the service charge even when the account exceeds the credit limit.

10. In the confirmation prompt, click **Yes** to the value of the service charge to post.

Figure 8-9 Service Charge Prompt



Disabling Service Charge Posting

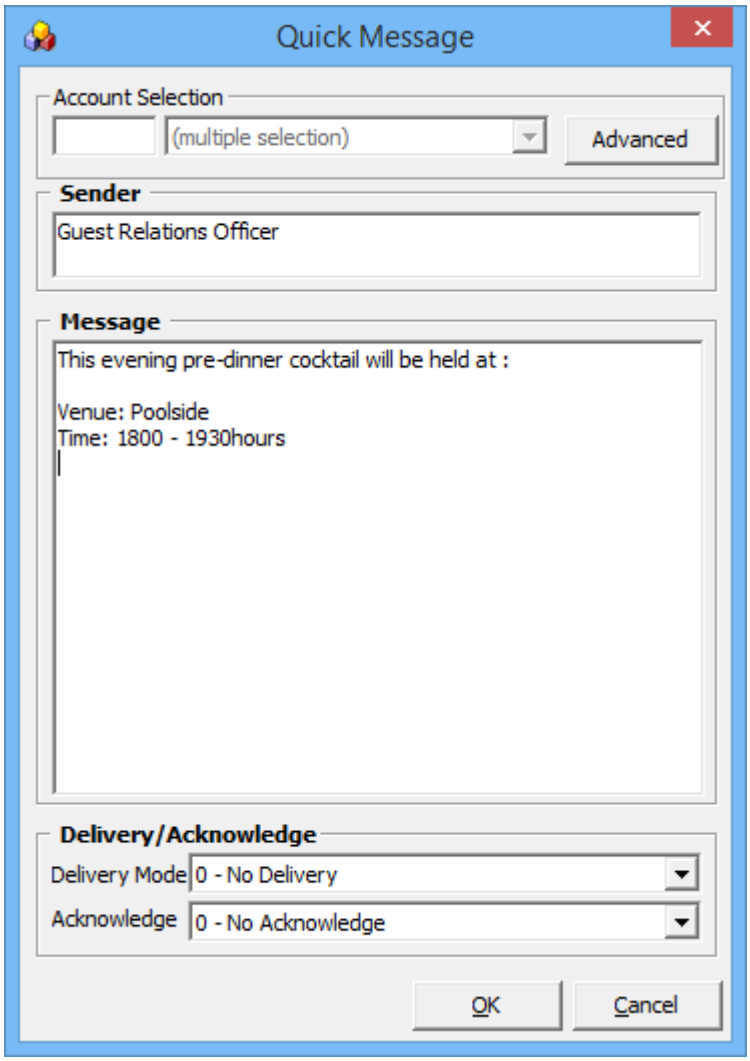
1. Repeat above steps 1 to 5.
2. Select **Disable Service Charge Posting**, and click **Update**.
3. Updated accounts appear in the **Exception tab and** and Guest Handling, Guest Info, and Cabin Information sections.

Quick Messages

The Quick Message function allows you to send messages to a group of passengers or individually using the Advanced Selection.

1. From the Cashier File menu, select the **Quick Messages** option.
2. In the Quick Message window, click **Advanced** to open the Multiple Account Selection window.
3. In the Multiple Accounts Selection window, select the **Status, Account Type** from the drop-down list.
4. Select the **account name** from the **Non Selected Accounts** pane, and then click **Add** to add the account singly or **Add All>** to add all accounts listed or use the **Criteria Add>**, and click **OK** to return to Quick Message window.
5. In the Quick Message window, enter the **Sender's name** and **message** content.
6. Select the **Delivery Mode** and **Acknowledge mode** from the drop-down list, and click **OK** to save.
7. The system places a check mark in the guest account in Guest Handling, Message tab as an indicator for undelivered messages.

Figure 8-10 Quick Message Form

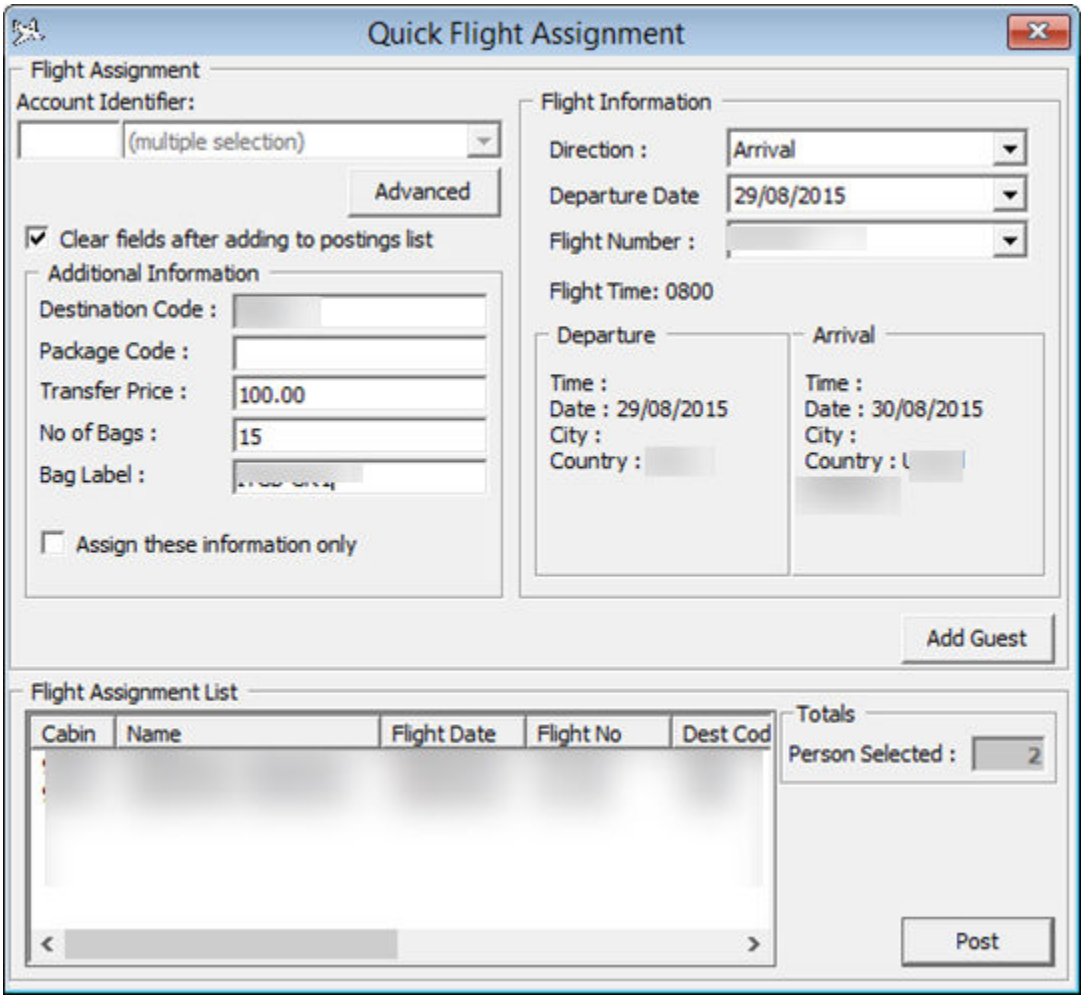


9

Flight Assignment

The Flight Assignment function is similar to Quick Billing and Quick Posting. This function enables you to assign arrival or departure flight individually or by a group of passengers.

Figure 9-1 Quick Flight Assignment



Assigning Flight Details

1. From the Cashier File menu, select the **Flight Assignment** option.
2. Enter the account in the **Account Identifier** field or click **Advanced** to select Multiple Accounts.
3. Navigate to the Flight Information section and select the **Direction, Departure Date, Flight Number** from the drop-down list.

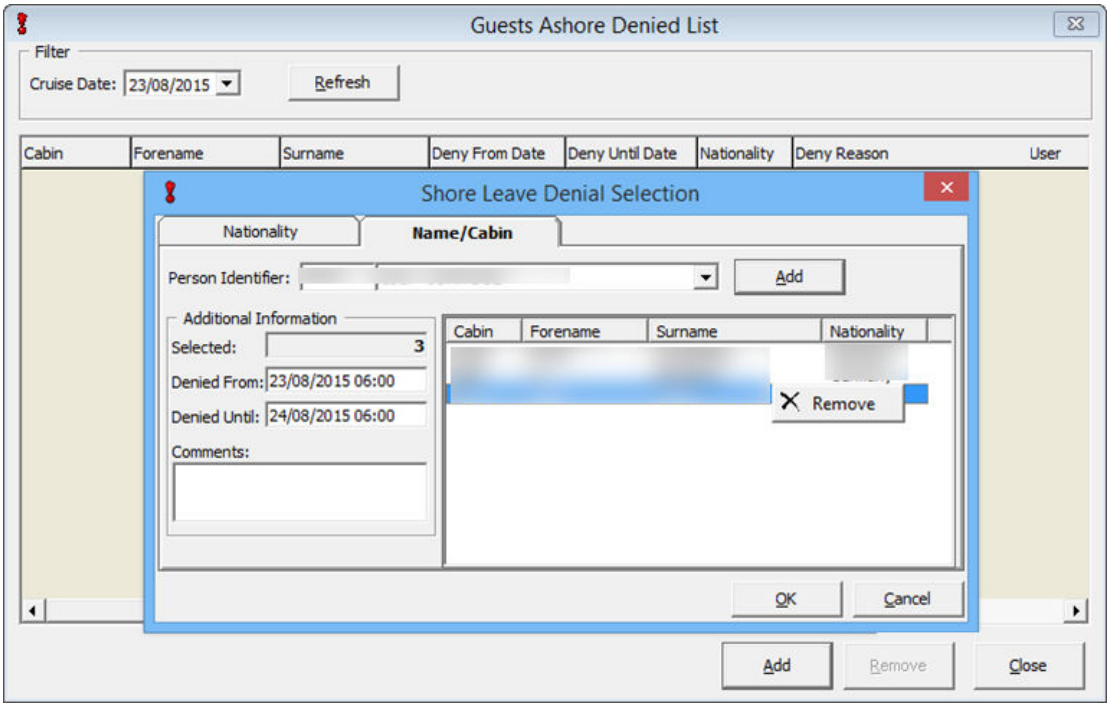
4. In the Additional Information section, enter additional **information**, if any.
5. Click **Add Guest** to add the selected guest to Flight Assignment List, and take note of the Total count beside the Flight Assignment List grid.
6. Click **Post** to update the flights assignment into the guest account in Guest Handling, Other Info tab.

10

Ashore Deny List

The Ashore Deny List is a function that manages passengers or crew movements by denying certain passengers or crew members from going ashore.

Figure 10-1 Ashore Deny List



Denying Passengers from Going Ashore

1. From the Cashier File menu, select the **Ashore Deny List** option.
2. Select the **Cruise Data** from the drop-down list and click **Refresh**.
3. Click **Add** at the Guests Ashore Denied List to open the Shore Leave Denial Selection window.
4. Navigate to either the Nationality or Name/Cabin tab, and select the **nationality or cabin** from the drop-down list.
5. Click **Add** to add the selected passenger(s) to the denied list grid.
6. To remove the name from the Denied List grid, right-click on the name and select **Remove**.
7. Select the **Denied from/until date**in Additional Information section and click **OK** to return to the Guest Ashore Denied List. All Denied passengers name are highlighted in Red on Gangway Log.

8. Click **Close** to return to the main window.

Removing Passenger from Going Ashore List

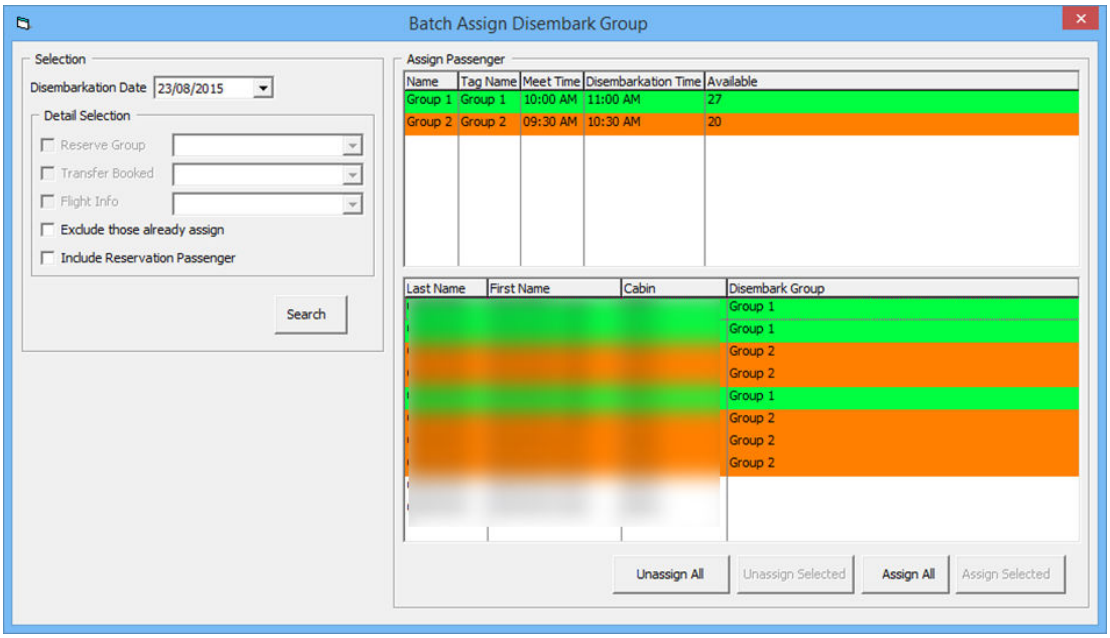
1. Perform steps 1 and 2 from the Denying Passengers from Going Ashore steps above.
2. In the Guests Ashore Denied list, select the **name** from the grid and click **Remove**.
3. Select **Yes** at the confirmation prompt and then click **Close** to return to the main window.

11

Batch Assign Disembark Group

The Batch Assign Disembark Group function is similar to Add to Disembark Group in Guest Handling. This function enables you to organize disembarking passengers by batches.

Figure 11-1 Batch Assign Disembarking Group



Assigning Passengers to Disembarkation Group

1. From the Cashier File, select the **Batch Assign Disembark Group** option.
2. Select the **Disembarkation Date** from the drop-down list.
3. In the Detail Selection section, select the **appropriate option** and click **Search**.
4. Select the **Group** in the Assign Passenger section and then select the **passenger name/ cabin**. Use the **CTRL+key** to select multiple passengers.
5. Click **Assign Selected** to assign a passenger. To assign all passengers, click **Assign All**.

Un-assigning Passengers to Disembarkation Group

1. Perform steps 1 to 4 from the Assigning Passengers to Disembarkation Group section above.

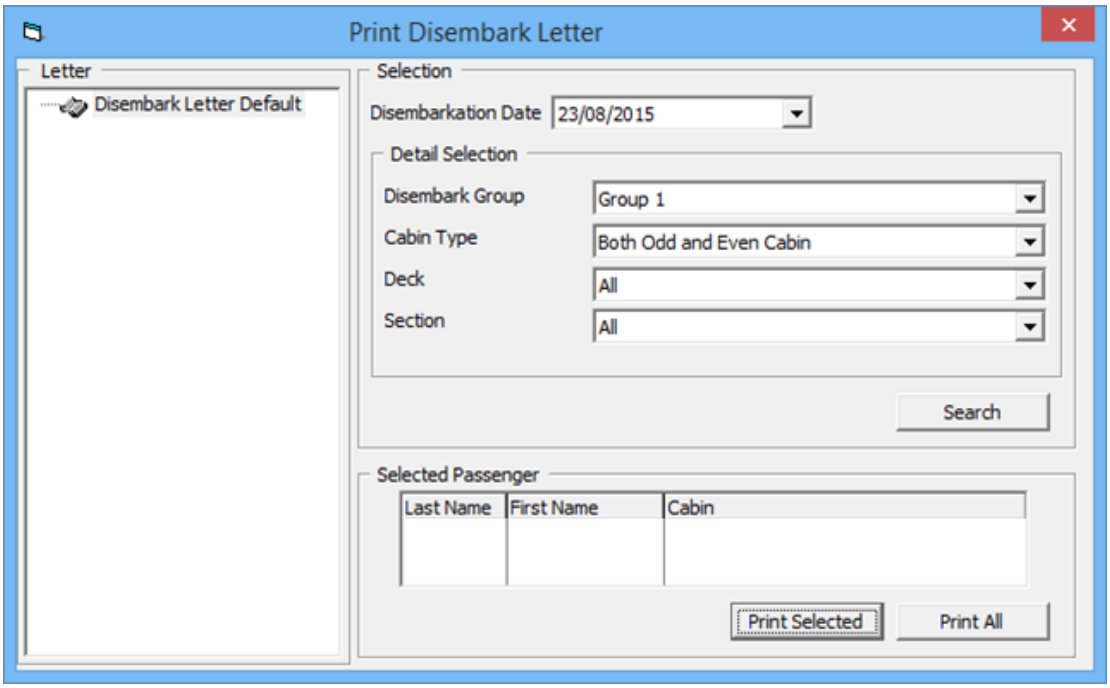
2. Click **Unassign, Selected** to unassign from the grid.

12

Print Disembark Letter

The Print Disembark Letter allows you to print and notify guests of their debarkation time and meeting location.

Figure 12-1 Print Disembark Letter



1. From the Cashier File menu, select the **Print Disembark Letter** option.
2. Select the **Disembarkation Date** from the drop-down list.
3. In the Detail Selection section, select the **appropriate option** and click **Search**.
4. Select the **Passenger name** from Selected Passenger section and then click **Print Selected**.

13

Unposted Package Posting

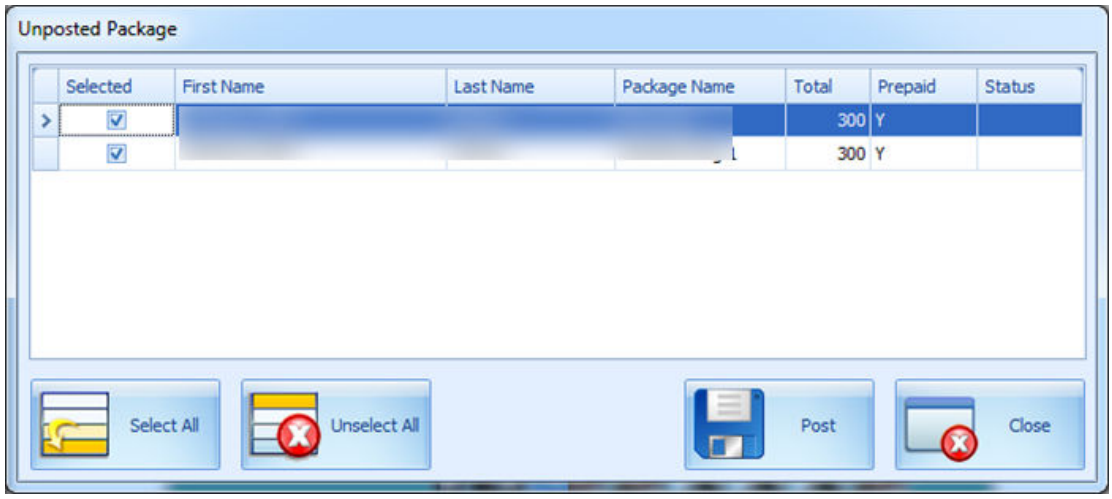
The Unposted Package Postings are predominantly postings imported from Data Import or DGS ResOnline.

Viewing All Unposted Package Postings

1. From the Cashier menu, select **Unposted Package Posting**.
2. Select the **item** and click **Post** to post the package amount to the system account. The package posting are shown in the Guest Account.

> **Note:**
>
> The system does not check for unposted package postings when checking out the passenger account.

Figure 13-1 Unposted Package Postings Window

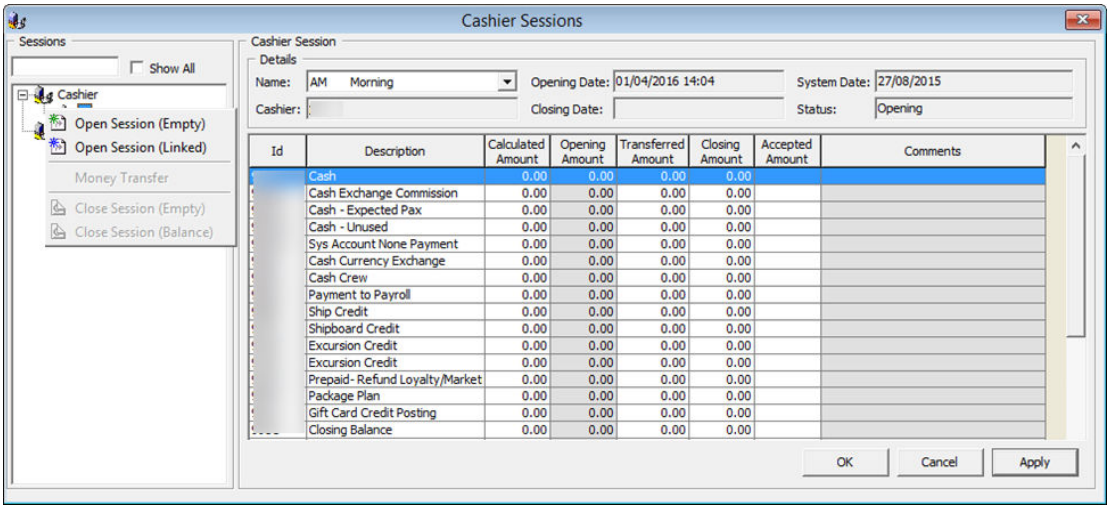


14

Cashier Sessions

The Cashier Sessions is a function that registers all credit collections for the day by individual user, and the users must have rights #371 — Cashier Sessions assigned. This function is enabled with the **Cashier, Use Full Cashier** parameter. A session code is required before the assigned cashier can open the cash register. These session codes are set up in the Administration Module, System Codes, Session Codes.

Figure 14-1 Cashier Sessions



Opening a Cashier Session

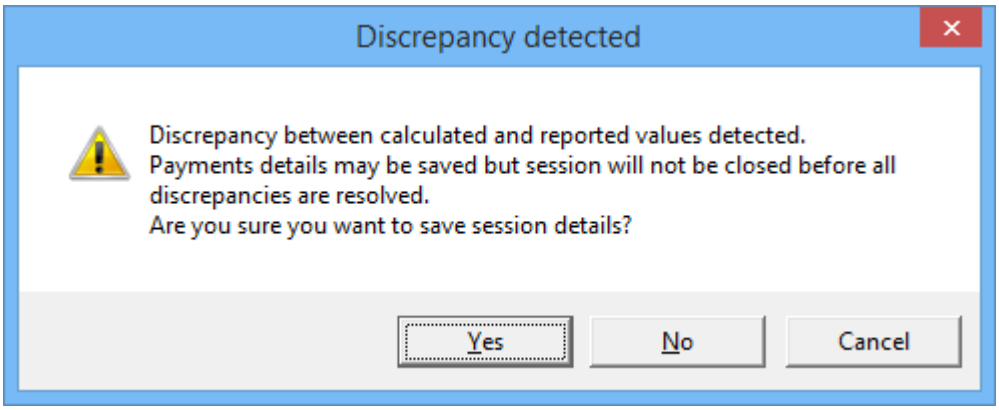
1. From the Cashier menu, select **Cashier Session** from the drop-down list.
2. Click the plus **(+) key** to expand the Cashier container, right-click on the **user name**, and select one of the following options:
   - **Open Session (Empty)** — This function opens a cashier session for the selected shift.
   - **Open Session (Linked)** — This function opens a cashier session with previous closing balances being brought forward as the Opening Amount.
3. In the Name field, select the **Session code** from the drop-down list.
4. Enter the **Opening Amount** for the respective department code and then click **Apply**.

Closing a Cashier Session

1. From the Cashier menu, select **Cashier Session** from the drop-down list.

2. Expand the Cashier container, right-click on the session, and select one of the following options:
   - **Close Session (Balance)** — This function closes the cashier session by automatically filling in the amount in the **Closing Amount** column.
   - **Close Session (Empty)** — This function requires you to input the value in the **Column Amount** column.
3. Click **Apply** to save the value entered.
4. When there is discrepancy on the value, the system prompts for further action. Select **Yes** to set the session status to Discrepancy, allowing you to further research and resolve the discrepancy.

Figure 14-2 Cashier Closing Discrepancy



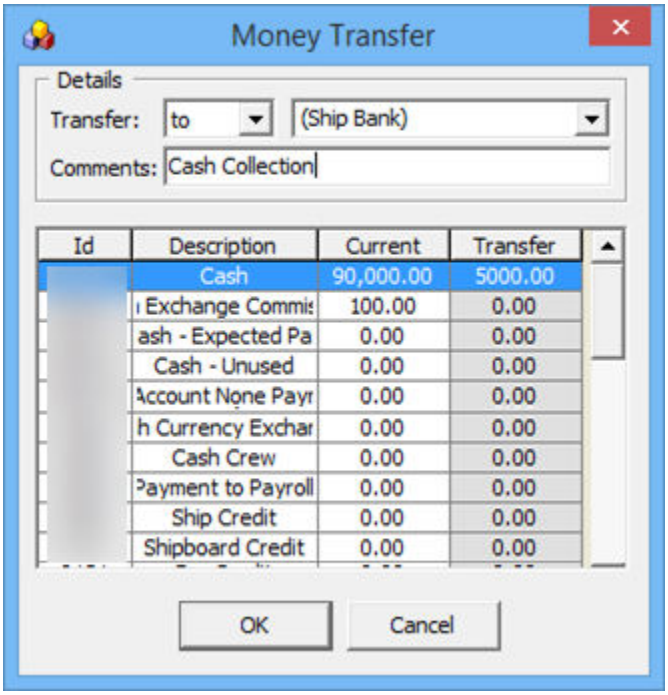
Resolving Imbalance Cashier Session

1. From the Cashier menu, select **Cashier Session** from the drop-down list.
2. Expand the Session container, right-click on the **session**, and select **Close Session (Balance)**.
3. Enter the correct value in the **Accepted Amount** column and click **Apply** to save the amount and print the final closing report.

Transferring Money From/To Ship

Funds collected can be transferred from Ship to bank, shore side office, or vice versa.

Figure 14-3 Money Transfer



1. In the Cashier Session, click the plus **(+) key** to expand the **Session**.
2. Select the session to transfer the amount, then right-click and select **Money Transfer**.
3. Select the **transfer type** from the drop-down list.
4. Enter a **comment** in the Comment field and **amount** to transfer in the Transfer field.
5. Click **OK** to confirm the transfer.
6. Amount transferred appears in the Cashier Session, Transferred Amount column.

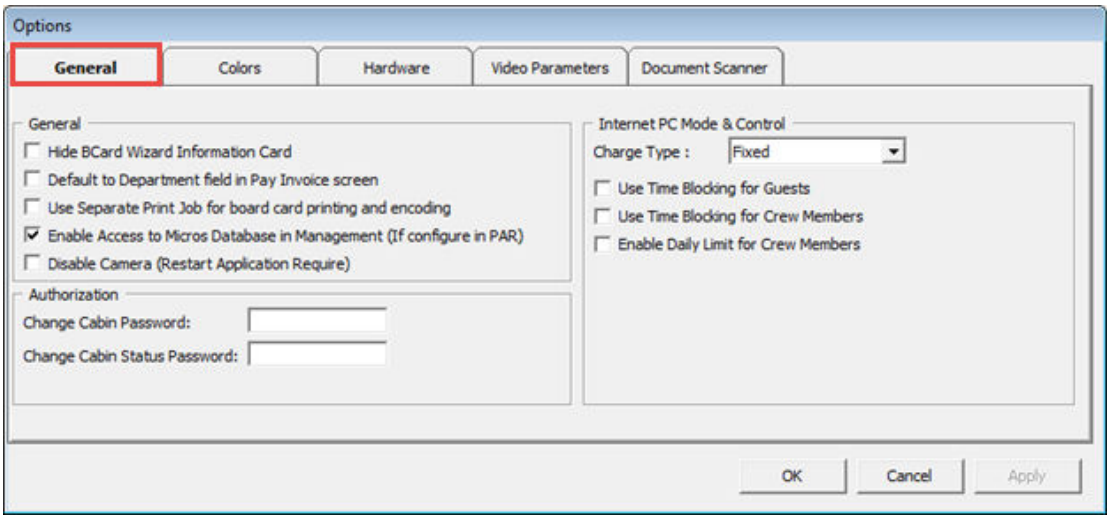
15
Options

The Options menu is an area where supported hardware and devices are set up, and accessed from the Main menu. Check with your system administrator before making any changes.

General Tab

In the General Tab, you can check mark the boxes for options applicable to your operation. By default, the check boxes are deselected.

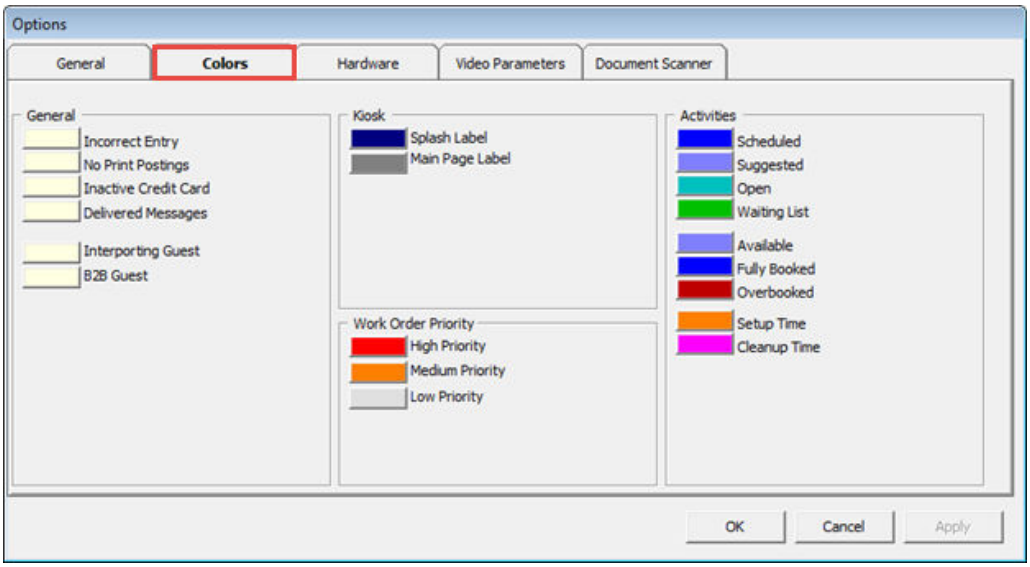
Figure 15-1 Options Menu — General Tab



Colors

The Colors tab allows you to define a standard color scheme suitable for the operations. These colors can be easily changed by clicking the color bar and then selecting the color from the color chart.

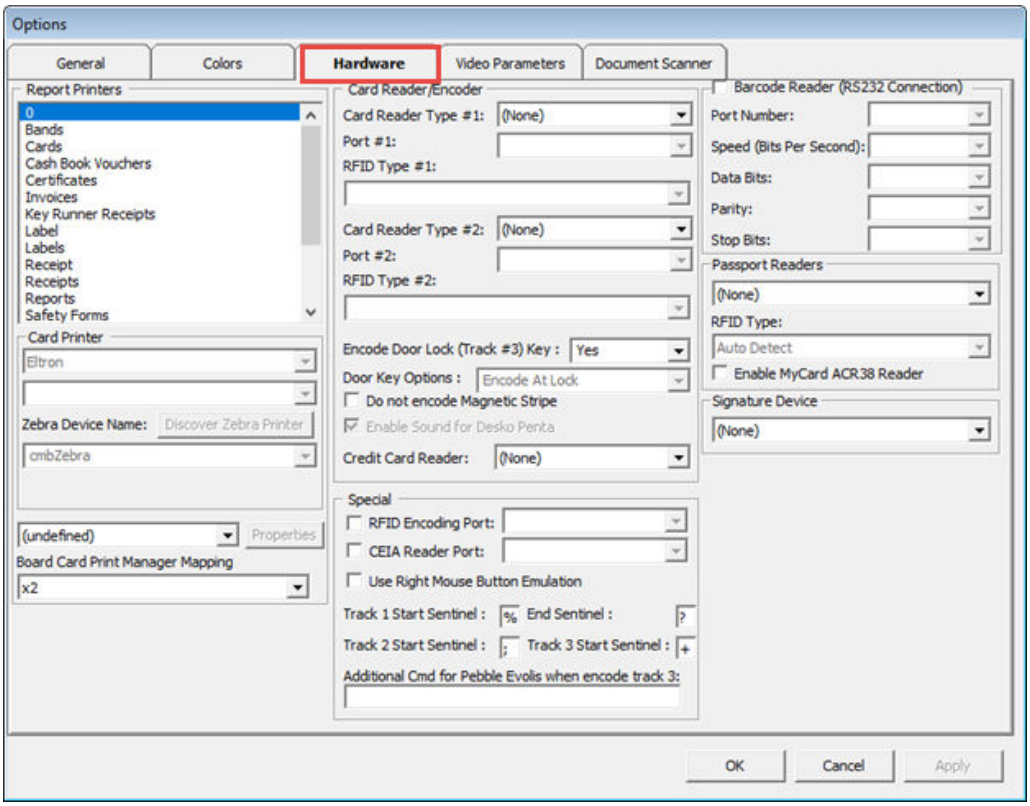
Figure 15-2 Options Menu, Colors Tab



Hardware

In the Hardware tab, supported peripherals, printers and devices are configured. The window varies depending on the type of report printers you select. Contact Oracle Hospitality Cruise Customer Support for assistance.

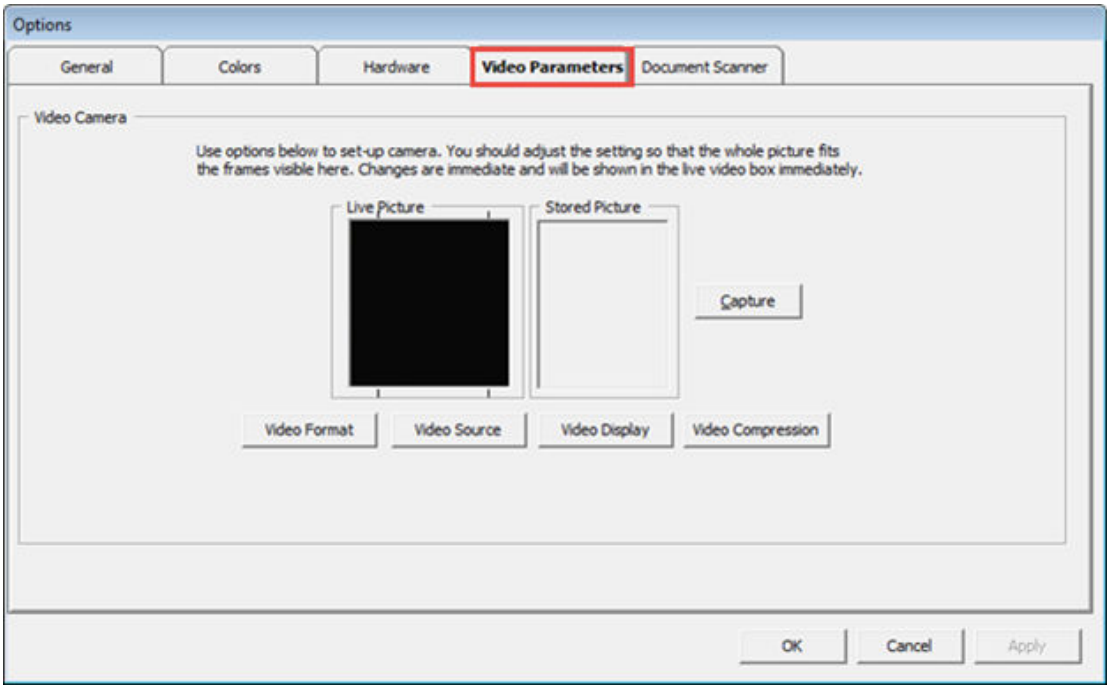
Figure 15-3 Options Menu, Hardware



Video Parameters

This section defines the video format, source, and type of compression to store in the database.

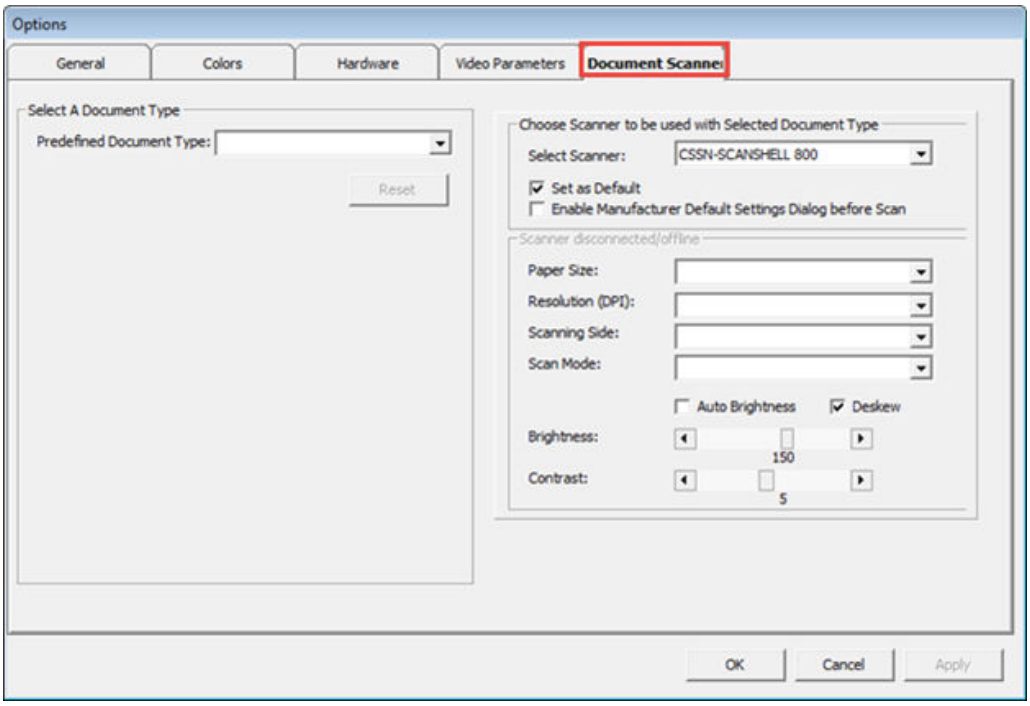
Figure 15-4 Options Menu, Video Parameters



Document Scanner

This section links the type of scanner used for specific forms, for example, driver license, passport, and others.

Figure 15-5 Options Menu, Document Scanner



16

Security

Function such as User Login, Passenger movement from ship to shore or vice versa, and statistic count of passengers on-board or at shore side are found under the Security menu.

Login

The Login function enables you to logout/login from current session, using either the **Function key (F8)** or by selecting the option from the Security menu.

Change Password

The Change Password function allows you to reset your password. You must log in prior to accessing this function.

1. From the Security menu, select **Change Password** from the drop-down list.
2. Enter the **new password**, **confirm the password**, and click **Apply**.
3. When the Password Successfully Changed prompt appears, click **OK**.

User Logfile

The User Logfile records all transactions performed by users by date and time order. You can retrieve the information using the available filters such as by user, type of activities, date, time, or workstation. Transaction logs are also printable and exportable in a supported file format.

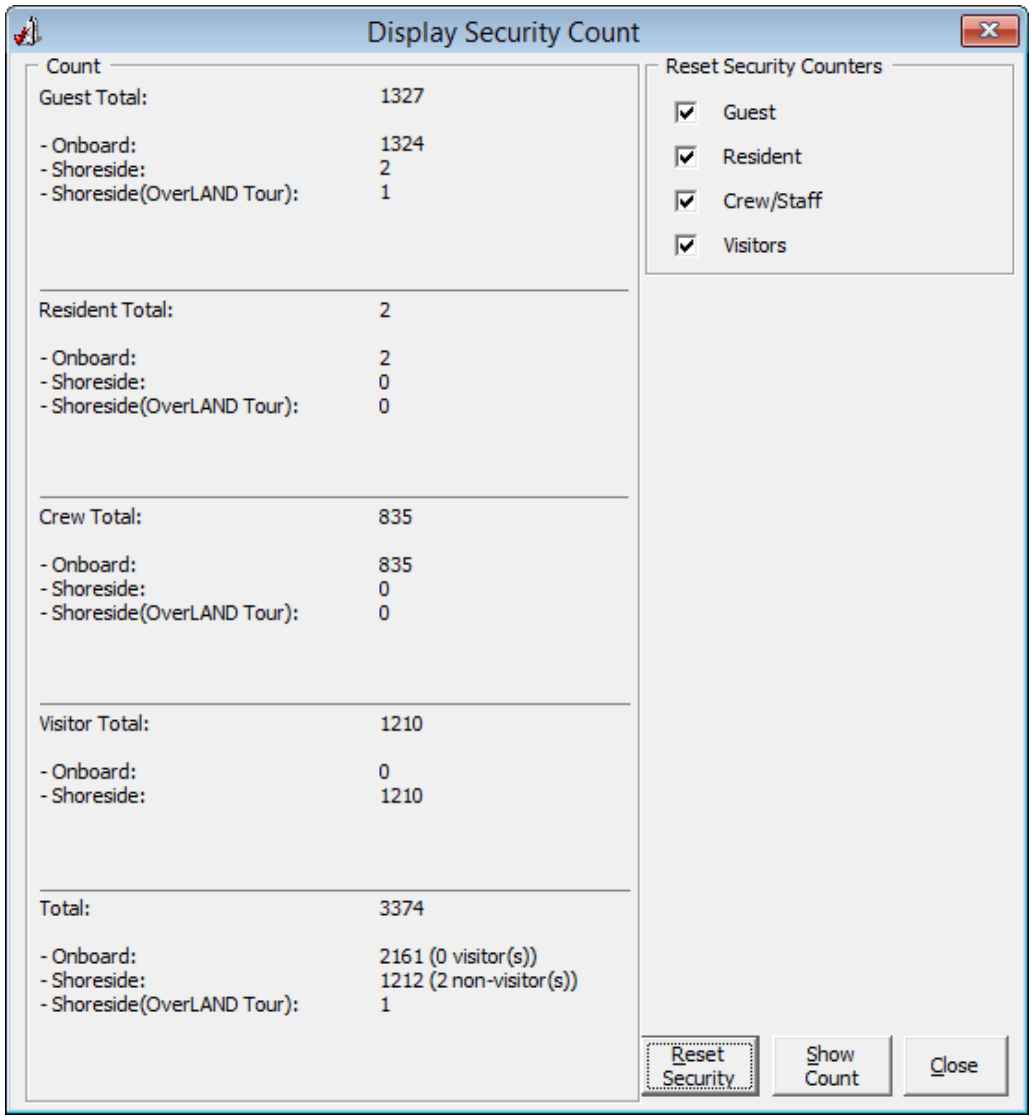
Gangway Logfile

The Gangway Logfile records the gangway movement of all passengers going ashore or coming onboard. Information is searchable by location, movement directions, type of passengers, date, time, cabin number and name. Retrieved information is printable or exportable to a supported file format.

Count Onboard/Shoreside

The Count Onboard/Shoreside displays the security count of total passengers, and the number of passengers onboard or at shoreside. The counts are shown by the type of passengers.

Figure 16-1 Count Onboard/Shoreside



To reset the count, click the **Reset Security** button. The messages prompt varies on each reset.

Guests/Crew Onboard

The Guest/Crew Onboard lists all passengers onboard, with the Last Coming On-Board status appearing when you select the passenger's name.

The status of the guest can be changed by:

- Clicking **Go Ashore** to set the selected passenger status from Onboard to Ashore.
- Clicking **Gangway Log** to open the gangway movement log.

Guest/Crew Shoreside

This function is the same as Guest/Crew Onboard and only displays passengers that are ashore.

You can change the status by:

1. Clicking **Go Onboard** to set the selected passenger status from Ashore to Onboard.
2. Clicking **Gangway Log** to open the Gangway movement log.

Port/Visa Requirement

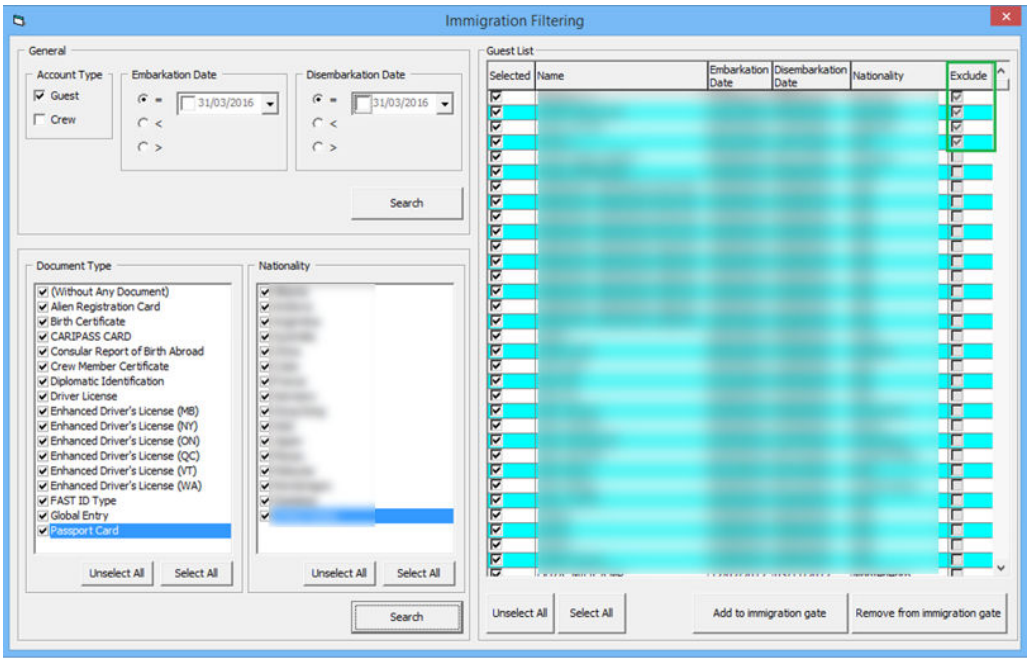
The Port/Visa requirements function enables you to restrict passengers/crew that has travel restrictions on their travel document from going ashore on port day. Once set up, the system prompts a notification window when a restricted passenger's passport/travel document is swiped at the Gangway.

1. From the Security menu, select **Port/Visa Requirement**.
2. Click **Add New**, enter the **Date/Time From/To field**, and select the **Port** from the drop-down list.
3. Select whether the restriction applies to Pax and Crew, Pax or Crew only.
4. In the Conditions Setup section, select the **Nationality** and **Visa Type** from the drop-down list, and click **Save**.
5. At the Insert Confirmation prompt, select **Yes** to confirm and then click **Close** to exit.

Immigration Filtering

This function enables you to define the guest or crew to exclude from the Immigration Inspection.

Figure 16-2 Immigration Filtering



1. From the Security menu, select **Immigration Filtering**.
2. In the General section, select the **Account**, select **Embarkation/Disembarkation**, and click **Search**.
3. Select the **Document Type**, select the **Nationality**, then click **Search** to further filter the guest list.
4. On the Guest List, select the passenger to add or exclude from immigration gate and then click the respective button.

> **Note:**
>
> If Guest has *"Switch to Crew in Manifest"* set up, then the guest account appears under Account Type "Crew". If Crew has *"Switch to Passenger in Manifest"* set up, then the Crew account appears under Account Type "Guest".

5. Excluded passengers have a check mark in the **Exclude** column.