

Oracle® Hospitality Cruise Shipboard Property Management System Shore Excursion User Guide



Release 20.3
F59823-02
June 2023

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

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

F59823-02

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Preface

The Shore Excursion module allow you to setup the excursions and packages offerings to the cruise passengers. You can book and print the ticket for excursions when passenger comes onboard or go ashore.

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
- Screenshots of each step you take

Documentation

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

Revision History

Table 1 Revision History

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

1

Parameters

The parameters below controls the behavior of the Shore Excursion program. They are editable under **Setup, Parameter**. Consult Oracle Customer Support for more details if you are unsure of the settings.

Table 1-1 Parameters

PAR Name	PAR Value	Description
Adult Min Age check for Kiosk	6	Minimum age of a passenger required to be able to use Kiosk or Business Center.
Alert Email address for Web Service booking		Separate each email address by a semicolon “;”.
Allow FCKiosk Bookings	1	1 - Enable / 0 - Disable Kiosk Booking capability.
Allow Multiple Bookings	1	0 – Allow Kiosk to book only one ticket per Account-Tour. 1 – Enable Multiple Bookings for each Account-Tour.
Allow to use customized Account Information header	1	0 – Do not allow. Use the system default Account Information header. 1 – Allow customizing the Account Information header in Bookings and Account Handling window using custom SQL Query in PAR_COMMENT field.
Auto Populate Cancellation Fees info	0	1 – Enable auto-populating Cancellation Fees info when creating new Tour Templates or Bookable Tours.
Booking Future Cruise Tours handled as Unposted	1	0 – Future Cruise Tours bookings posted directly into accounts and accounted as Current Cruise revenue. 1 – Future Cruise Tours Bookings in Transit Accounts will appear in Unposted Bookings window under Future Cruise Bookings.
CancelFees Default Dept		Debit Department to be used when posting Cancellation Fees when voiding an excursion if they are not specified in Bookable Tours Setup.

Table 1-1 (Cont.) Parameters

PAR Name	PAR Value	Description
Cancellation Fees Default Value	75%	Default Value or Percentage (if % sign exists) for Cancellation Fees. If the Use Cancellation Fees parameter is enabled and the Bookable Tour setup of a tour does not have a cancellation default value set, the value specified in the parameter is used when canceling this tour. If a different cancellation fee value is specified in the Bookable Tours setup, the value specified there will be used instead.
Child Max Age check for Excursions	14	Maximum age of an Account required to be able to book Child tickets in Excursions module.
Control ITV Parameter in FCUI	1	1 – Control the ITV Parameter in FCUI.
Current Cruise Unposted Bookings Notification	1	0 – Disable Current Cruise Unposted Bookings Notification Message. 1 – Enable Current Cruise Unposted Bookings Notification Message when starting Shore Excursions module (2 days before End Of Cruise).
Default Account Search	0	Default searched for in Cabin/Account Window by: 1 – Payer / 0 – Buyer
Default Language	EN	Default language for excursions using two-letter ISO Code.
Default Posting Department for Amount Refunds		Default Credit or Debit Posting Department to use when posting Amount Refunds after selecting to apply Discount Amount option.
Default Posting Department for FCUI	8001	FCUI Default Posting Department used when creating new Tour Template or Bookable Tour.
Default Posting Department for Fees		Default Posting Department to be used when posting pre-booked (non- prepaid) bookings that include additional fees.
Default Posting Department for KIOSK	8001	Kiosk Default Posting Department to use when creating new Tour Template or Bookable Tour.
Default Posting Department for PREPAID	8001	Prepaid Default Posting Department to be used when creating new Tour Template or Bookable Tour.
Default Ticket Report	EXC01TICKET	Default Ticket Report for Shore Excursion.
Default setting for Prepaid/Routed Booking option	0	0 – Prepaid Booking option set as default in regular Bookings window. 1 – Routed Booking option set as default in regular Bookings window.

Table 1-1 (Cont.) Parameters

PAR Name	PAR Value	Description
Default value for Sales Tax	0	Default Value or Percentage (if % sign exists) for Sales Tax.
Disable FCUI/Kiosk Booking options by default	0	0 – Enable FCUI/Kiosk Booking options by default. 1 – Disable FCUI/Kiosk Booking options by default for all newly created Bookable Tours from within Excursions module and all newly imported Bookable Tours imported from RESOnline.
Disable Tours display if Max count is 0	0	0 – Enable Tours to display in Booking window if Max count is 0. 1 – Disable
Discounts affect Taxes	1	Discounts Calculation Method to use: 0 – Discounts don't affect Taxes. 1 – Discounts affect Taxes.
Display Booking Origin column	2	0 – Do not Display Booking Origin column (SHOREX - IMPORT - KIOSK - FCUI) in Batch Ticket Printing and Exporting window. 1 – Display Booking Origin column in Batch Ticket Printing and Exporting window. 2 – Display Booking Origin column in Batch Ticket Printing and Exporting window.
Display Time Fields in 24Hour format	1	0 – Display time fields in 12Hour AM/PM format. 1 – Display time fields in 24Hour format.
Display Time elements on all grids	1	0 – Do not Display Tour Time elements on grids (Start / End / Meeting Time).
Display Tour Name instead of Tour Code	0	0 – Display Tour Code in bookings window. 1 – Enable displaying of Tour Name in bookings window.
Display Tours in Green if Minimum not reached	0	0 – Default setting shows tour labels in blue regardless of minimum attendees reached. 1 – Displays Tour labels in Booking window as green when minimum attendees have not been reached.
Enable Bookable Tour assignment to specific Cruise	0	1 – Assigning a Bookable Tour to a specific Cruise is mandatory and this System Cruise assignment is used in Unposted Bookings window when searching for Tour Bookings.
Enable Embarkation Dates search	0	1 – Enable Embarkation Dates search check box in Tour Dates Period tab in Batch Printing And Exporting window.

Table 1-1 (Cont.) Parameters

PAR Name	PAR Value	Description
Enable Group Tour Message	0	0 – Disable pop up message on group tour linking message 1 – Enable.
Enable Handicapped Warning	1	0 – Disable Handicapped Warning in Bookings window. 1 – Enable Handicapped Warning.
Enable Language info for Kiosk	1	Allow Guests to enter Language information at Kiosk Terminal.
Enable Multiple Bookings	1	0 – Disable Multiple Bookings. 1 – Enable Multiple Bookings functionality in Bookings window.
Enable NOPRINT for Shorex Voids	1	1 – Enable Shorex Voids to "NO PRINT" on accounts in Management module automatically. 0 – Disable "NO PRINT" for Shorex voids on accounts in Management module.
Enable Onboard Account window	1	1 – Enable / 0 – Disable the access to the onboard Account details window in Kiosk.
Enable OverWeight Bookings	1	1 – Enable / 0 – Disable use of Overweight Bookings that require two seats. 2 – Enable but Check box is by default deselected when Bookings window opens.
Enable Shoreside Refunds for Prepays	1	1 – Enable Refunds Shoreside (on System Account) when applying Discounts or Voids to Prepaid Bookings. 0 – Disable Refunds Shoreside.
Enable Tour Dates search	1	1 – Enable Tour Dates search check box in Tour Dates Period tab in Batch Printing and Exporting window.
Enable Tours Daily Limit check	1	1 – Enable Bookable Tours per Date limit check in Excursions Setup. 0 – Disable.
Enable Tours Overbooking	1	0 – Disable Tours Overbooking. 1 – Enable Tours Overbooking.
Enable Voiding Bookings from previous Cruises	1	1 – Enable Voiding Bookings that belong to previous Cruises or have been closed. 0 – Disable.
Enable Voiding Bookings on Checked-Out Accounts	0	1 – Enable Voiding Bookings on Checked-Out Accounts with Voided Transaction posted into Internal Error System Account.

Table 1-1 (Cont.) Parameters

PAR Name	PAR Value	Description
Exc Link for all Excursions	0	0 – Perform linking check only for Packaged Excursions. 1 – Perform linking check for all Excursions.
Exporting Tickets	0	1 – Exporting Tickets is in progress - Does not allow any other process to start.
Future Tour bookings Warning	1	1 – Provide warning message to prevent future Tour bookings for current cruise guests.
Include Sales Tax in Price	0	1 – Include / 0 – Exclude Sales Tax from Excursions Price.
Keep same Tours Page when selecting new Account	0	0 – Return back to first Tours Page after selecting a new Account. 1 – Stay on same Tours Page after selecting a new Account.
Move Expected Accounts Waitlisted Bookings to EPO	0	0 – Keep Expected Accounts Waitlisted Bookings into EPW. 1 – Enable moving Expected Accounts Waitlisted Bookings from EPW to EPO when trying to post Waitlisted Bookings for Expected Accounts in Handling List window.
Notify for Overlapping Tours	0	0 – Disable. 1 – Enable Overlapping Tours checking and notification during Booking process.
Notify when Booking Future Cruise Tour as Unposted	1	1 – Enable Notification Message when Booking Future Cruise Tours to be handled as Unposted is enabled.
Onboard Refund for Prepays	1	0 – Shoreside refunding when voiding Prepaid Bookings. 1 – Onboard.
OverWeight Price Increase	50%	Default Over Weight Bookings Net Price increase by percentage (%) value.
OverWeight Weight Limit	250	Weight above this value during Booking is considered as Over Weight Booking.
Posting Status Box Default Selection	0	0 – All (Posted and Unposted) Bookings, 1-Posted Bookings, 2-Unposted Bookings
PrePaid CancelFee Default Dept	8422	Debit Department to be used when posting Cancellation Fees when voiding PrePaid Bookings in Excursions.
PrePaid Voids Default Dept	8421	Debit Department to be used when posting Voids when voiding PrePaid Bookings in Excursions.

Table 1-1 (Cont.) Parameters

PAR Name	PAR Value	Description
Prepaid Fees Posting Department	8011	Prepaid Fees Default Posting Department to be used when posting imported Prepaid Bookings that include additional Fees.
Prepaid Fees Void Department		Prepaid Fees Default Voiding Department to be used when Voiding imported Prepaid Bookings that include additional Fees.
Prepaid Loyalty Discounts Posting Department	8735	Prepaid Discounts Default Posting Department to be used when refunding due to Loyalty Package.
Prepaid Marketing Discounts Posting Department	8736	Prepaid Discounts Default Posting Department to be used when refunding due to Marketing Discounts.
Prepaid Marketing Discounts System Account	20550	Default System Account to be used when posting Prepaid Marketing Discounts
Prepaid Status when Discounting Prepaid Bookings	Y	Y – Keep Prepaid Status when Discounting Prepaid Bookings, N – Remove Prepaid Status.
Prepays Refund Confirmation	1	1 – Require Confirmation when Refunding Prepays during voiding.
Previous Cruise Tours Warning	1	1 – Provide warning message to prevent Previous Cruise(s) Tour bookings for Current Cruise guests.
Print + Post Summary	1	0 – Do not print summary after printing tickets in “Print+Post”, 1 – Print
Print Excursions Summary	1	0 – Do not print summary after printing tickets in “Print+Post” 1 – Print.
Print Excursions Tickets	1	0 – Do not print tickets 1 – Print.
Print Void Summary	1	0 – Do not print summary after voiding tickets 1 – Print.
Print Voided Tickets	1	0 – Do not print tickets when voiding; 1 – Print also voided tickets (please note that you must also change selection formula for tickets in this case).
Print Waitlist Receipt when moving to real Booking	1	0 – Do not Print Receipt when moving somebody from the waitlist to a real booking on top of the normal ticket, 1 – Print.

Table 1-1 (Cont.) Parameters

PAR Name	PAR Value	Description
Require Waitlist Confirmation	1	0 – No confirmation when adding Booking into Waitlist. 1 – Display confirmation with Waitlist No.
Show Disabled Accounts in Bookings windows	0	1 – Enable showing Accounts with Postings Disabled status in Bookings windows.
Show Voided Transactions	1	1 - Show / Hide Voided Transactions in Cabin/Account window only
Signature Display Body Text Font	40	Value must be bigger than 12 - 200.
Ticket Summaries check buttons default selection	0	0 – Nothing is selected, 1 – Both options are selected (Payer and Buyer), 2 – Payer option is selected, 3 - Buyer option is selected.
Unposted Bookings Posting		When Unposted Bookings posting is in progress, the system writes the Workstation Name in order not to allow any other process to start.
Use Adult/Child Max Counts	0	0 – Do not use Adult/Child Max counts separation , 1 – use Adult/Child Max counts separation
Use Bookable Tours Languages linking	1	Use Bookable Tours Languages linking when Booking and Language module is enabled, to limit the available Language selection only with the Languages defined in Bookable Tours Setup.
Use Cancellation Fees	1	1 – Enable / 0 – Disable use of Cancellation Fees when voiding Bookings in Excursions.
Use E-Invoices Exporting and Printing	0	1 – Enable the overall functionality for storing and printing E-Invoices.
Use E-Invoices Printing option	0	1 – Enable the option to also physically print E-Invoices on paper.
Use Excursions Waitlists	1	1 – Enable / 0 – Disable use of Excursions Waitlists
Use Free Text Port Entry	0	0 – Use Predefine Port Selection, 1 – Use Free Text Port Entry.
Use Free Text Tour Comments/ Recommended Clothes	0	0 – Use Predefine Tour Comments/ Recommended Clothes text for different Languages. 1 – Use Free Text Tour Comments/ Recommended Clothes.

Table 1-1 (Cont.) Parameters

PAR Name	PAR Value	Description
Use Language Module	1	0 – Deactivate it. 1 – Activate Excursions Language Module,

2

Financial Code Setup

There are two different approaches in using the Value-Added Tax (VAT) handling in the Excursion module and in both approaches, it is an inclusive VAT in the price, *not* an add-on VAT.

With the VAT Posting Split that caters up to four split %, and the amount of the tour price is posted as a VAT inclusive sum that is not reflected anywhere on the application, you can extract these splits onto a report.

Using the VAT Posting Split, you can break down the price of the excursion into components with the different price splits and tax rates.

VAT Tax Class

A VAT Tax Class is a tax classification used to identify the type of tax associated with the posting code.

To create,

1. Log in to the **Administration** module.
2. Select **Financial Setup** from the drop-down menu and **VAT Tax Class**.
3. Right-click and select **Add New**.
4. Enter the short code and the Tax Class name, for example, Reduced Tax in the Description field, and click **Apply** to save.

VAT Tax Rate

1. From the Financial Setup, select **VAT Tax Rate**.
2. Expand the tree view of the country listed and select the **Tax Class**.
3. Associate the correct VAT Tax Posting Department to the code.
4. Click **Apply** to save.

Posting Department

1. Navigate to **Financial Setup, Department Codes, Debit** and create a sub-department for each of the various tax classes, if none are available.
2. Under the Department VAT Tax section of Debit Department Code Setup, select the **'Type of Posting 'DX Tax Department'** from the drop-down list.
3. Click **OK** to save.
4. Navigate to the department for Excursion postings and assign **VAT Tax Class** to each of the different excursion sub-departments.
5. Click **OK** to save.

3

Bookable Tours

In the Setup menu of the Shore Excursion, configurations such as Parameters, Vendors, Language Module, Ticket Language Template Setup, Bookable Templates Setup, Bookable Tours Setup, Packages Setup, Tour Transportation Sharing, Tour Categories, Package Combination Types, Tour Reporting Categories, Tour Reporting Tags, Tour Reporting Difficulty Levels, Tour Transfer Locations, Tour Cost Item Types are defined.

You can set up the type of tours available per cruise and the criteria for each tour by cruise day with these functions. It is advisable that you create a Tour Template for repetitive tours. Before you set up a Bookable Tour and when creating a template, ensure you have all the Financial Posting codes available.

Setting up Tour Codes

Before you set up the Tour Templates for bookings, the system Tour codes listed in the *Tour Code and Description* table below are required, depending on the Ship's operations.

Table 3-1 Tour Code and Description

Tour Code	Description
Tour Transportation Sharing	Link bookable tours that share the same transportation.
Tour Categories	Tour category that every tour is assigned.
Package Combination Types	Link Package Tours to provide multiple tour choices from the booked package.
Tour Reporting Categories	Group of tour category.
Tour Reporting Tags	Tag used for reporting.
Tour Reporting Difficulty Levels	The difficulty level of the tour are: easy, moderate, or difficult.
Tour Transfer Locations	The pick-up location for the Transfer Tours.

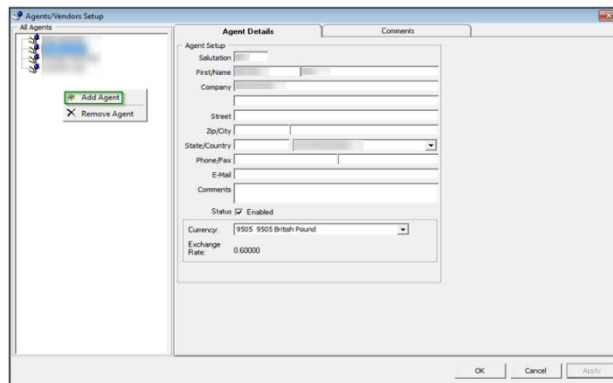
Once configured, they are available for selection in **Template Setup and Bookable Tours Setup**.

To configure the codes,

1. Select the option from the **Setup** menu.
2. Right-click to select **Add New**.
3. Key in the Description code and name and additional information in the details section.
4. Click **Apply** to save the code.
5. To remove, right-click on the code and select **Remove**.

Vendors

The Vendors Setup is used to store contact details of vendors fulfilling the ground arrangements, supplying equipment or other services for the tours.

Figure 3-1 Vendor/Agent Setup

1. From the Agents/Vendors Setup window, right-click and select **Add Agent**.
2. Enter the agent's details and then navigate to **Comments** tab to add an additional comment or document image.
3. In the **Comments** tab, select **Add Comment** to enter a new comment by inserting the relevant details.
4. Navigate to the **Document** tab to upload, scan or export an image file and then click **Save**.
5. Click **OK** to save the agent details.

Language Module Setup

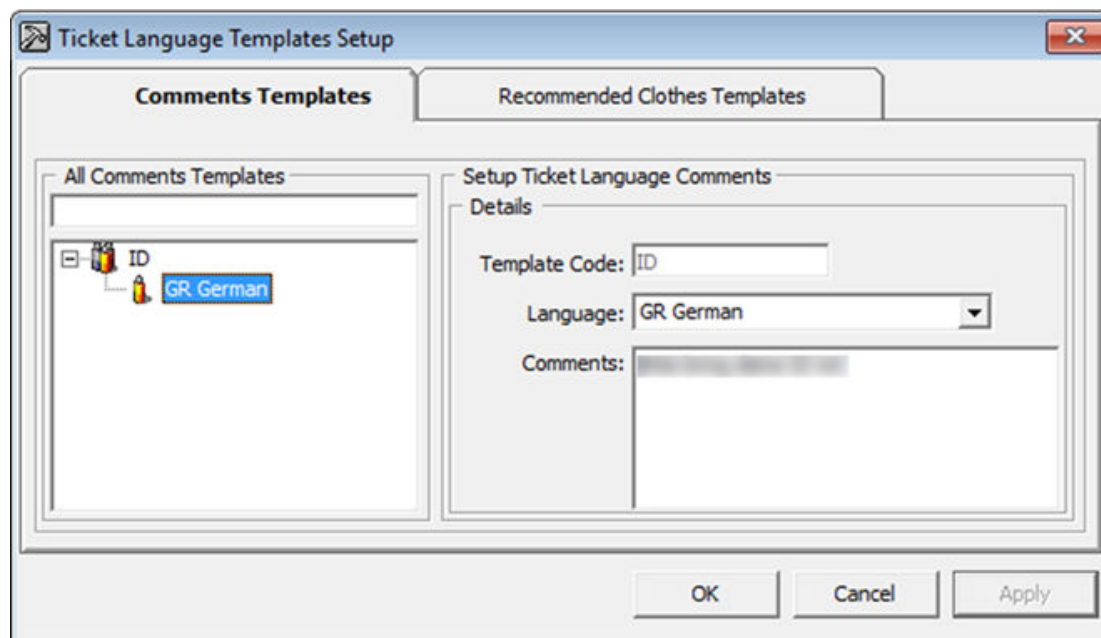
The Language Module Setup is activated with the **Use Language Module** parameter. It allows you to link to and print on tickets the comments/tour requirements template described in other languages. This function works with **Use Free Text Tour Comments/Recommended Clothes** parameter set to "1". This setting also changes the window layout in General tab, Tour Template Setup, and Bookable Tours Setup to only display/print information in other languages if the setup has **Tour Languages** defined in the **Linking** tab.

1. From the Setup menu, select **Language Module Setup**.
2. Select the **Default Language** and select the **Activate Language Module**.
3. Click **OK** to confirm and close the window.

Ticket Language Template Setup

The Ticket Language Template Setup allows you to create comment templates and the recommended clothing templates used in Shore Excursion in different languages. This function only works when the Language Module Setup is activated. Once enabled and if no language is selected during booking, the system will use the default language.

Figure 3-2 Ticket Language Templates Setup



1. From the Setup menu, select **Ticket Language Template Setup**.
2. Select either the **Comments Templates** or the **Recommended Clothes Templates** tab.
3. Right-click and select **Add Template**.
4. At the Code field, enter the code ID and comments, and click **Apply**.
5. Right-click the newly created code and select **Add Language**.
6. At the form, select the **Language** from the drop-down list and enter the comments and click **Apply**.

Tour Templates

A Tour Template enables you to create a base for recurring tours instead of creating the tour individually.

Tour Templates Tabs and Descriptions

Figure 3-3 Tour Templates General Tab

Table 3-2 Field Description of Tour Templates General Tab

Field Name	Description
External ID	External ID.
Code & Name	Short Code and Name of the tour.
Port	Port of the tour, selectable from the drop-down menu.
Country	Country of the tour, selectable from the drop-down menu.
Brochure No.	Brochure Number in the cruise catalogue number.
Overnight Tour	Sets the tour as an overnight tour when selected.
Required Clothes/ Comments	Additional information to be printed on tour ticket.
Duration & Times	Duration of the tour, Starting/Ending Time/ Meeting Time and Meeting Point of the tour.
Capacity	Max/ Min seat capacity of the tour.

Table 3-2 (Cont.) Field Description of Tour Templates General Tab

Field Name	Description
Adult/ Child Max	Max seat capacity for an adult/ child of the tour.
Total Weight	Max total weight allowed for the tour.
Total Weight per guest	Sets the max weight per guest allowed for the tour when selected.
1 Ticket per person limit	Sets the purchase to allow one ticket per person after selected.
Promotion discount deviation value	Discounts deviation value for the tour.
This tour not valid for promotion	Disables the tour from promotional sale when selected.

Figure 3-4 Tour Template Pricing and Sales Tab

The screenshot shows the 'Pricing & Sales' tab of the Oracle interface. It is divided into several sections:

- Prices:** Includes input fields for 'Adult' (620) and 'Child' (412.5) regular prices, 'Package', 'Cost', and 'Actual Counts'. It also features 'Overweight Price Increase' (50) with radio buttons for 'Value' and '%', and a 'Minimum Age' field.
- Sales Configuration:** Contains sub-sections for 'Sales Posting', 'Sales Tax & Fees', 'VAT Reporting split', and 'VAT Posting split'. The 'Sales Posting' section includes dropdowns for 'Regular Posting Dept.', 'Kiosk Posting Dept.', 'Prepaid Posting Dept.', and 'FCUI Posting Dept.'. The 'Voiding' section has a 'Prepaid Posting Dept.' dropdown. The 'Cancellation Fee' section includes a 'Posting Dept.' dropdown and a 'Value' field with radio buttons for 'Value' and '%'.

Table 3-3 Field Description of Tour Templates Pricing and Sales Tab

Field Name	Description
Regular Adult/Child Price	Tour selling price for an adult/ child.
Package Adult/Child Price	Tour package selling price for an adult/ child.

Table 3-3 (Cont.) Field Description of Tour Templates Pricing and Sales Tab

Field Name	Description
Cost Adult/Child	Tour costs for the adult/ child. Cost prices text boxes are disabled in order to display-only. This field gets updated automatically when adding a new booking or voiding an existing one based on the variable cost applied.
Actual Counts Adult/ Child	Actual Tour counts for an adult/ child for the tour.
Overweight Price Increase	Value or percent to increase if overweight occurs.
Minimum Age	The minimum age allowed for the tour.
Posting Departments	Reference to Financial Setup, Department Code setup.
Voiding Departments	Reference to Financial Setup, Department Code setup.
Cancellation Department & value	Cancellation fee definable in value or percentage. Reference to Financial Setup, Department Code setup for posting code.
Sales Tax & Fees	<p>Sales Tax & Fees Tab:</p> <ul style="list-style-type: none"> • Sales Tax definable in value or percentage. • Additional Fees definable in value or percentage. <p>Reference to Financial Setup, Department Code setup for posting code.</p>
VAT Reporting Split	<p>VAT Reporting Split Tab:</p> <p>For reporting purposes. Use of different VAT percentages resulting from the selling of excursion in order to produce a report where the respective VAT classes.</p> <p>The four type of VAT categories are user definable. You can change the label name from Administration module, System Setup, Label Setup.</p>
VAT Posting Split	VAT rate in percentage or price used for posting.

Figure 3-5 Tour Template Printing Tab

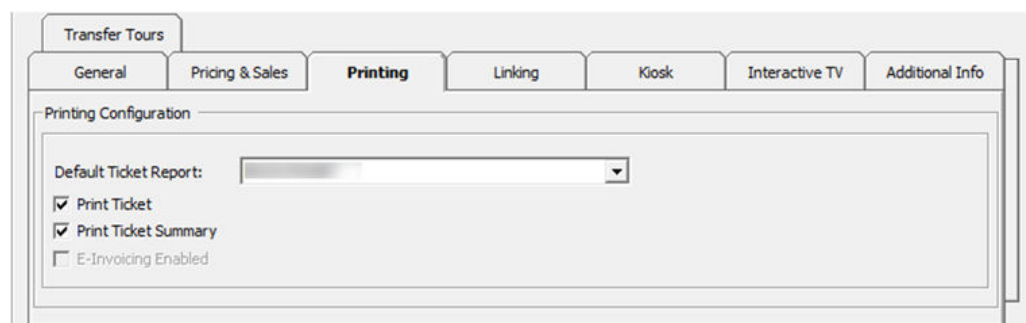


Table 3-4 Field Description of Tour Templates Printing Tab

Field Name	Description
Default Ticket Report	Default ticket report used for ticket printing for the tour, selectable from the drop-down menu.
Print Ticket & Ticket Summary	After selected, ticket and ticket summary are printed upon posting of the tour.

Figure 3-6 Tour Template Linking Tab
Table 3-5 Field Description of Tour Template Linking Tab

Field Name	Description
Tour Transportation Sharing	Link tour transportation sharing for the tour, selectable from the drop-down menu. In Bookings window, all the bookable tours boxes have the tour transportation sharing code with the yellow background.
Tour Categories & Languages	Link tour categories and languages for the tour, selectable from the drop-down menu. See Language Module Setup and Ticket Language Template Setup for more information
Tour Reporting Categories, Tags & Difficulty levels	Link tour reporting categories, tags, and difficulty levels for the tour, selectable from the drop-down menu.

Figure 3-7 Tour Templates Kiosk Tab

The screenshot shows the 'Kiosk' configuration tab. At the top, there are tabs for 'Transfer Tours', 'General', 'Pricing & Sales', 'Printing', 'Linking', 'Kiosk' (selected), 'Interactive TV', and 'Additional Info'. The main content area is titled 'Multimedia Files Configuration' and contains three checked checkboxes: 'Make Bookable in FCKiosk', 'Show in FCKiosk', and 'Enable Child Booking in FCKiosk'. Below this is a section for 'Default Files' with four rows: 'Video File', 'Audio File', 'HTML File', and 'Picture File'. Each row has a text input field and two buttons: 'Edit...' and 'Remove'.

Table 3-6 Field Description of Tour Templates Kiosk Tab

Field Name	Description
Make Bookable in Kiosk.	Sets this tour as available for booking by using the Kiosk
Show in Kiosk	Sets this tour as visible in the Kiosk.
Enable Child Booking in Kiosk	Sets this tour as available for child booking by using the Kiosk.

Figure 3-8 Tour Templates Interactive TV

The screenshot shows the 'Interactive TV' configuration tab. At the top, there are tabs for 'Transfer Tours', 'General', 'Pricing & Sales', 'Printing', 'Linking', 'Kiosk', 'Interactive TV' (selected), and 'Additional Info'. The main content area is titled 'External Interactive TV System Configuration' and contains three checked checkboxes: 'Make Bookable in Interactive TV', 'Show in Interactive TV', and 'Enable Child Booking in Interactive TV'. Below this is a section for 'Tour Description' with a label and a large, empty text input area.

Table 3-7 Field Description of Tour Templates Interactive TV

Field Name	Description
Make Bookable in Interactive TV.	Sets this tour as bookable in Interactive TV.
Show in Interactive TV.	Sets this tour visible in Interactive TV.
Enable Child Booking in Interactive TV.	Sets this tour available for child booking in Interactive TV.
Tour Description	Additional details for the tour. The "custom comment" is user definable in Administration module, System Setup, Label Setup.

Figure 3-9 Tour Templates Transfer Tours

Table 3-8 Field Description of Tour Templates Transfer Tours

Field Name	Description
Transfer Tours	Select the check box to mark the tour as a transfer tour.
Transfer Start Location	The start location of the tour.
Transfer End Location	The end location of the tour.

1. Select **Transfer Tour** if the tour is a transferred tour.
2. Select **Transfer Start Location** type, for example, Airport, Hotel, Train station.
3. Enter Transfer start location description.
4. Select **Transfer End Location** type and enter the description.

Setting up Tour Templates

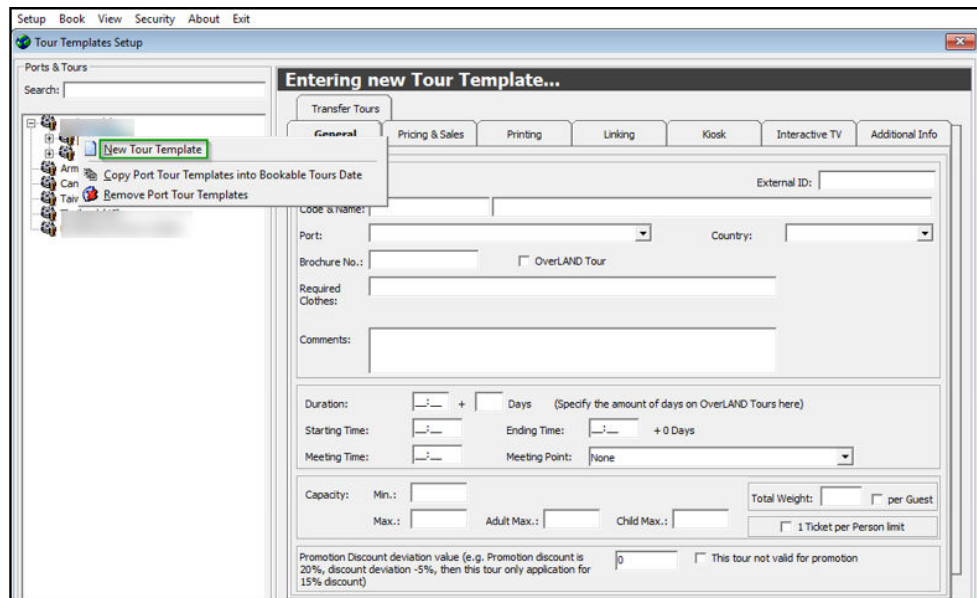
A Tour Template enables you to create a base for recurring tours instead of creating the tour individually.

In addition to the General, Pricing & Sales, Printing, Linking, Kiosk, Interactive TV and **Additional Info**, tabs such as Fixed Cost Variable, Vendors and Group Linking are visible after you return to the template.

New Tour Template

1. From the Setup menu, select **Tour Template Setup**.
2. Expand the **Country** tree view and select the country the template resides. These are grouped by the field selection in **General Tab, Port or Country**.
3. Right-click and select **New Tour Template**.

Figure 3-10 Tour Templates Setup



4. At Tour Template window, in the respective tabs, insert all the relevant information such as price, meeting time/location, weight/clothing/equipment requirement, and transport arrangements. See [Table 3-2](#) for a description of the available fields.
5. Click **Apply** to save the template and close the form.

Fixed Cost Tab

This tab defines the cost price per excursion, regardless of the number of attendees.

1. Click the **Add** button to open the Fixed Code Configuration window.
2. Select the **Item Type**, which references the Tour Cost Item Types.
3. Select the **Vendor**. See [Vendors](#).
4. Enter the **Price** and **Quantity**.
5. The Total auto populates based on the price and quantity defined.
6. You can edit or remove the Fixed Cost.

Variable Cost Tab

The Variable Cost tab allows you to specify the number of attendees with a corresponding price. For example:

Range 20

Adult Cost Price \$80

Child Cost Price \$50

Range 40

Adult Cost Price \$70

Child Cost Price \$40

With the above setting, the Tour prices for up to 20 attendees is at \$80 / \$50 respectively. The price reduces when it reaches the 21 to 40 range.

1. Click the **Add** button to open the Variable Code Configuration window.
2. Enter the Range, Adult Cost and Child Cost.
3. You can edit or remove the Variable Cost.
4. The cost reflects in the **Cost** field of **Bookable Tour Setup**. The price is adjusted when a booking is made or Void reaches the range defined.

Vendors Tab

To add a vendor, select a vendor from drop-down list and then click **Add Vendor**. To remove the vendor, select the vendor from the grid and click the **Remove Vendor**. See [Vendors](#) for more information.

Group Linking Tab

The group linking tab links certain excursion to a particular group. For example, Tour A is linked to Group A. Tour B is linked to Group B. When Guest 01 from Group A makes a booking, only Tour A is shown.

To link a group, select the group account created in **Management module, Group** handling and then click **Add Group**.

Setting up Tour Template with VAT Split

The VAT Tax Split feature enables different tour elements to have different VAT Tax assignments.

In the following example, assume the tour is priced at \$620 and comprises three elements that have different VAT Tax and pricing:

Table 3-9 Example Of Price and VAT Breakdown

Item	Cost	VAT%
Excursion	\$423	8%
Food	\$81	25%
Guiding	\$116	0

1. At the **Financial Setup** window, create the **Department Code** and associate the corresponding **VAT Tax Class**.
2. At the **Tour Template Setup**, navigate to **Pricing & Sales, VAT Posting Split** tab.

3. Click **Add** to add the **VAT Department**.
4. At the **VAT Split Configuration** window, select the **Posting Department** from the drop-down list, enter the **Amount for Adult/Child** and select the **Booking Type**.

Figure 3-11 VAT Split Configuration Window

5. Click **OK** to save and repeat the steps above for the other elements.

Figure 3-12 VAT Posting Split in Pricing and Sales

Booking Type	VAT Posting Dept	VAT %	VAT Amount Adult	VAT Amount Child
Regular		8	423.00	281.00
Regular		25	81.00	54.00
Regular		0	116.00	77.50

6. When copying the template from Port Tour Template into Bookable Tours Date or Tour Template into Bookable Tour, it copies the VAT Posting Split setup to the

selected port date. The same applies when copying using Copy Date Bookable Tours into another Date in Bookable Tours Setup.

The formula to calculate the VAT Posting Split is: $\text{Total} - \text{round}(\text{Total} / (1 + \text{VAT_RATE}) / 100)$.

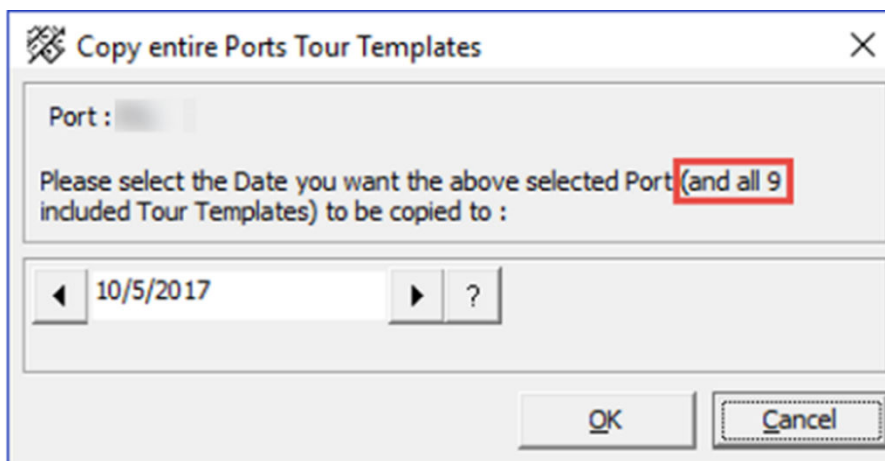
Copying Port Tour Templates into Bookable Tours Date

Once the Tour Template is available, you can copy the templates into Bookable Date individually or by batch. Upon clicking the **Apply** button to save the new Tour Template, the additional setting will be visible. See [Figure 3-3](#).

Copy Template by Batch

1. At the Tour Templates Setup, expand the tree view and select the port. The total number of templates linked to the port is shown in a bracket ().
2. Right-click and select **Copy Port Tour Templates into Bookable Tours Date**.
3. At the Copy entire Ports Tour Templates window, select the desired **date** using the date editor.

Figure 3-13 Copy Port Tours Templates



4. Do note the number of templates to copy across before proceeding. Click **OK** to confirm or **Cancel** to abort.

Copy Template Individually

1. At the Tour Templates Setup window, expand the tree view until you see the template name or codes.
2. Right-click and select **Copy Tour Templates into Bookable Tours Date**.
3. At the Copy selected Tour Template window, select the desired date using the date editor.
4. Click **OK** to proceed or **Cancel** to abort.

Create Multiple Bookable Tours

The Create Multiple Bookable Tours enables you to create a tour from a single template across multiple dates.

Figure 3-14 Create Multiple Bookable Tours

1. Repeat step 1 of Copy Template Individually.
2. Right-click and select **Create Multiple Bookable Tours**.
3. At the **Target Tour Details** section, select a date and click **Add to List**.
4. Repeat until you have all the dates.
5. Click **OK** to confirm.

Removing Port Tour Templates

When a Port Tour template(s) is no longer required, you can remove a single template or all from a port using the **Remove Port Tour Templates** or **Remove Tour Templates**, depending on the selection at the tree view.

1. At the Tour Templates Setup window, expand the tree view.
2. Right-click on the selected Port and select **Remove Port Tour Templates** or further expand the tree view to select a template.
3. At the Remove selected Port window, click **OK** to confirm or **Cancel** to abort.

Package Setup

New Package

You can create a bookable package using the available tours for the cruise.

1. Select **Packages Setup** from the Setup menu.
2. At the System Cruises & Packages panel, right-click and select **New Package**.
3. Select a **cruise** from the **Cruise** drop-down list.
4. Select **Last Sales Date**.
5. Enter the **Package code** and name in the **Code & Name** field.
6. Select a **port** from the **Port** drop-down list.

7. Enter the **Brochure No, Comments**, and select the respective check boxes under Comments.
8. Click **Apply** to enable the Packages Tours tab.
9. For the Link to Package Combination Type, the package tours shown in the Combination Type column are the combined package.

Figure 3-15 Package Tours Link

Date	Code	Description	Port	Pck Adult Price	Pck Child Price	Combination Type
				50.00	0.00	
				50.00	0.00	
				100.00	0.00	

10. Navigate to the tab and click **Assign Bookable Tours** to assign the bookable tours.

Figure 3-16 Assign Bookable Tours to Package

Code	Name	Port	Adult Price	Child Price	Package Adult Price	Package Child Price	Min.	Max.
FL001			350.00	300.00	0.00	0.00	10	1500
FL002			150.00	100.00	0.00	0.00	10	1500
FL003			425.00	375.00	0.00	0.00	10	500
FL007			95.00	75.00	0.00	0.00	10	2000

11. Select the date and tour to assign.
12. Click **Apply** and select another tour to add to the package.
13. Click **OK** to return to the previous window.
14. Define the price per adult/child in the grid.

Remove Cruise Packages

You can remove a cruise package that you no longer need by right-clicking the package name and select **Remove Cruise Package**. However, you cannot remove it if the package has a booking linked.

Setting up Bookable Tours

Once a Tour Template is available, you can make these tours available for booking by date. You can also create an ad-hoc tour from this function.

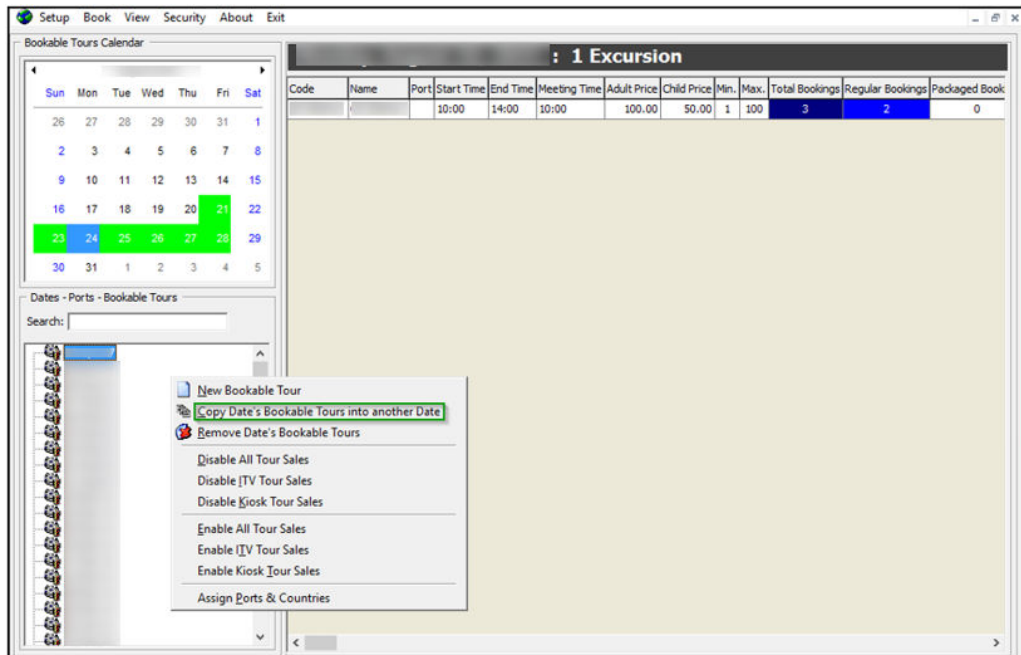
Adding new Bookable Tour

1. From the Setup menu, select **Bookable Tours Setup**.
2. At the Bookable Tours Date editor, right-click the desired date and select **New Bookable Tour**.
3. Fill in all the required the details of the tour in each of the tabs.
4. Click **Apply** to save.

Copy Bookable Tour to another Date

Instead of creating a tour from scratch, you can copy the same Bookable Tour information into another date with this function.

Figure 3-17 Copy Bookable Date to another Date



1. At the Date editor, select the **date to copy** in the tour from.
2. Right-click and select the **Copy Date's Bookable Tours into another Date** option.
3. At the Copy Entire Bookable Tours Date window, select a new **date** to copy to.
4. Click **OK** to proceed. Note that only the non-existing tours are copied.

Remove Date's Bookable Tours

This function removes all tours on the selected date. You cannot remove a tour if it has booking attached.

1. At the Date editor, select the desired **date** and right-click to select **Remove Date's Bookable Tours**. This removes all bookable tours from the date, except tours that are booked.

2. At the Remove current Bookable Tours Date window, click **OK** to proceed or **Cancel** to abort.
3. Alternatively, you can remove the individual tour by expanding the tree view and select the tour to remove.
4. Right-click and select the **Remove Bookable Tour** option and then click **OK**.

Disable All Tour Sales, ITV Tour Sales and Kiosk Sales

The Disable All Tour Sales, ITV Sales and Kiosk Sales options disable all tours of selected date and hide them from the booking window.

1. At the Date editor, select the desired **date** and right-click to select **Disable All Tour Sales**.
2. At the Disable All Sales for Selected Bookable Tours Date window, click **OK** to proceed or **Cancel** to abort.
3. To enable the tours at a later stage, repeat step 1 and select **Enable All Tour Sales** instead.
4. Repeat the above steps to enable/disable the tour sales from ITV or Kiosk.

Assign Ports and Countries

This function allows you to assign port and country to tours.

1. Select the desired **date** from the Date editor, and right-click to select **Assign Ports & Countries**.
2. At the Assign Ports & Countries window, select the **Port and Country** from the drop-down list.
3. Click **OK** to proceed or **Cancel** to abort.

4

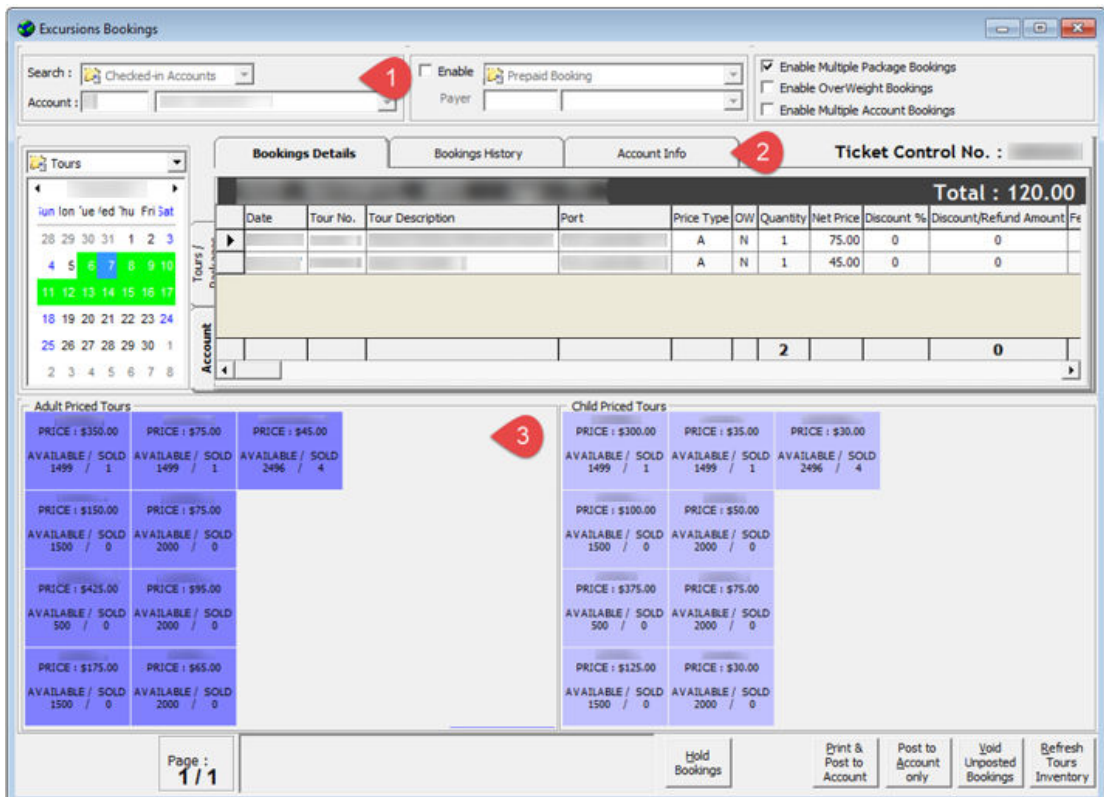
Excursion Booking

The Book menu contains three booking functions; a Book, Quick Bookings, and Unposted Bookings.

Bookings

The Booking functionality provides an overview of available tours by date, price, and tour information. It shows information of the selected account and booking history, if any. The available tours are shown in a menu pane by Adult/Child Price for the selected date.

Figure 4-1 Excursions Bookings Window



The Booking Window has three sections:

1. Account Search.
2. Booking details, including Booking History and Account Info.
3. Available Tour Code and Prices.

Adding a Booking

1. At the **Account Search** section, swipe/tab the board card through an MSR or RFID device or manually search for the cabin number or name, and select the guest name from the result list.
2. Above the Date editor, select the type of tour and select the booking date.
3. Available tours are shown in the **Adult/Child Price Tours** panel and placing the mouse over the tour code displays the tour information. Select the desired tour by clicking on the tour code.
4. If the **Use Language Module** parameter is enabled, the system prompts a Language & Other Guest Information window for you to select a language. Select **Apply choice to ALL subsequent Tours of this (same) Control No** if the same selection is to be applied to multiple bookings.

Figure 4-2 Language and Other Guest Information Window

5. Similarly, the **Weight & Height** fields are enabled if the tour has Weight limit defined. If the entered weight value exceeds the defined weight limit, an extra charge is imposed per item defined in the bookable tour.
6. Click **OK** at the Language & Other Guest Information window. This adds the selected tour to the Booking Details tab.
7. Click on the same tour to increase the quantity or select another tour code to add to the booking.
8. If the booking is entitled to a discount, right-click on the booking at the Booking Details grid and select **Apply Discount**. Multiple selections are allowed.

Figure 4-3 Discount, Refund and Alter Sales Price

9. At the **Discount Details** section, select the type of discount and then enter the value in the field.
10. Enter a comment or reason for the discount and click **OK** to save.
11. Complete the booking by selecting one of the following options:
 - **Hold Bookings:** Places the booking on hold.
 - **Print & Post to Account:** Posts the booking and print the ticket and summary.
 - **Post to Account only:** Posts the booking without printing the ticket.
 - **Void Unposted Bookings:** Removes all unposted bookings from the grid.
 - **Refresh Tours Inventory:** Refreshes the booking counts for all tours on the page.

To add more than one tour before completing the booking, repeat the above from step 2. The tour will be added to the booking list. Click the **Post** button, to complete the booking after it is confirmed.

Edit Booking Information

This option enables you to alter the booking information such as a discount and language.

1. At the **Booking Details** tab, select one or multiple bookings from the grid.
2. Right-click and select one of the options.
 - **Apply Discount:** Applies a discount in percentage, value, or a fixed sales price for the selected booking.
 - **Remove Discount:** Removes the discount applied on selected booking.
 - **Void:** Removes the selected booking from being posted.
 - **Edit Info:** Updates language and other information on the selected booking.

Multiple Account Bookings

You can book the same tour for a group of guests using the following functionality by selecting the **Enable Multiple Account Bookings** check box.

Figure 4-4 Multiple Accounts Selection

1. Repeat step 1 to 10 in the [Adding a Booking](#) section.
2. Select **Post to Account only** or **Print & Post to Account**.
3. In the Multiple Accounts Selection window, select the **Status**, **Account Type** and **Pre-Selection** from the drop-down list.
4. Search for name/cabin, click **Add All>**, **Add>** or **Criteria Add>** to add the accounts into the booking and click **OK**.
5. At the confirmation prompt, click **OK** to confirm posting or **Cancel** to abort.

Route Booking

A route booking is a booking paid by another person. This function is enabled when you select the **Enable** check box and the **Routed Booking** check box.

After the Routed Booking is enabled, repeat steps 1 to 11 in the [Adding a Booking](#) section to book.

Upon completing the booking, the buyer shown is the selected guest who made the booking, whereas the booking charges are posted to the routed account.

Prepaid Booking

The booking is marked as prepaid and paid through the system account. This function is enabled when you select **Enable** check box and the **Prepaid Booking** check box.

After the Prepaid Booking is enabled, repeat steps 1 to 11 in the [Adding a Booking](#) section to book.

Upon completing the booking, the booking is marked as **Prepaid** booking and posted to the selected account.

Package Booking

1. At the Account Search section, swipe/tab the board card through an MSR or RFID device or manually search for the cabin number or name, and then select the guest name from the result list.
2. Above the Date editor, select the type of **package** followed by the **date**.
3. Available packages are shown in the **Adult/Child Price Tours** panel.
4. Select the desired package by clicking on the package code. The Linked Tours by Groups is prompted if the package is linked to a Package Combination Type.
5. If the **Use Language Module** parameter is enabled, the system prompts a Language & Other Guest Information window for language selection.
6. Similarly, the Weight & Height fields are enabled if the tour has a weight limit defined. When weight value exceeds the defined weight limit, extra charges are charged per the rate defined in the bookable tour.
7. Click **OK** on the Language & Other Guest Information window. This adds the selected package to the Booking Details tab.
8. Click the **Tours / Packages** tab for a list of the tours belonging to the package in the Package Overview tab.
9. Continue to complete the booking by selecting one of the following options:
 - **Hold Bookings:** Places the booking on hold.
 - **Print & Post to Account:** Posts the booking and print the ticket and summary.
 - **Post to Account only:** Posts the booking without printing the ticket.
 - **Void Unposted Bookings:** Removes all unposted bookings from the grid.
 - **Refresh Tours Inventory:** Refreshes the booking counts for all tours on the page.

Quick Bookings

Quick Bookings is a simplified booking window that create bookings swiftly and does not allow the booking to be placed on hold. The dates shown are a week from the current system date and lets you use function key to move the date forward or backward by a week.

Figure 4-5 Quick Bookings Window

The screenshot shows the 'Quick Bookings' window with the following sections:

- Calendar:** A weekly view with days from Thursday to Wednesday. Friday (F2) is highlighted in yellow. Navigation buttons include 'ALT + P' (Previous Week), 'ALT + N' (Next Week), and arrows.
- Excursions Bookings:**
 - Enable Prepaid Booking
 - Payer: []
 - Search: Checked-in Accounts
 - Account: []
 - Tour Identifier: []
 - Clear Fields after adding to postings list
 - Buttons: Refresh, Bookings Sold, Bookings Available, Bookings in Postings List
 - Total: 1 Bookings Sold, 2499 Bookings Available, 1 Bookings in Postings List
- Tour Bookings Details:**

Ticket Type	Net Price	Sales Price	Quantity	Total
<input type="checkbox"/> Child	45.00	45.00	1	45.00
- Postings List:**

Acc. ID	Acc. Identifier	Tour ID	Tour Details	Type	Sales Price	Quantity	Total Amount	Net Price
				Adult	150.00	1	150.00	150.00
				Adult	425.00	1	425.00	425.00
				Adult	45.00	1	45.00	45.00
- Totals:**
 - Batch Count: []
 - Current: 3
 - Batch Total: []
 - Current Total: 620.00
- Buttons:** Remove, Print & Post, Edit, Post

Adding, Removing or Editing Quick Bookings

1. From the Book menu, select **Quick Bookings**.
2. Navigate the dates using the **Function Keys** listed above or click the date shown.
3. Click **Previous Week** to go back a week from the current date or **Next Week** to move forward a week.
4. At the Excursion Bookings section, select **Enable** to select a payer for the booking if the booking payment is to be routed to another party.
5. At the Search option, select the account status from the drop-down menu.
6. At the Account field, search for the required cabin/name.
7. Click the **Tour Identifier** to select the tour from the drop-down list.
8. By default, the Ticket Type and price listed is for an adult. If the ticket is for a child, select the **Child** check box.
9. Enter the required quantity in the **Quantity** field.
10. Click **Add** to add the selection to the Posting List. Repeat the same to add other tour bookings. The total tour value and the count appear in the Totals section.
11. Click **Remove** to remove the selected tour from the Posting List or click **Edit** to edit the information.
12. Click **Post** or **Print & Post** to proceed with the booking.

Unposted Bookings

The Unposted Bookings has two tabs:

- **Unposted Bookings** lists bookings that are placed for previous, current and future cruises.
- **On Hold Bookings** lists bookings that are placed on hold.

Unposted Bookings for a future cruise is controlled by the **Booking Future Cruise Tours handled as Unposted** parameter, and all imported bookings are flagged as Unposted for all cruises. This helps to ensure that revenue is accounted for in the cruise when the excursion takes place. It is important to check the unposted bookings option frequently and follow through to ensure no revenue is lost.

Figure 4-6 Unposted Bookings

Payer's Account	Status	Buyer's Account	Status	Price Type	OverWeight	Net Price	Gross Price	Quantity	Discount %	Discount/Refund Amount	Total Amount
	Checked-In		Checked-In	A	N	350.00	350.00	1	0	0.00	350.00
	Checked-In		Checked-In	A	N	45.00	45.00	1	0	0.00	45.00
						395.00	395.00	2		0.00	395.00

Table 4-1 Field Description of Unposted Bookings

Field	Description
Cruise Booking Selection	Filter function for Current, Future or Previous Cruise.
Cruise	The filter is enabled for selection when Past or Future Cruise is selected in the Cruise Booking Selection.
Print Ticket Summaries	Default to print ticket summary upon postings.
Unposted Bookings	Lists all the unposted bookings based on the filter criteria.
On Hold Bookings	Lists all on hold bookings based on the filter criteria.
Print & Post SELECTED Bookings	Post and Print Ticket for Selected booking(s).
Print & Post All Bookings	Post and Print Tickets for all the bookings listed in the grid. If one of the selected bookings fails to post, an error message is prompted at the end of the posting process.

Table 4-1 (Cont.) Field Description of Unposted Bookings

Field	Description
Post SELECTED Bookings	Post selected booking(s) without printing the ticket. If one of the selected bookings fails to post, an error message is prompted at the end of the posting process.
Post ALL Bookings	Post all the bookings listed in the grid without printing the tickets. If one of the selected bookings failed to post, an error message is prompted at the end of the posting process.
Void SELECTED Bookings	Void and removes selected bookings (single or multiple) from the grid.
Void ALL Bookings	Removes all bookings listed in the grid.

1. From the **Book** menu, select **Unposted Bookings** option.
2. Select the **Cruise Bookings Selection** from the drop-down list and the **Cruise** for past or future cruise.
3. Select the tab and then bookings in the grid.
4. Complete the posting by selecting the option.

5

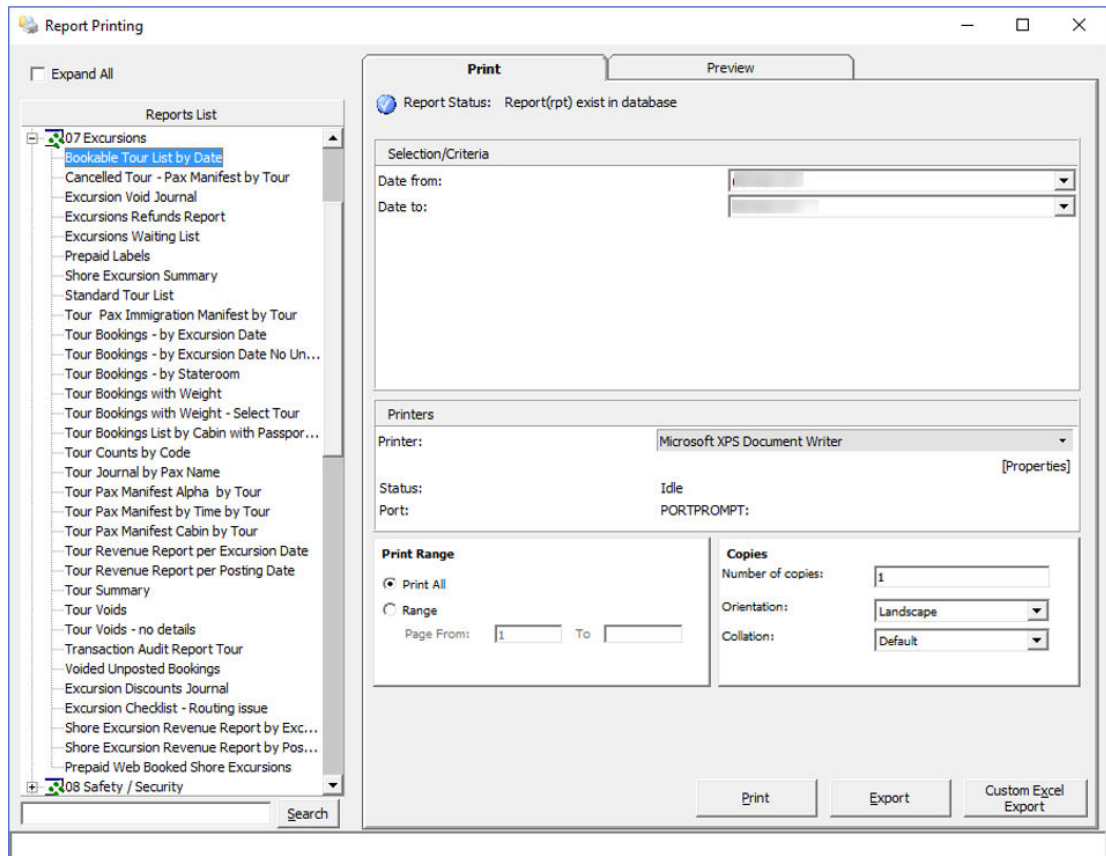
View Function

The View menu has six functions. They are Reports, Handling Lists, Account/Control No. Handling, Batch Ticket Printing & Exporting, Cruise Revenue Overview, and Cruise Revenue Details.

Reports

A set of standard report is loaded with the program during installation. If these reports are not suitable for ship operation, contact Oracle Customer Support for the report to be customized.

Figure 5-1 Reports



Printing a Report

1. From the View menu, select **Reports**.
2. At the Reports List section, click the **(+)** to expand the tree view, and select the report to print.

3. Navigate to the **Print tab** and select the available **Selection/Criteria**.
4. Select a **Printer, Print Range** and **Copies** to print from their respective section, and click **Print**.
5. To view a report before printing, repeat the above steps, and navigate to the **Preview tab**.

Handling Lists

The Handling Lists provides a quick overview of the selected tour, enabling bookable tours to be managed from one location. The information shown is based on the selected date and filter, by the type of bookings. Lists of tours available for the day are shown in the top section of the window, and the Booking List, Waiting List, Language Overview, and Discount/Void to Current Cruise.

Figure 5-2 Handling List

The screenshot shows the 'Handling Lists: Bookings Lists' application. The top section displays a calendar and a table titled ': 9 Excursions' with columns for Code, Name, Port, Adult Price, Child Price, Min., Max., Total Bookings, Regular Bookings, Packaged Bookings, and Unposted Booking. The 'Bookings List' section below shows ': 10 Bookings' with a detailed table including Buyer Account, Buyer's Name, Price Type, OverWeight, Cancell. Fee, Net Price, Gross Price, Quantity, Discount, % Discount/Refund Amount, Total Amount, Payer Account, and Prepaid / I. The table rows are color-coded: blue for 'C' (Cruise), red for 'A' (Airfare), and green for 'N' (No Booking). At the bottom, there are buttons for 'Add Discounts', 'Remove Discounts', 'Void Tour Bookings', 'Void Tour Cancellation Fees', 'Move Bookings', and 'Print Tickets'.

The booking type are color coded per the below figure.

Figure 5-3 Bookings Color

Total Bookings
Regular Booking
Unposted Booking
Voided Booking
Waitlisted Booking
Package Booking

Booking List

Apart from listing the bookings for the day, functionalities such as posting discounts, voiding a tour, or moving a booking to another date and printing tickets are enabled to better manage the booking.

Add Discounts

1. Select a tour/booking and click on **Add Discount**.
2. Click **Yes**.
3. Select the discount options available in the **Discount Details** section followed by comments in the **Apply Discount** window.
4. Click **OK**. The discount amount is shown in the Discount column and reduces the Total Amount of the booking.

Remove Discounts

Selecting a tour/booking and clicking **Remove Discounts** to reverse the discount applied recalculates the **Total Amount** off the tour/booking.

Void Tour Bookings

This function voids the tour/booking, and posts a cancellation fee when applicable.

1. Select a tour/booking and click **Void Tour Bookings**.
2. At the Excursions Bookings Void window, select the **Apply Cancellation Fee** if the cancellation fee is to be imposed.
3. Click **OK** to proceed and enter the **void reason** manually when prompted or select from pre-defined reasons.
4. Click **OK** to complete the void and post the cancellation fee if the option is selected. This process prints a void report. Please ensure they are set up.

Void Tour Cancellation Fees

This function reverses the cancellation fees applied and removes the booking from the grid.

1. Select a tour or booking and click on **Void Tour Cancellation Fees**.
2. At the Void Cancellations Fees confirmation window prompts, click **Yes**.

3. Enter the **reason** manually when prompted or select a **pre-defined reason** from the drop-down list.
4. Click **OK** to confirm.

Move Bookings

This function moves the selected tour or booking to another date that has bookable tours.

1. Select a **tour/booking** and click the **Move Bookings**.
2. At the Move All Bookings window, select a **date** and **tour** to move the bookings to and then click **OK**.
3. At the confirmation prompt, click **Yes** to proceed or **Cancel** to abort.

Print Tickets

This function reprints the ticket(s) for selected tour or bookings.

1. Select a tour or bookings and then click **Print Tickets**.
2. At the Reprint All Tickets prompt, click **Yes** to proceed or **No** to abort. All of the selected bookings ticket are reprinted using the default template.

Waiting List

The Waiting List tab lists all reservations placed under the waitlist for the selected date and tour. The information displayed is cataloged by **Active Waitlist (Unposted Bookings)**, **Removed from Waitlist (Posted Bookings)**, and **Removed from Waitlist completely (Deleted Booking)**.

Print Tickets and Post to Account

1. Select a tour or bookings and click **Print Tickets & Post to Account**.
2. Clicking **Yes** at the Waitlisted Booking Confirmation prompt enables you to over book the tour when the capacity reaches the maximum booking allowed. Otherwise, it will be considered as a normal post option. Click **Overbook** to proceed or **Cancel** to abort.
3. The ticket and booking summary will be printed and booking is posted to waitlisted booking.

Post to Account Only

Similar to Print Tickets & Post to Account, this function only posts the waitlist booking and does not print any ticket.

Remove Waitlisted Bookings

This function removes and voids the selected booking from the Waitlist Listing when the **Removed Waitlisted Bookings** is clicked.

Shift Waitlisted Bookings

The Shift Waitlisted Bookings allow you to reorder and prioritize the waitlisted booking.

1. Select a tour or bookings and click **Shift Waitlisted Bookings**.

- At the Shift Waitlisted Bookings window, the default number is '1'. Enter a number to shift this booking to.
- Click **OK** to confirm and shift the waitlisted bookings to the assigned number.

Rearrange by Booking Date and Time

The **Rearrange by Booking Date & Time** reorders the waitlist booking according to the Booking date/time and overrides the priority orders set earlier.

Print Info Tickets

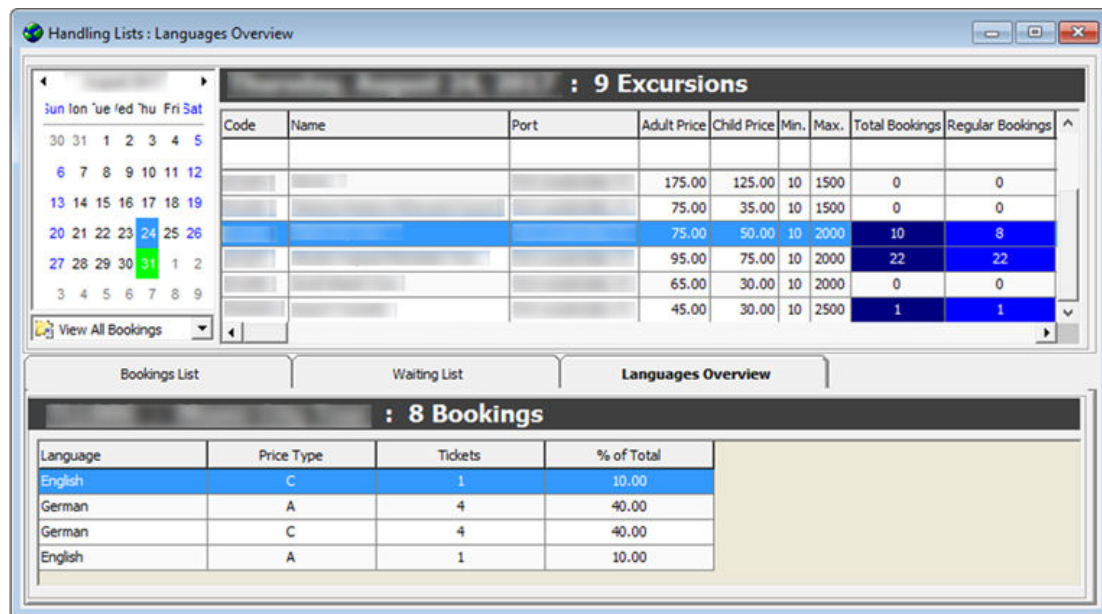
This function prints ticket information for the selected booking.

- Select a tour or bookings and click **Print Info Tickets**.
- Click **Yes** at the Print Waitlisted Info Tickets window. This prints tickets according to the defined report template.

Language Overview

The Languages Overview provides a quick view of the type of language used in the bookings for the selected tour by Price Type and Tickets sold.

Figure 5-4 Language Booking Overview



Account / Control No. Handling

The Account Handling provides a view of the bookings made, posted, or voided through an account in a single window by navigating through available filters.

Figure 5-5 Account/Ticket Control Handling

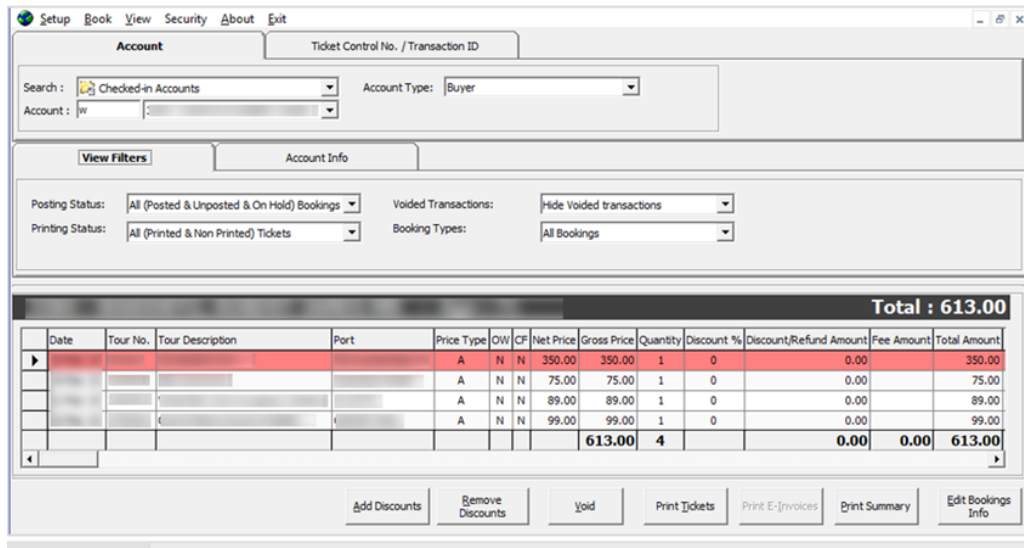


Table 5-1 Field Definition of Account/Control Handling.

Field Name	Description
Search	Search the guest account by status: Checked-In/Reserved Accounts
Account Type	Search account by Payer/Buyer
Account	Search by Cabin No. / Name
View Filters	Filter accounts by Posting Status, Printing Status, Voided Transactions, and Booking types using options available in each filter.
Account Info	Display information of selected guest.
Features	Additional Function that can be performed on the account such as: <ul style="list-style-type: none"> • Add Discounts • Remove Discounts. • Void. • Print Tickets. • Print E-Invoice • Print Summary • Edit Booking Info
Ticket Control No. / Transaction ID	Provide a quick overview by searching Control No. or Transaction ID with the filtering options.
Promotion discount deviation value	Discount deviation value for the tour.

At the Account/Control No. Handling, search for an account using the filters, and then perform the desired task using the available features. See [Handling List](#) for more information on how to post, void, and print tickets.

Batch Ticket Printing & Exporting

The Batch Ticket Printing & Exporting enable tickets to be printed or exported by batch. The return results are based on the selection criteria entered in any of these tabs.

Figure 5-6 Batch Ticket Printing and Exporting

Use the following tabs to print or export the tickets:

1. Select the **date** and **tour**.
2. At the **Filter** tab, select the **options** for each of the filters.
3. Navigate to the Options tab and select the required **check boxes** under the Primary Sort Order and Ticket Summaries for Payer or Buyer. If the **RES Product** check box is selected, the RES product is used as the primary sort order.
4. Select the **bookings** from the search results shown in the grid and click **Print Tickets** or **Export Tickets**.

Cruise Revenue Overview

The Cruise Revenue Overview displays the Total Revenue generated for the previous, current, or future cruise. Revenue is grouped by Department ID.

Figure 5-7 Cruise Revenue Overview

Dept. ID	Dept. Details	Revenue NOT Realised (UNPOSTED)	Revenue Realised (POSTED)	Revenue Totals
		0.00	8,902.00	8,902.00
		0.00	-95.00	-95.00
		0.00	8,807.00	8,807.00

Cruise Revenue Details

The Cruise Revenue Details provides a detailed view of revenue generated by date and tour, including the number of bookings by an adult/child, price and cost for each tour, and the total profit. You can also export the information to an Excel spreadsheet.

Figure 5-8 Cruise Revenue Details

Date	Tour No.	Tour Description	Adult Price	Child Price	Adult Cost	Child Cost	Adult Bookings	Child Bookings	Total Bookings	Net Total	Adult Cost Total	Child Cost	Profit Total
			350.00	300.00	0.00	0.00	3		3	1,050.00	0.00	0.00	1,050.00
			75.00	35.00	0.00	0.00	2		2	150.00	0.00	0.00	150.00
			95.00	75.00	0.00	0.00	1		1	95.00	0.00	0.00	95.00
			150.00	100.00	0.00	0.00	1		1	150.00	0.00	0.00	150.00
			350.00	300.00	0.00	0.00		1	1	300.00	0.00	0.00	300.00
			75.00	35.00	0.00	0.00	1		1	75.00	0.00	0.00	75.00
			350.00	300.00	0.00	0.00	1		1	350.00	0.00	0.00	350.00
			45.00	30.00	0.00	0.00	2	1	3	120.00	0.00	0.00	120.00
			350.00	300.00	0.00	0.00	1		1	350.00	0.00	0.00	350.00
			350.00	300.00	0.00	0.00	1	7	8	2,450.00	0.00	0.00	2,450.00
			75.00	35.00	0.00	0.00	1		1	75.00	0.00	0.00	75.00
			65.00	30.00	0.00	0.00	1		1	65.00	0.00	0.00	65.00
			45.00	30.00	0.00	0.00	3		3	135.00	0.00	0.00	135.00
			350.00	300.00	0.00	0.00	1		1	350.00	0.00	0.00	350.00
			75.00	50.00	0.00	0.00	5	5	10	625.00	0.00	0.00	625.00
			95.00	75.00	0.00	0.00	22		22	2,090.00	0.00	0.00	2,090.00
			45.00	30.00	0.00	0.00	1		1	45.00	0.00	0.00	45.00
			75.00	50.00	0.00	0.00	1		1	75.00	0.00	0.00	75.00
			75.00	50.00	0.00	0.00	1		1	75.00	0.00	0.00	75.00
			150.00	100.00	0.00	0.00	1		1	150.00	0.00	0.00	150.00
			95.00	75.00	0.00	0.00	1		1	95.00	0.00	0.00	95.00
			45.00	30.00	0.00	0.00	1		1	45.00	0.00	0.00	45.00
							52	14	66	8,915.00	0.00	0.00	8,915.00