

Oracle® Hospitality Cruise Shipboard Property Management System

Release Notes



Release 20.3
F59817-02
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 Release Notes, Release 20.3

F59817-02

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Preface

Oracle Hospitality Cruise Shipboard Property Management System (SPMS) is a central database containing all passenger and crew information. From this data, the system offers broad functionality and an extensive range of integrated but stand-alone software modules, providing cruise operators with the scope to address the needs of individual passengers, groups traveling together, ship's crew, staff, and temporary visitors.

Purpose

These release notes provides a brief overview of additions, enhancements, and corrections implemented in this software release. Their intent is informative, not instructional. Please review Oracle Hospitality Cruise Shipboard SPMS's product documentation, including technical and application advisories for previous versions, for detailed information on installation, upgrade, configuration, and general use.

Audience

This document is intended for project managers, application specialists, and users of the Oracle Hospitality Cruise Shipboard Property Management System.

Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

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

Documentation

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

Revision History

Table 1 Revision History

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

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Features and Updates

The content below is a list of features and updates for the Oracle Hospitality Cruise Shipboard Property Management System (SPMS) 20.3 release.

General

SPMS Encryption Key

- Added a new warning message with resolution steps to resolve the SPMS Encryption key when the key is found to be invalid during login.

The following controls have been upgraded to meet compliance standards.

- Spring Boot version 2.6.1 to 2.7.0 with latest Java framework.
- Apache Tomcat upgraded from version 9.0.55 to 9.0.63.
- Newtonsoft.Json upgraded from 12.02 to 13.0.1.

OHC Crew / OHC Management

- Quick Billing Function.
 - Ability to check outstanding folio balance when performing the close posting process.
 - Ability to support negative value in the search criteria.
- Quick Posting Function.
 - Additional search criteria on the invoice balance filter.

OHC Excursion

Increased the Excursion comment field to 200 characters.

OPI

Added a new credit card refund linked to RRN functionality that enables the payment vendor to track the settlement the refunded amount is linked to. This feature is controlled by 'Credit Card Refund' parameter and changes the visibility of the Refund button in the Tab Invoice. Applicable to OPI users.

Property Management System

General Errors Handling

Improved the user interface (UI) and experience by providing a concise and clear description of the error encountered such as API services is down, network connection issues, permission declined, sessions timed out and others.

Combined Oracle Cruise Check In and Administration into Cruise Shipboard Property Management System

Homogenizes the Oracle Cruise Check In and Administration applications into the Cruise Shipboard Property Management System to provide a single login and URL access to the application.

All functionalities in both the applications are available and accessible from the Cruise Shipboard Property Management System application.

Login Page

Improved the login page and enforced user name and password fields as mandatory when logging in to the application. The system will prompt an error 'Invalid login. Please try again' if the information entered is invalid and the user account will be locked for 30 minutes once it exceeds the number of retries.

Application Header and Footer

Enhanced the Header section to display the following information:

- Application name.
- Company name and Ship name.
- Photo of logged on user, showing the full name and user-assigned ship name when clicked.
- Sign Out option to log out from the application.
- Improved the Drawer option to include the following options in the Navigation menu:
 - Dashboard
 - Guest Handling
 - Guest Check-In
 - Gateway Security
 - Credit Card Terminal
 - Administration
- Display of Copyrights disclaimer in the Footer section.

Dashboard

Redesigned the Dashboard to a tab view to allow quick access to key information related to the Check-In and Gangway movement. The tabs consisting of:

- Check-In
 - Summary of checked-in guest.
 - Summary of pending check-in guest.
 - Summary of VIP guest.
 - Summary of onboard visitors.
- Gateway Security
 - Summary of total guest and crew.
 - Summary of total onboard guest, crew and visitor.
 - Summary of total ashore guest and crew.
 - Summary of total on overnight tour count.
 - Summary of total disembarking.

Guest Handling

Implemented the Guest Handling function that provides the ability to search and view the guest's reservation by profile type if the 'Use Resident' parameter is enabled and reservation status. Users can perform a manual search or by scanning either the barcode, RFID and passport.

This function also includes the Actions Drawer option that provide a quick access to other options, based on the reservation from the search results, management of reservation, profile, amenity and special requests, guardian assignments and travel rules.

Guest Check-In

- Enhanced the Guest Check-In module to support guest look-up using barcode scanning.
- Implemented Travel Document Rules function that enables the user to define and preassigned the travel rules to specific travel document types, and notify when the required information is not presented during check-in.

Gateway Security

Enhanced the Gateway Security to include:

- Ability to check-in single or multiple guests via the Gateway Security – Gangway and Tender module.
 - Display the guest reservation status in the Check-In messages to be able to see the current reservation status for single guest check-in.
- Included the reservations status Expected and Expected Today to be allowed in the gangway movement activity.

- Adding the summary count to the gangway movement page and provides a summary view of the Total Embark Today, Onboard, Ashore, Overnight Tour, Leaving Today and Disembarked Count.
- Ability to exclude the search for the profile type Resident at the Gangway module with the 'Use Resident' parameter.
- Enhanced 'Ashore Denied' validation on disembarking guest, crew and visitor that has an opening balance and those who has not collected their travel documents.

Administration

Enhanced Administration module to cater for:

- Creation of travel documents fields and rules.
- Deletion of Gate Location that does not have transaction history.



Note:

The natural orientation of the camera on MICROS 721 device is landscape orientation.

Developed API

Below are the new API's included in this release. See RESTAPI Specification for more information.

- Administration module
 - Account Category
 - Address State Code
 - Amenities Code
 - Crew Operation Divisions
 - Discount Template
 - Excursion Bookable Tour
 - Gate Location
 - Guest Category
 - Life Boat
 - Marital Status
 - Package Plan
 - Special Request Action Code
 - Travel Document Fields
 - Travel Documents
 - VIP Code
- Guest Handling module
 - Amenities Handling

- Guardian Assignment
- Guest Profile
- Other Travel Documents
- Posting Allowed Status
- Profile Address — Billing
- Profile Address — Emergency
- Profile Address — Home
- Profile Address — Temporary
- Special Request Handling
- Travel Document Rules Validation
- Gateway Security — Gangway module
 - Gangway Validation
 - * Add Disembark Validation
 - * Check Open Balance
 - * Check Auto Quick Balance
 - * Check Document Returned
 - * Check Document Collected
 - Profile Statistics
 - Travelling With

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System Requirements, Supported Systems and Compatibility

This section describes the minimum requirements to upgrade to Oracle Hospitality Cruise Shipboard Property Management System (SPMS) version 8.0x, 19.1, 20.1 and 20.2 application to SPMS 20.3. See *Compatibility Matrix* at the Oracle Help Center for more details.

System Requirements:

- Minimum SPMS version 8.0.8 or higher.
- Microsoft Windows 10 with .NET Framework 4.8 enabled.
- Preinstalled Oracle Database Full Client 12c Release 2 or any newer version on PC running the upgrade.
- Pre-installed Oracle Data Access Components (ODAC) 12c Release 2 or any newer version for PC running SPMS Applications.
- A non-administrator user account.
- Latest Webserver.zip

Supported Operating System

- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- Microsoft Windows Server 2022
- Microsoft Windows 10
- Microsoft Windows 11

Compatibility

Oracle Hospitality Cruise Shipboard Property Management System version 8.0.8 and above.

3

Resolved Issues

The following section lists all the resolved issues.

Table 3-1 Resolved Issues

Product	Bugs ID	Description
Advance Quick Check In	34212564	Resolved a receipt printing issue related to guest credit card registered in OHC AQCI. The receipts now print according to the hardware configurations.
Credit Card Transfer	34230406	Resolved an issue prompting "Unable to decrypt file using stored key pair. Please verify and try again." when reading the incremental file.
Credit Card Transfer	34230451	Resolved an issue prompting "Premature end of stream in PartialInputStream" when reading the incremental or encrypted response pgp file.
Currency Exchange	33288821	Fixed an issue where the Void button is enabled regardless if the cabin has a value or not.
General	34331569	Updated the default value for [#Fidelio Cruise.SPMS.Session Expiry=#] to 300 in OHCSettings.par to prevent session expiry error on its first loading after the installation: <ul style="list-style-type: none">• For new installation, the value is set to 300 ([#Fidelio Cruise.SPMS.Session Expiry=300#])• For an existing environment, the parameter value remains as 60 or the value defined by user during initial installation.
Management & Crew	34354863	Resolved an image scanning issue not showing or saved in both OHC Crew and OHC Management module.

Table 3-1 (Cont.) Resolved Issues

Product	Bugs ID	Description
OPI Manager	33917269	Resolved an issue on duplicate key exception error during cancel request when the system tries to resend for the second time the time out record for process.
Port Management	33906121	Resolved an issue on the Departure/Arrival Current Time not using the current machine date and time.
Report	34188807	Resolved an issue where Ship name does not display in Report Preview when OHC Report is launched through OHC Launch Panel.
Web Service	34322205	Added LOG_KEY=CHKIN to LOG table to track and record the active cards registered at check-in. Applicable to OPI format.
Web Service	34387687	Resolved a run time error occurred when using FCUIGuestInquiry peSearchType = 10 (for RFID ID) due to the missing parameterization.
Web Service	34387959	Resolved an "Index was outside the bounds of the array" error prompt in PurchasePackage function. Optional parameters are now set to ensure it is backward compatible.