# Oracle® Hospitality Cruise Shipboard Property Management System
# Crew User Guide

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Oracle Hospitality Cruise Shipboard Property Management System Crew User Guide, Release 23.1

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# Preface

The Crew module is one of the core module within Shipboard Property Management System (SPMS), which handle all crew's reservations, billing and other requests during the voyage.

**Audience**

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

**Customer Support**

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

https://iccp.custhelp.com

When contacting Customer Support, please provide the following:

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

**Documentation**

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

**Revision History**

**Table 1    Revision History**

| Date | Description of Change |
| --- | --- |
| October 2023 | Initial publication. |

# 1

# Overview

The Crew Overview Menu is comprised of the functions that provide an overview of the Cabin Availability, Cabin Overview, Comments, Flights, and the ability to add Work Orders related to the cabin. The function is accessible by launching the Crew module from the Launch Panel.

## Cabin Availability

Cabin Availability provides an overview of cabin availability by date, deck, category, and/or features, including a view by deck plan along with the current cabin cleaning status and the number of available berths.

**Figure 1-1    Cabin Availability**



1. From the Overview menu, select **Cabin Availability**.

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.

**Figure 1-2    Deck Plan Viewer**
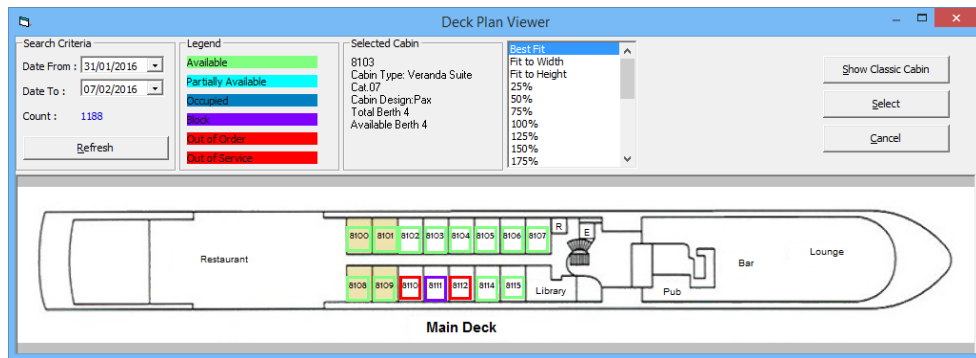


5. From the Cabin Availability window, click **Show Deck Plan**.

6. In the Selection Criteria, enter the **Date From/To**, and click **Refresh**.

7. The status of the cabin is indicated by the color chart. Information about the selected cabin appears in the **Selected Cabin** section.

# Cabin Overview

The Cabin Overview lists all cabins by cabin clean status, date, category, and the occupant's name. You can update the cabin clean status in batches within the same window.

**Figure 1-3    Cabin Overview Window**
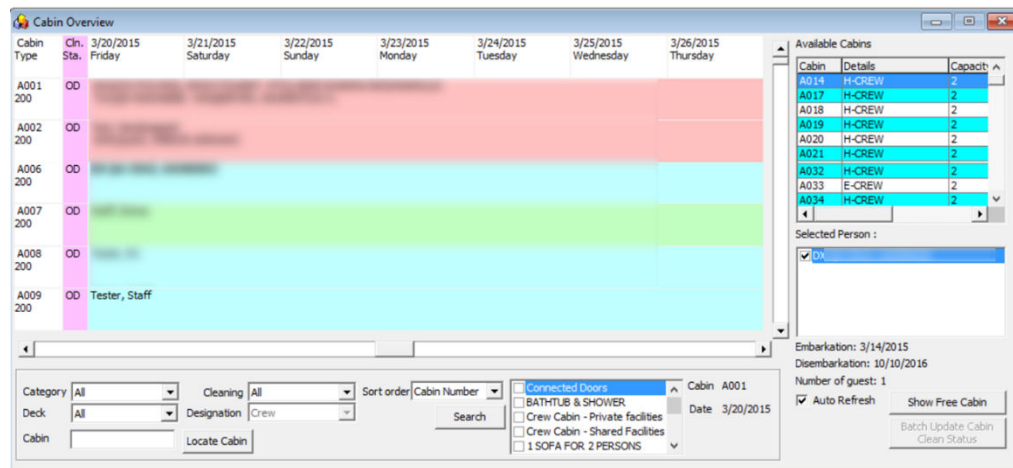


# Navigating through Cabin Overview

In the Overview window, the cabin numbers and category are listed, followed by the cabin cleaning status and occupant's name in the next column. If the cabin is occupied or blocked for expected guest, the passenger name appears in the grid from the date of embarkation to the date of disembarkation. You can use the filter options to search for a specific category or cabin in a particular cleaning state. In the Available Cabins, the cabins with crew name are shown when the crew name field is checked.

# Batch Update of Cabin Clean Status

You can update the cabin status by batch using the available filters.
In the Cabin Overview window, click **Batch Update Cabin Clean Status**.

1. In the Batch Update Cabin Clean Status window, select the **category** or **deck**, followed by the **cleaning status**, and click **Search**.

2. Cabins matching the criteria will appear. Select the **cabin** by checking the check box next to the cabin number or use **Select All** to select all the check boxes.

3. Select the **Clean Status** from the drop-down list, and click **Update**.

# Comments Overview

The Comments Overview allows you to view and edit all comments entered in the Crew Handling function, as well as add new comments.

**Figure 1-4    Comments Overview Window**
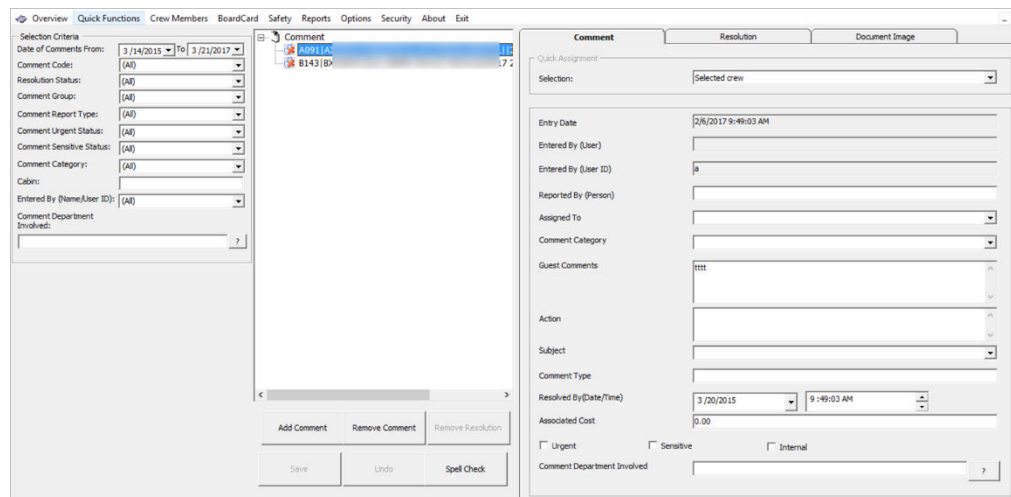


1. From the Overview menu, select **Comments Overview**.

2. In the **Selection Criteria**, select from the available filters for information to display, and click **Refresh**.

3. Information matching the selection appears in the Comment section. To view comments, select a comment.

*See Comments Tab* section on how to add or remove a comment.

# 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 and passengers where necessary. To access the function, select **Flights Overview** from the Overview menu.

**Figure 1-5    Flight Overview Window**



**Adding / Removing Flight Information**

1. In the Flight Dates section, right-click and select **Add Flight**.

2. In the Flight Information section, enter all the necessary information and click **OK** to save.

3. To remove flight information, select and right-click the **Flight Number** and select **Remove Flight**.

# Add Work Orders

You can add work orders individually or by batch using the Criteria Add function. Entry of work orders is not limited to the Crew module, and this function is available in the Maintenance module and Management module, Front Desk, and in Add Work Order.

**Figure 1-6    Add new Work Order Form**



# Adding a Single Work Order

1. From the Overview menu, select **Add Work Orders**.

2. In the Work Order Details tab of the Add New Work Order form, enter the external document number in the **Work Order Request No.** field, if any.

3. Select from the drop-down list 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)**, and navigate to the Location section and select the exact **location** from the grid.

7. Click **Add** to add the location to Location (Selected) section.

8. To de-select the location from Locations (Selected), mark the item to remove and 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 and check the required filter.

**4.** Click **Refresh** to update the information in the grid.

**Figure 1-7    Cabin Selection Criteria**
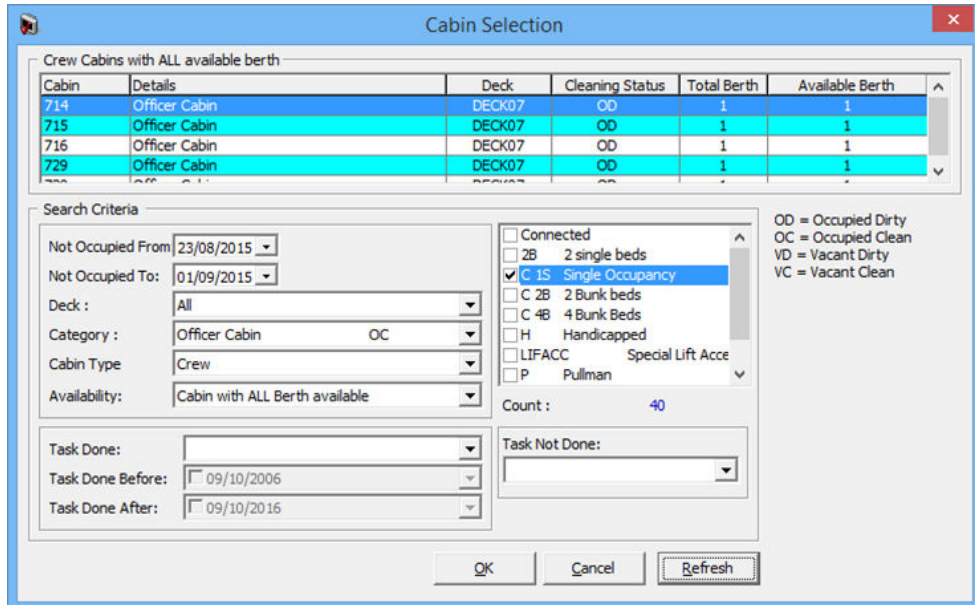


**5.** Click **OK** to add the selection to Locations (Selected).

**6.** To de-select the location from **Locations (Selected)**, mark the item to remove and click **Remove (-)** or **Remove All**.

**7.** Click **OK** to complete the work order.

# 2

# Quick Functions

The Quick Function is designed to facilitate and expedite billing processes during disembarkation, assigning of crew course and certificates, flight arrangements and many others.

## Quick Billing

The Quick Billing function allows you to expedite the check-out processes during disembarkation, and invoices to be printed in batches using the available criteria. Function is accessible from **Quick Functions** menu.

**Figure 2-1    Quick Billing Selection Criteria Window**
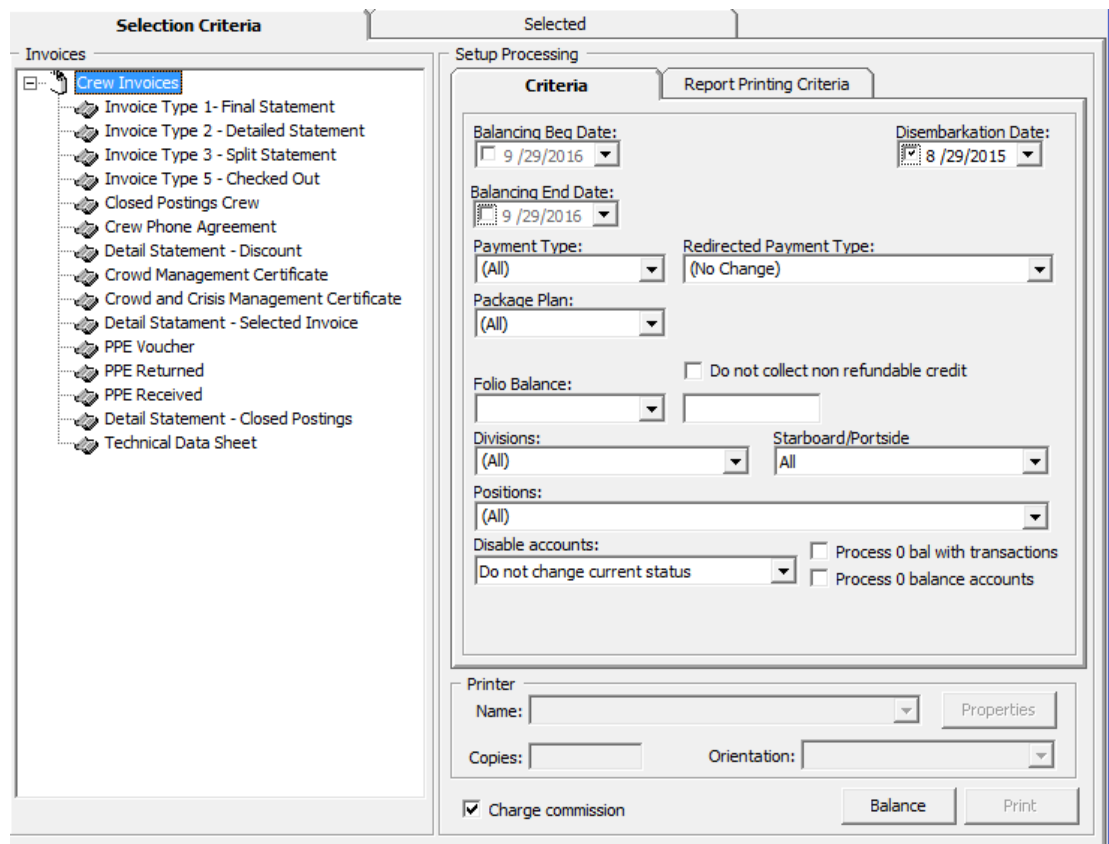


**Table 2-1    Field Definition of Quick Billing Window**

| Field | Description |
|---|---|
| Crew Invoices | Type of invoice form. |

**Table 2-1    (Cont.) Field Definition of Quick Billing Window**

| Field | Description |
|---|---|
| Balancing Begin Date | Date to balance from. |
| Balancing End Date | Date to balance until. |
| Disembarkation Date | Disembarkation Date filter. |
| Payment Type | Payment type filter. |
| 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. |
| Divisions | Invoice sort order by division. |
| Starboard/Portside | Invoice sort order Starboard/Portside. |
| Positions | Invoice sort order by position. |
| Disable accounts | Update account status to "allow manual postings only" or "blocked all postings". |
| Process 0 bal with transactions | Include guests who haves already settled in and allow a reprint of the invoice in Quick Billing window. |
| Process 0 balance accounts | Include zero balance accounts with/without transactions. |
| Printer | Printer assigned for invoice printing, number of copies to print and print orientation. |

**Figure 2-2    Quick Balance Selected Tab**
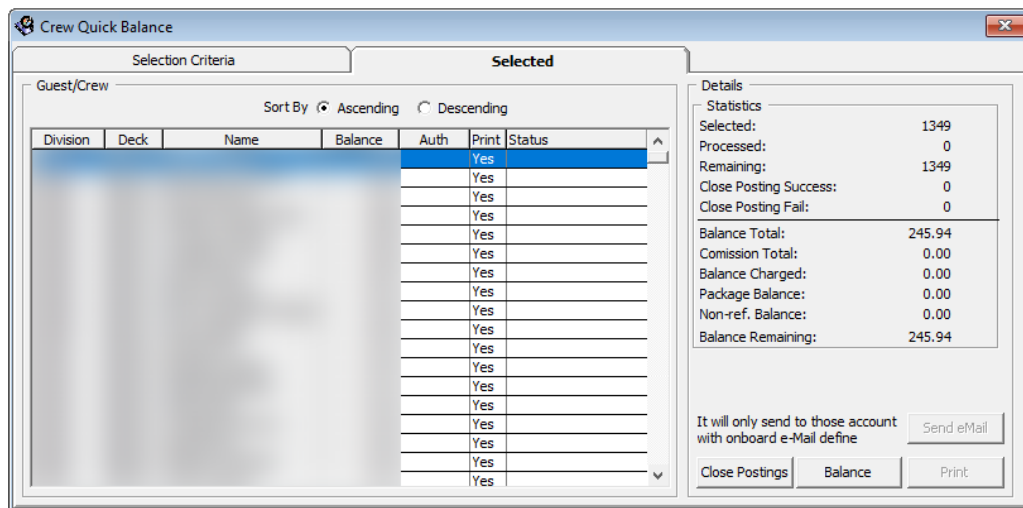
**Table 2-2    Field Definition of Crew Quick Balance**

| Field | Description |
| --- | --- |
| Division | Division number. |
| Deck | Location of Cabin. |
| Name | Crew 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, remaining and close postings (successful/ failed) accounts with its value in balance or charged. |
| Send eMail | Invoices are emailed to crew on-board email account. |
| Close Postings | Set invoice postings to close. |
| Balance | Process balancing for selected accounts. |
| Print | Print invoices for selected accounts |

# Crew Quick Billing

**Quick Bill Printing**
The Selection Criteria tab in the Crew Quick Billing function determines the type of invoices to print/pay based on the criteria entered for all disembarking crews. For example, crew paying by credit card or only crew with x outstanding amount.

1. From the Quick Billing, Selection Criteria tab, select an **Invoice Type, Balancing Begin Date, Disembarkation Date, Payment Type, Folio Balance (if applicable), Division, and Position**.

2. At the **Printer** section, select an invoice printer, enter the number of copies to print, select the print orientation, and click **Print**.

3. At the Quick Printing prompt, select **Yes** to continue.

**Quick Bill Balance**
Apart from printing invoices by batch, balancing of the new crew account is only possible when 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 results and adjust the selection until you achieve the desire result.

4. To exclude a crew from the search results, right-click on the name, and click **Remove**. When a crew is removed from the grid, the statistic count is updated accordingly.

5. At the Confirmation prompt, click **Yes** to confirm and click **Balance**.

6. At the Quick Balance prompt, select **Yes** and click **OK** at the Quick Balance Info prompt.

**Figure 2-3    Quick Balance Info Prompt**
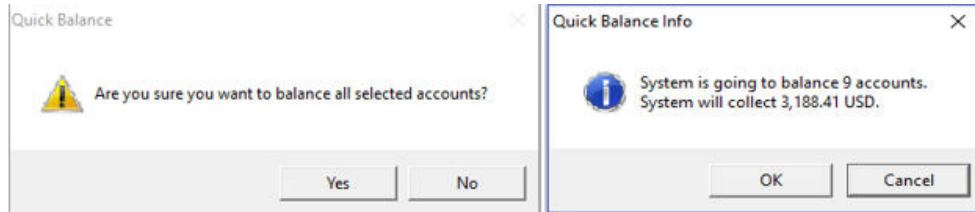


7. In the Quick Balance Info warning prompt, read the warning, and click **OK** to proceed.

**Figure 2-4    Quick Balance Info Window**
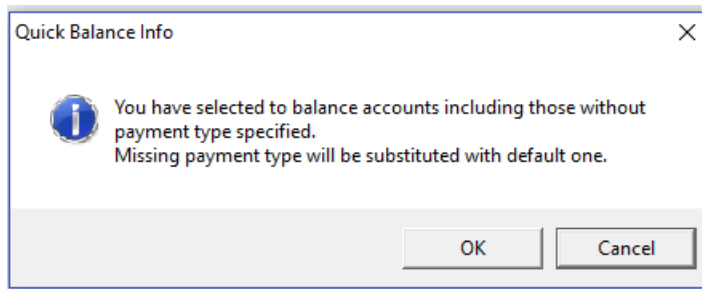


8. The total amount charged and the number of the account processed appear in the Statistic section once the account is balanced successfully.

**Figure 2-5    Statistic of Account Processed and Value Charged**



9. Click **Close Postings** to disallow postings as close on these accounts.

**Quick Bill eMail**
All Crew that haves an on-board email account can opt to receive a copy of their invoices through email. This function is controlled by a parameter. Consult your IT Department for setup if this is not pre-configured.

1. Repeat steps 1 to 4 of Quick Bill Balance.

2. Navigate to the **Selected tab** and click **Send eMail**. The Send eMail feature is disabled if no printer is assigned.

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 in the **Auth** column when the invoice is sent successfully.

**Figure 2-6    Invoice Successfully Emailed Indicator**
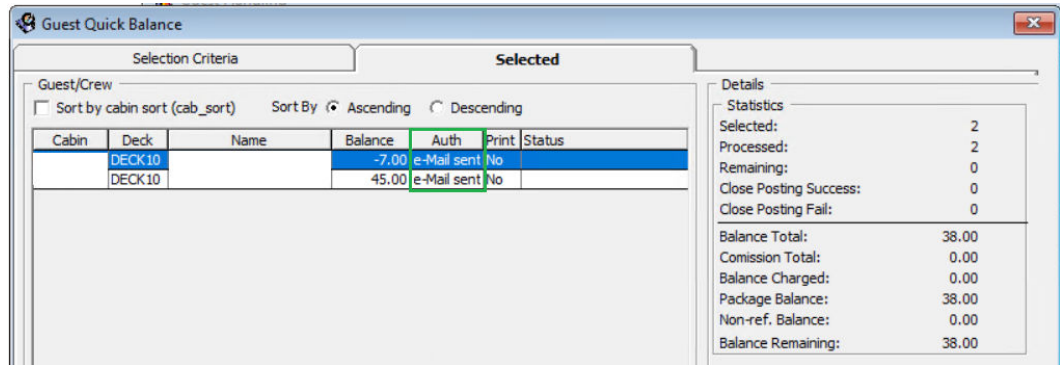


# Crew Quick Cabin Assignment

The Crew Quick Cabin Assignment function allows you to assign or un-assign cabins individually or by a group of crews based on available cabins or by cabins that haves crew assigned.

**Figure 2-7    Invoice Successfully Emailed Indicator Quick Cabin Assignment Window**
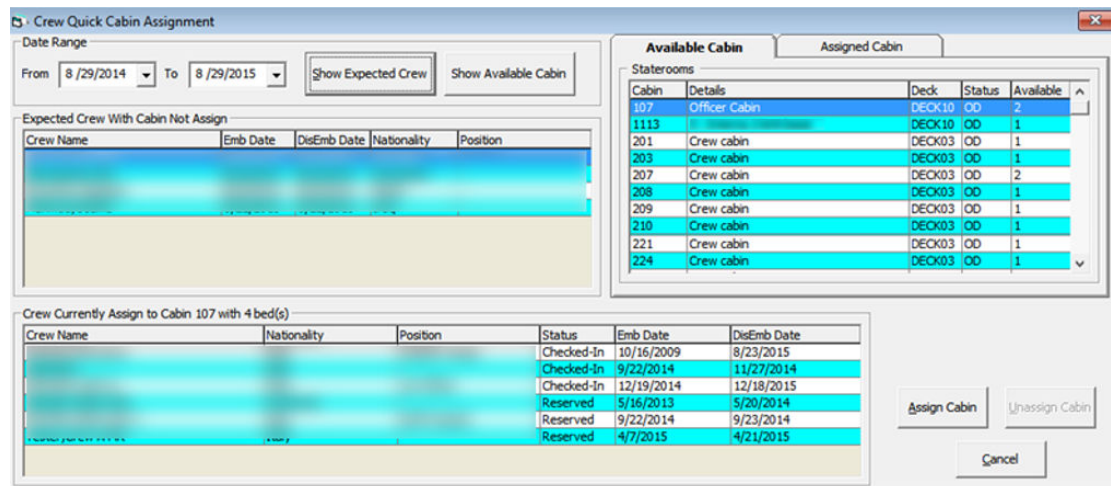


**Assigning a Cabin**

1. From the **Quick Functions**, select **Crew Quick Cabin Assignment**.

2. Select the **Date From and Date To** using the date editor, then click the **Show Expected Crew**. The expected crew that do not have a cabin assign appear in the **Expected Crew With Cabin Not Assign** grid.

3. Available cabins are shown in the Available Cabin section. Selecting any cabin from the grid will show the cabin assignment history of Checked-In and Expected crew in the Crew Currently Assign to Cabin xxx with x bed(s) **grid**.

4. Navigate to the Assigned Cabin tab to view all cabins assigned to crew. The cabin assignment history of Checked-In and Expected Crew appears in the Crew Currently Assign to Cabin xxx with x bed(s) grid when a cabin is selected.

5. Select the crew and the cabin from either the Available Cabin or Assigned Cabin and click the **Assign Cabin**. The assigned crew cabin appears in the Crew Currently Assign to Cabin xxx with x bed(s) grid.

6. Another option for assigning a cabin is by clicking **Show Available Cabin**. This function displays only the cabins without an assignment, and in the Available Cabin tab, a list of available staterooms appears in the grid. Cabin management history for Checked-In and Expected Crew are then shown in the Crew Currently Assign to cabin xxx with x bed(s).

7. Repeat step 3 to 5 of the above to assign a cabin.

# Un-assigning a Cabin

1. Repeat steps 1 to 2 of Assigning a Cabin.

2. Navigate to the Assigned Cabin tab to view all cabin assigned to crew.

3. Select the cabin from the Staterooms list to display the crew assignment history for Checked-In and Expected Crew who are shown in the Crew Currently Assign to Cabin xxx with x bed(s) grid.

**Figure 2-8    Assigned Cabin Window**
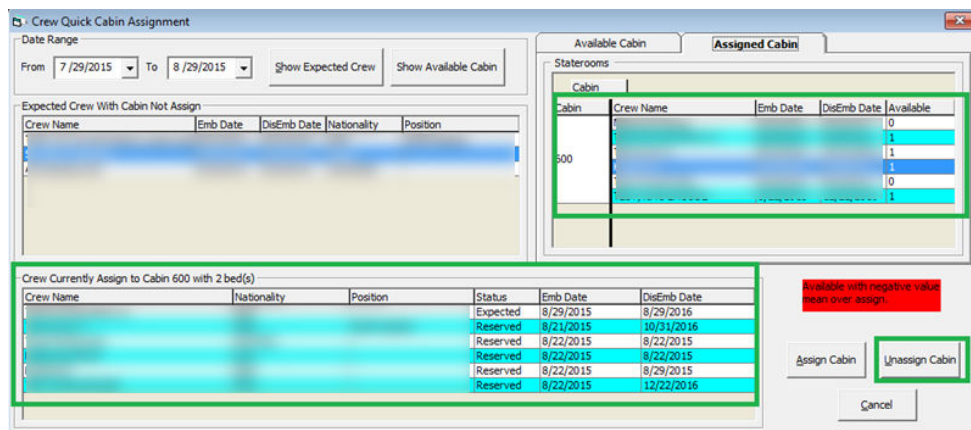


4. Select crew from the Staterooms grid or Crew Currently Assign to Cabin xxx with x bed(s) grid, then click **Unassign Cabin** to un-assign the cabin for the crew.

# Quick Courses Assignment

The Quick Courses Assignment function enable you to assign crew courses and certificates.

**Figure 2-9    Courses Assignment Window**
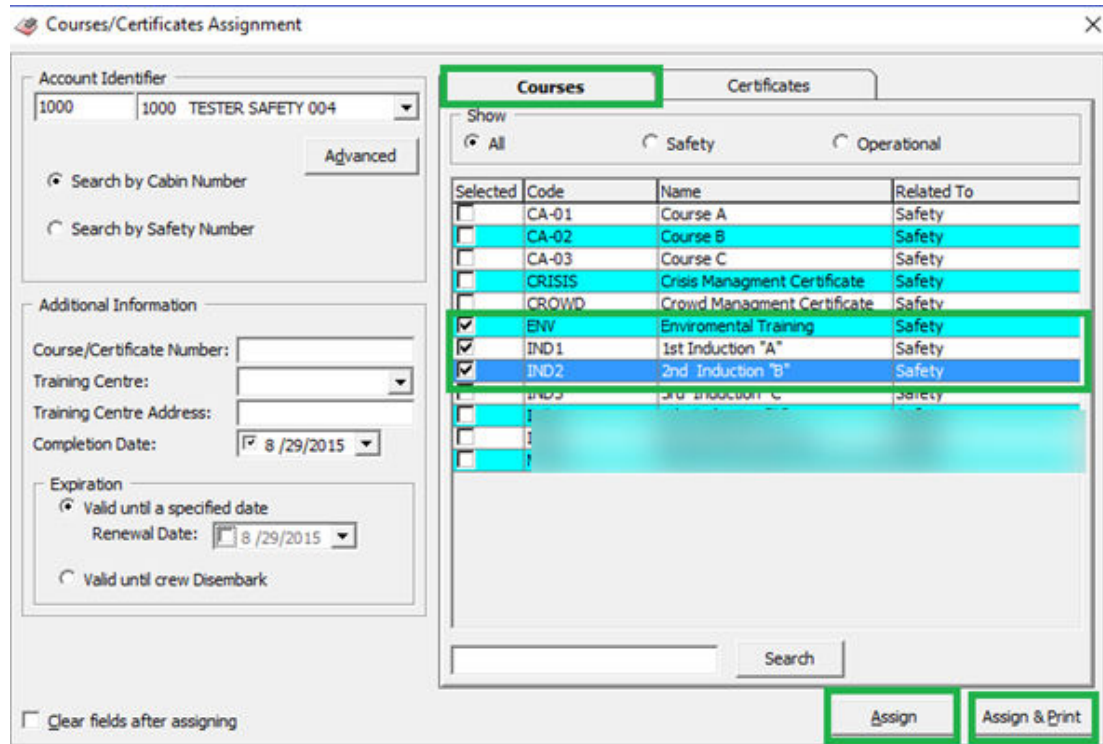


**Table 2-3    Field Definition of Courses/Certificate Assignment Window**

| Field | Description |
| --- | --- |
| Code | Courses/ Certificates codes set up in Administration module. |
| Name | Course/Certificate Name. |
| Related To | Category the course belongs to in Safety/ Operational. |

# Courses Assignment

1.  From the Quick Functions file menu, select **Quick Courses Assignment**.

2.  Navigate to the **Courses** tab and select the type of course to assign by selecting the check box beside the code.

3.  In the Account Identifier section, select either **Search by Cabin Number** or **Search by Safety Number**.

4.  In the Additional Information section, fill in the Additional Information if any.

5.  Select the **Completion Date** and select the **date** from the date editor.

6.  Select the course expiration period either by selecting the **Valid until a Specified Date** or **Valid until Crew Disembark**. If the Valid until a Specified Date is selected, select he **Renewal Date** and select the **date** from the date editor.

7.  Select **Assign** to assign the courses and click **Assign & Print** to assign the course assigned at the same time.

8.  Courses can be searched using the Search Panel below the course grid.

9.  Selecting the **Clear fields after assigning** check box clears all details after the course assignment completes.

# Certificates Assignment

**Figure 2-10    Certificates Assignment Window**
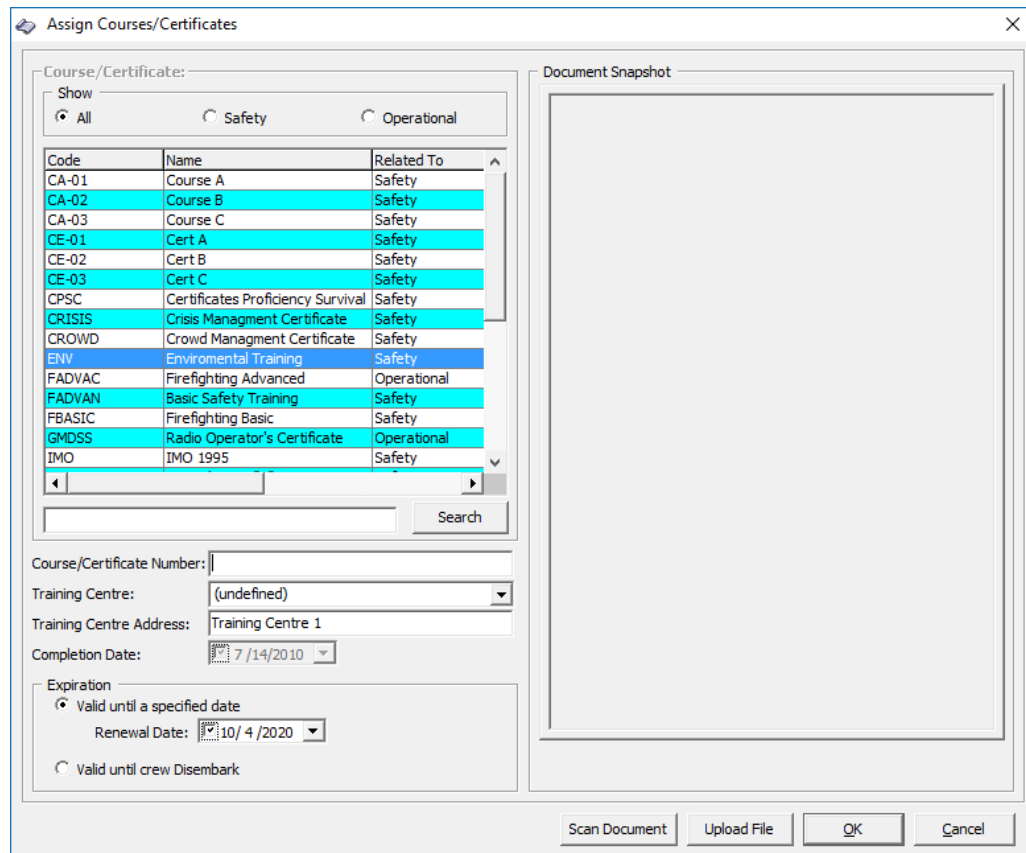


1.  From the **Course/Certificates Assignment** window, navigate to the **Certificates** tab and select the **course** to assign by selecting the check box next to the code.

2.  Repeat above steps 3 to 9.

# Advanced Courses/Certificates Assignment

The Advanced Course Assignment allows you to assign multiple crew to a course/certificate.

1.  Under the Account Identifier section in the Courses/Certificates Assignment window, click **Advanced** to open the **Multiple Accounts Selection** window.

2.  Crew listed in the **Non Selected Accounts** section are based on the default setting in the Status and Account Type criteria.

**Figure 2-11    Routing Multiple Account Selection Window**
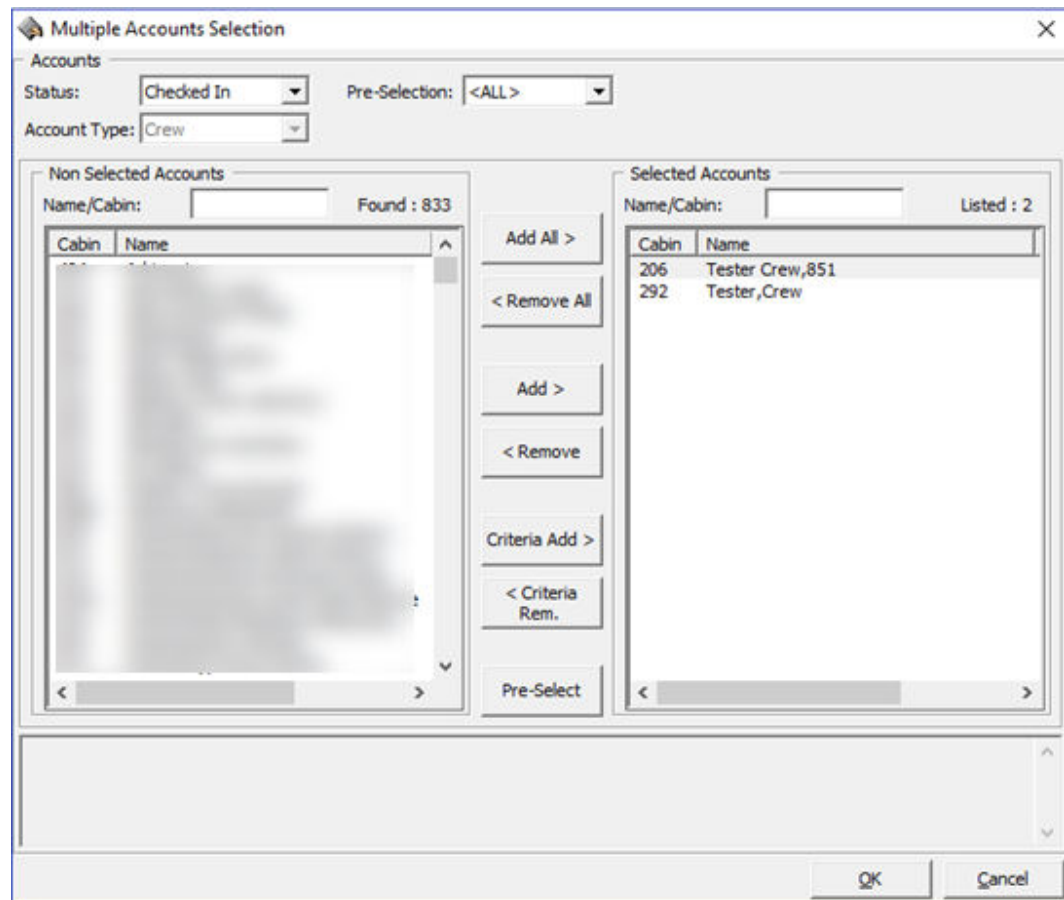


3.  Select the **reservation status** of the crew from the Status drop-down list.

4.  To select **all crew**, click the **Add All>** button to transfer the crew list to the Selected Account window, or individually select the crew name and click **Add**.

5.  Click **OK** to confirm the multiple accounts selection and this opens the **New Courses/ Certificates Assignment** window.

6.  The cabin search function under the Account Identifier section is now dimmed and replaced with (multiple selection).

7.  Repeat steps 4 to 9 Courses Assignment.

# Quick Discounts Assignment

The Quick Discounts Assignment function enables you to assign discounts to multiple crew's accounts, either by percentage or by value.

**Figure 2-12    Quick Discount Window**



# Assigning Discount to Individual Crew

1. From the Quick Functions file menu, select **Quick Discounts Assignment**.

2. In the Discounts window, Account Selection section, enter the cabin number and select the **respective crew** from the drop-down list.

3. Navigate to the How much section and enter the **Percentage, Apply Count** and **Reason**. To apply a value discount, deselect the **check mark** next to Percentage.

4. Select the **department group** or **department code** in the What section, and check whether the discount is applicable to Actual or Future Postings.

5. Click **OK** to confirm.

# Assigning Discount to Multiple Crew

1. From the **Quick Functions** option menu, select **Quick Discount Assignment**.

2. In Discount assignment, Account Identifier section, click **Advanced** to open the **Multiple Accounts Selection** window.

3. Crew listed in the Non Selected Accounts section are based on the default setting in Status and Account Type criteria.

4. Select the **reservation status** of the crew from the Status drop-down list.

5. To select all crew, click **Add All>** to transfer the crew list to the Selected Account window, or individually select the **crew names** and click **Add**.

6. Click **OK** to confirm the multiple accounts selection, which opens the New Discounts Assignment window with the selected crew account listed.

**Figure 2-13    Quick Discount to Multiple Account**



7. Repeat steps 2 to 5 of Quick Discount to Individual Crew by Percentage/Value.

# Quick Effects Assignment

The Quick Crew Effects Assignment allows you to record crew's personal effects for single/ multiple accounts.

**Figure 2-14    Quick Crew Effects Assignment**



1.  From the Quick Functions file menu, select **Quick Effects Assignment**.

2.  In the Account Identifier section, select **Search by Cabin Number** or **Search by Safety Number**.

3.  In the Additional Information section, **Count** field, enter the number of items, select the **Transaction date** using the date editor and enter a remark if any.

4.  Select the **Crew Effects** item by selecting the **item** check box. Multiple selections are allowed.

5.  Click **Assign** to assign the items or click **Assign & Print** to assign and print at the same time.

6.  Select **Clear fields after assigning** to clear all details after completing the assignment.

# Quick Flight Assignment

The Flight Assignment function enables you to assign the arrival/departure flight individually or by a group of passengers.

**Figure 2-15    Quick Flight Assignment**



1. From the **Quick Functions** menu, select **Quick Flight Assignment**.

2. Enter the **account** in the Account Identifier field or click **Advanced** to select **Multiple Account**.

3. Navigate to Flight Information section and select the **Direction, Departure Date,** and **Flight Number** from the drop-down list.

4. In the Additional Information section, enter additional information if any.

5. Click **Add Crew** to add the selected crew to Flight Assignment List and take note of the Total count next to the Flight Assignment Last grid.

6. Click **Post** to update the flight assignment in the crew's account in the **Crew Handling, Flight Info tab**.

# Quick Posting

The Quick Postings function enables posting by batch to a single account or multiple accounts. This function is extremely useful when there is a large quantity of checks such as laundry or transportation to be posted at the same time.

**Figure 2-16    Quick Posting**



# Quick Posting to Single Account

1. From the **Quick Functions** menu, select **Quick Posting**.

2. Enter the cabin number or select the **Account** using the drop-down list.

3. In the Department field, enter the **department code**, and enter the **value** to post.

4. In the Additional Information section, insert the **check number, Server#1**, if any, and select the **invoice number** to post. The system default invoice is one.

5. Click **Add** to add the account to the Posting List grid. Repeat the above steps until all checks are added to the Posting List.

6. Note and tally the current count and Current Totals with physical checks.

7. Click **Post** to confirm posting.

# Quick Posting to Multiple Accounts

1. Under the Account field of the Quick Posting window, click **Advanced**.

2. In the **Multiple Accounts Selection** window, select the **Status** from the drop-down list.

**Figure 2-17     Quick Posting Multiple Account Selection**
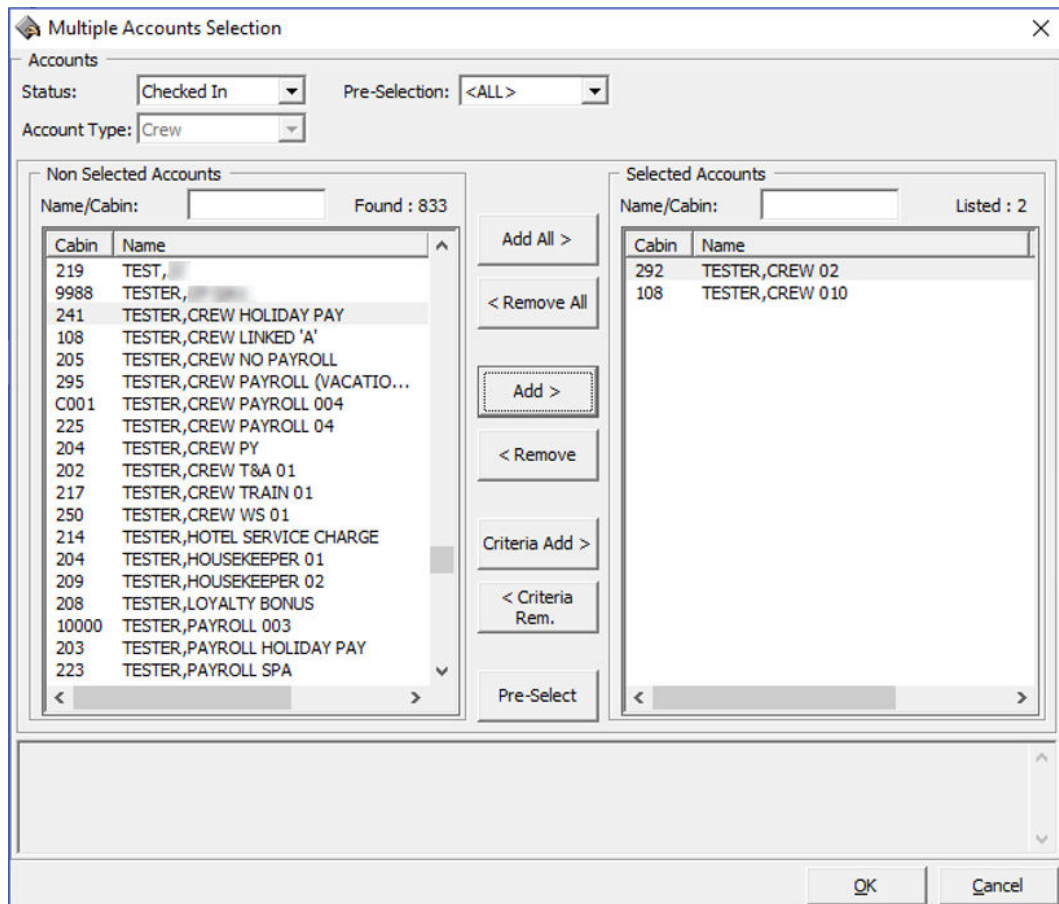


3.  Select the **account name** from the Non Selected Accounts pane, and click **Add** to add the account singly or **Add All>** to add all accounts listed or use the **Criteria Add>**. See the *Selecting Account Using Criteria Option* section on how to select accounts using Criteria Add.

4.  Accounts selected appear in the Selected Account window. Click **OK** to return to the Quick Posting window.

5.  Navigate to the Department field, select the **department code**, and enter the **value** to post.

6.  At the **Additional Information** section, insert the **Check number, Server#1**, if any, and select the **invoice number** to post to. System default Invoice is 1.

7.  Click **Add** to add the account to the Posting List grid.

8.  Click **Post** to complete the postings.

# Selecting Account Using Criteria Option

The criteria options filters the accounts based on the criteria entered, for example by embarkation/disembarkation date, age, cabin category, and other.

1.  At the Multiple Accounts Selection window, click **Criteria Add>**.

2.  Select the **options** from the drop-down list in the **General** tab, then navigate to Crew tab.

**Figure 2-18    Accounts Selection Criteria-General**



3. In the **Crew** tab, select from the available **options** using the drop-down menu and continue to select from the remaining tabs, if required.

4. Click **OK** to return to the Multiple Account Selection window.

**Figure 2-19    Accounts Selection Criteria-Crew**



# Quick Posting Status

The Quick Posting Status Enable/Disable function sets the account posting status by batch.

**Figure 2-20    Enable/Disable Posting Selection**
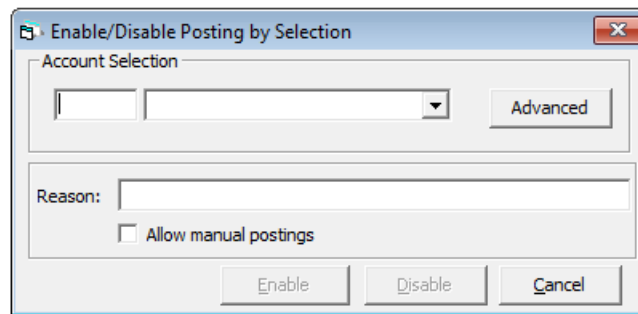


1. From the Quick Functions File menu, select **Quick Posting Status Enable/Disable** from the drop-down menu.

2. In the Enable/Disable Posting by Selection window, select the **amount** from the drop-down list or click **Advanced** to select multiple accounts.

3. Insert a reason in the **Reason** field.

4. Select the **Allow manual postings** check box if manual posting is allowed for Disabled accounts.

5. Select one of the options: **Enable** or **Disable the account.**

# Quick Remote Check-In

The Quick Remote Check-In enables you to check-in the crew by Deck.

**Figure 2-21    Quick Remote Check-In**
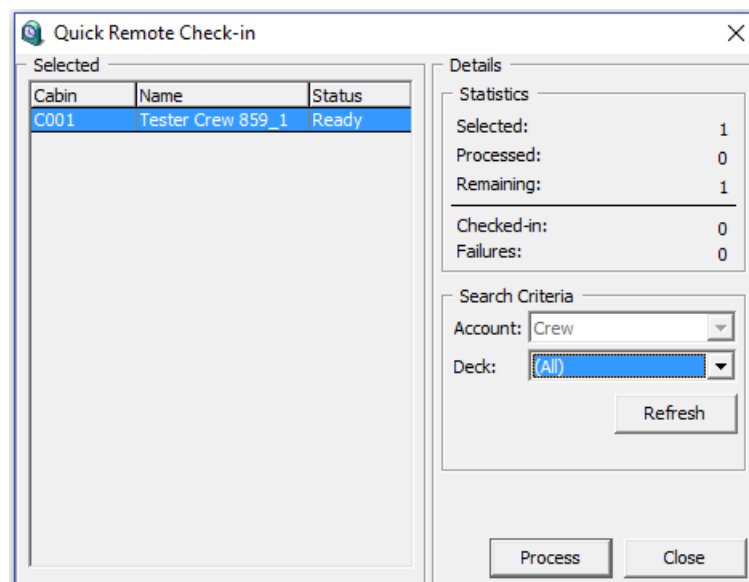


1. From the Quick Functions options menu, select **Quick Remote Check-In** option.

2. Select the **Deck** from the drop-down list and click **Refresh**.

3. At the Selected Crew section, cabin number and name of crews due to check in are listed, with the total selected account shown at the **Statistic** section.

4. Click **Process** and select **Yes** at the confirmation prompt to proceed.

5. The system updates the number of records processed and its status in the Statistic section. Click **Close** to return to the main window.

# 3
# Crew Members Function

The content below describes the function for accessing the crew data such as Crew Information, travel documents, invoice, crew history, group account, and others. You can create, amend and cancel a reservation, post a charge and check out a crew account. These functions are accessed by using the **Crew Members** drop-down menu.

**Figure 3-1    Crew Handling**
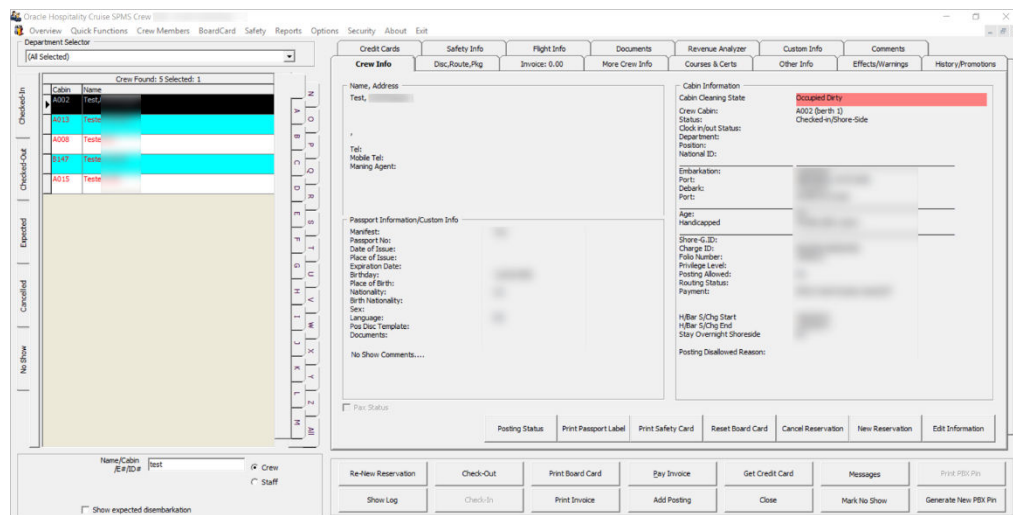


## Crew Handling

**Search Panel**

The Search Panel function is a reservation look up by status in a tab view — Check In, Check Out, Expected, Canceled and No Show from the Crew Handling window.

**Search Using the Search Panel**

1. At the Search Panel, select the **Status** tab.

2. You can select an alphabet corresponding to the last name of the reservation or select **ALL** to list all reservations in alphabetical order.

3. You can further narrow down the search using either the crew name, document number, or cabin number and date.

## Crew Info Tab

The Crew Info tab is the default tab after an account/reservation search. It provides a single view of crew's information such as name, address, passport details, cabin information, and others that enable you to drill down further into the reservation for more information.

**Figure 3-2    Crew Info Tab**



**New Reservation Function**

The New Reservation function creates a new crew reservation. A reservation form is launched when you clicked the **New Reservation** button. Below are the definitions of the fields on the form.

**Figure 3-3    New Crew Information Window**



**Table 3-1    Field Definition of Crew Information Tab (Name)**

| Field | Description |
| --- | --- |
| **Name** | |
| Surname | Last name of the crew. |
| Forename | First name of the crew. |
| Middle Initial | Middle name of the crew. |
| Salutation | Salutation of crew. |
| Other Name | Other Last Name in passport/ID. |
| Other First Name | Other First Name. in passport/ID. |
| Gender | Gender Identifier. |
| Marital Status | Marital Status. |
| Onboard Email | Email contact while on board. |
| Disc Template | Available discount templates. |
| Nationality Flag | Flag to determine if the crew nationality belongs to European Union (EU) or Non-European Union. |

**Table 3-1    (Cont.) Field Definition of Crew Information Tab (Name)**

| Field | Description |
| --- | --- |
| Smoker | Smoker Identifier. |

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

| Field | Description |
| --- | --- |
| **Passport Information** | |
| Passport No | Passport number of the crew. |
| 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. |
| Birth Nation | Original nationality of the crew if differ from Nationality field. |

**Table 3-3    Field Definition of Crew Information Tab (Operational Department No.)**

| Field | Description |
| --- | --- |
| **Operational Department No.** | |
| Department | Operational department assigned. |
| Position | Operational position assigned. |
| External ID | External System Crew ID. |
| Internal ID | Internal Crew ID. |
| Crew Post ID | Waiter ID number used in POS system. |
| Ext. Res ID | External System Reservation ID. |
| Order Emp ID | Employer number of crew incentive program. |
| Shore.G-ID | Unique Identifier for FMS. A user definable label. |

**Table 3-4    Field Definition of Crew Information Tab (Seamans Book Information)**

| Field | Description |
| --- | --- |
| **Seaman's Book Information** | |
| Number | Seaman Book number. |
| Issue Date | Date of issue of Seaman book. |
| Issue Place | Place of Issue of Seaman book. |
| Expiry Date | Expiry date of Seaman book. |
| Issue Country | Country Seaman book were issued. |
| **Other Birth Information** | |

**Table 3-4    (Cont.) Field Definition of Crew Information Tab (Seamans Book Information)**

| Field | Description |
|---|---|
| Birthdate | Birthdate of the crew. |
| Birth Place | Birthplace of the crew. |
| Nationality | Nationality of crew. |
| Language | Main language spoken. |
| Language2 / 3 | Other spoken language. |
| National ID | Local identification document, for example, ID or Driving License. |

**Table 3-5    Field Definition of Crew Information Tab (Reservation Information)**

| Field | Description |
|---|---|
| **Reservation Information** | |
| Estimated Embarkation/ Disembarkation Date | Embarkation/Disembarkation date. |
| Estimated Embarkation/ Disembarkation Port | Port of embarkation/ Disembarkation. |
| Re-Embarkation | Crew expected return date. |
| Actual Embarkation/ Disembarkation Date | Actual Embarkation/Disembarkation date. |
| Actual Embarkation/ Disembarkation Port | Port of embarkation/ Disembarkation. |
| Emb. Port Comments | Sign-on harbour comments. |
| Deb. Port Comments | Sign-off harbour comments. |
| Cabin | Cabin number assigned. |
| Deny Boarding | Deny boarding identifier. |
| Assign | Current Berth Assigned. |
| Muster Station | Muster Station assigned. Linked to Cabin number. |
| Deny Reason | Reason boarding is denied. |
| Pincode | Pin code setup for outgoing calls and access to Kiosk. |
| Longshoreman Work | Indicate crew to perform longshoreman work during next port. |
| Life Boat | Life Boat assigned to crew. Linked to Cabin number. |

**Table 3-6    Field Definition of Crew Information Tab (Other Parameter)**

| Field | Description |
|---|---|
| **Other Parameter** | |
| Manifest Printout | Indicates manifest has been printed. |
| Switch to Passenger in Manifest | Indicates reservation has been moved to Passenger manifest. |

**Table 3-6    (Cont.) Field Definition of Crew Information Tab (Other Parameter)**

| Field | Description |
| --- | --- |
| Stay overnight shoreside | Indicates that crew stays overnight at shore side. |
| Intoxication | Intoxication identifier. |

**Table 3-7    Field Definition of Crew Information Tab (Others)**

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

**Figure 3-4    Crew Information Address/Other Info**

**Table 3-8    Field Definition of Crew Information Address Tab (Address / Temporary Address)**

| Field | Description |
| --- | --- |
| **Address / Temporary 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 guest. |
| Email 2 | 2nd Email address of guest. |

**Table 3-9    Field Definition of Crew Information Address Tab (Emergency Contact Address)**

| Field | Description |
| --- | --- |
| **Emergency Contact Address** | |
| Name | Name of Emergency contact person. |
| Relationship | Relationship of Emergency contact person and guest. |
| 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 contact person. |
| Work Phone | Business phone number of contact person. |

**Table 3-10    Field Definition of Crew Information Address Tab (Contract Information)**

| Field | Description |
| --- | --- |
| **Contract Information** | |
| Company Original Join Date | Crew join date for payroll contract use. |
| Contract Type | The type of contract the linked to crew member. |
| Sign On | Contract sign on date. |
| Expiration | Contract expiration date. |

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**Table 3-10    (Cont.) Field Definition of Crew Information Address Tab (Contract Information)**

| Field | Description |
|-------|-------------|
| Inbound Departure | Track inbound departure date for Crew members. |

**Table 3-11    Field Definition of Crew Information Address Tab (VOIP Information)**

| Field | Description |
|-------|-------------|
| **VOIP Information** | |
| SIP Login | VOIP login ID. |
| SIP Ext | VOIP extension on board. |
| Reason for Sign-On | Reason to sign on onboard. |
| Reason for Sign-On | Reason to sign on off board. |
| Supervised Locations | Locations that are tagged as 'crew supervision assignment'. |
| PPD Category | Add PPD category assignment to a crew or guest. |
| Travel Insurance | Travel insurance type. |
| Manning Agent | Travel insurance number. |

**Table 3-12    Field Definition of Crew Information Address Tab (Hotel & Bar Service Charge)**

| Field | Description |
|-------|-------------|
| **Hotel & Bar Service Charge** | |
| Eligible Start/End Date | Service charge eligible start / end date. |
| Common Access Area | Common areas of accessible for the onboard card. |
| Handicapped Information | Special need information. |
| Additional Language | Additional language other than default language. |
| Notice and Consent | Mandatory field. Indicates passenger accept and agrees to the Notice and Consent Terms. |

# Creating New Reservation

1. At the Crew Handling window, click the **New Reservation** button to open a Crew Information form.

2. Enter all relevant information, particularly the mandatory fields and read the Notice and Consent clause to the crew before selecting the **check box**. You are not allowed to proceed if the check box remains deselected when you click the **OK** button, and the system prompts a warning message.

3. Note that the ship operator sets the mandatory fields. Refer to your company standard operating procedure.

4. Click **OK** to save the form.

5. Saved information is updated and shown under the **Crew Info tab** and categorizes the crew as Expected Arrival.

# Editing a Reservation

1. Search the reservation using the **Search Panel**, then click **Edit Information** under the **Crew Info tab** to open the existing Reservation Form.

2. Edit all relevant information, and click **OK** to save the changes.

**Cancelling a Reservation**

1. Select the **Expected crew** from the Search Panel, and click **Cancel Reservation** under the Crew Info tab. You can only cancel an Expected crew reservation.

2. Selecting **Yes** at the Cancel Reservation prompt places the booking under the Cancelled tab.

# Posting Status

The Posting Status function enable/disable an account from accepting postings coming from food and beverage or retail outlets, and provides a better management of the crew account so that it does not exceed the credit limit allowed.

# Enabling a Posting

1. Search the crew account from the Search Panel and click **Posting Status** at **Crew Info** tab.

2. The system prompts for a response to enable the account. Selecting **Yes** at the prompt resets the Posting status to allowed, or **No** to remain as unchanged.

# Disabling a Posting

1. Repeat step 1 of the above.

2. Enter the **reason to disable** the posting when prompted, either by selecting a predefined reason from the drop-down list or by entering them manually.

**Figure 3-5     Predefined Reason to Disable Posting**



3. If **Allow manual postings** is selected, this only disables postings through the interfaces. Manual posting within the **Crew Handling** window is still permissible.

4. Click **OK** to set the posting status for the account to a **No** or **Manual**.

**Figure 3-6     Manual Posting Allowed Status**



# Print Passport Label

The Print Passport Label prints the crew's information on a label, which are then pasted into the crew's passport for ease of identification. A label must be set up in *Administration, Report Printing, Crew – General* group.

**Print Safety Card**

The Print Safety Card prints the **Blue Card** of the crew as an identification of the manning station they should report to during an emergency. Information printed on the card derives from the Safety Info tab.

# Show Log

The system logs a chronological record of activities such as crew movements, financial transactions, and system events. To enable the reconstruction and examination of the sequence of events and/or changes made, you can view such information in the Show Log function.

1. Retrieve the reservation from the Search Panel.

2. Click the **Show Log** in **Crew Info** tab.

3. A list of events appears on the window, ordered by date/time.

4. Click the **Print** button to send a copy of the log to the printer.

5. Click **Export** to export the log into a supported file format.

**Figure 3-7    File Export Prompt**
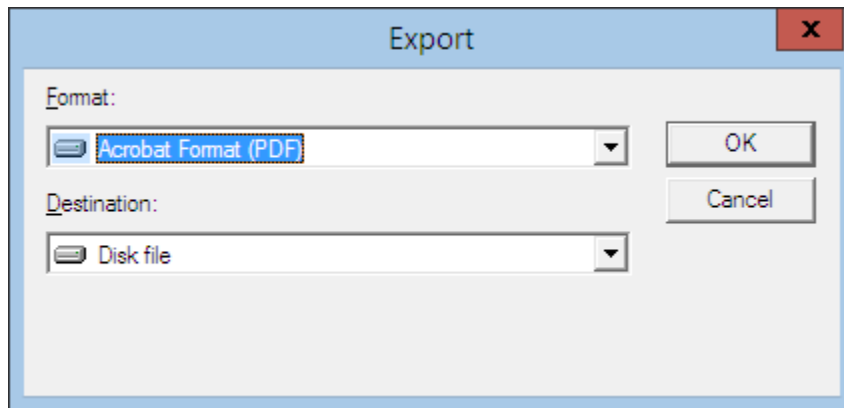


# Disc Route Pkg Tab

The Discount, Route, Package function routes the charges within the same invoice or to other crew prior to crew check-in if set up. The functions enable allowable discounts in 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 group reservations level or party/family traveling together. Depending on the requirements, the routing can be set up using one of these options: **Pay for** or **Pay by**.

**Figure 3-8    Routing Tab**



**Table 3-13    Routing Tab Definition**

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

Before moving/routing the charges, be sure to first check the current routing arrangements to avoid duplication of routing, which may result on charges not being re-directed as planned.

# Paying for another Party

Using the following setup steps, you can route a charge when crew A pays for crew B.

**Figure 3-9    New Routing — 'Will Pay For'**



**Table 3-14    Definition of Routing Options**

| Field | Description |
|---|---|
| Show Reservations | Include expected to embark and reserve bookings. Only display checked in bookings if it is deselected. |
| Actual Postings | Where the Actual postings are routed. |
| Actual Payments | Where the Actual payments are routed. |
| Package Postings | Only route package postings. |

1. Search the crew account and navigate to the Disc, Route, Pkg, Routing tab.

2. Click **New Routing** under the Pays For section to open the routing dialog box.

3. Select the **Invoice number** where the charges are routed.

4. For charges within the same account, leave the cabin number and crew name as it is.

5. In the event where crew is paying for another account, change the **cabin number** and select the **respective guests**.

6. Select the **Financial Department** group or **codes** to be routed and enter the routing reason.

7. Select the options where applicable and click **OK** to save.

8. Once saved, the selected assignment is added to **Pays for** in the Routing tab.
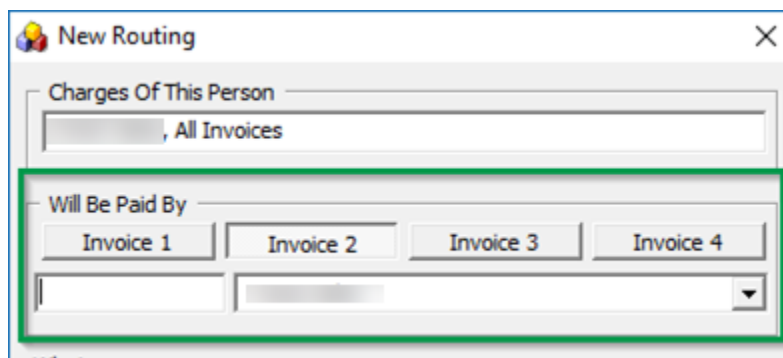
**Figure 3-10    Routing Pays for Window**
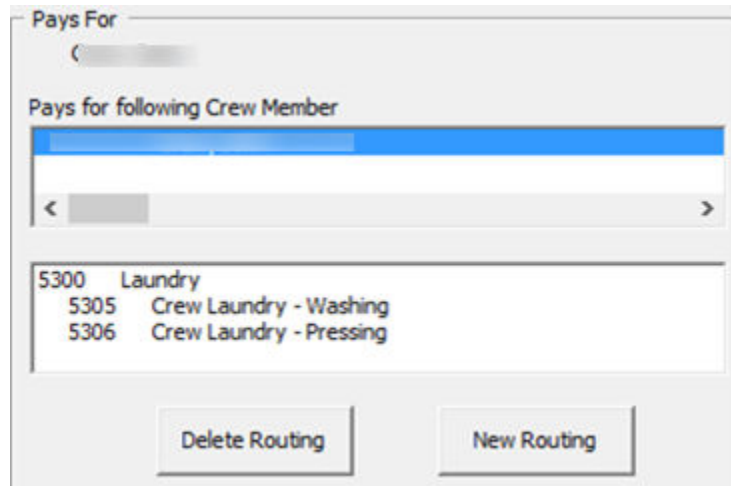


## Paid by Another Party

1. At the Disc, Route, Pkg, Routing tab, click **New Routing** under the 'For section' to open the routing dialog box.

**Figure 3-11    New Routing To — 'Will Be Paid By'**



2. Repeat steps 3 to 8 of Paying for another party.

# Advanced Routing

Below are the steps to set up routing for multiple guests, for example, group of crew account of parties travelling together.

1.  At the Disc, Route, Pkg, Routing tab, navigate to **Pays For** and click **New Routing** to open the routing dialog box.

2.  At the new Routing window, click the **Advanced** button located just below the Invoice drop-down list to open the Multiple Accounts Selection window.

3.  Accounts listed in the Non Selected Accounts section are based on default selection of the **Status** and **Account Type**. You can change these criteria using the drop-down list.

**Figure 3-12    Routing Multiple Account Selection Window**
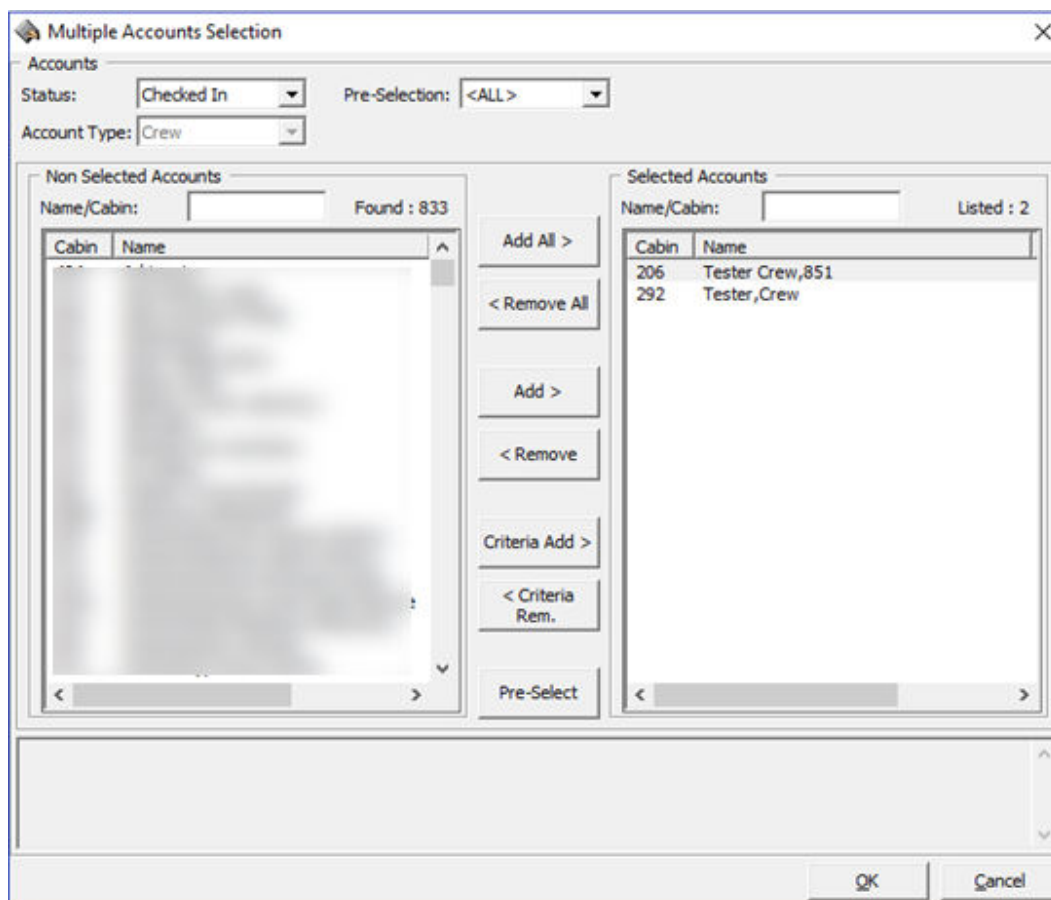


4.  To select all crew, click **Add All>** or individually select the crew, then click **Add>** to move the selection to the **Selected Accounts** pane.

5.  Click **OK** to confirm the accounts selection which opens the **New Routing** window with the selected crew account listed.

**Figure 3-13    Routing Multiple Account Instructions**
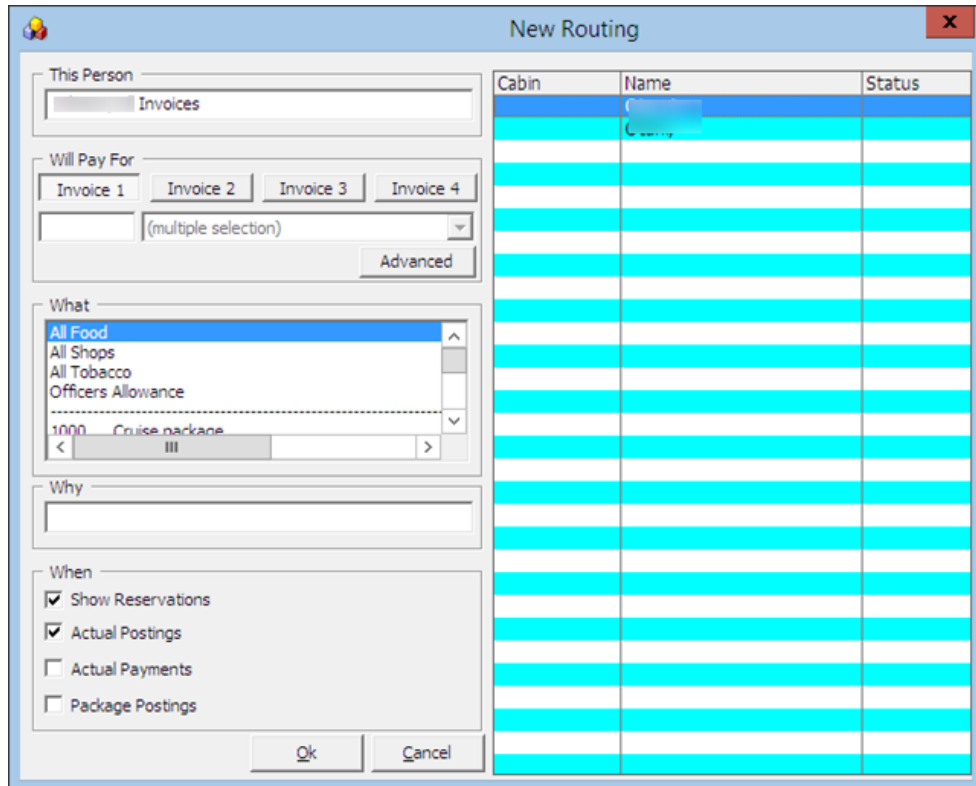


6. In the New Routing window, select the **Financial Department, Reason** and select the **check box** for the routing to occurs, then click **OK** to initiate the account routing.

7. During the assignment process, the status of the crew account changes to **OK**, followed by **Done**, and the New Routing window closes automatically once the process completes.

# Deleting Existing Routing

To remove routing setup in the crew account,

1. In the Disc, Route, Pkg, Routing tab, select either to delete the **sub-financial department code** from the individual assignment, or select the **Main Financial Department** to delete all department codes, then click **Delete Routing**.

2. The system prompts for confirmation to delete the assignment. Click **Yes** to confirm the deletion or **No** to return to the Routing window.

**SPMS Discount**

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

# Assigning a Discount

1. In the Disc, Route, Pkg, Fidelio Discount tab, click **New Discount** to open the discount dialog box.

2. Insert the **Percentage** and the number of times the discount is given in the Apply Count field. For example, enter one to specify a one-time discount for every selected department code, or blank for unlimited discounts for every selected department.

3. Select the **Posting Department** entitled to discount, either by selecting department group or individually; for example, All Food/Beverage or Room Service Food only.

4. You can also use the **Discount Template** by selecting the **check box** and selecting a template from the drop-down list if they are pre-configured. See the Administration User Guide for setup procedures.

5. Select whether the discount is applicable to **Actual** or **Future Postings**, and 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 then post the discount until it reaches the count indicated and no discount will be accorded thereafter.

6. The assigned discounts is saved in SPMS Discount tab. Similarly, these are added when **Future Postings** is selected in **Criteria Discount.**

**Figure 3-14    Disc, Route, Pkg — Discount Tab**

**Table 3-15    Financial Department Codes**

| No. | Description |
|-----|-------------|
| 1 | Financial Department codes entitled to Percentage discount. |
| 2 | Financial Department codes entitled to Value discount. |
| 3 | Financial Department codes and description. |
| 4 | Discount value (percentage or value). |
| 5 | No of count assigned to each financial code. 0 = unlimited. |

7. If an **Actual Posting** is selected, the system post an adjustment (reverse) against the original posting and sets the adjusted posting to **No Print** automatically. It then reposts the correct value with the discount is indicated.

# Deleting a Discount

1. In the Disc, Route, Pkg, Discount tab of the account.

2. If **Delete Discount** is clicked without first selecting a Financial code, this process deletes all assignments from the respective window.

**Figure 3-15    Delete Discount Prompt**



Delete Discounts

Delete all discounts for
393   Crew1,

Yes     No
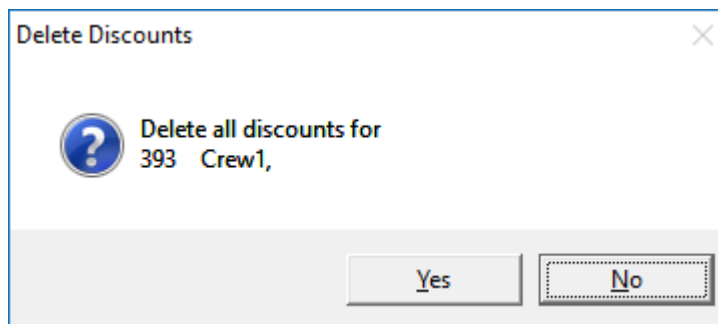
# MICROS Discount

**Figure 3-16    Disc, Route, Pkg — MICROS Discount**



The MICROS Discount tab displays discounts accorded to crew using **MICROS Discount Itemizer** level. These discounts appear when crew has discount level assigned in the Crew Info, Edit Information, Discount Template field.

# Assigning a POS Discount Level

1. In the Crew Info tab of the account, click **Edit Information** to open the Edit Crew Information window.

2. In the **Name section**, select the discount template from the drop-down list, then click **OK** to save.

**Figure 3-17    MICROS Discount Level Assignment**



3. The assigned POS Discount template appears in the Passport/Custom Information section.

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

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

# MICROS Advance Discount

The MICROS Advance Discounts works similarly to the MICROS Discount, with the exception that the discounts are applied to the MICROS Major Group, Family Group, and Menu Item level instead of the Itemizer Level.

**Figure 3-18    Disc, Route, Pkg — MICROS Advance Discount**



See also the Administration User Guide, POS Discount section on how to configure the Advance MICROS Discount.

**Disallow Department**

The Disallow Department function manages posting from being posted from restricted outlets to the crew account, for example, Casino Bar, or all tobacco and others.

# Setting up a Disallow Department

1.  In the Disc, Route, Pkg, Disallow Posting tab, select the Financial Department codes to disallow, either by Group or individual department code from the list and then click **Save**.

**Figure 3-19     Disallow Department Tab**
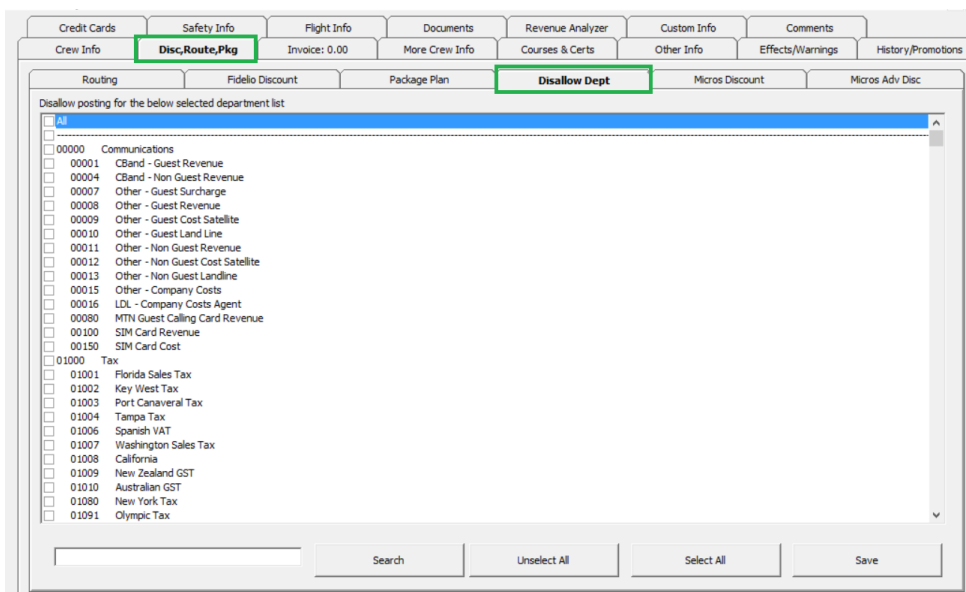


2.  When a posting is for a disallowed department, the system displays a Posting Failure popup informing you that the posting is not allowed. See Figure 3–20 below.

**Figure 3-20     Disallow Department Posting Failure Prompt**
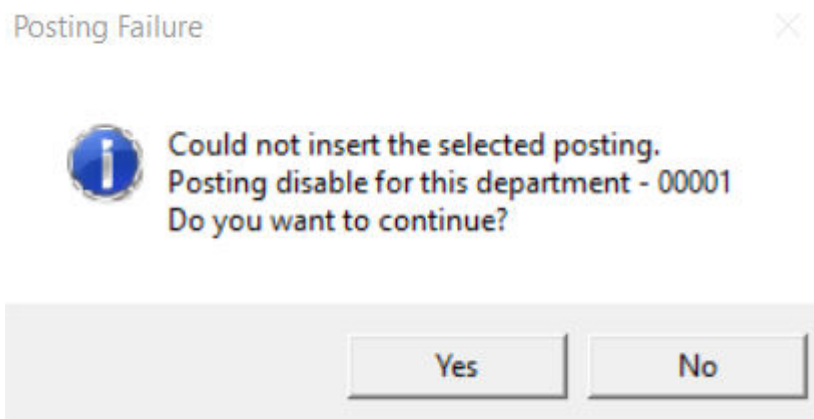


3.  Click **Yes** to exit without posting and **No** to return to the Add posting window.

# Package Plan

**Package Plan**

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

# Assigning / Purchasing a Package Plan

Assigning the correct package plan to the crew account enables you to post transactions accurately throughout the cruise and assign packages within the crew account.

1. At the Disc, Route, Pkg tab of the crew, select the **Package Plan** tab.

2. Select one of these options:

   • **Assign package Plan:** This assigns an available package that does not have a pre-set Purchase price.

   • **Purchase Package Plan:** This purchases a package setup with the purchase price.

3. To assign/purchase a package, select the available package from the drop-down list and enter the **Reason**.

**Figure 3-21    Package Plan Assignment Window**
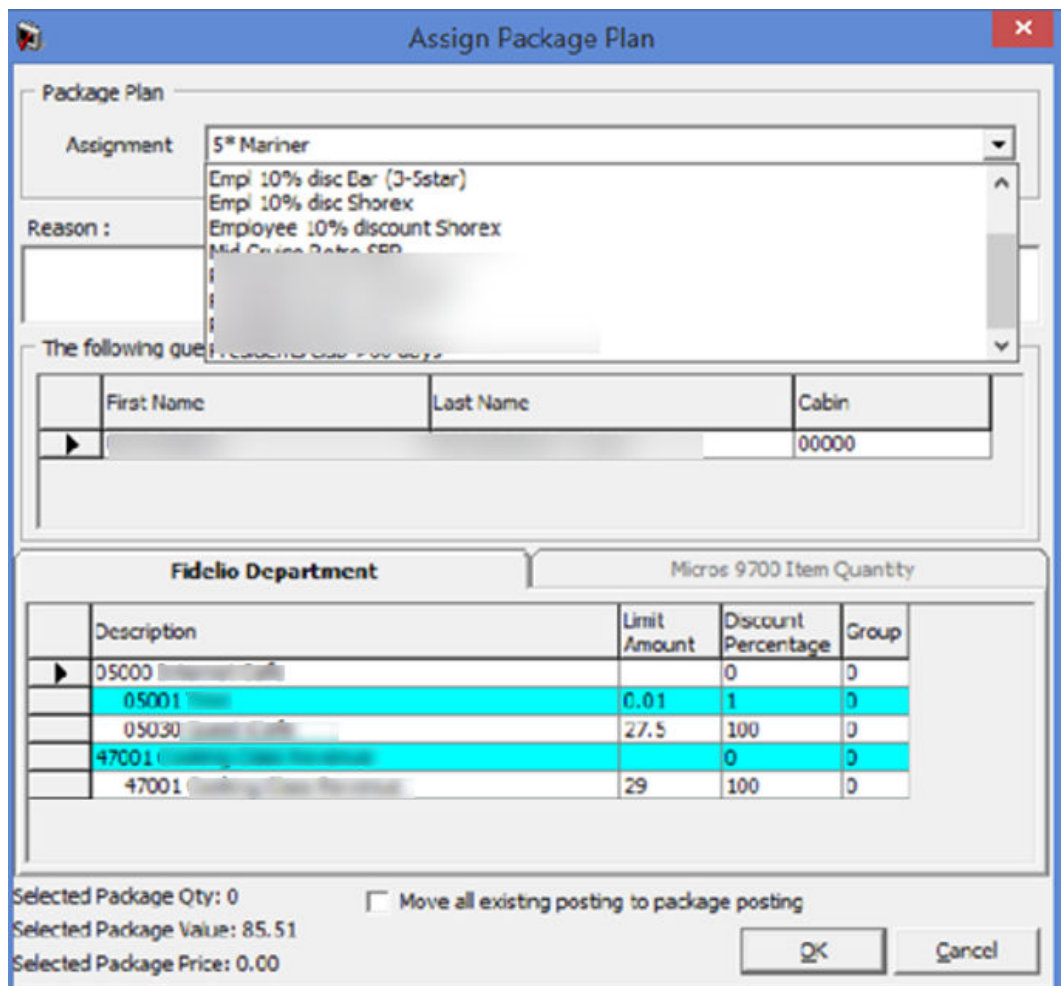


4. Select only the **Move all existing posting to package posting** check box to move the existing postings to a package plan. For example, a crew purchases the package part way through the cruise, and past postings that meet the package elements are considered as a package plan.

5. Click **OK** to save. Information pertaining to the package are available in the **Package Plan** tab and the status is **Active**.

**Figure 3-22    Package Plan Assigned / Purchased**
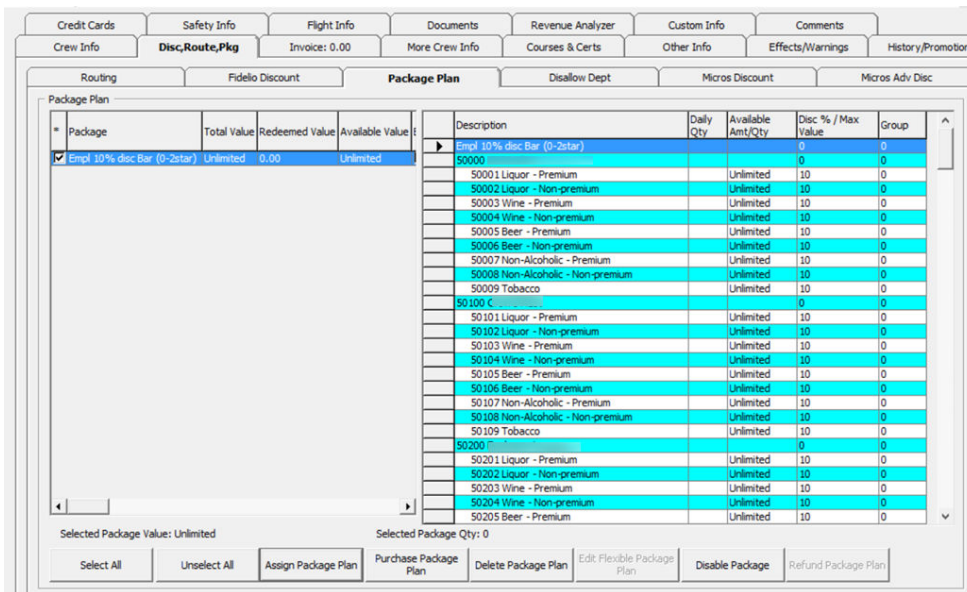


# Refunding a Package Plan

The unutilized package plan is refundable to the crew at the end of the cruise. Below are the steps to refund a Value based package, Quantity based and Mix package.

1. In the Disc, Route, Pkg tab of the crew account, select the **Package Plan** tab.

2. Select **Refund Package Plan**.

**Figure 3-23    Package Plan Refund Option**
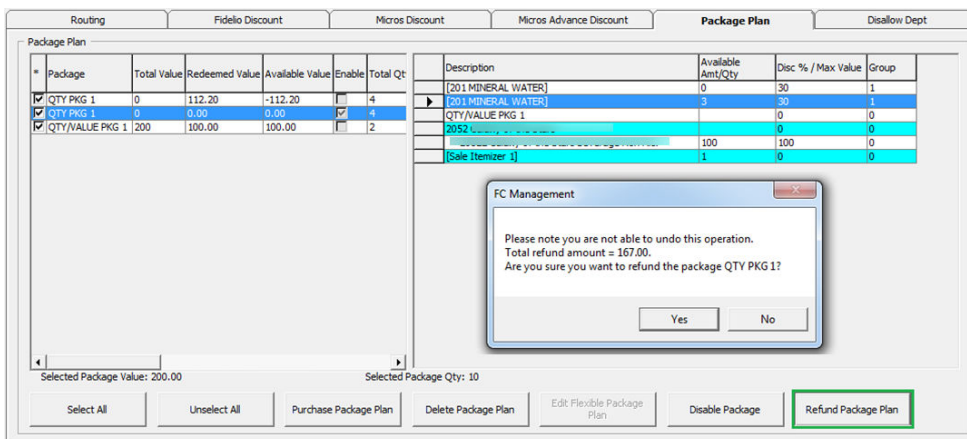
> **WARNING:**
>
> Once a Refund is processed, it is *not* possible to reverse the changes. This process also *disables* the package plan.

3. Once the package plan is refunded, the system disables the package and displays the remaining value/quantity for reference only.

4. If the postings are more than the package price, the system prompts that a refund is not allowed.

# Routing a Package Plan Posting

Routing a package plan posting depends on two parameters: Do not allow post package to both buyer and payer and Package Plan Before Routing.

When both payer and buyer haves a package, all postings go to the payer. Once the payer package is fully utilized, subsequent postings are posted the payer account as normal postings.

# Auto Balancing a Package Plan

You can set up Auto Package Plan balancing using **Enable Package Auto Balance as 1** parameter, which allow the system to automatically balances the package invoice/account after each transaction and reduces the total package value or quantity at the same time.

**Figure 3-24    Package Plan Invoice Window**



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

# Manually Balancing a Package Invoice

1. Select the **crew account** from the Search panel, navigate to the **Invoice** tab, and click the **amount** under the **Package Invoice**.

**Figure 3-25    Settling a Package Plan**



2. Select the **Payment method** and verify the amount to settle when prompted.

3. Select **Pay** or **Pay & Print** to pay and print the invoice and reduce the Package Invoice at the same time.

**Figure 3-26    Paying an Invoice**



# Invoice Tab

The Posting Handling function provides you with four invoices per crew and it enables you to post a manual charge to an account, route postings, and post various payment types.

**Figure 3-27    Add Posting Window**



**Table 3-16    Field Definition of Add Posting Window**

| Field | Description |
|---|---|
| Account | Crew Account by Cabin No. and Name. |
| Clear fields after adding to posting 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 appeared on POS check. |
| Server #2: | Server name appeared on POS check. |
| Number of People | No. of crew 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 number of postings added in Quick Posting function. |
| Current Count | System count on Postings List. |
| Batch Total | Confirmation of total value posted in Quick Posting function. |

**Table 3-16    (Cont.) Field Definition of Add Posting Window**

| Field | Description |
|---|---|
| Current Total | Accumulated value to post. |

# Adding a Posting

1.  Select the **crew account** from the Search panel and click **Add Posting** in the Crew Handling window.

2.  In the Add Postings form, select the **Financial Department** from the drop-down list or use the **Search** option for a department code.

**Figure 3-28    Add Posting Financial Department Selection**



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

**Figure 3-29    Adding a Charge**



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

5. Click **Post** to finalize the postings and the posted transaction appears in the Invoice tab among earlier posted charges.

# Voiding a Posting

1. In the Invoice tab of the crew account, select the **transaction** to void and click the **Void** button.

2. The system prompts for confirmation on the charge to void. Click **Yes** to confirm the void and **No** to return to the previous window.

   In the Void Posting Reason window, insert the void reason or select from the drop-down menu, then press **OK**.

**Figure 3-30    Void Reason Prompt**



3. Void postings appears with a matching debit and credit amount.



# Pay Invoice

The Pay Invoice function posts a settlement against an invoice, whether a partial or full payment. The process of settling an invoice by credit card and foreign currency differs from cash settlement. This function requires an open Cashier session to post.

**Figure 3-31    Invoice Payment Window**

**Table 3-17    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 Crew Info tab. |
| Package Plan Credit | Eligible credit value for Package Plan posting. |
| Non Refundable Credit | Credit value non-refundable to 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 foreign exchange has commission defined. |
| Due Balance | Outstanding sum after deducting payment applied. |
| Change Due | Balance due to crew 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 crew when the payment method is either cash or foreign currency. You can set the "change due enabled" to be permanently selected. If this is not set as the default, you must check this option to activate automatic change due calculation when applying a payment.

# Paying an Invoice by Cash

1. Retrieve the crew account from the Search Panel and click **Pay Invoice** in the Crew Handling window.

2. The system defaults the payment department according to the payment method defined during check-in. Select **Payment Department** from the drop-down menu, either Cash or Foreign Currency.

3. Select an **invoice** to apply the payment and the system calculates the total amount due by 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 amount and sets the invoice to Zero balance. See Figure 3-32.

- If the payment is applied without the **Change due enabled** selected, the system posts the amount as a negative value in **Due Balance** field, resembling a deposit. See Figure 3-33.

- If the payment is an exact amount, the system posts the value as payment receipted with the **Due Balance** or **Change Due** amount field as 0.00. See Figure 3-34.

**Figure 3-32    Invoice Payment with Change Due**

**Figure 3-33    Invoice Payment without the Change Due**



**Figure 3-34    Invoice Payment with Exact Amount**



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

# Paying an Invoice with Foreign Currency

1. Repeat steps 1 and 2 of the above and select a **Foreign Currency Financial Department**.

2. The exchange rate of the selected payment method appears next to the amount field.

3. Enter the **foreign currency amount** in the Amount field and the converted value appears in Received Amount.

**Figure 3-35    Invoice Payment with Foreign Currency**



4. 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 **Change Due Enable** is set as default.

5. Select an invoice to apply this payment to and recalculate the total amount due by guest.

6. Select either **Pay**, **Pay & Print, or Pay & Print Cash Receipt** to complete the transaction.

# Paying an Invoice by City Ledger

1. Retrieve the crew account from the Search panel, then click **Pay Invoice**.

2. In the Payment Department field, select a **City Ledger code**.

3. Select an **invoice** to settle, and the system calculates the total amount due by guest.

4. Insert the amount to settle. If the exact amount is paid, the system sets the value as payment receipted and Due Balance is 0.00.

**Figure 3-36    Invoice Payment by City Ledger**



5. Select **Pay** or **Pay & Print** to complete the transaction. If **Pay** is selected, print a copy of the invoice for crew reference.

# Disabling a Posting

In the Invoice Payment window, selecting the **Disable Posting Automatically** check box sets the Posting Allowed to **No** in the Crew Info tab when the invoice balance is 0.00.

**Figure 3-37    Disable Posting Automatically**



**Figure 3-38    No Posting Allowed in Crew Info Tab**



You will receive a notification when you try to post a charge to the invoice, and the posting will be rejected.

# Resetting Posting Status to Allowed

1.  Click the **Posting Status** in the Crew Info tab.
2.  At the Enable Posting prompt, select **Yes** to confirm. This will reset the posting to allow.

**Figure 3-39    Reset Posting Status**
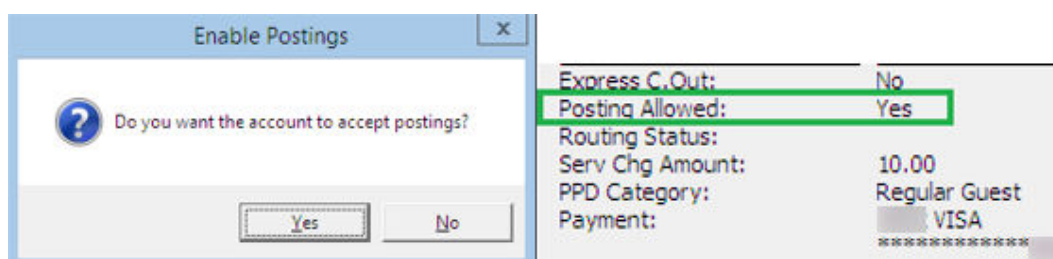


# Payment by Credit Card

1.  Retrieve the crew account from the Search Panel, and click **Pay Invoice**.

2.  In the **Invoice Payment** form, select the **Payment department** from the drop-down list if it is different from the previous payment method.

3.  The amount indicated is based on the current outstanding invoice (selected), for example, Invoice 1 balance = $30, Invoice 2 balance = $20. When all invoices are selected, the total becomes $50. If you are paying a specific invoice, deselect the other invoices and adjust the amount accordingly.

4.  The percentage (%) commission shown is based on the commission rate set up in *Administration, Financial Department codes* and is selected by default. The commission chargeable appears in the Commission field. If the commission is not applicable, deselect the field.

5.  Press **Pay** or **Pay & Print** to complete the transaction. If Pay is selected, print a copy of the invoice for crew reference.

**Figure 3-40    Credit Card Commission Selection**
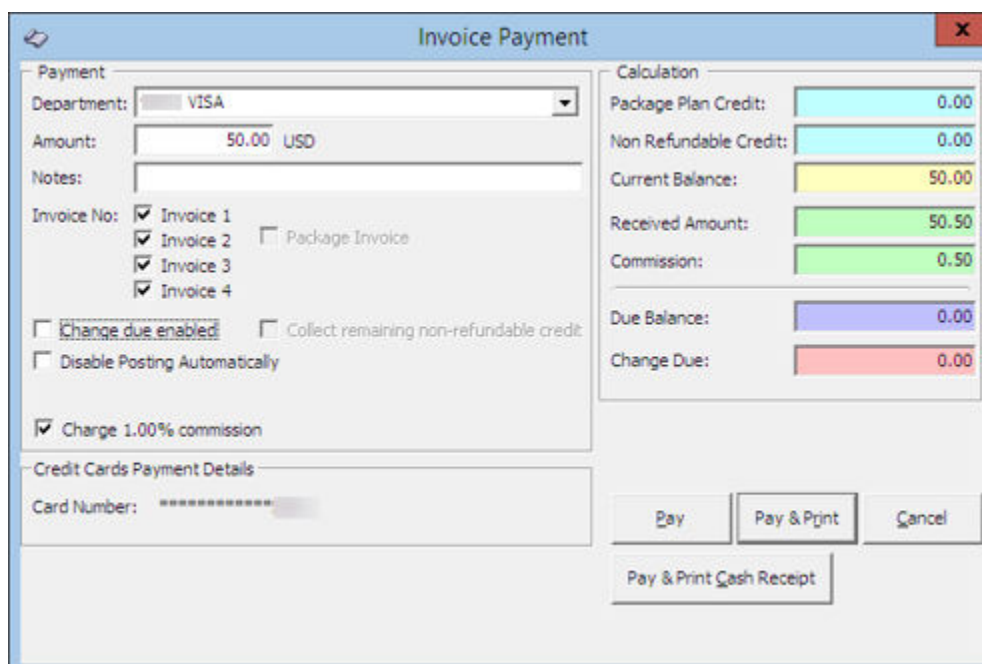
# Print Invoice

The Print Invoice function is similar to the Guest Handling print invoices. It enables you to print invoices in different layouts 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 click **Print Invoice**.

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. Press **Print** to send the print job to printer.

**Figure 3-41    Print Invoice Window**
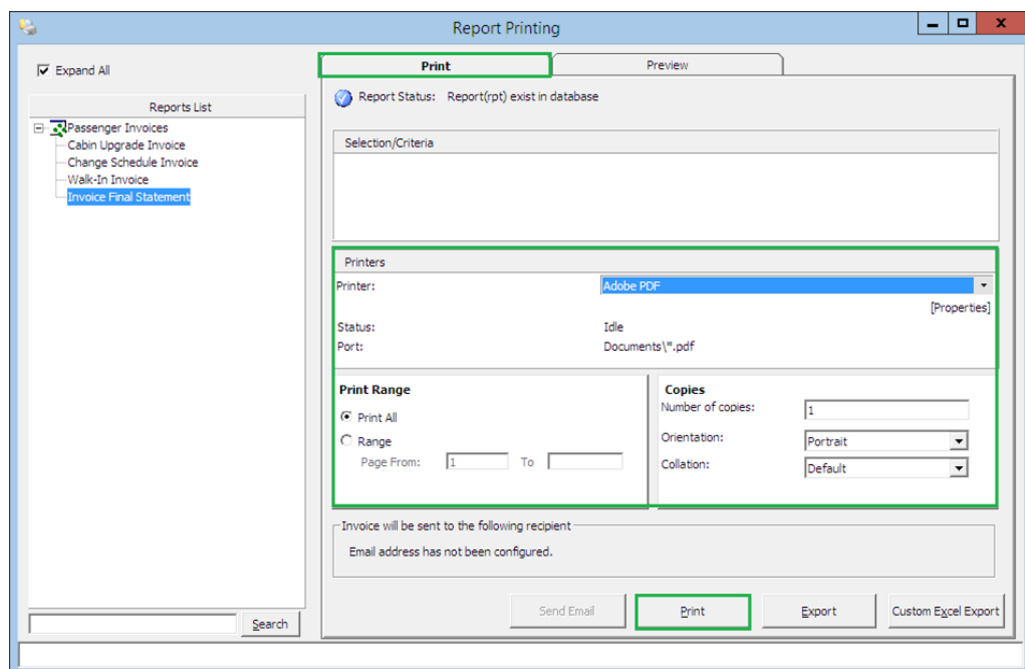


# Previewing an Invoice

To preview an invoice before sending the job to a printer,

1. Repeat steps 1 to 2 of Printing an Invoice.

2. Navigate to the Preview tab to view the invoice.

3. Press the **Printer icon** to send the print job to printer.

**Figure 3-42    Preview Invoice Before Printing**
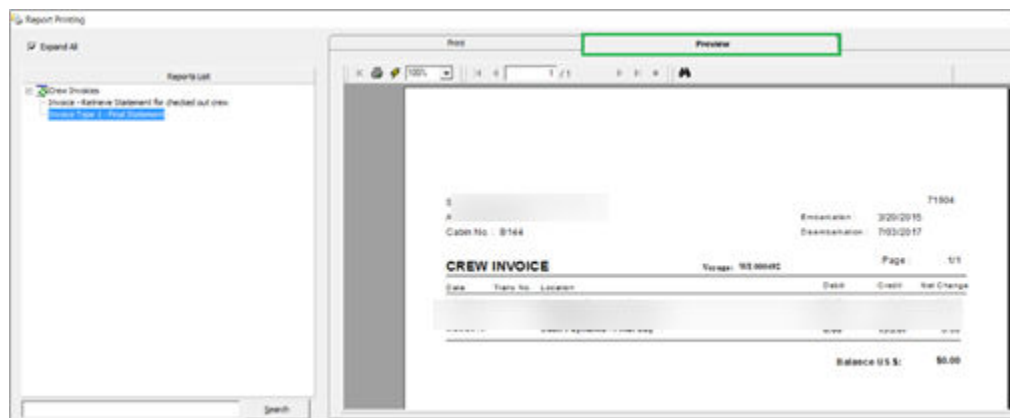


# Email Invoice

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

# Email an Invoice

1.    Repeat steps 1 to 2 of Printing an Invoice.

2.    In the Print tab, select **Send Email**. The system prompts a dialog box once the email is sent successfully.

3.    Click **OK** to close the dialog box.

# Exporting an Invoice

Exporting of invoices to other file formats is possible. Supported file formats are: Acrobat Format, Crystal Report, MS Word, MS Excel and more.
Repeat steps 1 to 2 of Printing an Invoice.

1.    In the Print tab, select **Export**.

2.    Select the **file format** and **destination type** from the drop-down list when prompted.

3.    Select the **page range** to print.

4.    Enter the **file name** and **location path** when the system prompts for file saving location.

# Custom Excel Export

This function exports the invoice into a predefined Excel format.

1.    Repeat steps 1 to 2 of Printing an Invoice.

2.    In the Print tab, select **Custom Excel Export**.

3.    Enter the **file name** and **location path** when the system prompts you for a file saving location.

# Move & Route

The Move and Route function enables you to set up your bills at the time of credit sign up, during the cruise or at the end of the cruise when a crew would like to separate certain charges from the main invoice. You can move the charges easily using the drag and drop method and other available methods that suit the operations.

## Moving a Charge from One Invoice to Another

1.  Select the **crew account** and navigate to the Invoice tab.

2.  Highlight the transaction to move.

3.  Press **CTRL** and hold down the left mouse button.

4.  Drag the transaction to the location by moving the mouse pointer.

5.  Drop the object by releasing the left mouse button.

**Figure 3-43    Move & Route Function**



6.  The original invoice amount decreases and the newly created invoice amount increases.

## Setting up a Charge Route

The following functionalities allow crew to separate certain charges to be posted to another invoice throughout the cruise or route them to another account. It might be more feasible to set up routing instructions to move both current and future postings to a new invoice.

1.  Select the **crew account** and navigate to the Invoice tab.

2.  Click **Move & Route** to open a Move posting menu.

**Table 3-18    Definition of Move Posting Tab**

| Field | Description |
| --- | --- |
| From | Default to Crew 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 | Reason why charges were routed. |

**Table 3-18    (Cont.) Definition of Move Posting Tab**

| Field | Description |
|---|---|
| When | Type of postings to route. |

**Figure 3-44    Move Posting Tab**



3. The system default main invoice is All Invoices. Select the **invoice** where the charges should be routed.

4. To route the charge to another guest/payer, enter the **cabin number** and select the **crew name**.

5. Select either the **department group** or **financial department code** to route, and insert the routing reason.

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 **Disc, Route, Pkg tab, Routing** window.

See also Disc, Route, Pkg Tab.

# Criteria Discount

The following function works the same as Percentage Discount in Disc, Route, Pkg tab and has an additional check box for Actual Postings, allowing you to apply a discount to the actual posting. This function creates a record in the discount section of Disc, Route, Pkg tab when Future Posting is selected.

See Disc, Route, Pkg Tab, *SPMS Discount* on how to apply a discount.

# Item Discount

The Item Discounts deducts a specific percentage of selected postings on the crew invoice. The Percentage discount cannot be used as a value discount.

# According an Item Discount

1. On the Invoice of the account, mark the posting entitled to the discount, and click the **Item Discounts** button.

2. Insert the **percentage value** in the discount field, and click **OK** to proceed.

**Figure 3-45    Item Discount**
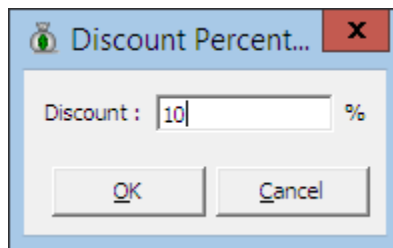


3. The system posts an adjustment (reverse) against the original posting, sets the adjusted posting to **No Print** automatically, and reports the correct value with the discount value indicated.

**Figure 3-46    Example of Item Discount Transactions**



| Date | Department | Debit | Discount | Vat Tax | POS-Discou | Trans.ID | Gross | Check# |
|------|-----------|-------|----------|---------|------------|----------|-------|--------|
| 30/01/2015 | 3070 Minibar | -20.00 | 0.00 | 0.00 | 0.00 | 14118914 | -20.00 | 123 |
| 30/01/2015 | 3070 Minibar | 18.00 | 2.00 | 0.00 | 0.00 | 14118915 | 20.00 | 123 |
| 30/01/2015 | 3070 Minibar | 50.00 | 0.00 | 0.00 | 0.00 | 14118912 | 50.00 | 123 |
| 30/01/2015 | 3070 Minibar | 20.00 | 0.00 | 0.00 | 0.00 | 14118912 | 20.00 | 123 |

# Hide No Print

This function hides transactions that are marked with No Prints, giving an organized view of the invoice. For example, a voided transactions.

# Hiding/Showing No Prints Transactions

**Hiding/Showing No Prints Transactions**

1. Click the **Hide No Prints** to change the button from **Hide No Prints** to **Show No Prints**, or vice versa.

2. Transactions marked with **No Prints** (pale yellow) are hidden from the invoice window until you click the **Show No Prints**.

# NoPrint

This function enables excluding past settlements or voided postings from being printed onto the invoices, and the transaction value must equals to 0.00. The system prompts an error if the balance of the transaction does not equal 0.00

# Resetting No Print Transactions to Original State

1. Select the NoPrint transactions, and click **No Print**.

2. Transactions revert to normal postings and no longer appear in pale yellow.

# Set Credit Limit

The floor limit is pre-set within the Financial Credit Sub-Department code and is adjustable for specific crew at the jurisdiction of the Chief Purser.

# Setting a Credit Limit

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

2. Insert the credit value in the dialog 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, the system prompts a 'Credit Limit Exceeded' on both SPMS and MICROS System during posting and you cannot proceed to post. The same warning prompt appears if the account is routed and payer has a Credit Limit defined.

**Figure 3-47    Warning Prompt When Credit Limit Exceeded**
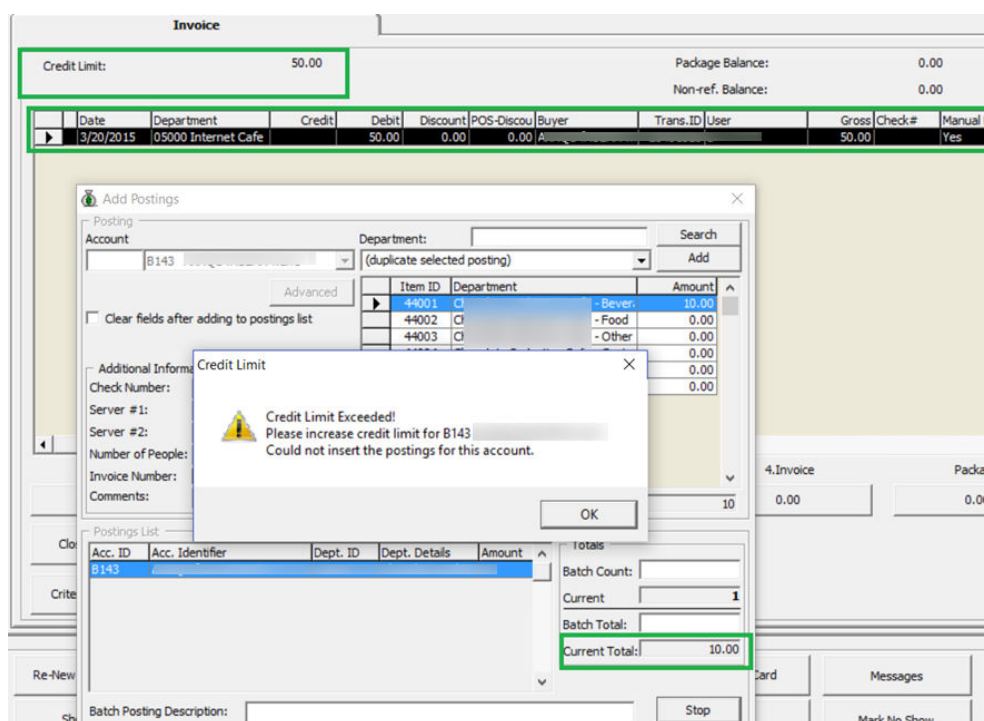


Consult your Chief Purser/Front Desk Manager or refer to the Ship's Operating procedure for the next course of action.

> ⚠ **WARNING:**
>
> Once the account is closed, this *cannot be undone*.

# Close Posting

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

# Closing an Account with Close Posting

1. Retrieve the account and navigate to the Invoice tab.

2. Ensure all invoices are 0.00 balance. You will receive a notification prompt when the balance is not zero. Click **OK** to return to the previous window.

3. If the account is balanced, click **Close Postings**.

4. Select **Yes** when the system prompts you for a response. If you select **No**, you are returned to the Invoice tab without closing the postings.

5. Select the **Hide Posting** button on the Invoice tab to hide all closed postings.

# More Crew Info Tab

The More Crew Info tab stores additional information such as Other Related Information, Visa/Customs Info and Live Picture update from the main reservation and Crew Info tab.

**Figure 3-48    More Info Tab**
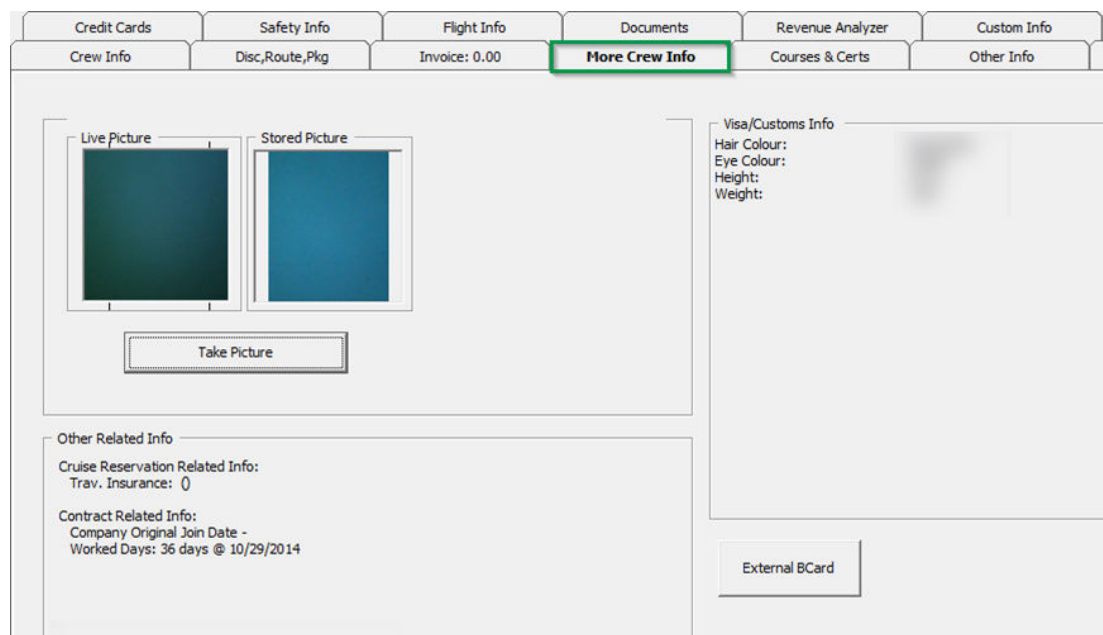


# Take Picture Option

The Take Picture option captures the current crew picture and share it with other modules, enabling other users to easily recognize the crew when dealing with them. The supported picture file format is .jpg or .bmp.

# Cruise Reservation Related Info

The Other Related Info section displays the Crew Travel Insurance Number and the number of days worked from the original joined date.

# Visa/Customs Info

This section displays the information entered in the Edit Reservation form.

# Courses & Certs

All crew members are required to complete the safety and operational courses throughout their tenure, and these courses are recorded the in Course & Certs tab. The required courses/certificates are listed at the top section and completed course in the bottom section of the tab.

**Figure 3-49    Courses & Certificates Tab**



# Assigning Course Done

When a crew completes an assigned course, the course information such as certificate number, course location and validity are updated in the system.

**Figure 3-50    Course/Certificate Assignment Window**
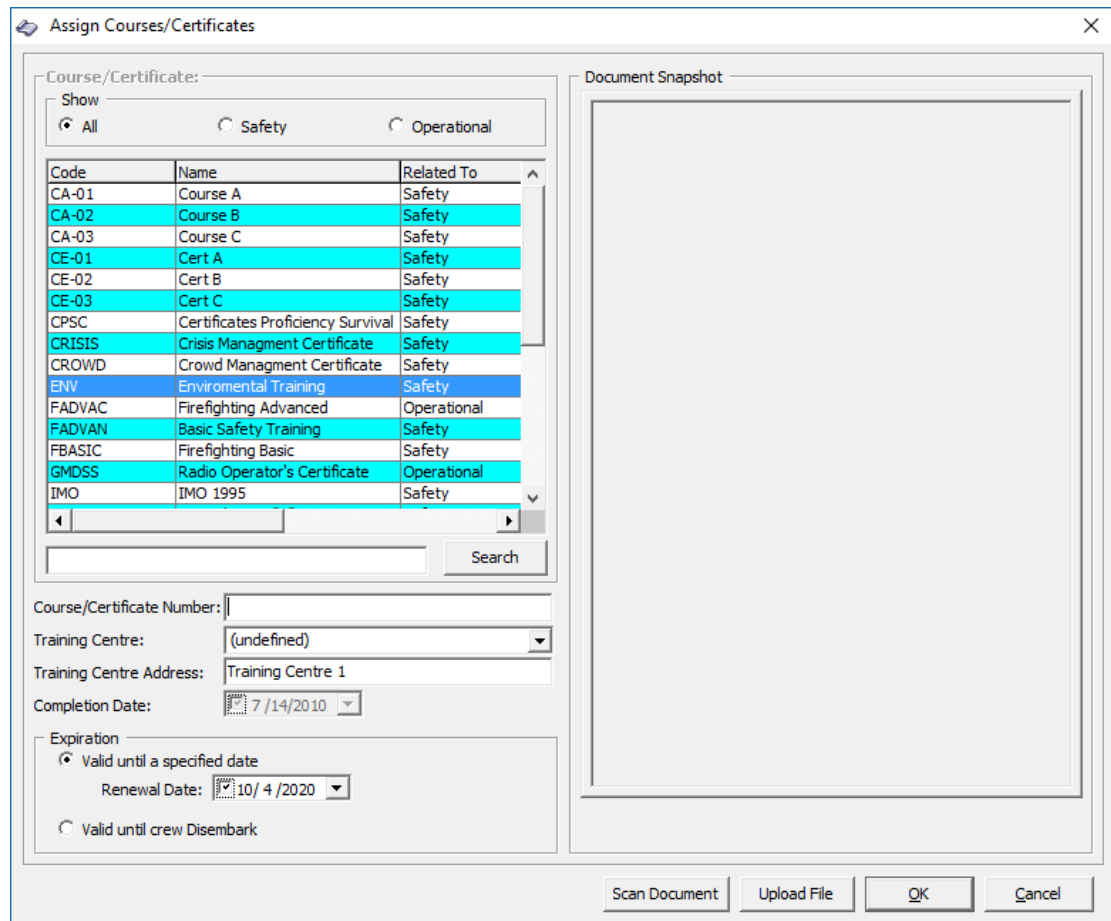


1.  Select the **course name** from Courses & Certificates Completed section.

2.  Click **Assign Course Done**.

3.  In the Assign Courses & Certificates form, enter the **Course/Certificate number** and select the **Training Center** from the drop-down list.

4.  Update the completion date and select the expiration date accordingly.

5.  Once you update the completion date, you cannot change it.

6.  Select either **Scan Document** or **Upload File** to store a copy of the certificate.

7.  Click **OK** to update the course details.

# Editing Course Done

1.  Select the **course name** from the Courses & Certificates Completed section and click **Edit Course Done**.

2.  In the Assign Course/Certificates form, update the necessary information.

3.  Click **OK** to save.

**Deleting Course Done**

You can delete a completed course from the grid if you have access rights #740 assigned.

1. Select the **course** to delete and click **Delete Course Done**.

2. At the confirmation prompt, click **Yes** to complete the deletion.

## Other Info Tab

In the Other Info tab, the crew medical certificates and uniform inventory are stored. You can also enable/disable the cabin telephone from here, this only work with an interface.

## Assigning/Editing Medical Certificates

1. Retrieve the account navigate to the **Other Info** tab.

2. Click **Assign** to open the Courses/Certificates window.

**Figure 3-51    Assign Course/Certificates**



3. Select the type of **Course/Certificate to show** or use the Search field to search for a specific course/certificate.

4. Select the item from the courses displayed.

5. Enter the Course/Certificates Number, Training Centre and the center's address, if any.

6. Select the **Completion Date** using the date-editor.

7. In the Expiration section, select the **validity** of the certificate.

8. Click the **Upload File** to upload a copy of the certificate or use the Scan Document feature to scan a copy of the certificate, if any. This functionality requires an installed scanner.

9. Click **OK** to complete the process.

10. To edit the certificate, select the **certificate** from the list and click **Edit**.

11. Change the necessary information and click **OK** to save.

# Uniform Inventory

This functionality records uniforms issued to/returned by the crew. The function buttons are enabled depending on the type of transaction to show.

# Adding/Returning Uniform

**Figure 3-52    Crew Uniform Inventory**



To add or return a uniform:

1. Retrieve the account and navigate to the **Other Info** tab.

2. Under the Uniform Inventory section, select **Show Uniform** and the **transaction type** to enable the function buttons.

3. Click **Add Uniform** to open the Uniform Transaction window.

**Figure 3-53    Assign Course/Certificates**

4.  Select the **type of transaction** and the **uniform code** from the drop-down list.

5.  Enter the **Count** and select a **date** from Date of Transaction.

6.  Click **OK** to save the transaction.

# Editing Uniform Inventory

This function allows you to edit the transaction record, for example the count and date of transactions. However, you are not allowed to edit the transaction type.

**Deleting Uniform Inventory**

When a transaction type is entered incorrectly, you must first delete the transaction before entering the correct transaction.

**Adding/Returning Uniform Items**

The function of this feature is the same as Uniform Inventory, except that it records the inventory at the item level.

**Figure 3-54    Item Inventory**



To enter an item, repeat the steps of *Adding/Returning Uniform* and select **Show Item** to enable the function buttons.

**Effects/Warnings**

In the Effects/Warning function, any items that are prohibited, confiscated, or submitted for Customs Declaration are recorded, including warnings issued to the crew.

**Figure 3-55    Effects/Warning Tab**



# Effects Item

**Figure 3-56    List of Crew Effects**



To add or delete an item,

1. Retrieve the account and navigate to the **Effects/Warning** tab.

2. Under the List of Crew Effects for Custom Declaration section, click **Add**.

3. At the Code field, select the item from the drop-down list, enter the quantity, and enter the transaction date.

4. Click **Save** to save the record.

5. To delete an item, select the **transaction** and click **Delete**.

6. At the confirmation prompt, select **Yes** to complete the deletion.

# Warnings

The Warnings function enables the Ship operator to record any warnings given to the crew, be it verbal or written and by severity.

**Figure 3-57    Crew Warning**



# Adding A Warning

1. Retrieve the account and navigate to the **Effects/Warning** tab.

2. Under the Warnings section, click **New**.

3. At the Crew Warning window, select the **Warning code** , and the **Warning level** and enter **When, Place**, and **Issued By** information in the respective fields.

4. Insert a **Shoreside leave denied period from/to**, if any.

5. Select the **warning type** from the drop-down list and enter the **warning text** and **action** taken against the crew.

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

7. To update a warning record, double click the item and update the necessary information, and click **OK** to save the changes.

8. To delete a warning, select the **line item**, click **Delete**, and click **Yes** at the confirmation prompt.

# History/Promotion Tab

The History tab stores future and past reservation records, as well as the promotion/demotion during the crew's tenure. Other than the **Future Reservations** section where you can insert, edit and remove a reservation, the rest of the information on this window is not editable.

**Figure 3-58    History/Promotion Tab**
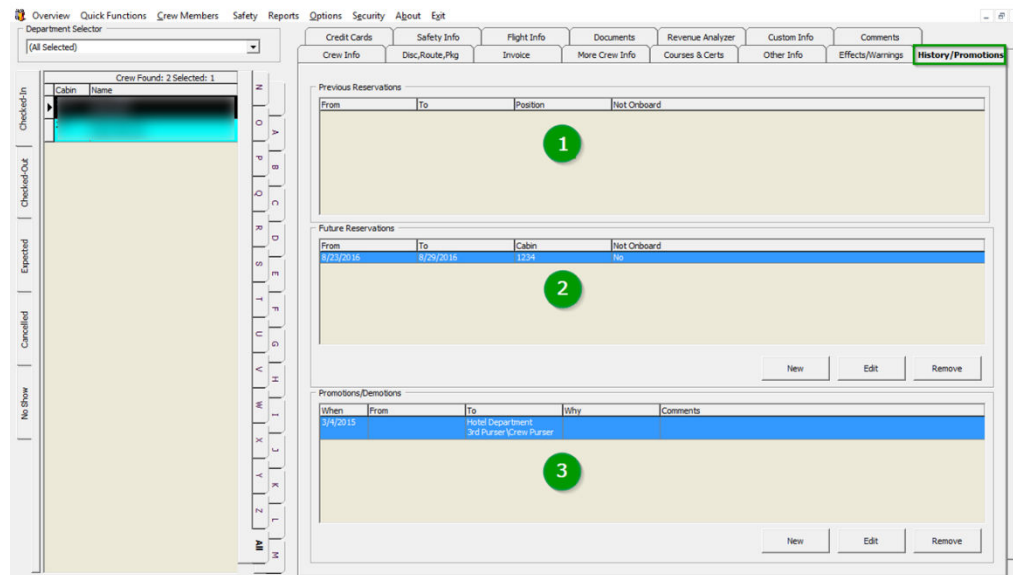


**Table 3-19    Field Definition of History Tab**

| Field | Description |
| --- | --- |
| 1 | This section stores previous reservations by date, cabin number, notes and overall stay duration. Records are captured once the crew checks out. |
| 2 | This section stores the future reservations. During System Date Change, the system checks the future reservations records for expected embarkation that falls on the next system date and automatically renews them to Expected Arrival. |

**Table 3-19    (Cont.) Field Definition of History Tab**

| Field | Description |
| --- | --- |
| 3 | This section stores promotion/demotion history of crew during their employment. |

# 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.  Clicking **OK** to save and insert the record in the Future Reservation section.

**Figure 3-59    Creating Future Reservation**



# Editing Future Reservation

In the Future Reservations dialog, do the following:

1.  Enter the **Cabin number**.

2.  Select the **Expected Embarkation Date** and the **Expected Disembarkation Date** using the drop-down list.

3.  Click **OK**.

# Adding Promotion/Demotion

1.  In the Promotions/Demotions section of the crew, click **New**.

**Figure 3-60    Adding Promotions / Demotions**



2. In the New Promotions/Demotions form, select the **New Department, New Position, When date,** and **Reason for Promotion** from the drop-down list.

3. Insert a remark if any, and click **OK** to save.

# Get Credit Cards Function

Similar to Get Credit function in Management module, this function enables you to update the crew'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 crew, then click the **Get Credit Card** in the Crew 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, and the system auto populates the credit card details.

**Figure 3-61    Setting Credit Card Spending Limit**



3. Select the **Set Spending Limit** 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. Manually enter the card information: credit card number, expiry date, and cardholder's name, and click **OK** to save.

**Figure 3-62    Manual Credit Card Entry Form**

3. Click **Yes** at the CC Check prompt to update the credit card details on the crew account.

4. You can view the stored credit card details in the **Credit Card** tab.

**Figure 3-63    Crew Handling Credit Card Tab**
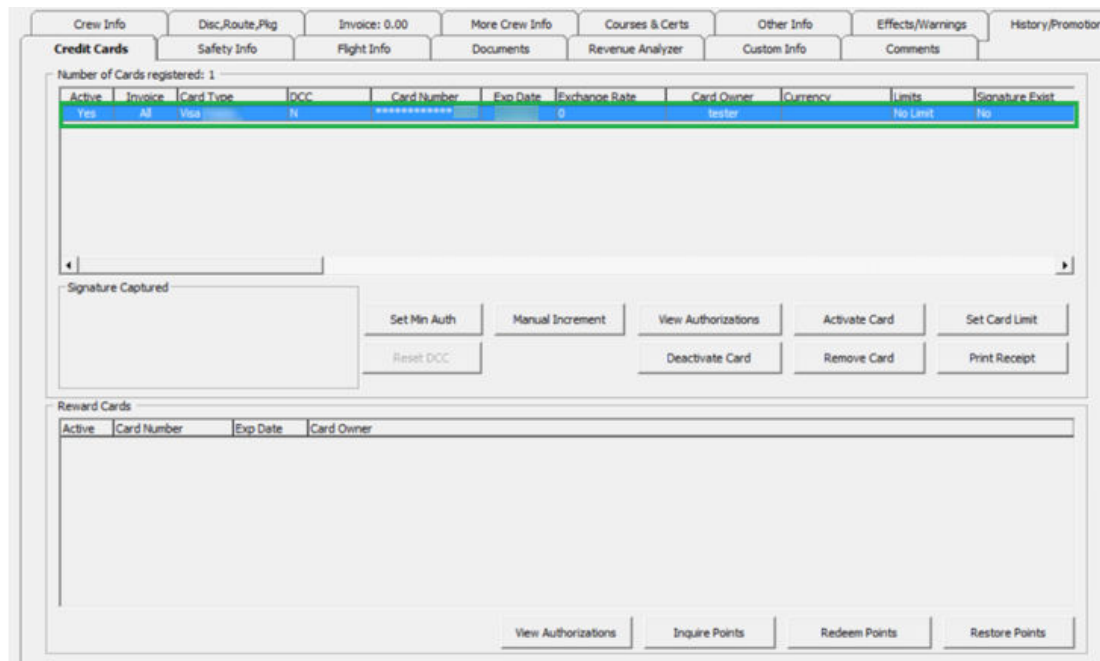


## Registering Multiple Credit Card

You can store multiple card types of a crew member for ease of settlement, which is useful when the crew decides to settle part of an invoice using a different card at the end of the voyage.

1. Repeat steps 1 to 3 of Updating Credit Card Details.

2. You will receive a prompt asking for confirmation to register more than one car. Select **Yes** at the CC Check prompt.

## Activating Credit Card for a Particular Invoice

1. In the **Credit Card tab**, select the card to activate, and click **Active Card**.

**Figure 3-64    Activating Credit Card by Invoice**
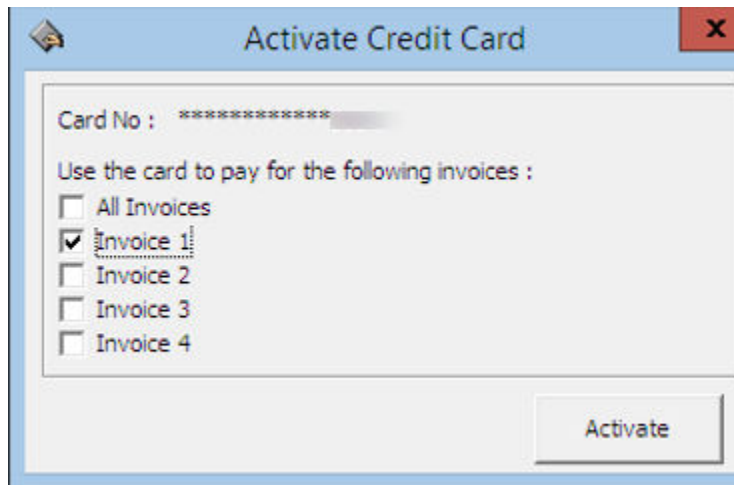


2.  Select the invoice at the **Activate Credit Card** prompt and click **Activate** to activate the card.

3.  The selected invoice appears in the **Invoice column**, and the card is set as **Active**.

**Figure 3-65    Multiple Credit Card Assignment**



# Capturing a Signature with Signature Device

Similar to Guest function, if a Signature Capture device is installed, you can store a sample of the crew signature in the Credit Card tab.

**Safety Info**

The Safety Info tab provides a view of the assigned Safety assignment of a crew member. All the information shown in this tab is updated through the Muster List Assignment function.

**Figure 3-66    Safety Info Tab**



**Flight Info Tab**

The Flight Info tab stores the crew flight assignment and home airport location, enabling you to schedule their flights and transfers closer to home airports.

**Flight Assignment**

You can enter the Arrival/departure flight information and transfer arrangements in the Flight Assignment section.

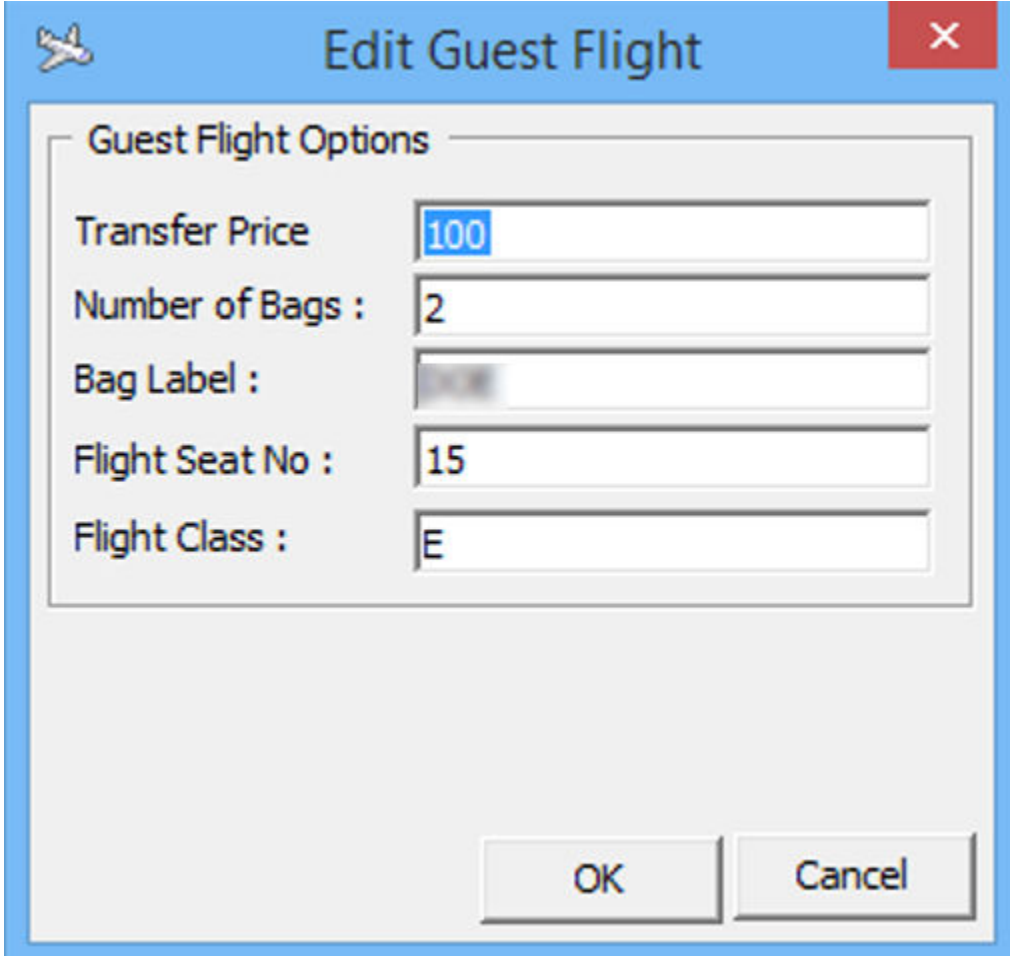**Figure 3-67    Flight Assignment in Other Info Tab**

# To Add an Arrival / Departure Flight Details

1. In the **Flight info tab, Flight Assignment** section, click **Add**.

2. Select the **Flight Direction, Flight Date**, and **Flight Carrier/No** from the drop-down list, and enter the **Flight Seat No, Flight Class**, and **Passenger Name**.

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

You can only use the Edit assignment to edit the transfer price, number of bags, bag label or seat number.

**Figure 3-68    Edit Flight Assignment**



**To add a Home Airport**

1. At the Home Airport section, click the **Airport** field.

2. Select the **code** from the drop-down list for each field, and enter the validity of the home airport.

**Documents Tab**

The system stores details of the crew passport, identification or any travel documents captured through the passport/ID scanning device in this tab. The information is purged at the end of the cruise or according to the policy defined by the Ship.

**Figure 3-69    Travel Documents Tab**



**Table 3-20    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 Name | Document type. |
| Document Number | Passport or ID number. |
| Document Issue Date | Document issue date. |
| Document Expiry Date | Document expiry date. |
| Document Issue Country | Country document were issued. |
| Document Issue Place | Document issued place. |
| First Name | First Name. |
| Last Name | Last Name. |

**Table 3-20    (Cont.) Field Definition of Travel Documents**

| Field | Description |
| --- | --- |
| Birthdate | Crew Birthdate. |
| Code MRZ1 | Machine Reader Track 1. |
| Code MRZ2 | Machine Reader Track 3. |
| Code MRZ3 | Machine Reader Track 3. |
| Number of Entries | Number of entries allowed. |
| Valid From | Validity of document. |
| Allow Duration of Stay | Allowed duration of stay on each visit. |

# Adding / Editing a Travel Document

**Figure 3-70    Travel Document Add/Edit Window**



1. In the **Documents** tab, click **Add New** to open the Document Add/Edit form.
2. Select all applicable information from the list or manually enter the information.

3. Click **Upload File** to upload the picture or scanned document.

4. Click **OK** to save the travel document.

5. To edit, click **Edit**, update the relevant information, and click **OK** to save.

# Revenue Analyzer Tab

The Revenue Analyzer provides you an analysis of the selected crew 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 appear. To view detailed information, select the **Expand All** check box or manually click the '**+/-**' key to show/hide the column. You can also click the **arrow down key** on the header to further expand the information in the respective column. This feature is also available in the Management, Guest Handling function.

**Figure 3-71    Revenue Analyzer Viewer Window**



**Table 3-21    Field Definition of Revenue Analyzer**

| Field | Description |
| --- | --- |
| Transaction Date | Date transaction 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). |

# Custom Info Tab

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

# Comments Tab

The Comments tab is designed to handle multiple follow-ups on feedback received. It can be on services rendered, facilities, cabin, and others. You can scan, attach an image file, and manually enter a comment.

**Figure 3-72    Comments Tab**



**Adding a Comment/Sub-comment**

1.  Click the **Add Comment**.

2.  In the Comment tab, select the appropriate **fields** from the drop-down list.

3.  Enter the **Reported By, Assigned To, Comment Category, Comment,** and **Associated Cost** and check the urgency and sensitivity, if any.

4.  Click **Save** to save the record, which adds a **Red Cross indicator** on the Comment tab.

5.  When you select a **Comment** and click the **Add Comment**, it creates a sub-comment with the **Comment Category** and **Comment Description** being defaulted to the main comment. The Comment Category and Comment Description are not editable.

# Attaching Image File

1.  Select a **comment** and navigate to the Document Image tab.

2.  Click **Scan Document** or **Upload File** if you are uploading an image from a storage location.

3.  Click **Save** to save the image to the database.

# Resolving a Comment

1. Select the **main comment** and navigate to **Resolution tab**.

2. Enter the **Resolved by (Person)** and **Resolution Description**, and select the **Resolved** check box.

3. Click **Save** to save the resolution and place a check mark next to the comment (s).

4. Select the **Resolved** check box to set all sub-comments as resolved.

**Figure 3-73    Comment Resolution Tab**



# Renew Reservation Function

1. Navigate to the Check Out tab in the Search Panel.

2. By default, the date is set to System Date in the Search Panel. Change the date to the passenger checked-put date.

3. Enter the crew's **Last Name** or use the alphabets tab to search for the last name. Select the **ALL** tab to list all passengers departed on the date specified.

4. Click the **Re-New Reservation** located in the Crew Handling window.

5. At the New Crew Reservation prompt, select **Yes** to renew the reservation.

6. Click **Edit Information** to change the expected arrival date and any other required information.

**Check In Function**

Crew joining the cruise are expected 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 click **Check In**.

2. At the Check In prompt, select **Yes** to check in the reservation and print the key card at the same time.

**Check Out Function**

At the end of the voyage, all crew accounts must be checked-out from the system. This is to ensure all accounts are in balance before performing a System Cruise Change.

To check out a crew,

1. Retrieve the reservation from the Search Panel, Check In tab and click **Check Out**.

2. At the Check Out prompt, select **Yes** to check out the reservation.

3. If the account is unbalanced, you will be prompted to settle the invoice before proceeding. Click **OK** to return to the crew account.

**Figure 3-74    Unbalanced Invoice**
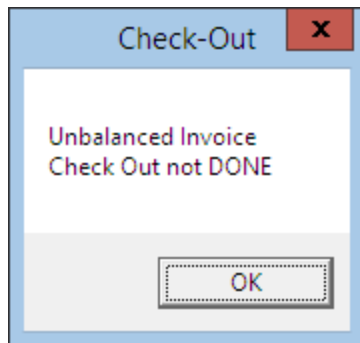


*See Pay Invoice* section for steps on how to settle an account.

# Print Board Card Function

The Print Board Card function enables you to print a copy of the crew board card, if they are not printed earlier. These cards are printable from the Crew Handling window.

1. Retrieve the reservation from the Search Panel and click the **Print Board Card**.

**Figure 3-75    Board Card Number in Crew Info Tab**



2. The process increases the Board Card number shown in the Crew 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 ends with zero.

3. The Status of the printed card is reflected in the Batch Board Card Printing window. If the card status is failed, clicking the **Reprint All failed print job** will reprint it.

**Figure 3-76    Batch Board Card Printing**
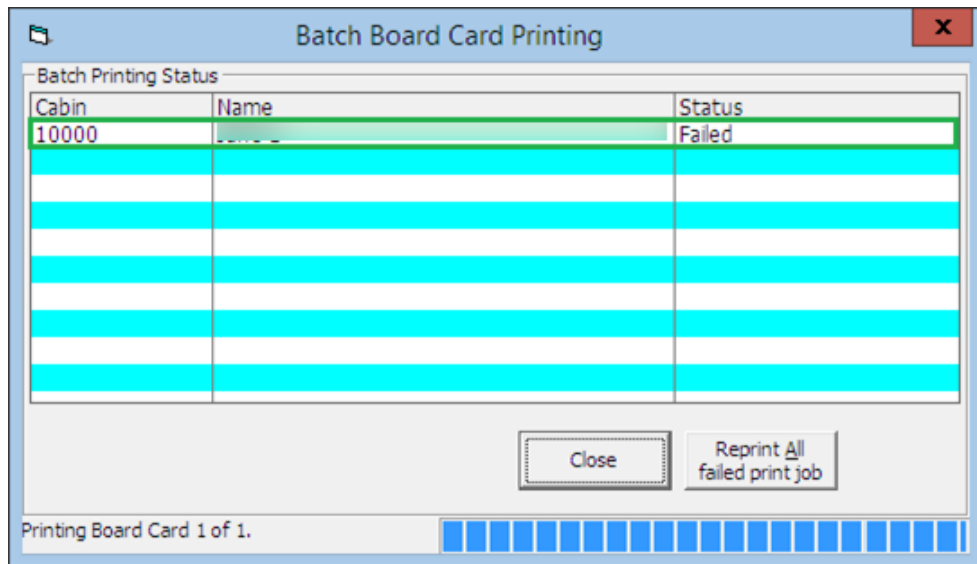


4. If the board card fails to print, check the Interface or Printer connectivity.

# Resetting a Board Card

If a board card is lost, a change of lock combination for the cabin is necessary. This process assigns a new board card number to **all** occupants of the same cabin.

1. Retrieve the reservation from Search panel and click the **Reset Board Card**.

2. At the Reset Board Card prompt, select **Yes** at the Recreate Cards prompt.

> ⬥ **WARNING:**
>
> This process invalidates all previously issued cards.

3. At the **Batch Board Card Printing** prompt, click **Close** if the card is printed successfully. Otherwise, repeat the above process.

# 4
# Board Card

The Board Card function enables you to print board cards by batch, based on the criteria set in a template.

See Advanced Board Card Printing User Guide.pdf for details about setup and printing.

# 5
# Safety

Every crew member on board is assigned with specific Emergency roles. You can define them in the Safety management function within the Safety tab. The defined emergency roles can be a standard when assigning emergency functions across the fleet, based on the crew accreditation.

## Muster List Setup

The Muster List setup is a representation of the Ship's emergency stations. The information entered here requires a crew entry and will become the foundation for future safety reporting purpose. The Safety Manager or Safety Coordinator is responsible in setting up and updating this information.

This function is controlled by the **Safety, Advance Safety Drill** (0= Standard / 1= Advance Safety Drill) parameter. The Muster List Setup for Standard Safety Drill Mode is described below.

## Configuring Standard Muster List Setup

**Figure 5-1    Standard Muster List Setup**

The Standard Muster List Setup mode comprises four main tabs: Definition, Emergency Duties, Eligibility and Drill Definition. Each of these tab defines the Safety task to be carried out during emergency, required accreditation, and the drill courses.

# Search Panel

The information displayed in the Muster List Setup is managed using the filter selection of the Search Panel, for example, filter by Safety Department, Safety Group, Muster Station, Safety Position, In Port Manning (IPM group), Emergency Function, Life Boat, or Life Raft.

**Figure 5-2    Muster List Setup Search Panel**



In the Summary Section:

• You can see the total number of Required/Optional Safety Numbers Assigned/ Unassgined

- Active Safety Numbers has a check mark in the Active column.

# Definition Tab

The Definition section defines the safety number associated to the safety information.

**Figure 5-3    Definition Tab**



**Table 5-1    Drill Definition Tab**

| Field | Description |
| --- | --- |
| Compliance | Safety Number flag – Required or Optional. |
| Manning Number | A unique Safety Number that identifies the Emergency Function. Field is compulsory and alphanumeric. |
| Safety Department | Crew Safety Department related to Emergency Function. Field is compulsory and reference to setup in Administration, Safety Setup, and Safety Department. |
| Safety Position | Defines the Safety Position in emergency, and is a compulsory field. |
| Safety Group | Grouping of related safety functions. Reference to Administration, Safety Setup, Safety Group. |
| Safety Role | Crew Safety Role. Reference to Administration, Safety Setup, Safety Role. |

**Table 5-1    (Cont.) Drill Definition Tab**

| Field | Description |
| --- | --- |
| Safety Function | Function define in Survival Craft. Reference to Administration, Safety Setup, Survival Craft Function. |
| Muster Station | Muster Station assigned to the Safety Number. Reference to Administration, Safety Setup, Muster Station. |
| Life Boat | Life Board assigned to a specific emergency function. Reference to Administration, Safety Setup, Life Boat. |
| Current Assigned Crew | Crew currently assigned to the Safety Number. |
| Scheduled Crew | Crew scheduled to the Safety Number. |
| Assignment History | Past records of crew assigned to the Safety Number. |
| Comments | Additional comments pertaining to the Safety Number. |

# Emergency Duties Tab

The Emergency Duties to be carried out by crew that are assigned to the Safety Number are defined in this tab. The headings of the Emergency Type are set up in **Administration, System Setup, Label Setup** under **SFTEM** group.

**Figure 5-4    Emergency Duties Tab**

# Eligibility Tab

In the Eligibility tab, the required Operational Position courses and certifications are defined in accordance to SOLAS regulation and the Ship's safety rules.

**Figure 5-5    Eligibility tab**



**Table 5-2    Eligibility tab Field Definition**

| Field | Description |
| --- | --- |
| Requirements | Reference to governing authorities's requirements for selected position to be onboard at all times. |
| Required Courses | Courses required to be completed by Crew that either are attached to this Safety number, the selected primary course or substitute course. |
| Required Operational Positions | Operational Positions requires in the Safety Number. |
| Required Certificates | Mandatory Certification held by crew who are assigned to the Safety Number. |

# Drill Definition Tab

The Drill Definition tab is a view only window and it displays information of drills assigned in Safety Drill module. See the Safety Drill User Guide for more information on drill setup.

**Figure 5-6    Drill Definition Tab**



# Adding Manning Number

1. At the Muster List Setup window, click **Add New**.

2. Enter all of the required fields in the Definition tab using the drop-down list.

3. Navigate to the Emergency Duties tab and define the type of duties for the Safety Number by selecting the Safety Group, Safety Role, Safety Role, Safety Function and Muster Station from the drop-down list.

4. Navigate to the Eligibility tab and select the mandatory requirements, courses/ certification and Operational Position by selecting the respective check boxes.

5. Click **Save** to save the Safety Number.

**Duplicating Manning Number**

You can duplicate a Safety Number when the majority of the information is the same.

To copy the Safety Number:

1. Select the **Safety Number** from the Search Panel and click **Duplicate**.

2. Update the necessary information and click **Save** to save the record.

**Deleting Manning Number**

You can delete a Safety Number that is not in use, simply by selecting the Safety Number and clicking **Delete**.

# Configuring Advance Muster List Setup

The Advance Muster List Setup has fewer tabs than the Standard Muster List Setup. It comprises two main tabs, which are Definition and Eligibility.

**Definition Tab**

In the Definition section, you can define the safety number associated to the safety information. It has additional fields compared to the Standard Muster List setup.

**Figure 5-7    Muster List Setup Definition Tab**



**Table 5-3    Muster List Setup Field Definition**

| Field | Description |
| --- | --- |
| Compliance | Safety Number flag – Required or Optional. |
| Manning Number | A unique Safety Number that identifies the Emergency Function. Field is compulsory and alphanumeric. |
| Safety Department | Crew Safety Department related to Emergency Function. Field is compulsory and reference to setup in Administration, Safety Setup, Safety Department. |
| Safety Position | Define the Safety Position in emergency, and is a compulsory field. |
| Safety Group | Grouping of related Emergency function, and is a compulsory field. |
| Emergency Station | A station assigned to the Safety Number. Reference to setup in Administration, Safety Setup, Muster Station. |

**Table 5-3    (Cont.) Muster List Setup Field Definition**

| Field | Description |
|---|---|
| Safety Role | Crew Safety Role. Reference to Administration, Safety Setup, Safety Role. |
| Muster Station | Muster Station assigned to the Safety Number. Reference to Administration, Safety Setup, Muster Station. |
| Life Boat | Life Board assigned to a specific emergency function. Reference to Administration, Safety Setup, Life Boat. |
| Safety Function | Function define in Survival Craft. Reference to Administration, Safety Setup, Survival Craft Function. |
| Critical E# | An indicator flag if the Safety Number is a critical Emergency Number. |

**Eligibility Tab**

The information contained in this tab is similar to the Eligibility tab in Standard Muster List Setup.

To set up the Advance Muster List Setup, see steps in the Adding Manning Number section.

# Muster List Assignment

The Muster List Assignment function is where you assign a specific Safety Number to crew members onboard or expected to arrive.

This function is the second option from the Safety menu, and the assignment is done by either Function or Person. The behavior of the Muster List Assignment is dependent on the **Safety, Allow Multiple Safety Number Assignment** parameter.

All records in the Muster List are active assignments that you commit after changes haves been made. The system checks and ensures only qualified onboard crew members are assigned to the specific Safety Number /Function, based on crew's qualifications and the Muster List Setup.

# Standard Muster List Assignment

**Active Muster List Assignment — Standard**

The Muster List Assignment has two functions that are an assignment by function or person. Although the information on these tab is different, they yield the same results.

The Assign by Function tab has two sections:

- Muster List and Eligible Crew.
- Assign by Person, which consists of the Crew List and Eligible Function.

**Figure 5-8    Standard Muster List Assignment**
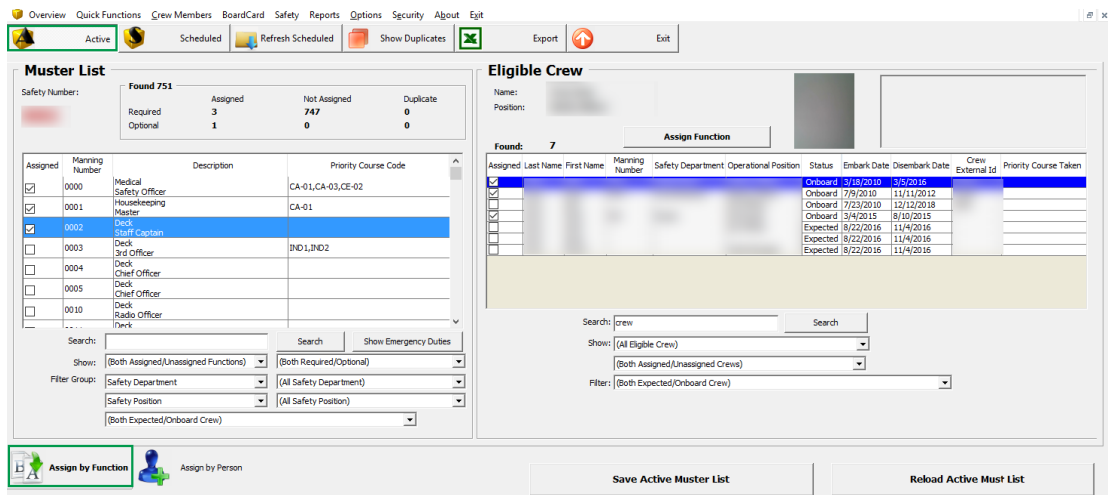


**Figure 5-9    Advance Muster list Assignment by Function**
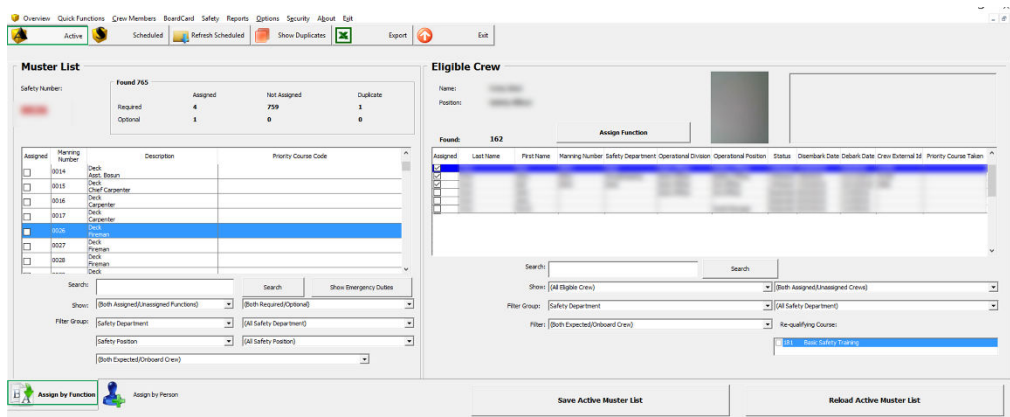


In the Assign by Function tab, you will see a summary of assigned/not-assigned count, with a list of all Safety Numbers associated to a position of the Muster Station underneath it.

In the Eligible Crew section, lists of crew matching the eligibility criteria and to be assigned to the Safety Number is shown. A list of courses taken is shown in the grid if this is defined in the **Safety, Display Valid Courses on Muster List Assignment** parameter.

You are allow to save or reload the Active Muster List in both tabs.

- **Save Active Muster List:** Saves all current safety number assignments as backup in a text file format.

- **Reload Active Muster List:** Allow restoration of backed up safety number assignments based on the saved muster list file. You can use this function to undo all the changes after activating the Schedule Muster List.

# Assigning Safety Number by Function

1. In the Muster List Assignment window, click **Active and Assign by Function**.

2. Select the criteria from the drop-down list.

3. To view more information about the selected Safety Number, click the **Show Emergency Duties**.

**Figure 5-10    Emergency Duties Information**



1. Navigate to the Eligible Crew section and further filter the information to display.

2. Double-click the Crew name to view the Crew Eligibility Status and course history.

3. Select the **Crew name** and then click **Assign Function**. You can assign only crew members with on-board status.

4. In the confirmation prompt, click **Yes** to proceed, which places a check mark on the **Assigned** column, or click **No** to return to the previous window.

# Assigning Safety Number by Person

In the Assign by Person tab, crew on-board/expected are listed.

The Eligible Function section displays crew members who match the eligibility function to the Safety Number, including the courses taken if they are defined in the **Safety, Display Valid Courses on Muster list Assignment** parameter.

Assigned functions display a check mark. Information on the grid may vary depending on the black filter selection.

**Assigning Safety Number**

1. In the Muster List Assignment window, click **Active and Assign by Person**.

2. Select the criteria from the drop-down list.

3. To view more information about the selected Safety Number, click the **Show Emergency Duties**.

4. Select the crew name and click **Assign Function** in the Eligible Function section.

5. If the Safety Number is assigned, the system prompts and override confirmation. Select **Yes** to reassign the Safety Number to the selected crew.

**Un-assigning Safety Number by Function**

1. Select the crew you wish to un-assign and click the **Unassign Function**.

2. At the confirmation prompt, click **Yes** to proceed.

# Scheduled Muster List Assignment - Standard

This function allows Safety Officers to plan ahead and assign a safety number in advance, allowing the arriving crew to replace crew members due to disembark.

In the Scheduled tab, the system checks and ensures only qualified Onboard and Expected crew members are assigned to the specific emergency functions.

The assignment of Safety number per crew or by onboard/expected is managed by the **Safety, Allow Safety No Assignment to Onboard or Expected** parameter. See Appendix — Parameter for further details.

**Figure 5-11    Standard Schedule Muster List — Assign by Function**
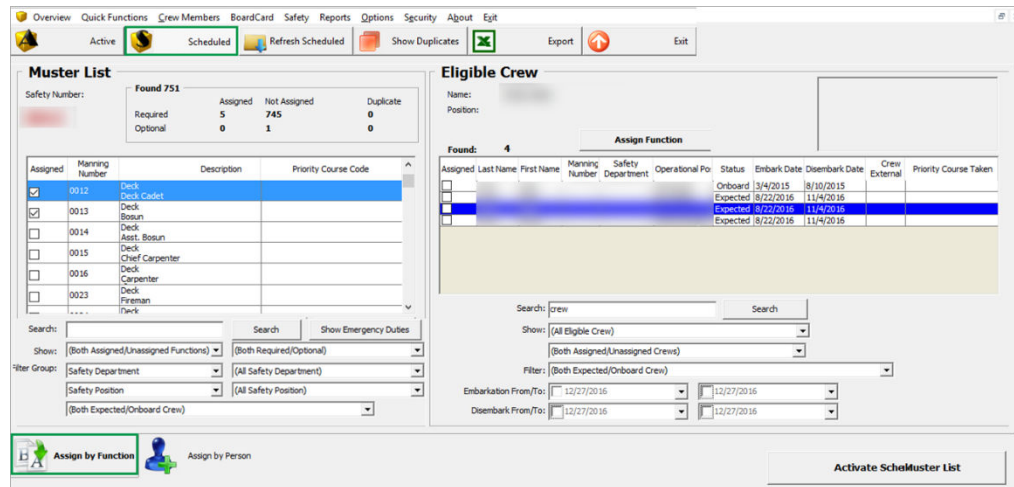
**Figure 5-12    Advance Schedule Muster List — Assign by Function**
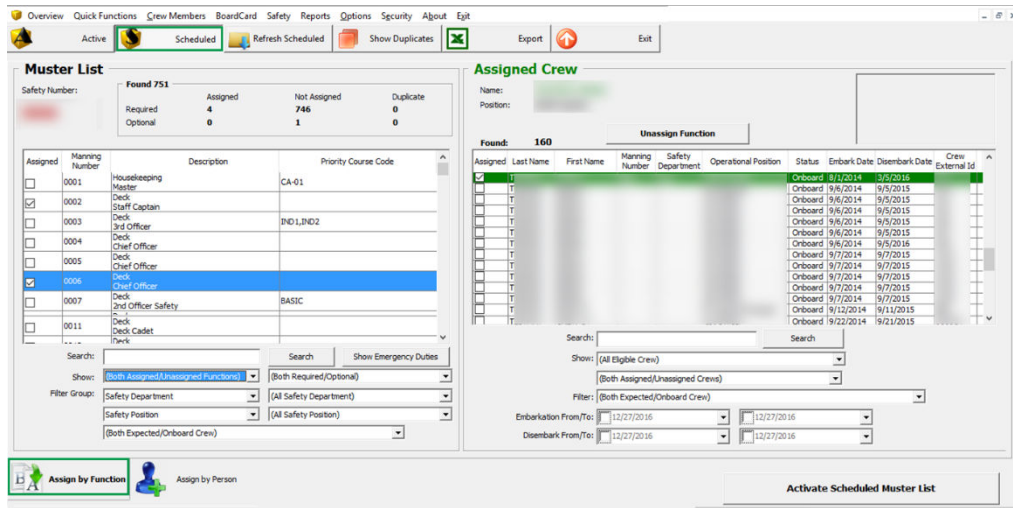


The information displayed in the Assign by Function tab is similar to Active Muster List and has an additional filter by **Embarkation From/To** and **Disembark From/To** in the Eligibility section.

# Scheduling Safety Number by Function

1. In the Muster List Assignment window, click **Schedule**.

2. Select the criteria from the drop-down list.

3. To view more information about the selected Safety Number, click the **Show Emergency Duties**.

4. Navigate to the Eligible Crew section and further filter the information to display.

5. Double-click the crew name to view the Crew Eligibility Status and course history.

6. Select the **crew name** and click **Assign Function**.

7. At the confirmation prompt, click **Yes** to proceed. This places a check mark on the Assigned column or **No** to return to the previous window.

**Un-assigning Safety Number by Person**

1. Select the **crew** you want to un-assign and click **Unassign Function**.

2. At the confirmation prompt, click **Yes** to proceed.

**Figure 5-13    Schedule Muster List Assignment by Person**
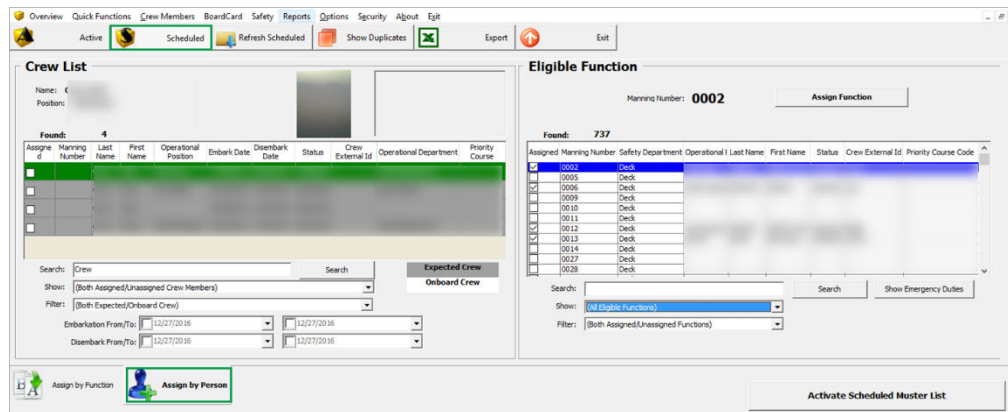


The function in Assign by Person is the same as Assign by Function, with an added functionality to customize the grid display color scheme for crew onboard or expected.

# Scheduling Safety Number

1. In the Muster List Assignment window, click **Schedule**.

2. Select the criteria from the drop-down list.

3. To view more information about the selected Safety Number, click the **Show Emergency Duties** in the Eligible Function section.

4. Select the **crew name** and click **Assign Function** in the Eligible Function section.

5. If the Safety Number is assigned, the system prompts an overriding confirmation. Selecting **Yes** reassigns the Safety Number to the selected crew.

# Activating Muster List

In the scheduling mode, the Activate Scheduled Muster List activates all of the changes made to the Safety Number/Functions assignment. Once this is activated and committed, you will see the changes in the Active Muster List.

1. Under the Eligible Crew section in Schedule Muster List, click **Activate Scheduled Muster List**.

**Figure 5-14    Activate Schedule Muster List**
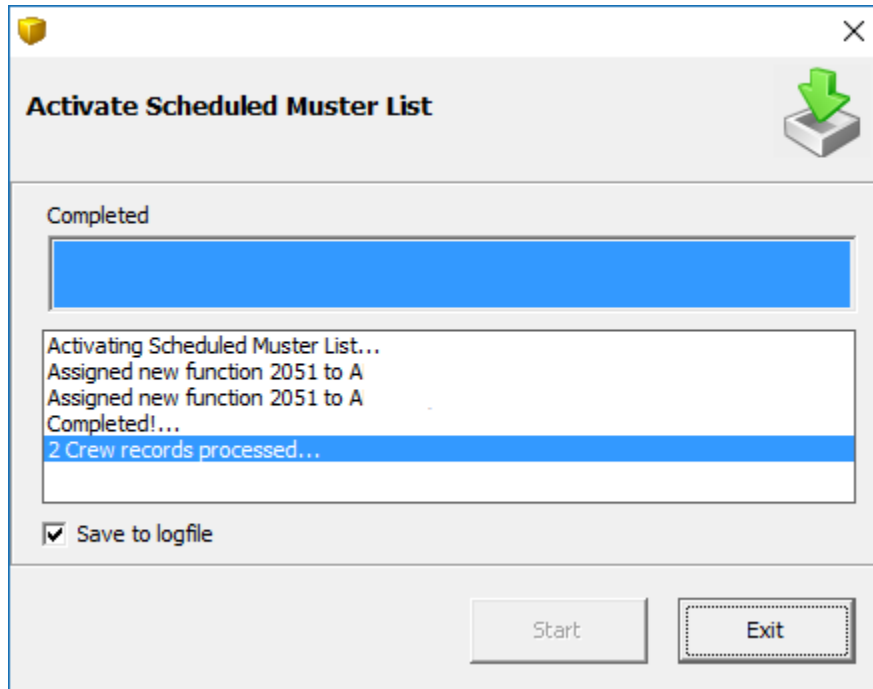


2. In the Activate Scheduled Muster List dialog window, check the **Save to logfile** if you wish to save the process into a log.

3. Click **Start** in the dialog window and select **Yes** at the confirmation prompt.

4. The number of records processed appear on the status bar.

5. During this process, the system checks and prompts a warning if discrepancies are found, for example, the status of the assigned crew is still in Expected status or a new crew has the same safety number as an existing crew onboard.

**Figure 5-15    Crew Safety Number**
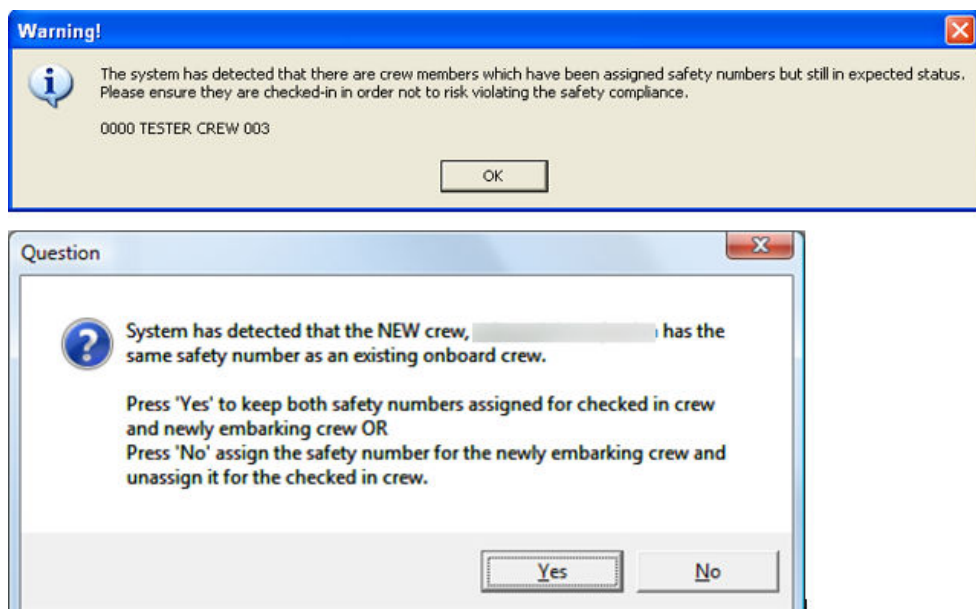
6. Click **Exit** once the process status shows Completed. The log file is saved in the Oracle Hospitality Cruise program folder.

> 📝 **Note:**
>
> The system can automate the Safety Number assignment without prompting a dialog box based on values defined in the **General, Duplicate Safety Number Action** parameter. See Appendix — Parameter for more information.

# Refresh Scheduled

The Refresh Schedule functionality imports the previously saved Activate Schedule Muster List into the current Schedule muster list. For emergency assignment prior to the embarkation date, the Safety Officers must compile the current crew manifest and import it into the Schedule.

Re-importing the current crew manifest allows the Safety Officer to determine the status of newly embarked crew and those scheduled to disembark, and ensures the Muster List has the current data and assignments.

# Refreshing a Schedule

**Figure 5-16    Confirmation of Re-Import**
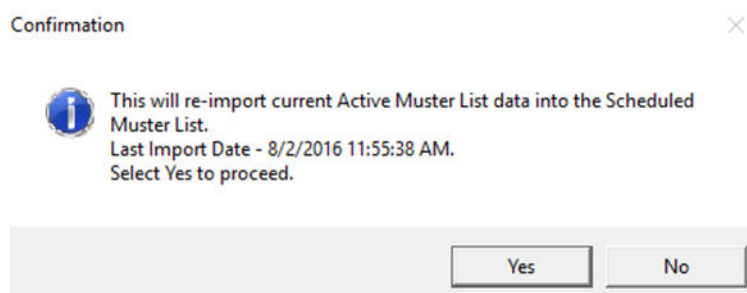


1. Click **Refresh Schedule** on the ribbon bar.

2. Take note of the last import date at the confirmation prompt before proceeding. Once you proceed, the system refreshes and overrides any unsaved Scheduled Muster List with the Active Muster List.

# Show Duplicate

The system permits only one (1) Emergency Function per crew member, with the exception in the Scheduled Muster List where the same function assignment to an Expected Crew Member and Onboard Crew member is allowed. You can use this function to show all duplicate assignments and make corrections where necessary.

Depending on the selected tabs – Active or Scheduled and when you click the Show Duplicate, the system prompts a list of duplicate Emergency Function assignments. The

Safety Officer is required to re-assigned the Emergency Function to a unique crew member, if any.

# Export

1. In the Muster List Assignment window, click **Export** to export all the data.

**Figure 5-17    Export to Excel**
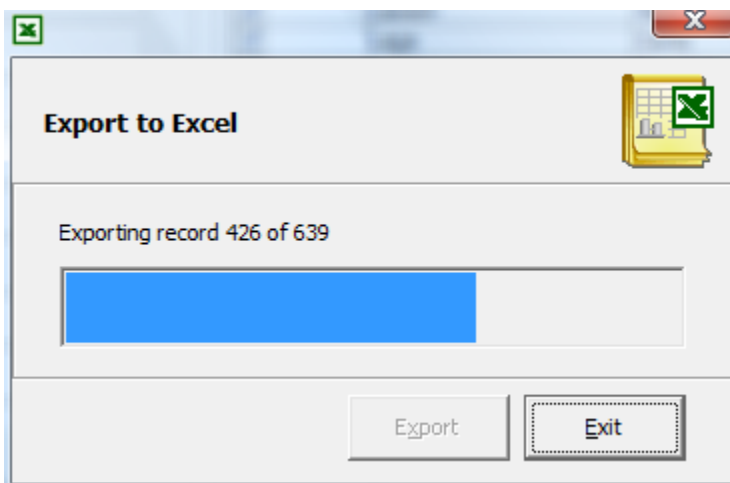


2. The system launches the Microsoft Excel application and transposes the information on a spreadsheet when the export completes.

3. Save the file to your chosen location.

4. Click **Exit** to return to the Muster list Assignment window.

# Violation Overview

It is mandatory for crew to complete certain courses/certificates related to their safety number but not all are on the eligible operational position list, or vice versa. In the Violation Overview window, you can filter and view the violation, if any. You must have access right *#4655 — Access to Violation Overview* granted in order to access this function.

**Figure 5-18    Safety Violation Overview**
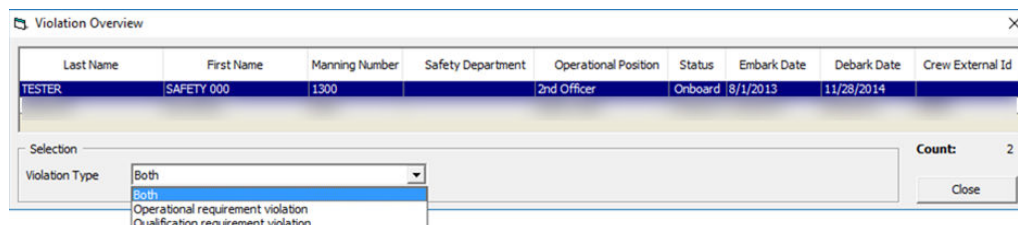


You can select only one of the following violations from the drop-down list:

1. **Operational Requirement Violation:** Crew with Safety number assigned but Operational Position not linked to an assigned Safety Number.

2. **Qualification Requirement Violation:** Crew with Safety number assigned but does not fulfil the primary/substitution course and certificate required for that safety number.

3. **Both:** Crew that violates both of the above requirements.

To view the violation, select **Violation Type** from the drop-down list.

# In Port Manning

The In Port Manning (IPM) is a special function that enables the Safety Officer to assign and schedule crew duty while the ship is docked in port. This function is enabled by the **Safety, Allow to use a special In Port Manning handling = 1** parameter.
The following setup must be in place before you use this function Configure the setup in Administration, Safety Setup and System Setup. See *Administration User Guide, Safety Setup*.

- IPM Group or otherwise known as Safety Group
- Safety Roles
- Safety Department
- In Port Occurrence
- IPM Parameter

**IPM Port Occurrence**

The IPM Port Occurrence distinguishes the Safety Occurrence of some IPM duties or functions that could be different when the ship docked at different types of ports. For example,

- **At Port:** Ship is docked alongside the port.
- **Tender:** Ship is docked at Tender Port.
- **Undefined:** Ship is at Sea Day.

The occurrence is linked to System Cruise in Administration, System Cruise Setup. IPM Port Type.

**In Port Manning Setup**

The IPM Setup consists of two tabs: an Overview and the IPM Setup. Multiple IPM Group can be set up with safety functions defined on each one. In each of the IPM's, only one Safety Department can be assigned and is based on the IPM Port Occurrence.
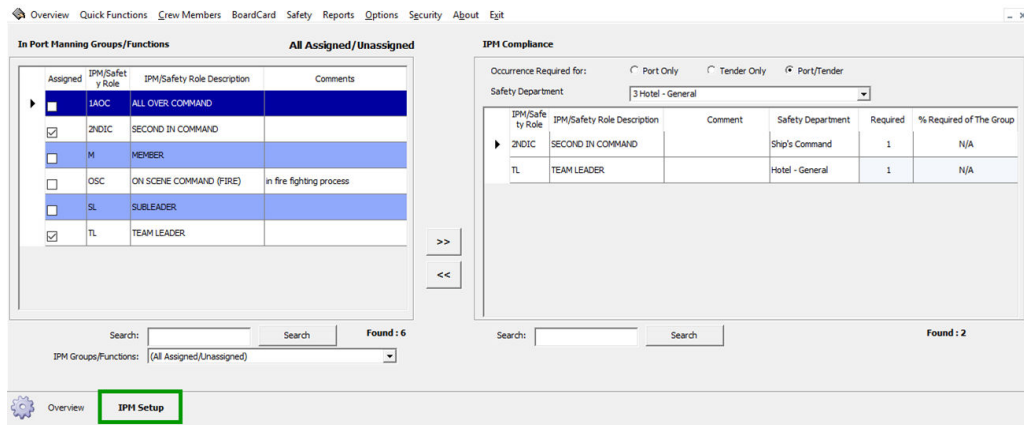
# Assigning IPM Group

**Figure 5-19    IPM Setup**



**Table 5-4    Field Description of IPM Setup Window**

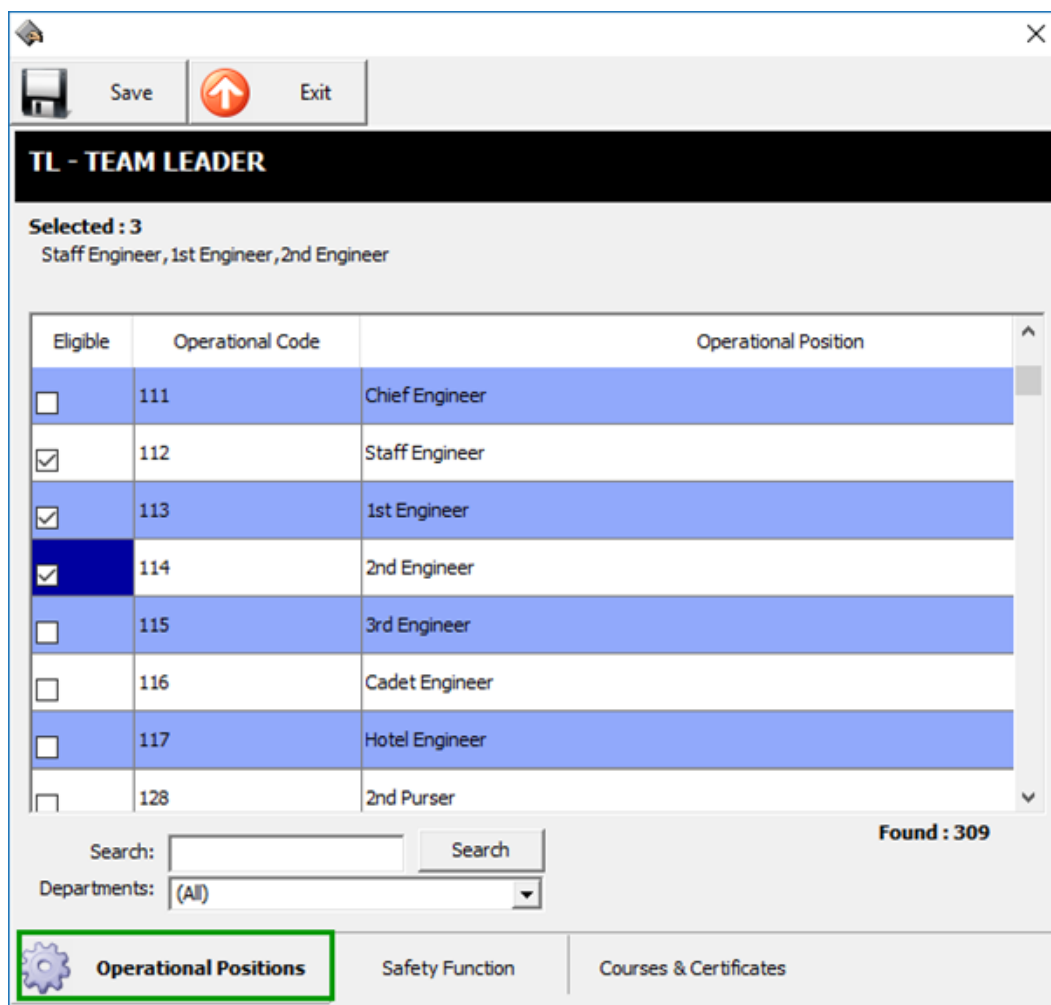| Field | Description |
| --- | --- |
| IPM Groups/Functions | List of available IPM Groups. |
| Assigned | Indication of IPM Group currently assigned if check box is ticked. |
| IPM/Safety Role | Defines the Safety Department the IPM Group belongs to. |
| Occurrence Required | Occurrence based on selected port and IPM Group. |
| | Port Only: Belongs to specific Safety Department Occurrence at Port. |
| | Tender Only: Belongs to specific Safety Department Occurrence at Tender Port. |
| | Port/Tender: IPM Group applicable to both type of port. |
| Required | Define the number of required crew member(s) to remain onboard to perform the safety function and this may be overwritten. This value takes precedence if no value is define in % Required of The Group. |
| % Required of The Group | Define the minimum number of crew onboard by percentage. If the number of crew in the group changes, the required crew onboard changes automatically based on the percentage specified. For example, a safety group with 20 crew members and percentage is set to 50%, the required crew is 10. |

1. From the Safety Menu, select **In Port Manning Setup** from the drop-down list.

2. Navigate to the **IPM Setup** tab and select the **Occurrence Required** and **Safety Department**.

3. Select the **In Port Manning Groups/Functions** and click the **right arrow**.

4. In the Required or % Required of the Group Field, enter the desire value.

5. Use the Search function to search for the IPM Group. The search field is case sensitive.

# Defining IPM Eligibility

In Port Manning (IPM) eligibility is based on the crew member's Operational Position, Emergency Functions (Muster List), or Course and Certificates. The selection can either be one or both of these criteria.

1. At the IPM Setup window, IPM Compliance section, double-click the **IPM/Safety Role Description** field.

2. Select the eligibility by **Operational Positions, Emergency Functions** or **Course and Certificates** per each IPM Group.

**Figure 5-20    IPM Setup Eligibility**

- **Operational Positions**: Crew members whose position matches the selected operation position.

- **Safety Function**: Crew members whose safety number assigned is the same as the selected safety function.

- **Course & Certificates**: Crew members have either completed the selected primary course or selected a substitution course and primary certificate or selected substitution course.

3. When you un-assign the IPM Group from the Safety Department, the system checks whether the IPM Group has crew members assigned in the IPM Assignment.

4. If the answer is yes, you will receive a warning message before you can proceed.

5. When the IPM Group has crew members scheduled, you cannot un-assign the IPM Group from the Safety Department.

6. Click **Save** to save the selection, and click **Exit** to close the window.

### Overview of IPM Setup

In Port Manning (IPM) eligibility is based on crew member's Operational Position, Emergency Functions (Muster List) or Course and Certificates. The selection can either be one or both of these criteria.

This function shows all of the required Head Count, Eligible Operational Positions, Emergency Functions, Required Course, and Certificate per each Safety Department, IPM Group/Function.

**Figure 5-21    IPM Overview Window**



Double-click the field name on the Overview window to assign the eligible Operational Positions or Emergency Functions.

# IPM Assignment

Other than setting up the In Port Manning (IPM), the Safety Officer must assign onboard crew members based on their eligible criteria in the respective IPM Group. In this function, only crew members who are on-board are shown in the IPM Assignment window. Crew members who have signed off will not be listed.

### Assigning Crew to IPM Group

1. From the Safety menu, select **IPM Assignment**.

2. In the IPM Assignment window, select the **Occurrence Required** to display, and select the **Safety Department** from the drop-down list.

3. The **Operational Department** to display defaults to **All**. Select the department if required.

4. Select the **Type of Eligibility** to display and/or **type of crew** to filter from the drop-down list.

5. Select the **Assigned** check-box to assign the selected crew from the grid individually or use the **Select All** to assign all crew shown in the grid.

6. Crew members with multiple assignments have an additional IPM Code in the **Belongs to IPM** column. To view crew with multiple assignments, select **crew members** with Multiple Assignment from the Filter option.

7. Once a crew is assigned to the IPM Group, the number of crew assigned to the IPM Group then populates in the Compliance Requirements.

8. Some of the IPM Groups could have the same eligible Operational Positions or Emergency Functions and may appear or be assigned to more than one IPM Group, depending on the Ship's operation.

9. Assignment of a crew to multiple IPM Group is controlled by setting the **Safety, InPortManning Enable One Crew Assignment per Group** parameter to zero. If the parameter is set to 1, the system prompts a dialog before removing the Crew from the previously assigned IPM Group.

10. To un-assign the crew from the IPM Group, deselect the **Assigned** check box and at the message prompt, select **Yes** to confirm.

# IPM Scheduling

The In Port Manning (IPM) Scheduling Tool allows the Department Head to schedule daily tasks for crew members on duty when at port based on the set up in the IPM Group and IPM Assignment.

In the IPM Scheduling window, the system displays IPM Groups per department based on IPM Port Occurrence setup for that day. See IPM Port Occurrence for more information.

In the Scheduled Crew Members section, the system display the list of crew members according to the respective IPM Assignment and crew embarkation/disembarkation within the system cruise date.

Crew members who have IPM duties are not allowed to go ashore. The Gangway Security staffs receives an alert when crew members swipe their card at the gangway. This setting is configured in **Administration, Security Alert Setup** using a script. Please consult Oracle Support for more information.

**Figure 5-22    IPM Scheduling Window**
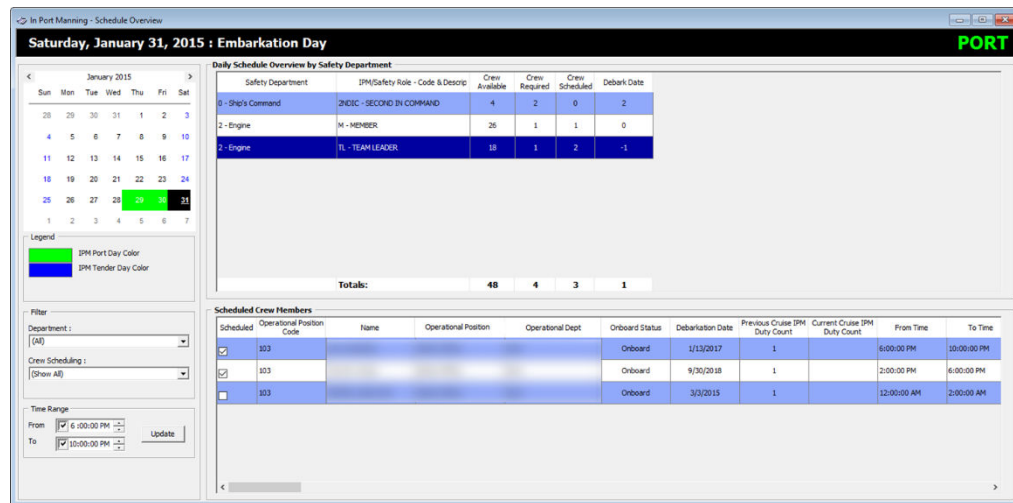


In the window, only the crew with IPM Assignment can view other crew members within the same IPM group.

For example:

Crew A, B, C are eligible to IPM Group – Commander Lifeboat. Assign crew A, B to same IPM Group, where crew C does not belong in any IPM group. If crew C logs in, IPM scheduling will not show any available crew for scheduling. If crew C is assigned to the IPM group and logs in, IPM scheduling then shows all available crew members who belong to the same group of logged in crew.

# Scheduling a Crew

1.  In the IPM Scheduling window, select the **date** and the **Safety Role** from the Daily Schedule Overview by Safety Department.

2.  In the Scheduled Crew Members section, select the **Scheduled** check box of the crew.

3.  In the Time Range editor, select the **check box** and adjust the time accordingly, and click **Update** to populate the new time.

You can schedule one crew duty in advance over the period of the current cruise. If a crew member is assigned to more than one IPM groups, only one duty per day is allowed.
If scheduling is performed on the same day as the System Date, the system only allow you to schedule crew members whose status is onboard. This is to prevent accidental assignment to crew members who are already ashore and not able to perform the duty.

All schedules performed on past cruises are not modifiable.

# Ashore Deny List

This function restricts the crew movements by denying them from going ashore, using either by Safety Number, Nationality, Name/Cabin/Crew ID, or Manning Number.

**Figure 5-23    Crew Ashore Denied List**



**Denying Crew From Going Ashore**

1.  From the **Safety Menu**, select **Ashore Deny List** option.

2.  Select the **Cruise Date** from the drop-down list and click **Refresh**.

3.  Select the tab to add the deny list and enter the **search identifier**.

4.  In the Additional Information section, enter the date to deny from/until and reason in the comments field

5.  Click **Add** to add the crew name to the selection grid and click **OK** to confirm.

6.  Denied crew name(s) with its Operational Position, denied From/Until date and Nationality are shown in the grid.

7.  To remote the name from the Denied List grid, select the **name** and click **Remove**. Use CTRL +- or SHIFT + to remove crew name by batch.

8.  At the confirmation prompt, select **Yes** to proceed.

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

# 6
# Reports

A set of operational reports are pre-installed with the software, and additional customized reports can be added through the **Administration module, System Setup, Reports Setup. Printing a Report**

1. From the **Crew** File Menu, select **Reports**.

2. In the Reports List section ,click the **(+)** to expand the container, 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 its respective section, and click **Print**.

5. To view a report before printing, repeat the above steps and navigate to **Preview tab**.

6. To export the report, repeat the above steps, and click **Export**.

**Batch Reporting**

You can print a set of departmental reports by batch, and 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 options.

2. In the Batch Reports Printing window, select the **batch number** to print.

3. In the Printer selection section, select the **Printer** and click **Run**.
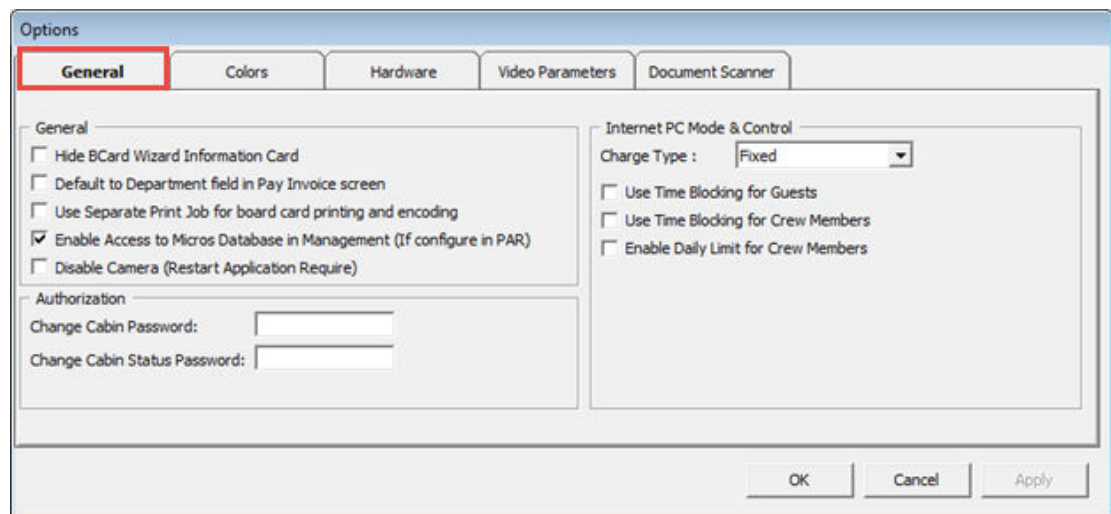
# 7
# Options

The Options Menu is where you set up the hardware and devices supported by SPMS. The menu is accessible from the Crew Main Menu.

**General Tab**

In the General Tab, the options to switch on/off is determined by selecting the respective check boxes. By default, the check boxes are not selected.

**Figure 7-1    Options Menu — General Tab**



**Colors**

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

**Hardware**

Supported peripherals, printers, and devices are configured in the Hardware tab. The window varies depending on the type of report printer's you select. Please contact Oracle Hospitality Cruise Customer Support for list of compatible hardware.

**Video Parameters**

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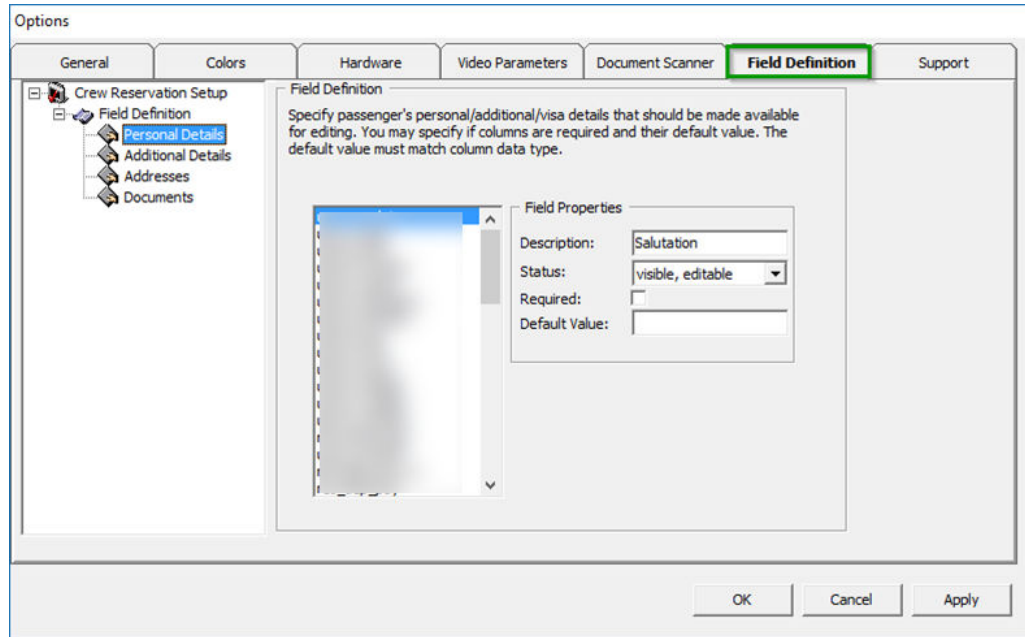
**Document Scanner**

You can link a scanner for scanning specific forms in this tab. Please contact Oracle Hospitality Cruise Customer Support for compatible hardware list.

**Field Definition**

This section allows you to customize the crew reservation window labels in the Crew's personal/additional/visa details tab.

**Figure 7-2    Field Definition Tab**

# 8

# Security

In the Security menu, function such as User Login, Passenger movement from ship to shore or vice versa, statistic count of passengers on-board or at shore side can be found.

## Login

The Login function enables you to log out/log in from a current session using either a **Function key (F8)** or by selecting the option from the Security menu.

**Change Password**

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

1. From the Security Menu, select **Change Password**.
2. Enter the **new password**, confirm the password, and click **Apply**.
3. At the Password Successfully Changed prompt, click **OK**.

**User Logfile**

The User Logfile records all transactions performed by users by date, and by time order. Use the available filters such as by user, type of activities, date, time, or workstation to retrieve log information. The transaction logs are printable and exportable to a supported file format.
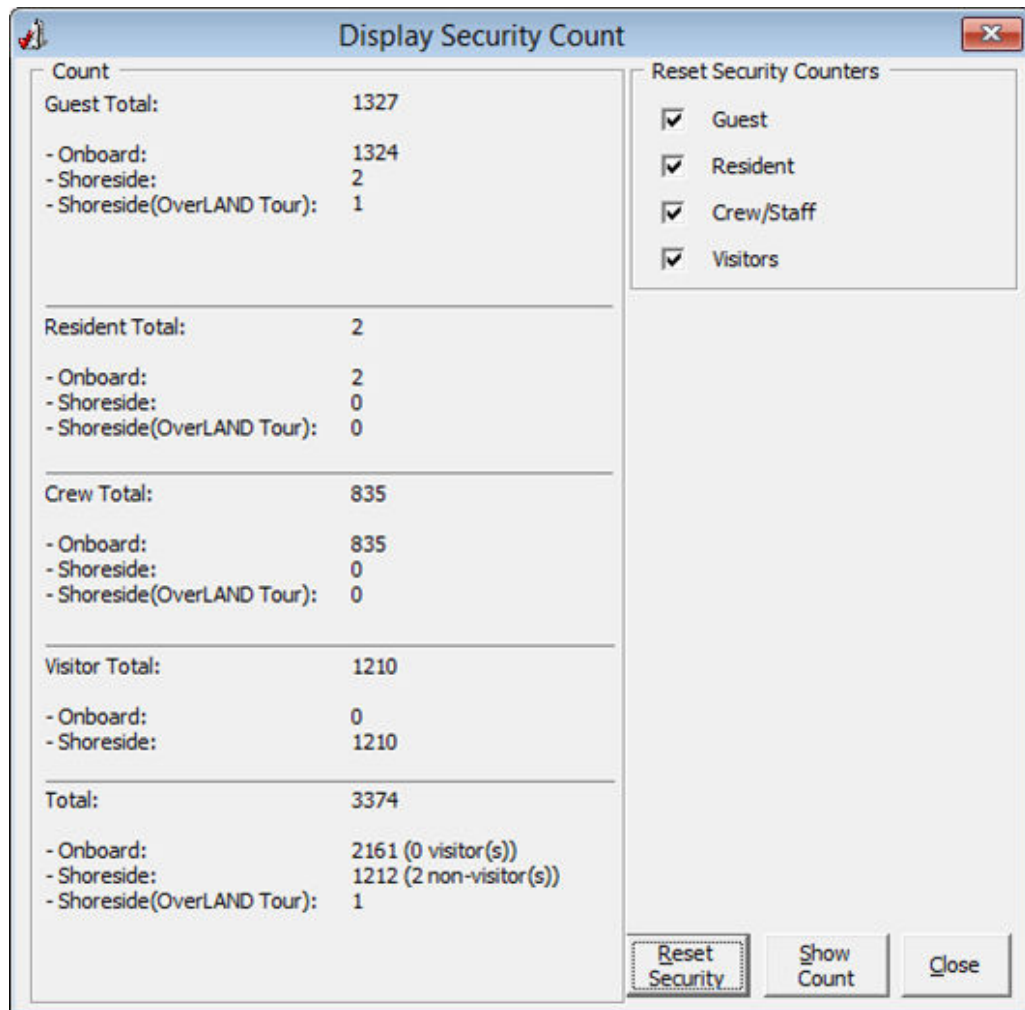
**Gangway Logfile**

The Gangway Logfile records the gangway movement for all passengers going ashore or coming onboard. Use Search to find information by location, movement directions, type of passengers, date, time, cabin number, and name. Retrieved information is available for printing or exporting in a supported file format.

**Count Onboard/Shoreside**

The Count Onboard/Shoreside shows the security count of total crews and the number of crews onboard or at shoreside. The counts are displayed by type of crews.

**Figure 8-1    Count Onboard/Shoreside**



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

**Guests/Crew Onboard**

The Guest/Crew Onboard lists all crew members onboard, with the Last Coming On-Board status shown when selecting the crew's name.

The status of the guest can be change by:

- Clicking the Go Ashore / Go Onboard.

- Clicking the Gangway Log to open the Gangway movement log.

# Port/Visa Requirement

You can restrict crew members who have travel restrictions on their travel documents from going ashore on port day. Once set up, the system prompts a notification window when a restricted crew member's passport/travel document is swiped at the Gangway.

**Figure 8-2    Port/Visa Requirement**



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. At the **Conditions Setup** section, select the **Nationality** and **Visa Type** from the drop-down list. and click **Save**.

4. At the Insert Confirmation prompt, select **Yes** to confirm, and click **Close** to exit.

# 9
# Appendix A. Parameters

This section describes the Parameters available in the Crew module. You can access Parameters from the **Administration** module under **System Setup, Parameter**.

**Table 9-1    PAR Group Safety**

| PAR Name | PAR Value | Description |
| --- | --- | --- |
| Advance Safety Drill | 0 or 1 | 0 - Standard Safety Drill Handling; <br> 1 - Advance Safety Drill Handling. |
| Course Code for Boat Commander | XXX | Qualifying course for Boat Commander. (XXX=COU_CODE). |
| Allow Multiple Safety Number Assignment | 0 or 1 | 0 - Do Not Allowed Multiple Safety Number Assignment <br> 1 - Allow |
| Allow to use special In Port Manning handling | 0 or 1 | 0 - Disallow, <br> 1 - Allow |
| Auto Set Ashore Denial During Drill Scheduling | | Specify duration before a Drill starts that going ashore is denied. Duration in minutes. |
| Display Valid Courses On Muster List Assignment | | Display list of important courses on Muster List Assignment window. PAR_VALUE should contain COU_CODE separated by commas (for example: 331,321) |
| Operational Position that Receive Message | | Crew of certain operational position to receive warning message in Active Muster List when there is expected crew in the muster list. |
| Allow SafetyNo Assignment to Onboard And Expected | | 0 = both onboard and expected crew per safety number. <br> 1 = one crew per safety number at any one time. |
| InPortManning Enable One Crew Assignment per Group | 0 or 1 | 0 = Crew is allowed to be assign to multiple IPM Group. <br> 1 = Crew is not allowed to be assigned to multiple IPM Group. |

**Table 9-2    PAR Group General**

| PAR Name | PAR Value | Description |
|---|---|---|
| Duplicate Safety Number | 0, 1, 2 or 3 | 0 = Prompt for further action. |
| | | 1 = Keep both safety numbers assigned for checked-in crew and embarking crew. |
| | | 2 = Assign Safety Number to newly embarked crew and un-assign checked-in crew. |
| | | 3 = Remove the safety number from expected crew and maintain safety number for checked-in crew. This option is performed in silent mode. |