Oracle® Hospitality Cruise Shipboard Property Management System

Property Management System User Guide

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

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Preface

The Check-In application is the front-end application that enables a crew member to perform a quick and efficient passenger check-in using a step-by-step process, capturing key passenger data, assigning a guardian to minors, reviewing payment methods, and facilitating the acceptance of Contract Terms & Conditions.

Audience

This document is intended for project managers, application specialists and users of Oracle Hospitality 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
- Screenshots of each step you take

Documentation

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

Revision History

Table 1 Revision History

Date	Description of Change
October 2023	Initial publication.
November 2023	Added Utilities section.
March 2024	Updated the Dashboard section with Reset and Analytics, Edit Drawer Screen, Mustering Dashboard User Access Right, and Mustering Dashboard Ship Vertical Zone.

1
Getting Started

As the Cruise Industry continues to grow with cruise ships becoming larger, customers are looking for new ways to process passengers, crew members, and visitors coming on board or leaving the ship. The embarkation and disembarkation procedures are performed through the ship's gangway, which is a mandatory security process.

The regular operation consists of a fixed workstation connected to the ship's network. If there is a need to embark or disembark passengers more quickly, the IT Officer would need to set up an additional workstation and scanner and connect to the network. Some of the challenges in setting up additional workstation include limited space at the gangway, insufficient power, and lack of network ports. With an application that runs on a tablet, you enable crew the flexibility, mobility, and an expedited embarkation/disembarkation process.

Launching the application

To launch the application from a desktop browser:

1. Open your browser. See Oracle Software Web Browser Support Policy.
2. Enter the URL for the application.
3. At the login page, sign in with your user name and password.

To launch the application on an Android/iOS device:

1. Open your browser. See Oracle Software Web Browser Support Policy
2. Enter the URL for the application.
3. On an Android device, a pop-up notification **Add to Home Screen** appears. Click the button to add.

Log in to the application

1. On the application page, enter your user name and password.

   > **Note:**
   >
   > The user name and password is case-sensitive

2. If you sign in with an incorrect username, password or both, you will receive an error **'Invalid login. Please try again'** and the field color changes to red. The account will be locked for a number of minutes after a few unsuccessful logins. The number of minutes is based on value defined in the **Lockout Minutes** parameters.
3. Upon successful login, your username and profile picture is displayed at the top right of the page, and it brings you to the Dashboard page.
4. The log out from the application, press the arrow down icon on the page and press the **Sign Out** button when shown. This brings you back to the login page.
5. If the user account does not have permission to the application, you will get an error page **Permission is required to view this application.**

Session Timeout

The application will time out when the screen is left idle for 45 minutes and prompts a 30 seconds countdown screen before expiring the session.

- If the user does not perform any action within the countdown period, it logs out the user automatically and redirects to the Login screen.
- If the **Sign Out** button is clicked, it signs out and redirects to the Login screen.
- If the **Continue** button is clicked, the user remained signed in at the last visited screen.

> **Note:**
>
> The number of failed attempt is determined by the value set in **System, Max Login** parameter.

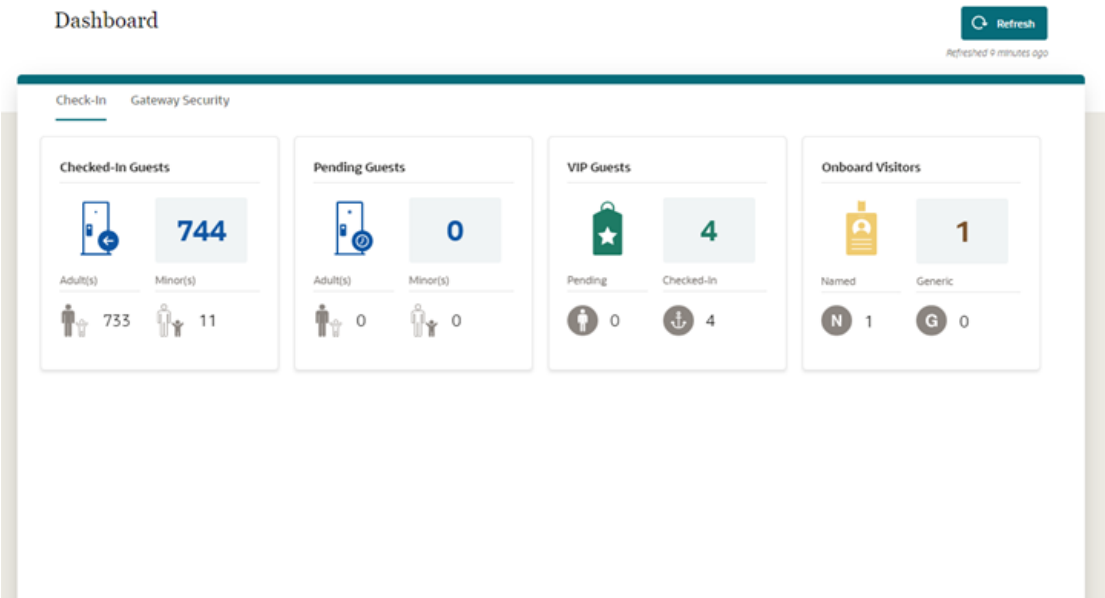
2
Dashboard

The Dashboard is the landing page of the application that provides a summary of key information in a tab view once the user logs in successfully, and each of the tabs has its own analytic tiles.

The Check-In tab consists of

1. Checked-In and Pending Guest counts
2. VIP Guests counts
3. Onboard Visitors counts

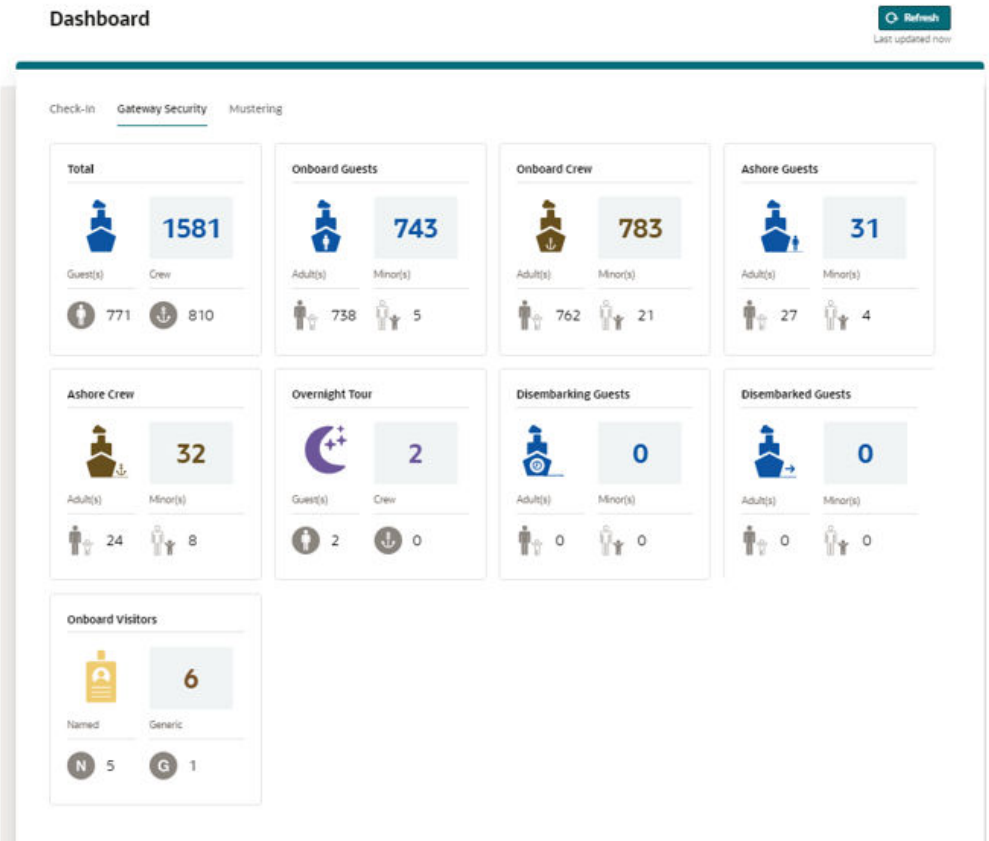
Figure 2-1 Check-In Dashboard



The Gateway Security tab consists of:

1. Total Guest and Crew counts
2. Total Onboard Guest, Crew and Visitors counts
3. Ashore Guests and Crew counts
4. Overnight Tour counts
5. Disembarking Guest counts
6. Disembarked Guest counts

Figure 2-2 Gateway Security Dashboard

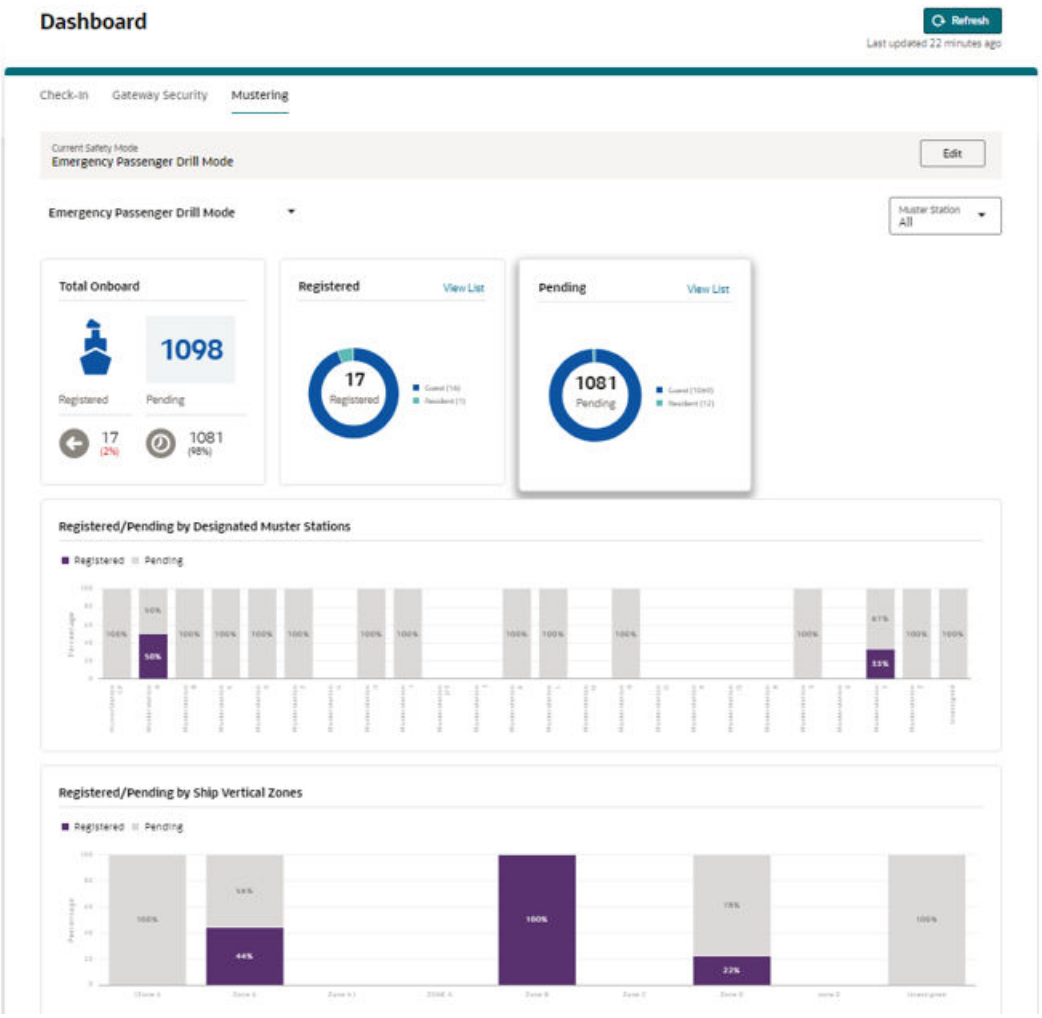


To access the Mustering tab, you need to have access rights **Role Manager, Mustering, Dashboard, View** granted. The Mustering tab consists of:

- Safety Mode value
- Edit (based on your security rights - **Role Manager, Mustering, Dashboard, Edit**)
- Safety Mode selection
- Muster Station/Lifeboat selection (based on the safety mode selection)
- Counts (for all profiles: Guests, Residents, Crews, and Visitors)
  - Total Onboard
  - Registered
  - Pending
  - Bar chart of Registered/Pending by Designated Muster Stations/Lifeboats
  - Bar chart of Registered/Pending by Ship Vertical Zones

> **Note:**
>
> The dashboard bar chart for *Registered/Pending by Ship Vertical Zones* and the column for *Ship Vertical Zone* in the View List - Registered and View List - Pending page are shown only when:
>
> - The Muster Station selection value is ‘All’ in Emergency Passenger Drill mode and General Assembly mode.
> - The Boat Type selection value is ‘All’ and Lifeboat selection value is ‘All’ in Abandon Ship mode.

Figure 2-3 Mustering Dashboard



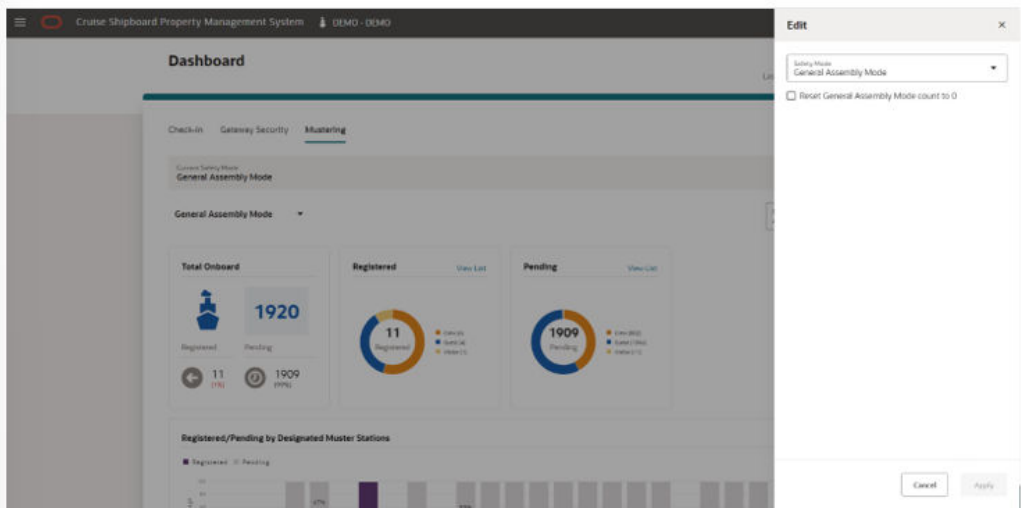
Change Safety Mode Value and Reset Safety Mode Count

1. On the dashboard page, select **Edit**.
2. An edit drawer opens from the right.

- Safety mode selection
- Reset <the selected safety mode> count to 0 checkbox

3. Change the safety mode selection.
4. Check the **Reset <the selected safety mode> count to 0 checkbox**.
5. Check the **Apply** button.
6. To close the edit drawer and return to the previous screen, select the **Cancel** button or “X” icon.

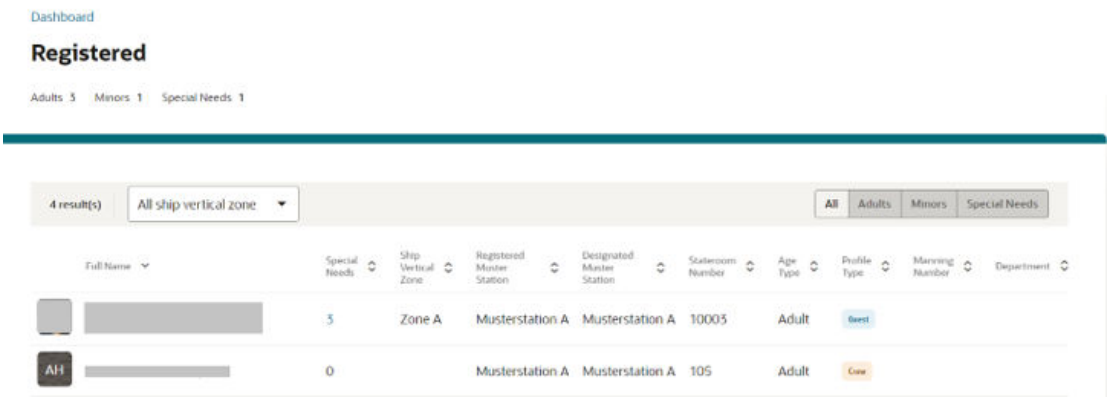
Figure 2-4 Mustering - Edit Drawer



View List - Registered

1. On the Registered tile, select **View List** link.
2. The system navigates to the Register page.
   - On the Register page, a summary (total adults, minor, and special needs) and a list of registered profiles of the current safety mode and muster station/ lifeboat is shown. The Registered count shown depends on the filters by Ship Vertical Zones, All, Adults, Minors, and Special Needs.
   - Filtering the **Ship Vertical Zones** and toggling the **All, Adults, Minors**, and **Special Needs** option will give you a different result view. However, if you select the **Special Needs** hyperlink of the profile, this opens the Special Needs drawer, listing the special needs assigned:
     - total special needs count
     - selected special needs
     - remarks

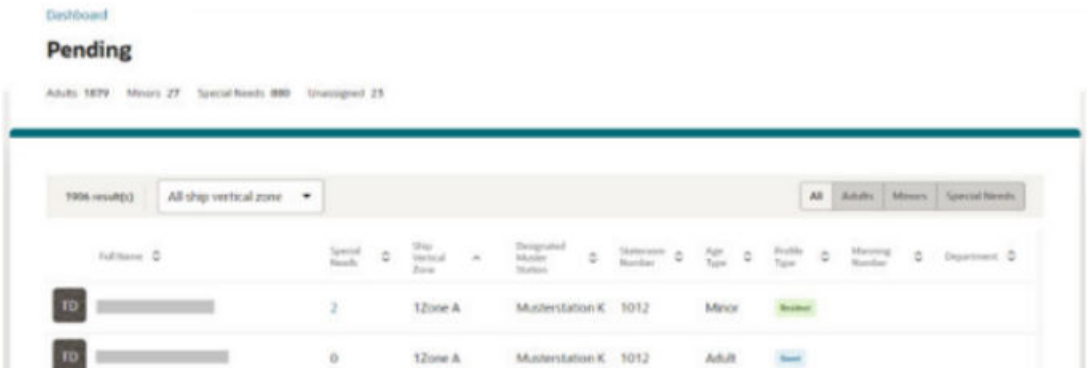
Figure 2-5 Mustering Dashboard Registered Page



View List - Pending

1. On the Pending tile, select **View List** link.
2. The system navigates to the Pending page.
   - On the pending page, a summary (total adults, minor, special needs, and unassigned count) and a list of pending profiles of the current safety mode and muster station/ lifeboat is shown. The Pending registration count shown depends on the filters by Ship Vertical Zones, All, Adults, Minors, and Special Needs.
   - Filtering the **Ship Vertical Zones** and toggling the **All, Adults, Minors,** and **Special Needs** option will give you a different result view. However, if you select the **Special Needs** hyperlink of the profile, this opens the Special Needs drawer, listing the special needs assigned.
     - total special needs count
     - selected special needs
     - remarks

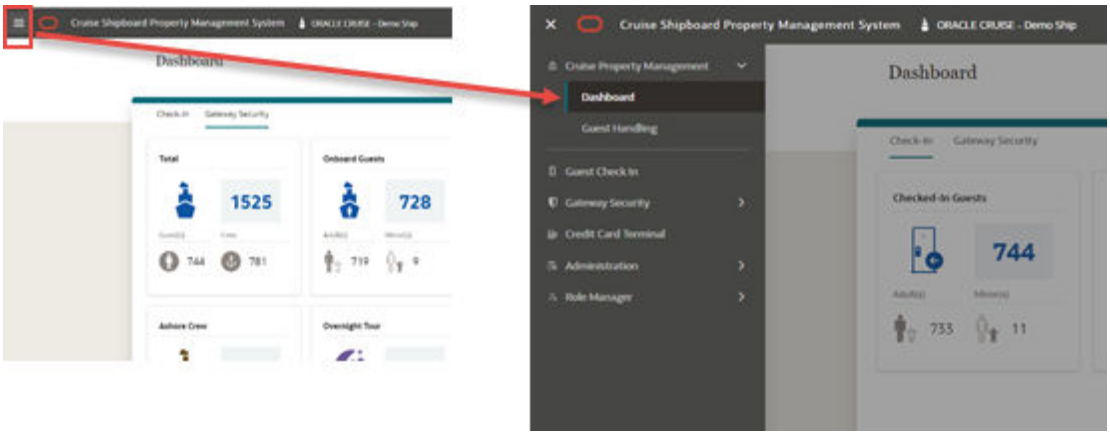
Figure 2-6 Mustering Dashboard Pending Page



3
Navigation Menu

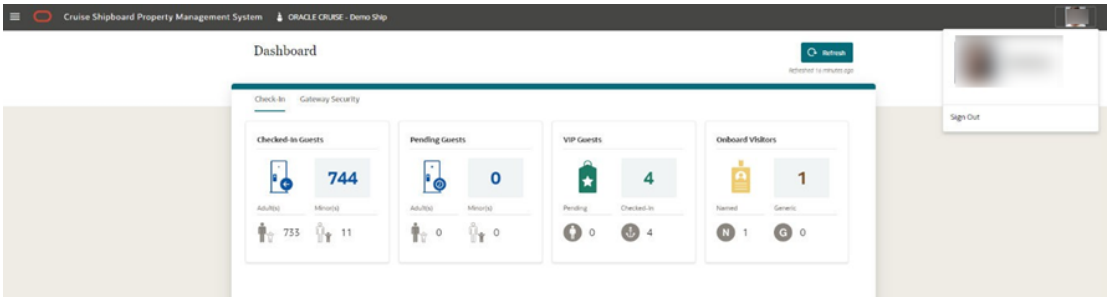
The Navigation Menu at the top left of the Dashboard page provides the user easy access to all modules.

Figure 3-1 Navigation Menu



At the header, the ship's company and name you log in as are shown along with the user's photo or the default avatar if it is not configured. Clicking the photo gives you the option to sign out.

Figure 3-2 User Avatar



Part I

Configuring Cruise Property Management System

This part of the Cruise Property Management System contains information for those responsible for configuration settings such as maintaining licenses, setting parameters, creating templates, and system codes.

4
Administration Page Set Up

The Administration home page is embedded in the Cruise Shipboard Property Management System. This Administration home page contains two functions and the option to set up the travel documents. Below are the 2 functions:

1. **Enterprise** menu allows you to set up a contract, gate location, tender boat, language template, questionnaire, and mobile check-in.
2. **Interfaces** menu allows you to set up the credit card terminal.

Figure 4-1 Administration Module, Enterprise Menu

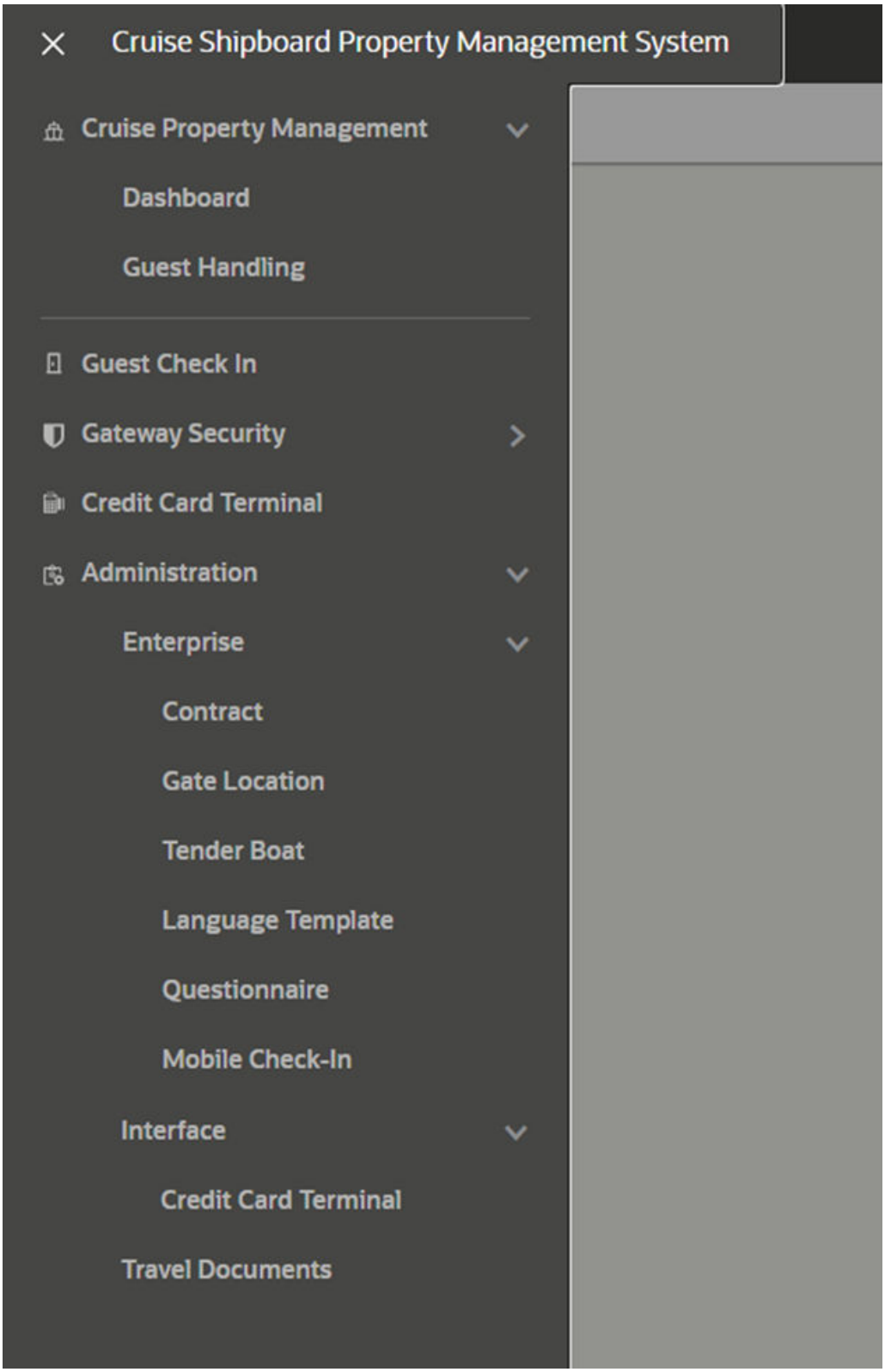
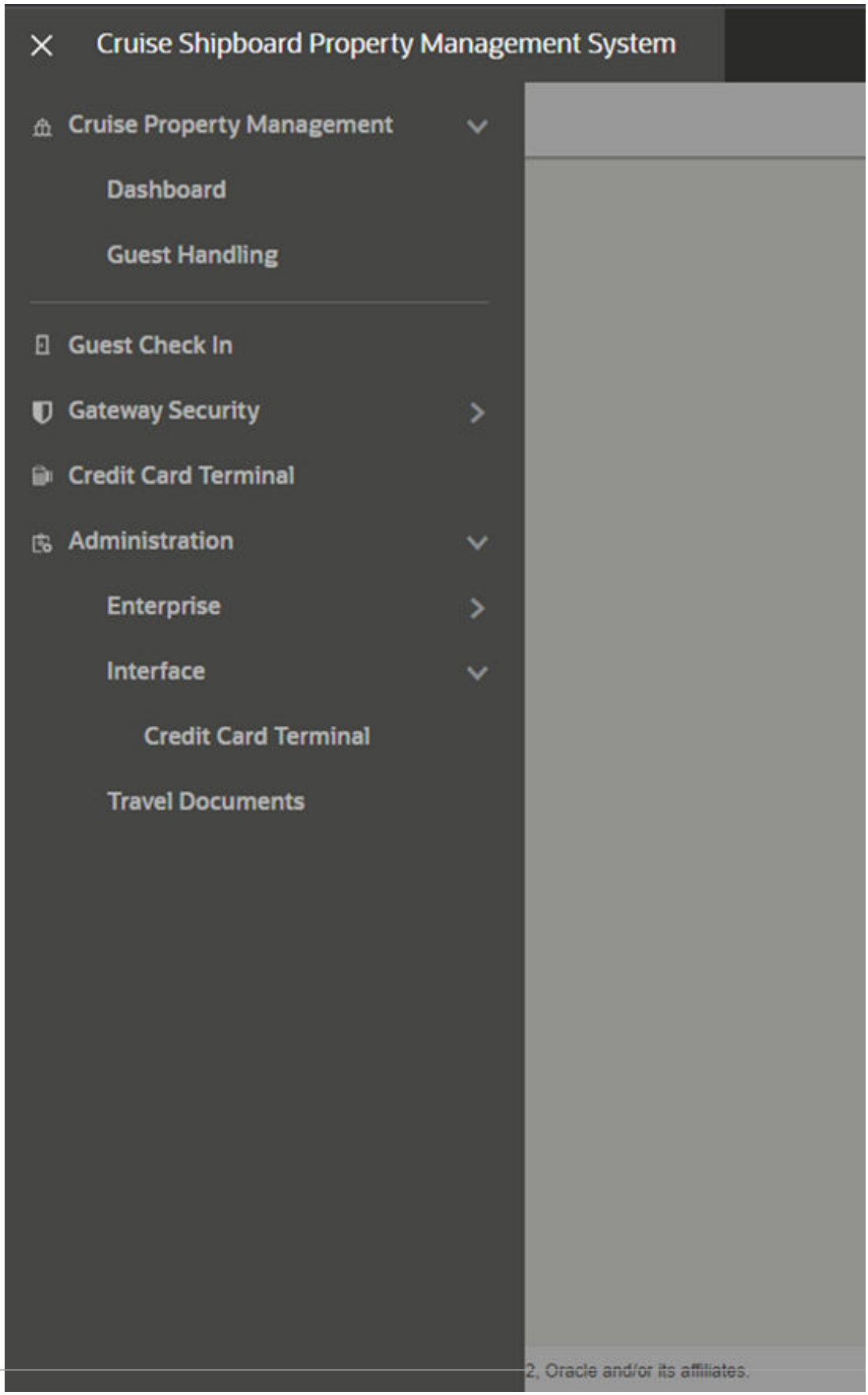


Figure 4-2 Administration Module, Interfaces Menu



5
Contract

The Contract configuration page allows you to set up and manage a contract template.

Contract Category

The Contract category enables you to assign/group similar contracts. You can either use the pre-defined category when setting up a contract or create them during contract creation.

Figure 5-1 Contract Category

Creating a Contract Category

1. From the **Menu**, select **Administration**, select **Enterprise**, and then select **Contract**.
2. On the **Contract Category** tab, select **Create Category**.
3. Navigate to the **Add Contract Category** page.
4. Enter the **Category Name**.
5. Click **Save**.

Modifying Contract Category

1. On the **Contract Category** tab, locate the record and click **Edit**.
2. Navigate to the **Edit Contract Category** page and update the category name.
3. Click **Update** to save changes.

Deleting a Contract Category

To delete a category, locate the record and click **Delete**.

Contract Template

The Contract Template enables you to create different types of contracts, for example, general terms and conditions. If the contract is not ready for use or no longer required for the future, you can slide the status button to deactivate the contract or delete the contract if it is not in use.

Figure 5-2 Contract Template

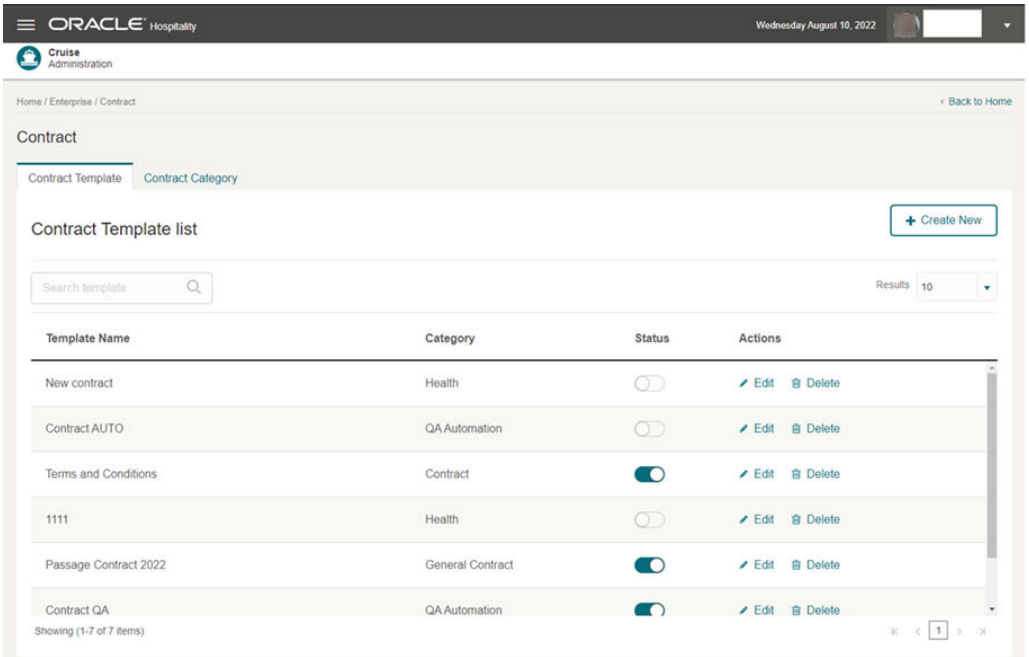


Figure 5-3 Contract Template Edit

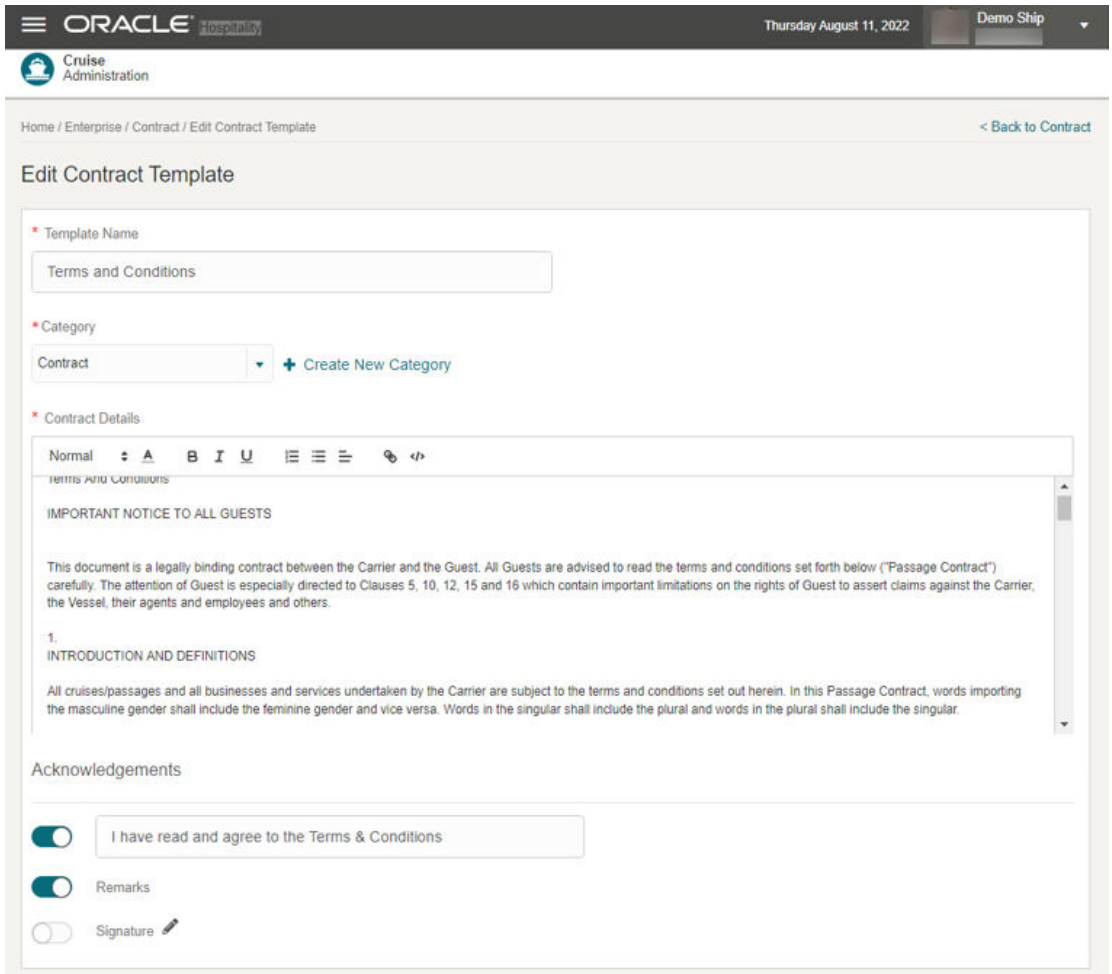
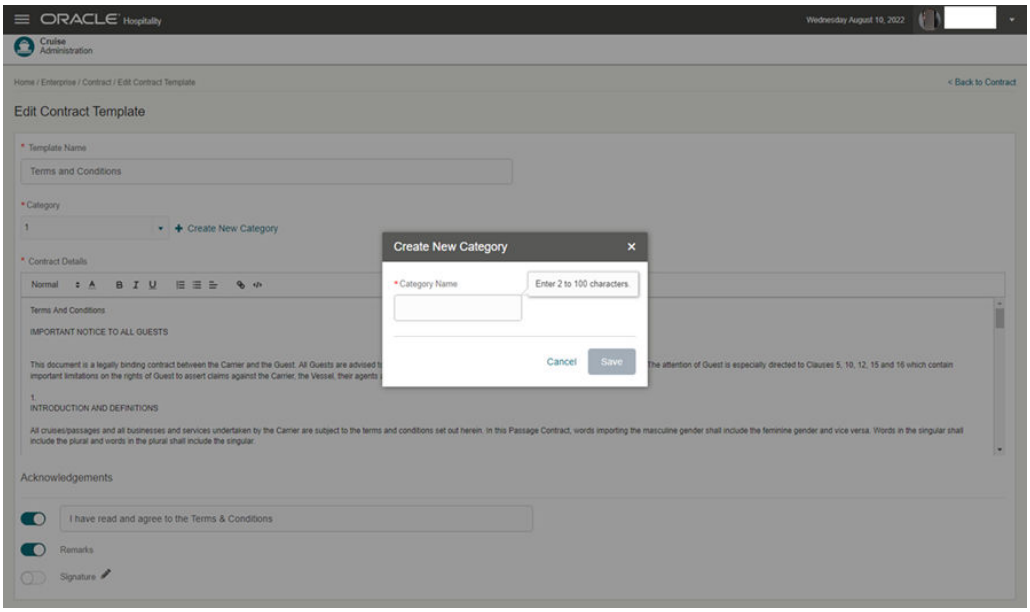


Figure 5-4 Contract Template New Category



Creating a Template

1. From the **Menu**, select **Administration**, select **Enterprise**, and then select **Contract**.
2. On the **Contract Template** tab, click **Create New**.
3. Navigate to the **Add Contract Template** page.
4. Enter the following information and click **Save**.
   - **Template Name:** Enter the name of the template.
   - **Category:** Select the category code.
   - **Contract Details:** Enter a contract description.
   - **Terms and Conditions:** Slide to set this as mandatory. Once enabled, the guest must acknowledge the contract at check-in before proceeding to the next step.
   - **Text box:** Enter a Terms and Conditions description.
   - **Remark:** Enable if you need to show the remark in Check-In, Check-In Wizard, or Contract page.
   - **Signature:** Move the slider to set this as mandatory. Once enabled, the guest must sign the contract page at check-in before proceeding to the next step.

Editing a Template

1. On the **Contract Template** tab, locate the template record and click **Edit**.
2. Navigate to the **Edit Contract Template** page.
3. Enter the relevant information and click **Save**.

Deleting a Template

To delete a Contract Template tab, locate the template record and click **Delete**.

Creating New Category in Contract Template

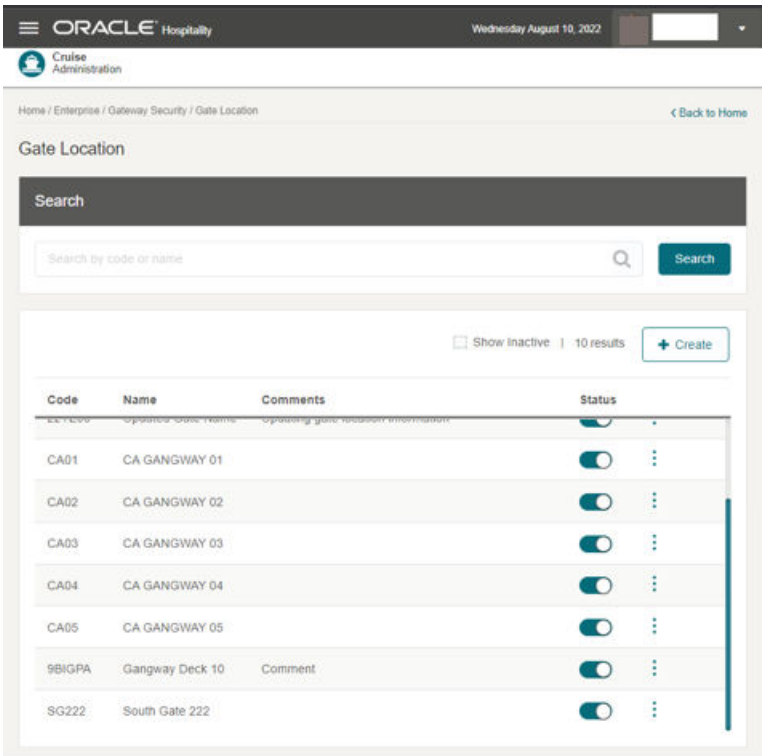
1. On the **Contract Template** tab, **Category** field, click **Create New Category**.
2. Enter the **Category name** in the Create New Category prompt and click **Save**.

6
Gate Location

The **Gate Location** setup enables you to configure the security gate location. You can turn off any of the gate locations that you do not require. On the **Gateway Location** page, the drop-down selection only displays active gate locations.

Gate Location

Figure 6-1 Gate Location



The Gate Location enables you to assign an active gate location to the **Gateway Security, Gate Settings** page. You can create a new gate location and, if the gate location is not ready in use, or no longer required, you can deactivate it by sliding the **Status** to off.

Creating a Gate Location

1. From the **Menu**, select **Administration**, select **Enterprise**, and then select **Gate Location**.
2. On the Gate Location page, select **Create**.
3. The system navigates to the Create Gate Location page.

4. Enter the following information and click **Save**.
   - **Status:** The system default Status is active. Toggle to set this as active/inactive.
   - **Code:** Enter a unique code for the gate location.
   - **Name:** Enter the gate location name.
   - **Comment(s):** Enter gate location description. This is an optional field.

Editing a Gate Location

1. On the **Gate Location** page, click the **vertical ellipsis** of the gate location and then click **Edit**.
2. Click **Edit** button. This navigate to the Edit Gate Location page.
3. Update the information and click **Save**.

Deleting a Gate Location

1. On the **Gate Location** page, press the ellipsis button of the selected gate location.
2. Select the **Delete** option.
3. At the confirmation message, choose **Delete** to proceed to delete the record or **Cancel** to return to the previous screen

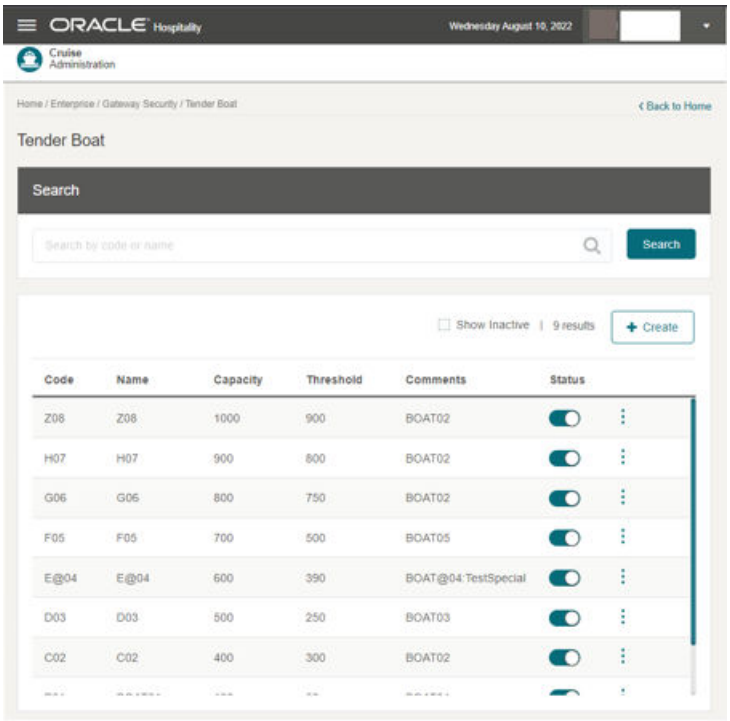
Searching a Gate Location

1. On the **Gate Location** page, all active gate location records are shown in the results view.
2. To lookup a gate location, enter a value in the search box then click **Search**.
3. The system shows all the matching active records in the results view.
4. To include all inactive records in the result view, select the **Show Inactive** checkbox.

Tender Boat

The Tender Boat setup enables you to configure the tender boat used at the security gate. You can turn off any of the tender boat that you do not require. On the Tender Boat page, the drop-down selection only displays active tender boat.

Figure 6-2 Tender Boat



The Tender Boat enables you to assign an active tender boat to the **Gateway Security, Tender Boat** page. You can create a new tender boat and if the tender boat is not ready for use, or no longer required, you can deactivate it by sliding the **Status** to off.

Creating a Tender Boat

1. From the **Menu**, select **Administration, Enterprise**, and then select **Tender Boat**.
2. On the Tender Boat page, click **Create**. The system navigates to the Create Tender Boat page.
3. Enter the following information and click **Save**.
   - **Status:** The system default Status is active. Toggle to set this as active/ inactive.
   - **Code:** Enter a unique code for the gate location.
   - **Name:** Enter the gate location name.
   - **Capacity:** Enter the gate location capacity.
   - **Threshold:** Enter the gate location threshold.
   - **Comment(s):** Enter a gate location description. This is an optional field

Editing a Tender Boat

1. On the **Tender Boat** page, click the **vertical ellipsis** of the selected tender boat and then click **Edit**.
2. Click **Edit** to navigate to the **Edit Tender Boat** page.

3. Update the information and click **Save**.

Deleting a Tender Boat

1. On the **Tender Boat** page, click the **vertical ellipsis** of the selected tender boat and then click **Delete**.
2. Click **Delete**.
3. On the confirmation message, click **Delete** to proceed or **Cancel** to return to the previous screen.

Searching for a Tender Boat

1. On the **Tender Boat** page, all active tender boat records appear in the results view.
2. To look up a tender boat, enter a value in the search box then select **Search**.
3. The system shows all the matching active records in the results view.
4. To show all inactive records in the result view, select the **Show Inactive** checkbox.

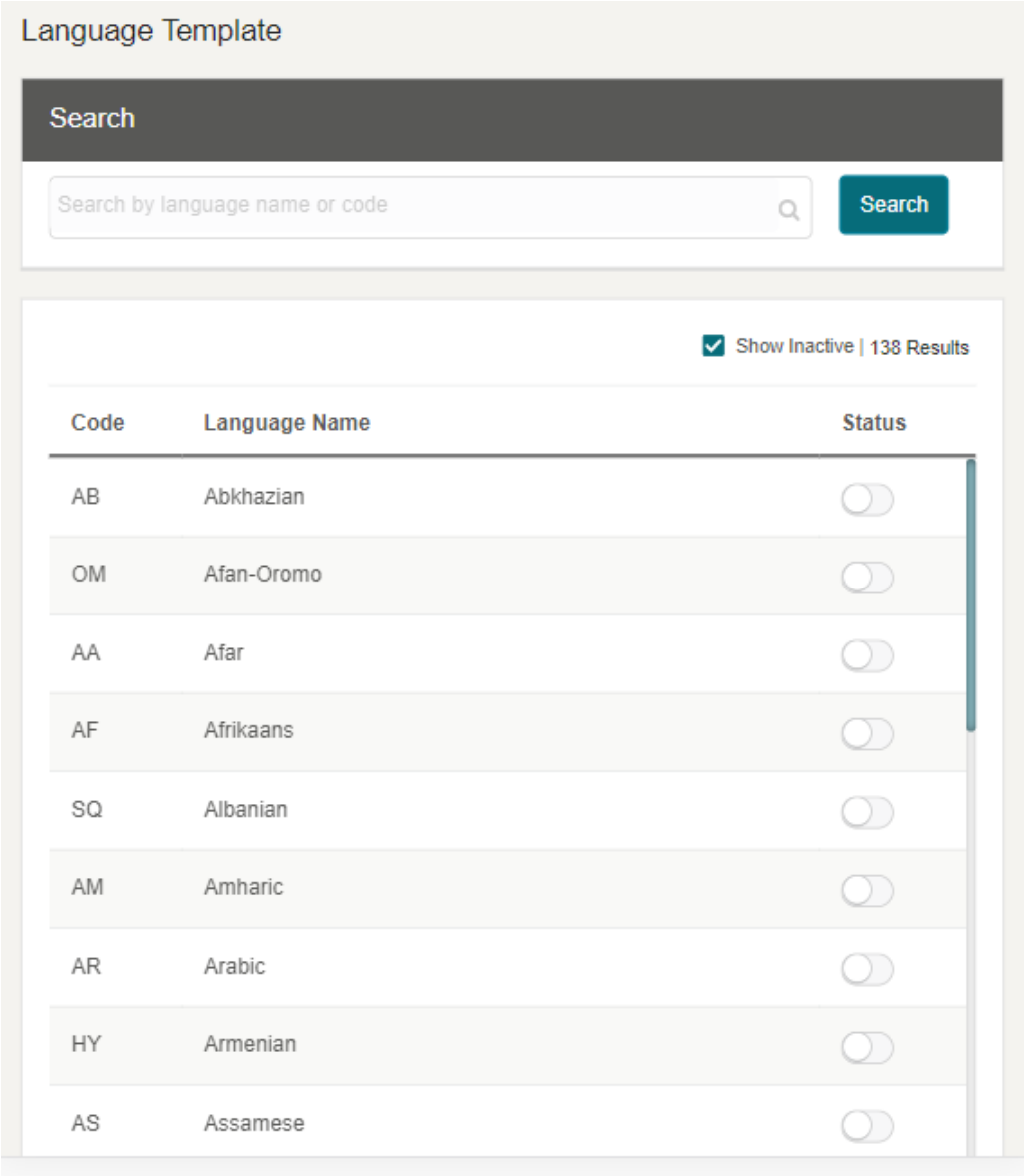
7
Language Template

The Language Template option enables you to configure the languages needed to setup the questionnaire template, and the Questionnaire page in the Check-In application.

The Language Template option can be found in the **Administration menu, Enterprise, Language Template**.

Search and Enable the Language

Figure 7-1 Language Template



1. Navigate to the **Language Template** option where the system displays all language records from the database with disabled status on first time setup.
2. Search the language by entering the language name or language code at the search field and select the **Search** button.
3. If no matching record is found, the system displays the message, “No data to display.”
4. To enable/disable the language, toggle the **Status** button on the language that you want, and the system displays the notification, “Language updated successfully.”

5. To view the enabled language record, deselect the **Show Inactive** checkbox.

8
Questionnaire Setup

The Questionnaire setup enables you to configure the questionnaire template, category, and the authorize reason, for use in the Check-In application.

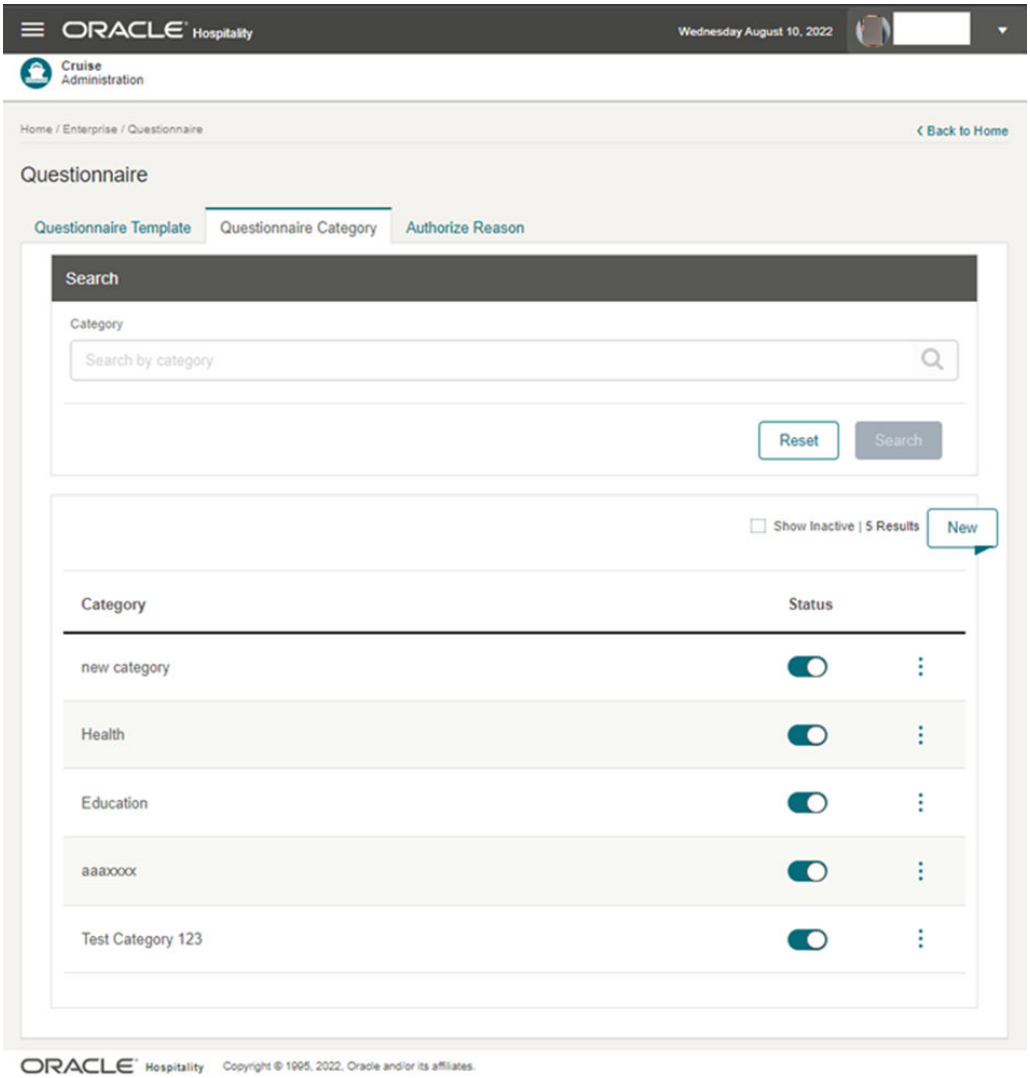
The Questionnaire Setup option can be found in the **Administration menu, Enterprise, Questionnaire** option.

The Questionnaire Setup page consists of three setup tabs:

- Questionnaire Template
- Questionnaire Category
- Authorize Reason

Questionnaire Category

Figure 8-1 Questionnaire Category List



The Questionnaire Category setup allows you to categorize the questionnaire template by group and assign it to a Questionnaire Template. You can either pre-define a category before setting up a questionnaire template or while setting up the template.

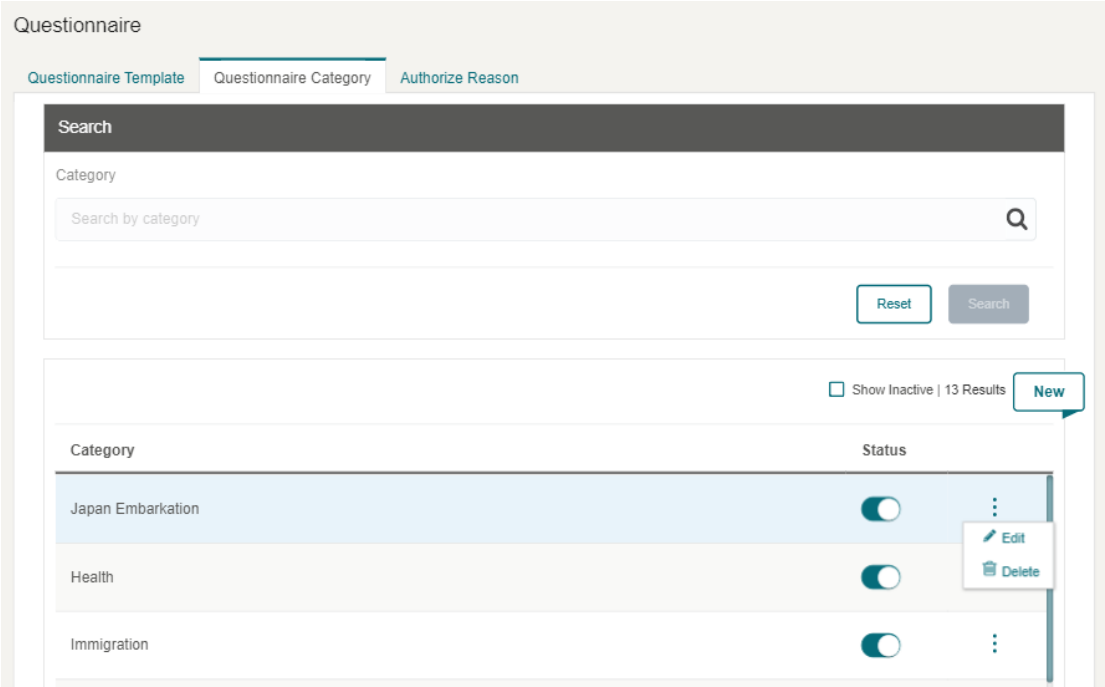
Searching for a Questionnaire Category

1. Navigate to the **Questionnaire Category** tab. All active questionnaire categories records appear in the results view section.
2. Enter the category name in the search box and select the **Search** button. The searched record appears in the results view if the record is found. Otherwise, the system returns a no result prompt.

3. Select **Reset** to clear the search box value.
4. To view an inactive category, select the **Show Inactive** checkbox to display all the inactive categories in the results view.

Editing a Questionnaire Category

Figure 8-2 Questionnaire Category Options



1. On the **Questionnaire Category** tab, questionnaire category record, select the **vertical ellipsis** to display the **Edit** and **Delete** option.
2. Select **Edit** and the system displays the Edit Category page.
3. You can change the category name and status (active to inactive or vice versa) if the category is not assigned to an active Questionnaire template and has no transaction history. If the category is inactive, the **Status** button is greyed out.
4. You can also change the category status from the main screen by sliding the **Status** button.

Creating a new Questionnaire Category

1. On the **Questionnaire Category** tab, click **New** to open the **Create Category** page.
2. Enter a value at the **Category field**. This is a mandatory field.
3. Click **Save**.
4. Click **Cancel** to exit the Create Category page without updating and return to the Questionnaire Category listing page.

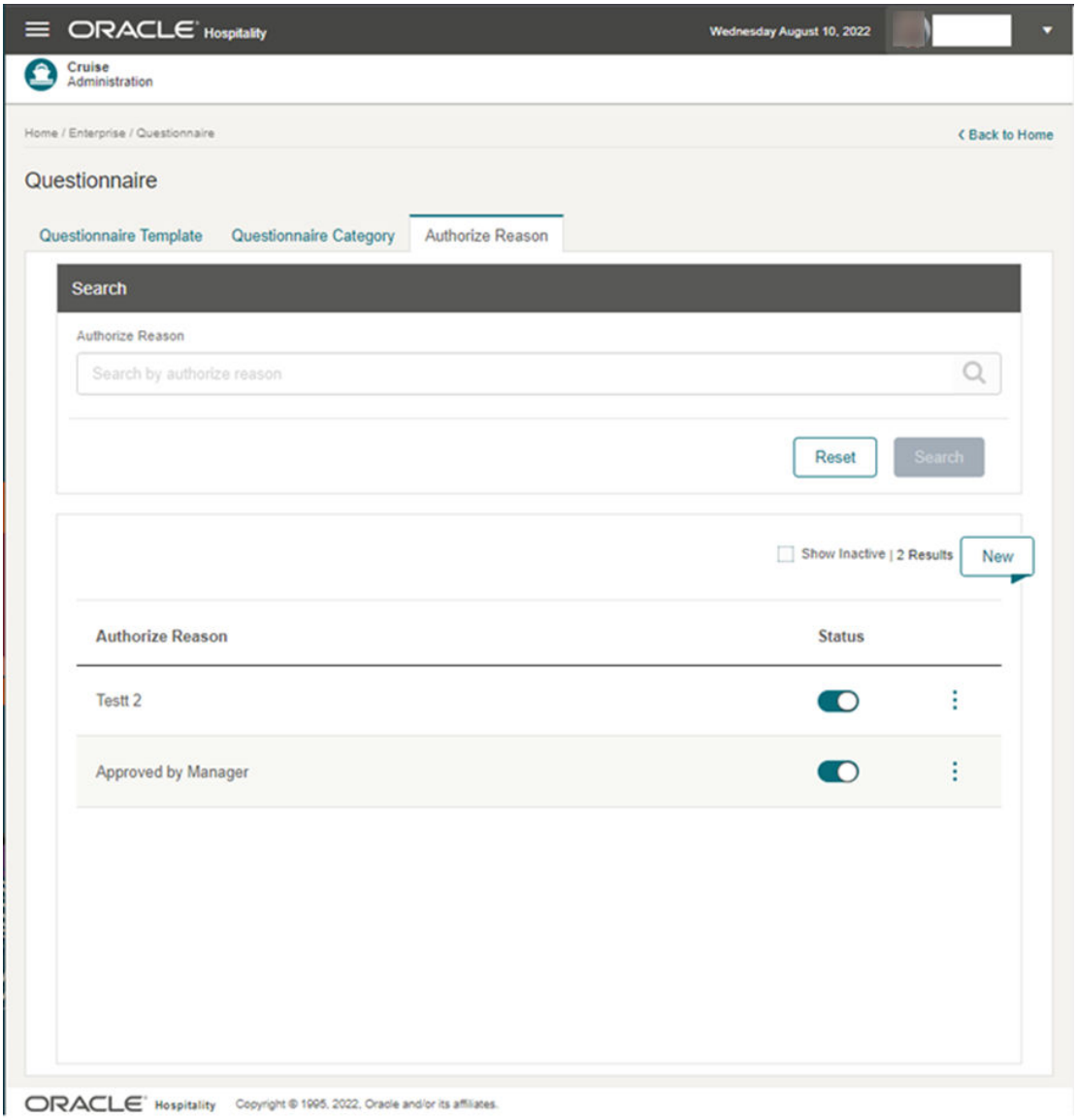
> **Note:**
>
> Duplicate category name is not allowed.

Delete a Questionnaire Category

1. On the **Questionnaire Category** tab, select the category you want to delete.
2. Click the **vertical ellipsis** and select **Delete**.
3. The system displays a confirmation message, “Are you sure you want to delete this record?” Click **Delete** to remove the category from the Questionnaire Category list. If you select **Cancel**, the selected category will remain.
4. If the Category you are deleting is in use, the system displays a message, “Delete cannot be performed. Already have transaction history.”

Authorize Reason

Figure 8-3 Authorize Reason



The Authorize Reason setup allows you to create overriding reasons to use in the Questionnaire to answer the questions that trigger alerts.

Searching for an Authorize Reason

1. Navigate to the **Authorize Reason** tab to display all active records in the results view section.
2. In the search box, enter a keyword for the authorization reason and select the **Search** button. If a matching record is found, the system displays the search record in the results view. Otherwise, you are prompted with a “no record found” message.

3. Select **Reset** to clear the search box value.
4. Select the **Show Inactive** checkbox to display all inactive reasons in the results view.

Editing an Authorize Reason

1. Navigate to the **Authorize Reason** tab to display all the active authorize reason records in the results view section.
2. Select an **authorize reason** record, select the **vertical ellipsis** button, and then select **Edit**.
3. In the **Edit Authorize Reason** page, change the authorize reason name and select **Save**. You can change the authorize reason name that has no transaction history, otherwise, the system displays an error message.
4. You can change the authorize reason status from active to inactive or vice versa.
5. Also, you can enable/disable the authorize reason status from the main screen by sliding the **Status** indicator or select the **vertical ellipsis** for more options.

Creating a New Authorize Reason

1. On the **Authorize Reason** tab, select **New** to open the **Create Authorize Reason** page.
2. Enter the value at the **Authorize Reason field**. This field is mandatory.
3. Click **Save**.

> **Note:**
>
> Duplicate authorize reason name is not allowed.

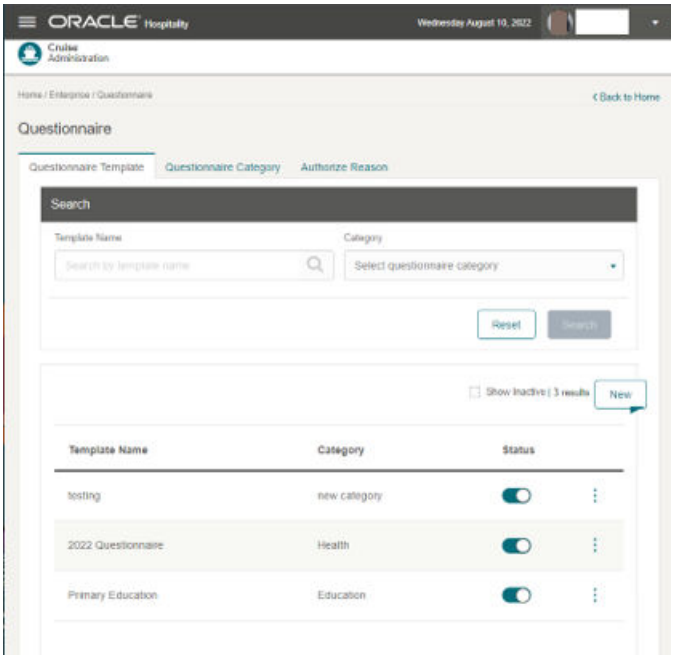
4. Click **Cancel** to exit without updating and return to the Authorize Reason listing page.

Deleting an Authorize Reason

1. At the **Authorize Reason** tab, select the category to delete.
2. Click the **vertical ellipsis** followed by **Delete**.
3. The system displays the confirmation message “Are you sure you want to delete this record?”. Click **Delete** to proceed or click **Cancel** to return to the previous page.
4. If the authorize reason is in use, the system displays a message “Delete cannot be performed. Already have transaction history.”

Questionnaire Template

Figure 8-4 Questionnaire Template



The Questionnaire Template setup is where you create and manage the questionnaire templates.

Searching for a Questionnaire Template

1. Navigate to the **Questionnaire Template** tab to display all the active questionnaire template records in the results view section.
2. Enter the questionnaire template name in the search box and click **Search**. The system displays the search record at the results view if found. Otherwise, it prompts “You have no search results yet.”
3. Clicking **Reset** clears the value in the search box.
4. To search by questionnaire category, go to the **Category** option and select a questionnaire category from the drop-down menu. The system displays the questionnaire template assigned to the selected questionnaire category.
5. To view an inactive Questionnaire Template, select the **Show Inactive** checkbox to display all the inactive questionnaire templates in the results view.

Editing a Questionnaire Template

1. Navigate to the **Questionnaire Template** tab to display all the active questionnaire template records in the results view section.
2. On the questionnaire template record, click the **vertical ellipses** button and then click **Edit**.

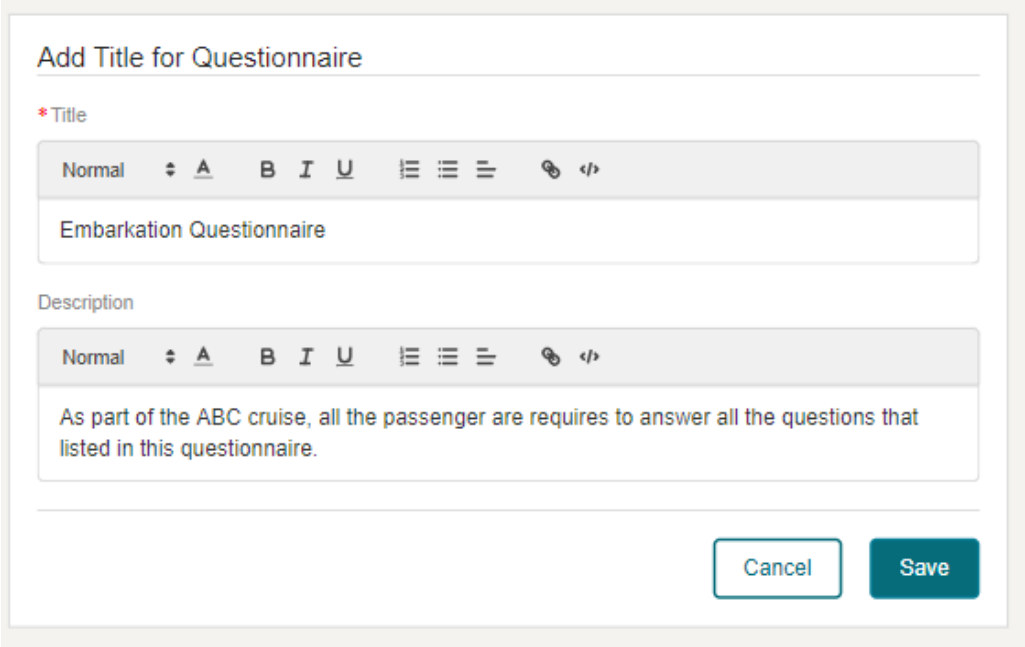
3. On the Edit Questionnaire Template screen, you can change the questionnaire template content and status from active to inactive or vice versa, if the template is not in use or has and no transaction history.
4. If the questionnaire template has a transaction history, modifications of the contents is not allowed.
5. You can also change the questionnaire template status from the main screen by sliding the **Status** button.

Creating a New Questionnaire Template

1. On the **Questionnaire Template** tab, click the **New** button. The system displays the **Create Questionnaire Template** page.
2. Enter the value in the **Template Name** field. This is a mandatory. Make sure the new template name does not exist before.
3. In the Category field, select the pre-configured questionnaire category from the drop-down menu. You can also create a new questionnaire category by selecting the **Create New Category** option, which brings up the Create New Category page.
4. There are four sections in the **Configuration** page:
   - Add Title for Questionnaire (optional)
   - Add Question Group (optional)
   - Add Question (mandatory)
   - Add Acknowledgement (optional)

Add Title for Questionnaire (optional)

Figure 8-5 Questionnaire Title



This configuration section allows you to define the questionnaire title and description for the questionnaire template, and is optional.

There are two sections within the Add Title for Questionnaire.

- **Title:** Title of the questionnaire template, which is a mandatory field.
- **Description:** A brief explanation of the questionnaire template that is optional.

Add Question Group (optional)

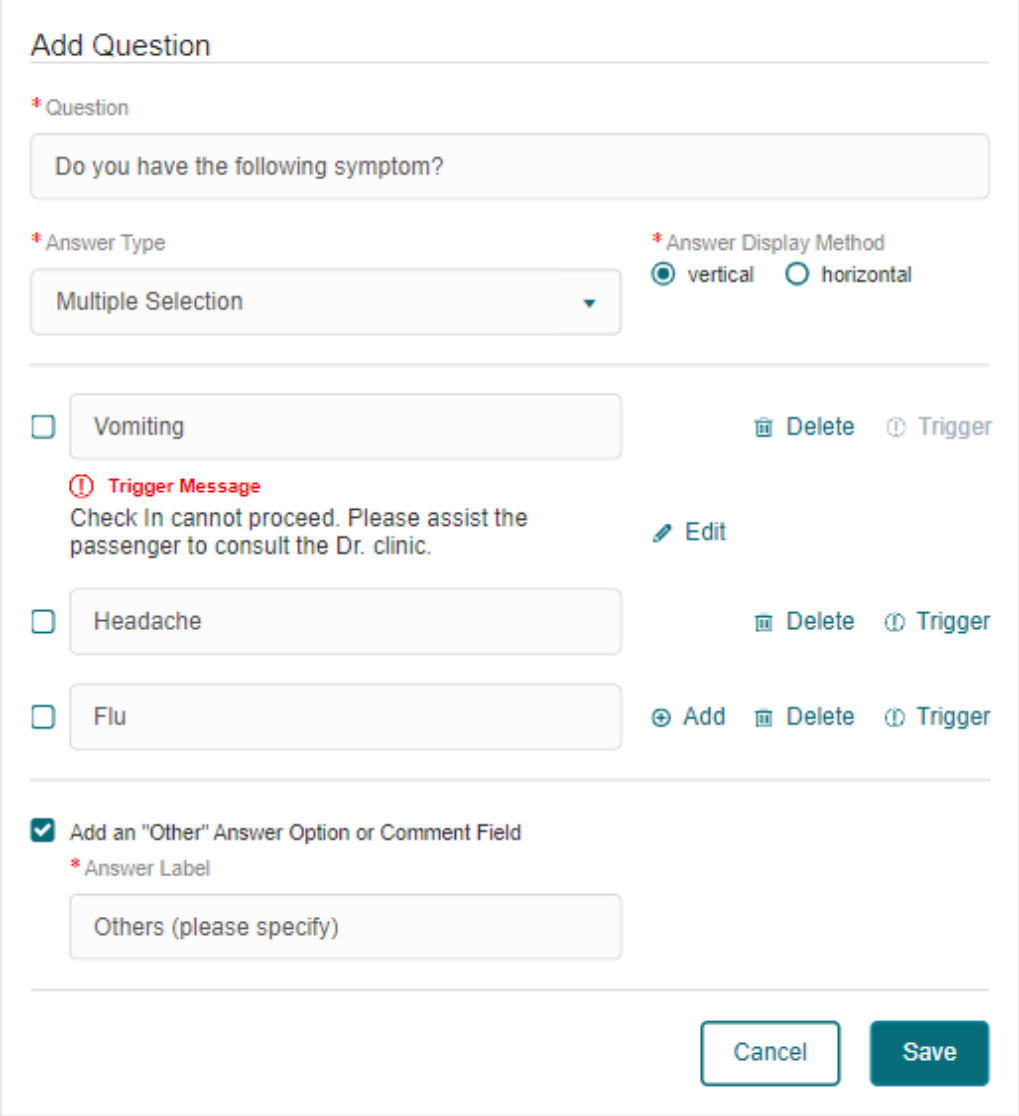
This function sets up the question group and allow you to create questions for the group.

1. On the **Add Question Group** field, enter the question group name and click **Save**.
2. Clicking **Cancel** exit you from the Add Question Group page.

Once the question group is saved, the Add Question option appears allowing you to create and link question(s) to the question group. You can make changes to the question group using the vertical ellipsis button. See Add Question section

Add Question

Figure 8-6 Questionnaire Add Question with trigger



The Add Question option creates a question without linking it to a question group. The system opens the Add Question section after you select the **Add Question** option from either the Question Group or directly from the Add Question option.

To add a question, enter all the required information, then click **Save** or **Cancel** to exit without saving.

> **Note:**
>
> The **Save** button is disabled if the answer row is empty. You can either delete it or fill in the information.

- **Question** – Field in which to enter the question.
- **Answer Type** – Select the type of answer: single or multiple selection or free text answer.
- **Answer Display Method** – Option to display the answer vertically or horizontally.
- The Answer field is where you can specify the available answer to the question.
- **Delete** – Option to delete the answer.
- **Add** – Option to create/add more answer.
- **Trigger** – Option to define the answer will have an answer trigger notification with user definable message.
- **Add an "Other" Answer Option or Comment Field** – Option for answer that requires a free text input. Select the checkbox to enter the description on the answer label field.

You can also edit, copy, delete, and set a language for the question using the options under the vertical ellipsis.

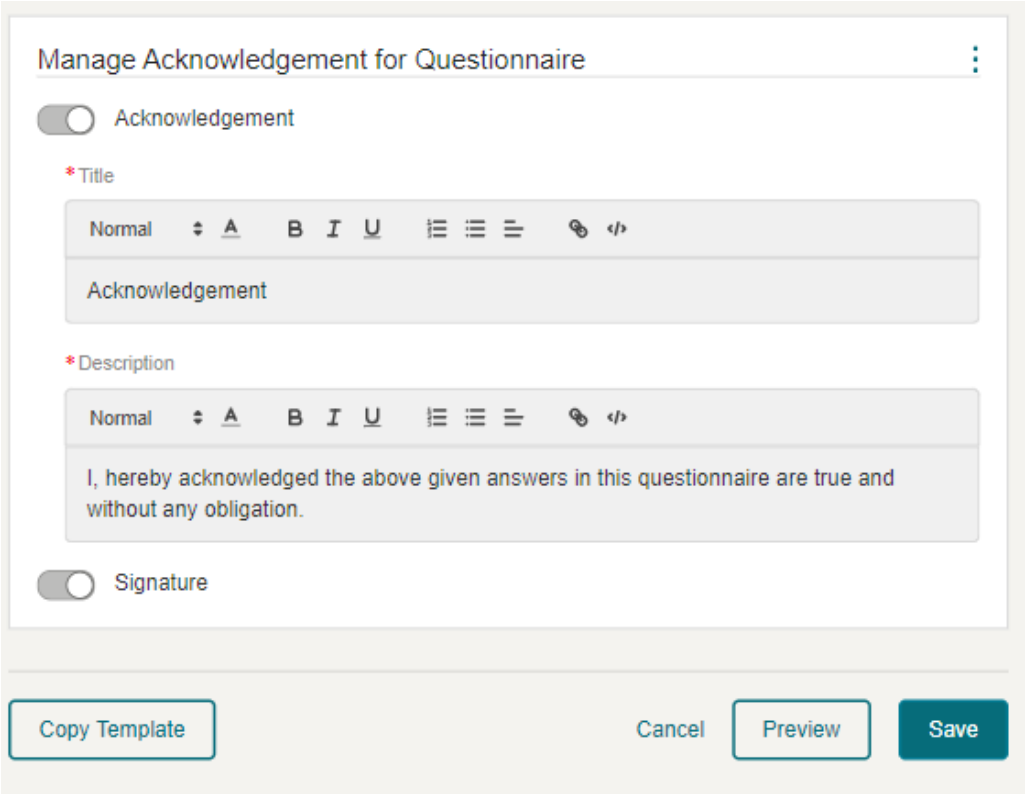
Add Acknowledgement

The Add Acknowledgement section allows you to define the acknowledgment description or disclaimer as an option.

To enable, slide the **Acknowledgement** indicator and the signature indicator in the respective section. Proceed to enter the title and description and then select **Save**.

After saving the template, you can preview the questionnaire by selecting **Preview** and the language that you want to display.

Figure 8-7 Acknowledgement for Questionnaire



Copying Questionnaire Template

1. On the **Questionnaire Template** tab, search for the existing questionnaire template you want to copy.
2. On the **result view**, select the **questionnaire template**, select the **vertical ellipsis**, and then select **Copy**.
3. The system displays the Copy Questionnaire Template page, and the template name has “- copy” appended to the selected template name.
4. Make the necessary changes to the copied template and click **Save**.

Deleting Questionnaire Template

Deleting an existing questionnaire template is only allowed when the template is not linked to an account.

1. On the Questionnaire Template tab, search for the questionnaire template you want to delete.
2. Select the **questionnaire template**, and select the **vertical ellipsis**, and then select **Delete**.
3. The system displays the confirmation message “Are you sure you want to delete this record?.” Select **Delete** to proceed or click **Cancel** to return to the previous page.

4. If the selected questionnaire template has a “use history”, then deleting this template displays an alert with the following message: “Delete cannot be performed. Already have transaction history.”

Viewing Questionnaire Template

This function allows you to view an existing questionnaire template.

1. On the Questionnaire Template tab, search the questionnaire template you want to view.
2. On the ellipsis button, select **View**. This opens the View Questionnaire Template page.
3. Modifications to the template are not allowed. You can only copy or preview the template.

Creating Questionnaire Template with Multiple Languages

This function allows you to create a questionnaire template with multiple languages. Before you set up the questionnaire in multiple languages, you must enable the languages allowed in the questionnaire template.

To enable the languages, see the Language Template section.

Below are the questionnaire template sections where you can set up the multi languages:

- Add Title and Description
- Add Question Group
- Add Question
- Add Acknowledgement and Description

To configure the template in other languages, follow these steps.

1. On the Questionnaire Template tab, search for the questionnaire template you want to edit.
2. Navigate to the vertical ellipsis button and select **Edit**. This brings up the Edit Questionnaire Template page.
3. Go to the **Title** section, select the **vertical ellipsis**, followed by the **Language** option. This brings up the Manage Languages page.
4. On the Manage Languages page, the default language refers to the language used to setup the questionnaire template. You can view templates in other languages if they are enabled in **Language Template** setup.
5. Enter text in the text boxes according to the language you selected and then click **Save**.
6. After updating all descriptions in other languages, you can view the questionnaire in the languages that you configured using the **vertical ellipsis** button.

Figure 8-8 Questionnaire in Multi Language

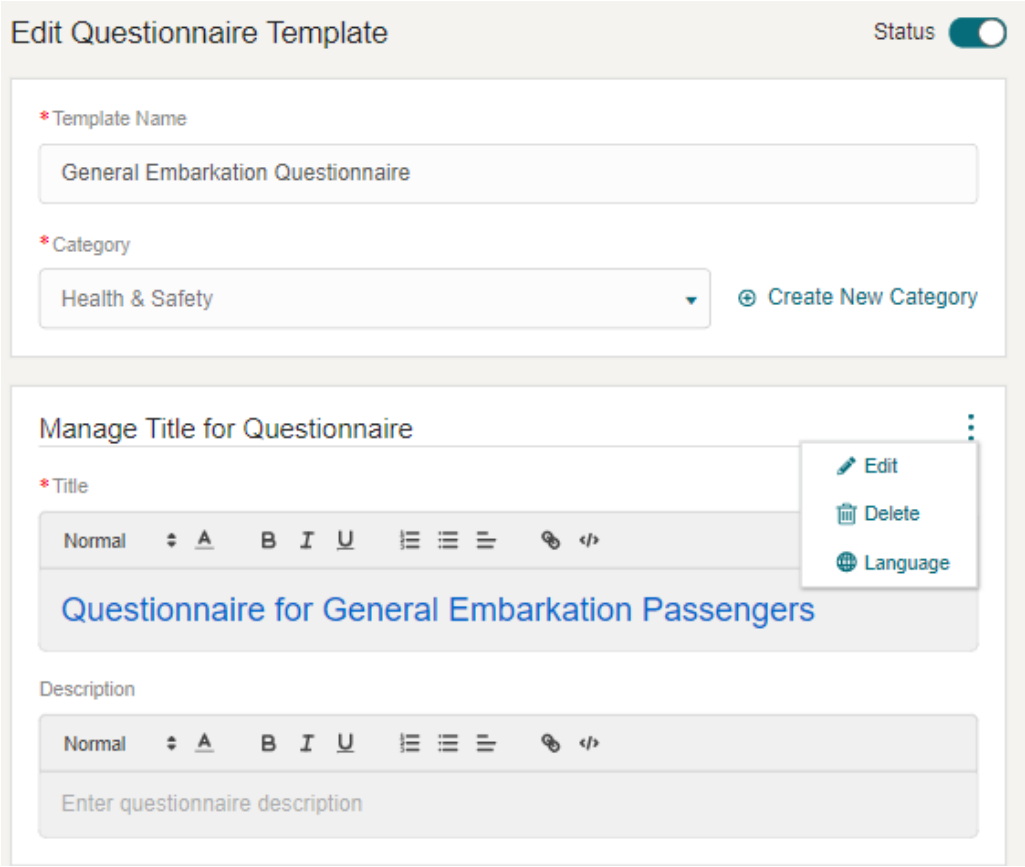
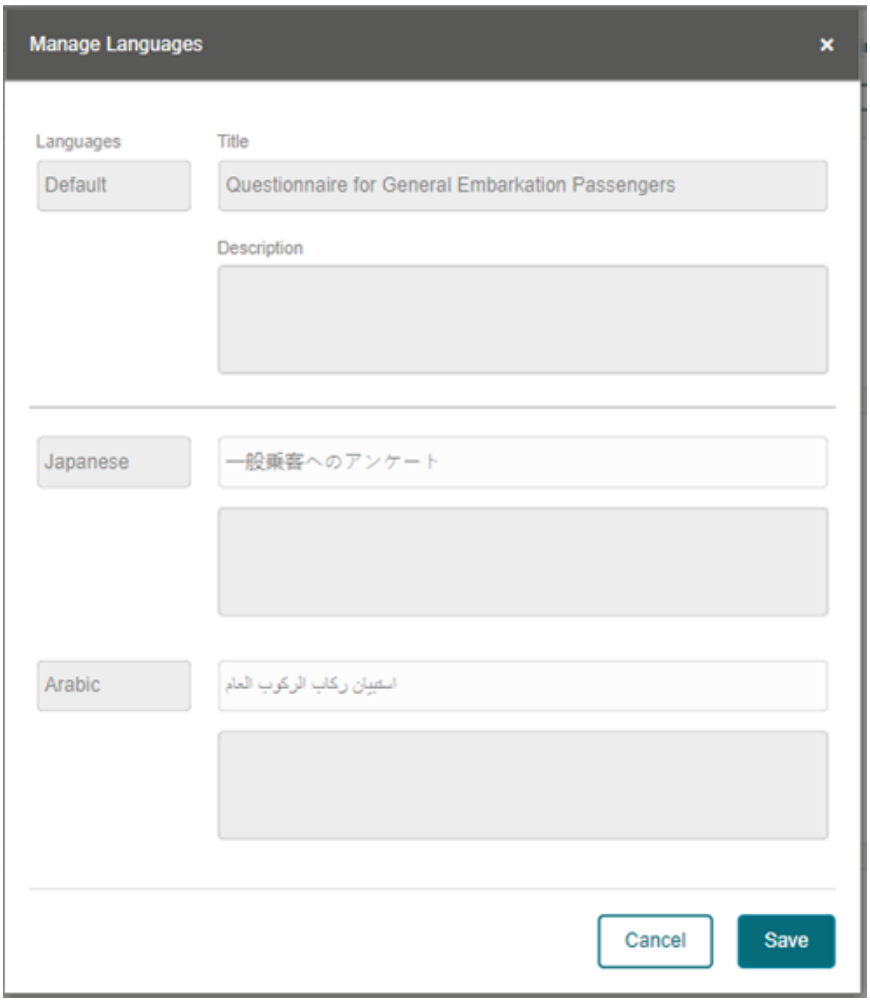


Figure 8-9 Managing Languages

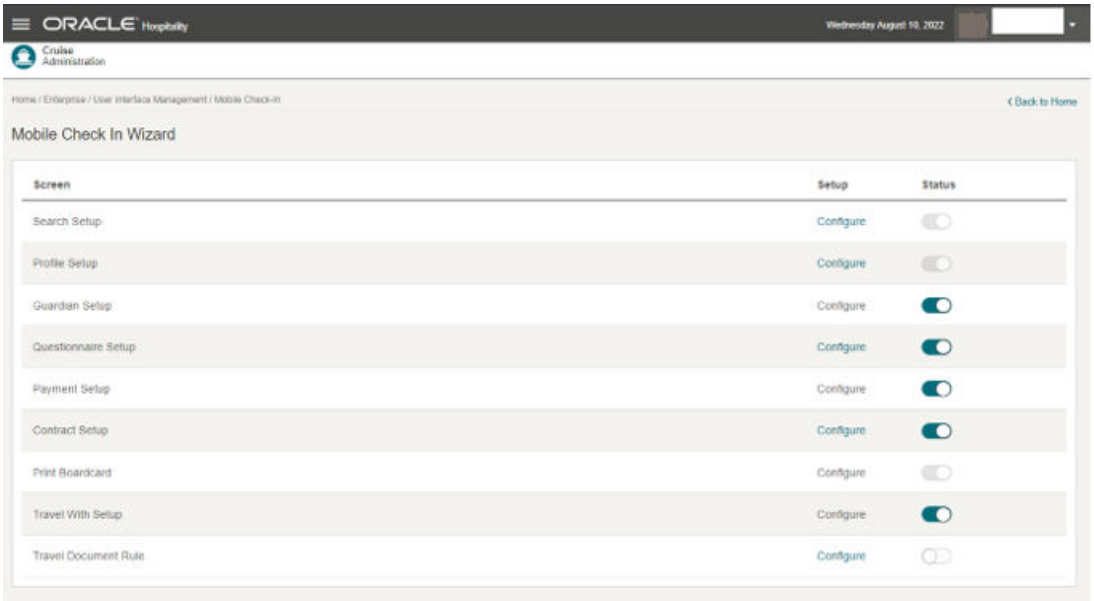


9

Mobile Check-In Setup

Mobile Check-In setup enables you to configure the Mobile Check-In wizard. You can disable any of the pages or features that you do not require, for example, Print Board Card. The presentation of the Check-In wizard page follows the order of the setup and may vary depending on the default on/off.

Figure 9-1 Mobile Check In Wizard



Search Setup

This feature allows you to customize the search criteria fields. You can view the results in Check-In.

Search Criteria

- Search records according to the selected reservation status in the **Search** page and the **Check-In Wizard** page.
- Auto search takes place after you enter several characters in the **Check-In – Search** field.
- Search based on **Search Criteria - selected fields** only.

Result

- Return results are based on the selected fields **(Search Result - selected fields)**.
- Result table fields are displayed on the **Search** page and **Check-In Wizard** page.

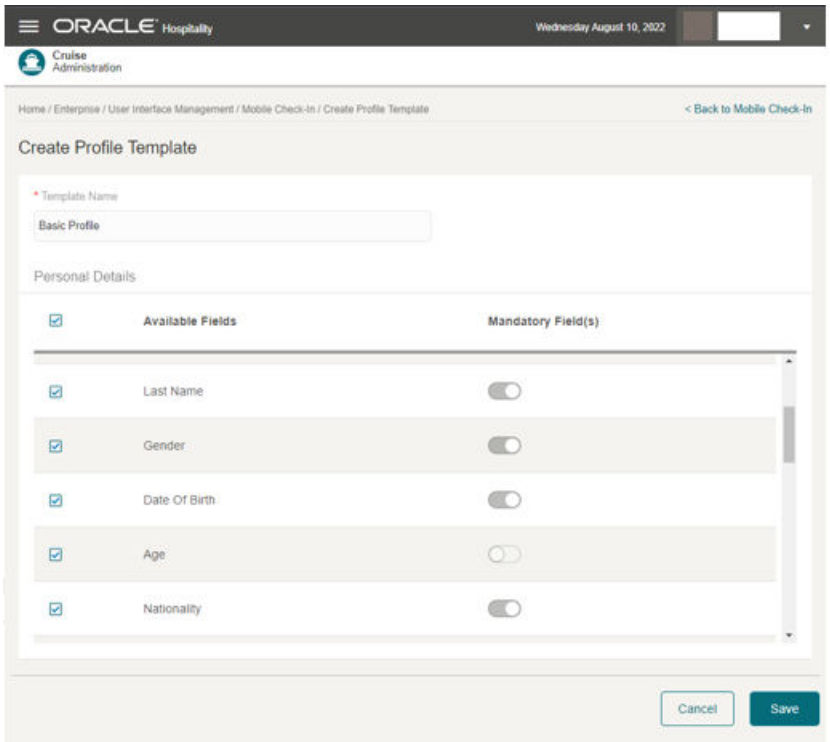
Saving the Search Template

1. From the **Menu**, select **Administration**, select **Enterprise**, select **Mobile Check-In**.
2. Click **Configure** for the Search Setup option.
3. On the **Edit Search Setup** page, enter the **Template Name**.
4. Enter the following information and click **Save**.
   - **Template Name:** Enter the name of the template.
   - **Reservation Status:** Enter the reservation status to include in the search criteria.
   - **Start search after X character(s):** Enter the number of characters for auto search to begin.
   - **Select fields for Search Criteria:** Select the fields to include in the search criteria. Use the arrow keys to select/deselect or re-order.
   - **Select fields for Search Result:** Select the fields for the system to return the search result.

Profile Setup

This feature enables you to select the fields to show or hide, with an indicator whether the field is mandatory in the **Check-In, Check-In Wizard, Profile** page. The selected fields appear on the first page of the Check-In Wizard.

Figure 9-2 Profile Template Setup



Saving a Profile Template

1. From the **Menu**, select **Administration, Enterprise** and then select **Mobile Check-In**. Click **Configure** for Profile Setup.
2. On the **Create Profile Template** page, enter the **Template Name**.
3. Select the **Available Fields** checkboxes that you want it to appear in the **Mobile Check-In, Check-In Wizard,** and **Profile** page. To hide fields, deselect the field checkboxes.
4. Under the **Mandatory Fields** column, slide to make the field as mandatory.
5. Select the **Save** button.

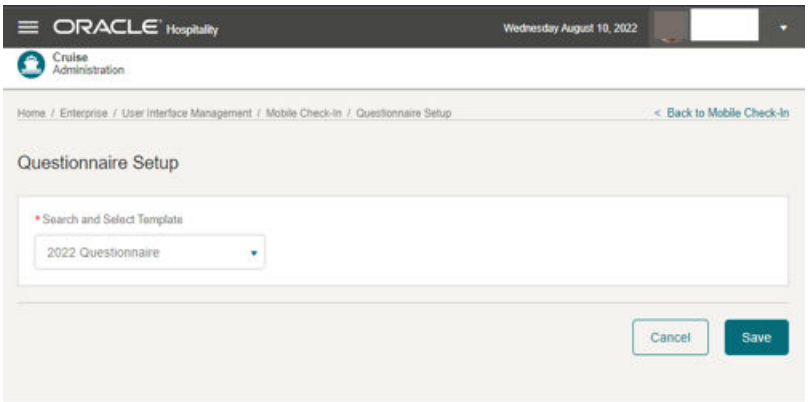
Guardian Setup

The Guardian page is the second step of the Check-In wizard and is an optional set up. Turn on this feature to reveal guests who are considered minors, and require a guardian to accompany them when leaving the ship. To access the Guardian page, select **Check-In**, select **Check-In Wizard**, and then select **Guardian page**.

Questionnaire Setup

When enabled, this feature lists the active questionnaire templates that you can select to appear in the **Check-In, Check-In Wizard,** and **Questionnaire** page. This in an optional setup available in Step 4 of the Check-In Wizard.

Figure 9-3 Questionnaire Setup Page



Selecting a Questionnaire Template to Use

1. From the **Menu**, navigate to **Mobile Check-In** under **Administration, Enterprise** menu.
2. Select **Questionnaire Template Setup** and a **template** from the list of views.
3. Click **Save**.

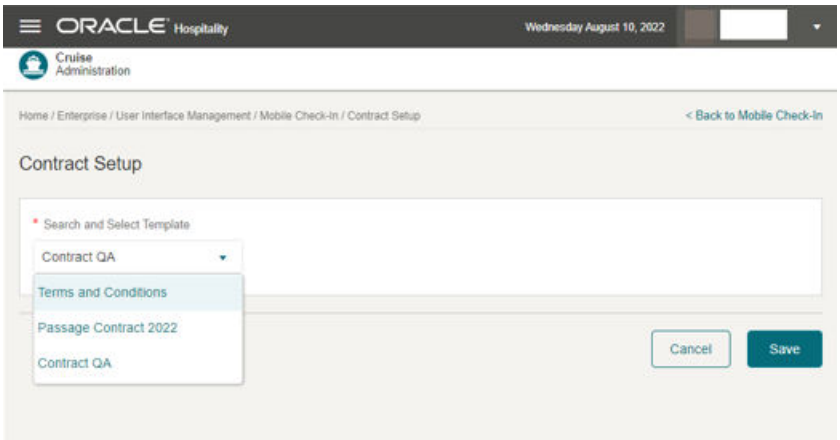
Payment Setup

The Payment page is an optional setup. Turn this feature on to show the card type information and allow you to add a payee in Step 3 of the Check-In Wizard.

Contract Setup

This feature lists the active contracts enabling you to select the contract to appears in the **Check-In, Check-In Wizard**, and **Contract** page. This setup is optional and appears in Step 4 of the Check-In Wizard.

Figure 9-4 Contract Setup



To select a contract, from the **Menu**, navigate to **Mobile Check-In** under **Administration**,**Enterprise menu**. Select **Contract Setup** page, and a **template** from the list of views, and then click **Save**.

Print Board Card

The **Print Boardc ard** button is enable by default and is a mandatory page in Check-In, Check-In page.

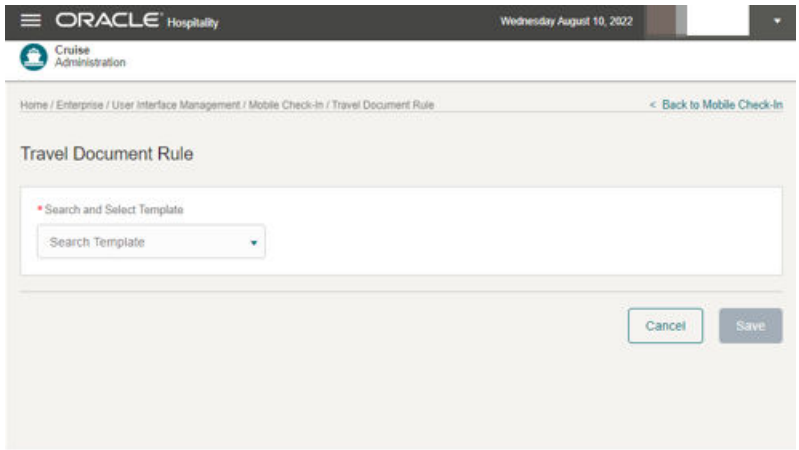
Travel with Setup

Enabling this feature shows all travel companions at the end of the check-in process. The feature is optional.

Travel Document Rules

This feature lists the active travel document rule templates that you can use to validate the travel documents conforming to the configured travel document rules. This set up is optional and will perform validation on the travel documents of profile shown at the **Check-In, Check-In Wizard, Profile** page.

Figure 9-5 Travel Document Rules



To select a travel document rule, from the **Administration, Enterprise, Mobile Check-In, Travel Document Rule Setup** page, select a template from the list of views, then select the **Save** button.

10
Travel Document Types Setup

The Travel Documents configuration page allows you to set up and manage the Travel Documents template.

Travel Documents Types

The Travel Documents Types enables you to create and edit the Documents Types. You can either create the document types here or use the existing Travel Documents codes in the Cruise Property Management Desktop Application Administration module.

Creating Travel Documents Types

1. From the **Menu**, select **Administration**, and then select **Travel Document Types**.
2. At the **Travel Documents** tab, click **Create** button.
3. Enter the following information and select **Save**.

- **Code:** Enter the code.
- **Name:** Enter the name.
- **APIS <ID_TYPE> Mapping:** Mapping name for APIS ID type.
- **Travel Document Type List:** Select the applicable document type checkbox from the list and check the mandatory checkbox if the Document Type List is a mandatory
- **Active:** The default status is active. Toggle to set this as active/ inactive.

Modifying Travel Documents Types

1. At the **Travel Documents** tab, click the **Ellipsis** action button of the record.
2. Select **Edit** button to open the **Edit Travel Document Type** screen.
3. **Edit** the following information and select **Update**.

- **Name:** Enter the name.
- **APIS <ID_TYPE> Mapping:** Mapping name for APIS ID type
- **Travel Document Type List:** Select the applicable document type checkbox from based on the available list and check the mandatory checkbox if the Document Type List is a mandatory
- **Active:** The default status is active. Toggle to set this as active/ inactive.

Deleting a Travel Document Type

To delete a document type, at the **Travel Documents** tab, click the **Ellipsis** action button of the record and click **Delete**.

Travel Document Rules

The Travel Document Rules enables you to create, edit, copy and delete predefined immigration rules for a travel document type. When the Travel Document Rules is enabled, it validates the travel documents by Nationality and Cruise Itinerary.

Creating a Travel Document Rule

1. From the **Menu**, select **Administration**, and then select **Travel Documents**.
2. At the **Travel Document Rules** tab, click **Create** button.
3. Enter the following information and select **Save**.

- **Code:** Rule code.
- **Name:** Rule name.
- **Embark Country:** List of all existing harbors setup
- **Disembark Country:** List of all existing harbors setup
- **Nationality Group or Nationality:** Define nationalities by selecting from either Nationalities or Nationality Group. This is used when adding a travel rule.
- **Travel Rule:** Select the travel document type and add the nationalities or nationality group to the type. You can create multiple Immigration rules by clicking **Add Travel Rule**.
- **Active:** The default status is active. Toggle to set this as active/ inactive.

Modifying Travel Document Rule

1. At the **Travel Document Rules** tab, click the **Ellipsis** action button of the record.
2. Select **Edit** button to open the **Edit Travel Document Rules** screen.
3. Edit the information and select Update.

Copying Travel Document Rule

1. At the **Travel Document Rules** tab, click the **Ellipsis** action button of the record.
2. Select the **Copy** button to open the **Copy Travel Document Rules** screen.
3. Enter a unique code and edit the necessary information, and select **Save**.

Deleting Travel Document Rule

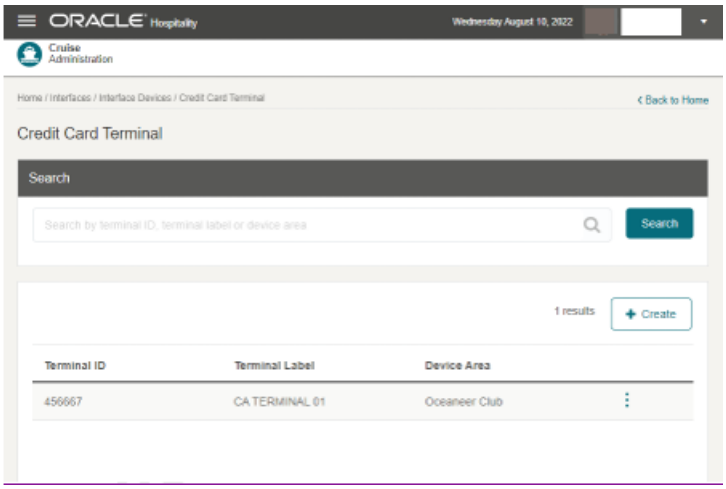
To delete a travel document rule, at the **Travel Document Rules** tab, click the **Ellipsis** action button of the record and click **Delete**. You cannot delete a rule that is in use in the step template.

11
Credit Card Terminal

The Credit Card Terminal function enables you to assign a credit card terminal for use in credit card registration or transactions that require a card to be presented. You can create a credit card terminal and assign a device area to identify the location of the credit card terminal.

Configure Card Terminal

Figure 11-1 Credit Card Terminal Listing



The section below describes the steps to configure, edit, delete, and search for a credit card terminal.

Creating a Credit Card Terminal

1. From the **Menu**, select **Administration, Interface menu** and then select **Credit Card Terminal**.
2. On the **Credit Card Terminal** page, click **New**.
3. The system navigates to the **Create Credit Card Terminal** page.
4. Enter the following information and click **Save**.
   - **Terminal ID:** Enter the terminal identifier number provided by the vendor. You can also locate this number on the actual card reader device.
   - **Terminal Label:** Enter the label or description of the terminal.
   - **Device Area:** Select the physical location of the terminal. The location is set up in *OHC Administration, Administration menu, Itinerary Setup, Locations*. This is an optional field

Editing a Credit Card Terminal

1. On the **Credit Card Terminal** page, select the **vertical ellipsis** of the selected Credit Card Terminal.
2. On the selected record, click **Edit** to navigate to the **Edit Credit Card Terminal** page.
3. Update the information and click **Save**.

Deleting a Credit Card Terminal

1. On the **Credit Card Terminal Listing** page, click the vertical ellipsis of **Credit Card Terminal** you want to delete.
2. On the selected record, click **Delete**.
3. On the confirmation message, select **Delete** to proceed or **Cancel** to return to the previous screen.

Searching for Credit Card Terminal

1. On the **Credit Card Terminal Listing** page, all Credit Card Terminal records are shown in the results view.
2. To look up a **Credit Card Terminal**, in the search box field, enter either a **Terminal ID**, **Terminal Label**, or **Device Area** and select **Search**.
3. The system shows all matching records in the results view.

Part II
Using Cruise Property Management System

This part of the Cruise Property Management System contains information for end-users.

> **Note:**
>
> The natural orientation of the camera on MICROS 721 device is landscape orientation.

12
Guest Handling

The Guest Handling page provides the functionality to search for a guest reservation. You must have the following access rights in order to access the guest information. See Role Manager topic for more information.

- Guest Handling, Reservation, View
- Guest Handling, Profile View
- Guest Handling, Reservation, View

At the Menu option, select **Cruise Shipboard Property Management**, followed by **Guest Handling**. Guest Handling Search screen displayed.

Manual Search

To look up guest information manually,

1. Select the Profile Type.

> **Note:**
>
> If the Resident profile type is disabled in the system parameter, the filter is hidden and the resident records will not be searched or shown

2. Select the Reservation Status.
3. Enter either the **First Name, Last Name, Stateroom, Passport Number, Boardcard Number, Set Sail Pass Number, Booking Number** or **Contactless ID** in the search bar, then select **Search** button.
4. All the matching records are shown in the results view with **Actions** button.
5. For the column with sorting icon, you will be able to perform the column sorting either in ascending or descending order by clicking the headers of the table.
6. Click the **Actions** button to access other options or view the selected reservation. The Actions button is also available in the Manage Guest Handling page, which allows you to access the same function within the guest account.

To view the guest information,

1. Perform a search. Once the matching records appear, click the desired record.
2. The Manage Guest Handling screen gives you an overview of the reservation data information of the selected guest.

Search by Scanning

To look up guest information by scanning barcode/document

1. At the Guest Handling Search page, click **Scan**.
2. This opens the camera and launches the scan function.
3. To scan the barcode, point the camera to the barcode without clicking or tapping the **Shutter** button.
4. To capture the document, click or tap the **Shutter** button.
5. Successful scanning of a barcode/document will open the Manage Guest Handling page. Barcode/document that are tagged to multiple profiles will be shown on the results page.

> **Note:**
>
> The scanning section and camera switches off if it is left idle for 10 minutes or more, and a message will appear.

To look up guest information by scanning RFID card

1. At the Guest Handling Search screen, without placing the cursor at the search guest field, place the RFID card at the tablet RFID sensor.
2. If the scanned RFID card number matches a profile, the system will open up the Manage Guest Handling page. RFID that is tagged to multiple profiles will be shown on the results page.

Manage Guest Handling

The manage guest handling screen will provide an overview of the guest data information selected from the guest handling search results section.

There are 5 sections in the Manage Guest Handling screen:

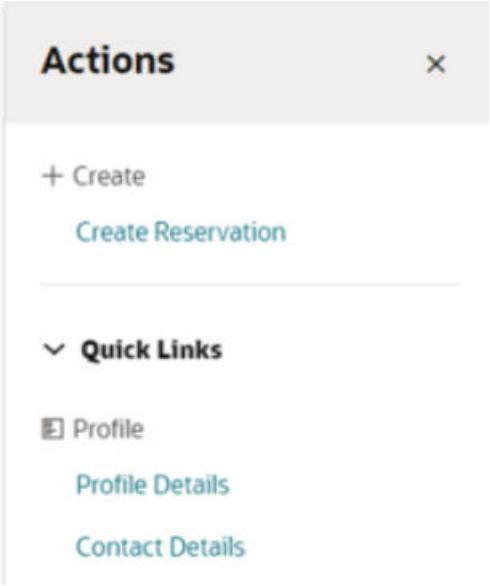
- Summary – Summary information of the guest, including profile and reservation data.
- Reservation – Information of the guest reservations data.
- Profile – Information of the guest profile data, including travel with and guardian or minor data.
- Special Request – Information on the guest's special request record, if there is any.
- Amenities – Information on the guest's requested amenity record, if there is any.

All information populated in the Manage Guest Handling screen is only for viewing and editing can be done from the Action option.

Actions Option

The Actions option functionality provides a quick access to other functions a user can perform on the selected guest record retrieved from Guest Handling search and Manage Guest Handling screens.

Figure 12-1 Actions Option



Contact Details

The Contact Details option allow you to view and edit the profile's contact details. To access the Contact Details option, click the **Action** button and under the Profile section, click **Contact Details** option. On the Contact Details page, you will get an overview of the selected reservation record profile's contact information

There are 4 address categories on the Contact Details page:

- Home Address
- Emergency Address
- Temporary Address
- Billing Address

All the information populated on the Contact Details page is only for viewing. To modify the information, click the **Edit** button and the Edit Contact Details page will appear.

Modifying Contact Details

1. On the Contact Details page, select **Edit** button to open the Edit Contact Details page. The **Edit** button is disabled if the selected profile's reservation status is Checked Out and Cancel.
2. At Home address, if selected **Country** is Canada or United States, the **State** field will have a drop-down option which allows you to select the state. If the selected country is other than Canada and United States, the State field is a free-text field.
3. At Temporary address, you can either select the State of the Canada or United States, or enter the value in a free-text form.
4. At Temporary address, switching the **Same as home** toggle to active will copy the home addresses value into the temporary address and disable the editing. To edit, toggle the **Same as home** to inactive.

5. Edit the information and select **Update** to save the change
6. Once the Contact Details page is changed and the **Cancel** button is clicked, a confirmation message "**Leave and discard your changes?**" will appear. Select:
   - **Cancel** to close the dialog box.
   - **Discard and leave** to close the Contact Details page without saving.

Copy Contact Details

Contact Details page provides the functionality to update/copy the contact details from one profile to another for guests travelling together, have the same reservation number or stateroom number.

Not only it will speed up the update of the contact details for the guest's family members, it also update any changes made on the Home, Temporary, Emergency and Billing addresses.

1. At the Guest Handling Search screen, search and select the guest.
2. Click the **Action** menu, and click **Contact Details**. Contact Details page appears.
3. Click the **Edit** button to open the Edit Contact Details page.
4. At the end of the page, you can choose to copy the address with 'Do you want to apply the same changes to guest(s) travelling together?' Selecting:
   - **Yes**- List all the guests travelling together shall appear. Check the boxes of the guests you wish to copy the details to and then click **Update** to save.
   - **No**- Travelling guest will not be listed.

Profile Details

The Profile Details option allows you to view and edit the profile's details. To access the Profile Details option, click the **Action** button and under the Profile section, click **Profile Details** option. On the Profile Details page, you will get an overview of the profile's information of the selected reservation record.

There are 3 profile categories on the Profile Details page:

- General Details
- Additional Details
- Passport Details

All the information populated on the Profile Details page is only for viewing, and to modify the profile information, you must have access rights **Guest Handling, Profile, Edit** assigned. Otherwise the edit button will be hidden.

Modifying Profile Details

1. On the Profile Details page, select **Edit** button to open the Edit Profile Details page. The Edit button is disabled if the selected profile's reservation status is Checked Out and Cancel.
2. Below are the mandatory fields, and Update button will enabled only when all the fields are filled.
3. Edit the information and select **Update** to save the changes.

4. Once the Profile Details page has changes and the **Cancel** button is clicked, a confirmation message '**Leave and discard your change?**' will appear. Choose one of the below:

- Cancel to close the dialog box.
- **Discard and leave** to close the Contact Details page without saving.

Create Reservation

The Create Reservation function allows you to create new reservation and profile for a guest that will embark a current or future cruise.

There are three sections in the Create Reservation screen:

- Reservation Details – Information of Cruise Itinerary for current or future cruise, including embarkation date, embarkation harbor, disembarkation date, disembarkation harbor and stateroom.
- General Details – Information of guest personal details, such as first name, last name, gender, birth date, nationality, and others.
- Passport Details – Information of guest travel document details, such as passport number, issued date, issued place, issued country, expiry date, document checked and document collected status.

Creating a Reservation

1. On the **Guest Handling Search** page, press the **Create Reservation** or **Action** under the **+Create** section, then the **Create Reservation** option.
2. For Stateroom field, click the **+** button to open the Stateroom Availability window, listing the stateroom number, category, deck, status, available berth and total booked will be displayed. To search for a stateroom from the listing to enable the **Add** button. Press **Add** to save or **Cancel** to return to the stateroom availability window view.
3. Select the stateroom from the listing to enable the **Add** button. Press **Add** to save or **Cancel** to return to the stateroom availability window view.
4. A confirmation message shall prompt if you are adding the reservation to the stateroom that has zero or negative berth. Click **Add** to add this stateroom for the guest and click **Cancel** to exit the confirmation message box without adding this stateroom for the guest.
5. The **General Details** and **Passport Details** section will auto populate, prompting for information to be filled. You must have a value in fields that are marked as *required*. Enter the following information and select **Save**.
   - Last Name
   - First Name
   - Gender
   - Birth Date
   - Nationality
   - Stateroom
   - Passport Number
   - Issued Date
   - Issued Place

- Issued Country
- Expiry Date
- Guest acknowledgement of notice and consent

> **Note:**
>
> - If the guest nationality according to travel document that falls under the list of European countries (User configurable codes under parameter 'Notice and Consent by Nationality Code', it is **Mandatory** to acknowledge notice and consent during create reservation.
> - If the guest nationality according to travel document that falls under Non-European countries, it is **NOT Mandatory** to acknowledge notice and consent during create reservation

6. A confirmation message 'Reservation Created' appears as an indication that the reservation is created successfully and navigates to Guest Handling Search page with the new guest reservation record listed.

13
Guest Check-In

The Guest Check In option provides the functionality to perform the check in process with wizard steps that can be customized in the **Administration, Enterprise, Mobile Check-In.**

To perform the check-in, you can either search the guest reservation/profile manually or by scanning.

Manual Search

The manual search of the guest reservation/profile information is by entering the information at the Search field. The search criteria is based on the customized fields in the **Administration, Enterprise, Mobile Check-In, Search** option.

Successful search record is shown at the search result section and you needed to select the record before you can press the Next button on the Profile page.

Search Guest by Scanning

There are a few methods to search for a guest profile; search by scanning the travel document, by scanning barcode, by scanning using RFID card or using the manual search

Search Guest by Scanning the Travel Document

Figure 13-1 Search Guest - Scan Document

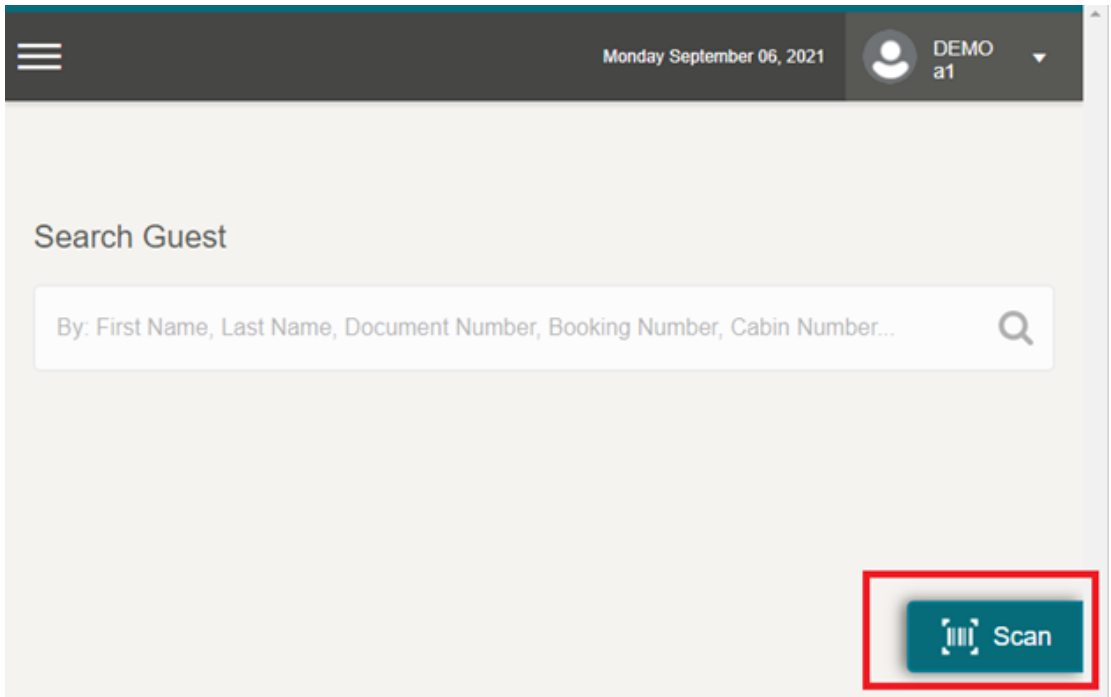
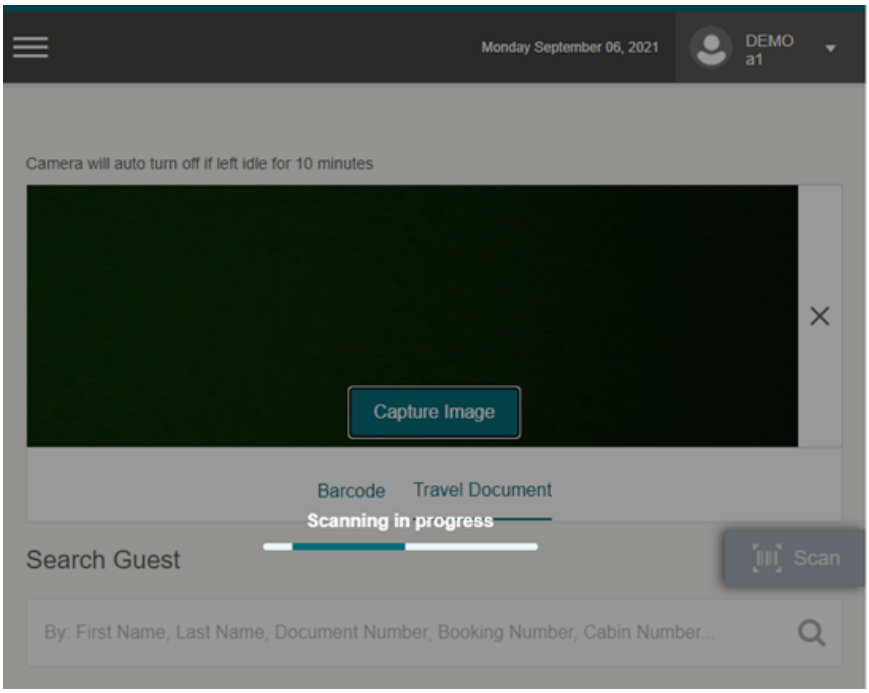


Figure 13-2 Image Capture and Scanning In Progress



1. On the **Search Guest** page, select **Scan**.
2. On the link of Travel Document page, place the travel passport image near the camera and click **Capture Image**.
3. You cannot access the application while it captures the travel document and the progress bar will show ‘Scanning in Progress’.
4. If the scanned details matches the guest, the system will bring up the profile page. If the details do not match, there will be an alert prompt ‘Unable to read passport number’.

Search by Scanning RFID Card

1. On the Search Guest page, without placing the cursor at the search guest field, place the RFID card at the tablet RFID sensor.
2. If the scanned RFID card number matches a guest, the system brings up the profile page or a list view if you are searching from the Guardian or Payment tab.

Search by Scanning Boardcard with Barcode

1. On the Search Guest page, without placing the cursor on the search guest field, click the **Scan Button** to turn on the camera. The default is on the Travel Document Link
2. Click the **Barcode** link to activate the Barcode scanning. If the scanned Barcode matches a guest, the system launches the profile page or a list view, if there is a duplicate barcode detected

14
Profile

The Profile page displays all details of the selected guest from the search page with data imported from the reservation system. You can make changes to any editable fields. On the Profile page, there are three sections that display the profile details.

- **Reservation Details:** Details of the reservation. This information is for view only. Editing is not allowed.
- **Profile Details:** Details of the profile with mandatory fields marked with asterisk.
- **Other Travel Document(s):** Information of other travel document(s). Adding, editing and deleting other travel document is allowed.

Figure 14-1 Profile Details

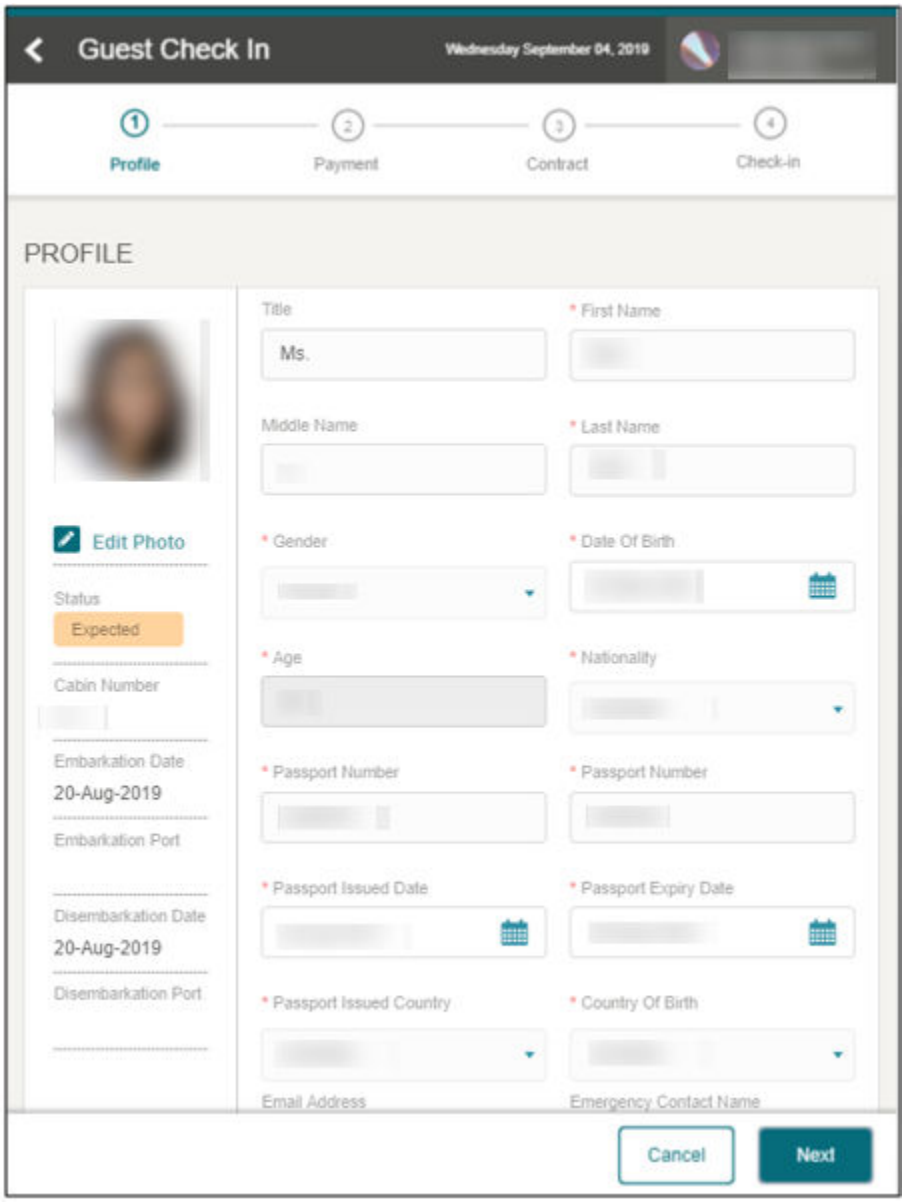


Table 14-1 Reservation Details

Field	Description
Status	Reservation Status – Based on the Configuration Search template setup
Cabin Number	Guest Cabin Number
Embarkation Date	Guest Embarkation/Check-In Date
Embarkation Port	Embarkation Port/Harbor
Disembarkation Date	Guest Disembarkation/Check-Out Date
Disembarkation Port	Disembarkation Port/Harbor

Table 14-2 Profile Details

Field	Description
Title	Guest Title
First Name	Guest First Name
Middle Name	Guest Middle Name
Last Name	Guest Last Name
Gender	Gender selection
Date of Birth	Guest Date of birth
Age	Auto-populate based on the guest date of birth
Nationality	Guest Current Nationality
Document Type	Travel Document type used for this checked in
Document Number	Travel Document number of the selected document type
Document Issued Date	Issued date of the Travel Document
Document Expiry Date	Expiry date of the Travel Document
Document Issued Country	Country of issuance for this Travel Document
Country of Birth	Guest Place of Birth
Country of Residence	Guest Current Country of residence
Contract Number	Guest contact number
Alternative Contact Number	Alternative contact number
Email Address	Guest email address
Emergency Contact Name	Detail of emergency contact person

Editing Profile Details

1. On the Profile page, select the editable field to enter a new value.
2. Click **Next** to continue to the next page. You cannot proceed further if the mandatory fields are blank.

Uploading/Changing a Profile Picture

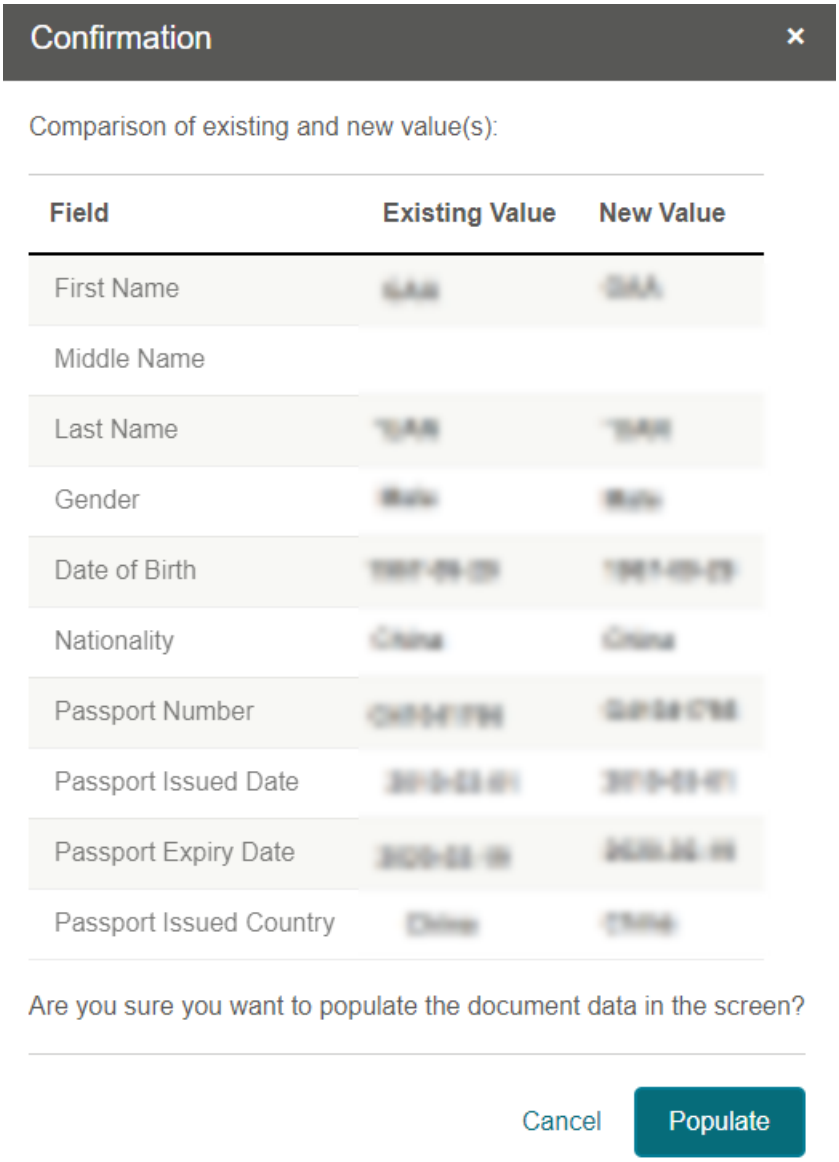
1. Click the **Edit Photo** link.
2. Click the **Take Photo** to activate the camera and capture the photo. To retake the photo, click **Take Again**.
3. Click the **Save Photo** to save and then click the **X** to exit the page.

Canceling a Checked-In Reservation

You can cancel a checked-in reservation by clicking **Cancel**, followed by **Yes** at the “Do you want to cancel?” prompt. This saves all the data and returns you to the Search page. If **No** is selected, it returns you to the current page.

Overwrite Profile Details with Scanned Passport

Figure 14-2 Verify Scanned Passport Details



1. If the profile retrieved is through passport scanning, the Confirmation dialog will list the changes in two columns - **Existing Value** versus **New Value**. You must confirm whether to overwrite the profile information with the scanned passport details or not.
2. The scanned passport details populate onto the profile fields when you select **Populate**.
3. To retain the existing profile details, click **Cancel**.

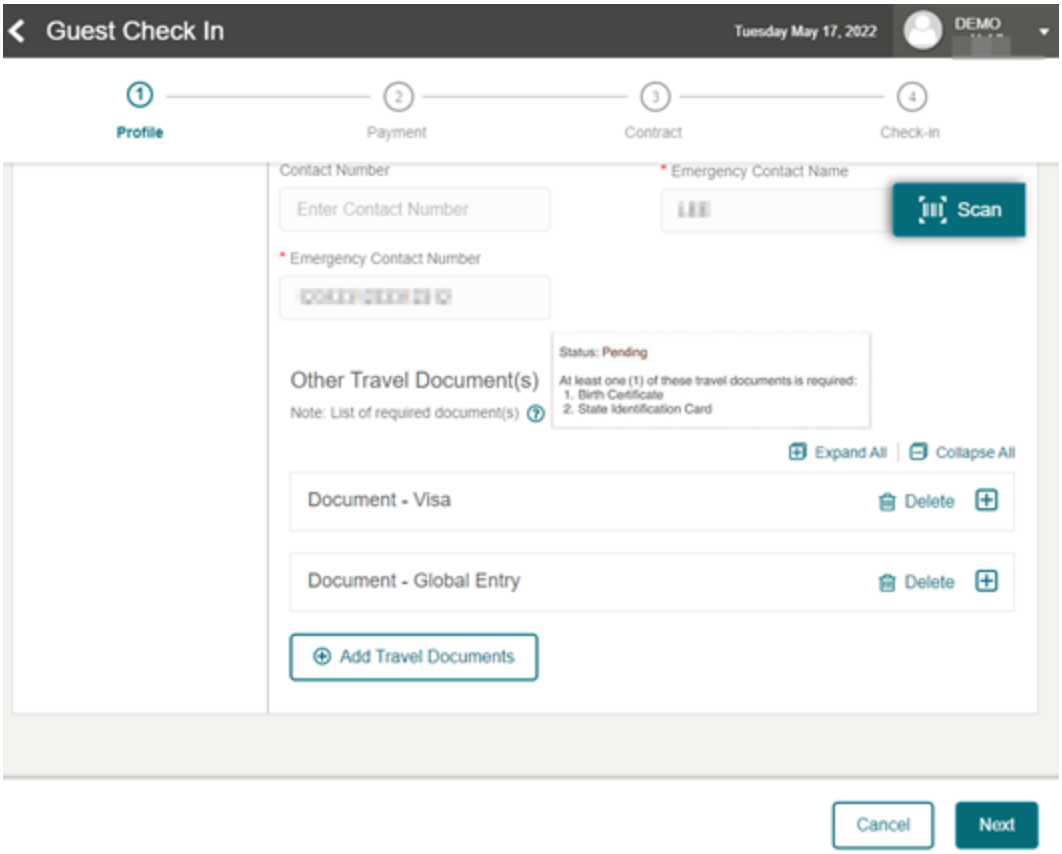
4. On the Profile screen, if you want to re-scan the passport, click**Scan** to initiate the camera function.
5. Place the passport near the camera and select the **Capture Image** button. A progress bar show “Scanning in Progress”, followed by a confirmation dialog once the passport details are scanned successfully.

Other Travel Document(s)

On the Profile page, you are can add, delete or edit the other travel document record. If the Travel Document Rule template is used in Check In Wizard, a note listing the required document(s) is shown under the header. Hover or click the **?** icon to open the **Tooltip**, which list the required document type and the status set up in **Administration - Travel Document Rule Setup**.

To view multiple rows of records in detail, click **Expand All**, or **Collapse All** to minimize**.** Clicking the **+ / -** allows you to view or minimize the details the selected row.

Figure 14-3 Other Travel Document

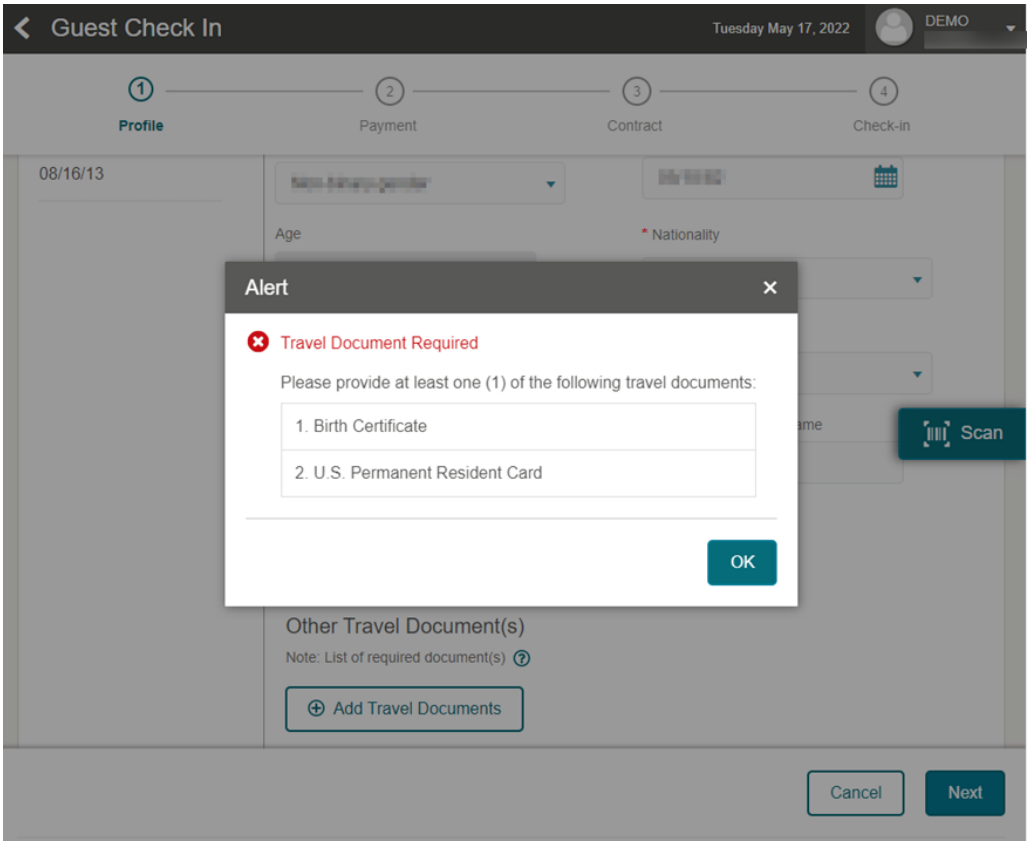


When you click the **Next** button to proceed next page, the following validation appears:

- Mandatory field checking
- Travel Document Rule validation where applicable

The system does not allow you to proceed if the mandatory fields are blank or travel document rules are not fulfilled. An alert message shall prompt, indicating the missing travel document.

Figure 14-4 Other Travel Document Alert



Adding Other Travel Document

1. On **Profile** page, click **Add Travel Document** button.
2. Select the **Document Type** from the drop-down list.
3. Upon selecting the document type, the predefined mandatory/optional travel document fields appears. For predefined travel document field configuration, see **Administration – Travel Document Types Setup**.

Table 14-3 Predefined Travel Document Field

Field Description	Description
Document Number	Document Number
Document Expiry Date	Document Expiry Date
Document Issued Date	Document Issued Date
Document Issued Place	Document Issued Place

Table 14-3 (Cont.) Predefined Travel Document Field

Field Description	Description
Required Birth Certificate State	State of Country
Required Photo ID Type	Supported Driver License, US State ID, Military ID and Student ID
Required ID State	State of Country

4. Enter the travel document information and click **Next** button.
5. If travel document validation passes, the travel document is added to the profile.
6. To add more travel document, click **Add Travel Document** button.

Editing Other Travel Document

1. On the **Profile** page, select the travel document you want to edit. Click the **+** icon if the details are minimized.
2. Update the information and click **Next**.
3. If the document passed the validation, the change is saved accordingly.

Deleting Other Travel Document

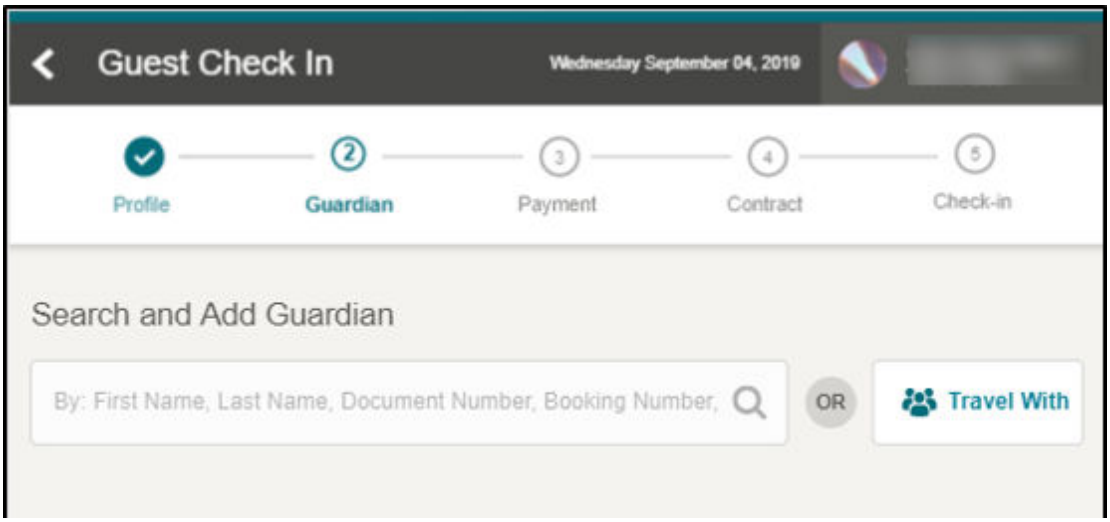
1. On the **Profile** page, select the travel document you wish to delete
2. Click **Delete** icon
3. On the confirmation message, choose **Delete** to proceed or **Cancel** to retain the record.

15
Guardian

The Guardian page is only visible when the guest is a minor, which allows you to assign one or more guardians to the minor. This page is not applicable if the guest is above the defined age of a minor. You can use one of these options to search for a guardian:

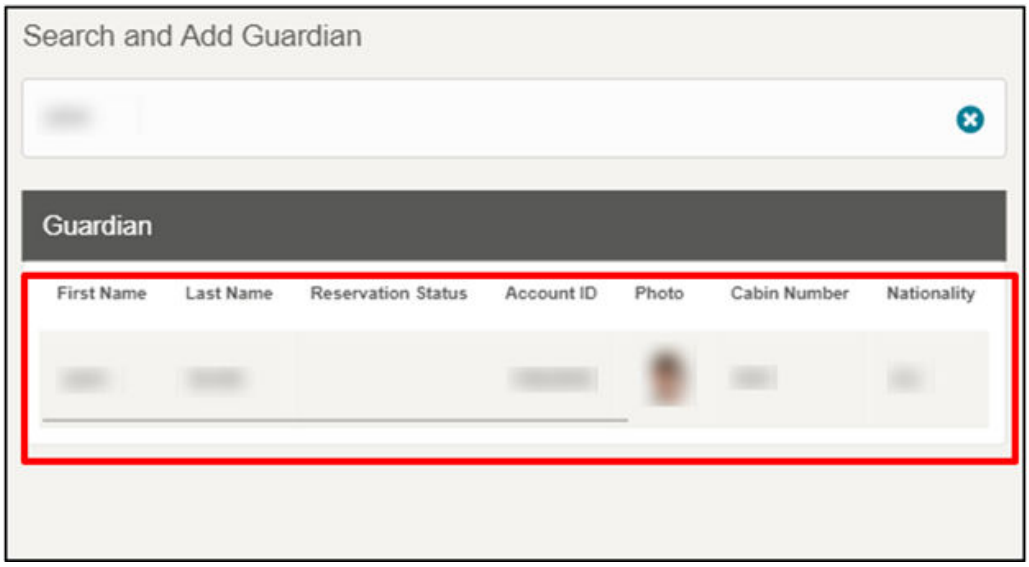
- **Manual Search:** Search for a guardian profile manually by entering the First Name, Last Name, and other relevant information. The search criteria fields can be watermarked from the **Check-In – Search Template** setup.
- **Scanning RFID Card:** Search for guardians using their RFID cards. See section Search by Scanning RFID Cards
- **Travel With:** Retrieves all guest profiles that have the same booking or stateroom number.

Figure 15-1 Search and Add Guardian Page



To add a guardian, select the guardian profile using the **+Add** button from the returned result page or scan the guardian RFID card. See section Search by Scanning RFID Cards

Figure 15-2 Assigned Guardian List



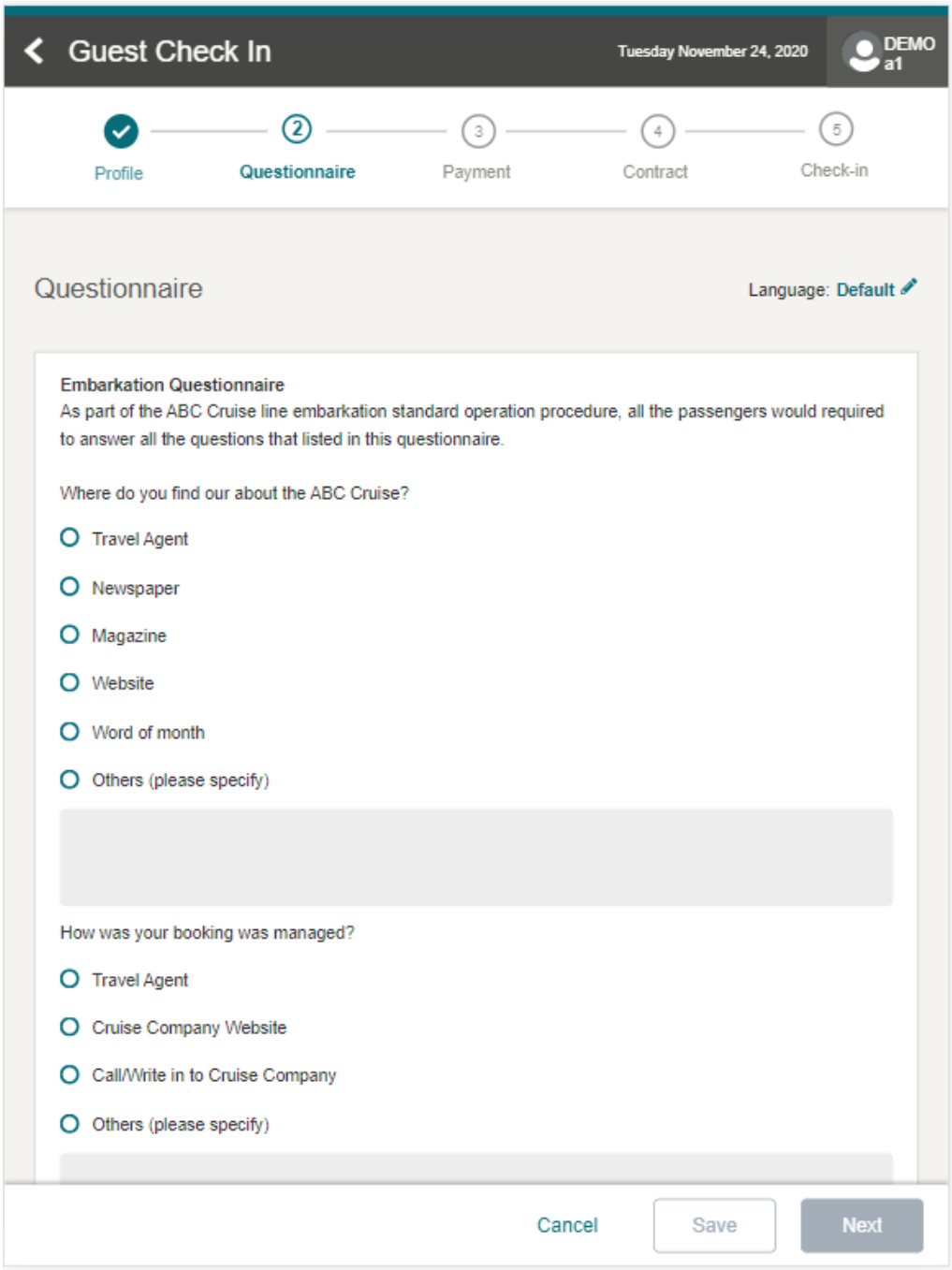
To remove a guardian, in the Guardian section, select the guardian profile and then click the **X** of the selected profile.

Once you have confirmed the Guardian Information, click **Next** to complete the Guardian page.

16
Questionnaire

The Questionnaire page displays a set of questions the guest is required to read and answer during check-in. The Questionnaire page is enabled in the Administration module under **Enterprise, Mobile Check-In, Questionnaire** option.

Figure 16-1 Questionnaire Page



To answer the presented questionnaire:

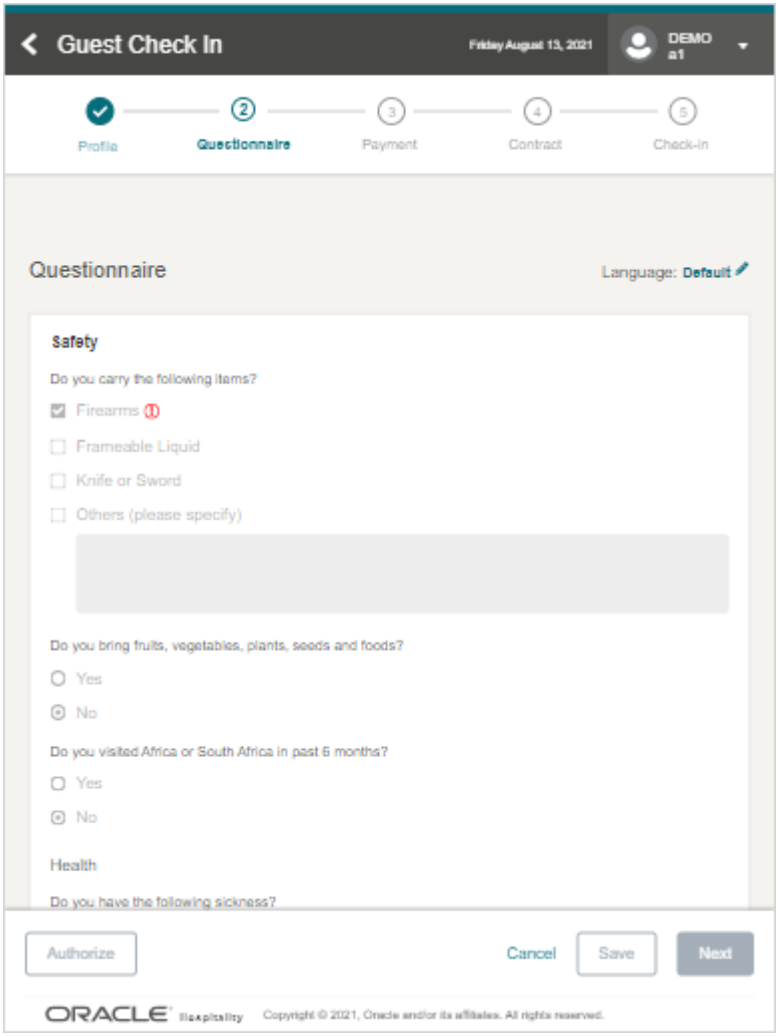
1. Select the answer under each question.
2. Scroll up or down to view all the questions.
3. If the **Acknowledgement** and **Signature** options are enabled, the guest must sign on the signature pad, select the **Acknowledgement** checkbox, and then click **Save**. All questions in the acknowledged section must be answered/ acknowledged.

4. Clicking **Save** prompts a confirmation message box. Click **Yes** to save or **No** to cancel the save action.

> **Note:**
>
> You cannot alter the answers once the questionnaire is saved.

5. The **Next** option is enabled once all the questions are answered and the exclamation mark is cleared.
6. To view the answer marked with an exclamation, select the exclamation mark and the Answer Alert Message pops up indicating the reason. Click the **X** to close the message box.
7. To authorize answers with an exclamation mark, click **Authorize** to open the **Authorization** screen. This requires you to input a username and password.
8. If the log in is successful, the system opens the **Select Authorize Reason** page. Select the reason from the drop-down list. The **Save** button is enabled when all questions are answered.
9. The **Authorized** button is enabled when the answers are authorized with reasons. Selecting **Authorized** opens the **Authorized Details** page allowing you to view the reason, authorized/modified by, and the user name with date and time stamp.
10. Selecting the **Unauthorized** option removes the authorized reason and sets the question with an exclamation mark.
11. The **Next** button is enabled only when all the answers with exclamation marks are authorized. Click **Next** to go to the next page.
12. The default language is based on the setting defined in Questionnaire setup. You can change the language by clicking the **Language** option to bring up the **Search and Select Language** page.

Figure 16-2 Questionnaire Pending Authorization



17
Payment

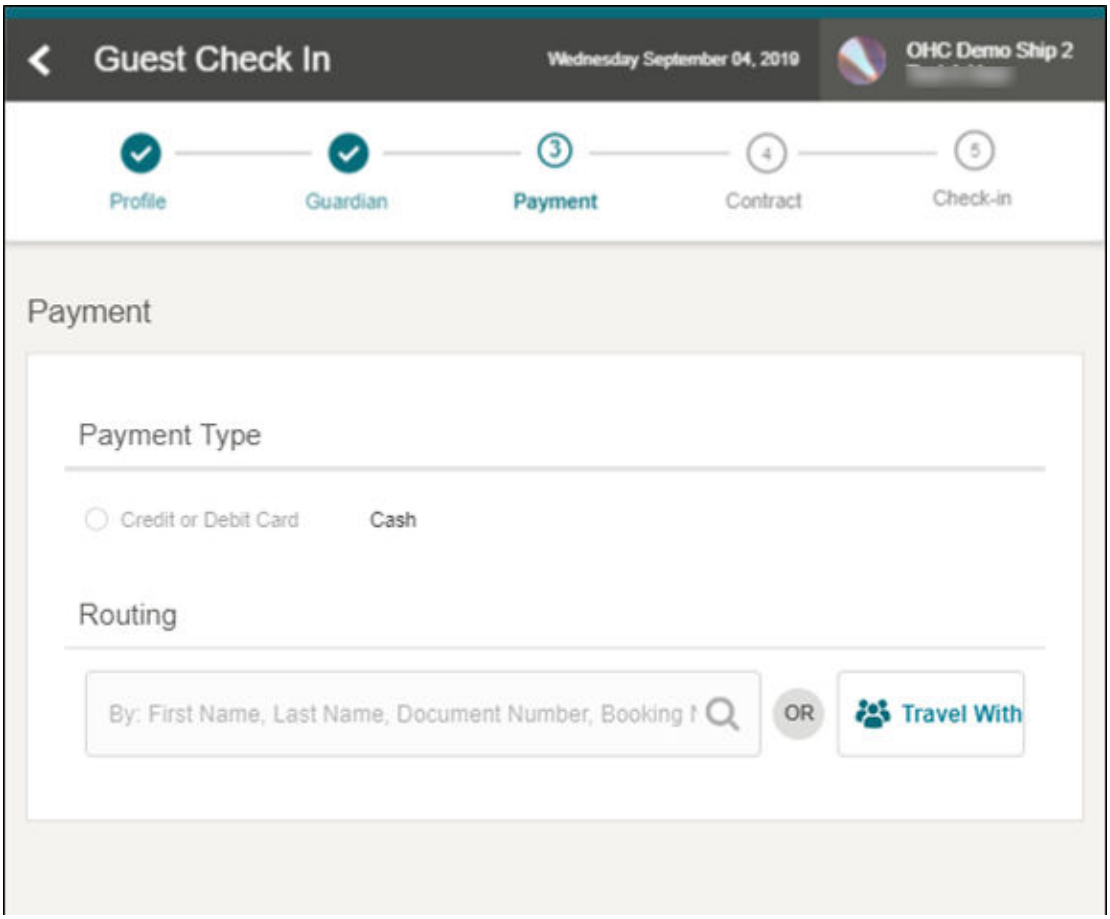
The Payment page enables you to select a payment type that guests will use to settle their account. You can also set up the routing instruction on this page.

Payment Type

In the Payment Type section, there are two options you can select: Credit / Debit Card and Cash. The default selection is the Credit Card or Debit Card, with the credit card information taken while making the reservation.

To change from the default Credit or Debit Card payment type to Cash, select the **Cash** option.

Figure 17-1 Payment Page



Adding Credit Card Terminal for Credit/Debit Card Option

Figure 17-2 Credit Card Payment Type for Credit/Debit Card Option

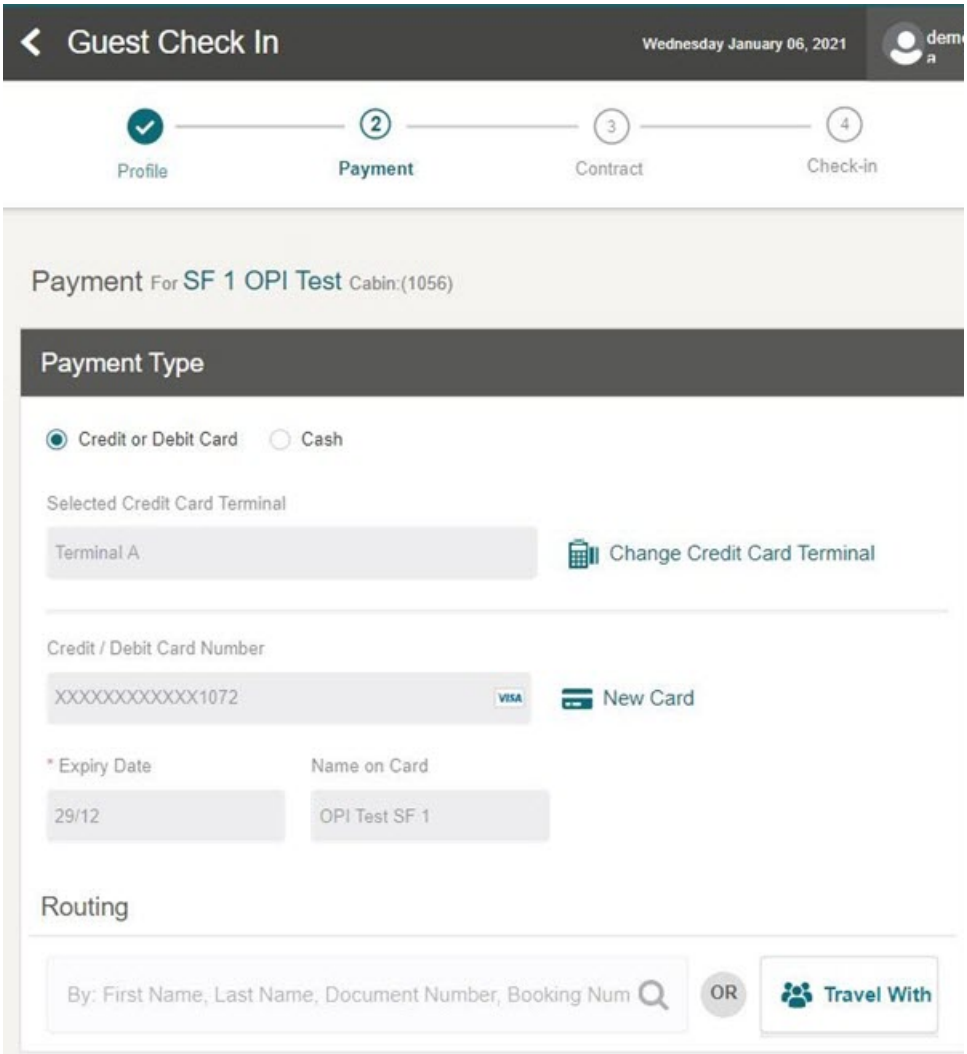
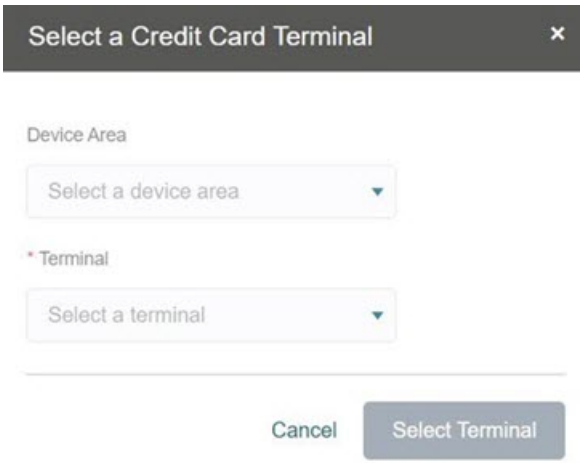


Figure 17-3 Credit Card Terminal Selection



To set up payment type by Credit or Debit Card:

1. Select the **Credit/Debit Card** option.
2. Click the **Change Credit Card Terminal** button to select a credit card terminal.
3. At the Select a Credit Card Terminal screen, select the **Device Area** and **Terminal** from the drop-down list.
4. Click **Select Terminal** button. The Credit Card Terminal selected successfully appears on screen.
5. To proceed to add the new credit/debit card, click the **New Card** button.

> **Note:**
>
> The information is sent to OPI WebAPI to initiate the credit card registration process once you register the new credit card.

6. A *"Registered Credit Card successfully"* message appears, showing the credit/debit card number, credit card type, expiry date, and name on card.

> **Note:**
>
> If the registration fails, the system prompts *'New credit card registration is failed'* or any error based on the response from OPI WebAPI.

7. Select the **Save & Continue** button to proceed to the next step.

Changing Credit Card Terminal with registered Credit/Debit Card.

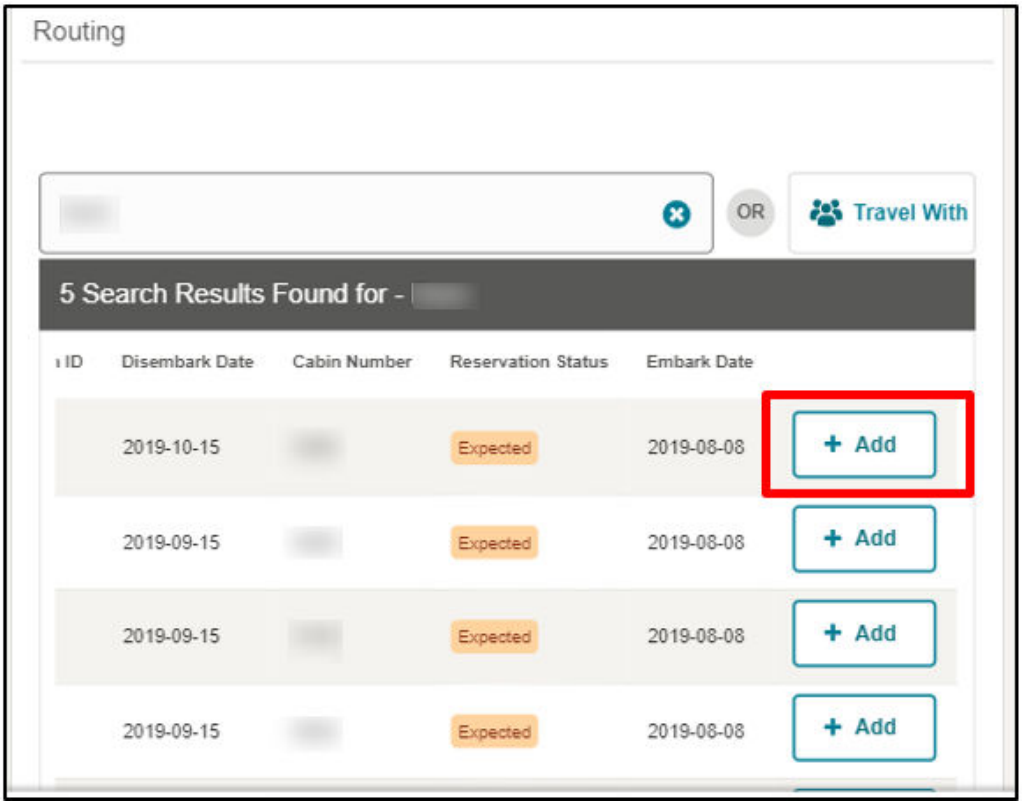
The application allows you to change the device area or terminal during registration. However, you must ensure the existing information remains the same when doing so.

1. On the Payment screen, select the **Change Credit Card Terminal.**

2. When the Credit Card Terminal screen with existing selections pops up, select a **Device Area** and **Terminal** from the drop-down list.
3. Click the **Select Terminal** button to refresh the Credit Card Terminal information.
4. The system displays the *"Credit card terminal changed successfully"* message showing the refreshed Credit or Debit Card details on screen.
5. Click **Save & Continue** to proceed to the next step.

Routing

Figure 17-4 Routing Page

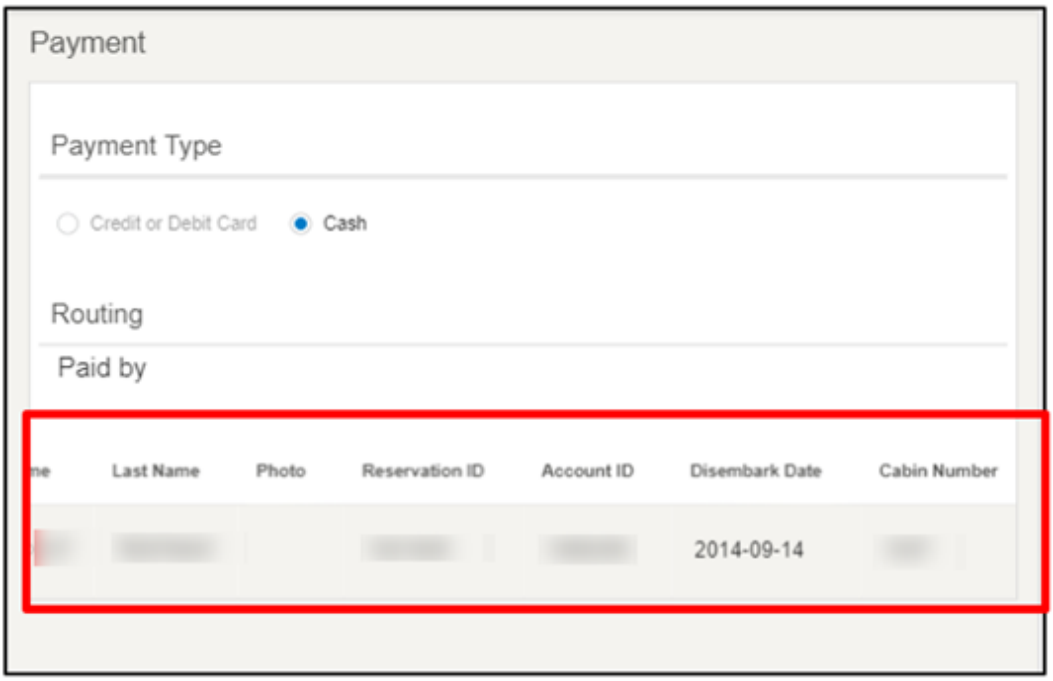


The Routing option allows you to assign a payer profile to the guest you are checking in.

To assign a payer profile,

1. Manually search for the guest record or click the **Travel With** button.
2. Scroll to the right of the search result page and click the **+Add** button of the payer you want to assign.
3. You can now see the added profile in the **Paid by** section.

Figure 17-5 Routing Profile

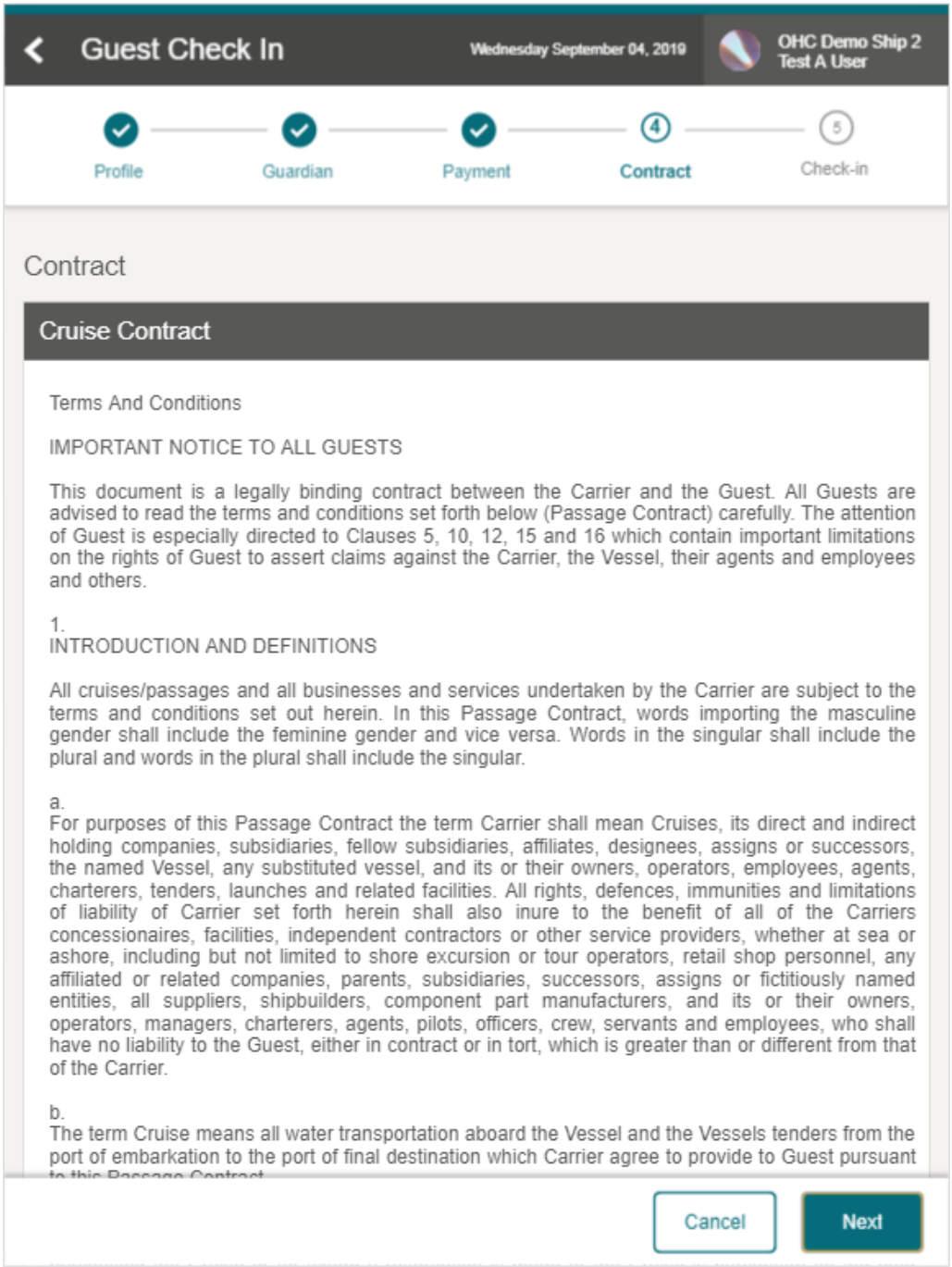


4. To remove the profile from routing, click the **X** button of the assigned profile.

18
Contract

The Contract page displays the Contract Terms and Condition for the guest to read and agree at the point of check-in. The Contract is set up in the Administration module under the **Enterprise, Mobile Check-In, Wizard Setup, Contract** option.

Figure 18-1 Cruise Contract Page



Check In Guest with Contract Terms

To check in a guest that requires a contract acknowledgment:

1. Select **I agree to all terms and conditions**. An asterisk beside the Terms and Conditions caption means an acknowledgment is required.
2. Enter a comment in the **Remarks** field, if any.

3. If the **Signature** option is enabled in the contract, the guest must sign on the signature pad before you can click the **Save** button.
4. Click the **Next** button to proceed to the Check-In page.

Figure 18-2 Contract Acknowledgement

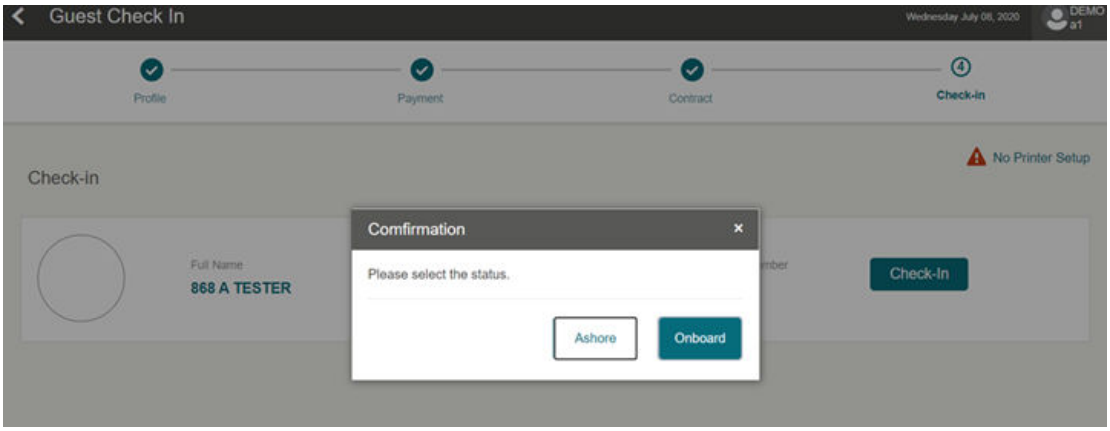
> **Note:**
>
> You can skip this section if the contract acknowledgement is set up as optional.

19
Check-In

The Check-In page is the last step in the check-in process if there are no traveling companions linked to the guest. The page displays the details of the guest you are checking in and provides an option to print or renew a board card before completing the check-in.

After successfully checking- in the guest, and if the parameter is set to allow manual selection of the person's onboard or shore status, a confirmation box prompt you to select the guest as either Onboard or Ashore.

Figure 19-1 Check In Confirmation Page

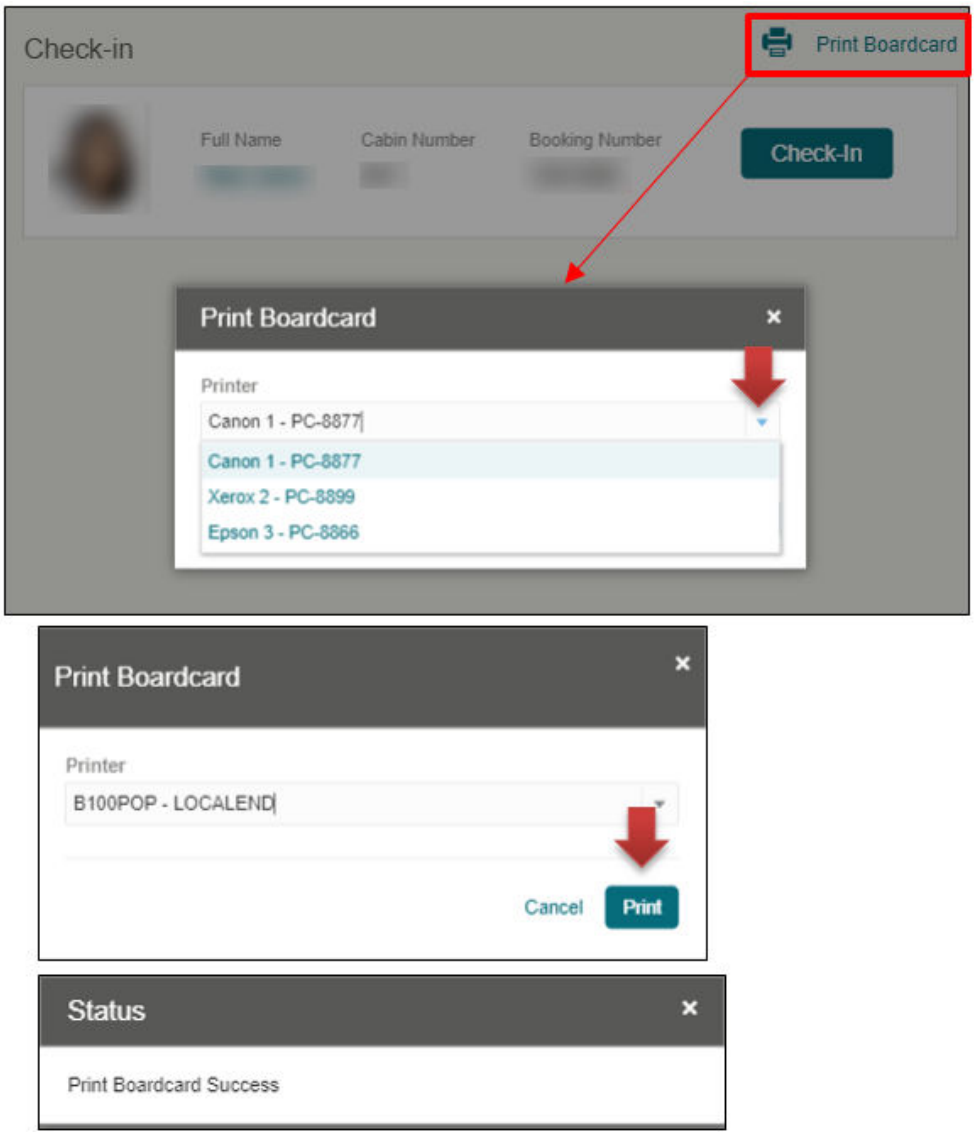


Printing Board Card

To print a board card and complete the check-in:

1. Click the **Print Board card** button. The **No Printer Setup** is shown if you have not set up a printer.
2. On the **Print Board card** page, select the printer from the list of values.
3. Click the **Print** button.
4. Once the print job is successful, click the **X** to close the alert message box.

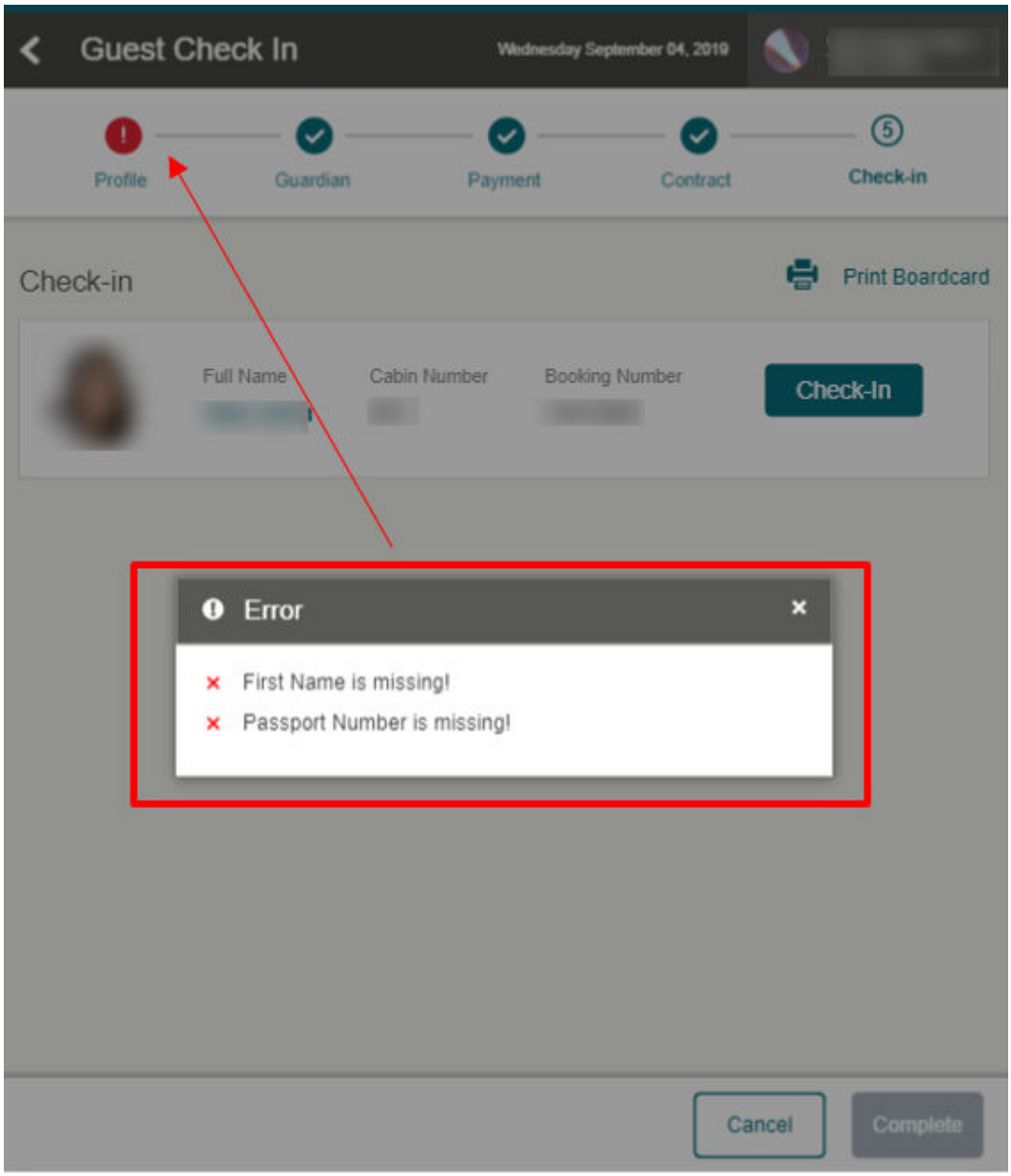
Figure 19-2 Print Board Card Function



5. Click the **Check-In** button to complete the check-in and update the reservation status accordingly.
6. When the status is changed to **Checked-In**, click the **Complete** button. Information on all pages will be re-validated. If the validation passes, the application returns you to the **Search Guest** page or **Travel With** page, allowing you to check-in the travel companion(s).

> **Note:**
>
> If there is missing or incorrect information when you click the **Check-In** button, you receive an alert message listing the error.

Figure 19-3 Check-In Validation



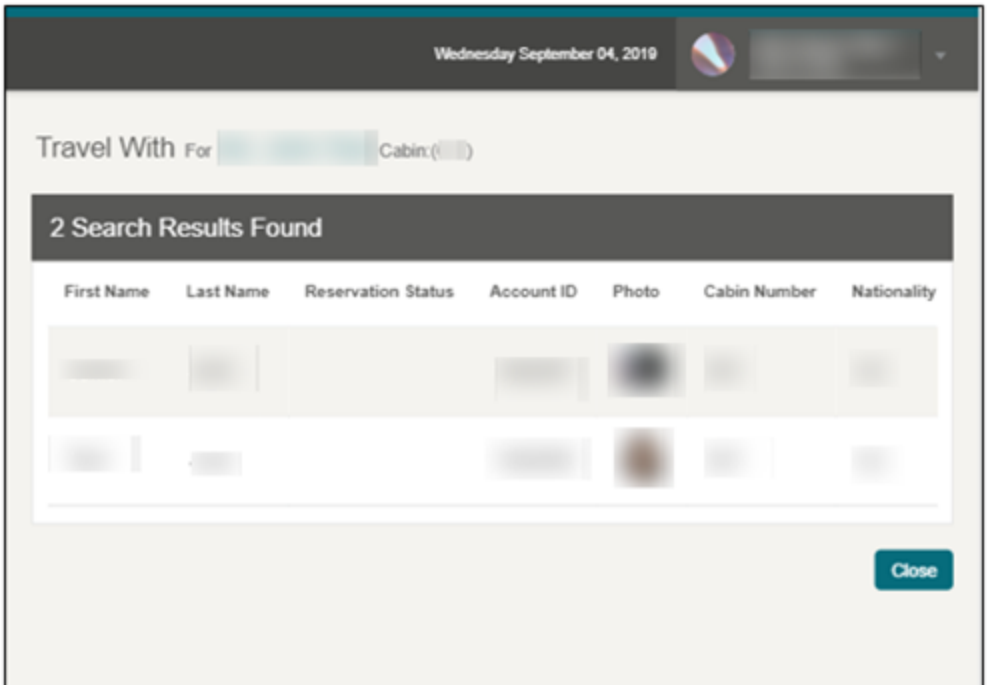
7. The Train Navigation displays a red exclamation **(!)** sign if the field(s) has an error. Select the marked page to rectify the error before proceeding to the next page.

20
Travel With

The **Travel With** page appears when checking in a guest that has travel companions and the reservation status is **Expected**. This page does not appear when all the traveling companions have checked in.

On the **Travel With** page, the companion name appears in **Travel With For [Last, First Name]** followed by the stateroom number.

Figure 20-1 Checked In Guest in Travel With Page



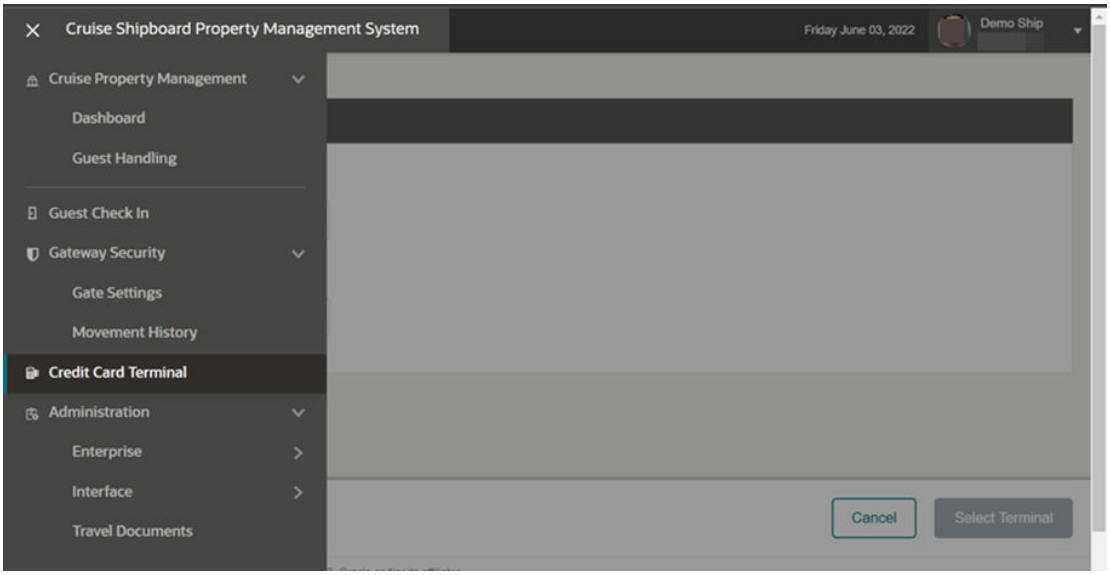
Check-in a Travel Companion

1. Select the booking from the search result list.
2. On the **Profile** page, update all the information and click **Next**.
3. Click the **Close** button to return to the Search Guest page.

21
Credit Card Terminal

Since Check-in runs on a web browser and mobile devices, a direct connection might not be available to credit card terminals or pin pad terminals for credit card registration. To facilitate the registration during embarkation, the credit card terminals are placed at the embarkation hall, allowing you to select the nearest credit card terminal from a list using the steps below.

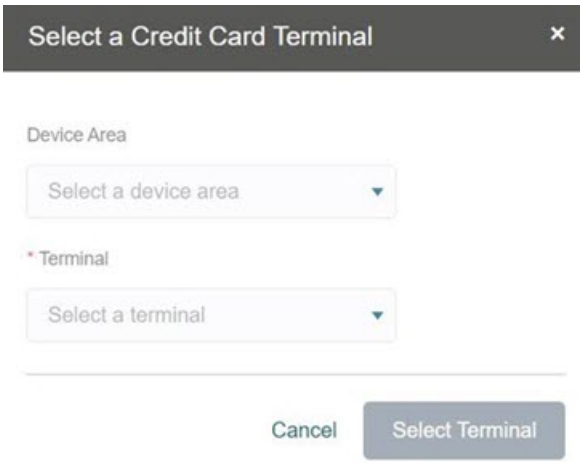
Figure 21-1 Credit Card Terminal Menu



To access the Credit Card Terminal:

1. Select the List menu at the top left corner followed by **Credit Card Terminal**.
2. On the Select a Credit Card Terminal page, select the location from the **Device Area's** drop-down list. You can also enter the text to filter results in the drop-down list.
3. On the **Terminal's** drop-down list, select a terminal or filter the results in the drop-down list using text.
4. The **Select Terminal** button is enabled when there is a selection in the credit card terminal field. Click the **Save** button.

Figure 21-2 Credit Card Terminal Selection



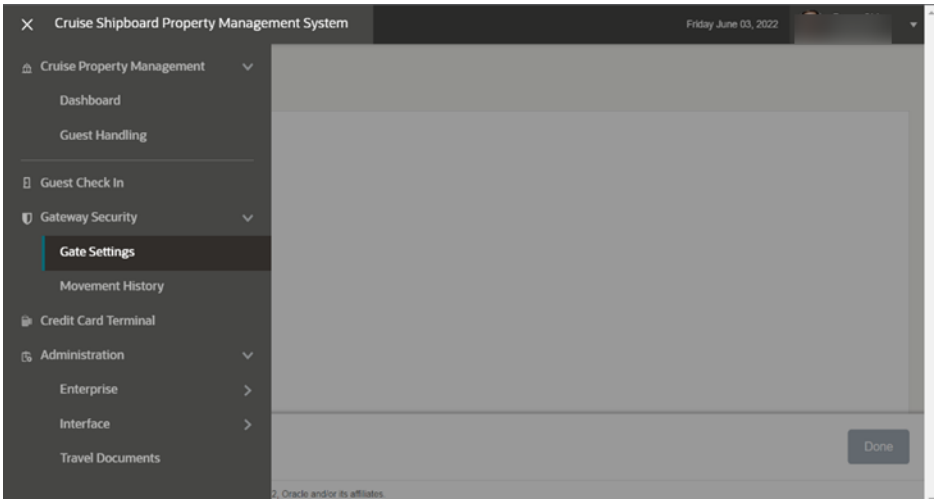
In the Select a Credit Card Terminal section, the Terminal options appear depending on the Device Area settings, as explained below.

- The Device Area selection box by default lists all credit card terminals that are without a device area.
- If you select any device area and a credit card terminal, the list of credit card terminals is filtered by terminals that are assigned to the selected device area.

22
Gateway Security

Before you begin embarking or disembarking passengers from the Gangway or Gangway with a tender boat, it is necessary to ‘open’ the Gate Location, Gate Type, and Traffic Direction. Note that additional Gate Type will be available in future releases.

Figure 22-1 Cruise Property Management Menu



To access the Gate Settings, navigate to the following:

1. Select the horizontal lines menu at the top left corner.
2. Select **Gateway Security**, and then select **Gate Settings**.

Gate Settings

Figure 22-2 Gangway Settings

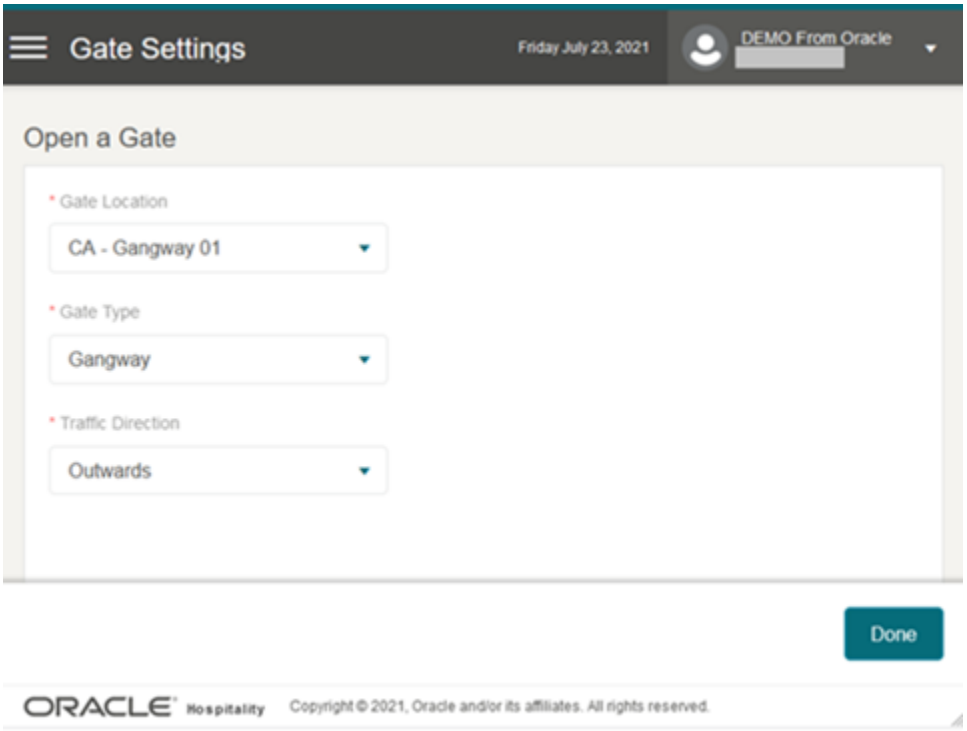
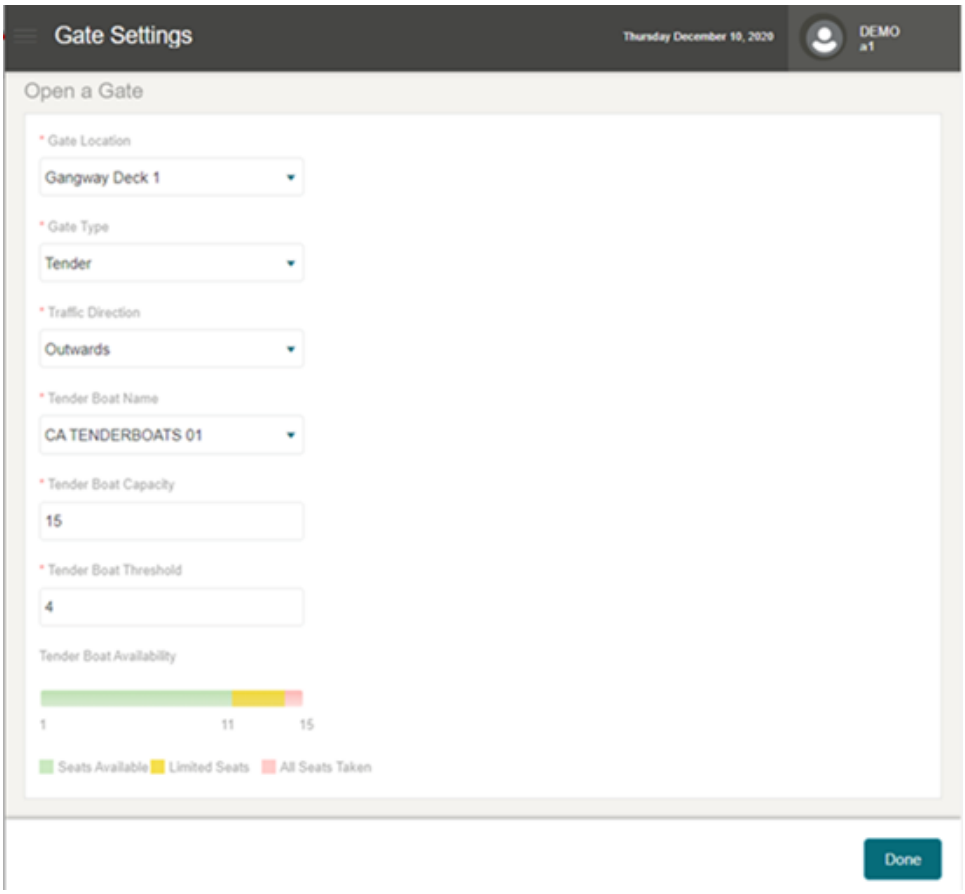


Figure 22-3 Tender Boat Settings



1. From the **Gateway Security** menu, select the **Gate Settings** sub-menu.
2. On the **Gate Settings** page, select a value for all the mandatory fields:
   - Gate Location – the value is obtained from the **Administration** menu under **Gate Location**
   - Gate Type
   - Traffic Direction
3. If the selected Gate Type is “Tender,” additional fields for Tender Boat will populate. These values are obtained from **Mobile Administration, Enterprise menu, Tender Boat**.
   - Tender Boat Name
   - Tender Boat Capacity – Total seating capacity of the boat. You can override and define a value.
   - Tender Boat Threshold – Seating threshold for the boat. You can override and define a value.
   - Tender Boat Availability Legend – This is a read only field. The legend shown is based on the capacity allowed in Tender Boat Capacity and Tender Boat Threshold. The tender boat legend color group represents the following:
     - Green: indicates the tender boat has plenty of seats.

- Yellow: indicates the tender boat has limited seating.
- Red: indicates the tender boat is full.

You can only select **Outwards** or **Inwards** from the Traffic Direction

4. Select the **Done** button. The system navigates to the People Movement page where the gate settings appear at the top of the page.

> **Note:**
>
> You are not allowed to change the **Gate Settings, Gate Type** from the People Movement page once you select a gate setting. You can only perform the change from the Gate Settings page. However, you can change the traffic direction.

23
People Movement Page

On the People Movement page, the following options are available.

- View Current Harbor.
- View Profile Information.
- Scan a Boarding Card.
- Update Profile information such as passenger photo and update any special needs that the passenger may require.
- Analytic Summary Count

To look up passenger information, use the scan board card function or manually search the record by selecting the profile type, and then enter the first name, last name, stateroom, manning number, board card number, set sail pass number, reservation booking number, or document number in the search bar.

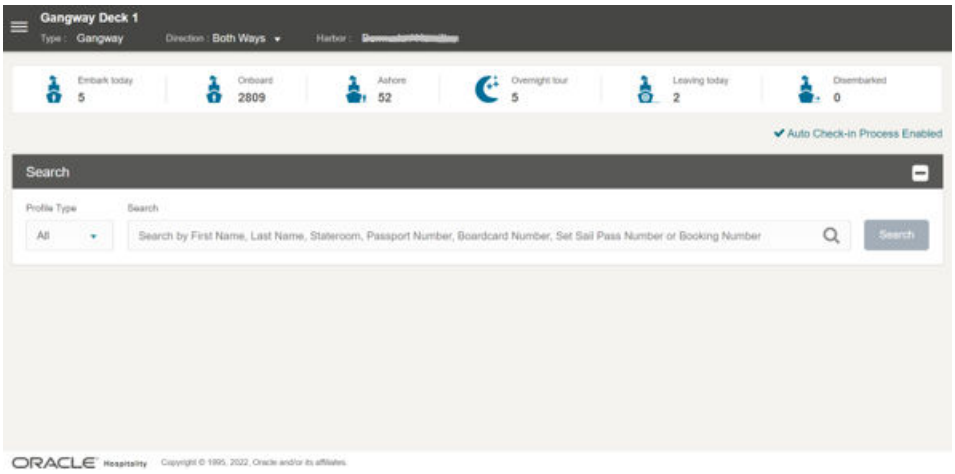
The Analytic summary count provides a summary view of the onboard/ashore movements in the People Movement page.

- **Embark today:** The number of profiles expected to check-in the cruise today.
- **Onboard:** The number of profiles currently checked-in and onboard the cruise.
- **Ashore:** The number of profiles checked-in and is ashore without overnight tour.
- **Overnight tour:** The number of profiles checked-in and ashore with overland tour.
- **Leaving today:** The number of profiles disembarking the cruise today.
- **Disembarked:** The number of profiles checked-out today and ashore .

The summary count presented varies depending on below parameters.

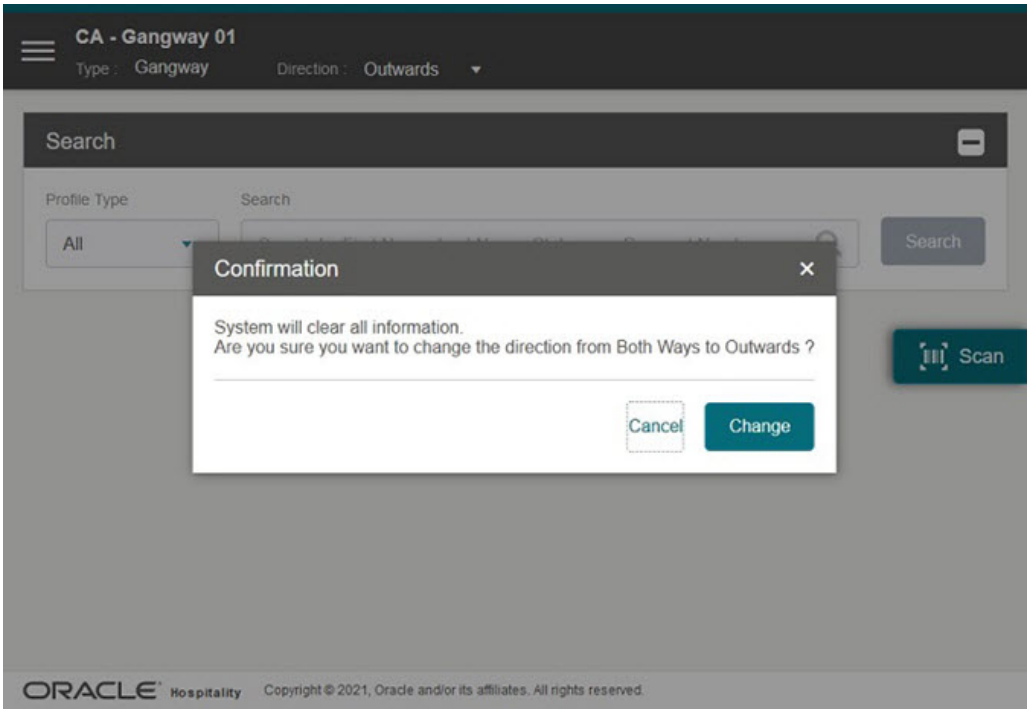
- “General - Use Resident” parameter is ‘1’, the resident count is included in analytic summary.
- “Require visitor to check-In” parameter is ‘1’, the analytic summary includes visitors ashore/onboard today. Else, the visitor count ashore/onboard are based on visitors’ that has reservation or expected to check-in today.
- “General - Exclude guest that did not print on manifest” parameter is ‘1’. The guest over night at shore side is excluded from the total count. Else it is included.

Figure 23-1 People Movement Page



Gate Direction

Figure 23-2 Gate Direction Change Notification



The gateway traffic direction is visible at the top of the page, and you can change the direction, if needed.

To change the traffic direction, select the Direction **drop-down** and select **the direction**. Direction options are: Outward, Inward, and Both Ways. The system prompts a message: *'System will clear the screen. Are you sure you want to change*

the direction from [Existing Direction] to [New Direction]'. Select **Yes** to confirm the new gateway traffic direction.

See Gate Settings on how to change the Gate Type.

Profile Information

You can display profile information in a Single direction view (inward or outward) or a Both Ways direction with profiles positioned either horizontally or vertically on the screen.

Figure 23-3 People Movement Page — Single Direction

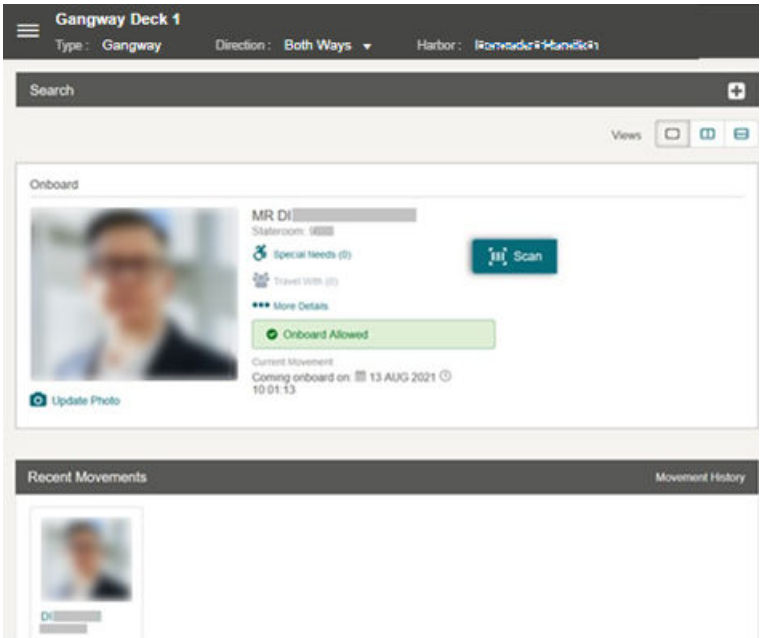


Figure 23-4 People Movement Page — Both Direction Horizontal View

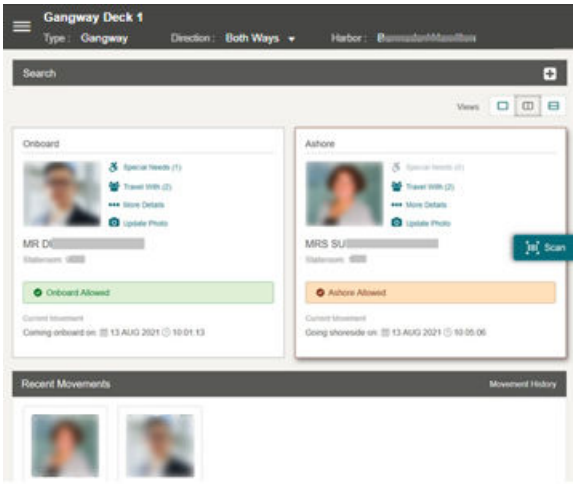
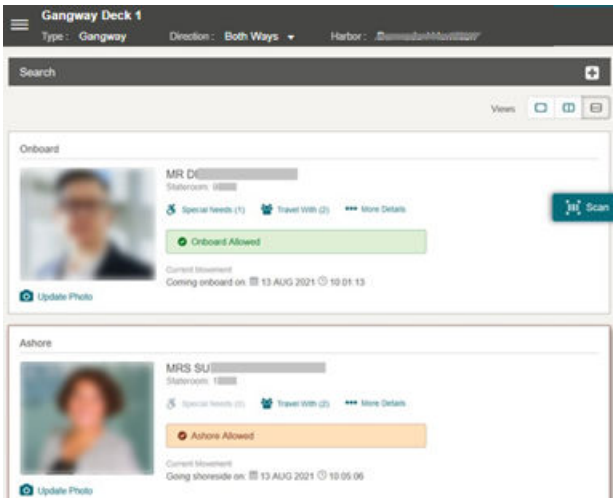


Figure 23-5 People Movement Page — Both Direction Vertical View



In the **Profile section,** there are four (4) links:

- **Special Needs (Total number of selected special needs)**. Displays the Special Needs page and allows you to edit the special needs request. The Special Needs link is disabled for passengers who are ashore.
- **Travel With (Total number of travelers)**. Shows a list of travelers who share the same booking number and stateroom with the passenger.
- **More Details**. Shows more information of the selected passenger.
- **Take/Update Photo**. Allows you to take or retake a photo. If the passenger already has photo, **Update Photo** link is shown. Otherwise **Take Photo** link is shown.

The Profile section also records the movement, followed by a success or fail status message, depending on the direction settings as explained below:

- If the **Inward** or **Outward** direction is selected, a single profile view is shown with the recorded movement and its status.
- If the **Both Ways** direction is selected, you can change the **view** to **single, horizontal**, or **vertical**, by selecting the panel icon at the top right corner. The horizontal and vertical views consist of two panels - **Onboard** and **Ashore**.
- You can also differentiate the profile status by its border color See the table below for color legend.

The **Recent Movements** section shows you tiles of the people who pass through the gate successfully.

Table 23-1 Color in Legend

Color	Text
Light Blue	Color to show the profile type of Guest, Crew, and Resident
Orange	Color to show Onboard Status. Ashore, Expected, and Reservation Status

Table 23-1 (Cont.) Color in Legend

Color	Text
Light Orange	Color to show Expected or Future Reservation
Red	Color to show reservation status of Cancelled
Green	Color to show reservation status of Checked-in, and On-board
Yellow	Color to show the reservation status of Leaving Today
Light Grey	Color to show the reservation status of Checked Out
Purple	Color to show the passenger is on an Overnight Tour

More Details

The More Details page displays the profile details of the passenger. See the table below for field names and descriptions, and the table Color in Legend for color representation. You can edit the passenger requiring special needs from the Special Needs section, using the **Edit** link or **Add** link for new requests. Both links are disabled when the passenger is ashore. See also Special Needs section.

Table 23-2 Profile Details

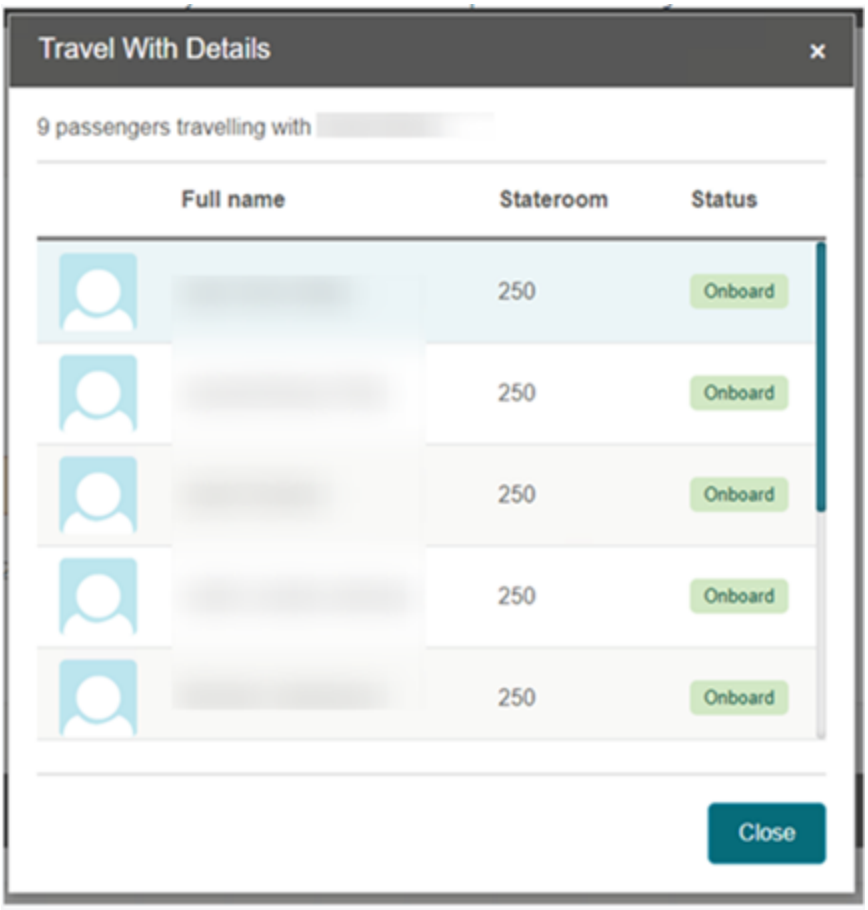
Field Name	Description
Title	Salutation, first name, middle name, last name, stateroom number
Profile Type	Guest, Resident, Crew or Visitor will be shown
Reservation Status	Current Reservation Status
Onboard Status	Status of the passenger either Onboard or Ashore
Overnight Tour	Indicator if the passenger is on an overnight tour.
Mustering Station	Location of assembly/muster station for the passenger
Department	Assigned department for the Crew Member
Position	The Crew Member position
Gender	Gender of the passenger selection
Date of Birth	Date of birth of the passenger
Age	Passenger age, calculated based on date of birth
Nationality	The Nationality of the Passenger
Passport Number	Passport Number of the Passenger
Document Type	List of Travel Documents associated to the passenger
Document Number	Travel Document number of the selected document type

Table 23-2 (Cont.) Profile Details

Field Name	Description
Special Needs Description	List of Special Needs of the Passenger
Special Needs Remark	Additional comments/remarks of the Passenger's Special Needs. (Visible if the remark has a value, otherwise it will be blank)

Travel With

Figure 23-6 Travel With Details Page



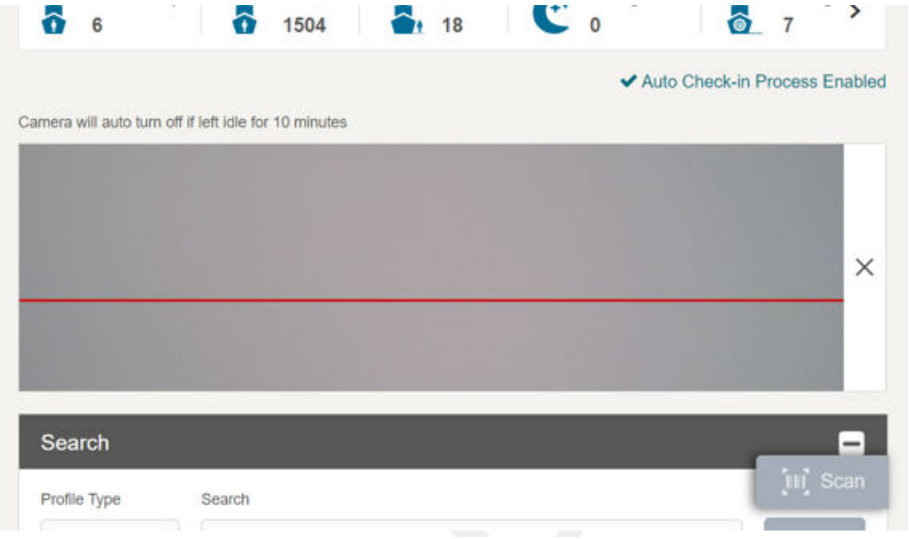
The Travel-with page displays the Full name, Stateroom, Status of the people traveling with the selected guest when you select Travel-with (n) button. This page is not editable.

Scanning a Board Card

1. Select the **Scan** button.

2. This navigates to the scan page and turn on the scanning device.
3. Scan the barcode.
4. If the profile exists, the system authorizes the guest's movement. The system returns an error message, “System unable to verify barcode – barcode not found” when verification of the barcode failed or timed-out with an error.

Figure 23-7 Barcode Scanning



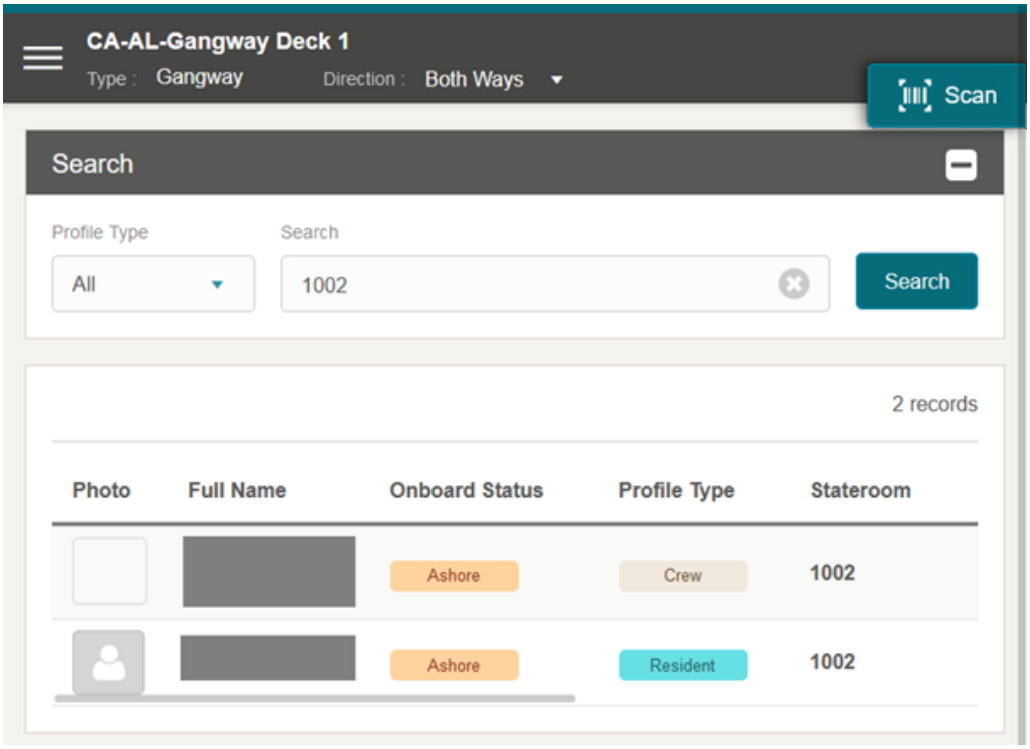
> **Note:**
>
> The supported barcode type is:
>
> - Code 128, Code 39
> - Interleaved 2 of 5
> - EAN-8 , EAN 13

Perform People Movement by Scanning RFID Cards

1. On the **People Movement** page, without placing the cursor at the search guest field, place the RFID card near the tablet RFID sensor.
2. If the scanned RFID card number matches a guest, the system performs the movement from Ashore to Onboard or vice versa.

Manual Profile Information Search

Figure 23-8 Profile Search Results



1. Enter either the **Last Name, First Name Document Number, Stateroom Number, Manning Number**, or **Board Card Number** in the search bar, then select the **Search** button.
2. All the matching records are shown in the results view. Select a **record**.
3. The system shows a confirmation message “Are you sure you want to change <salutation> <full name> to <onboard status>”.
   - Select **Yes** to continue the people movement process. See the Validation Messages section for more information.
   - Select **No** to terminate the people movement process, and the system navigates back to the search screen.

Profile Picture

The Take Photo or Edit Photo function allows the crew members to capture a new photo or update the existing profile photo.

Taking Profile Photo

1. On the **Profile** page, select the **Take Photo** button to activate the camera.

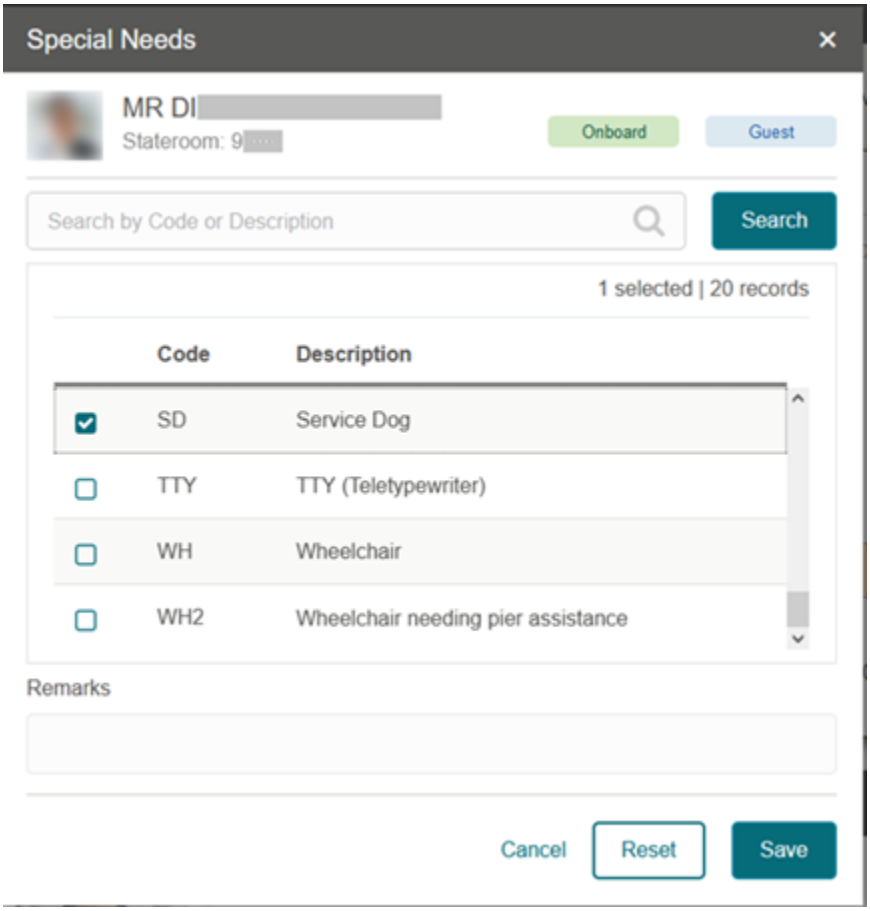
2. In the **Camera** window, select the **Take Photo** button.
3. The system shows the person's picture. To retake the photo, select the **Take Again** button.
4. Click the **Save Photo** button to save and the **X** to exit the page.

Editing Profile Photo

1. Click the **Edit Photo** link to activate the camera.
2. On the **Profile** Picture, click the **Take Again** button.
3. Click the **Save Photo** button to save and the **X** to exit the page.

Special Needs

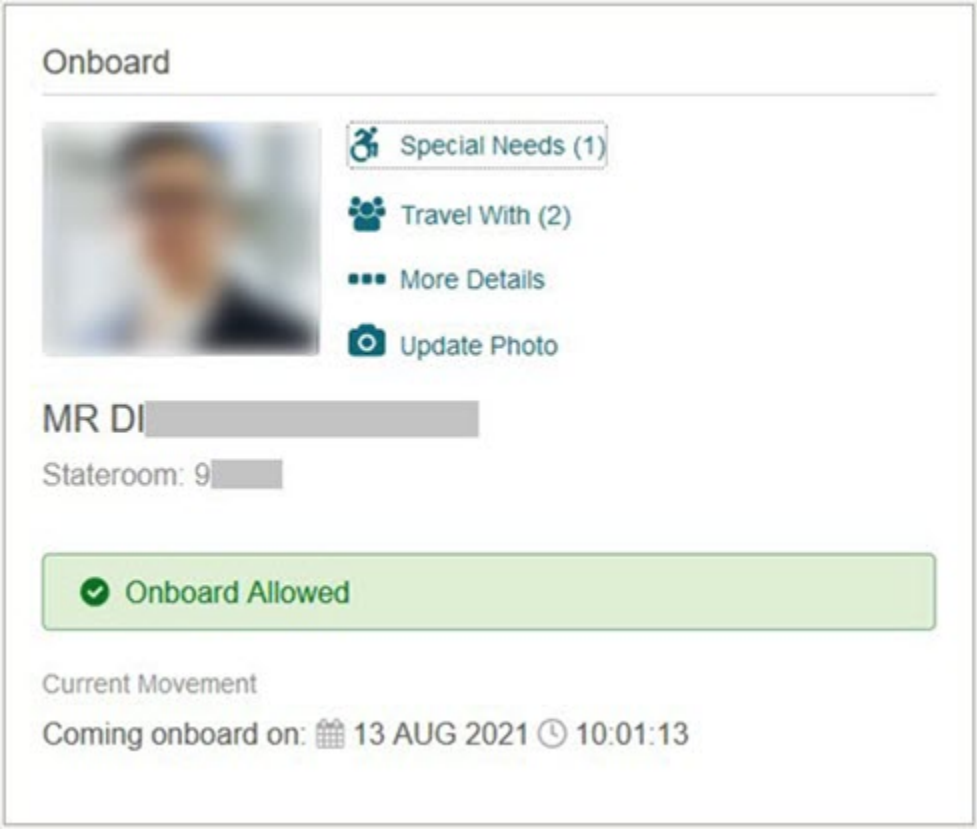
Figure 23-9 Special Need Request Page



You can add/edit special needs using the Special Needs link or More Details link. The steps to add/edit are the same and is only differentiated by the button used.

Adding Special Need Request

Figure 23-10 Profile – Special Needs Page



1. On the **People Movement** page, click the **Special Needs** link or the **More Details** link of the onboard profile. This link is disabled if the passenger's status is Ashore.
2. If you are adding the request using the More Details link, click the **+Add** button.
3. On the **Special Needs** page, enter a **Code** or **Description** in the search field.
4. Select the **Search** button to search the list of values.
5. Select the required special needs item from the list of values and enter a remark in the **Remarks** field.
6. Click the **Save** button to update the count in the Special Needs link in the profile section of the People Movement page.

Editing Special Needs Request

1. On the **People Movement** page, the profile view shows the special needs link with a count. This link is disabled (greyed out) if the passenger's status is Ashore.
2. In the onboard profile view, select the **Special Needs** or **More Details** link. If you are accessing the page from the More Details link, select the **+Edit** button.

3. On the **Special Needs** page, the Security Officer can see the previously selected special needs value and remarks. Select or deselect the list of values.
4. Edit the **Remarks** field, if needed.
5. In the Special Needs page, select the **Reset** button to clear all the values and remarks. The system prompts a message, “System will clear all data in search, special needs selections and remark, are you sure?” Select **Yes** to proceed or **No** to keep the existing selection.
6. Click the **Save** button to navigate back to the **People Movement** page with the updated selection.

Recent Movement

The Recent Movement section displays up to 10 movements at the Gangway.

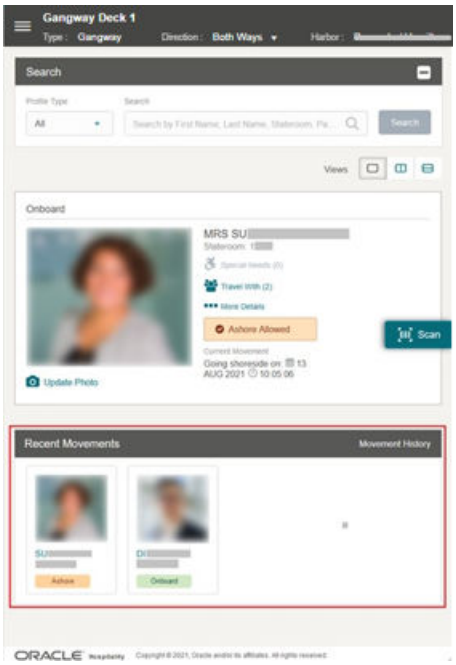
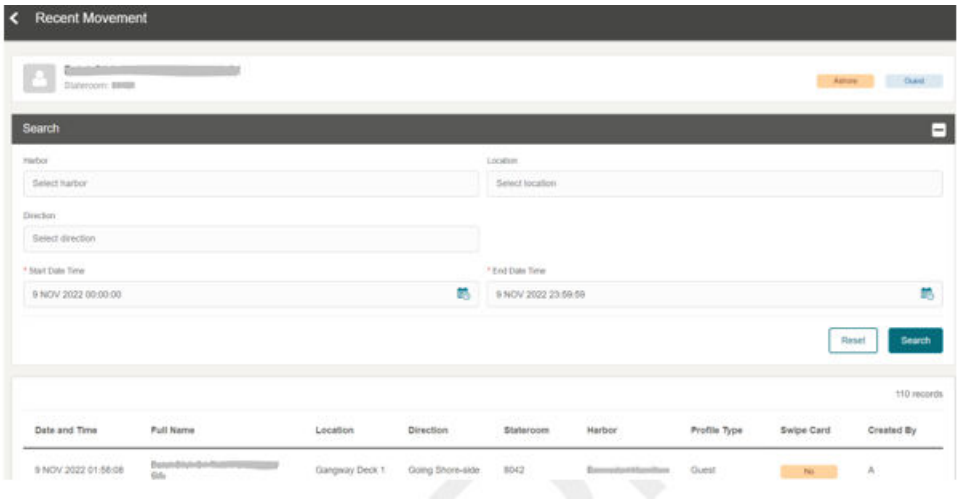


Figure 23-11 Recent Movement History



- **Harbor:** Embarkation/Disembarkation harbor of selected passenger.
- **Location:** The gate location that the passenger used to come onboard or go ashore.
- **Movement:** Indicates the gate direction used by the passenger (onboard/ashore).
- **Start Date:** Date and time the passenger embarked on or disembarked from the ship through the gateway.
- **End Date:** Date and time the passenger embarked on or disembarked from the ship through the gateway.

You can also search for the movement history from this page using the following steps:

1. Select the recent movement tile.
2. Navigate to the **Profile's Recent Movement** page.
3. On the **Profile's Movement** page, the profile type indicates the passenger photo, full name, stateroom, and latest movement status.
4. You can search the recent movement history by entering or selecting the value in the Search field and clicking the **Search** button.
5. Select the < icon to navigate to the Recent Movement tile page.
6. On the **Recent Movement Tile Page**, selecting the **Movement History** link opens the **Movement History** page.

24

Check-in at Gangway

This function enables you to search for non-registered embarking passengers at the Gangway and performs the check in. The check-in type depends on the setting in **OHC Administration module, System Setup, Database Parameters, Extended Search Criteria Check in**

- 0- Single Check-in,
- 1 – Batch Check-in,
- 2 – Disabled Check-in

Single Check-in

Single check-in allow you to check-in a person at a time. To activate the single check-in, set the parameter **Gangway, Extended Search Criteria Check in** to 0.

You can also configure these parameters in OHC Administration module, System Setup

menu, **Database Parameters**.

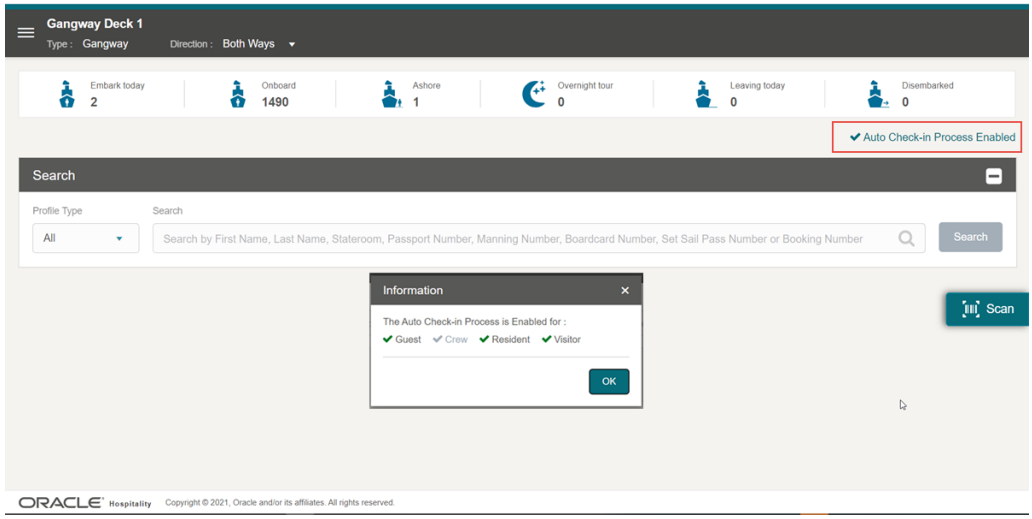
- **Check-in via FC Security:** 0- Disable check in via FC Security – Guest/Resident only, 1-Enable check in via FC Security – Guest/Resident only
- **Check-in via FC Security-Crew:** 0- Disable check in via FC Security - Crew only, 1-Enable check in via FC Security - Crew only
- **Check-in via FC Security-Visitor:** 0- Disable check in via FC Security - Visitor only, 1-Enable check in via FC Security - Visitor only
- **Allow offline expected embarkation today on board:** 0- This will not use in conjunction with offline QCI, 1-This is used in conjunction with offline QCI
- **Require Visitor to check-in:** 0-Visitor do not need to check-in, 1-Visitor need to check-in before allow onboard
- **Prompt uncomplete registration guest for check-in:** 0- Does not prompt if guest did not complete QCI Wizard but check-in is allowed, 1-Prompt for guest that did not complete QCI Wizard and ask to confirm if check-in is allowed.

Enabling the below three parameters will also turn on the ‘Auto Check-in Process Enabled’ hyper link in People Movement Page. See below figures for more information

- Gangway, Check-in via FC Security
- Gangway, Check-in via FC Security-Crew
- Gangway, Check-in via FC Security-Visitor

Clicking the hyperlink “Auto Check-in Process Enabled” will show the profile type that you can Check-in.

Figure 24-1 People Movement — Check-in Process Enabled



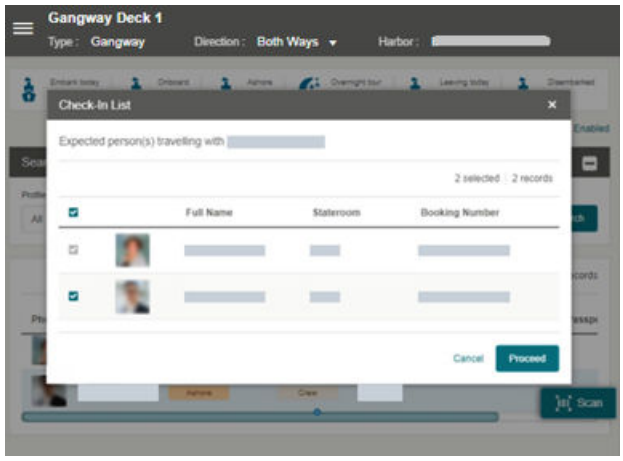
To check-in,

1. Search the record manually or scan the barcode of the board card. See the Manual Profile Information Search section and Scanning a board card section for more information
2. For any reservation(s) that are not check-in, the system prompts a check-in confirmation message. See the topic Validation Messages - Check-in validation for more information.
3. Select **OK** to continue the Check-in via People Movement process or **Cancel** to terminate and return to People Movement Page.

Batch Check-in

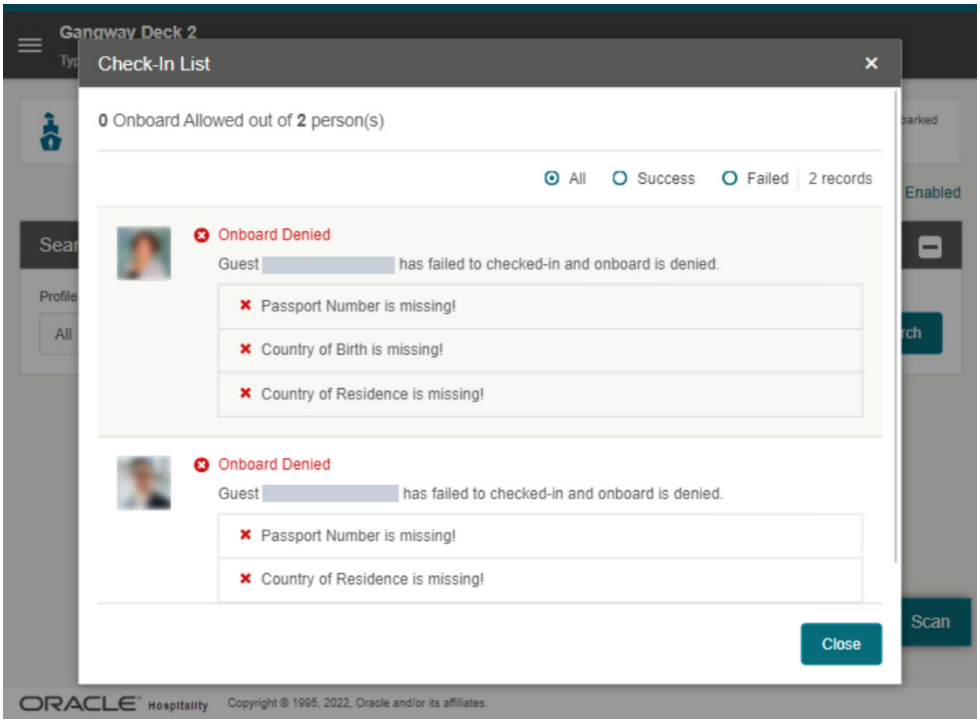
Batch check-in allow you to check-in multiple person at a time. To activate the batch check-in, set the parameter **Gangway, Extended Search Criteria Check in** to **1**.

Figure 24-2 Batch Check In – Travel with List



Upon clicking on the guest from the gangway search list, a dialog appears with list of guests travelling together. You can select the guests to checked-in by checking the checkboxes. The main guest is always on top of the list and you cannot deselect it.

Figure 24-3 Batch Check-in — Response Message List



Once you click the **Proceed** button, the selected guests are checked-in and proceed with gangway movement. The response will be either be:

- Successfully checked-in and onboard allowed
- Successfully checked-in and onboard allowed with warning(s)
- Successfully checked-in and onboard denied
- Failed to check-in and onboard denied

In this Check-In List, you can also filter the response message by all, successful or failed.

After closing the Check-In List, you will see the movement card with arrow buttons, allowing you to scroll left or right through the number of guests that have gone through the check-in process.

25
Tender Boat

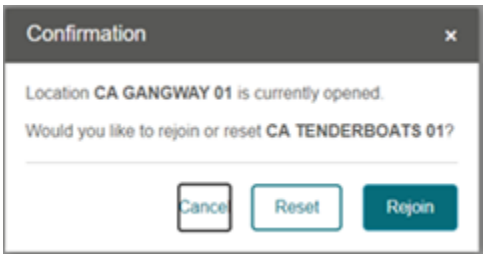
The system allows other users to access the same Gate Location from a different browser if

- the Location is opened and active.

For example, User A logs in to a browser and selects Gate location, Gate A. User A then logs in at another browser and selects the same gate. The system will prompt User A the following options:

- **Cancel:** Return to previous selection page.
- **Reset:** Reset previously opened location.
- **Rejoin:** Navigate back to the Gangway Search Profile screen where User A first logged in on the browser.

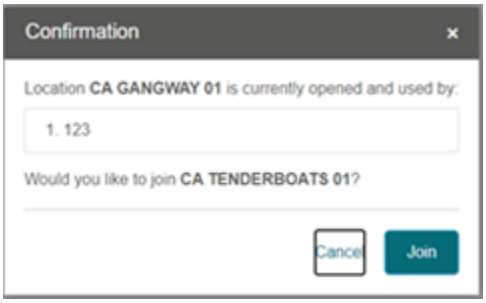
Figure 25-1 Tender Boat Confirmation Options



When User B logs in and selects the same Gate Location as User A, the system prompts the following options:

- **Cancel:** Return to previous selection page.
- **Join:** Navigates to the Gangway Search Profile page where User A first logged in on the browser.

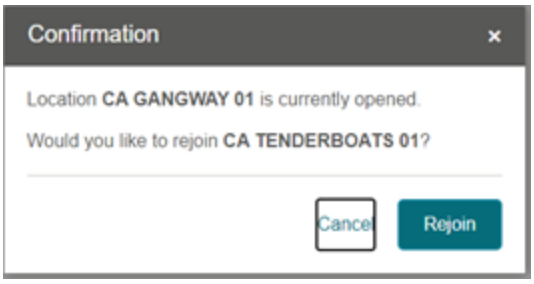
Figure 25-2 Tender Boat Options to Join



If User B closes the browser and reopens a new browser, then logs in to the same Gate Location as the User A, User B is given the option to rejoin the opened Gate Location.

- **Cancel:** Return to previous selection page.
- **Rejoin:** Navigate to the Gangway Search Profile page where User B log in previously.

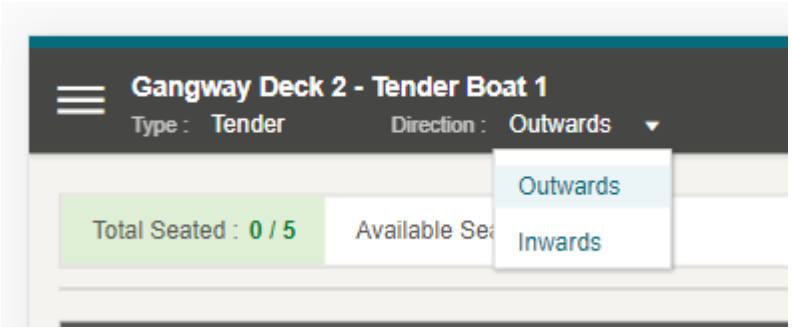
Figure 25-3 Tender Boat Options to Rejoin



Changing Tender Boat Direction

The tender boat direction can be changed from the **Direction** drop-down menu, by selecting the direction and confirming the change at the confirmation prompt.

Figure 25-4 Tender Boat Direction



> **Note:**
>
> The system clears the screen and resets the counter once you select the **Change** button at the confirmation prompt.

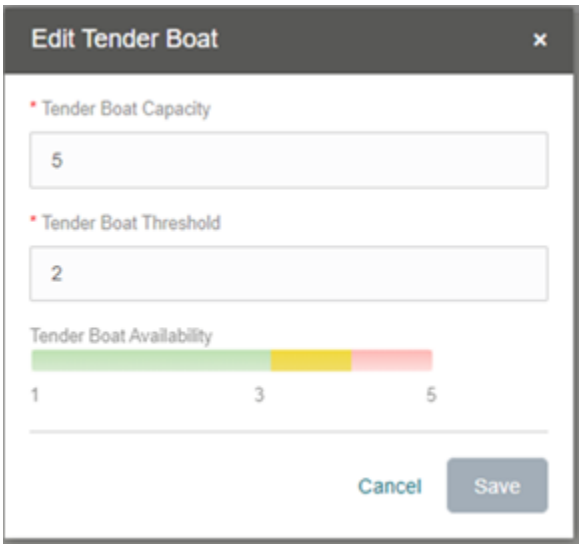
People Movement on Tender Boat

To register a guest to a tender boat, search for the name and select **Yes** on the confirmation dialog. Once saved, the total seated count will increment. For instance, total tender boat capacity is five, seated is one and the remaining seats are four.

Editing Tender Boat Capacity

The tender boat capacity can be adjusted by editing the total seats and the threshold from the *Gate Settings functions*.

Figure 25-5 Tender Boat Summary



Resetting Tender Boat Count

You can easily reset the Tender Boat count by selecting the **Reset** button to switch to another tender boat. This function resets the count of previous boat.

When you select the reset button, the system prompts a confirmation that seating is in progress or an alert message if the boat is used in another gateway.

Click **OK** at the confirmation prompt to reset the count.

Figure 25-6 Tender Boat Reset

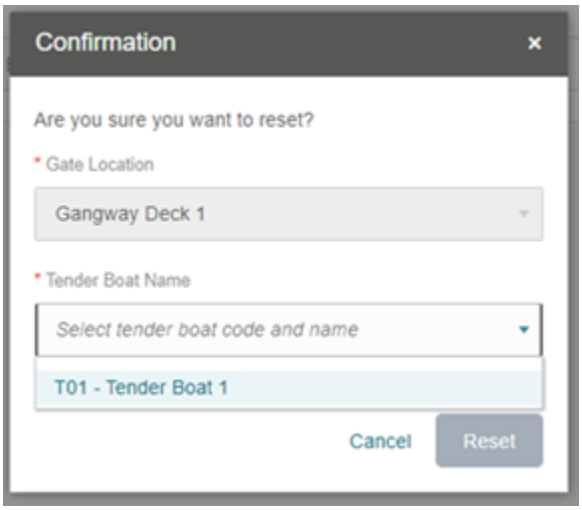
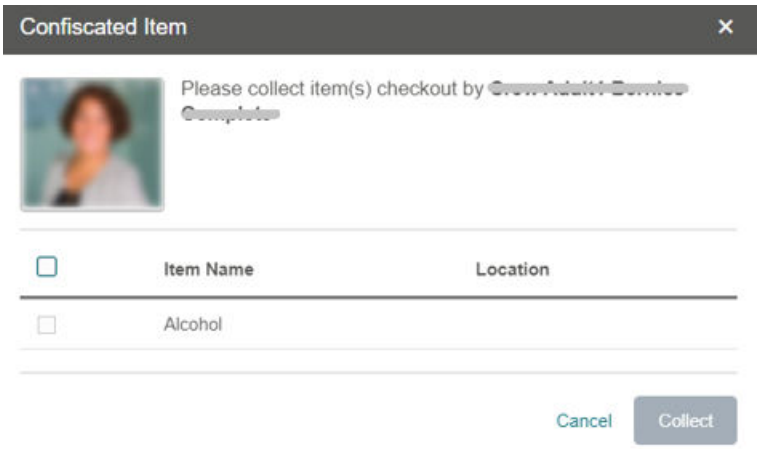


Figure 25-7 Tender Boat Reset Confirmation

Figure 25-8 Tender Boat Reset Alert Message

26
Confiscated Item

Figure 26-1 Confiscated Item



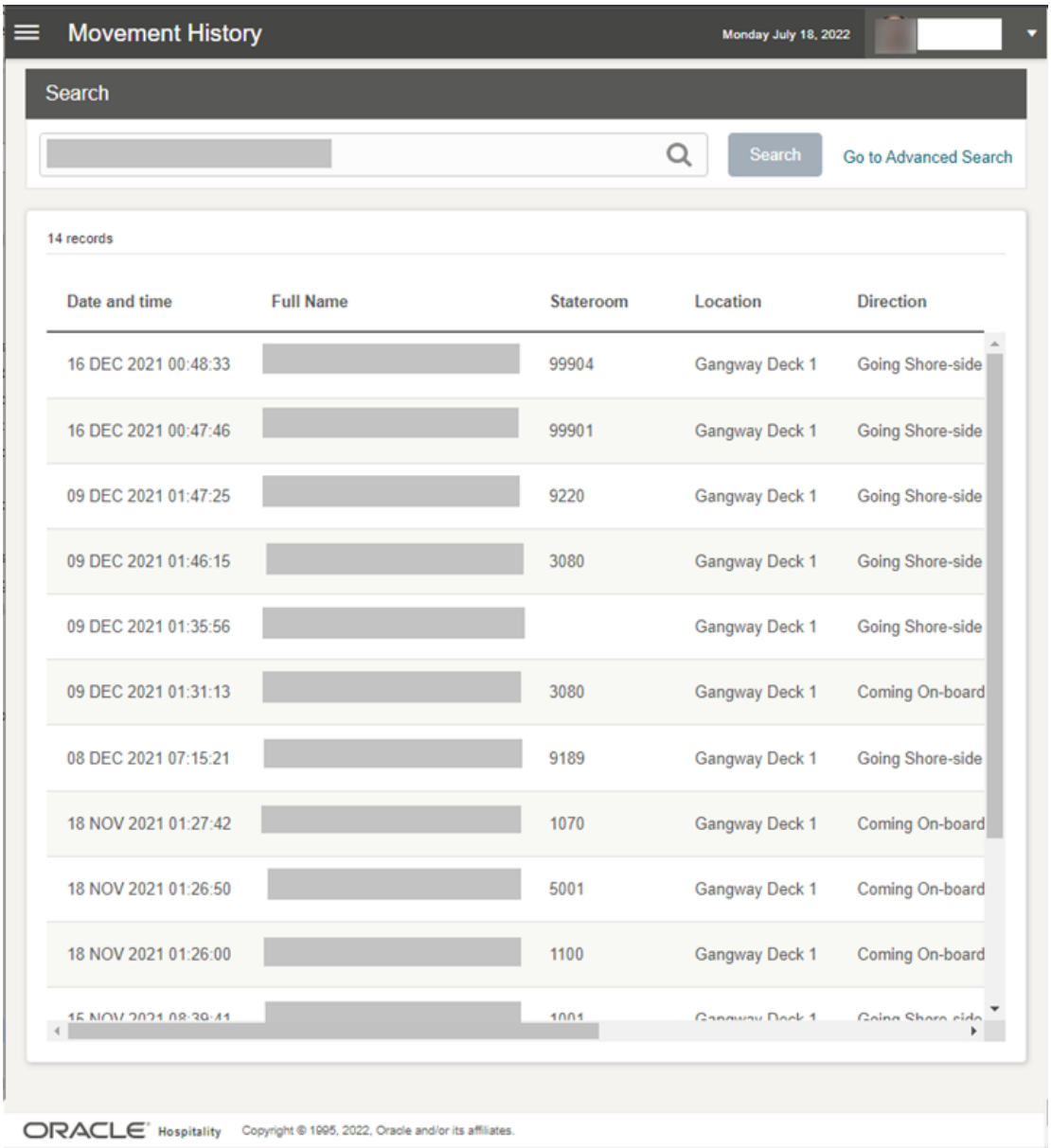
The Confiscated Item page provides the security officer a list of items checked- in by the guest, visitor or crew during embarkation, which the guest is allowed to check out for/from an excursion. After the guest passes all the validations, the system will prompts a list of returnable items when the guest goes ashore or comes onboard.

The Security officer has an option to return/collect the selected items by checking the checkboxes, then select the **Return/Collect** button or **Cancel** if there is no item to be returned/collected from the guest.

27
Movement History

The Movement History function allows you to look up past movement records.

Figure 27-1 Movement History Page



Movement History Search

1. From the List menu, select **Gateway Security** menu, and then the **Movement History** sub-menu.
2. On the **Movement History** page, search the record by **name** (either first name, middle name, or last name) and/or **stateroom**.
3. Enter the value in the search box.
4. Select the **Search** button.

Movement History Advanced Search Page

1. On the **Movement History** page, select **Go to Advanced Search**. See the available fields below.
2. On the **Advanced Search** page, search using the manual entry or select from the list the values in the **Search** box.
3. Click the **Search** button.

- **Harbor:** Embarkation/Disembarkation harbor.
- **Location:** The gate location that the passenger used to come aboard or go ashore.
- **Direction:** Indicates the gate direction used by the passenger (onboard, ashore).
- **Start Date-Time:** Date and time the passenger embarked or disembarked from the ship through the gateway.
- **End Date-Time:** Date and time the passenger embarked or disembarked from the ship through the gateway.
- **Profile Type:** Profile Type to be searched: guest, crew, and so on.
- **Name:** The first name, middle name, and last name of the passenger.
- **Stateroom:** The Stateroom number of the passenger.
- **Tender Boat:** Tender boat code of the passenger used to come aboard or go ashore.

28
Validation Messages

Once the profile is selected or the barcode is scanned, the system validates the passenger's profile and displays a fail or success message depending on the type of validation. See the different types of validation messages below.

List of Movement Validation Messages

Wrong direction (occurs when a single direction is being used)

This alert message appears when the guest, resident, visitor, or crew passes through the gate in the opposite direction set up by the Security officer.

- **Inward**

  This error message appears when the security officer selects the direction as Inward and an onboard guest record to go ashore.

  The default message is: Please inform <Profile's name> to use the inward direction gateway." The message for this can be changed from **OHC Administration** module **Administration, System Setup** menu, under **Labels Setup and GNG007**.

- **Outward**

  This error message displays when the security officer selects the direction as Outward and selects the ashore guest record to go onboard.

  The default message is: "Please inform <Profile's name> to use the outward direction gateway." The message for this can be changed from the **OHC Administration** module **Administration, System Setup** menu, under **Labels Setup and GNG008**.

Coming Onboard Validation

The security officer scans or manually searches for the guest, resident, visitor, or crew that embarks on the ship.

The following parameters are configured in the **OHC Administration module, System Setup menu, Database Parameters.**

- **Check Visitor Card:** 0- No checking performed; 1- Check on the validity of visitor card.
- **Use Ashore Denied Message:** 0- Do not use denied message in Ashore/Onboard Denied function; 1- Use.

1. **Deny Boarding**

   This error message appears when Deny Boarding shows as *YES* and the Deny Boarding reason is entered from the **OHC Management** module, **Cashier Handling, Guests tab, selected guest profile** or the **OHC Crew module, Crew Members,** selected crew profile.

   The default error message "<Salutation><Full Name> is not allowed due to <deny reason>". You can define your error message from **OHC Administration module, Administration menu,** then **System Setup**, and **Labels Setup, ODCT01**.

2. **Visitor Card is expired**

This error message appears when the visitor estimates that the disembark date is earlier than the Cruise System Date and the “Check Visitor Card” parameter is 1.

The default error message is “The visitor card is expired.” You can define your error message from **OHC Administration module, Administration menu**, **System Setup**, and **Labels Setup, GNG039**.

3. **Visitor Card validity is in future date**

   This error message appears when the validity of the visitor’s card is after the embarkation date, and the “Check Visitor Card” parameter is set to 1.

   The default error message is: “The Visitor card is only valid from <Profile’s Embark Estimated Date>”. You can define your error message from **OHC Administration module, Administration menu**, **System Setup** and then **Labels Setup, GNG040**.

4. **Visitor allowed at the Terminal only**

   This error message appears when the visitor is only allowed at the terminal and the value configured is from the **OHC Management** module, **Visitor** handling, **Early Boarding Visitor**.

   The default error message is “<Name> is allowed at the terminal only.” You can define your error message from **OHC Administration module, Administration menu**, **System Setup**, and then **Labels Setup, GNG041**.

5. **Invalid Reservation**

   This error message appears when the searched profile’s reservation status is either Cancel, No Show, or Checked out.

   The error message content is “Invalid reservation. <Salutation><full name> status is <reservation status>”.

6. **User Definable Security Alert Setup (SAG)**

   This message display is based on the configuration in **OHC Administration module, Administration menu, Security Alert Setup**.

7. **Check-in validation**

   - Guest / Resident

   You need to enable the Gangway, Check-in via FC Security parameter for check-in.

   A registration confirmation message appears for the reservation that has not complete the Check-In Process. The default confirmation message is “<Profile><Salutation><Full Name> has not been through a complete Check-in process. Do you want to check-in?” You can customize the confirmation message header to include profile salutation, stateroom, nationality or others using the predefined codes from **OHC Administration module, Administration menu, System Setup and then Labels Setup, GNG120.**

   A warning message appears on top of the confirmation message. The default warning message is “<Profile> has not checked in”. You can define the warning message header in Label **GNG123.**

Figure 28-1 Check-in Validation

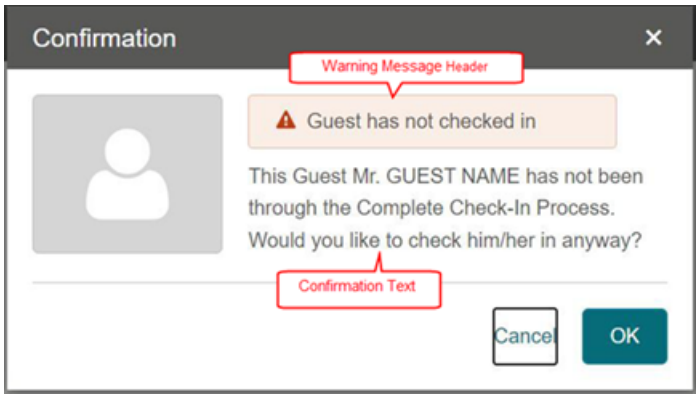


Table 28-1 Predefined Validation Codes

Predefined Code	Field
%1	Profile
%2	Salutation + Full Name
%3	Stateroom
%4	Nationality
%5	Age
%6	Onboard CC Number (RES_BOARDCC_EXT)
%7	Reservation Status
%8	Onboard Status
%9	Passport Number
%10	Gender

> **Note:**
>
> These predefined codes applicable to **Label GNG120, 121, 122, 123 and 124**

Expected today confirmation message appears for reservation that is currently ashore and reservation status is ***Embarkation Today.***

The default confirmation message is “<Profile><Salutation><Full Name> is expected today. Do you want to check-in?” Similarly, you can define the warning message header in Label **GNG121**.

As for the warning message header that appears on top of the confirmation message, the default text is “<Profile> has not checked in”. Similarly, you can define the warning message header in Label **GNG122**

Not Expected today confirmation message appears for Residents that are currently ashore with reservation status Reserved.

The default confirmation message is “<Profile><Salutation><Full Name> is not expected today. Do you want to Check-in?” Similarly, you can customize the confirmation message

from **OHC Administration module, Administration menu, System Setup** and then **Labels Setup, GNG016**

> **Note:**
>
> The GNG016 label is only apply to guest type ‘Resident’.

You can change the default warning message header “<Profile> has not checked in” shown the confirmation message in Label **GNG124.**

To disable the check-in feature for the reservation, set the **Gangway, Check-in via FC Security** and **Gangway, Allow offline expected embarkation today onboard**.parameter to 0

The default error message is “<Salutation><Full Name><Profile> check-in has been disabled.” Similarly, you can customize the confirmation message with the above predefined codes from **OHC Administration module, Administration menu, System Setup and then Labels Setup, GNG017.**

- Crew / Visitor

To use this feature, you need to enable the **Gangway, Check-in via FC Security** - Crew for check-in parameter. As for Visitor, first enable the **Gangway, Require Visitor to check in**, then **Gangway, Check-in via FC Security – Visitor**.

Expected today confirmation message will appear for the reservation that is currently ashore and the reservation status is ***Embarkation Today.***

The default confirmation message is “<Profile><Salutation><Full Name> is expected today. Do you want to Check-in?” Similarly, you can define the confirmation message with the above predefined codes from **OHC Administration module, Administration menu, System Setup and then Labels Setup, GNG121**.

As for the warning message header that appears on top of the confirmation message, the default text is “<Profile> has not checked in”. Similarly, you can customize the warning message header in Label **GNG122**

To disable the check-in feature for the reservation, disable these parameters - **Gangway, Check-in via FC Security – Crew** and **Gangway, Allow offline expected embarkation today onboard**, and error message “<Salutation><Full Name> <Profile>Check-in has been disabled.” will appear. You can customize the confirmation message from **OHC Administration module, Administration menu, System Setup and then Labels Setup, GNG017**

Going Ashore Validations

This message alerts the Security Officer when the guest, visitor, or crew disembarking the ship does not have the required travel visa.

Parameters can be configured in **OHC Administration module, System Setup menu, Database Parameters**.

- **Use Ashore Denied Message:** 0- Do not use denied message in Ashore/Onboard Denied function; 1- Use
- **Enable Visa Check:** 0- Turn Check off; 1- Turn Check On

- **SLD Manual Override:** 0- No overriding; 1- Prompt to override Shore list denied (SLD) message
- **Adult Min Age:** Numeric. Adult minimum age.
- **Enable Minor Disembarkation Authorization:** 0 – No Authorization is required for minor; 1-Authorization of guardian company is required.
- **Exclude Port from Minor Disauthorization:** Specify the ports of call where a minor is authorized to debark unescorted, for example, PortA, PortB.

1. **Shore Leave Denied**

   This error message appears when the guest is listed on the shore leave deny list and attempts to go ashore. The shore leave deny list is configured in **OHC Management** module, **Cashier, Ashore Deny List** or **OHC Crew, Safety, Ashore Deny List**.

   To activate the shore leave denied feature, set the **SLD Manual Override** parameter to 1.

   The default message shows the Ashore Denied header only. You can define the message from **OHC Administration, Administration, System Setup, Labels Setup**, and use **GNG036** for Crew and **GNG037** for guest or resident.

2. **Visa Check**

   This error message appears when a travel visa is required for the guest, crew, visitor or resident to leave the ship. To activate the visa check, set the parameter **Enable Visa Check** to 1.

   The visa requirements can be set up in these three modules:

   - OHC Administration, Security, Port/Visa Requirement
   - OHC Management, Security, Port/Visa Requirement
   - OHC Crew, Security, Port/Visa Requirement

   The default error message is: “Visa required. Please see the Embarkation Offer.” You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, VMSG01**.

3. **User Definable Security Alert Setup (SAG)**

   This message appears based in the **OHC Administration, Administration, Security Alert Setup**.

4. **People disembark the ship today has not settled the bill**

   This error message displays when the system validate balance checks for a guest, crew, or visitor leaving the ship today. To activate the balance check, set the parameter **General, Open balance check** to 1.

   The default error message is "<Person name> has a balance $[amount]". However, this feature will exclude the resident. You can define your message through **OHC Administrator, Administration, System Setup, Label Setup, GNG033**

5. **People disembark the ship today has not collected the passport**

   This error message displays when the system verify a guest, resident, crew, or visitor to leave the ship today and they have not collected their passport. To activate the passport checked, set the parameter **Gangway, Check Document Returned** to 1

   The default error message is “Please collect your passport at the front desk “. You can define your message through **OHC Administrator, Administration, System Setup, Labels Setup, GNG034**

6. **Minor validation**
   - **Assign Guardian to a minor**

     The Security Officer must verify whether the assigned guardian is accompanying the minor when the minor goes ashore.
   - **Minor with pre-assigned guardian**

     If the guardian profile is assigned to a minor profile, the system displays the guardian list when the Security Officer processes the minor's exit.

     The default message is "Select a Guardian that will accompany <minor name> minor ashore." You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG116**.

     If the Security Officer is not able to find the guardian, the Security Officer will select **No** to disallow the minor from going ashore. The system displays: "A guardian should be physically present with <Minor Name> Minor."

     The default message is "Select a Guardian that will accompany <minor name> minor ashore." You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG117**.
   - **Minor without pre-assigned guardian**

     If the minor does not have a guardian assigned to the minor's profile, the Security Officer will not allow this minor to go ashore.

     The default message "No guardian assignment found. <minor name> is a minor and must be accompanied by an adult guardian." You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG072**.

Overnight Tour Notification

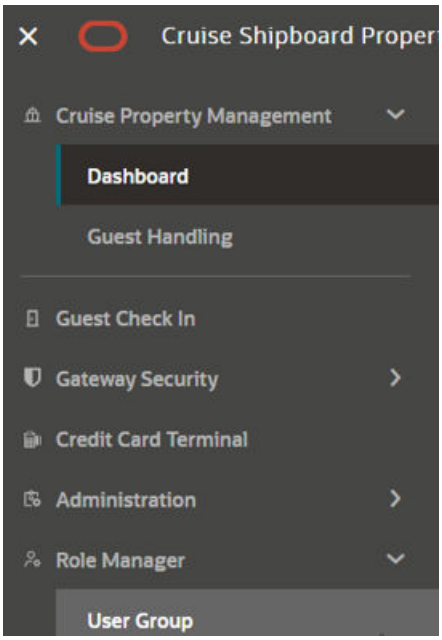
If a guest, resident or crew purchases an excursion tour that requires them to stay overnight on the shore, the system brings up a notification indicating that the guest, resident, or crew is going for an overnight tour.

The overnight tour notification appears after the guest, resident, or crew successfully changes the onboard status to Ashore.

The default message is: "<guest name> is going for an overnight tour." You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG032**.

29
Role Manager

Figure 29-1 Role Manager



The Role Manager function is a security feature that enables the assignment of user access by user groups, in which you can further assign certain functionality to the users, either by expertise or position. For the current version, if you are granting the user multiple user groups, the system deems the first assignment as their main role.

To access this page, the login user must at least have a View access granted. Login user granted with *View* access only is not allowed to modify any of the predefined access, whereas login user granted with Edit access only is not allowed to view the user group listing. If login user need to have access to modify the predefined access, then both View and Edit access need to be granted. To assign the access rights to a group, see section Modifying User Group Predefined Access.

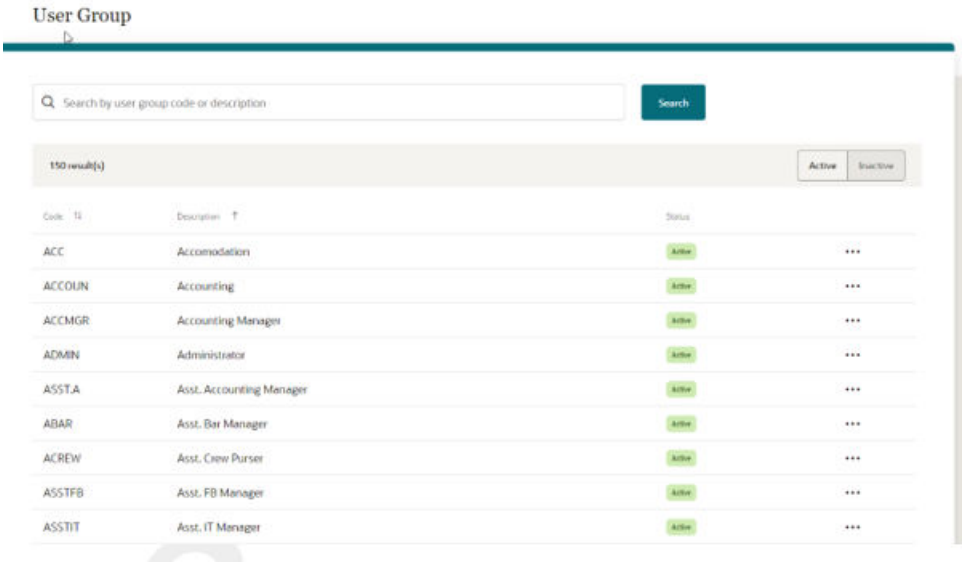
User Group

In the User Group page, it lists all the User Group that exists in the Cruise Property Management Desktop Application User Security module, and you can grant/un-grant the predefined access for the User Group. Each of the records has a user group code, description and status - active or inactive. These fields are read-only.

You can use the Search option at the top of the page to search the user group by code and description. You can also toggle the Active/Inactive button to see all groups by status.

To assign the access rights to a group, click the **Ellipsis** action button of the user group record followed by **Edit**.

Figure 29-2 User Group



Modifying User Group Predefined Access

1. On the **User Group Listing** page, click the **Ellipsis** button.
2. Select **Edit** button to open the **Edit User Group** screen.
3. At the **Edit User Group** screen, all the main tasks, subtasks, and predefined access will be listed for you to grant and un-grant the predefined access to the selected user group.
4. Each of the main task has a count indicator of the access granted versus the total predefined access records.
5. Select the main task. All the subtasks that are associated with the main task will be listed along with the predefined access.
6. To look up on a main task, enter a keyword for the main task in the search main task field and press **Enter**. If a matching record is found, the search records appear in the main task list. Otherwise, it prompts “no record found” message.
7. To look up on a subtask or predefined access, in the search box field, enter either a **keyword** of the subtask name or predefined **access name** and then press **Enter**. If a matching record is found, the record shall appear. Otherwise, it prompts “no record found” message.
8. Selecting any of the below options will gives you a different view and process.
   - **Granted Access**
   - **Ungranted Access** will show ungranted access for all the main tasks or subtasks.
   - **Subtask** checkbox to grant all the predefined access for the subtask.
   - **Select All** checkbox to grant all the predefined access for the main task.
   - **Predefined Access** checkbox to grant certain predefined access for the subtask.
   - **Update** after the changes is made to the user group.

9. If there are changes at **Edit User Group** page and the **Cancel** button is clicked, a confirmation message "**Save your changes**?" will appear, prompting you to select one of the below:
   - **Cancel** to close the dialog box.
   - **Discard** to close the Edit User Group and return to User Group page without saving.
   - **Save** to update the changes.

Viewing User Group Predefined Access

This function allows you to view all the granted or un-granted access for the selected user group.

1. On the **User Group Listing** page, click the **Ellipsis** button.
2. Select **View** button to open the **View User Group** screen.
3. In View Access, choose one of the options:
   - **All** - shows both granted and un-granted
   - **Granted** - only shows main and subtask
   - **Un-granted** - only un-granted main and subtask
4. You can search for the main or subtask by entering a keyword or predefined access in the respective field and then press **Enter**.
5. Modification of the predefined access is not allowed here. To modify, see section Modifying User Group Predefined Access.

30
Utilities

Sync Guest Details

The Sync Guest Details feature enable you to sync the details of guests' who has back-to-back reservations on different cruise itinerary. With this feature, the embarkation officer does not need to request for the guest details again.

To access this page, the login user must at least have access rights **Guest Handling, Sync Guest Details, View** granted and **Guest Handling, Guest Itinerary, View** granted. To perform the sync process, you must have access rights to **Guest Handling, Sync Guest Details and Sync** assigned. Otherwise, the sync button will be hidden.

1. From the navigation menu, select **Utilities**, and then **Sync Guest Details**.
2. On the Sync Guest Details page, select the cruise itinerary from the drop-down to enable the **Search** button.
   - **From Cruise Itinerary:** List the last closed cruise, current and future cruise itinerary records
   - **To Cruise Itinerary:** List the future cruise itinerary records
3. Clicking the **Search** button will retrieves and list the guest reservation records that meets the database parameter **General, Sync Guest Details Field Mapping** of the selected cruise itinerary in Matching guest record(s) section. In the database parameter, you can use the fields listed in the **Comment** column as an identifier if the guest is the same guest.
4. The selected **From Cruise Itinerary** will only retrieves the checked-out, leaving today and checked-in guest reservation that matches the guest from the selected **To Cruise Itinerary.** The guest records retrieved from the selected **To Cruise Itinerary** is either checked-in or reserved status of the reservation status.
5. At the **Sync Criteria** section, you must select at least one of the options to sync data to the selected guest's next cruise reservation. By default, all the options are checked.
   - **Profile Details:** First name, Last name, Salutation, Picture, Date of Birth, Gender, Nationality, Passport details, PPD type and Loyalty
   - **Contact Details:** Home, Temporary and Emergency addresses
   - **Travel Documents:** Other travel document data and document images
   - **Registered Credit Cards:** Active and inactive credit cards
   - **Special Requests:** Open and completed special request
   - **Special Needs:** Special needs data
6. The **Sync** button is enabled only when you select all or a guest record. Once you have selected the guest record(s), click the **Sync** button. A confirmation message **"Sync guest details?"** appears.
   - **Sync** to start the sync process

- **Cancel** to cancel the sync process and back to the Sync Guest Details page

7. Click the **Sync** button to begin the synchronization process. Upon completion, the result of sync records are shown. Any unsuccessful sync records are highlighted in red, with the failed reason shown at **Sync Remark** column. You also can click the **Error** button to toggle the view to only show records with errors.
8. You can select the same batch of records and perform the sync process again or click **Search** button to refresh the guest records.