

# Oracle<sup>®</sup> Hospitality Cruise Shipboard Property Management System Track It User Guide



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

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# Contents

## Preface

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## 1 System Configuration

---

Confiscate Item Location and Item Discard Method	1-1
Setting Up the Confiscate Item	1-2
Setting Up a Signature Capture Device	1-3
Setting Up a Barcode Scanning Device	1-3
Setting Up the Report Printer	1-4
Configuring the Database Sequence for Barcode Printing	1-5
Barcode Printing	1-5
Setting up System Labels	1-5

## 2 Track It

---

Overview Window	2-1
Recording Confiscated Item	2-2
Managing Confiscated Items in Guest Handling Tab	2-3
Confiscated Items in Security Gangway	2-3
Storing Items in Designated Store	2-5
Returning Confiscated Items	2-6
Checking in Confiscated Items	2-7
Viewing the Activity Log	2-7
Adding Confiscated Items by Batch	2-8
Returning / Checking Out Items by Batch	2-9
Discarding Confiscated Items	2-11
Viewing, Printing, and Exporting Reports	2-12

## A Appendix

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Appendix A. User Security Group	A-1
Appendix B. Parameters	A-3

# Preface

The Track It program manages prohibited and restricted items such as camping gear, hazardous items, and alcohol from being taken on-board by passengers, visitors or crews. The function includes, but is not limited to Quick Collect, Quick Check-Out and Quick Return. These functions are designed to handle collection/return of restricted items, either by batch or individually.

## Audience

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

## Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

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

## Documentation

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

## Revision History

**Table 1 Revision History**

Date	Description of Change
October 2023	Initial publication.

# 1

## System Configuration

This section describes the required configuration prior to using the Track It module.

### Accessing the Setup Window

To access the Setup window, start the Track It module, and select the **Setup** tab.

## Confiscate Item Location and Item Discard Method

The Confiscate Item Location is used to identify where confiscated items are stored, and the Confiscate Item Discard Method records how the items were disposed. The configuration method is identical for both codes.

**Figure 1-1 Confiscate Item Location**

The screenshot shows the 'Confiscate Item Location' setup window. The window title is 'Confiscate Item Location - Oracle Hospitality Cruise SPMS TrackIt'. The 'Setup' tab is active. The toolbar includes 'Add New', 'Delete', 'Save', and 'Close' buttons. The 'Description' list contains four items: 'STORE1 STORE ROOM 1', 'STORE2 STORE ROOM 2', 'STORE3 STORE ROOM 3', and 'STORE4 STORE ROOM 4'. The 'STORE1 STORE ROOM 1' item is selected. The 'Code' field contains 'STORE1', the 'Name' field contains 'STORE ROOM 1', and the 'Comments' field contains 'For Illegal Hardware' and '- Sharp Objects, including all knives and scissors'. The 'Enable' checkbox is set to 'Yes'.

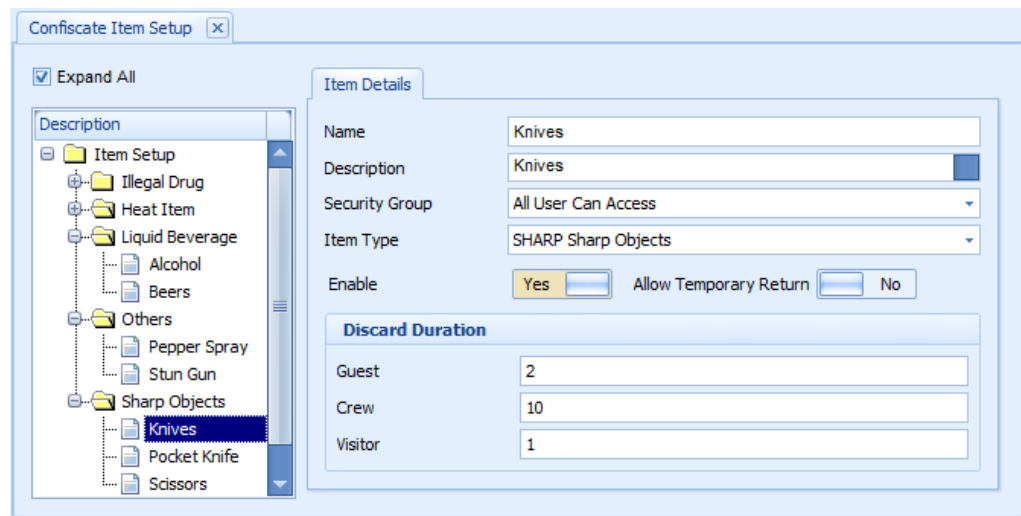
1. From the Setup tab, click **Confiscate Item Location** or **Confiscate Discard Method Item**.
2. To create a new record, click **Add New**.
3. Enter the short code, description and additional comments. For example, Stores Sharp Objects or Items Handed over to Customs.
4. The newly added code is enabled by default. To disable the record, slide the menu to the left to switch the display to **No**.
5. Click **Save**.

- To enter an additional item, repeat from Step 1.

## Setting Up the Confiscate Item

A Confiscate Item is a list of items prohibited or restricted on board the ship. These items are arranged in categories, depending on the nature of the items.

**Figure 1-2 Confiscate Item Setup**



### Creating a Confiscate Item Category

An Item Category is required before you begin creating the Confiscate Items list.

- From the Setup tab, click **Confiscate Item Setup**.
- To create a new category, select **Item Setup** and click **Add New**.
- Enter the **Item Code, Name, and Description**.
- To save the new category, click **Save**.

### Creating a Confiscate Item for Each Category

- Select an **Item Category** from the tree view and click **Add**.
- Enter the **Item Name** and, **Description**.
- Select the **Security Group** from the drop-down list. The Security Group is defaulted to “All User Can Access” and is set up for the User Security module. Refer to [Appendix A. User Security Group](#) for more information.
- The **Item Type** is defaulted to the selection from the tree view and *enabled* by default.
- By default, the **Allow Temporarily Return** is set to **No**. If the item allows for temporarily return, slide the button to the right to set it to **Yes**.
- In the Discard Duration section, define the **maximum** number of days to keep the item in the store. The default value is: 0 = never discard.

7. To save the record, click **Save**.
8. To enter an additional **Confiscate Item**, repeat steps 2 to 7.

## Setting Up a Signature Capture Device

A Signature Capture device can be linked to enable signatures to be captured for items requiring acknowledgement.

1. From the Setup tab, click the **General Setup** button.
2. In the **General Setup** window, select **Prompt signature when confiscate item** and click the **Setup** tab.
3. Select **Signature Device** from the drop-down list.
4. Click **Save**.

## Setting Up a Barcode Scanning Device

You can use a Barcode scanning device to scan the barcode on the tagged items.

**Figure 1-3 Track It General Setup**

The screenshot shows the 'General Setup' dialog box. It is divided into two main sections. The top section is for 'Signature Devices' and includes a checked checkbox for 'Prompt signature when confiscate item'. Below this, there are fields for 'Signature Devices' (set to 'Signotec Omega'), 'Port Number', 'Speed', 'Data Bits', 'Parity', and 'Stop Bits'. The bottom section is for 'Barcode Reader (RS232 Connection)' and includes a checked checkbox. Below this, there are fields for 'Port Number', 'Speed' (set to '9600'), 'Data Bits' (set to '8'), 'Parity' (set to 'None'), and 'Stop Bits' (set to '1'). At the bottom right, there are 'Save' and 'Cancel' buttons.

1. From the Setup tab, click the **General Setup** button.
2. In the General Setup window, select the **Barcode Reader (RS-232 connection)** check box.
3. Select the device **Port Number, Speed, Data Bits, Parity, and Stop Bits**.
4. Click **Save**.

## Setting Up the Report Printer

The following standard set of Track It reports are inserted into the SPMS Database during installation:

- Track It Return Receipt
- Track It Label
- Track It Receipt

In addition to the code and signature device setup, a report printer is required for report printing. Use the Management module to set up the printer.

1. Log in to the Management module and select **Options** from the menu.
2. Navigate to the Hardware tab, **Report Printers** section.
3. Ensure Labels and Receipts type are assigned to a printer.

**Figure 1-4 Management Module Printer Configuration**

The screenshot shows the 'Options' dialog box with the 'Hardware' tab selected. The 'Report Printers' section on the left lists various report types, with 'Labels' and 'Receipts' highlighted in red. Below this, the 'Card Printer' dropdown is set to 'Utility-3-Ricoh-MP4002', and its 'Properties' button is also highlighted in red. The 'Barcode Reader (RS232 Connection)' is checked, and the 'Signature Device' is set to 'Signotec Omega'. The 'Special' section includes options for RFID Encoding Port, CEIA Reader Port, and Use Right Mouse Button Emulation. The 'Track 1 Start Sentinel' is set to '%', 'Track 2 Start Sentinel' is ';', and 'Track 3 Start Sentinel' is '+'. The 'Additional Cmd for Pebble Evolis when encode track 3:' field is empty. The 'OK', 'Cancel', and 'Apply' buttons are at the bottom right.



## Configuring the Database Sequence for Barcode Printing

For barcode label printing, the item ID must be a minimum of six digits. An adjustment to the start sequence from 100000 is imperative. Running the following script recreates the Confiscated Item sequence.

```
DROP SEQUENCE [dbschema].CNT_CIL;  
  
CREATE SEQUENCE [dbschema].CNT_CIL  
  START WITH 100000  
  MAXVALUE 10000000000000000000000000000000  
  MINVALUE 1  
  NOCYCLE  
  CACHE 20  
  NOORDER;  
  
Commit;
```

## Barcode Printing

For barcode printing, use the following prerequisites DLL's and fonts:

Copy the DLL and font files to folders C:\Windows\system32 and C:\Windows\SysWOW64.

DLLs:

- Barcode.dll
- u2lbcodes.dll

Fonts:

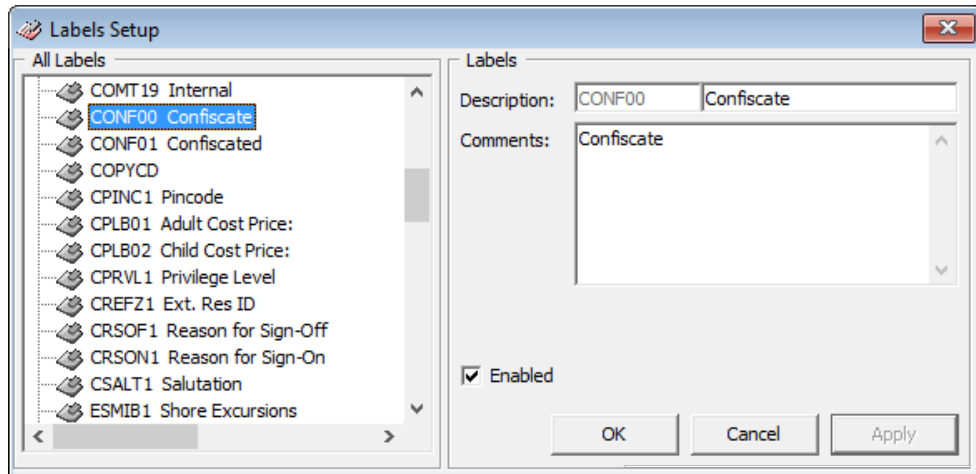
- Interleaved2of5.ttf
- Interleaved2of5Thin.ttf

## Setting up System Labels

Labels, such as Confiscate or Confiscated, are configurable according to user requirements and are set up in the Administration module.

1. Log in to the Administration module, select **Administration, System Setup, and Labels Setup**.
2. Locate the label codes **CONF00** and **CONF01**.

**Figure 1-5 Label Setup**



3. Select the **code** and enter a new **label description**, and click **OK** to save. The label code **CONF00** refers to the word **Confiscate** and appears on the following windows:
  - Setup menu ribbon bar.
  - General Setup: “Prompt Signature Capture when...”
  - Confiscate Item Setup.
  - Confiscate Item Discard Method.
  - Confiscate Item Location.
  - Ability to show the “Confiscate Item” button in Confiscate Item menu.

The **CONF01** label code refers to the word **Confiscated** and appears on the following windows:

- Overview window: Total Item Confiscated Today.
- Overview window: Top 10 most confiscated item.
- Confiscate Item: Confiscated Item.
- Management module: Loyalty/Track It tab, Confiscated Item section.

The Track It program enables you to record confiscated items, their storage location, and when they are returned to the guest or crew.

# 2

## Track It

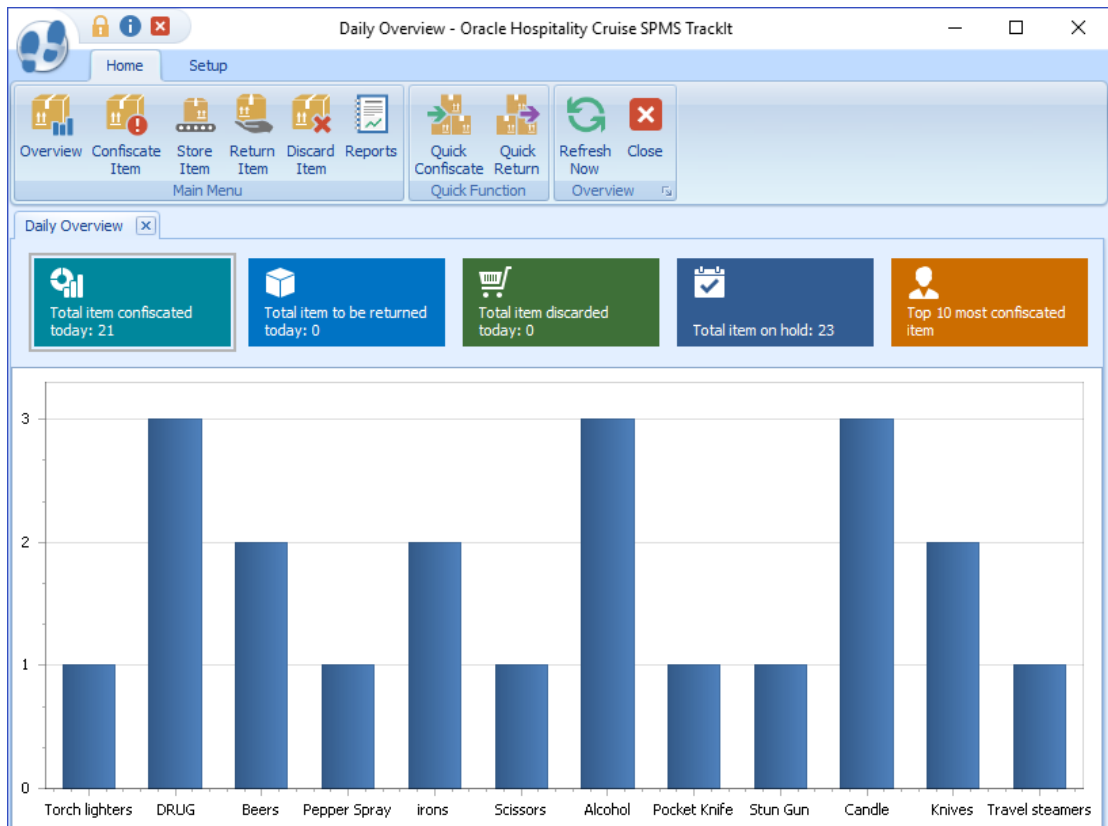
The Track It program enables you to record confiscated items, their storage location, and when it is returned to the guest or crew.

### Overview Window

The Daily Overview window is the default window that appears when you log in, indicating the total number of items logged in a bar chart layout. The overview provides the following information:

- Item confiscated today
- Item to be returned today
- Item discarded today
- Item on hold, yet to return to passenger
- Top 10 most confiscated item

**Figure 2-1 Track It Overview Window**



## Recording Confiscated Item

The items confiscated from the crew, guests, or visitors are tagged and recorded before you store them in the designed storeroom.

1. Click the **Confiscate Item** button on the ribbon bar.
2. In the Account Search section, swipe the **board card** through the card reader to search for the account, or manually enter the cabin number/name in the Account Search field. Press **F2** to reset the search information.

**Figure 2-2 Confiscate Item Account Search**

The screenshot displays the Oracle Hospitality Cruise SPMS Trackit application interface for recording confiscated items. The window title is "Confiscate Item - Oracle Hospitality Cruise SPMS Trackit". The ribbon bar includes buttons for "Overview", "Confiscate Item", "Store Item", "Return Item", "Discard Item", "Reports", "Quick Confiscate", "Quick Return", "Add", "Delete", "Confiscate Item", and "Close". The main area is divided into several sections:

- Account Search:** A search bar with a "Find" button.
- Account Information:** A section with "No image data".
- Item Type:** A dropdown menu showing "DRUG Illegal Drug, HEAT Heat Item, LIQUID Liquid Beverage, Oth Others,..."
- Item List:** A table with columns for "Item Type", "Item Name", and "Allow Temporary Return". The table contains three rows: "Liquid Beverage" (Alcohol, Yes), "Liquid Beverage" (Beers, Yes), and "Heat Item" (Candle, No). A "Total Records = 12" indicator is shown below the table.
- Confiscated Item:** A section with a search bar and a "Find" button. Below it is a table with columns for "Item Type" and "Item Name", and a "Total Records = 0" indicator.
- Comment:** A text area for entering a comment.

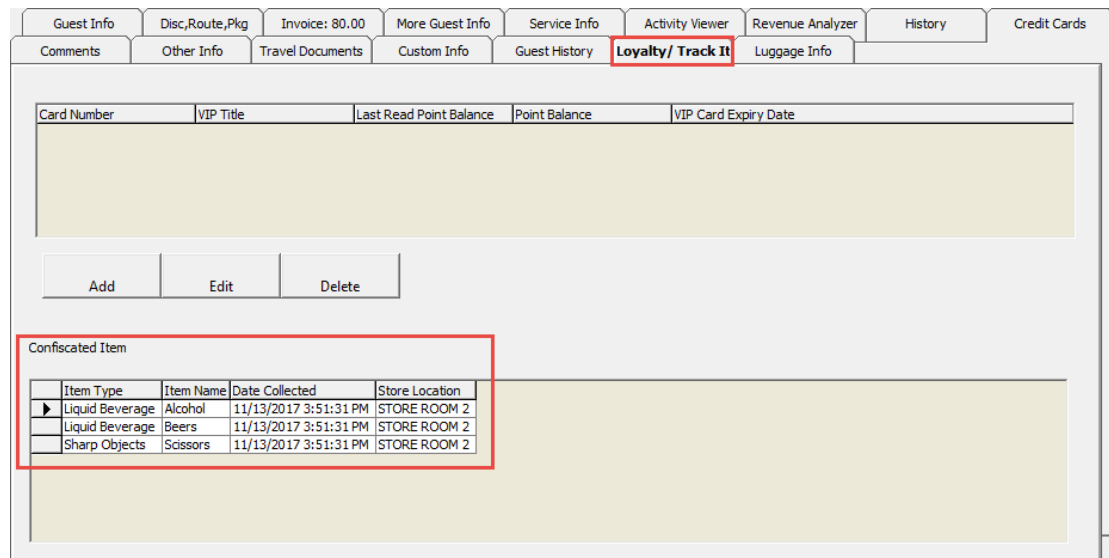
1. In the **Item Type** field, select the item category from the drop-down list, and click **OK**. Alternatively, you can search using the keyword search function by entering the **work** in the Item List text box and clicking **Find**.
2. Select the **Item check boxes** and click **Add** to add the item to the **Confiscated Item** list.
3. If the same item is added to the list, the system prompts a warning message.
4. Click **Yes** to add the same item to the list or click **No** to cancel.
5. Insert a comment/description for the item, and click **Confiscate Item**.
6. If a signature device is connected, the system starts the **Signature Capture** dialog box.

7. Allow the passenger to sign on the signature pad, and press the **Green Check** icon on the signature pad.
8. If the signature device is not connected, a warning message will pop up, disallowing you to enter the item.
9. Once the item is added successfully, a bar code label item receipt printed.
10. To remove the item from the list, select the **item**, and click **Delete**.

## Managing Confiscated Items in Guest Handling Tab

When a passenger has a confiscated item, the Loyalty/Track It tab on Guest Handling display details of the items and storage location.

**Figure 2-3 Confiscated Item in Guest handling**



The confiscated items are recorded or removed from the **Loyalty/Track It** tab when:

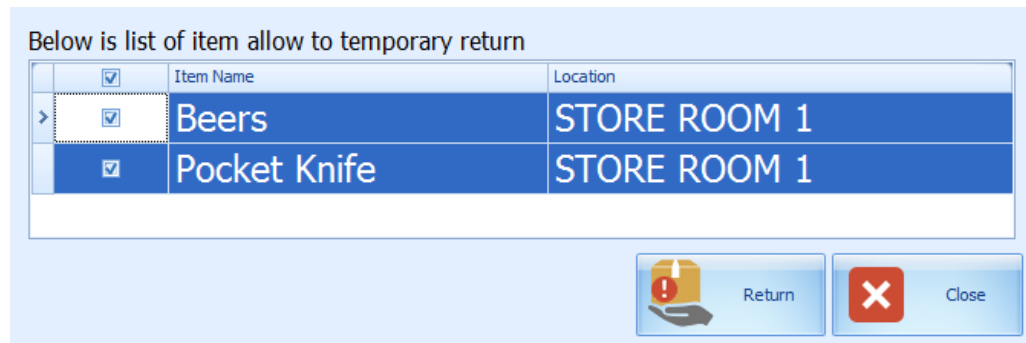
- Item is checked in at the security check point, and the system **inserts** a record in the Confiscated Item section.
- Item is returned or checked out temporarily to the guest/crew. The system removes the **record** from the Confiscated Item section.

## Confiscated Items in Security Gangway

You can manage and track a confiscated item using the WPF Security module. Guest/Crew leaving the ship are prompted to collect their items when the board card is swiped or vice versa.

On the list of items to return page, select the **item** and click **Return**. Items will not be checked out if you click **Close**.

**Figure 2-4 Check-out Handling at Security Gangway**



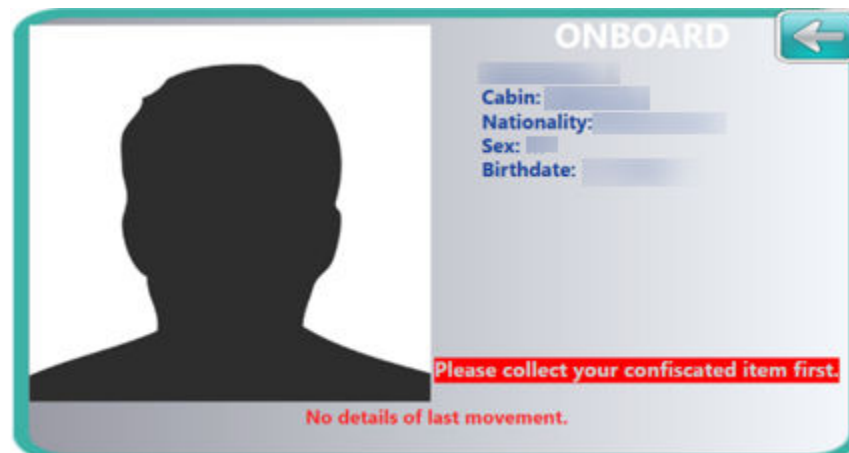
If there are items to be collected upon returning to the ship, the system prompts you to re-check in this item. Click **Collect** to check in the item.

Below is the movement activity that occurs at the Security Gangway:

- **For passengers going ashore:** The system changes the on-board status to shore-side without prompting the confiscated item list if a passenger checks out the item from the store location.
- **For passengers returning on-board:** The system changes the status from shore-side to on-board without prompting the confiscated item list when confiscated items are checked in upon returning from shore-side.
- **For expected check out passengers leaving for shore-side who did not collect their confiscated item:** The system prompts a reminder at the gangway for items to be collected before the status can be change.

The reminder prompt is configurable in Administration, Security Alert Setup.

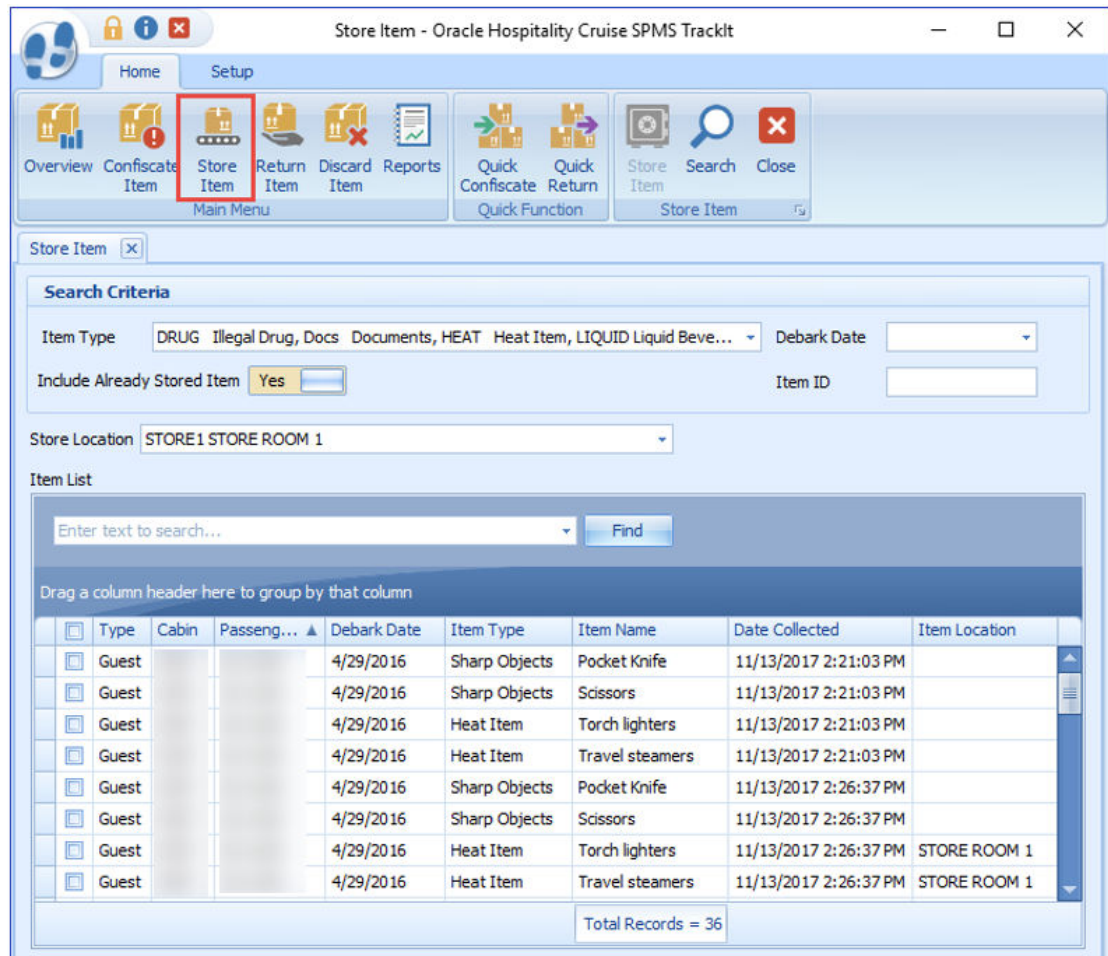
**Figure 2-5 Reminder for Collection of Confiscated Item for Departing Passenger**



## Storing Items in Designated Store

The **Stored Item** screen allows you to identify where to store items. Items that do not have a designated store assigned are listed in the **Item List** grid, which then enables you to assign a storage location.

**Figure 2-6 Store Item Window**



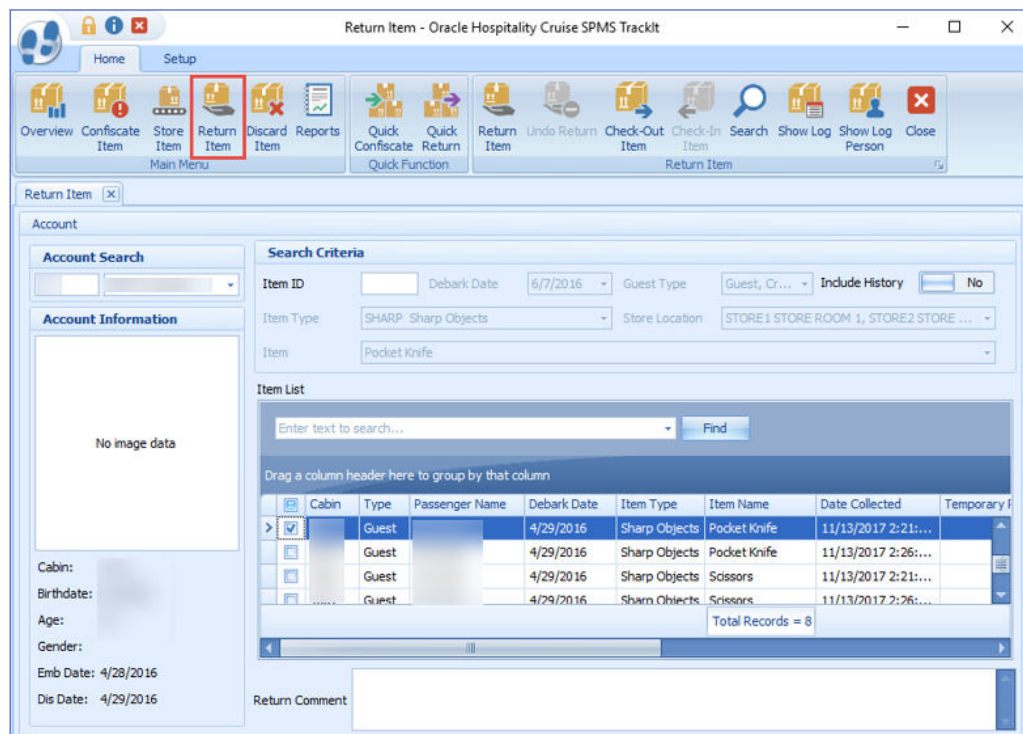
1. Click **Store Item** on the ribbon bar.
2. In the Search Criteria section, select the following filter option and click **Search**.
  - **Item Type:** Select the items to display from the drop-down list.
  - **Debark date:** Select an item stored date from the calendar editor.
  - **Item ID:** Use the barcode scanner or manually enter the Item ID in the text box. When entering a barcode manually, the Type and Debark Date options are disabled.
  - **Include Already Stored Item:** If the option is set to **Yes**, items stored will be listed in the grid including the store location.
3. Select the item(s) to store and select a store location from the drop-down list.

4. Click **Store Item**.
5. When the confirmation prompt appears, click **OK** to close. The Store location is added to the Item Location field.

## Returning Confiscated Items

You can temporarily return a confiscated item to the passenger before the passenger goes ashore. A good example of this would be camping equipment or supplies such as cooking utensils.

**Figure 2-7 Return Item Main Window**



1. Click **Return Item** on the ribbon bar.
2. In the Account Search section, search for the passenger account and select the item to return. Items that are allowed a temporary return are marked with **YES** in the Allow Temporary Return column.
3. Click **Check-Out** to check out the item. The system prompts a confirmation indicating the number of items being check-out.
4. Click **OK** to close the prompt. The date/time the item checked out is recorded in the Temporary Returned Date column.

### Undoing Returned Items

An item returned accidentally to a guest can be undone by the Return Item function.

1. In the Return Item window, search for the **passenger account**.



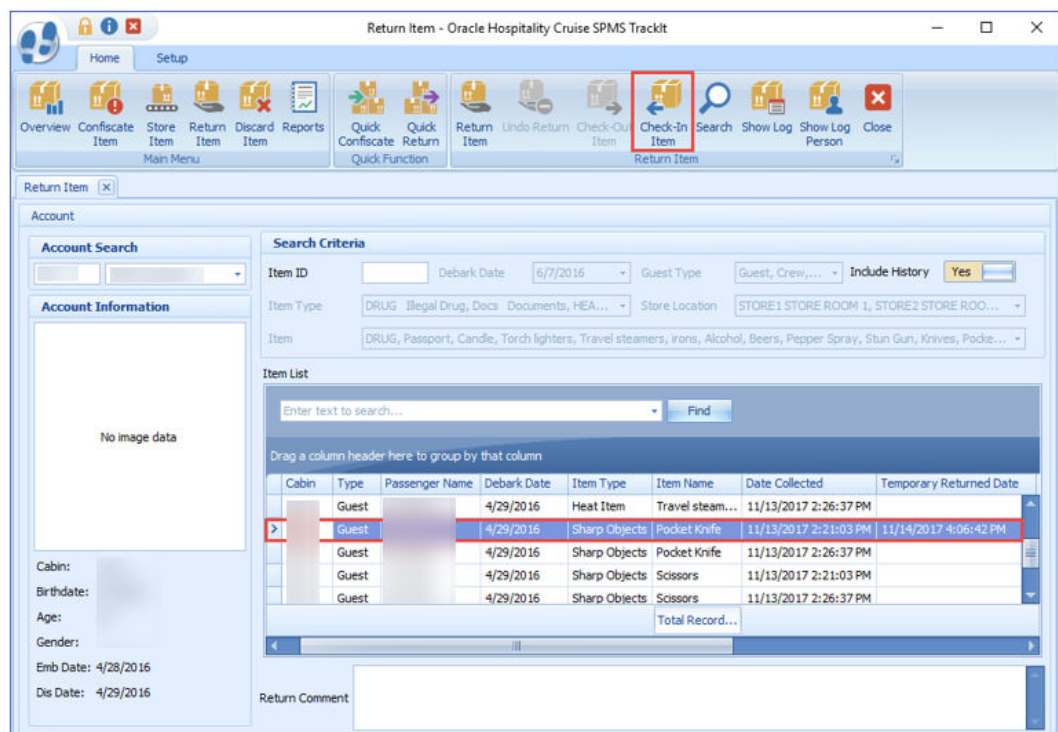
2. Switch the Include History to **Yes** to display items returned to guests. The items appear in the Item List grid with the date and time shown in the Date Returned/Discard column.
3. Select the item and click the **Undo Return** button.
4. Click **OK** to confirm the number of returned items to undo reset the Date Returned/Discarded column to null.

## Checking in Confiscated Items

Items that were checked out temporarily must be checked back in when the passenger returns from shore-side.

1. From the Return Item window, search for the passenger's account.
2. Slide the Include History to **Yes** to display items previously checked out.

**Figure 2-8** Checked In Item Window



3. Select the **item** and click **Check-In**.
4. The number of items checked in are shown in the confirmation prompt. Click **OK** to confirm, and this resets the **Temporary Returned Date** to null.

## Viewing the Activity Log

This function displays a log of all activities for the selected item by the item, or the passenger, or the person who logged the item, depending on the type of log.

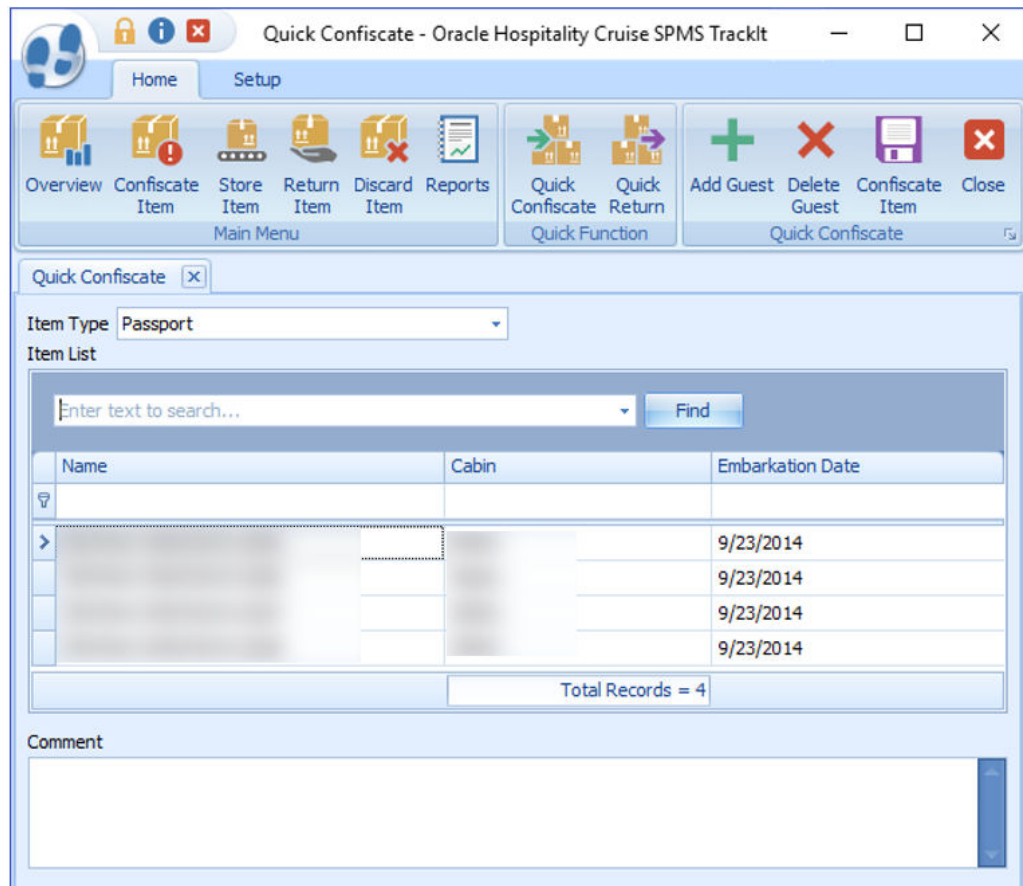
1. From the Return Item window, search for the **passenger account**.
2. Select the **item** from the Item List grid and click **Show Log** or **Show Log Person**.

3. A Track It Item Log window opens, displaying the logged activities of the selected item. Click **Close** to exit.

## Adding Confiscated Items by Batch

The **Quick Confiscate** functionality processes the confiscated items by batch instead of individually, and is mainly used when collecting the passenger passport upon check-in.

**Figure 2-9 Quick Confiscate**



1. Click the **Quick Confiscate** button on the ribbon bar.
2. Select the **Item Type** from the drop-down list.
3. Click the **Add Guest** button. This opens the Multiple Accounts Selection window.

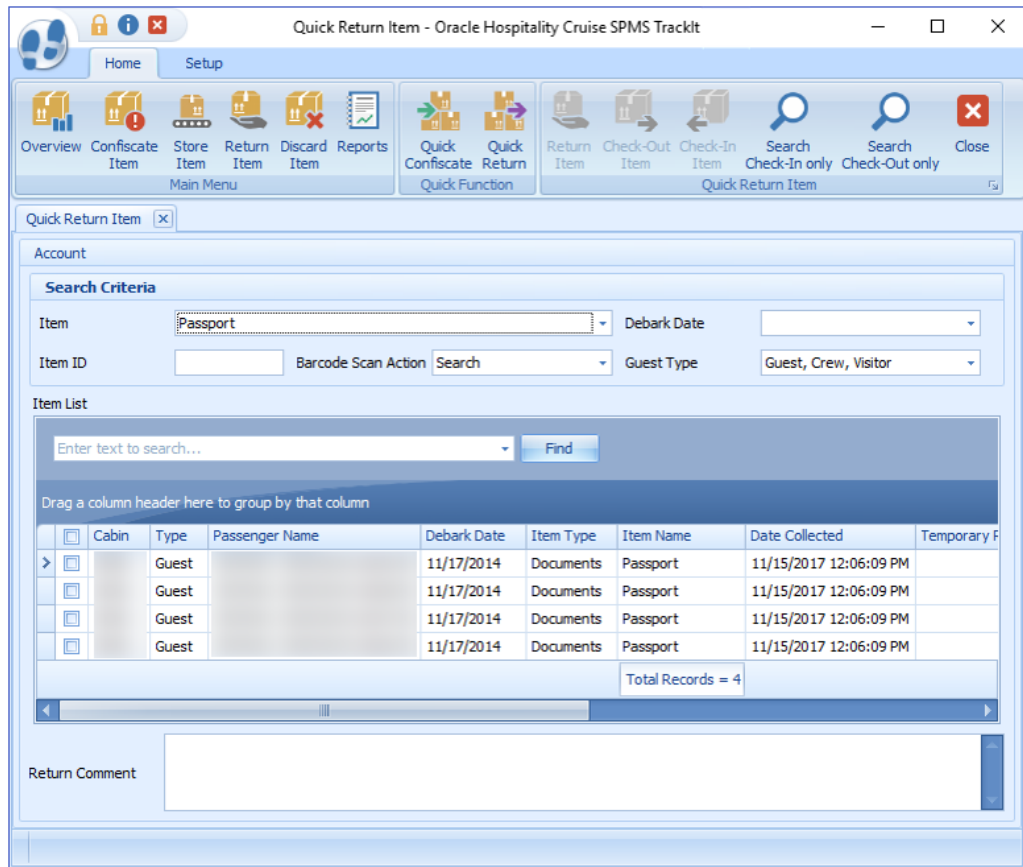
**Figure 2-10 Quick Confiscate Multiple Account Selection Window**

4. Use the available options to filter the list of passengers:
  - **Status:** Refers to the reservation status either Checked-In or Reservation.
  - **Account Type:** Refers to the type of accounts such as Guest, Crew, Group, or System Account.
  - **Pre-Selection:** Refers to the Quick Posting Templates setup in the Administration module. For Example: filter all passenger with nationality = US.
5. Account matching the selection is shown in the Non-Selected Accounts list. Click **Add All** or select the account from the grid, and click **Add** to transfer the accounts to the **Selected Accounts** window.
6. Click **OK** to confirm return to the Quick Confiscate window.
7. Click the **Confiscate Item** button.
8. At the confirmation prompt, click **Yes** to complete the process. The system does not print the item receipt for such instance.

## Returning / Checking Out Items by Batch

Quick Return enables items to be returned by batches.

**Figure 2-11 Quick Return Item**

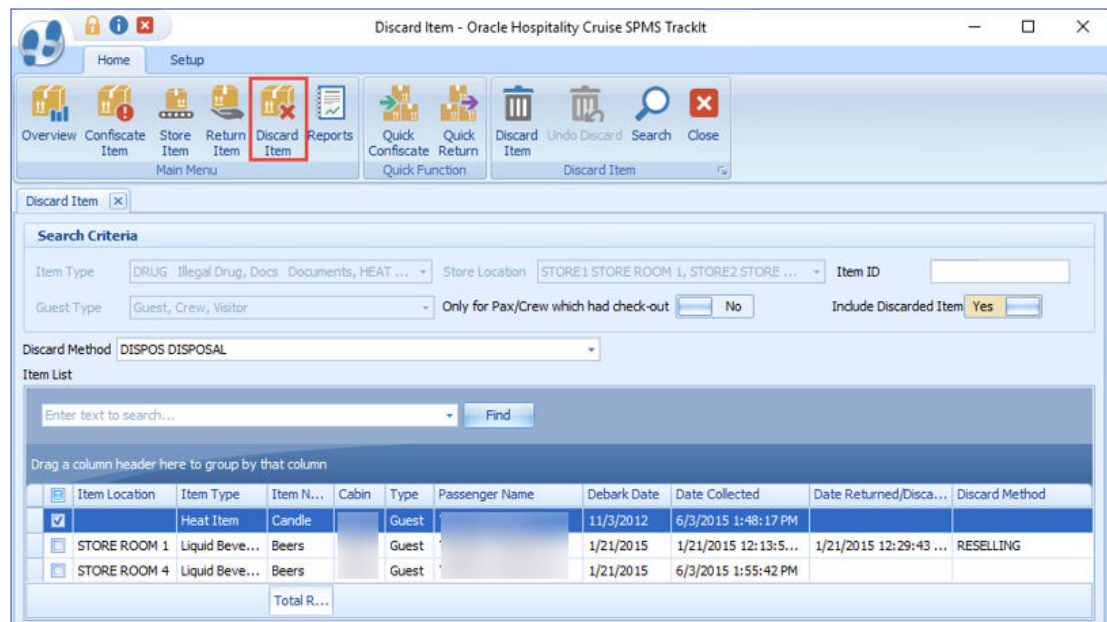


1. Click the **Quick Return** button on the ribbon bar.
2. Select an **item** from the item drop-down list.
3. Click the **Search Check-In Only** or **Search Check-Out Only** to display all of the confiscated items based on checked-in/out status and the selected item.
4. You can also narrow down your search using the **Debark Date** or **Guest Type**.
5. Select the **guest** by selecting the check boxes besides the Cabin column and inserting a **comment** in the Return Comments text box.
6. Click the **Return Item** and click **OK** to confirm the total number of items returned. This updates the Date Returned/Discarded column with the actual process date/time.
7. To perform a mass check-out of the selected item, click the **Check-Out Item** button. This process updates the Temporary Returned Date column with the item check out date/time.
8. To return/check-out the item using a barcode scanner in the Quick Return function, select either the **Auto Check-in/Out** or **Auto Return** from the **Barcode Scan Action** menu, scan the barcode label, and click **OK** to confirm the date/time of the returned item.

## Discarding Confiscated Items

Discard Item disposes the confiscated items from the Ship's store when its storage period expires.

**Figure 2-12 Discard Item**



1. Click the **Discard Item** on the ribbon bar to list all confiscated items exceeding the maximum storage duration.
2. In the Search Criteria section, select one of the following options and click the **Search** button.
  - Select the type of information to display using the **Item Type**, **Store Location**, or **Guest Type**.
  - Slide the **Only for Pax/Crew which had check-out** to **Yes** to only show the passenger that has to check out.
  - To search the item with a barcode, enter the **barcode** in the Item ID field. To include items that were already discarded in the Item List, slide the **Include Discarded Item** to **Yes**.
3. Select the **Discard Method** from the drop-down list.
4. Select the item to discard, and click the **Discard Item** button.
5. At the confirmation prompt, click **Yes** to confirm.
6. Click **OK** to confirm the number of item(s) being discarded.
7. The Date Returned/Discarded and Discard Method columns are time stamped with the actual date/time when the system discards the items.

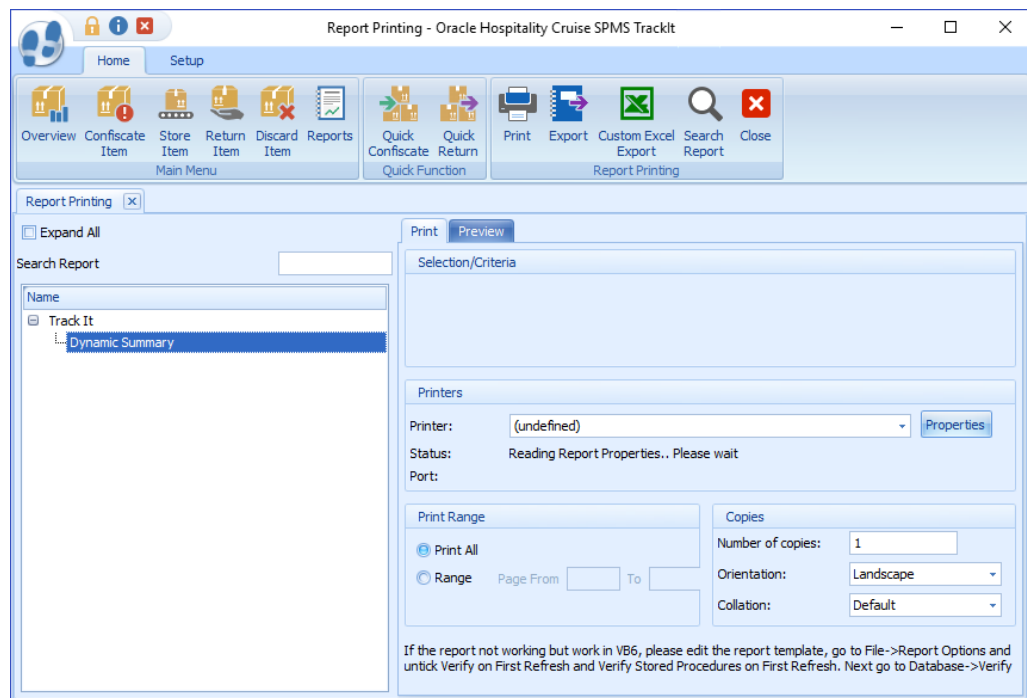
### Undoing Discarded Items

1. To undo a discarded item, select a **discarded item** from the Item List.
2. Click the **Undo Discard** button.
3. Click **Yes** to confirm and click **OK** to confirm the total number of discarded items. This removes the timestamp in the Date Returned/Discarded and Discard Method columns from the selected item.

## Viewing, Printing, and Exporting Reports

Reports are added in the Administration module under the **Track IT** report group and they are printable from the Track It module.

**Figure 2-13 Report Dialog Window**



- To view the available reports, click **Reports**.
- To print a report, select the **report**, and click **Print**.
- To view a report, select the **report**, and click the **Preview** tab.
- To export the report, select the **report**, and click **Export**.

# A

## Appendix

### Appendix A. User Security Group

This section describes the user security access group for the confiscated items in Item Type, Item, and Item List in Confiscate Item, Store Item, Return Item, Discard Item, Quick Confiscate and Quick Return windows. These access groups coexist with Item configuration on the Setup tab. The security privilege is assigned in the User Security module.

**Figure A-1 User Access Group Assignment**

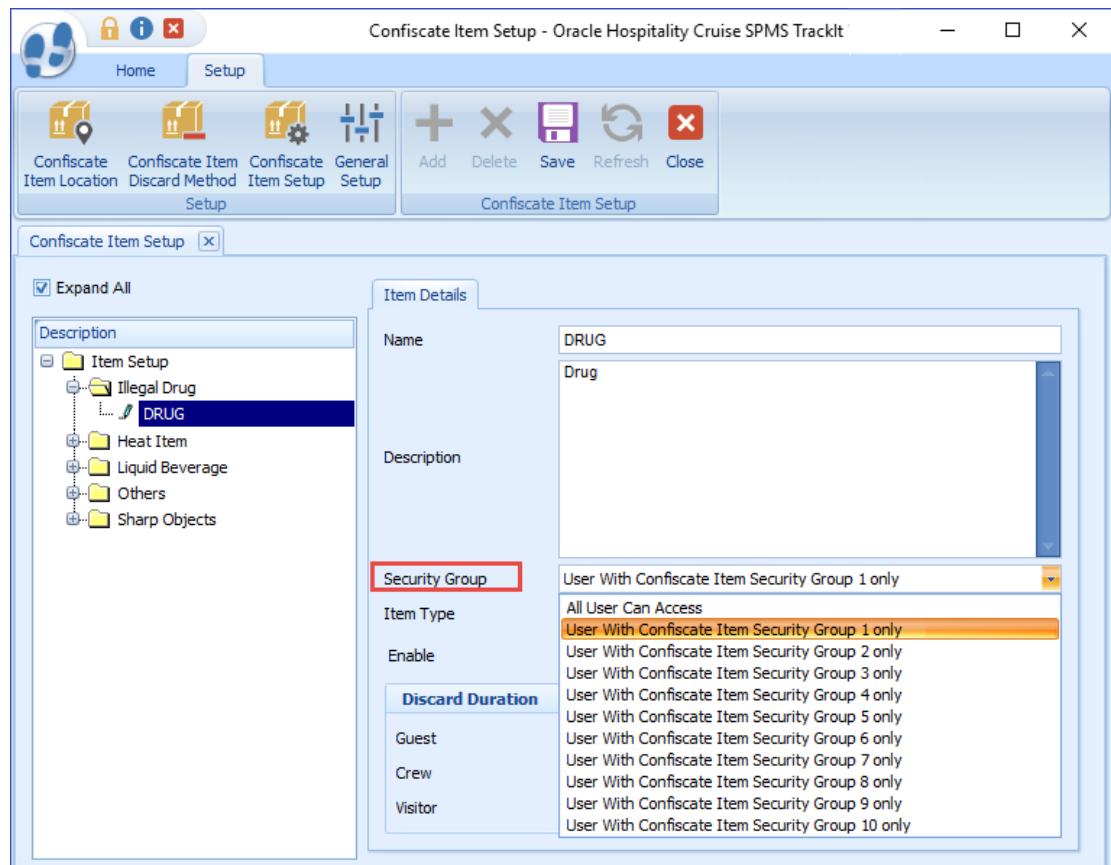


Figure A-2 User Security Reference

Group	Privilege	Ref	Security Description
▶ Modules Track It	<input checked="" type="checkbox"/>	4424	Confiscate Item
	<input checked="" type="checkbox"/>	4422	Confiscate Item Discard Method Setup
	<input checked="" type="checkbox"/>	4421	Confiscate Item Location Setup
	<input type="checkbox"/>	4411	Confiscate Item Security Group 1
	<input checked="" type="checkbox"/>	4420	Confiscate Item Security Group 10
	<input checked="" type="checkbox"/>	4412	Confiscate Item Security Group 2
	<input checked="" type="checkbox"/>	4413	Confiscate Item Security Group 3
	<input checked="" type="checkbox"/>	4414	Confiscate Item Security Group 4
	<input checked="" type="checkbox"/>	4415	Confiscate Item Security Group 5
	<input checked="" type="checkbox"/>	4416	Confiscate Item Security Group 6
	<input checked="" type="checkbox"/>	4417	Confiscate Item Security Group 7
	<input checked="" type="checkbox"/>	4418	Confiscate Item Security Group 8
	<input checked="" type="checkbox"/>	4419	Confiscate Item Security Group 9
	<input checked="" type="checkbox"/>	4423	Confiscate Item Setup
	<input checked="" type="checkbox"/>	4426	Discard Item
	<input checked="" type="checkbox"/>	4428	General Setup
	<input checked="" type="checkbox"/>	4425	Return Item
	<input checked="" type="checkbox"/>	4427	Store Item

If you do not have the access rights assigned, the system prompts you with: *You have no access to view this item. Please consult your System Administrator for access* when searching or scanning for the confiscated item.

Table A-1 Track It Item Security Access Group

Security Reference No.	Description
4411	Confiscate Item Security Group 1
4420	Confiscate Item Security Group 10
4412	Confiscate Item Security Group 2
4413	Confiscate Item Security Group 3
4414	Confiscate Item Security Group 4
4415	Confiscate Item Security Group 5
4416	Confiscate Item Security Group 6
4417	Confiscate Item Security Group 7
4418	Confiscate Item Security Group 8
4419	Confiscate Item Security Group 9

Table A-2 Track It Functionality Access Rights

Security Reference No.	Description
4424	Confiscate Item
4422	Confiscate Item Discard Method Setup
4421	Confiscate Item Location Setup
4423	Confiscate Item Setup
4426	Discard Item



**Table A-2 (Cont.) Track It Functionality Access Rights**

Security Reference No.	Description
4428	General Setup
4425	Return Item
4427	Store Item

## Appendix B. Parameters

This section describes the Parameters available to the Track It module. You can access Parameters from the Administration module under System Setup, Parameter.

**Table A-3 PAR Group Track It**

PAR Name	PAR Value	Description
Prompt Signature during confiscate item	0, 1	0-No signature require, 1-Signature require