

Oracle® Hospitality Cruise Shipboard Property Management System WPF Security 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
1	System Configuration
2	Parameters
3	WPF Security
4	General Handling
5	Onboard/Ashore Denied Handling
6	Immigration Gate Handling
7	Visitor Handling
8	Auto Update Pre-Register RFID Card on Online Door Lock System

Preface

The Ship's gangway is the first and the last place a person passes through when embarking/disembarking the ship for security verification. The module is designed to monitor passengers, crew or residents movement at the Gangway and maintain an overall on-board or ashore head-count when passengers embark or disembark the ship. It has an added security feature that alerts the Security Officers when a passenger with denied ashore status leaves for shore.

Audience

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

Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

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

Documentation

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

Revision History

Table 1 Revision History

Date	Description of Change
October 2023	Initial publication.

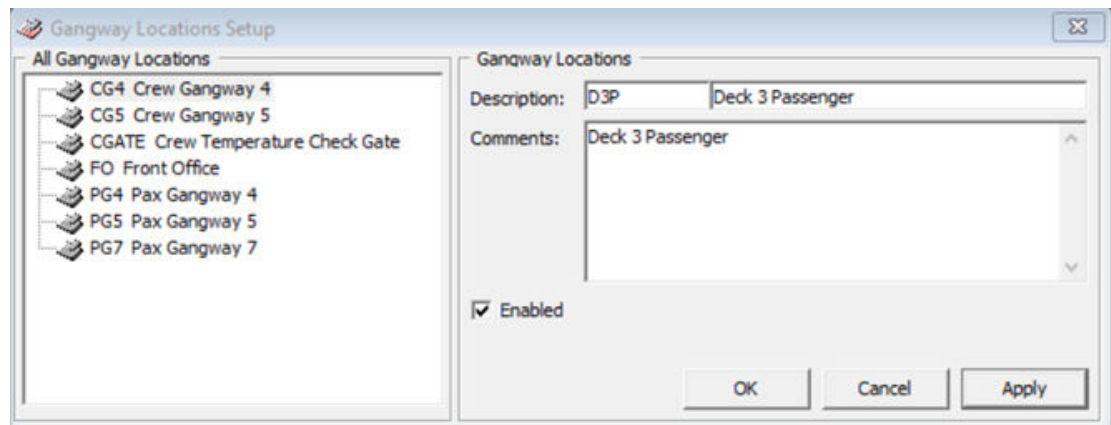
1

System Configuration

The Ship operator is responsible in preparing a list of the gangway locations on-board and the location of the workstations set up to run the WPF Security. Setting up multiple workstations in different locations is permissible, for example, workstation to manage passengers and another for crew at the same deck location. All of the configurations are coded in the Administration module.

Gangway Location

Figure 1-1 Gangway Location Setup



1. Log in to the **Administration** module and select **Safety Setup, Gangway Locations** from the menu.
2. On the All Gangway Locations pane, right-click and select **Add New**.
3. At the **Description** field, enter the gangway location code and name, and additional comments about the location if any.
4. The new code is enabled by default. To disable, deselect the **Enabled** check box.
5. Click **Apply** to save the new record.

Labels Setup

The program is pre-configured with a set of labels for use in WPF Security and you can modify the description to suit the ship's operation. The labels are listed in the following groups.

- GNG001 - GNG115
- IMMSG01 - IMMSG03
- INIC01
- ODOCT01

- ODMS01
 - OMSG01 - OMSG03
1. Navigate to **Administration, System Setup, Labels Setup**.
 2. Select a label code to modify.
 3. Change the label description besides the short code and leave the Comments field as it is.
 4. Click **OK** to save.

Security Sound File

A sound file is added to the Gangway location as an alert on the different types of Guardian movements alerts. The sound file format supported is .wav and mp3.

1. Log in to **Administration module** and select **Administration, Multimedia File Maintenance** from the menu.
2. Navigate to the **Security Sound File** tab and click **Select** to select the sound file for each of the alert types. This opens Window File Explorer. Locate the sound file and click **Open** to select the file.
3. To remove a sound file, click **Remove** on the selected sound file or **Play** to play the file.
4. Repeat the steps above for the remaining alert types.

Security Alert Setup

You can set up additional alerts to warn security officers of a potential security breach. Alert setup is in the **Administration module, Security Alert Setup**.

However, you must first define and create the Security Alert in the database using a script. Contact Oracle Customer Support for the script file.

1. Run **Administration** module and select **Administration, Security Alert Setup** from the menu bar.
2. In the **Details** tab of the **User Definable Security Alert Setup** window, enter the alert context in the **Name** field.
3. Enter the alert message text in the **User Define Alert Message** field.
4. In the **e-Mail Setup** section, select an **e-Mail alert template** and enter the email address using a semicolon (;) as a separator when inserting more than one e-mail account.
5. Select the **Direction Checking, Process Type** and **Gangway Type** from the drop-down lists.
6. Select the respective alert triggers and click **Add Audio** to add a sound file.
7. Navigate to the **Oracle SQL Statement** tab to view the SQL statement for that alert.
8. Click **OK** to save the setting.

Peripherals

Peripherals such as camera, passport reader, or card printer are often hooked up at the gangway workstation to capture live pictures, record travel documents, or print the board card. To configure, see *Management module, Options, Hardware Setup*.

2

Parameters

This section describes the Parameters available to WPF Security.

Table 2-1 Parameters

PAR Name	Description
Allow Auto Status Change for Last Account	Allows auto change of last account status by pressing CTRL+S. 0 – Do not allow. 1 – Allow the auto Change.
Allow Mark Message as Delivered	0 – The message will not mark as delivered. 1 – Prompt user to confirm marking the message. 2 – The message are marked as delivered when prompted.
Allow offline expected embarkation today on board	This is use in conjunction with Advance Quick Check In Module offline mode. 0 – Disable 1 – Enable
Auto Refresh People Count	Enabling this parameter impacts the performance, it is disable by default. 0 –Disable else set number of second to refresh the people count.
Allow Crew Card Login Bypass	Allows crew to login by scanning the crew card provided the credential is valid in Mobile Database.
Allow not expected guest to check-in	0 – Do not allow expected guest to check-in. 1 – Allow not expected guest to check-in.
AutoCheckOutCrw	Auto check out crew after card swipe for going offshore. 0 – Disable. 1 – Enable.
AutoCheckOutPax	Auto check out passenger after card swipe for going offshore. 0 – Disable. 1 – Enable.
Check Document Returned	Flag to check whether the pax document is returned during gangway movement. 0 – No checking. 1 – Check disembark pax document. 2 – Check transit and disembark pax document.
Check Message	0 – Disable message checking 1 –Enable.

Table 2-1 (Cont.) Parameters

PAR Name	Description
Check Visitor Card	0 – No checking performed. 1 – Check on the validity of visitor card.
Check-in Message Popup Duration	Number of milliseconds the auto check in message is shown.
Check-in via OHC Security	0 – Disable check in via OHC Security. 1 – Enable.
Custom SQL to show additional info for crew	N/A
DCL corporate card facility code	Null –Accepts all cards; card must match the facility code
Default Queue Workstation	Default chips workstation ID. Reference to TYP_QST.
Disable Search Grid Drag/Drop	Disables the ability to rearrange columns using drag/drop.
Disable Visual Keyboard	Disables the display of the visual keyboard.
Disable/Enable Phone when pax shoreside/onboard	Allows phone to be disabled/enabled when passenger goes ashore or onboard.
Eliminate OHC Security Login	When enabled, it eliminates the OHC Security Log-ins when Disabling Cards. 0 – Disable. 1 – Enable.
Enable Auto Quick Balance	1 – Enable Auto Balance for guest with credit cards Register.
Enable Handicap Assignment	0 – Disable. 1 – Enable Accessibility Assignment.
Enable Immigration Gate	0 – Disable the access to Immigration Gate. 1 – Enable.
Enable Internal Gate	0 – Disable the access to Internet Gate. 1 – Enable.
Enable Minor Disembarkation Authorization	0 – No Authorization is required for minor. 1 – Authorization of Guardian company is required.
Enable Tender Option	0 – Disable Tender Option. 1 – Enable option for Gangway to serve tender.
Exclude Port from Minor Dis Authorization	Specify the ports of call a minor is authorized to debark un-escorted. For example 'AtSea','AtSea1'
Exit Application Without Prompt Password	1 – Exit Application Without Prompt Password.
Extended Search Criteria	It can be any VarChar2 or Char field from RES and UXP table.

Table 2-1 (Cont.) Parameters

PAR Name	Description
Extended Search Criteria Check-in	0 – Extended Search Criteria at gangway is disabled. 1 – Passengers will be checked in when found. 2 – Passengers will be allowed onboard but not checked in.
Gangway Location Functionality	The value determine whether to prompt the Gangway Location window at logon. 0 – Not used. 1 – Used.
Grid Font Size	Specifies the Font Size in the Search Grid.
Grid Refresh Duration	Number of seconds to auto-refresh the Grid data.
Picture Taking Functionality	0 – Disable picture taking functionality. 1 – Enable.
Prompt Message When Crew Disembark Today	1 – Prompt Message when Crew Disembarks Today.
SLD Manual Override	Prompts a message to override “shore leave denied” age if no Time and Attendance validation. 0 – No overriding. 1 – Prompt override SLD message.
Show Check-in Cabin Person Count	0 – Do not show other guest. 1 – Show other guest.
Show Other Guest with Same Booking Number	0 – Do not show other guest. 1 – Show other guest.
Tender Threshold Count	Threshold Count that triggers a warning.
Update Visitor Name	0 – Do not overwrite. 1 – Overwrite existing visitor name during passport scanning.
Use Ashore Denied Message	0 – Do not use denied message in Ashore/ Onboard Denied function. 1 – Use.
Use ON/OFF Icon	0 – Do not use on/off Icon. 1 – Use On/Off Icon.

3

WPF Security

The WPF Security login window can display the type of Gate and Traffic direction according to the ships operational needs. This is determined by the **Exit Application Without Prompt Password** and **Gangway Location Functionality** parameters.

1. Begin the WPF Security application and at the Gate Settings dialog box, select the type of **Gate**, **Traffic Direction**, and **Gate Location**.

Figure 3-1 WPF Security Gate Settings

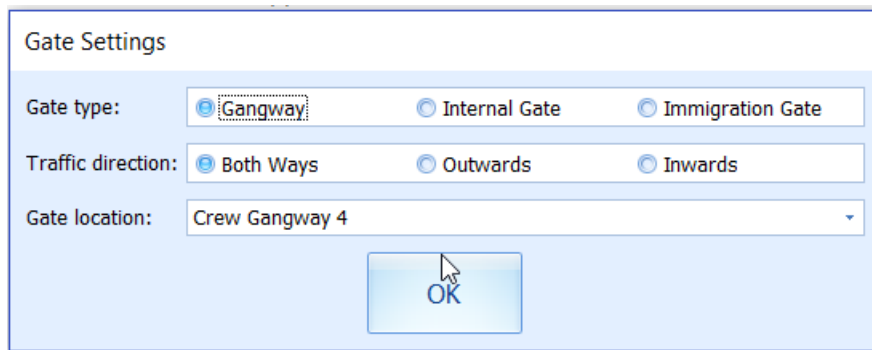


Table 3-1 Gate Settings Type

Gate Type/Direction	Description
Gangway	The Gangway gate is used by passengers and crew when boarding/alighting the ship. The system maintains a running count of passengers and crew that are currently onboard and at shore side.
Internal Gate	The Internal Gate is used by Department Head/Training Manager to monitor the crew training attendance and movements in restricted area or shore duty. The in/out entries through the gate are updated except the shipboard status.
Immigration Gate	The Immigration Gate is used to facilitate the immigration process by swiping the passenger's board card in and out for Immigration inspections. The Immigration information is updated except for shipboard status.
Both Way	Used for passengers and crew going ashore and coming on board.
Outwards	Used for passengers and crew going ashore only.

Table 3-1 (Cont.) Gate Settings Type

Gate Type/Direction	Description
Inward	Used for passengers and crew coming onboard only.

- Click **OK** to access the main menu.
- At the **Login** prompt, enter the user name and password or click **Exit** to access the Main menu.
- The selected gate, traffic direction and location appear below the toolbar of the main window. Clicking the **Close Program** prompts a Security Logon dialog box. You must enter your login credential before you can close the program. You can disable the dialog box by setting the **Exit Application Without Prompt Password=1** parameter.

Figure 3-2 WPF Security Toolbar



Navigating through WPF Security Main Functions

As the program predominantly records passenger movement through the gangway, the functionality in this program is scaled down to minimize the queue from building up. The functions in this module are a Refresh Count, Gangway Log, Visitor and Accessibility Handling, Immigration Gate handling, and others.

Figure 3-3 WPF Security Main Functions



Table 3-2 Field Description of WPF Security Main Functions

Function	Description
Refresh Count	Recalculates and updates the total counts of the Account Statistics Board.
Gangway Log	Starts the Gangway Log window, which allows the Security Officer to view or search the gangway activities when necessary.
Visitor	Starts the Visitor window and enables the Security Officer to enter the visitor's information, produce a visitor card, and track the visitor onboard/ashore status.
Accessibility	Allows the Security Officer to assign an accessibility status for passenger with disabilities who comes onboard.
Take Picture	Allows the Security Officer to take the picture and store the picture of a selected account in the system.
Close Program	Closes the WPF Security program.
Account Status Board	
Onboard	Total Passenger/Crew/Resident currently onboard the ship.
Shoreside	Total Passenger/Crew/Resident currently at shore.
Overnight Tour	Total Passenger/Crew/Resident currently on shore for overnight tour, which includes Crew accompanying passengers for overnight tour.
Expected	Total number of Passengers/Crew/Residents expected to check in today.
Disembarked	Total Passenger/Crew/Resident disembarked today.
Disembarking	Total PassengersCrew/Residents expected to disembark today.
Visitor Onboard	Total number of Visitors currently onboard.
Information Board	
Onboard / Ashore	The Onboard or Ashore Information board shows the account information by name, sex, nationality, photo, last event log, and other information when someone goes onboard from shoreside. Double clicking the board will show the account, allowing the Security Officer to search and change account status from onboard to ashore.
Gangway History Activity	
Gangway History Activity	Displays the last 10 movement activities with account name and photo.
Status Bar	
Ship	Current Ship's name.
Sys Date	Current Ship's SPMS system date.

Table 3-2 (Cont.) Field Description of WPF Security Main Functions

Function	Description
PC	PC name of current gangway workstation.
DSN	SPMS Database name.
Reader	Card reader device currently connected to the gangway workstation.
CO Guest Enabled	Denotes “Gangway”, “AutoCheckOutPax” parameter is enabled, allowing you to check-out a passenger account by swiping the board card.
CO Crew Enabled	Denotes “Gangway”, “AutoCheckOutCrw” parameter is enabled, allowing you to check-out a crew account by swiping the board card.
Light bulb image	Database connectivity status. Green denotes online, and Red denotes offline.

4

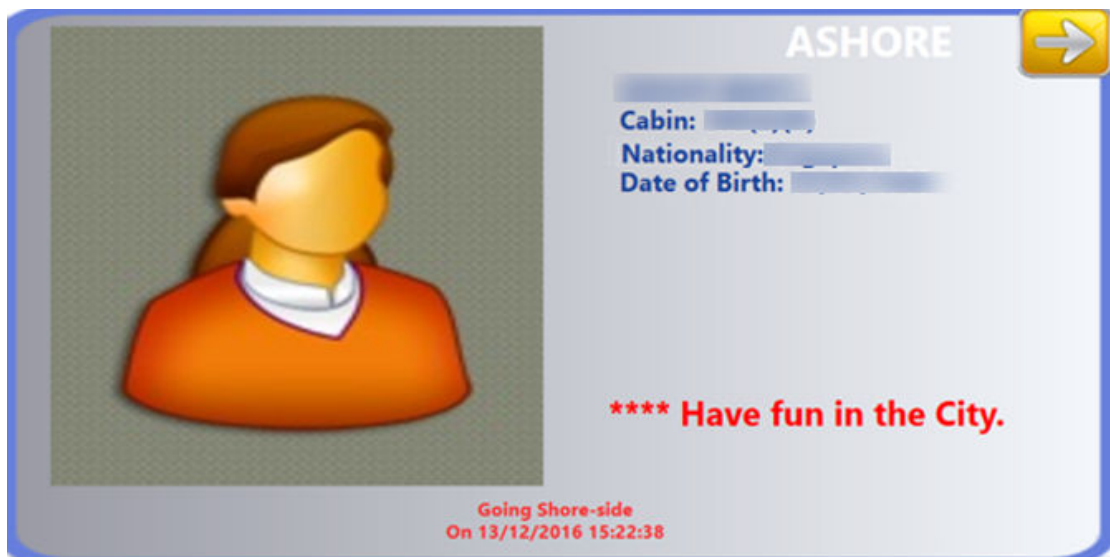
General Handling

Changing Onboard/Ashore Status

When passengers/crew pass through the Security Gate to go ashore or board the ship, they are required to either swipe, scan, or tap their board card on the devices made available at the security gate. Once the board card is swiped, the account status changes from onboard to ashore or vice versa.

Alternatively, you can manually change the status using the account search. The Security Officers typically perform this process for passengers who lost their board card while on shore.

Figure 4-1 Account Information Tile



1. From the main window, double-click the **Onboard** or **Ashore Information Board** to bring up the list of accounts.
2. In the **Show People Currently Onboard / Shore-Side list** panel, use the side scroll bar to search for the account or filter the search by category.
3. Place the cursor in the Search text box launch the On-Screen Keyboard (OSK) and enter the passenger's name or cabin number,
4. Select the account from the account grid and click the **Going Ashore** or **Going Onboard** icon on the ribbon bar to change the account status or double-click the name field.
5. At the Confirmation prompt, select **Yes** to proceed or **No** to return to previous window. If you select Yes, the account information appears in the Ashore Status or vice versa.

Auto Check-In Guest

Apart from scanning and recording the passengers movement at the Security Gate, you can also check in embarking guests. This function requires the following parameters. See [Parameters](#) for more details.

- Check-in through WPF Security
- Enable CheckIn Message
- Check-in Message Pop-up duration

Note:

If the **Enable CheckIn Message** parameter is enabled, the system prompts you to confirm the check-in and indicate the duration to process the check-in base on the value defined.

1. At the Main Window, swipe the expected checked-in passenger's card through the Magnetic Stripe Card Reader (MSR).
2. At the Check-in dialog box, select **Yes** to check-in the guest. The passenger's details appears on the Onboard Information Board.

Auto Check-Out Guest

The application can automatically check out passengers at the gangway . This requires some Parameter setup. See [Parameters](#) for details.

1. In the Main Window, swipe the expected check-out passenger's card through the Magnetic Stripe Card Reader (MSR).
2. At the Check-out dialogue message, select **Yes** to check-in the guest. The passenger's details appears on the Ashore Information board.

Crew Disembarkation Handling

Similar to Auto Check-Out Guest, the function is also available to crew disembarking from the ship. See [Parameters](#) section for details.

When disembarking crew swipe their board card through the MSR. The system prompts an **Ashore Denied Override** dialog box with the following message: 'The person is ashore denied; do you want to override the onboard status?'. Click **Yes** to change the account status to **Ashore** and display a "Crew Disembark Today" statement on the Ashore Status Information board.

Message Handling

You can set up an alert to prompt messages entered in the Management module that are marked for delivery at the gangway. This function requires Parameter settings. See [Parameters](#) section for details.

The system prompts an alert on the WPF Security window at the point when the passenger swipes, scans, or tabs their board card on the card reader devices, allowing the Security Officer to read out the message to the passenger. Click **Yes** at the message sets the message as *Acknowledged* in the system.

5

Onboard/Ashore Denied Handling

There are reasons the passenger or a crew is denied from boarding or leaving for shore, and below are examples.

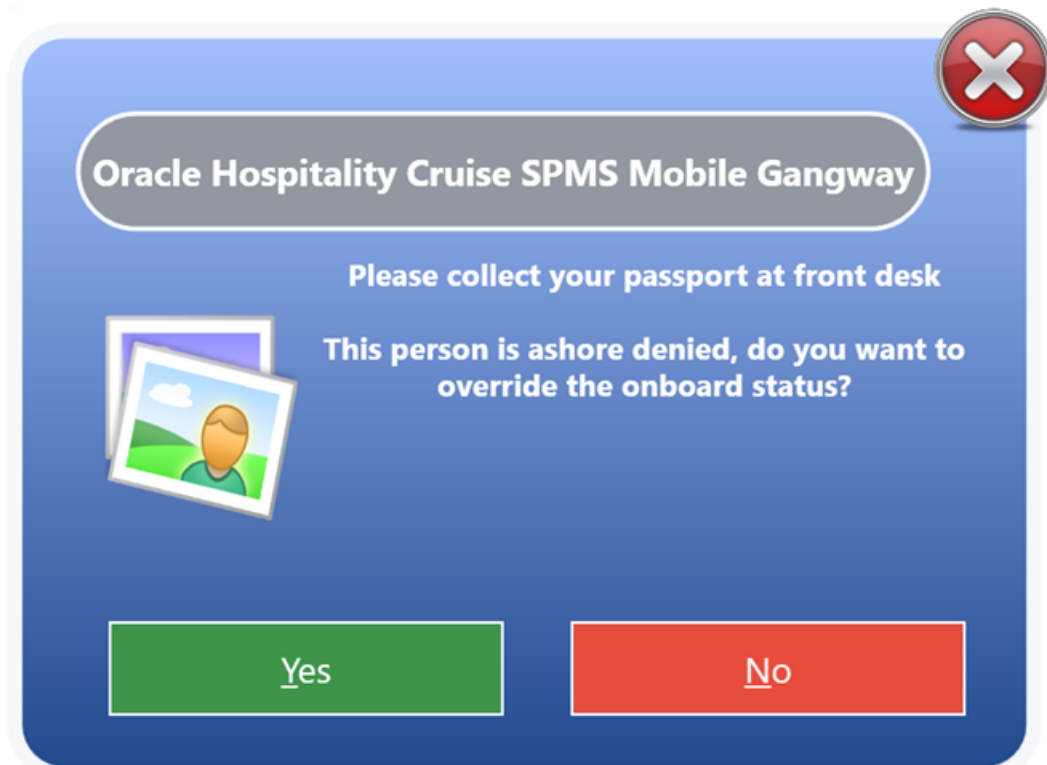
- Travel document not collected when disembarking.
- Account has an Open Balance.
- Passenger or crew is denied to go ashore or onboard due to safety reason, port regulations, and others.
- A visitor is denied to go onboard.

In the following section, when the disembarking passenger/crew swipes the board card through the MSR, the system sounds an alert and prompts a dialog box. Click **Yes** to override the onboard status. All of the functions listed below are triggered by the parameters defined in the Administration module. See [Parameters](#) section for list of available parameters.

Document Return Handling

At the end of the cruise, disembarking passengers must collect their travel documents from the Front Desk before leaving the ship. An alert message appears for the Security Officer as a reminder to passengers to collect their travel document before final disembarkation. See the following image:

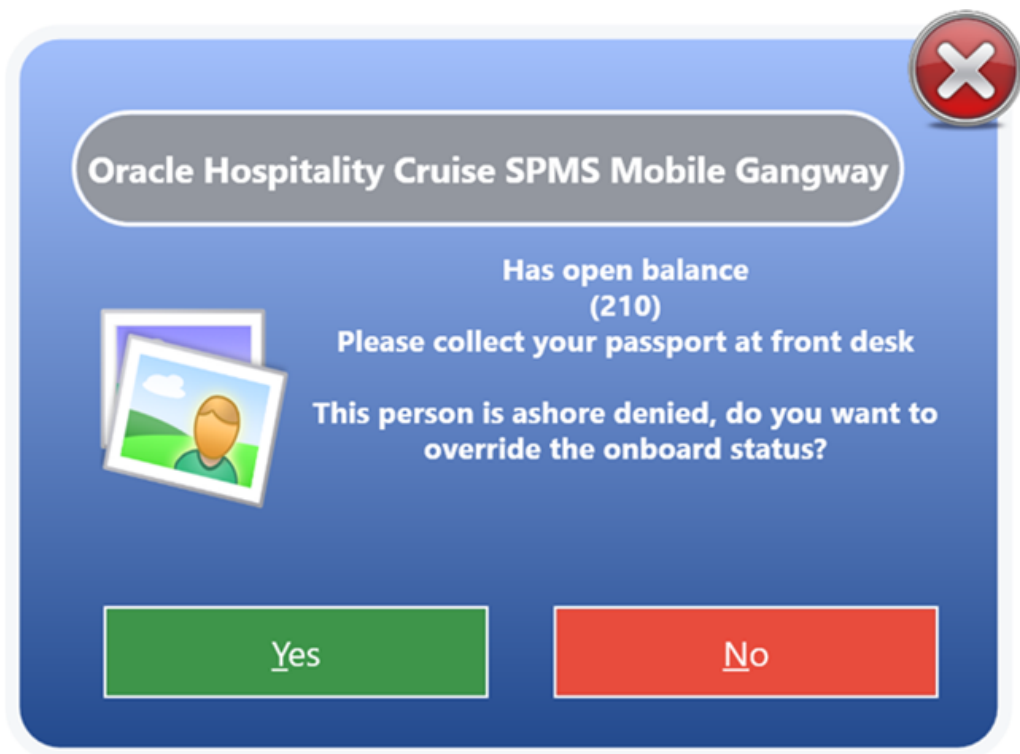
Figure 5-1 Document Return Notification Prompt



Open Balance Handling

Similar to Document Return Handling, the system prompts an alert when a disembarking passenger's account has an open balance with the balance amount indicated on the dialog box.

Figure 5-2 Open Balance Notification



Ashore Deny List Handling

This alert appears when passengers or crew are listed on the denied list in **Management, Deny Ashore List**. You can add a reason why they are denied to go ashore in the comment field. Refer to *Management User Guide, Ashore Deny List* to setup the list.

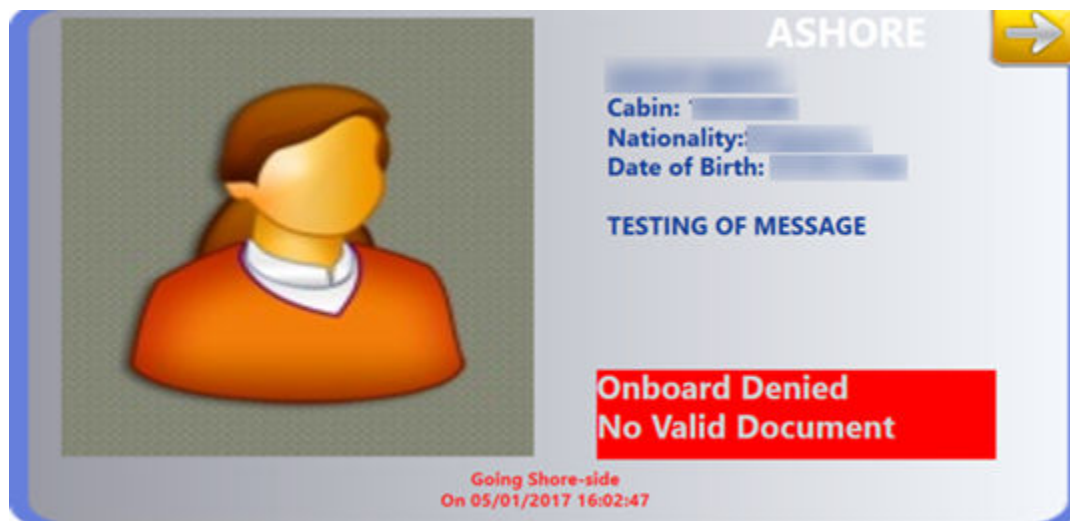
Figure 5-3 Ashore Denied Notification



Additionally, when a crew member is given a disciplinary action, the individual can be denied permission to go ashore based on the period indicated in the disciplinary form in the **Crew Handling, Effect/Warning tab, Warning** form.

Onboarding Denied List

Figure 5-4 Onboard Denied Notification

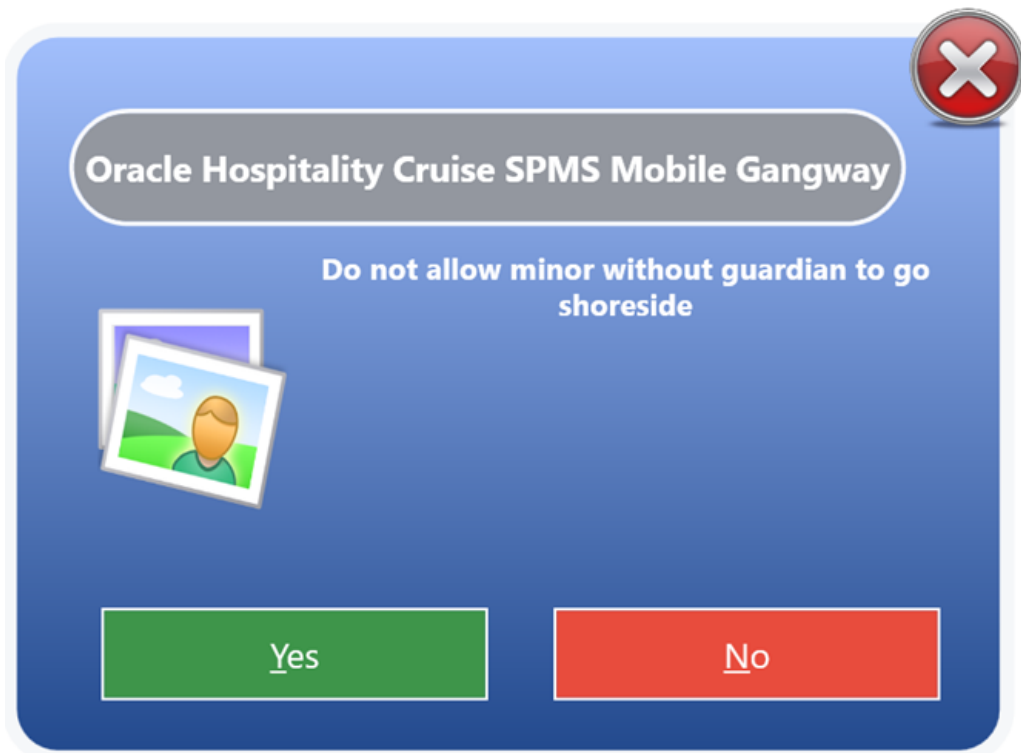


There are occasions when passengers, crew or visitors are denied to go onboard the ship. This is could be due to invalid travel document, the assigned board card has expired, or assigned to shore duty.

Alerts are defined in the passenger/crew account in **Management, Edit Guest Information, Deny Reason** or the **Deny Boarding** field. Refer to *Management User Guide, Guest Handling, Edit Information* for further details.

Security Alert Handling

Figure 5-5 Security Alert Notification



The Security Alert handling notifies the Security Officer according to the potential security breach defined in **Administration, Security Alert Setup**, enabling security personnel to act according to the ship's policy. For the following example, a minor below x age is not permitted to go ashore without a guardian, and the alert is set off when the minor swipes his/her card on the MSR.

6

Immigration Gate Handling

The Immigration Gate Handling is used in some countries to facilitate the Immigration clearance at checkpoints according to Immigration Rules.

Setting up Immigration Gate

Figure 6-1 Immigration Onboard Status



When the WPF program is launched, the Security Officer must determine the location of the checkpoint, gate type and the traffic direction. See section [WPF Security](#) for gate type.

The passenger and crew are required to either swipe, scan, or tab their board card on the card reader when passing through this gate, with IMM Onboard or Ashore indicated on the Account Information board.

Resetting the Immigration Gate Status

A status reset is performed at the end of each Immigration clearance check. The user assigned to perform this task must have the privilege, #685 – *Reset Immigration Counter*, assigned.

1. At the end of the Immigration clearance check, click the **Reset Immigration** button at the Toolbar of the application main window.
2. Once logged in, at the confirmation dialog box click **Yes** to proceed or **No** to abort.
3. A prompt shows “Immigration reset done” when the reset is successful.

Internal Gate Handling

The Internal Gate function is used to manage the crew training movements or assigned duties at restricted areas or shore duty.

When the WPF program is launched, Security Offices must determine the location of the gate, gate type and traffic direction. See section [WPF Security](#) for gate type.

Crew members passing through the gate must either swipe or scan their board card when entering or leaving the training session. The movement is shown on the Account Information board with INT Onboard or INT Ashore, depending of the type of movement.

Special Need Handling

A special needs passenger requiring assistance while on-board is assigned an accessibility code when making a reservation. There are occasions when the passenger's information is not up-to-date and is added on an ad-hoc basis at the Security Gate. In order to update the accessibility code on an ad-hoc basis, the codes must be pre-configured in the Administration module and made available for use in WPF Security.

1. When special needs passengers swipe their board card on the Magnetic Swipe Card Reader (MSR), click the **Accessibility** button at the Toolbar. This launches the Accessibility Status Assignment dialog box.
2. At the dialog box, select a special needs code from the list by checking the **Mark as Accessibility** radio button and clicking **Save**.
3. To deselect, mark the special needs code and click **Mark as Accessibility** before clicking **Save**.

Gangway Log

The system records all movements through the Security Gate by date, workstation, location, name, movement direction, account type, cabin number, and user name. These entries can be exported to a text file, report, or Microsoft Excel sheet.

Figure 6-2 Gangway Log

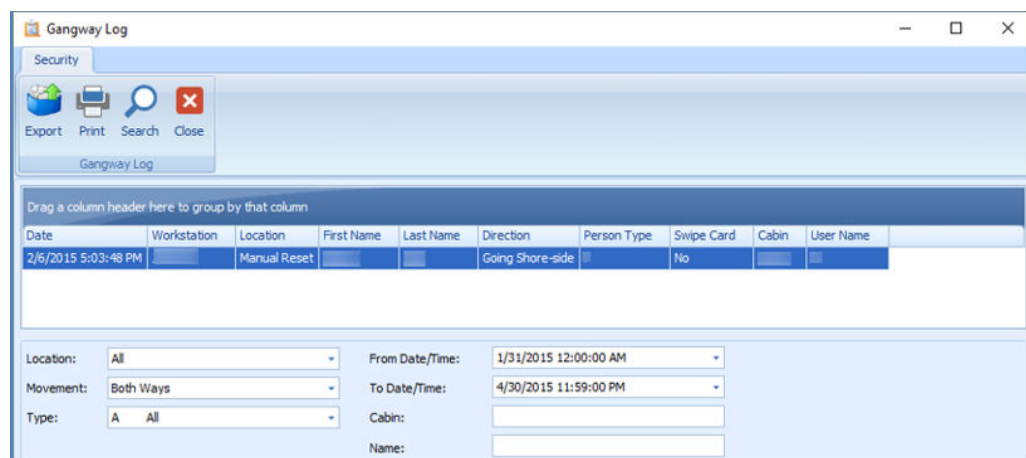


Table 6-1 Gangway Log Search Option

Search Criteria	Description
Location	Gangway location setup in Administration, Gangway Locations.
Movement	List of direction of the movement.
Type	Account Type: A – All. P – Passenger. C – Crew. V – Visitor.
From Date	Start date of the search.
To Date/Time	End date of the search.
Cabin	Cabin Number.
Name	Name of the person you want to search.

1. At the WPF Security Toolbar, click the **Gangway Log**. This prompts for a re-login.
2. At the Gangway Log window, select the type of information to export/print using the drop-down list.
3. Click **Search** at the ribbon bar to populate the information onto the grid.
4. You can sort information shown on the grid by the header name, by clicking the column name, or right-clicking the header to bring up the customizable sort option.
5. Click **Print** to print the report or click **Export** to export the report template to another format.
6. Click **Close** to exit the Gangway Log window and return to the WPF Security main window.

7

Visitor Handling

All visitors going on-board or leaving the ship must register at the security checkpoint, unless prior registration is performed in the Advance Quick Check-In module.

Figure 7-1 Visitor Registration Form

The screenshot shows the 'Visitor Setup' application window. The title bar reads 'Visitor Setup'. The ribbon contains the following tabs: Home, Visitor, Documents, Custom Info, Future Vis, and Remove Visit. The 'Visitor' tab is active, showing a ribbon with icons for Save, New, Edit, Undo, Delete, Take Picture, Print Card, Enable, Disable, Posting Status, Add Visit, Edit Visit, Remove, Show Log, Messages, and Close. The 'Remove' icon is highlighted with a mouse cursor.

On the left, there are filters for 'By Validity Period' (From: Jun/07/2016, To: Jun/14/2016), 'By Category' (All Category), and 'By Type' (Show All Types). Below these is a search box with a magnifying glass icon.

The main area is divided into two sections. The top section is a table with columns: Name, Valid, Inactive, and Onboard. The first row shows a visitor with Name 'Smith', Valid dates '06/07/16' to '06/07/16', Inactive 'No', and Onboard 'No'. Below the table is a 'Name:' field with the value 'Smith'.

The bottom section is a form for 'Visitor Detail'. It includes fields for Last Name, First Name, Middle Name, Other Name, Other First Name, Salutation, Passport/ID #, Valid From-To (Jun/07/2016 to Jun/07/2016), Birthdate, Visitor Category (PERM PERMANENT), Visitor Type (Generic, Named), Gender (Male, Female), System Account (None), Nationality, e-Mail, Booking No, Reservation ID, Allow Posting (Yes, No), Boarding Type (0-Normal Boarding), Board CC (9842000104142100), Slot ID, Company Represent, Purpose of Visit, Ship Operation CT, Ship Contact, and Early Boarding (Yes, No). There is also a 'Notice and Consent' checkbox.

On the right, there is a 'Remarks' text area, a 'Document Snapshot' section with a 'Save Document Image' checkbox, and a 'Visitor Picture' section with three sub-sections: 'Live Picture' (showing a black box), 'Stored Picture' (No image data), and 'Document Photo' (Assign to Account checkbox, No image data).

Visitor Registration

1. At the WPF Security main window, click the **Visitor** icon on the Toolbar to open the Visitor Setup form.
2. At Visitor Setup form, click **New** to add a new visitor record and fill in the details in the Info tab.
3. At the ribbon bar, click **Take Picture** to capture a live picture. Ensure a camera is attached to the workstation and the device is correctly setup in *Management, Option, Video* parameter.

4. Click **Swipe Passport** on the ribbon bar to open the ATB Document Entry form, then scan the passport through the passport reader and click **OK** to save.
5. Click **Print Card** to generate a visitor board card. This function starts the Batch Board Card Printing if the card fails to print.
6. Select the **Notice and Consent** check box located next to the Name Search field. If this check box is deselected, the system prompts a warning message and disallows you from proceeding.
7. Click **Save** to save the visitor record.

Editing Visitor Record

1. At the Visitor Setup window, search the visitor record using the filters or enter the last name in the name search field.
2. Click **Edit** on the ribbon bar.
3. Edit the necessary information and click **Save** to save the changes.

Adding/Editing/Deleting a Travel Document

1. Repeat step 1 of Editing Visitor record and navigate to the **Document** tab.
2. Click **Add New** to start the Document Add/Edit form. Manually enter the necessary information or scan the passport using a passport reader.
3. Click **Upload File** to upload the document image.
4. Click **OK** to save the information.
5. Click **Edit** to edit the information or **Remove** to remove the information entirely.

Adding Future Visits

Future visits can be added to visitors who visit the ship regularly.

1. At the Visitor Setup window, search the visitor record using the filters or enter the last name in the name search field.
2. Click **Edit** at the ribbon bar.
3. Navigate to the **Future Visits** tab and at the ribbon bar, click **Add Visit**.
4. Select the visit date from the calendar and click **OK** to add.
5. To edit, click the **Edit Visit** and select a new date.
6. To remove, select the visit date from the grid and then click **Remove Visit**.

Deleting Visitor Record

1. Repeat step 1 of Editing Visitor record and click **Delete**.
2. At the Delete Visitor dialog box, click **Yes** to delete.

Enable/Disable a Visitor Record

This function enables/disables a visitor from going onboard and sets the posting status to inactive when the record is disabled.

1. Repeat step 1 of Editing Visitor record and click **Disable** on the ribbon bar.

2. In the dialog box, select **Yes** to disable the record. The **Enable** button illuminates when the record is disabled and the status in the Inactive column of the search grid changes to Yes and vice versa.

Updating Visitor Onboard/Ashore Status

On most occasions, the onboard/ashore status of the visitors going onboard or leaving for shore are updated by swiping/scanning their board card. A manual intervention may be required on some instances, and is performed from the Visitor Setup window.

1. In the Visitor Setup window, search the visitor record using the filters or enter the last name in the name search field.
2. Double-click the selected **account** and select **Yes** when prompted.
3. This updates the **Onboard status** column in the search grid to **Yes**.

Posting Status

A visitor can have an account assigned for posting consumption charges while onboard, and this requires linking a System Account to the profile.

The Allow Posting radio button is set to Yes by default when a System Account is assigned and when the visitor status changes to *Onboard*, as illustrated in table below.

Table 7-1 Posting Status Definition

Function	Allow Posting Enabled When
Activate 'Enable Visitor'	System Account is linked and visitor is onboard.
Linked to System Account	Visitor is onboard and status is active.
Change status to Onboard	System Account is linked and visitor is active.

8

Auto Update Pre-Register RFID Card on Online Door Lock System

This function is only applicable to ships running OHC VisiOnline in Online mode, which allows the registration of board cards at QCIShore DB using the web services RegisterRFIDBoardCard function.

This function pushes the pre-registered RFID ID to the VisiOnline System automatically, requesting access to the door lock, or a call for an update of the RFID ID of the lock.

The following scenarios explain the process during the registration of the card.

Guest A Card is registered and the RES_QCI_RFID_ID is updated with the RFID UID.

The record is updated to the Ship DB in RES_QCI_RFID_ID field and inserted into the RFID table with RFID_ACTIVE = 1 and RFID_AUTO_UPD = 1, and then runs WPF Security in Ship DB.

Scenario 1

1. Scan the card registered card for Guest A using OMNIKey, refer to Cruise Compatibility Matrix at Oracle Help Center for compatible devices.

A record is created and added to PVF and send to VisiOnline with PVF_CMD=ResPostCheckIn.

2. CCE command is send to Ving to check in the card.

Scenario 2

The RES_QCI_RFID_ID is updated, but the record is not created in the RFID table in Ship DB.

1. Scan the card to check in at Gangway.
2. The record is added to RFID and the PVF table

Scenario 3

The RES_QCI_RFID_ID is updated, but the record is not created in the RFID table in Ship DB, and the Guest status is Onboard.

1. Scan the card at the Gangway and this guest is placed in shore side. The RFID record is inserted.
2. Scan the card again, and the guest shows as going onboard and checked in.
3. Once the record is checked in, the record is added to the PVF table, to be send to VisiOnline
4. The system inserts to PVF when the RES_STATUS changes from RE to CC.

Scenario 4

If the RES_BOARDCC for the guest does not match the registered card track 2 value,

1. Scan the card at the Gangway.

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2. System shows the card as not recognized.