Oracle Hospitality Cruise

Property Management System User Guide

Release 23.3

G39314-01
October 2025

Oracle Hospitality Cruise Property Management System User Guide, Release 23.3

G39314-01

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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 2025	Initial publication.

1 Getting Started

With the continuous growth in the Cruise Industry and the cruise ships are 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 which is a mandatory security process is performed at the ship’s gangway.

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 Officers would need to set up additional workstations with scanner for connection to the network. Some of the challenges in setting up these workstations include limited space at the gangway, insufficient power supply sockets, and lack of network ports. With an application that runs on a tablet, this would enable crew the flexibility, mobility, and an expedited embarkation/disembarkation process

> **Note**
>
> On the client PC, disabling the browser autofill option if preferred as it might update the data onto the wrong field.

Launching the application

To launch the application from a desktop browser:

1. Open your browser. See Oracle Software Web Browser Support Policy for more information.
2. Enter the URL for the application, for example, `https://<webapp_hostname>:<portno>`. See your system administrator to obtain the host name and port if you do not already have it.

To launch the application on an Android/iOS device:

1. Open your browser. See Oracle Software Web Browser Support Policy for more information.
2. Enter the URL for the application, for example, `https://<webapp_hostname>:<portno>`. See your system administrator to obtain the host name and port if you do not already have it.
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 user name, password or both, you will receive an error **'Invalid login. Please try again'**. The field color changes to red and the account will be locked for a number of minutes after a few unsuccessful logins. The number of minutes is based on the value defined in the **Lockout Minutes** parameters.
3. Upon successful login, your username and profile picture are displayed at the top right of the page, and it brings you to the Dashboard page.
4. To 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. For user account that does not have permission to the application, an error **'Permission is required to view this application'** will appear.

   Login by tapping the RFID card is supported. Users need to perform a manual login for the first time to generate the contactless key. During this process, a confirmation message **'device/vm name want to see the change information on NFC devices that you tap with your phone'** shall prompt for you to enable the NFC device.

   These confirmation message is a default browser message.

   - **Option Block** - remain or disable the NFC reader
   - **Option Allow** - enable the NFC reader
6. After selecting the Option Allow, user no longer need to log in manually and can log in by tapping the RFID card. However, users must perform a manual login again if they clear the browser cache, change the system cruise date, or remove the NFC device from the browser setting.
7. If you tap with an invalid or inactive RFID card, you will receive an error message **'Invalid card - please check your card and try again'**.
8. If the card format is incorrect, you will receive an error message **'The system is unable to read the card'**.
9. If you tap an invalid RFID card and exceeds the number of attempts defined in the system parameter **Account Lockout Duration'**, an error message **'RFID login feature is locked for xxx mins - Please try again later or sign in manually'** shall prompt.

> **Note**
>
> RFID login is only supported on the Android device that has the NFC built-in.

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 attempts is managed by **System, Max Login** parameter.

2

Dashboard

The Dashboard is the landing page of the application, providing a summary of key information in a tab view to logged in users and each of the tabs has its own analytic tiles.

> **Note**
>
> The term “Guests” in the Check-In tab and Gateway Security tab contains the Guests and Residents count if parameter **General - Use Resident** is enabled.
>
> The term “Crew” in the Gateway Security tab contains Crew and Staff counts.

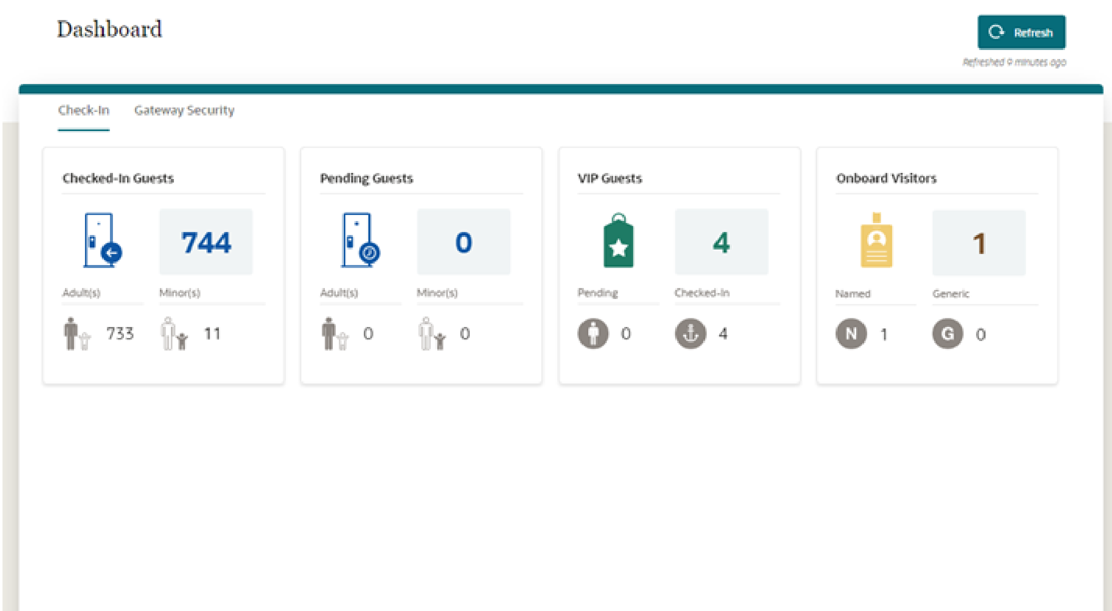
Refresh

The dashboard page automatically refreshes every minute. However users can still press the **Refresh** button manually. The refresh time is shown is based on the most recent refresh.

The Check-In tab consists of

1. Checked-In Guests counts
   - The total number of guest with statuses checked-in and leaving today
2. Pending Guest counts
   - The total number of guests with status expected today
3. VIP Guest counts
   - The total number of VIP guests with statuses expected today, checked-in and leaving today
4. Onboard Visitors counts
   - The total number of onboard visitors

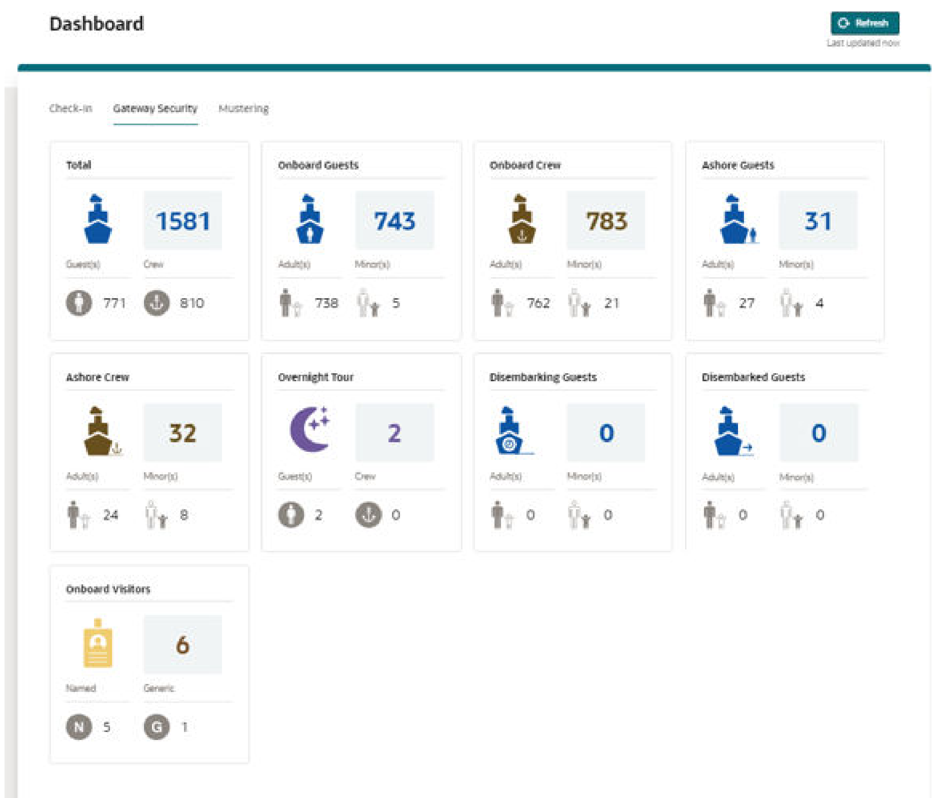
Figure 2-1 Check-In Dashboard



The Gateway Security tab consists of:

1. Total counts
   - The total number of onboard guests, ashore guests, onboard crew, and ashore crew.
2. Onboard Guest counts
   - The total number of onboard guests with statuses reserved, expected today, checked-in, leaving today, and checked-out today.
3. Onboard Crew counts
   - The total number of crew with statuses reserved, expected today, checked-in, leaving today, and checked-out today.
4. Ashore Guest counts
   - The total number of ashore guests with statuses checked-in and leaving today.
5. Ashore Crew counts
   - The total number of ashore crew with statuses checked-in and leaving today.
6. Overnight Tour counts
   - The total number of guests and crew with overland tour today and their statuses are checked-in and leaving today.
7. Disembarking Guest counts
   - The total number of onboard guests with status leaving today.
8. Disembarked Guest counts
   - The total number of guests with status checked-out today.
9. Onboard Visitors counts
   - The total number of onboard visitors.

Figure 2-2   Gateway Security Dashboard



The dashboard summary count presented in check-in tab and gateway security tab varies depending on below parameters:

- **General – Adult Min Age** - When the profile's age is greater than this parameter value, then that record is classified as an Adult.
- **General - Use Resident** - If this parameter value is '1', the resident count is included in guests count.
- **General - Exclude guest that did not print on manifest** - If this parameter value is '1' and the profile record has 'manifest printout' enabled, the system will count the record as +1. This is implemented in Check-In Guest tile, Onboard Guest tile, Ashore Guest tile, Disembarking Guest tile, Disembarked tile, Onboard Crew tile, Ashore Crew tile and Total tile.
- **General – Show pax as crew count** - If this parameter value is '1' and the profile record has 'switch to crew in manifest' enabled, the system will count the record as crew +1 and guest -1.
- **General – Show crew as pax count** - If this parameter value is '1' and the profile record has 'switch to passenger in manifest' enabled, the system will count the record as crew -1 and guest +1.

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/Boat Type and 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 the Lifeboat selection value is ‘All’ in Abandon Ship mode.

Figure 2-3 Mustering Dashboard

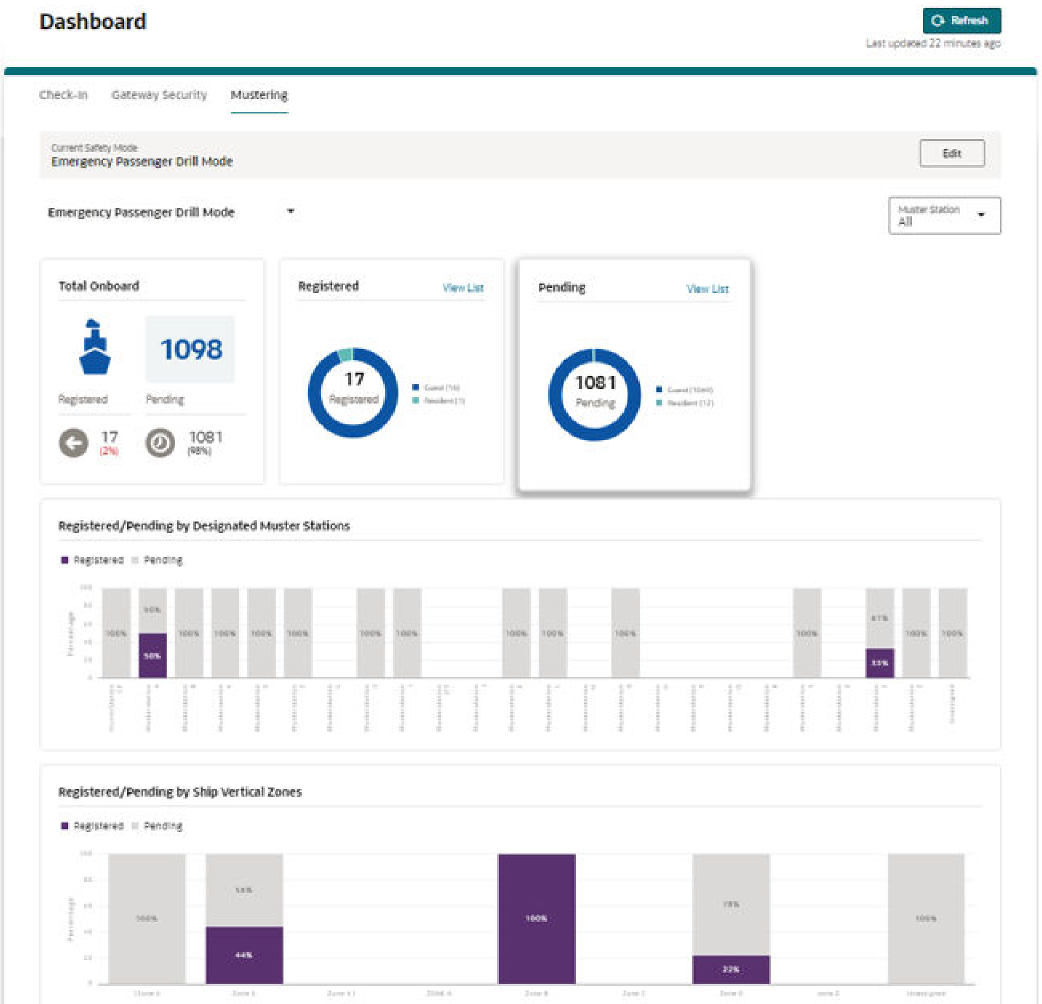
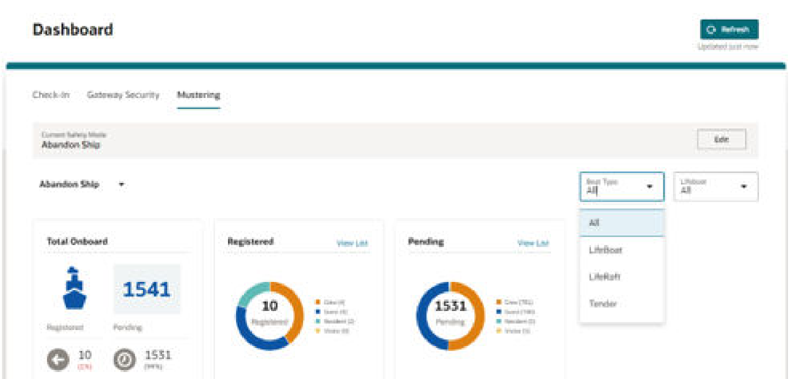


Figure 2-4 Mustering Dashboard Show Board Types

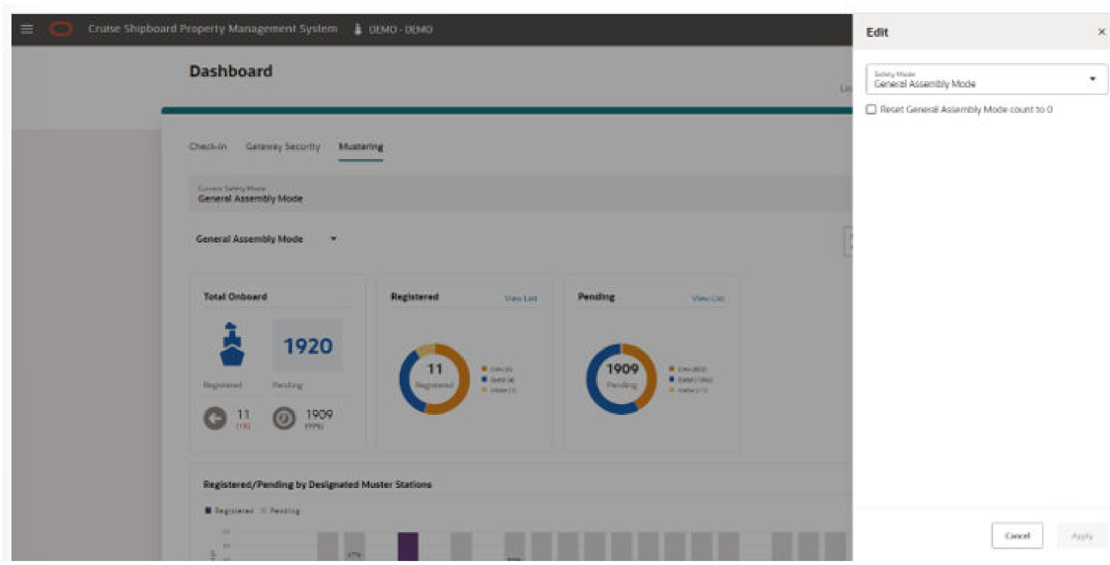


Change Safety Mode Value and Reset Safety Mode Count

On the dashboard page, you have the option to either change the safety mode, reset the count, or perform both.

1. On the dashboard page, select **Edit**.
2. At the edit page, select from the **Safety Mode Selection** to switch the mode and/or check the **Reset <the selected safety mode> count to 0** checkbox to reset.
3. Click Apply to update the mode to devices.
4. To close the edit drawer and return to the previous screen, select the **Cancel** button or “X” icon.

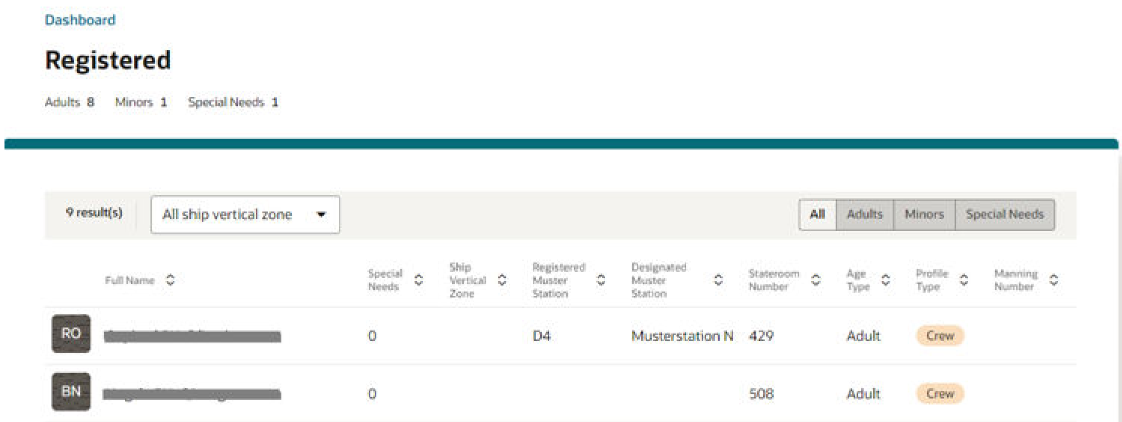
Figure 2-5   Mustering - Edit Drawer



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. Selecting the **Special Needs** hyperlink of the profile will open the Special Needs drawer, listing the special needs assigned:
     – total special needs count
     – selected special needs
     – remarks

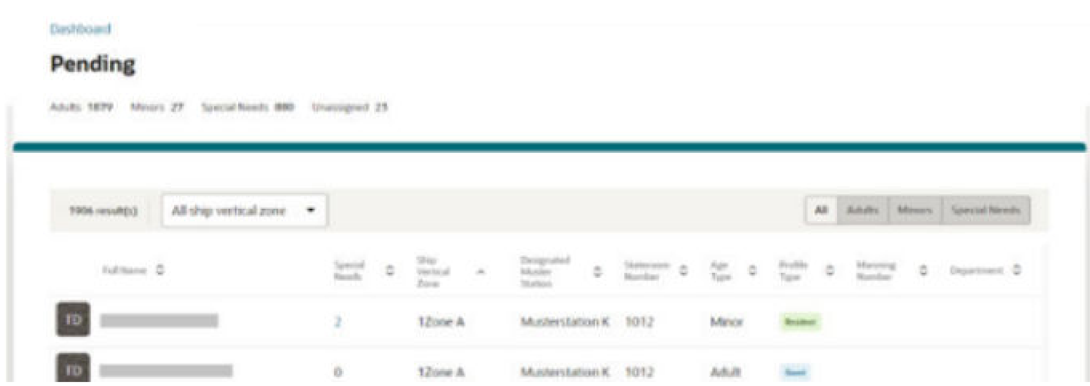
Figure 2-6 Dashboard Registered Page



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. Selecting the **Special Needs** hyperlink of the profile will open the Special Needs drawer, listing the special needs assigned.
     - total special needs count
     - selected special needs
     - remarks

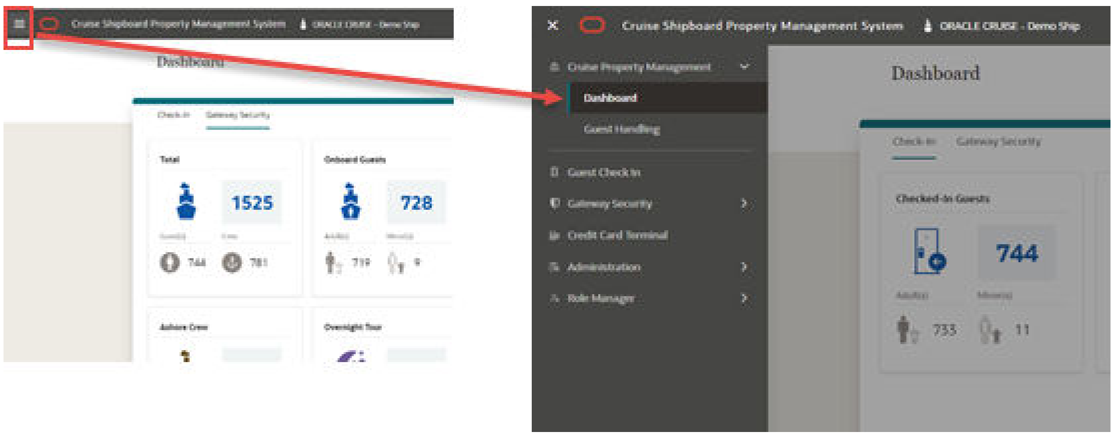
Figure 2-7 Mustering Dashboard Pending Page



3
Navigation Menu

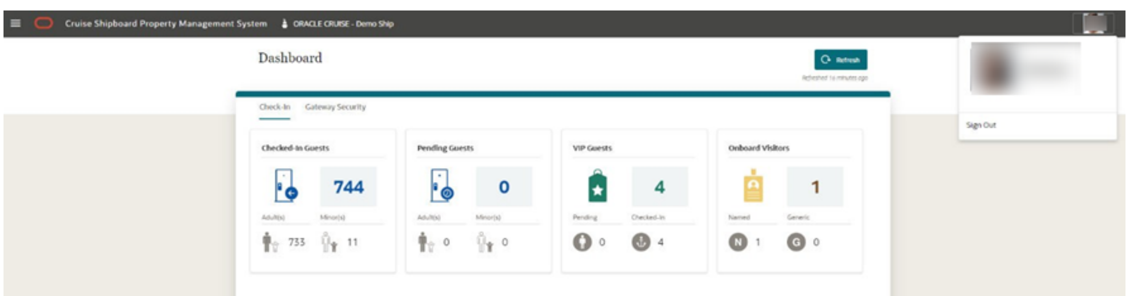
The Navigation Menu at the top left of the Dashboard page provides a quick navigation and easy access to all modules.

Figure 3-1 Navigation Menu



At the header, the registered ship name and the name you logged in as are shown together with the user's photo or the default avatar if it is not configured. Selecting the photo give you the sign out option.

Figure 3-2 User Avatar



Part I

Configuring Cruise Property Management System

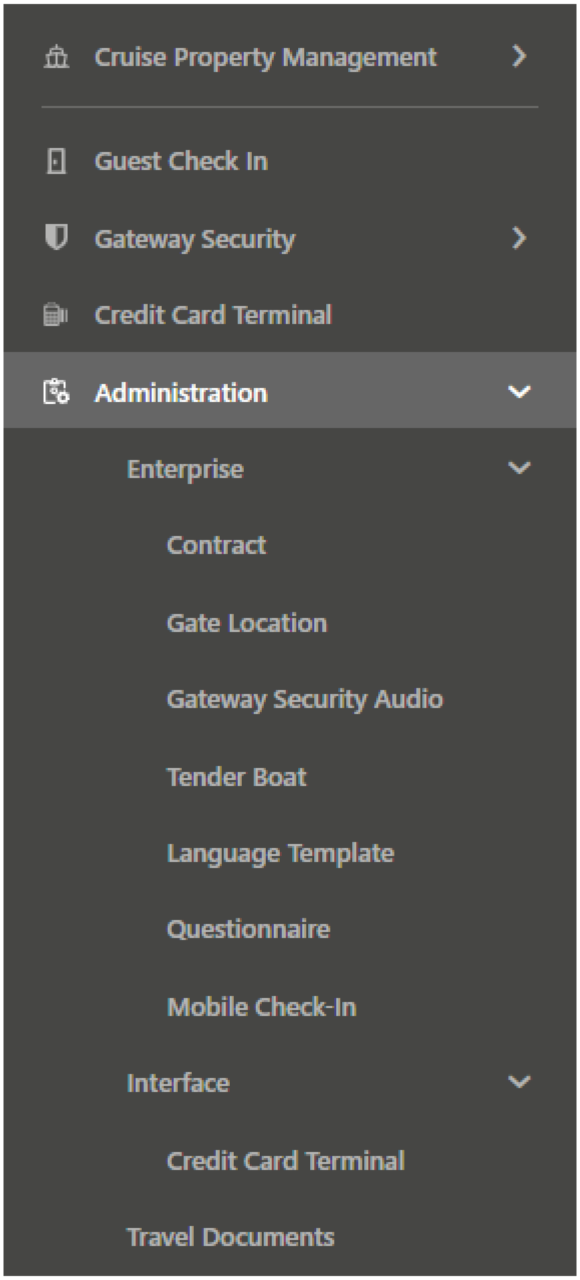
This part of the Cruise Property Management System contains information for those responsible for configuration settings such as maintaining licenses, setting parameters, creating templates, and system codes.

4 Administration Page

The Administration page is embedded in the Cruise Shipboard Property Management System. It the functions listed below:

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.
3. **Travel Documents** menu allows you to configure and manage the travel documents rules, types and templates.

Figure 4-1 Administration Module, Enterprise Menu



Enterprise

Contract

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

Contract Category

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

Figure 4-2 Contract Category

Creating a Contract Category

1. From the **Administration** menu, select **Enterprise, 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 needed in the future, you can slide the status button to deactivate the contract or delete the contract if it is not in use.

Figure 4-3 Contract Template

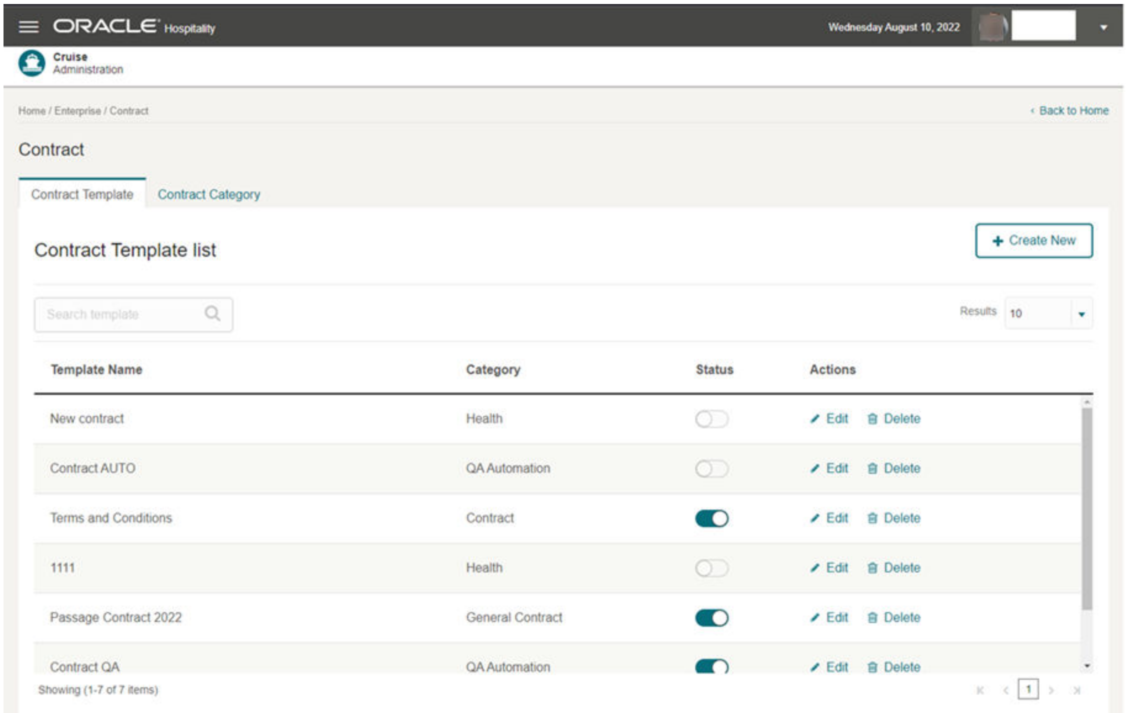


Figure 4-4 Contract Template Edit

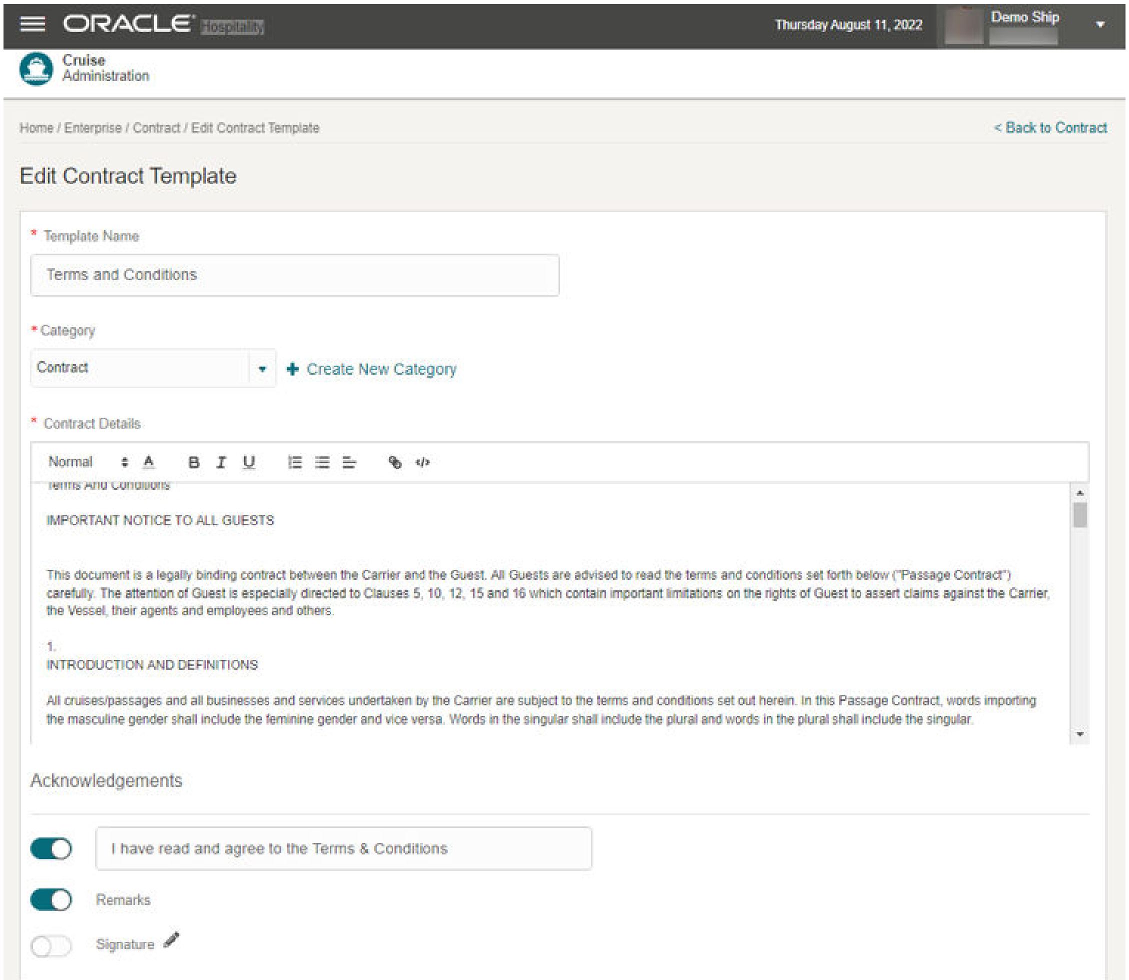
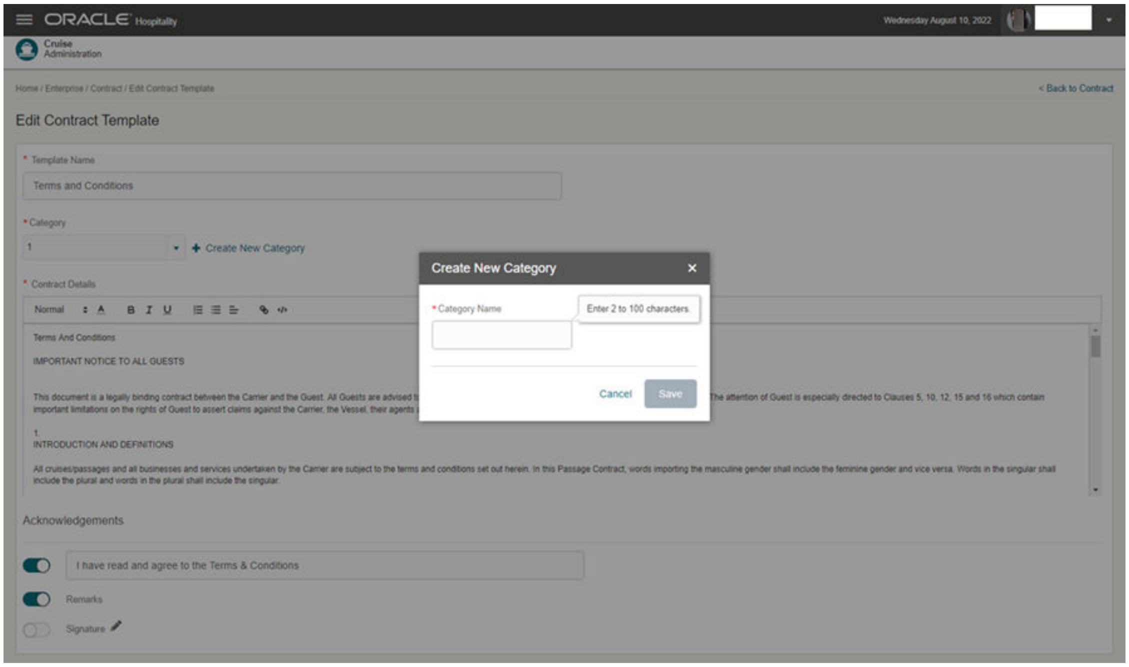


Figure 4-5 Contract Template New Category



Creating a Template

1. From the **Administration** menu, select **Enterprise, 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 continuing 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:** Moving the slider will set this as mandatory. Once enabled, the guest must sign the contract page at check-in before continuing 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**.

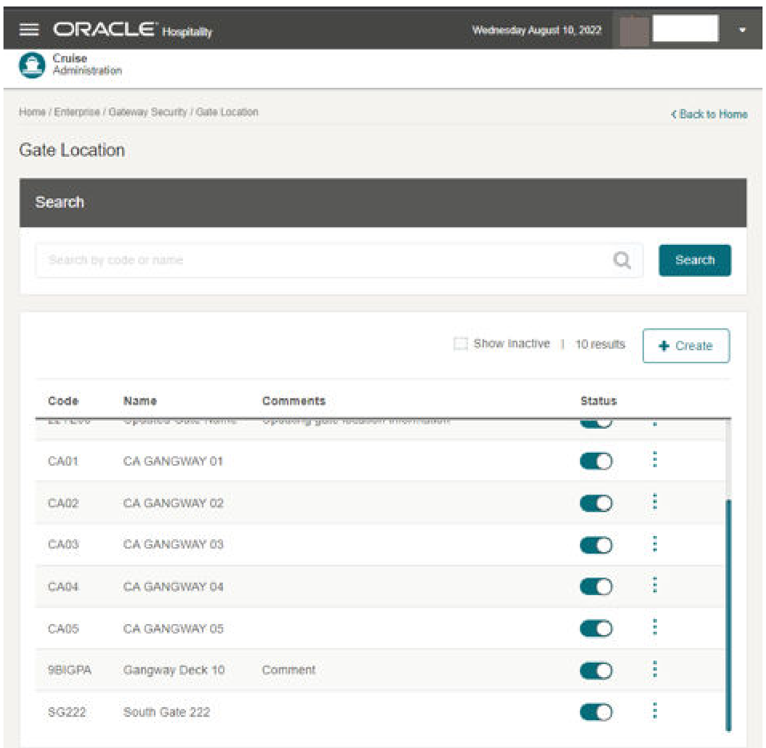
Creating New Category in Contract Template

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**.

Gate Location

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

Figure 4-6 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 it is no longer in use or needed, you can deactivate it by sliding the **Status** to off.

Creating a Gate Location

1. From the **Administration** menu, select **Enterprise, Gate Location**.
2. On the Gate Location page, click **Create**.
3. The system navigates to the Create Gate Location page.
4. Enter the following information and then click **Save**.
    - **Status:** The system default Status is active. Toggling the button will set it to active or 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** option.
2. The system navigates to the Edit Gate Location page.
3. Update the information and click **Save**.

Deleting a Gate Location

1. On the **Gate Location** page, click the **vertical ellipsis** of the gate location and then click **Delete** option.
2. At the confirmation message, choose **Delete** to proceed deleting 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.

Gateway Security Audio

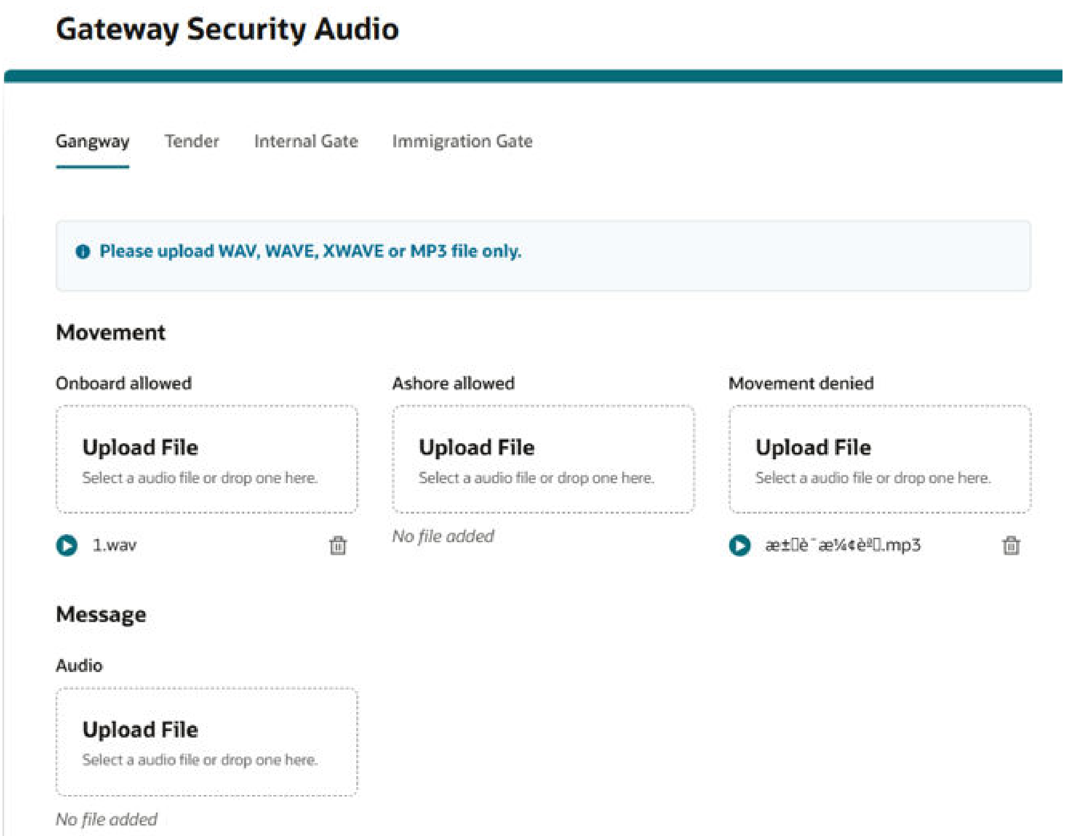
To access the **Gateway Security Audio** page, users must have the necessary permissions granted in the **Role Manager, Administration, Gateway Security Audio**.

The **Gateway Security Audio** page allow users to view, upload, replace, delete, and play audio files across all gate types, including **Gangway, Tender, Internal Gate,** and **Immigration Gate**.

To access this feature:

1. Navigate to **Administration, Enterprise** menu.
2. Select **Gateway Security Audio** from the menu.

Figure 4-7 Gateway Security Audio



To upload an audio file,

1. Select the Gate type tab.
2. You can either use the drag-and-drop action or select the **Upload File** box, that will bring up the browser's file explorer upload page.

   > **Note**
   >
   > The supported file formats are **WAV, WAVE, MP3**, and **XWAVE**, with MME types such as **audio/wav**, **audio/wave**, **audio/mpeg**, **audio/x-wav**, and **application/ octet- stream**, and the maximum allowed size is based on the system settings. When an unsupported audio type is detected, an error message will appear.

3. Once a file is selected, the system checks if the file already exists.
   - If the file does not exist, the system will proceed with the upload.
   - If the file already exits, a confirmation message will appear, prompting users to replace the existing file. The message will display both the current and new file names with their extensions. Users can choose to cancel the uploading or proceed with replacing the file.
4. During the upload process, a progress indicator appears. Once the upload is completed, a confirmation message appears, indicating that the file has been uploaded successfully. The uploaded file is listed under the selected movement type, with option to play the audio or delete using the bin icon.

Deleting an Audio File

To delete an audio file,

1. Select the **bin icon** next to the file.
2. A confirmation message with the header "**Delete audio file?"** and a warning stating, "**You won't be able to recover this file (file name+ extension)"** appears. Users can choose to cancel the action or continue deleting the file.
3. Once you confirm the deletion, the file will be removed, and the system will display "**No file added"** along with a toast message **Audio file deleted**. Additionally, the **play button** and **bin icon** will be hidden, indicating that no audio file is currently available.

Playing an Audio File

1. Select the **play icon** next to the file.
2. While the sound file is playing, the upload box and delete icon for the sound file will be disabled.

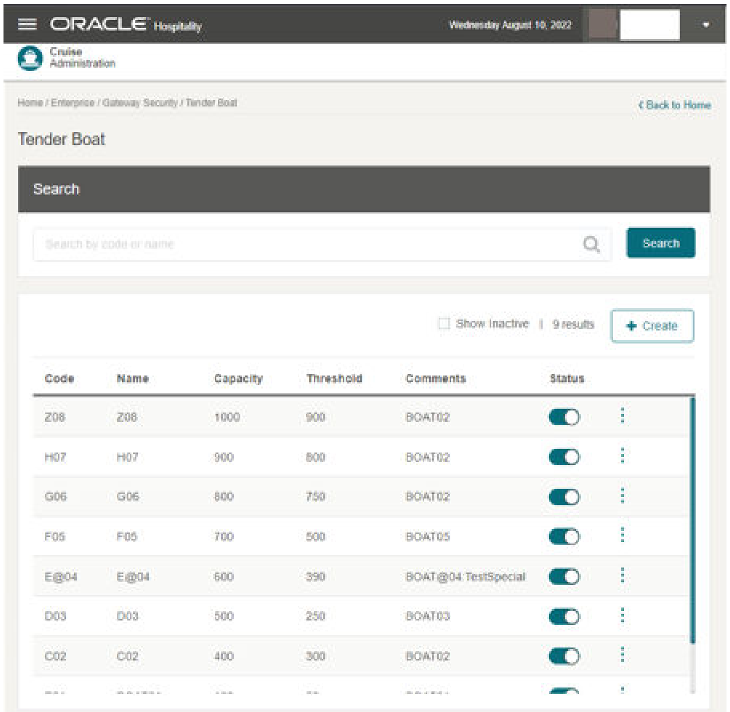
> **Note**
>
> Users can play another sound file but this will automatically stop the earlier sound file.

Whilst an audio file is playing, users are allowed to upload or delete other sound files without interrupting the ongoing playback.

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 need. On the Tender Boat page, the drop-down selection only list active tender boat.

Figure 4-8 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 **Administration** menu, select **Enterprise, 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. Toggling the button will set it to inactive or vice versa.
   - **Code:** Enter a unique code for the gate location.
   - **Name:** Enter the tender boat 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, select the **vertical ellipsis** of the selected tender boat and then click **Edit**.
2. The system 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 tender boat you wish to delete.
2. Select **Delete**.
3. A confirmation message appears. Select **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 are listed in the results view.
2. To look up a tender boat, enter a value in the search box then click **Search**.
3. Matching active records will be shown in the results view.
4. To show all inactive records in the result view, select the **Show Inactive** checkbox.

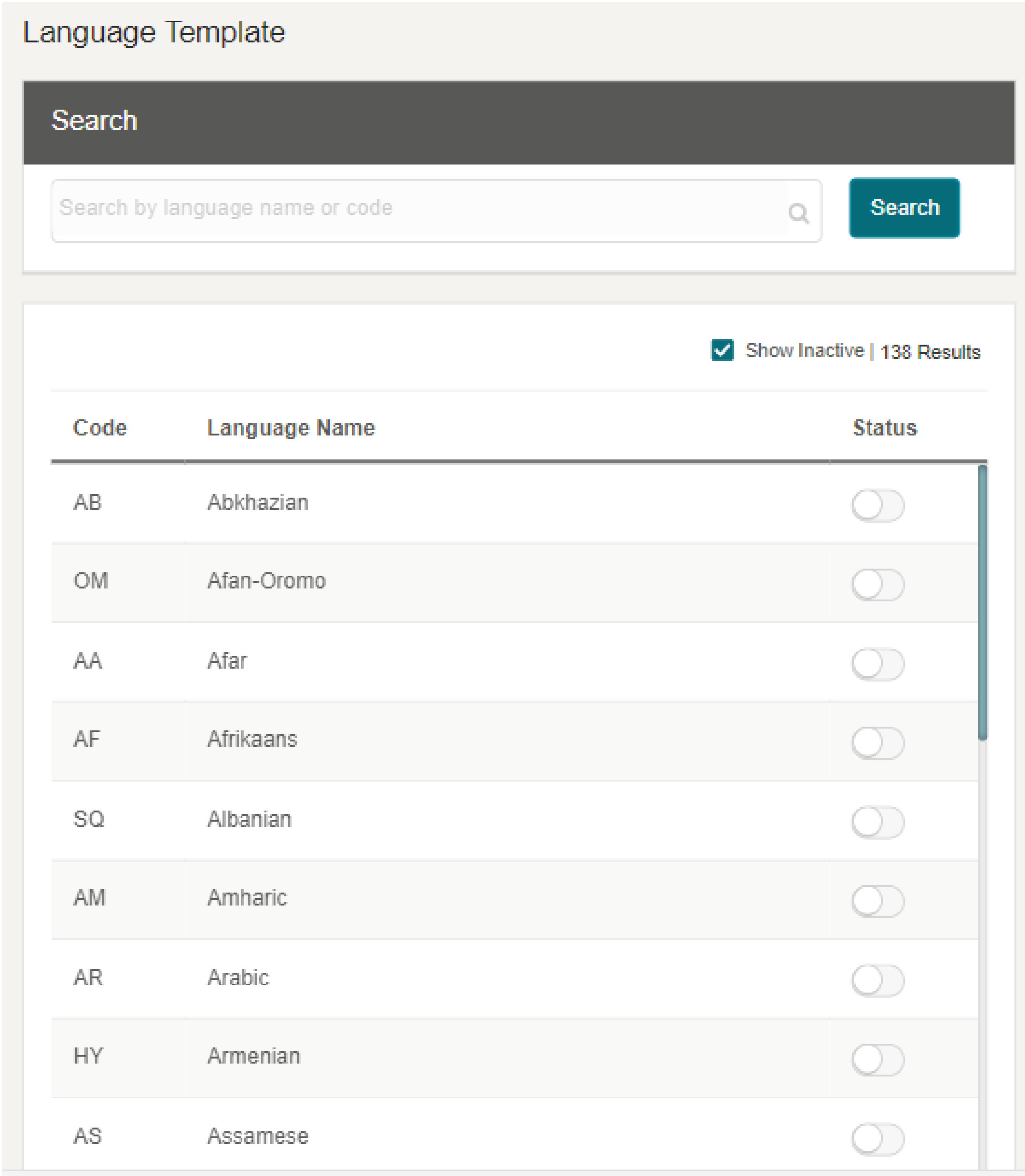
Language Template

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

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

Search and Enable the Language

Figure 4-9 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. To search for the language, enter the language name or language code at the search field and click the **Search** button.
3. If no matching record is found, the system displays the message "No data to display."
4. To enable or disable the language, toggle the **Status** button of 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.

Questionnaire Setup

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

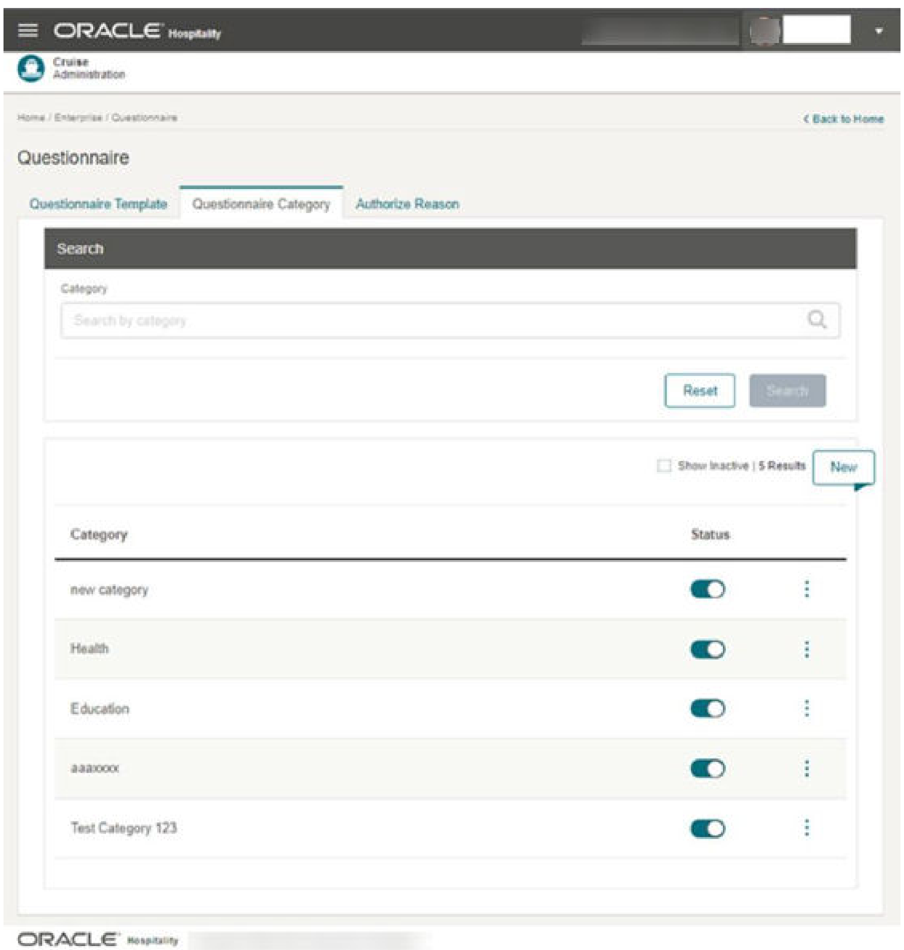
The Questionnaire Setup option can be found in the **Administration, Enterprise, Questionnaire** option.

The Questionnaire Setup page consists of three setup tabs:

- Questionnaire Template
- Questionnaire Category
- Authorize Reason

Questionnaire Category

Figure 4-10 Questionnaire Category List

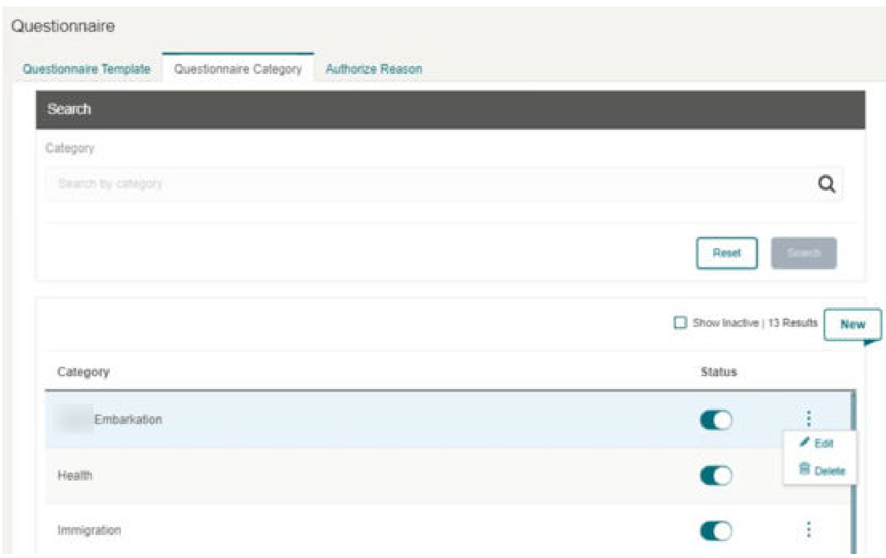


The Questionnaire Category setup enable you to categorize the questionnaire template by group and assign it to a Questionnaire Template. You can either pre-configure a category before setting up a questionnaire template or while setting up the template.

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 click 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.

Figure 4-11 Questionnaire Category Options



1. On the **Questionnaire Category** tab, questionnaire category record, click the **vertical ellipsis** to list the available options.
2. Selecting **Edit** will open 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.

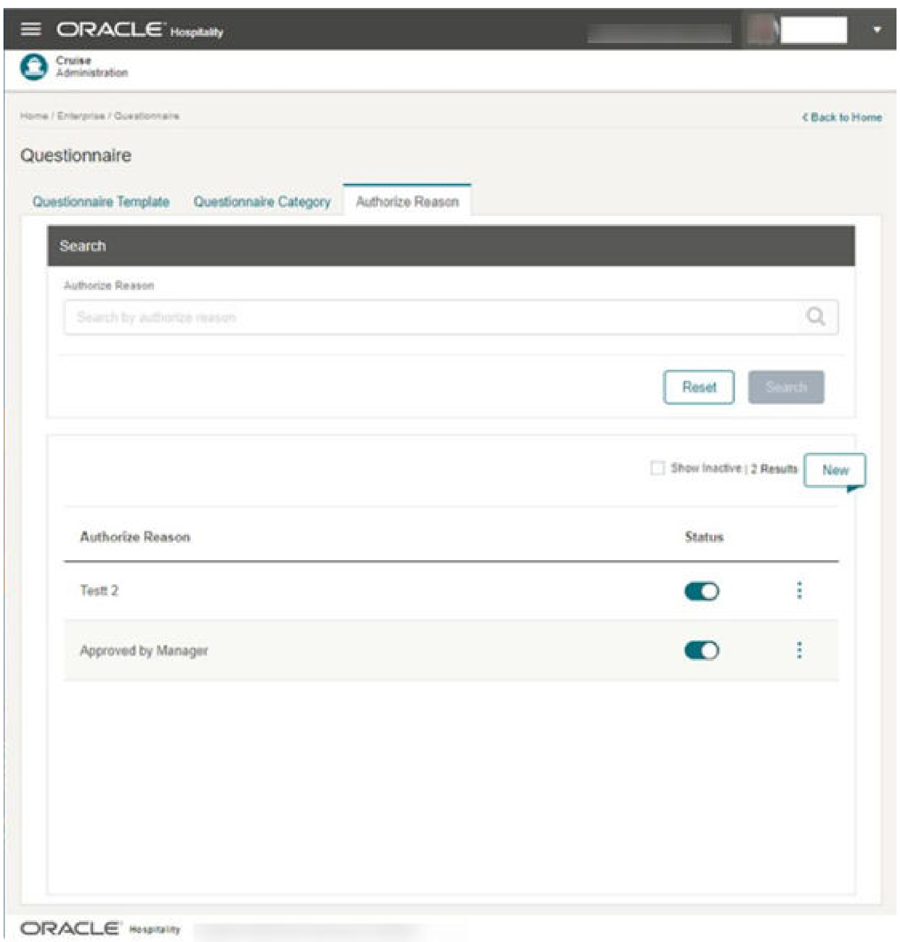
> **Note**
>
> Duplicate category name is not allowed.

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. A confirmation message “Are you sure you want to delete this record?” appears. Select **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 prompts “Delete cannot be performed. Already have transaction history.”

Authorize Reason

Figure 4-12 Authorize Reason



The Authorize Reason setup allows you to create overriding reasons for use in the Questionnaire on 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 click the **Search** button. If a matching record is found, the search record is shown 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. On the authorize reason record, click the **vertical ellipsis**, and then select **Edit**.
3. In the **Edit Authorize Reason** page, change the authorize reason name and click **Save**. You can only change the authorize reason name that has no transaction history. Otherwise, the system prompts an error message.
4. You can change the authorize reason status from active to inactive or vice versa and enable or disable the authorize reason status from the main screen by toggling the **Status** indicator or click the **vertical ellipsis** for more options.

Creating a New Authorize Reason

1. On the **Authorize Reason** tab, click **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.

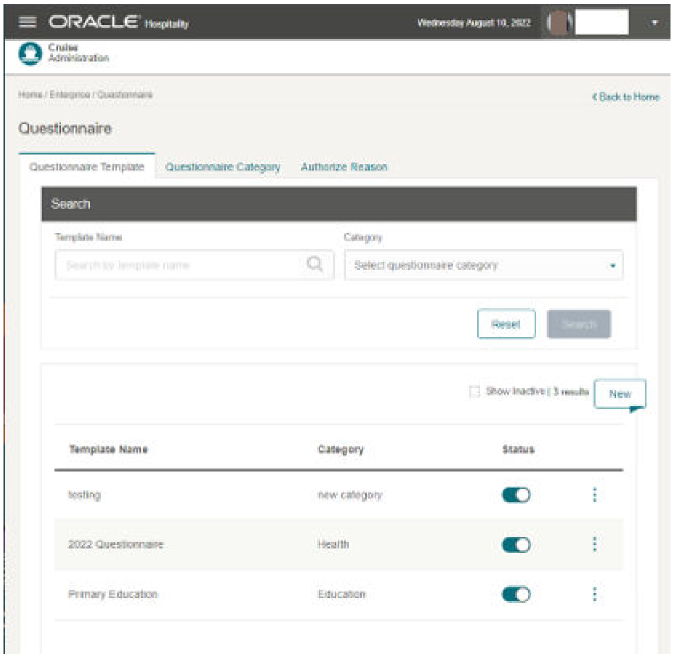
4. Click **Cancel** to exit without updating and return to the Authorize Reason listing page.

Deleting an Authorize Reason

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

Questionnaire Template

Figure 4-13 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. Selecting **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**.

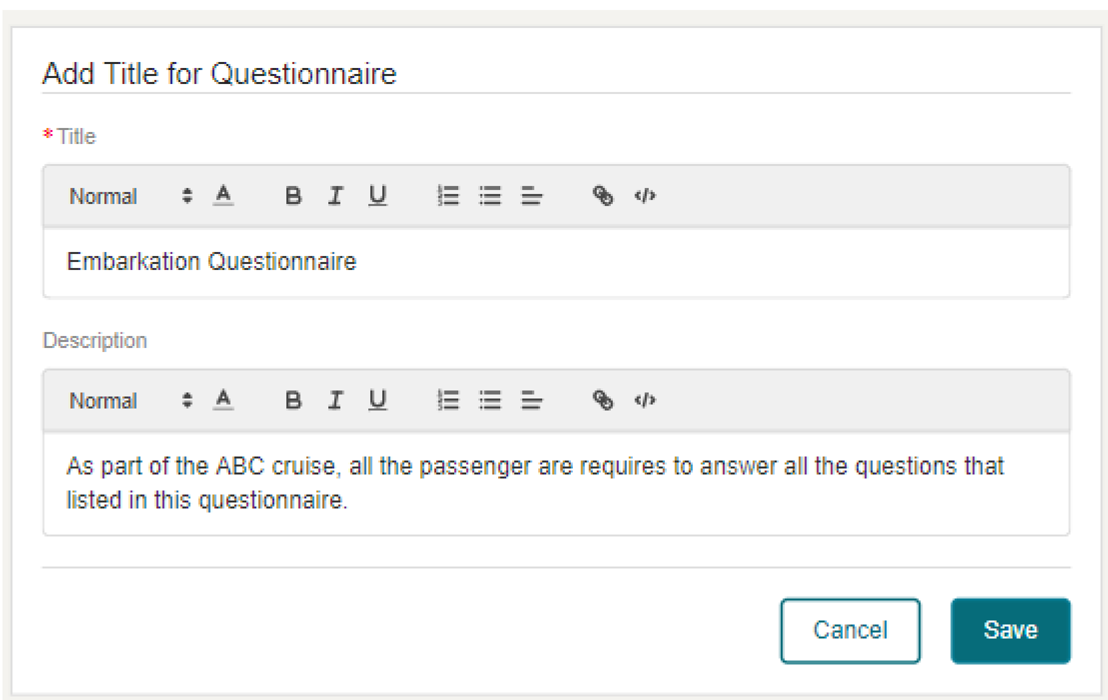
3. On the Edit Questionnaire Template screen, you can change the questionnaire template content and status from active to inactive or vice versa if the template is not in use or has and no transaction history.
4. If the questionnaire template has a transaction history, modifications of the contents is 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 **New** button. The system displays the **Create Questionnaire Template** page.
2. Enter the value in the **Template Name** field, which is 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 Acknowledgment (optional)

Add Title for Questionnaire (optional)

Figure 4-14 Questionnaire Title



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

Add Question Group (optional)

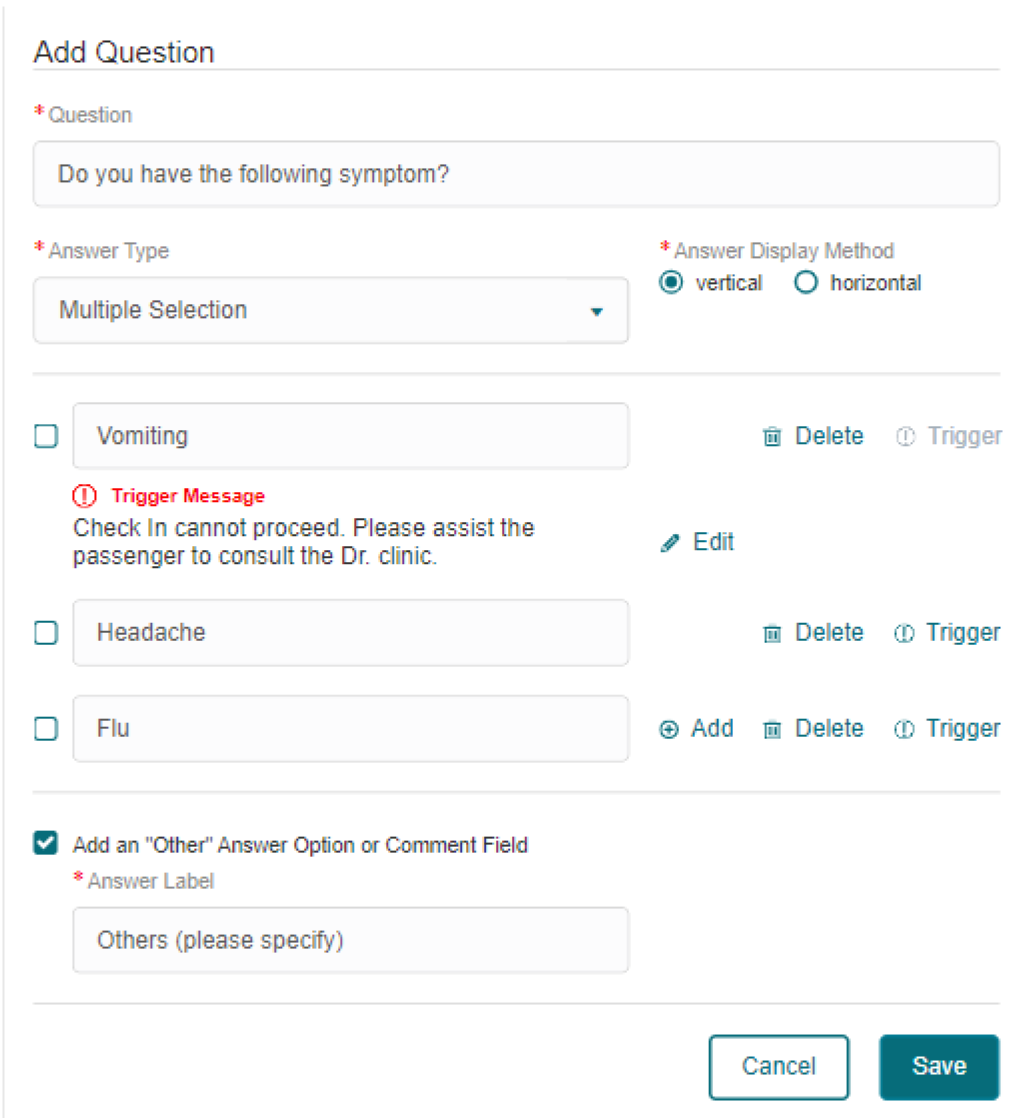
This function sets up the main question group and allows you to create questions under it.

1. On the **Add Question Group** field, enter the question group name and click **Save**.
2. Selecting **Cancel** will 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 from the **vertical ellipsis**. See Add Question section.

Add Question

Figure 4-15 Questionnaire Add Question with trigger



The Add Question option allow creation of question without linking it to a question group. The system opens the Add Question section once you select the 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** – A field for entering the question text.
- **Answer Type** – Choice of answer - single or multiple selection or free text answer.
- **Answer Display Method** – Option to display the answer vertically or horizontally.
- **Add** – Option to create/add more answer.
- **Delete** – Option to delete the answer.
- **Trigger** – Option to set up a trigger notification with a user-defined message when an answer is provided.
- **Add an “Other” Answer Option or Comment Field** – Option for additional answer in free text form. Select the checkbox to enter the label field.

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

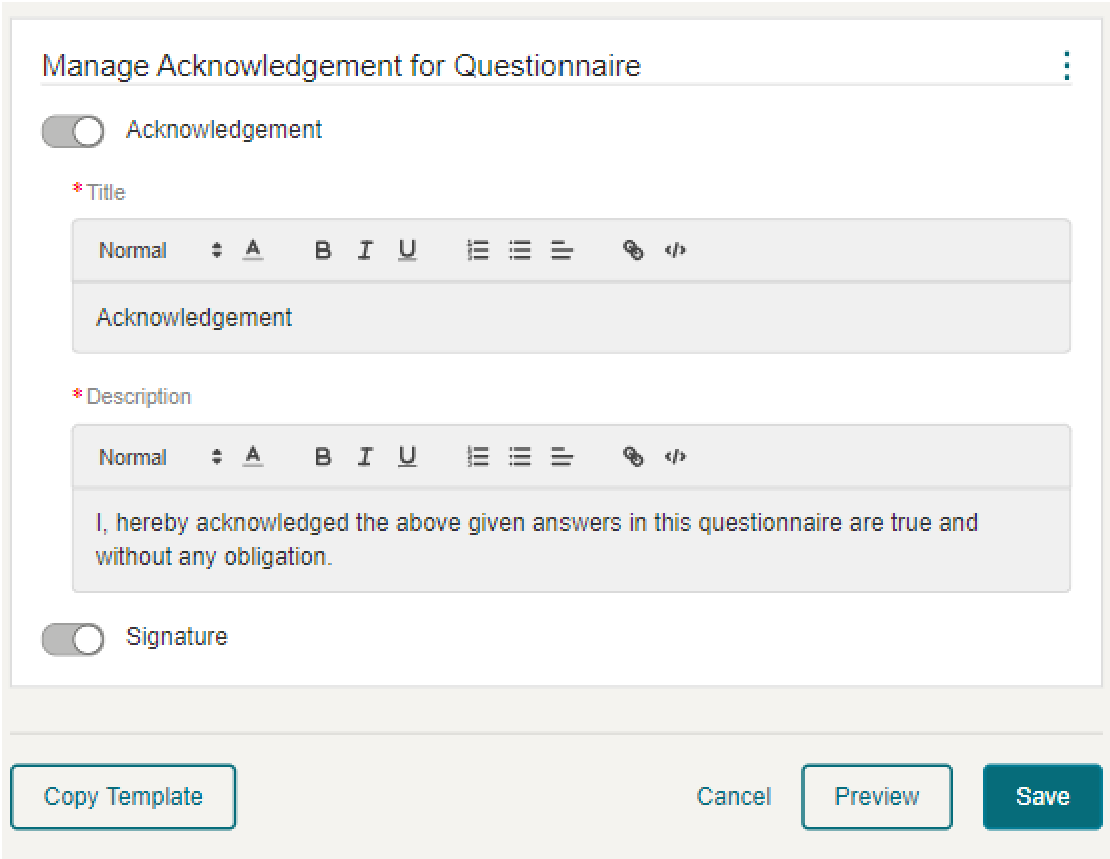
Add Acknowledgement

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

To enable, toggle the **Acknowledgement** and **Signature** button of the respective section. Proceed to enter the title and description and then click **Save**.

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

Figure 4-16 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**.
3. At the **vertical ellipsis**, click **Copy**.
4. The system displays the Copy Questionnaire Template page, and the template name has "- copy" appended to the template name.
5. Make the necessary changes to the copied template and click **Save**.

Deleting Questionnaire Template

Deleting an existing questionnaire template is only possible 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**.
3. Select the **vertical ellipsis**, and then **Delete**.
4. A confirmation message "Are you sure you want to delete this record?." appears. Select **Delete** to proceed or **Cancel** to return to the previous page.

5. If the selected questionnaire template has a “use history” and when deleting it, an alert with the following message: “Delete cannot be performed. Already have transaction history.” shall prompt.

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. At the **vertical ellipsis**, 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 in multiple languages. Before you set up the questionnaire, 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. At the **vertical ellipsis**, 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. In the text boxes, enter the question in 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**.

Figure 4-17 Questionnaire in Multi Language

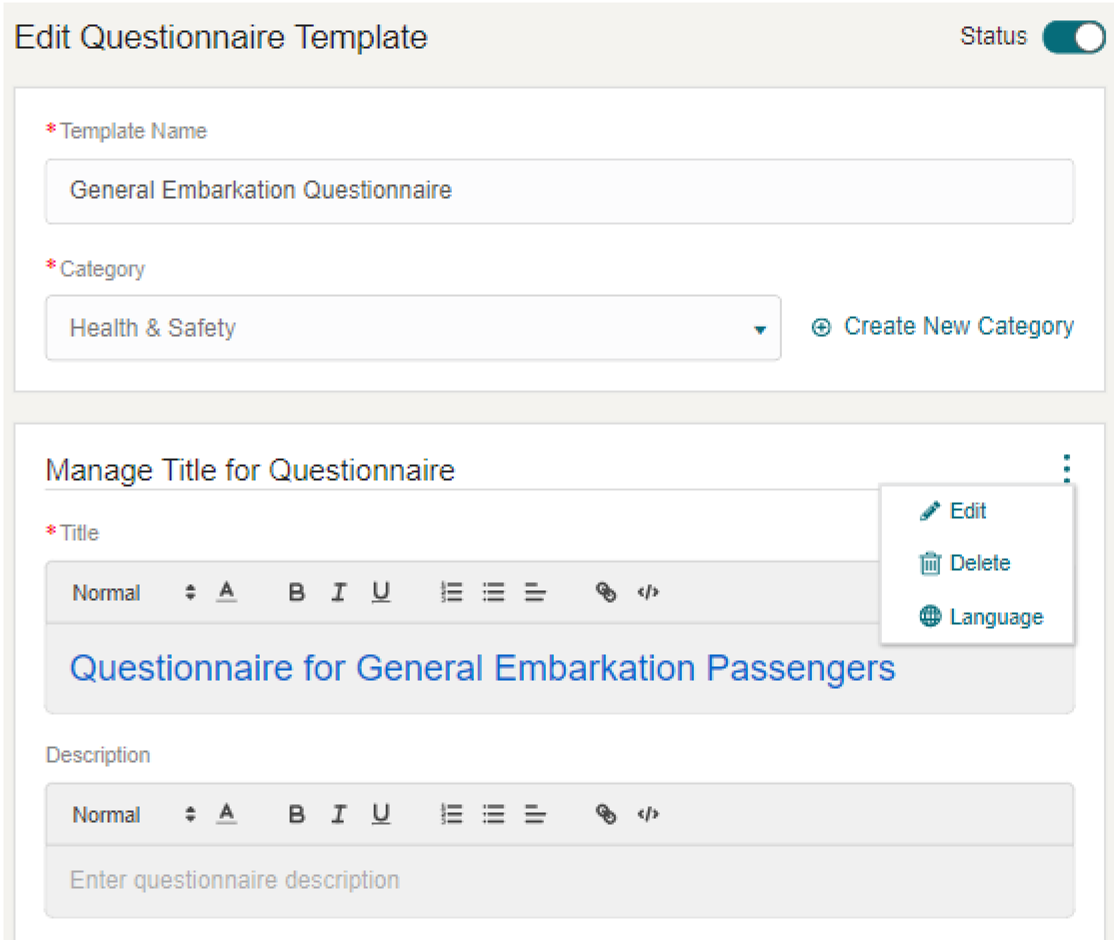
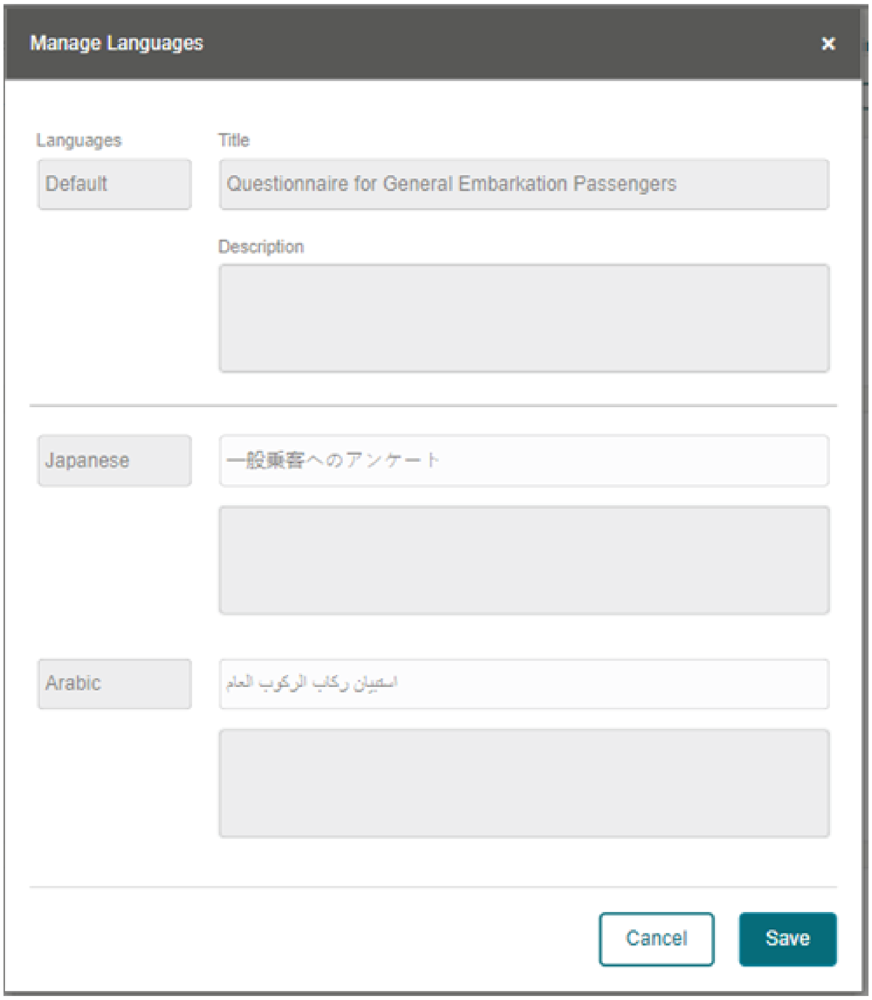


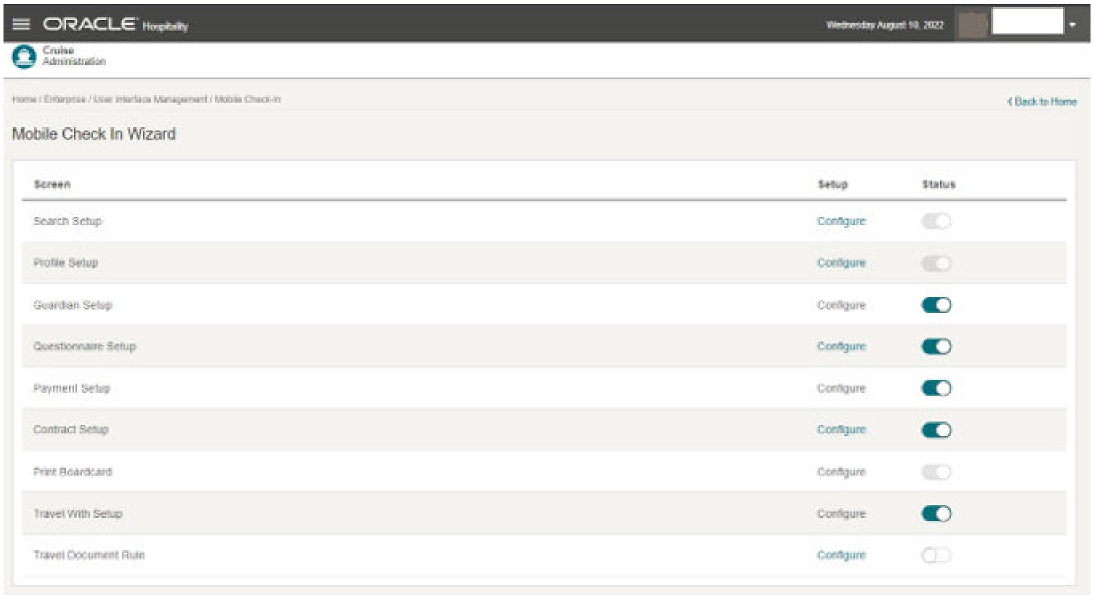
Figure 4-18 Managing Languages



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 need, for example, Questionnaire, Travel Document Rule. The presentation of the Check-In wizard page follows the order of the setup and may vary depending on the default on/off.

Figure 4-19 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 in Search Criteria.
- Result table fields are displayed on the **Search** page and **Check-In Wizard** page.

Saving the Search Template

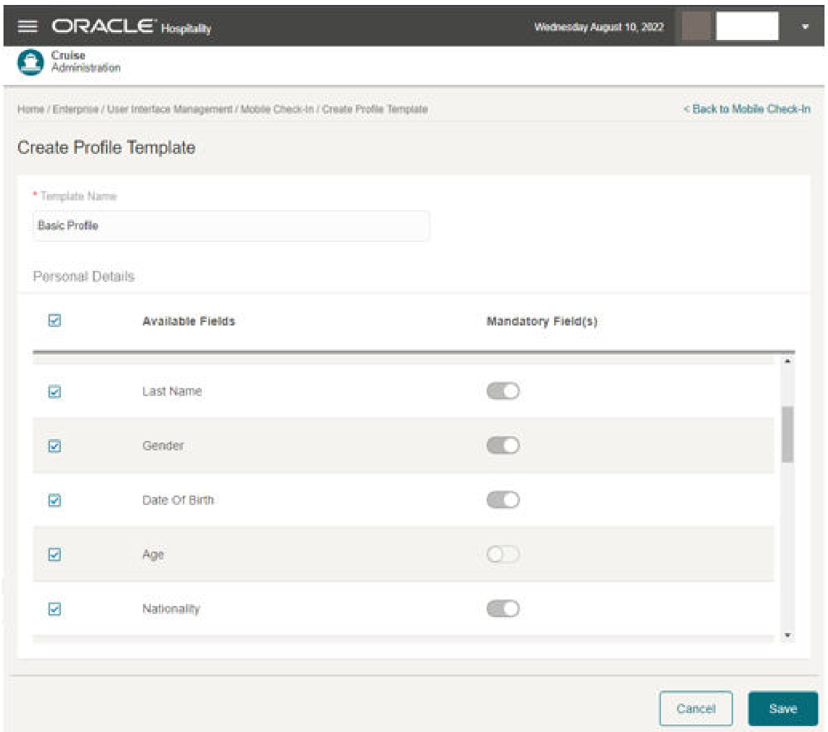
1. From the **Administration** menu, select **Enterprise, Mobile Check-In**.
2. Select **Configure** for the Search Setup option.
3. On the **Edit Search Setup** page, enter the **Template Name**.
4. Enter the following information and click **Save**.
    - **Template Name:** Enter the name of the template.
    - **Reservation Status:** Enter the reservation status for 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 for the search criteria. Use the arrow keys to select or deselect and re-order.

- **Select fields for Search Result:** Select the fields to be presented in 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 4-20 Profile Template Setup



Saving a Profile Template

1. From the **Administration** menu, select **Enterprise, Mobile Check-In**.
2. Select **Configure** for Profile Setup.
3. On the **Create Profile Template** page, enter the **Template Name**.
4. 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.
5. Under the **Mandatory Fields** column, slide to make the field as mandatory.
6. Select the **Save** button.

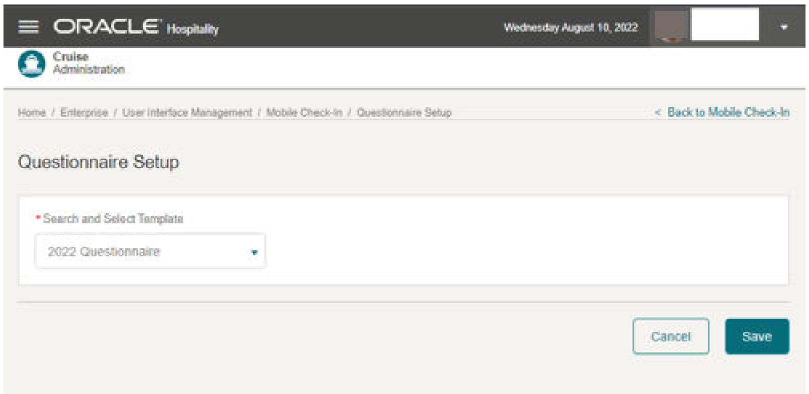
Guardian Setup

The Guardian page is the second step in the Check-In wizard and is an optional set up. Enabling this feature will identify guests who are considered minors and requiring the company of a guardian when disembarking the ship. To access the Guardian page, select **Check-In, Check-In Wizard**, and then the **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 4-21 Questionnaire Setup Page



Selecting a Questionnaire Template to Use

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

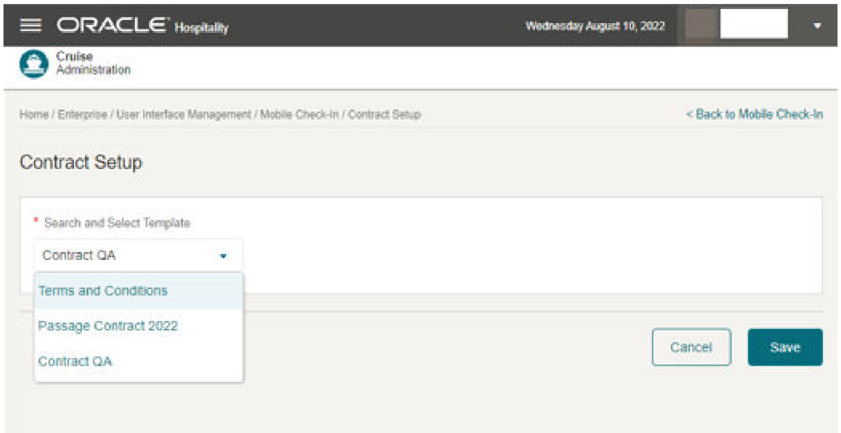
Payment Setup

The Payment page is an optional setup. Enabling this feature will show the card type information, allowing you to add a payee in Step 3 of the Check-In Wizard.

Contract Setup

This feature lists the active contracts and when enabled, it allow you to select the contract to appear 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 4-22 Contract Setup



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

Print Board Card

The **Print Boardcard** button is enabled by default and is a mandatory page in Check-In, Check-In page.

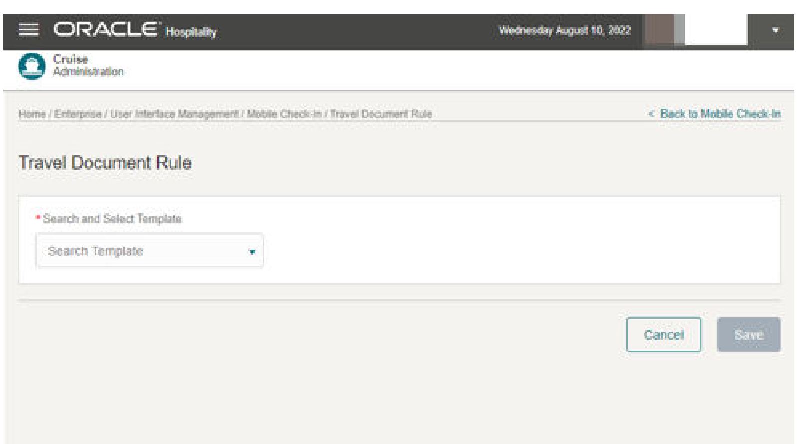
Travel with Setup

Enabling this feature will show 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 4-23 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 click the **Save** button.

Travel Document Types Setup

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

To access this page, users must have permission to view and the assignment is done in **Role Manager configuration** under the **Administration - Travel Document Rule and Travel Document Type** section.

Create, Edit, and Delete access may be granted to allow user to create, edit, or delete existing record.

Travel Document Types

The Travel Document 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 Document Types

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

- **Code:** Code for the travel document.
- **Name:** Name of the travel document type.
- **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 mandatory
- **Active:** The default status is active. Toggle to set it as active or inactive.

Modifying Travel Documents Types

1. At the **Travel Documents** tab, select the **vertical ellipsis** of the record.
2. Select **Edit** to open the **Edit Travel Document Type** page.
3. **Edit** the following information and then click **Update**.

- **Name:** Name of the travel document type.
- **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 mandatory
- **Active:** The default status is active. Toggle to set it as active or inactive.

Deleting a Travel Document Type

To delete a document type, at the **Travel Documents** tab, select the **vertical ellipsis** of the record and then **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 **Administration** menu, and select **Travel Documents**.
2. At the **Travel Document Rules** tab, click **Create** button.
3. Enter the following information and click **Save**.

- **Code:** Code for the rule.
- **Name:** Name of the rule.
- **Embark Country:** List of all existing harbors in system setup
- **Disembark Country:** List of all existing harbors in system setup
- **Nationality Group or Nationality:** Define the 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 it as active or inactive.

Modifying Travel Document Rule

1. At the **Travel Document Rules** tab, select the **vertical ellipsis** of the record.
2. Select **Edit** button to open the **Edit Travel Document Rules** screen.
3. Edit the information and click **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, edit the necessary information and click **Save**.

Deleting Travel Document Rule

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

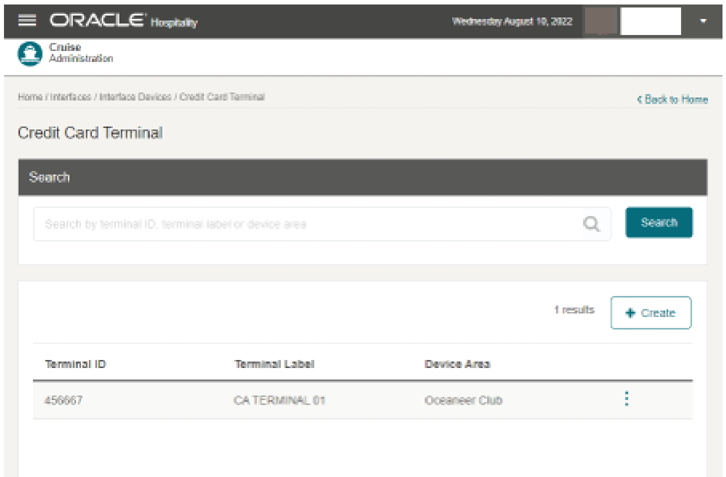
Interface

Credit Card Terminal

The Credit Card Terminal function enables you to assign a credit card terminal for credit card registration or transactions requiring a physical card. You can create a credit card terminal and for ease of identification, assign an area for the device.

Configure Card Terminal

Figure 4-24 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 **Administration** menu, select **Interface, 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 find this number on the 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 Credit Card Terminal you want to edit.
2. On the selected record, select **Edit** to open 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 click **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.

5

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 included in the search 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 information of the selected guest.

Search by Scanning

To look up guest information by scanning the barcode or 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, without clicking the **Shutter** button point the camera to the barcode.
4. To capture the document, click the **Shutter** button.
5. Successful scanning of a barcode or document will open the Manage Guest Handling page. Barcode or document that are tagged to multiple profiles will be shown on the results page.

> **Note**
>
> The scanning section and camera switches off when the device 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 the Manage Guest Handling page. RFID that is tagged to multiple profiles will appear on the results page.

Manage Guest Handling

The Manage Guest Handling page provides an overview of the guest information selected from the search results section.

There are 5 sections in the Manage Guest Handling screen:

- Summary – Summary information of the guest, including profile and reservation information.
- Reservation – Information of the guest reservations.
- Profile – Information of the guest profile, including people travelling with, guardian and minor.
- Special Request – Information on the guest's special request(s), if any.
- Amenities – Information on the guest's requested amenity record(s), if any.

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

Actions Option

The Actions options provides a quick access to other functions a user can perform on the guest record retrieved from Guest Handling search and all other Guest Handling functionalities pages.

Create Reservation

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

To access the **Create Reservation** page, you must have access rights to **Guest Handling, Profile and Reservation, View and Edit** assigned in the **Role Manager** configuration. Otherwise, the **Create Reservation** button will be hidden.

There are four sections in the Create Reservation screen:

- Reservation Details – Information of Cruise Itinerary for a current or future cruise, including embarkation date, embarkation harbor, embarkation time, disembarkation date, disembarkation harbor, disembarkation time, stateroom, and occupied berth.
- 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.
- Contact Details – Information of guest contact details, such as home address, emergency address, and temporary address.

Creating a Reservation

1. On the **Guest Handling Search** page, press the **Create Reservation** or **Actions** under the **+Create** section, then the **Create Reservation** option to open up the Create Reservation page.
2. The **Reservation details** section allows you to select the guest's stay period from the **Embarkation date/time** and the **Disembarkation date/time** with specific harbor that based on configured cruise itinerary.
3. At the **Stateroom** field, click the **+** button to open the **Stateroom Availability** window, and with header information such as stateroom number, category, deck, connecting room, stateroom status, total berth, and available berth.
   - The **Embarkation date/time and Disembarkation date/time** value are brought forward from the **Create Reservation** page.
   - You are allowed to search the stateroom listing by using the search criteria for Deck, Stateroom Status, Stateroom Status or search by the stateroom number.
4. Selecting the stateroom record from the listing would enable the **Add** button.
5. Click **Add** button to save or **Cancel** button to exit the Stateroom Availability window view.
6. A confirmation message appears if you are adding the reservation to a stateroom that has zero or negative berth. Click **Add** button to continue to add this stateroom for the guest or click **Cancel** button to exit without adding the stateroom.
7. After selecting the stateroom, the berth count of the selected stateroom will populate at **Occupied Berth** field.
   - The system auto-populates the information from the General Details and Passport Details sections. If any required fields are missing the information, it will prompt you to fill them in.
   - Enter a value in all fields marked as required, and then click **Save** to continue.

> **Note**
>
> - If the guest's nationality on the travel document falls under the list of European countries (User configurable codes under parameter 'Notice and Consent by Nationality Code'), it is *Mandatory* to check the acknowledgement of notice and consent option during reservation creation.
> - If the guest nationality on the travel document falls under Non-European countries, it is *Not Mandatory* to check the acknowledgement of notice and consent during reservation creation.

8. Once all the mandatory fields are filled, you will notice that the berth count in **Occupied Berth** field is refreshed automatically. For example: 1/4 is total 1 berth assigned vs total available berth.
9. The **Create Reservation** page allows you to create the reservation either as guest or resident by selecting the **Guest is Resident** option. Refers to *System Parameter - User Resident*.
   - Parameter value is 1 - the **Guest is Resident** option is visible.
   - Parameter value is 0 **-** the **Guest is Resident** option is hidden.
10. The **Contact details** section shows the home address, emergency address, and temporary address to be filled. When the selected country is Canada or United States, the **State** field will have a drop-down option, allowing you to select the state. If the selected country is other than Canada and United States, the **State** field is a free-text field.

    At the **Temporary** address, you can either select the **State** of the Canada or United States or enter the value in a free-text form. You can also toggle the **Same as home** button to copy the home addresses value into the temporary address and disable the editing. To edit, toggle the **Same as home** to inactive.
11. Once all mandatory fields in are filled and if you click **Cancel** button, a confirmation message **"Leave and discard your changes?"** will appear. Select:
    - **Cancel**, to close the dialog box.
    - **Discard and leave**, to close the reservation page without saving.
12. A confirmation message ***x* Reservation(s) created'** appears when the **Save** button is clicked, indicating that the reservation has been created successfully before returning to the **Guest Handling Search** page and listing the new guest reservation records.

Creating Multiple Reservation

You are allowed to create more than one reservation from the same **Create Reservation** page. With all the mandatory fields filled, the **Add Guest** button is enabled for you to add the next guest reservation.

To create the reservations,

1. Click the **Add Guest** button. A new guest tab opens, labelling it as Guest 2, 3, or 4, depending on the last tab count and the next available label in the Guest tab series.
2. The system copies the reservation details such as **Embarkation Date, Disembarkation Date**, and **Stateroom** from the previous reservation to the new guest tab. The user can either keep the same reservation details and only update the general and passport details, or change the Embarkation and Disembarkation Dates for the new reservation if the guests are not traveling together.

3. Selecting **Yes** on option **'Do you want to apply the same details to other guest(s)?'** will copy the same contact details from the active guest tab onto the next guest reservation. When **No** option is selected, the **Contact details** section for the new guest reservation will be blank.
4. You are allowed to create up to ten (10) guest reservations in **Create Reservation** page. When mouse hover at the guest tab, the **X** button will be visible. Clicking the **X** button prompts a confirmation message. Select:
   - **Cancel**, to close the dialog box.
   - **Remove**, to remove the selected guest.
5. Click **Save**. A confirmation message ***x* Reservation(s) created** appears. The ***x*** here indicates the total reservations created successfully before navigating to **Guest Handling Search** page, listing all the new guest reservations record.
6. When an error occurs and causes some of the reservation from saving, those created successfully will not appear in the Create Reservation page. But the failed reservation record will remain on the screen with an error indicator. The below are some of the error banner messages.
   - Some of reservation(s) created with errors **-** reservation created with other details error.
   - Could not create below reservation(s) **-** no reservation created.

Viewing Reservation Details

A reservation details can be viewed from the Reservation Details option and this option not only allows you to view, you may also edit it.

To access the Reservation Details option,

1. Click the **Actions** button.
2. At the **Modify/Update** section, click **Reservation Details** option.
3. On the **Reservation Details** page, you will get an overview of the selected reservation's information.

There are 2 sections on the Reservation Details page:

- **Profile summary** - The profile summary section is a read-only section which displays the profile type, profile name and salutation, stateroom number, special needs link, reservation status, embarkation date, age, default payment type, posting status, award level, age type/ gender, and VIP classification.
- **Reservation details -** The reservation details section displays the reservation's embarkation date and harbor, disembarkation date and harbor, stateroom, and total of occupied berth. The bottom section shows the list of the reservation who has the same stateroom or booking number with the selected reservation record.

All the information populated on the **Reservation Details** page is for viewing only. To modify the reservation information, you must have permission to **Guest Handling, Profile and Reservation,** to view and **Guest Handling, Reservation** to edit. Otherwise, the **Edit** button will not be visible.

Modifying Reservation Details

1. On the **Reservation Details** page, select **Edit** button to open the **Edit reservation details** page. The **Edit** button is disabled if the selected reservation has Checked Out or Cancel.

2. Editing the **Embarkation Date/Harbor**, will reset all other fields. You need to reselect the **Disembarkation Date/Harbor**, followed by the **Stateroom**.
3. You are not allowed to modify the Embarkation Date/Harbor for reservation that has checked in.
4. If a different stateroom is selected, the **Occupied Berths** field will auto refresh the berth count. For example: 1/4 is total 1 berth assigned versus total available berth. When the stateroom's berth is fully consumed, a message **"Add reservation to fully booked stateroom?"** with the option to cancel and add appears.
   - **Cancel** - remain in previous stateroom.
   - **Add** - continue add the reservation to the selected stateroom.
5. It is **Mandatory** to check the **Guest acknowledgement of notice and consent** option if the guest's nationality falls under the list of European countries (User configurable codes under the **Notice and Consent by Nationality Code**' parameter).
6. On the same page, you can choose to copy the changes made on this reservation to all other stateroom's sharer. When the option '**"Do you want to apply the same changes to current stateroom sharer(s)?"** appears, selecting
   - **Yes** - All guest that travels 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.
7. If there are changes made to the **Reservation Details** page and the **Cancel** button is clicked, a confirmation message '**Leave and discard your change?**' will appear. Choose one of the below option:
   - **Cancel** - Closes the dialog box.
   - **Discard and leave** - Closes the Edit reservation details page without saving.
8. If an error occurs and causes some of the reservation update to fail, the successful reservation will have a success indicator, whereas the failed reservation record will show an error indicator. An error banner will appear with one of the below message.
   - **Couldn't update the information** - Not able to update the main reservation, the changes will not update to others stateroom sharer as well.
   - **Couldn't copy the information for some guests** - The main reservation was updated successfully, but some of the stateroom sharers fails to update.

Contact Details

The Contact Details option allow you to view and edit the profile's contact details.

To access the Contact Details option,

1. Click the **Actions** button.
2. At 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 four (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, when the 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, and toggling the **Same as home** button to active will copy the main address and disable the editing.
4. To edit, toggle the **Same as home** to inactive, edit the necessary information and click **Update** to save.
5. 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 or copy the contact details from one profile to another for guests travelling together, have the same reservation number or stateroom number.

This not only speeds up the update 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 **Actions** menu, and then **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 -** A list of all the guests travelling together shall appear. Checkbox the guests you wish to copy the details to and then click **Update** to save.
   - **No -** Travelling guest will not be listed.

Print Board Card

The Print Board Card option allows the user to print a guest's board card from the Guest Handling application. This option is enabled for the reservation with the status Expected, Expected Today, Checked In and Leaving Today, and disabled for reservation with status Cancelled, Checked Out and No Show.

To use this feature,

1. Search a reservation from the Guest Handling search page, and locate the reservation record.
2. Click the **Actions** button to open the Actions drawer and select **Print Board Card** option

3. A dialog box will display the guest's profile summary, including
   a. Profile Picture
   b. Guest Name
   c. Stateroom Number
   d. Reservation and Onboard Status
   e. Embarkation and Disembarkation Date
4. Select a printer from the drop-down list. The **Print** option will be enabled
5. Click the **Print** button at the bottom right. A notification message indicating 'Print job created' at the bottom of Action option page
6. Click **X** to exit if it does not close automatically

Profile Details

The Profile Details option allows you to view and edit the profile's details.

To access the Profile Details option,

1. Click the **Actions** button.
2. At the Profile section, click **Profile Details** option.
3. 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, click the **Edit** button to open the Edit Profile Details page. The button is disabled if the selected profile's reservation status is Checked Out or Cancel.
2. Below are the mandatory fields, and the **Update** button enables when all the fields are filled.
   - Last Name
   - First Name
   - Salutation
   - Gender
   - Date of Birth
   - Nationality
   - Passport Number
   - Passport Issued Date
   - Passport Expiry Date

- Passport Place of Issued
- Country of Issued

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** - closes the dialog box.
- **Discard and leave** - closes the Contact Details page without saving.

Scan Passport and Update Details

1. On the Profile Details page, select **Scan and update details** to scan the guest's passport.
2. Click the **Capture** option to start the decoding process of the guest's passport image.
3. A confirmation screen appears, showing the difference between the existing and the new value captured from the scanned guest's passport.
4. Click **Update** button to override the new value(s), or **Cancel** to discard the new changes.
5. Below are the fields captured from the passport scanning:
   a. First Name
   b. Last Name
   c. Gender
   d. Date of Birth
   e. Nationality
   f. Passport Number
   g. Passport Issued Date
   h. Passport Expiry Date
   i. Passport Issued Country
   j. Passport Issued Place

Special Needs

The Special Needs option allows you to add, edit and view the profile's special arrangements or specific needs details. There are two (2) ways to access the Special Needs option; either click the **Actions** button and then **Special Needs** option under the Reservation section.

The other way is from the Manage Guest Handling and Profile Summary section, click the **Special Needs** icon to have quick access to the Special Needs option.

There are two (2) sections on the Special Needs page:

- Profile Information - The profile information section is a read-only section which displays the profile type, profile name and salutation, stateroom number, special needs icon, reservation status, embarkation date, age, default payment type, posting status, award level, age type/gender, and VIP classification.
- Special Needs Details - The special needs details lists the special needs code and description of the profile chosen. The bottom section shows the Remarks details needed by the profile chosen.

Note

- Special Needs indicator and count is not visible on the Profile Information for guest that **DO NOT** have any special needs requests.
- If the guest has special needs requests and remark has been added to the reservation, the Special Needs with total record counts indicator will be visible on Manage Guest Handling, Reservation Details, Profile Details, Contact Details, and Special Needs page.

To access the **Special Needs** page, you must have access rights to the **Guest Handling, Special Needs, Add/Edit and View** assigned in the **Role Manager** configuration. Otherwise, the Special Needs option will not be visible.

Adding New Special Needs

1. On the Special Needs Details page, under the special needs details section, click the **Add** button to open the Add Special Needs action drawer.
2. You can search for special needs by code or description. The system will automatically filter and return the result based on the keyword entered.
3. Checkbox the required special needs and enter a remark in the **Remark** field if any.
4. If the **Clear** button is clicked, this will unchecked all the checkboxes and clear the remarks as well.
5. When the **Cancel** button is clicked after changes were made to the special needs selection, this triggers a confirmation message **"Leave and discard your change?"**. Choose one of the below:
   - **Cancel** - closes the dialog box.
   - **Discard and leave** - closes the add special needs action drawer without saving.
6. Click the **Save** button. A confirmation message **"Special needs created"**appears, listing the special needs code and description. Special needs(X) indicator is visible on the Profile Information Section.

Modifying Special Needs Details

1. On the Special Needs Details page, under the special needs details section, click the **Edit** button to open the Edit Special Needs action drawer.
2. You can search special needs by code or description. The special needs listing will then filters automatically based on the keyword search entered.
3. You can edit the earlier selected special needs record by unchecking it and check the appropriate special needs record, or edit the **Remarks** field.
4. If the **Clear** button is clicked, the checked options for special needs and remarks will be cleared.
5. Any changes to the special needs selection will trigger a confirmation message **"Leave and discard your change?"** when you click **Cancel**. You can then choose one of the options below.
   - **Cancel** - closes the dialog box.
   - **Discard and leave** - closes the add special needs action drawer without saving.

6. Click the **Update** button to save the change. A confirmation message **"Special needs updated"** appears, listing the modified special needs code and description. Special needs(X) indicator is visible on the Profile Information Section.

Special Request

The Special Request option allows you to create, edit, view or delete for the reservation that have a specific arrangements or special request. The requested arrangement will be attended by the delivery department to prepare and deliver the special request accordingly.

The Special Request option is available in the **Actions** button after successfully search a reservation from the Guest Handling Search page. The **Special Request** option is under the reservation section and there will be record count(s) if the selected reservation had requested any special request previously.

There are 2 sections on the Special Request page:

- **Profile Information** - The profile information section is a read-only section which displays the profile type, profile name and salutation, stateroom number, special needs icon, reservation status, embarkation date, age, default payment type, posting status, award level, age type/gender, and VIP classification
- **Special Request** - The special request details listing displays the list of special request of the reservation chosen. User can click the delivery status filters to view All, Pending, or Closed, for different special requests delivery status
  - All – Displays both delivery pending or closed special requests status.
  - Pending – Displays only special requests with delivery pending status.
  - Closed – Displays only special requests with delivery closed status.

To access the Special Request page, you must have the access rights to the *Guest Handling, Special Request, Create, Edit, Delete and View* assigned in the Role Manager configuration. Otherwise, the Special Request option will not be visible.

Adding New Special Request

1. On the Special Request page, click **Create** button to open the Create Special Request page.
2. The **Save** button will be enabled only when all the below mandatory fields are filled.
   - Action Code
   - Action Quantity
   - Event Date
   - Event Time
   - Delivery Location
   - Action Department
   - Delivery Date
   - Delivery Time
3. Click the **Save** button, a confirmation message ‘Special request created’ appears, and automatically redirect you back to the Special Request listing page. The newly created special request record with have the delivery status as “**Pending**”. The header of the listing will show **[x] result(s)**, indicating the total counts of special request records associated with this reservation

4. Click the **Ellipsis** icon to access the View option
5. Click **View** button to view special request details. The view special request details page will display information of the special request for the profile, as per details below:
   - Status
   - Action Code
   - Action Request
   - Action Quantity
   - Event Date
   - Event Time
   - Delivery Location
   - Action Description
   - Created Date
   - Created Time
   - Created By
   - Action Department
   - Delivery Date
   - Delivery Time
   - Completed Date
   - Completed Time
   - Completed By
6. Once the crew has delivered or fulfilled a profile's special request, click the **Mark as Closed** button to update the status. It will change from 'Pending' to 'Closed'.
7. The special request record will then move to **Closed** filter, where only special request with a status of 'Closed' is displayed on the listing.
8. To change the status from 'Closed' back to 'Pending, go to 'Closed' filter, click the **Ellipsis** icon and select the record by clicking **View** button.
9. On the View Special Request page, the button **Mark as Closed** or **Mark as Pending** is to update the special request delivery status from Pending to Closed or Closed to Pending.
10. The special request record will then move to **Pending** filter, where only special request with status 'Pending' is displayed in the listing

> **Note**
>
> The **Create** button and **Mark as Pending** button are hidden for profiles with reservation status 'Checked Out', 'Cancel', or 'No Show'.

Modifying Special Request Details

1. On the Profile's Special Request page, click the **Pending** filter to display all special request records with status pending
2. Click the **Ellipsis** icon to access the options, and select **Edit** button to open the Edit Special Request page

3. Edit the information and click **Update** button to save. A confirmation message ‘Special request updated’ appears. The special request record will remain under **Pending** filter
4. Once the crew has delivered or completed a reservation’s special request, click **Mark as Closed** button to update the status. The status will change from ‘Pending’ to ‘Closed’
5. After you have clicked on the **Mark as Closed**, the Completed Date, Completed Time and Completed By field will be updated
6. The special request record will then move to ‘**Closed’** filter, where only special request with status ‘Closed’ will be visible on the listing
7. To update the status from ‘Closed’ to ‘Pending, go to **Closed** filter. Click the **Ellipsis** icon to access the View option
8. On the View Special Request Details page, click **Mark as Pending** button to update the record status from ‘Closed’ to ‘Pending. This would move the record to **Pending** filter, listing only special request with status ‘Pending.
9. Once the Edit Special Request Details page is updated 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 Edit Special Request page without saving.

> **Note**
>
> The **Edit** button and **Mark as Closed** button are hidden for profiles with reservation status ‘Checked Out’. However, they are available for profiles with reservation status ’Cancel’ and ‘No Show’.

Deleting Special Request Details

1. On the Profile’s Special Request page, click the **Pending** filter to display all special request records with status pending
2. Click the **Ellipsis** icon to access the options
3. Click **Delete** button to remove the Special Request record. A confirmation message ‘Special request deleted’ appear. The special request record will be removed from the table listing under ‘**Pending’** filter.

> **Note**
>
> The **Delete** function is disabled for Special request records with status ‘**Closed**’.

6

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 or profile manually or by scanning the travel document.

Manual Search

To manually search for guest reservation or profile information, enter the relevant information details in the Search field. The available search criteria are based on the customized fields configured in the **Administration, Enterprise, Mobile Check-In, Search**.

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

Search Guest by Scanning

There are several methods to search for a guest profile: scanning the travel document, scanning a barcode, using an RFID card or performing a manual search.

Search Guest by Scanning the Travel Document

Figure 6-1 Search Guest - Scan Document

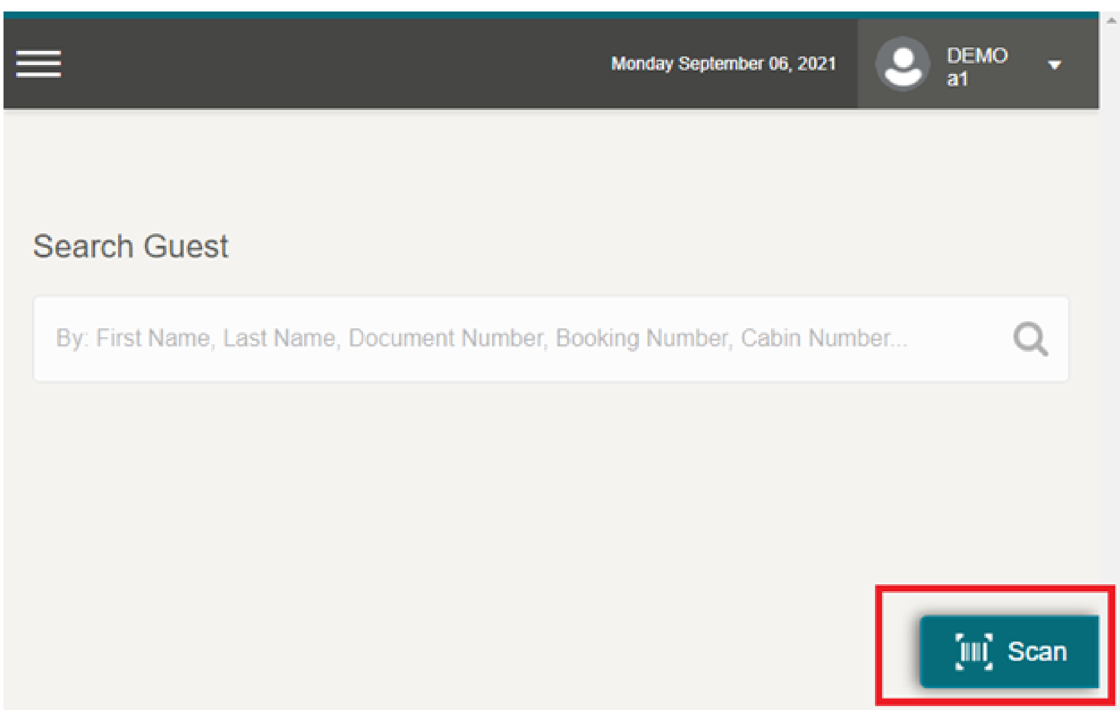
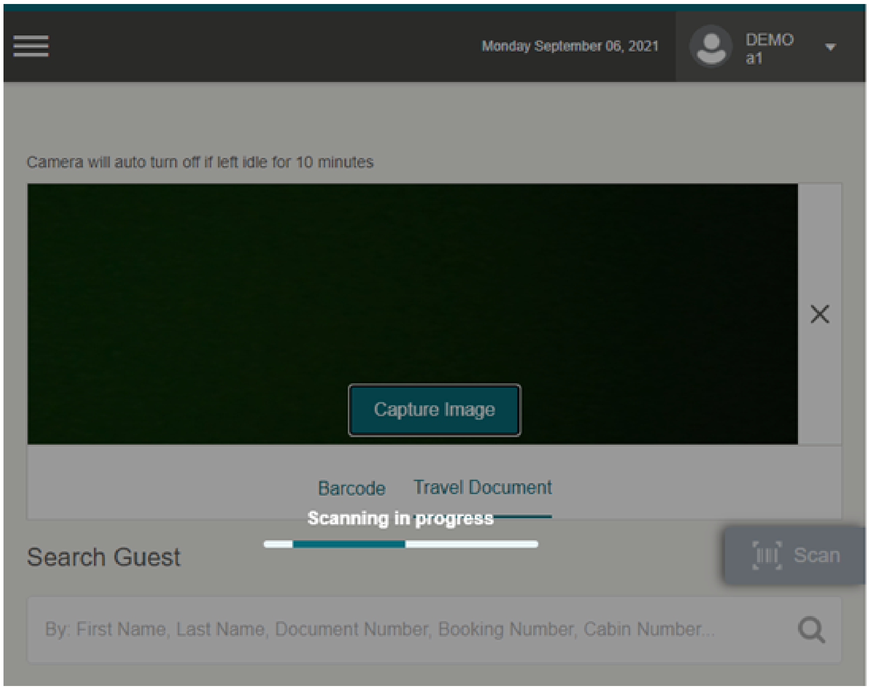


Figure 6-2 Image Capture and Scanning In Progress



1. On the **Search Guest** page, click **Scan**.
2. Place the 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. When the scanned details matches a 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. When 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. When the scanned Barcode matches a guest, the system launches the profile page or a list view, if there is a duplicate barcode detected.

7 Profile

The Profile page displays all available details for the selected guest, with information imported from the reservation system. You can update any editable fields as needed. The Profile page is organized into three sections, each presenting different 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):** Contain information of other travel document(s). Adding, editing and deleting other travel document is allowed.

Figure 7-1 Profile Details

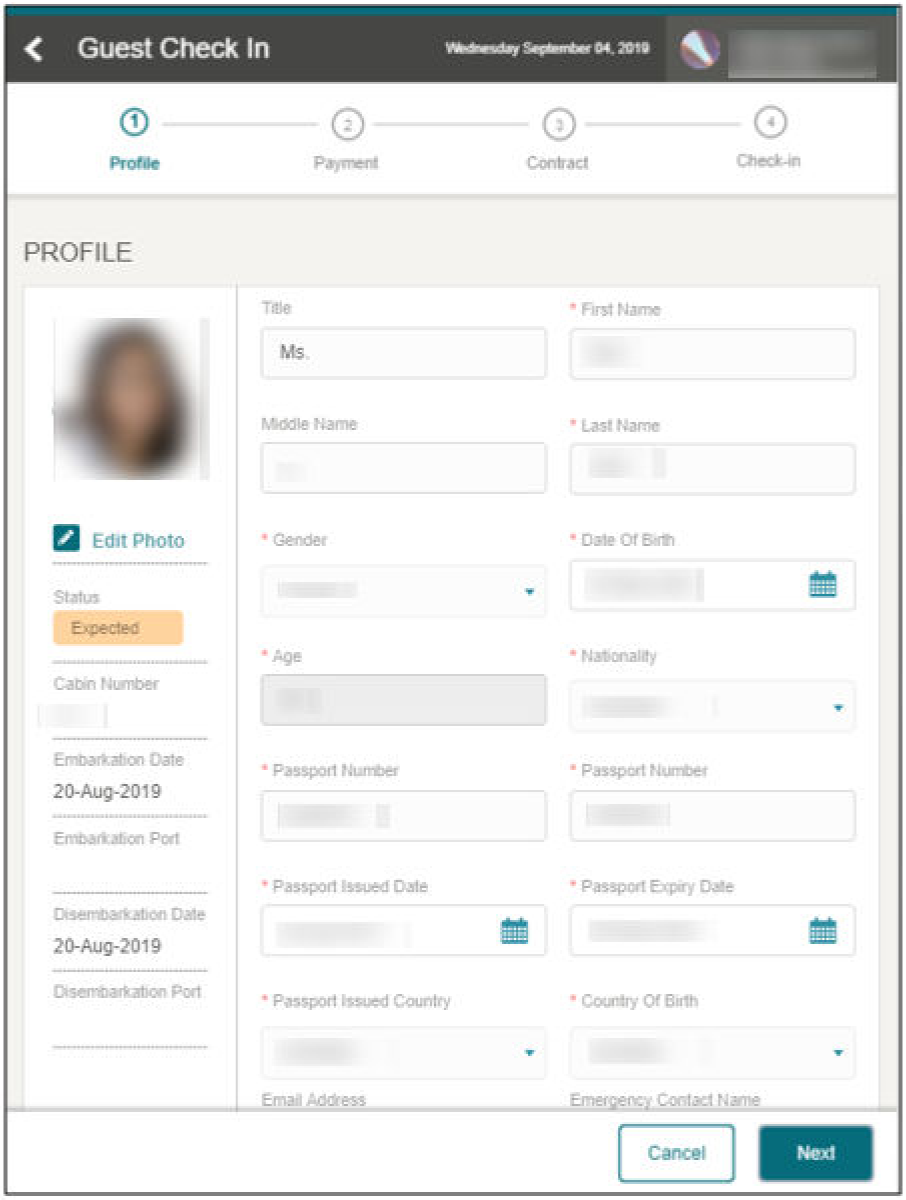


Table 7-1 Reservation Details

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 7-2 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 field to enter a new value.
2. Click **Next** to continue. You cannot proceed further if the mandatory fields are blank.

Uploading/Changing a Profile Picture

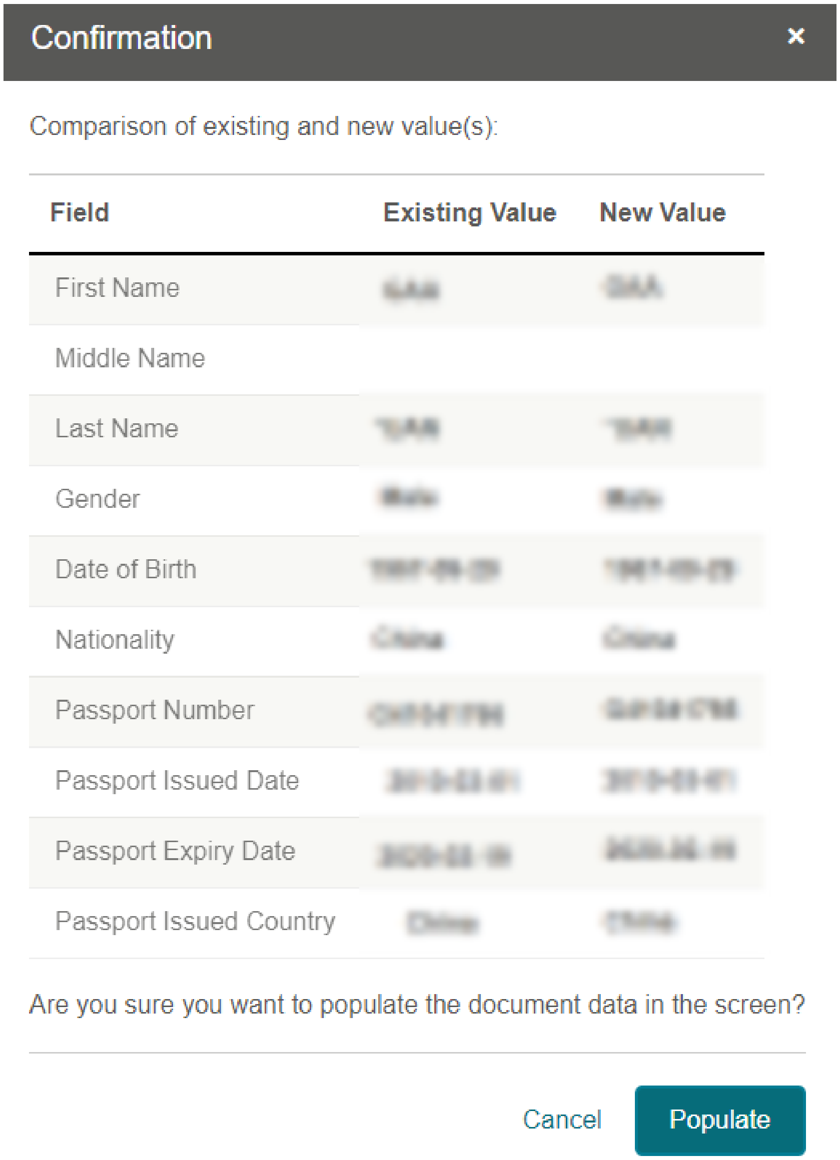
1. Click **Edit Photo** link.
2. Click **Take Photo** button to activate the camera and take the photo. To retake the photo, click **Take Again** button.
3. Click **Save Photo** button to save and then click **X** to exit the page.

Canceling a Checked-In Reservation

You can cancel a checked-in reservation by clicking **Cancel** button, 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 7-2 Verify Scanned Passport Details



1. When retrieving a profile 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 newly 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.

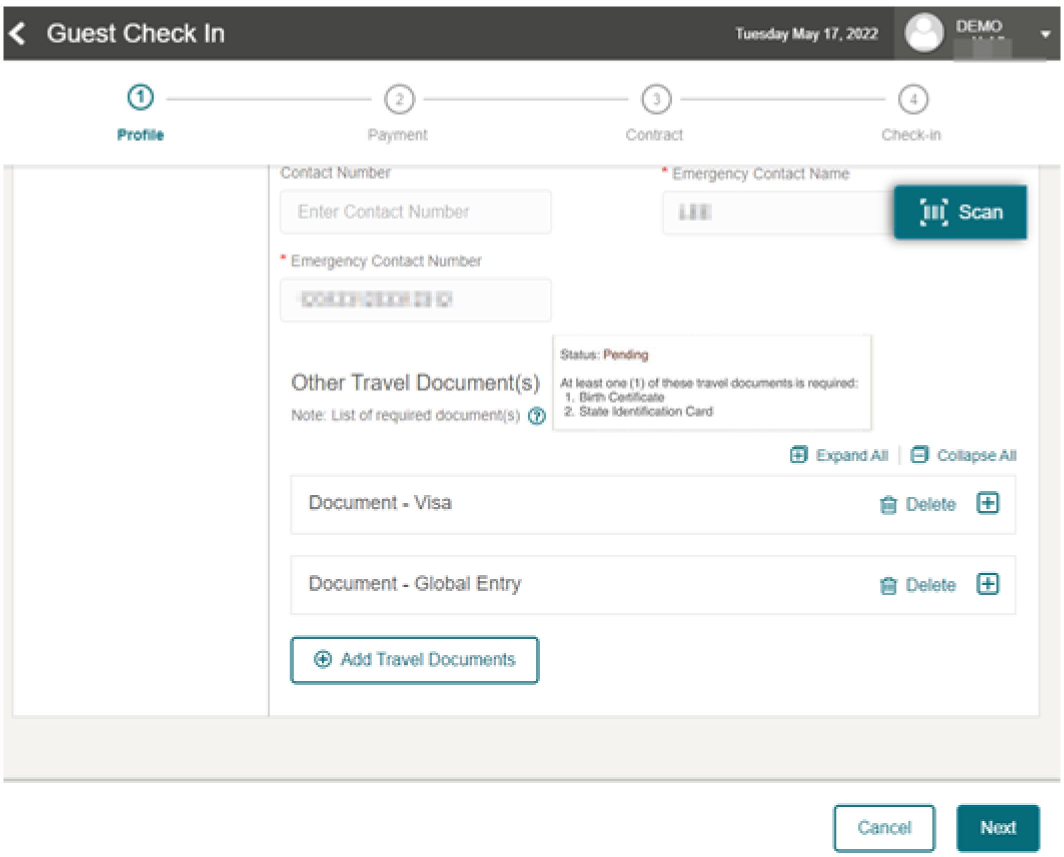
5. Place the passport near the camera and select the **Capture Image** button. A progress bar appears, showing "Scanning in Progress", followed by a confirmation dialog once the passport details are scanned successfully.

Other Travel Document(s)

On the Profile page, you 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) appear below 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 7-3 Other Travel Document

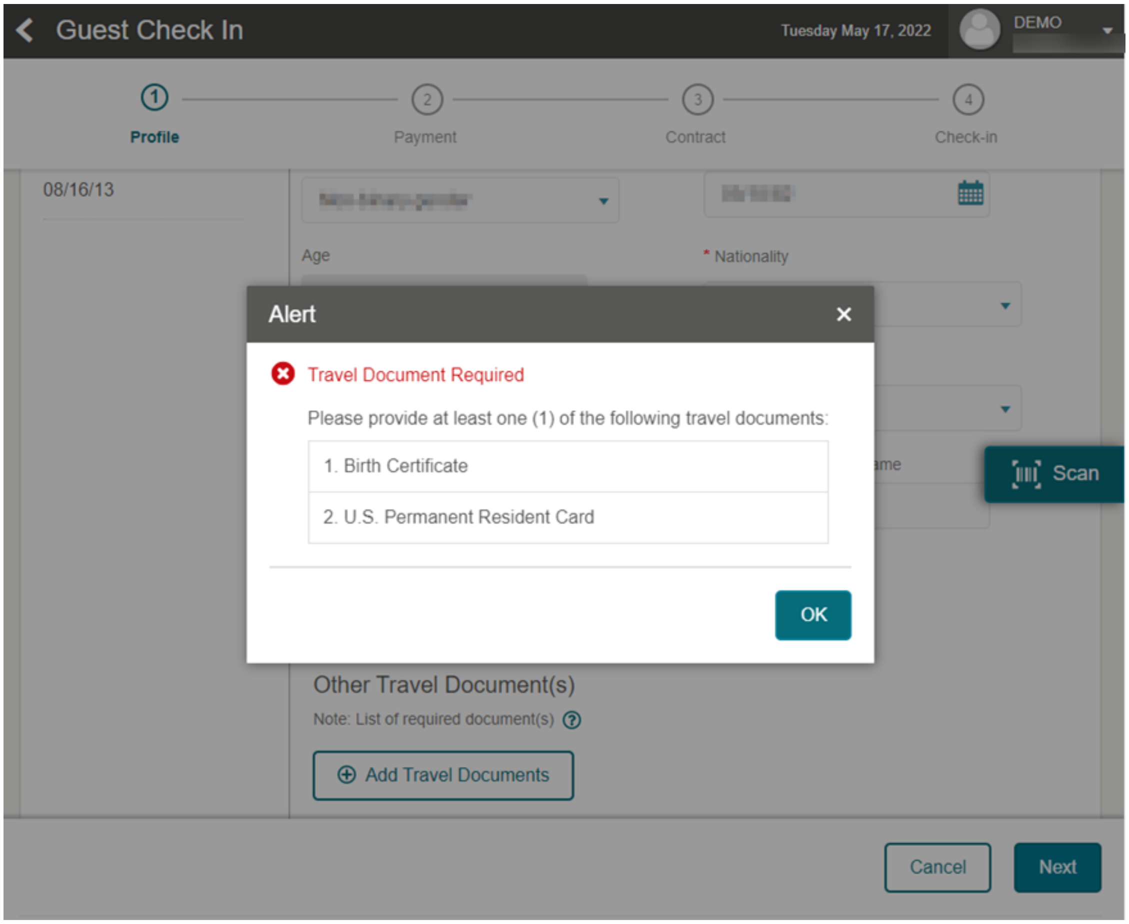


When you click the **Next** button to continue, the following validation appears:

- Mandatory field checking.
- Travel Document Rule validation where applicable.

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

Figure 7-4 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 or optional travel document fields appear. For predefined travel document field configuration, see **Administration – Travel Document Types Setup**.

Table 7-3 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
Required Birth Certificate State	State of Country
Required Photo ID Type	Supported Driver License, US State ID, Military ID and Student ID

Table 7-3 (Cont.) Predefined Travel Document Field

Field Description	Description
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

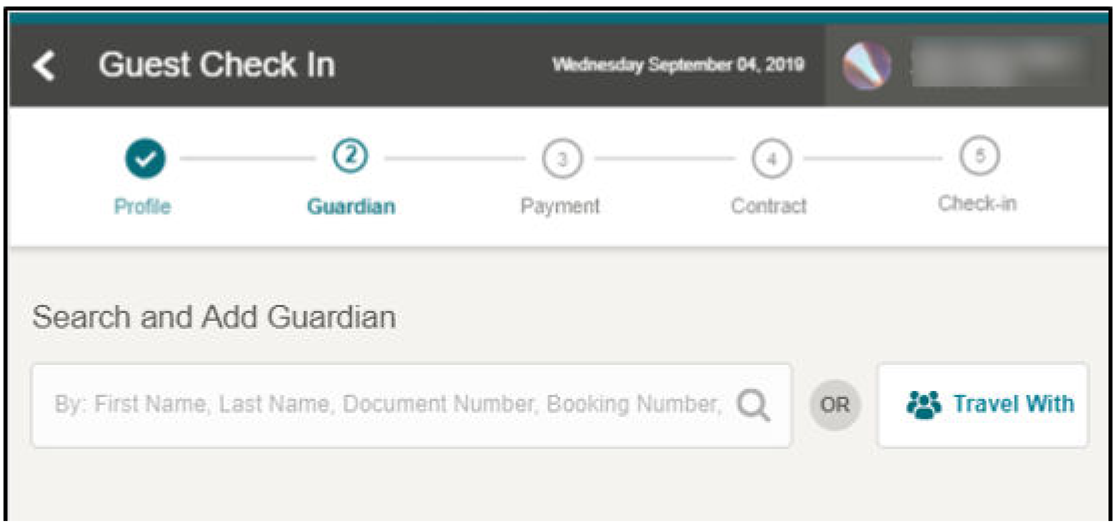
1. On the **Profile** page, select the travel document you wish to delete.
2. Click **Delete** icon.
3. On the confirmation message, choose **Delete** to proceed or **Cancel** to retain the record.

8 Guardian

The Guardian page is only visible when the guest is a minor, allowing you to assign one or more guardians to the minor. This page is hidden for guest with age above the defined minor age. You can use one of these options to search for a guardian:

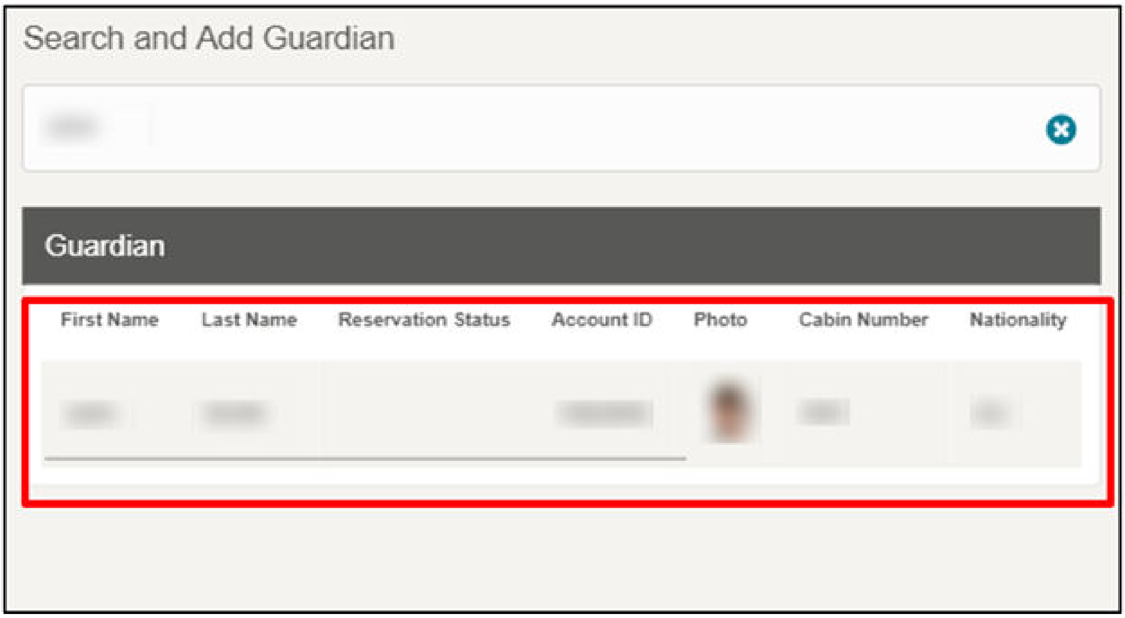
- **Manual Search:** Search for a guardian profile by entering the First Name, Last Name, and other relevant information. The search criteria fields watermark is setup in **Check-In – Search Template** setup.
- **Scanning RFID Card:** Search for guardians using their RFID cards. See section Search by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

Figure 8-1 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 8-2 Assigned Guardian List



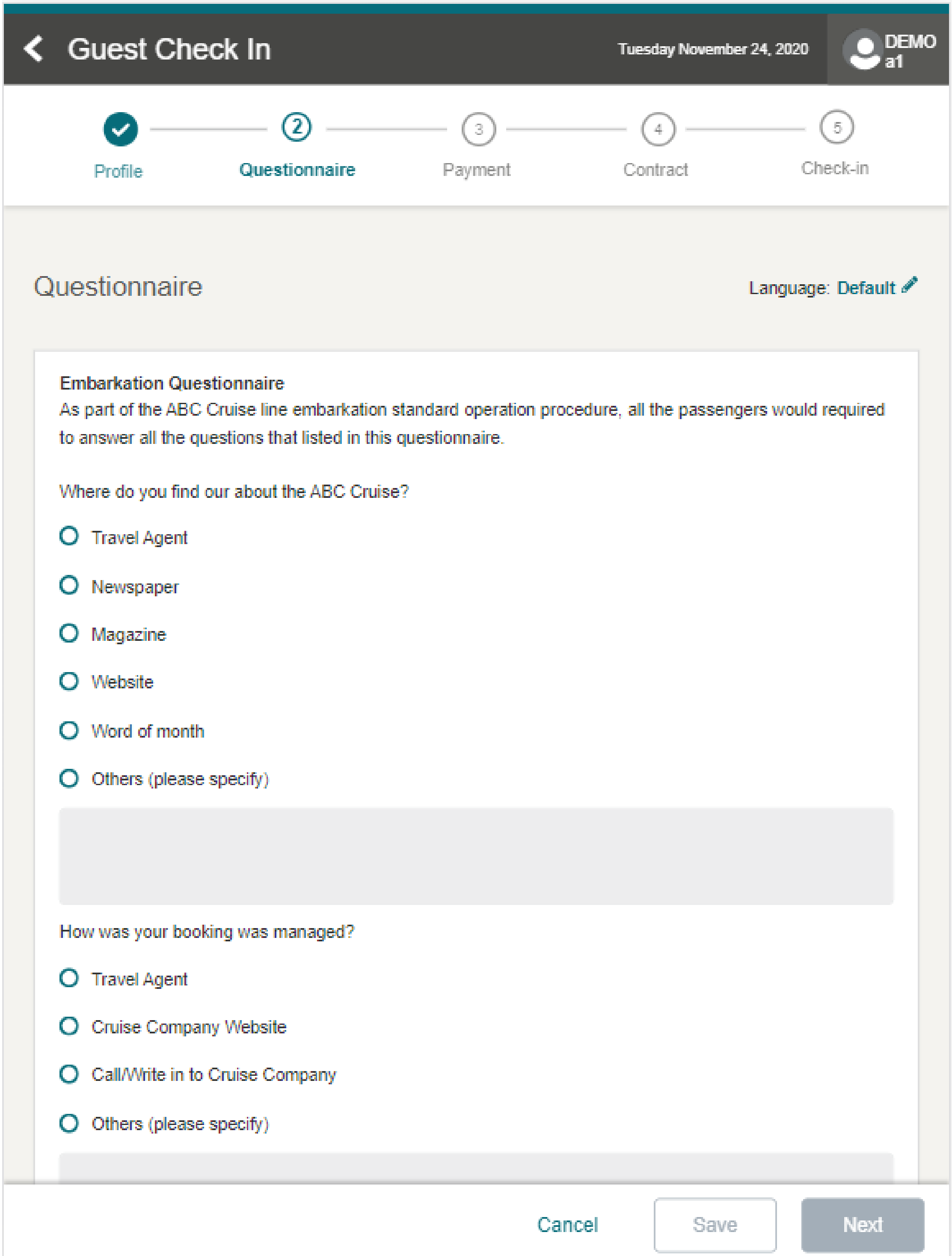
To remove a guardian, in the Guardian section, select the guardian profile and then click the **X** of the selected profile.

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

9 Questionnaire

The Questionnaire page enable you to setup a set of questions the guest need to answer during check-in or a survey on guest preferences for future cruises. The page is enabled in **Administration, Enterprise, Mobile Check-In, Questionnaire** option.

Figure 9-1 Questionnaire Page



To answer the presented questionnaire:

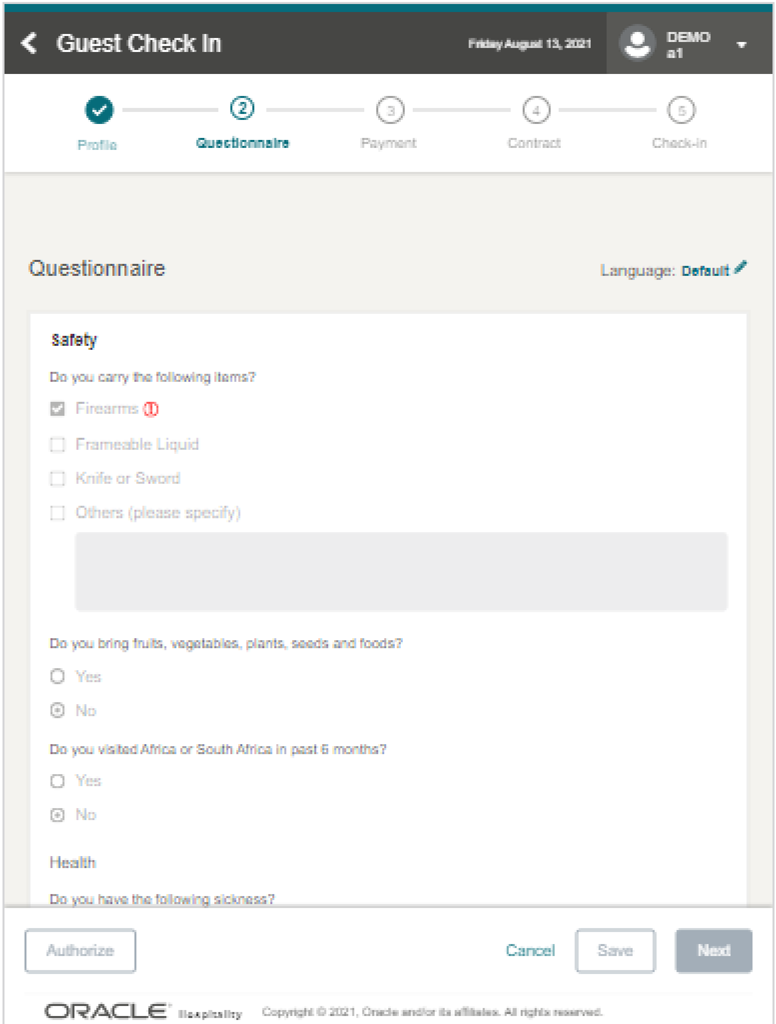
1. Select the answer under each question.
2. Scroll up or down to view all the questions.

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 will be 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 username 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 9-2 Questionnaire Pending Authorization



10
Payment

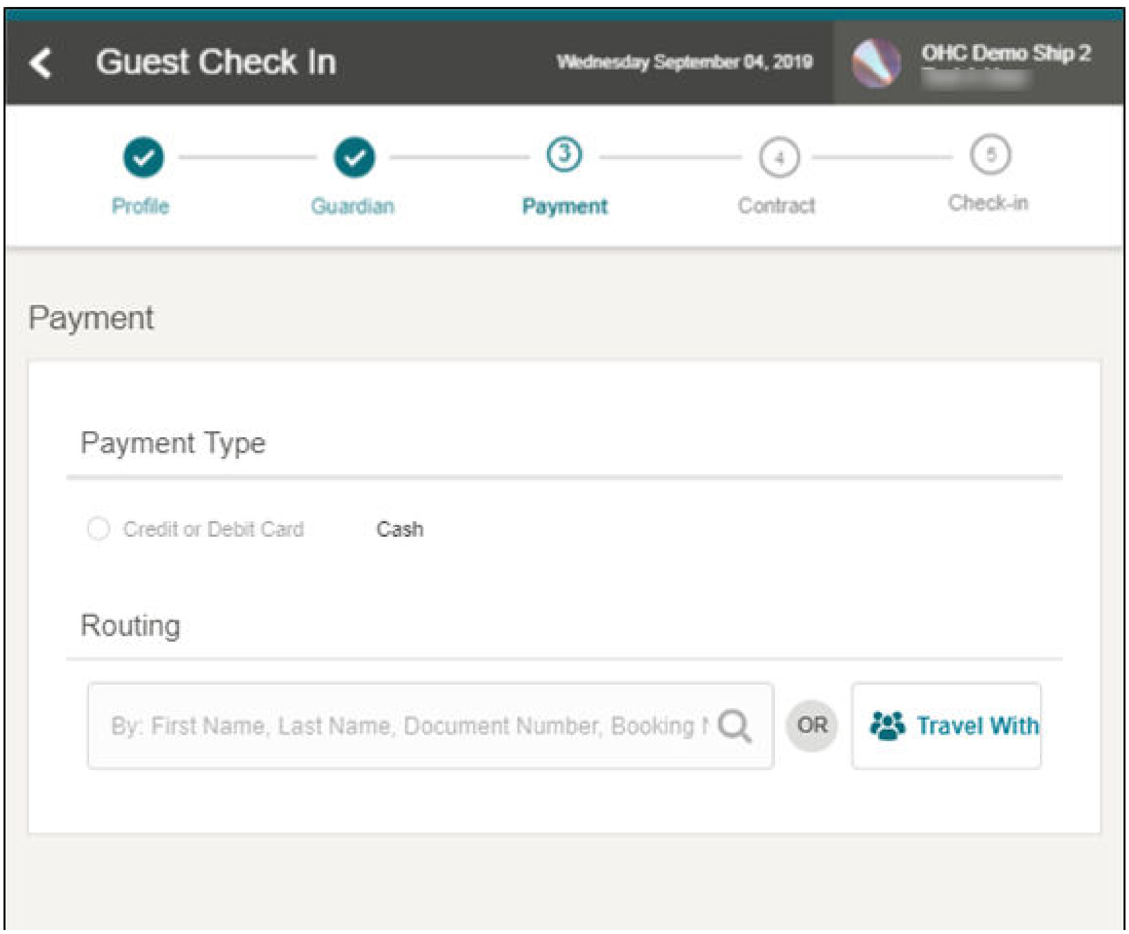
The Payment page enables you to select a payment type that guests will use to settle their account. You can also set up the routing instruction on this page.

Payment Type

In the Payment Type section, there are two options to select from: Credit / Debit Card or Cash. The default is the Credit or Debit Card, with the credit card information obtain while making the reservation.

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

Figure 10-1 Payment Page



Adding Credit Card Terminal for Credit/Debit Card Option

Figure 10-2 Credit Card Payment Type for Credit/Debit Card Option

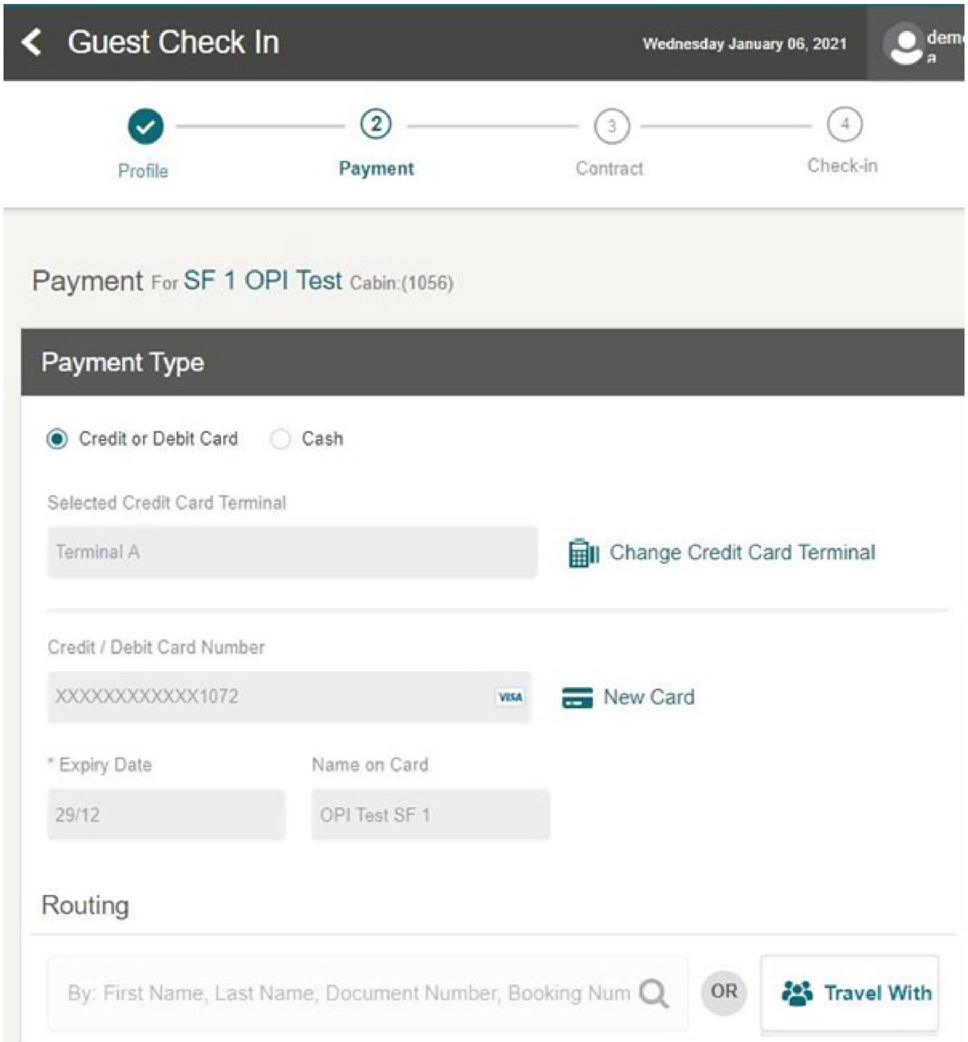
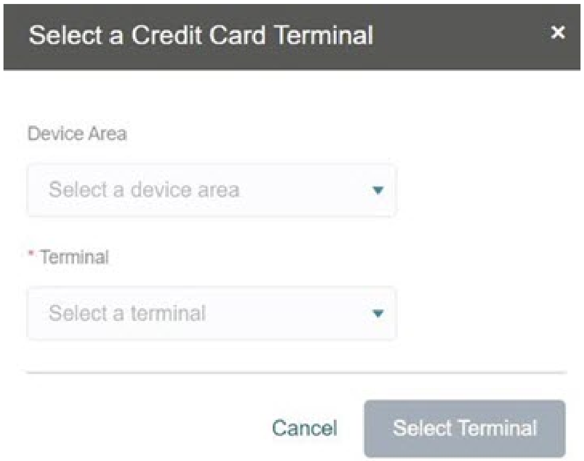


Figure 10-3 Credit Card Terminal Selection



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 page, select a **Device Area** and **Terminal** from the drop-down list.
4. Click **Select Terminal** button. The Credit Card Terminal chosen will appear on screen.
5. To continue adding the new credit or debit card, click the **New Card** button.

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

6. A *"Registered Credit Card successfully"* message appears, showing the credit or debit card number, 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.

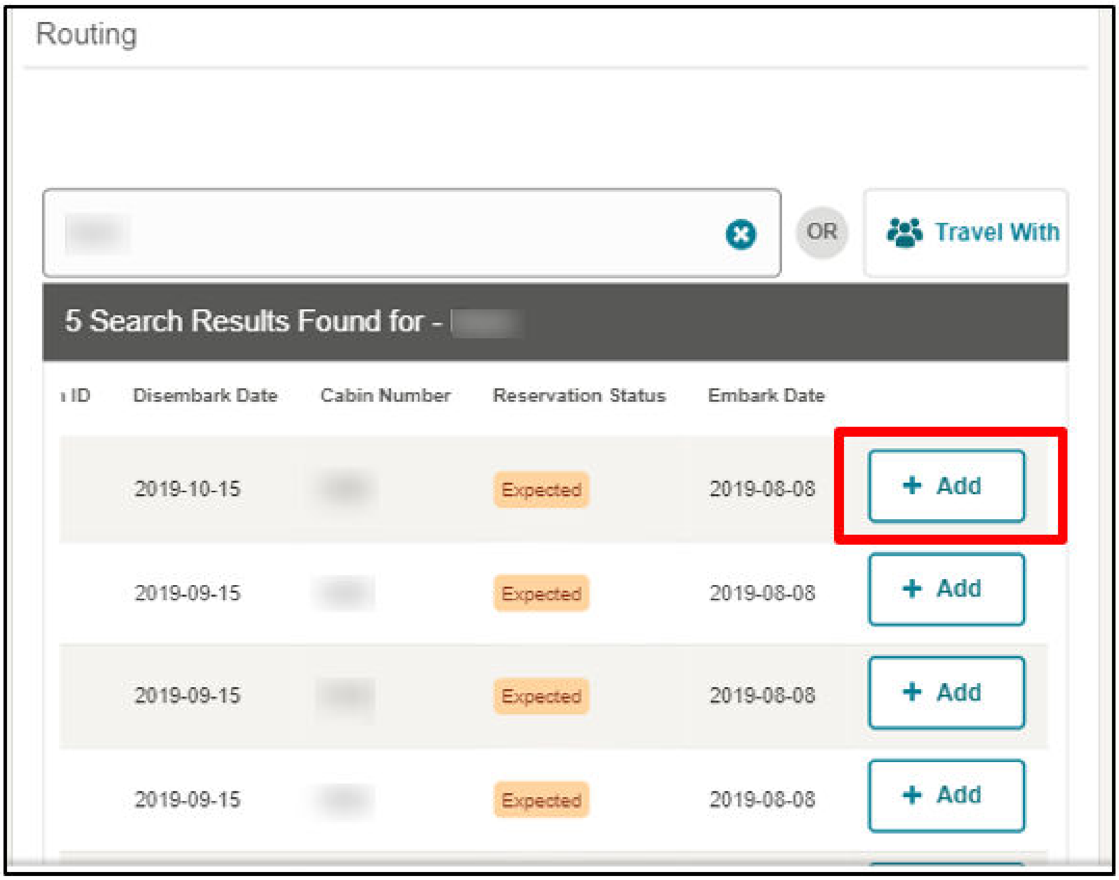
The application allows you to change the device area or terminal during registration. However, you must ensure the existing information remains the same when doing so.

1. On the Payment screen, select the **Change Credit Card Terminal.**
2. When the Credit Card Terminal page with existing selections appears, select a **Device Area** and **Terminal** from the drop-down list.

3. Click **Select Terminal** button to refresh the Credit Card Terminal information.
4. A system message *"Credit card terminal changed successfully"* appears, showing the refreshed Credit or Debit Card details on screen.
5. Click **Save & Continue** to proceed to the next step.

Routing

Figure 10-4 Routing Page

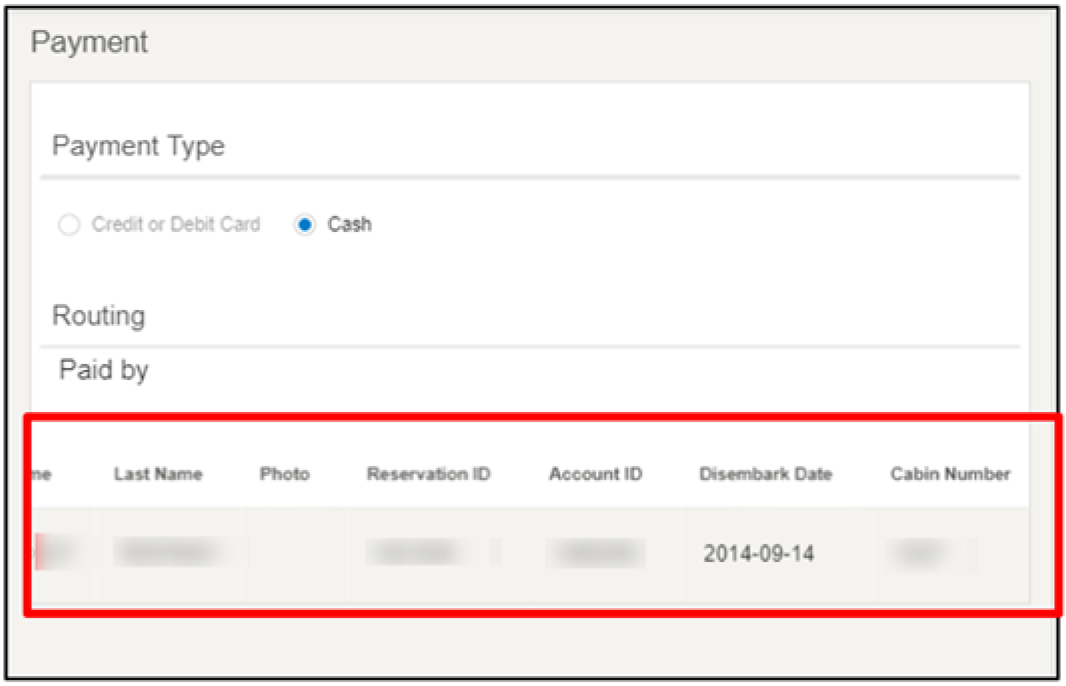


The Routing option allows you to assign a payer profile on the guest you are checking in.

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 10-5 Routing Profile

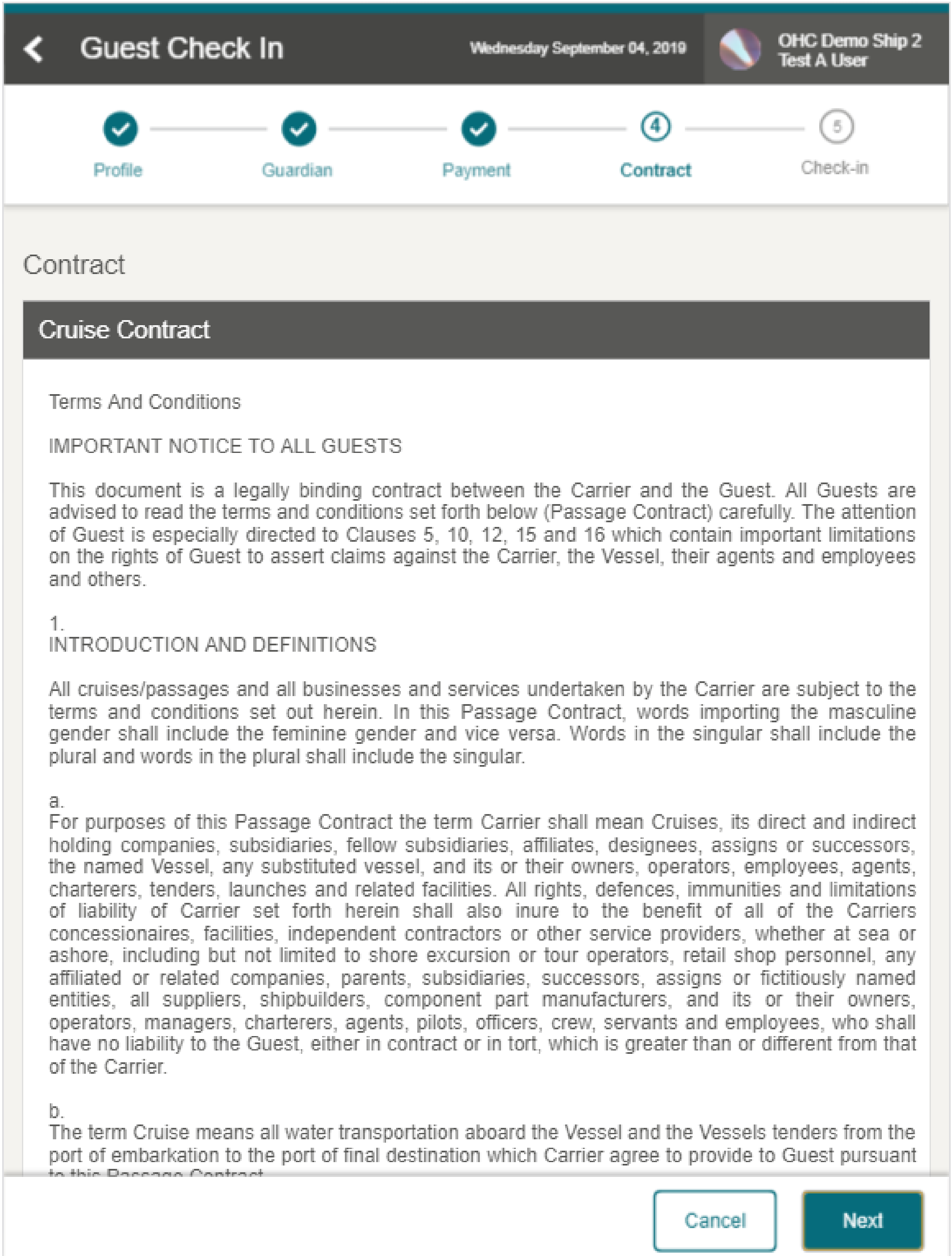


4. To remove the profile from routing, click the **X** button of the assigned profile.

11 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 **Administration, Enterprise, Mobile Check-In, Wizard Setup, Contract** option.

Figure 11-1 Cruise Contract Page

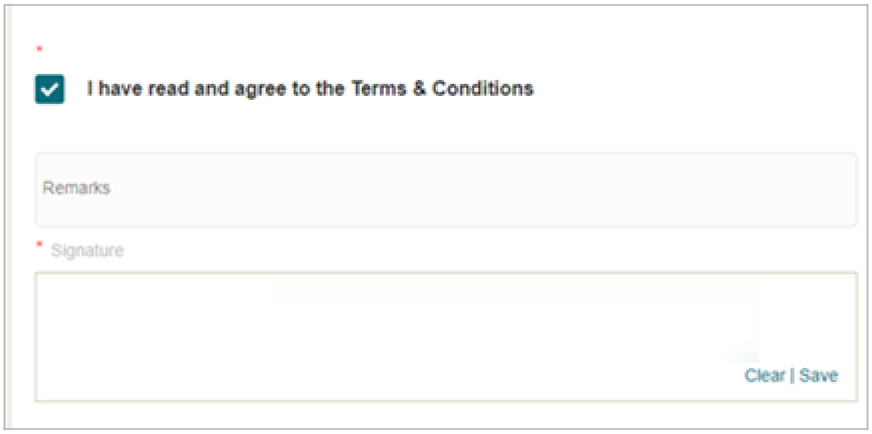


Check In Guest with Contract Terms

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 needed.
2. Enter a comment in the **Remarks** field, if any.
3. If the **Signature** option is enabled in the contract, the guest must put their signature on the signature pad before you are able to click **Save** button.
4. Click **Next** button to continue to the Check-In page.

Figure 11-2 Contract Acknowledgement



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

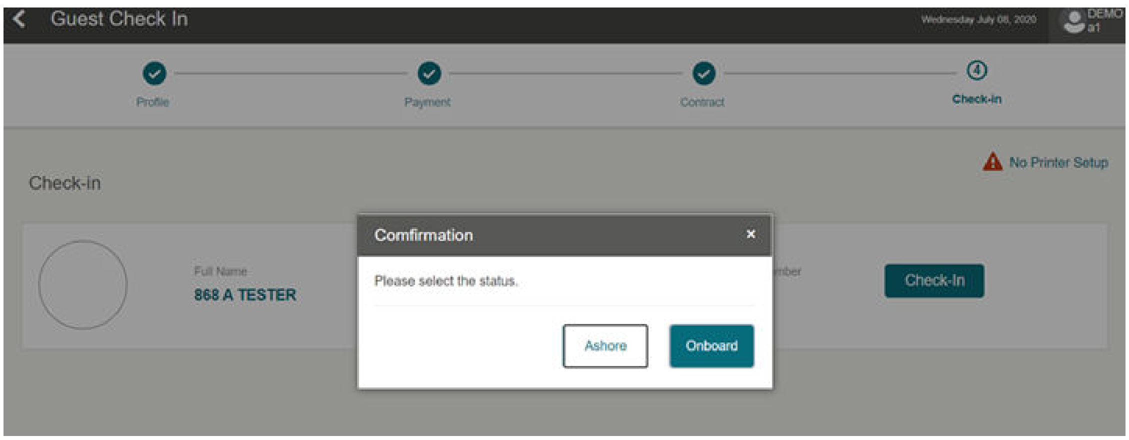
12
Check-In

The Check-In page is the last step of the check-in process, if there are no traveling companions linked to the guest. See topic Travel With on how to check in a companion.

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 message appears, prompting you to choose the status - Onboard or Ashore.

Figure 12-1 Check In Confirmation Page

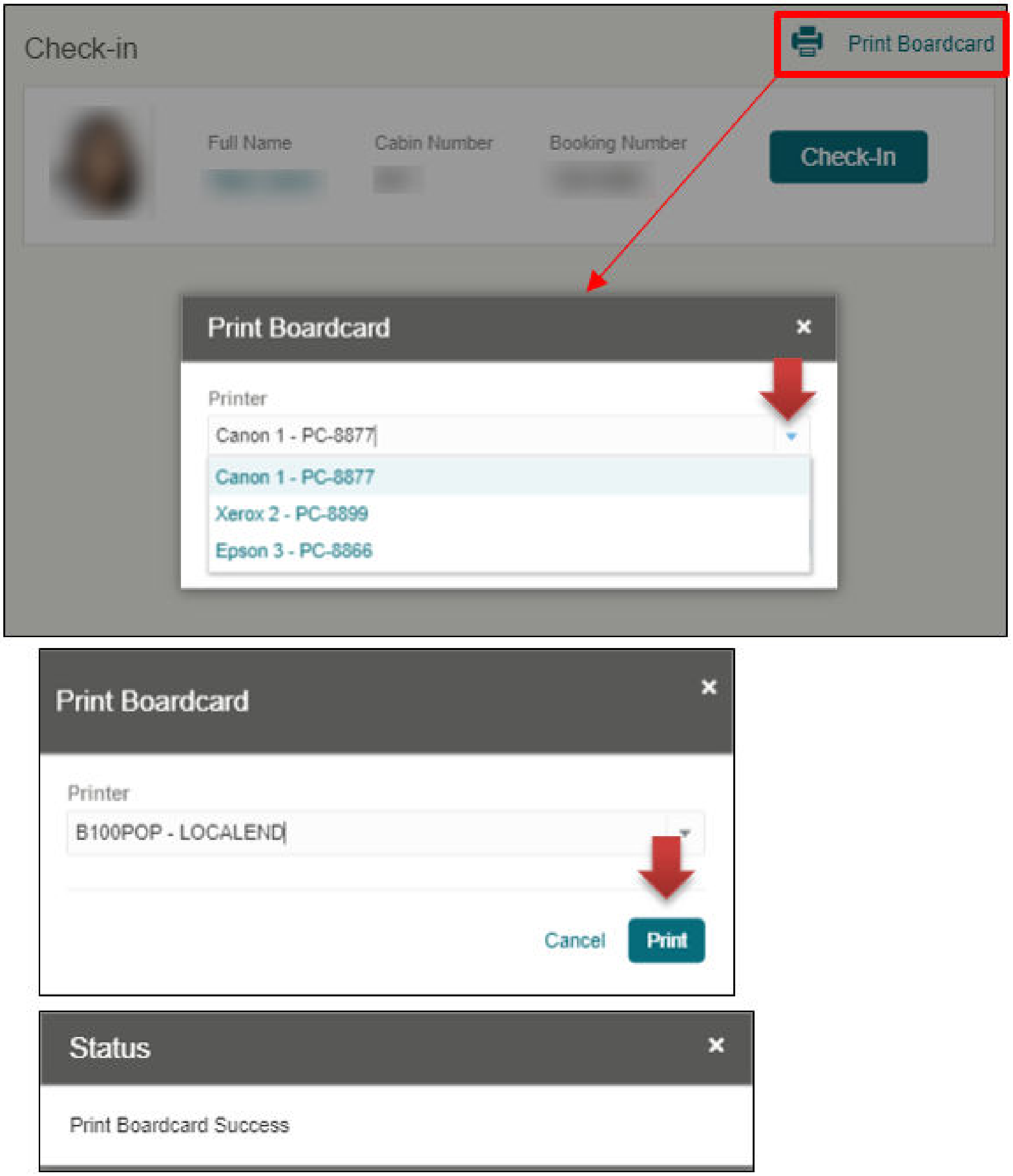


Printing Board Card

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

1. Click **Print Board card** button. The **No Printer Setup** appears 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 **Print** button.
4. Once the print job is successful, click the **X** to close the alert message box.

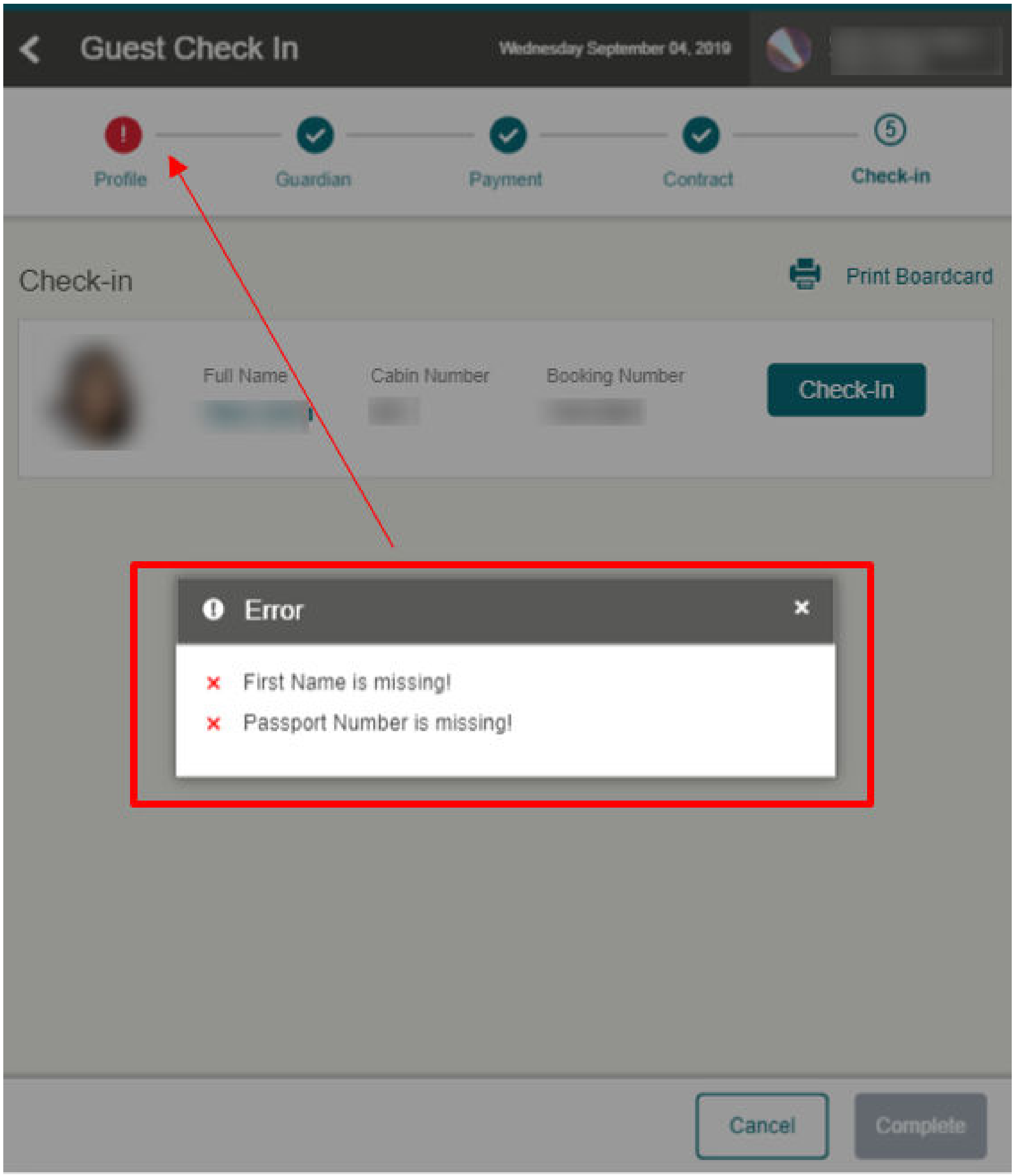
Figure 12-2   Print Board Card Function



5. Click the **Check-In** button to complete the check-in whilst the status is being updated.
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 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, an error prompt will appear.

Figure 12-3 Check-In Validation



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

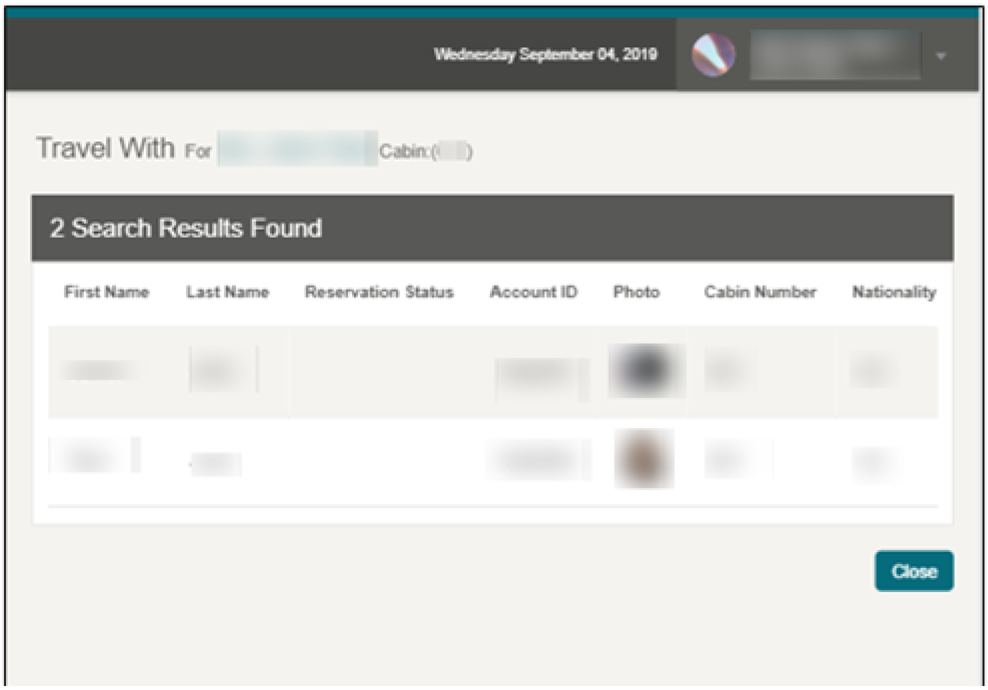
13

Travel With

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

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

Figure 13-1 Checked In Guest in Travel With Page



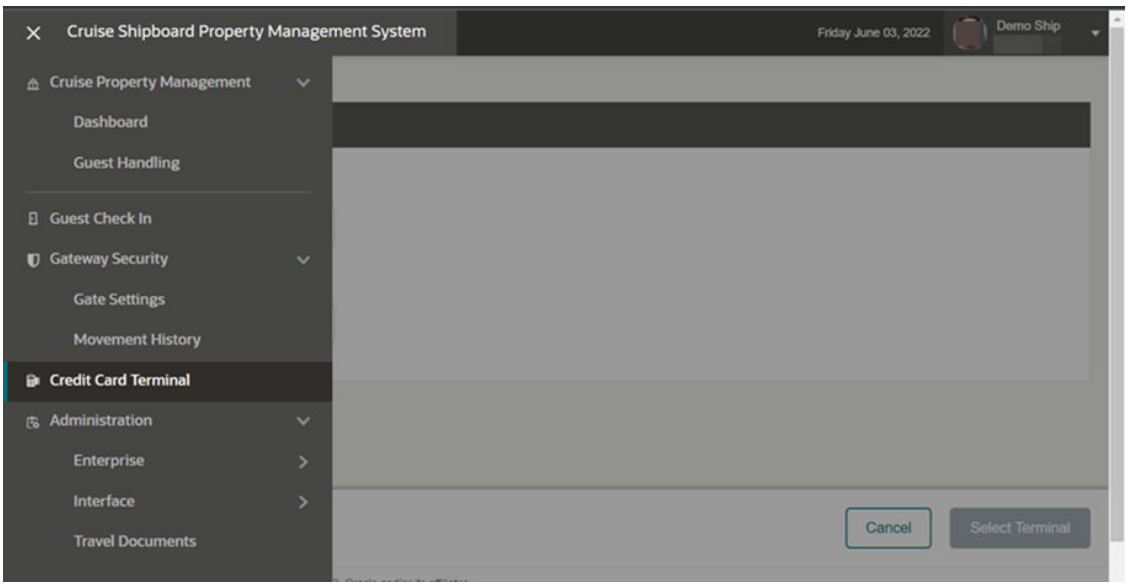
Check-in a Travel Companion

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.

14 Credit Card Terminal

Since the Check-In process is conducted using web browsers and mobile devices, direct connectivity to credit card terminals or PIN pad devices may not be available during the actual check-in. To address this limitation, physical credit card terminals are strategically placed—such as in the embarkation hall, allowing users to select the nearest available terminal for credit card registration.

Figure 14-1 Credit Card Terminal Menu



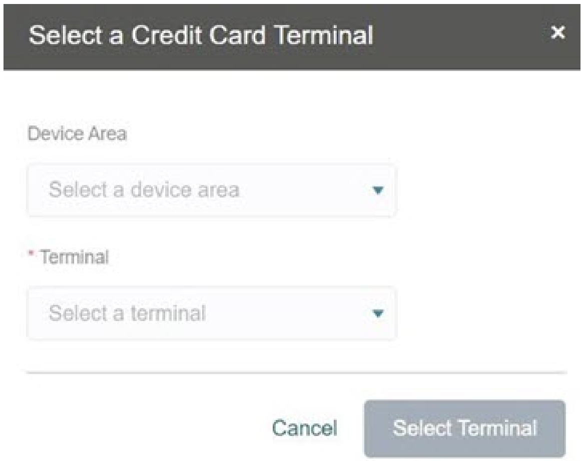
Selecting a Credit Card Terminal

To access and select a Credit Card Terminal,

1. Select the **Credit Card Terminal** from the left navigation menu.
2. On the Select a Credit Card Terminal page, choose a **Device Area** and **Terminal** from the drop-down list. You can also enter the text to filter results in the drop-down list.
3. The **Select Terminal** button is enabled when there is a selection in the credit card terminal field. Click the button to confirm.

> **Note**
>
> The terminal listing is filtered based on the selected Device Area. By default, terminals without an assigned Device Area are shown

Figure 14-2 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.

- By default, the list of value in Device Area 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.

Changing Card Terminal during registration

Users may change the selected credit card terminal during the card registration. This is particularly helpful when the original device is unavailable or needs updating.

To change the card terminal during mid-registration,

1. Follow the same steps in Selecting a credit card terminal.
2. On the Select a Credit Card Terminal page, the current device area and terminal is shown, and the **Selected Terminal** button is disabled.
3. Update the Device Area and choose a different terminal to enable the **Select Terminal** button.
4. Click **Select Terminal** to confirm the new selection. A system message "Terminal selected successfully" appears and disabling the button.
5. Click **Cancel** to return to earlier page.

See also Adding Credit Card Terminal for Credit/Debit Card Option

15

Gateway Security

Gateway Security is a critical aspect of maritime operations, focused on controlling access to the ship at the primary boarding point which is the gangway. This security measure ensures that only authorized passengers, crew members, and approved visitors are allowed to board or disembark, thus maintaining the safety and integrity of the ship.

Overall, Gateway Security plays a vital role in protecting the ship, its passengers, and crew during embarkation and disembarkation, ensuring a secure environment at this key access point.

Gateway Movement

Before you begin embarking or disembarking passengers from the gangway or a tender boat, you must set the required fields to open the gateway.

Once passengers completed the check-in at a terminal or port, they can gain access to events or location through the Internal gate using their boardcard.

Gangway / Tender

To access the Internal Gangway / Tender page,

1. At the left navigation menu, select **Gateway Security, Gateway Movement, Gangway / Tender**.
2. On the **Gangway/Tender Settings** page, select a value for all the mandatory fields or optional fields. See Gate Settings topic for more information

Gate Settings

Figure 15-1 Gangway Settings

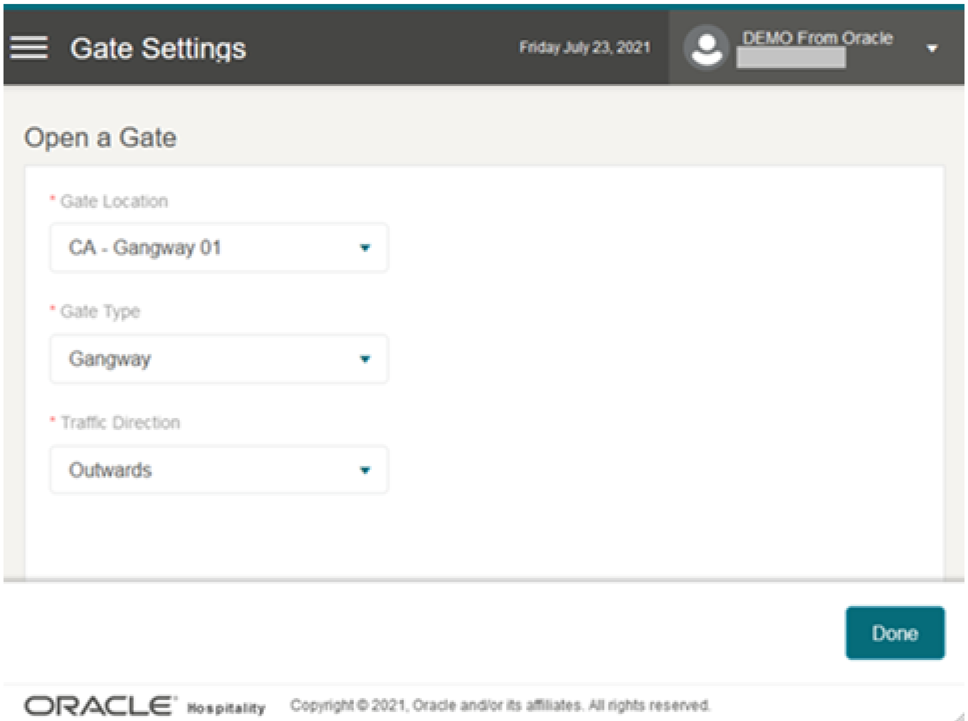
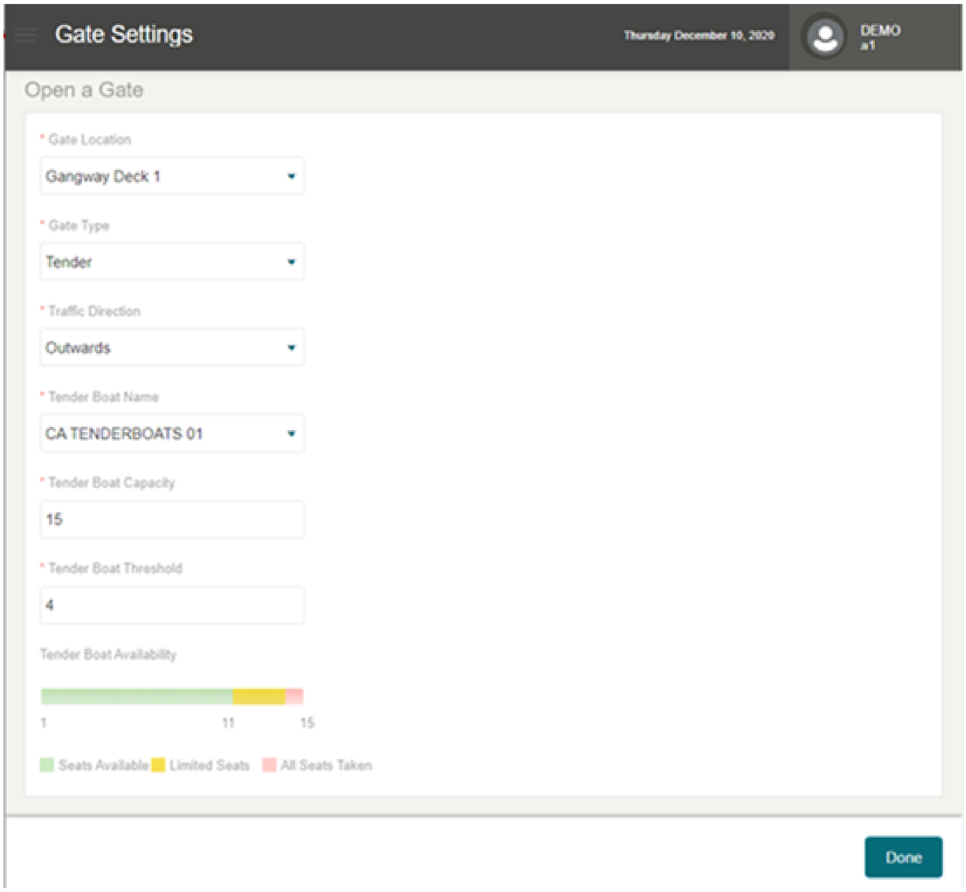


Figure 15-2 Tender Boat Settings



1. From the **Gateway Security, Gateway Movement** menu, select **Gangway / Tender** 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 needed 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 allowed capacity 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. See Tender Boat topic for Gate Settings on Tender Boat.

> **Note**
>
> Once a gate setting is selected, you cannot change the **Gate Settings, Gate Type** from the People Movement page. The change can only be done from the Gate Settings page. However, you can change the traffic direction.
>
> Before you start the People Movement process, make sure the Gate Location name does not exceed more than 50 characters.

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.

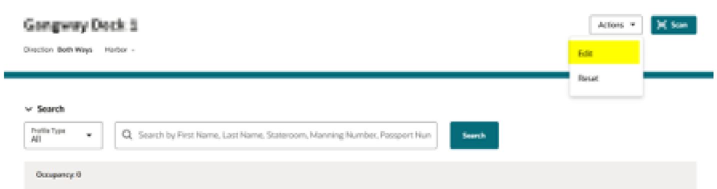
The Analytic summary count provides a summary view of the onboard/ashore movements in the People Movement page.

- **Embark today:** The number of profiles with status expected today.
- **Onboard:** The number of onboard profiles with statuses reserved, expected today, checked-in, leaving today and checked-out.
- **Ashore:** The number of ashore profiles and statuses are checked-in and leaving today.
- **Overnight tour:** The number of ashore profiles with overland tour and statuses are checked-in and leaving today.
- **Leaving today:** The number of onboard profiles with status leaving today.
- **Disembarked:** The number of profiles with status checked-out today.

The summary count presented varies depending on below parameters.

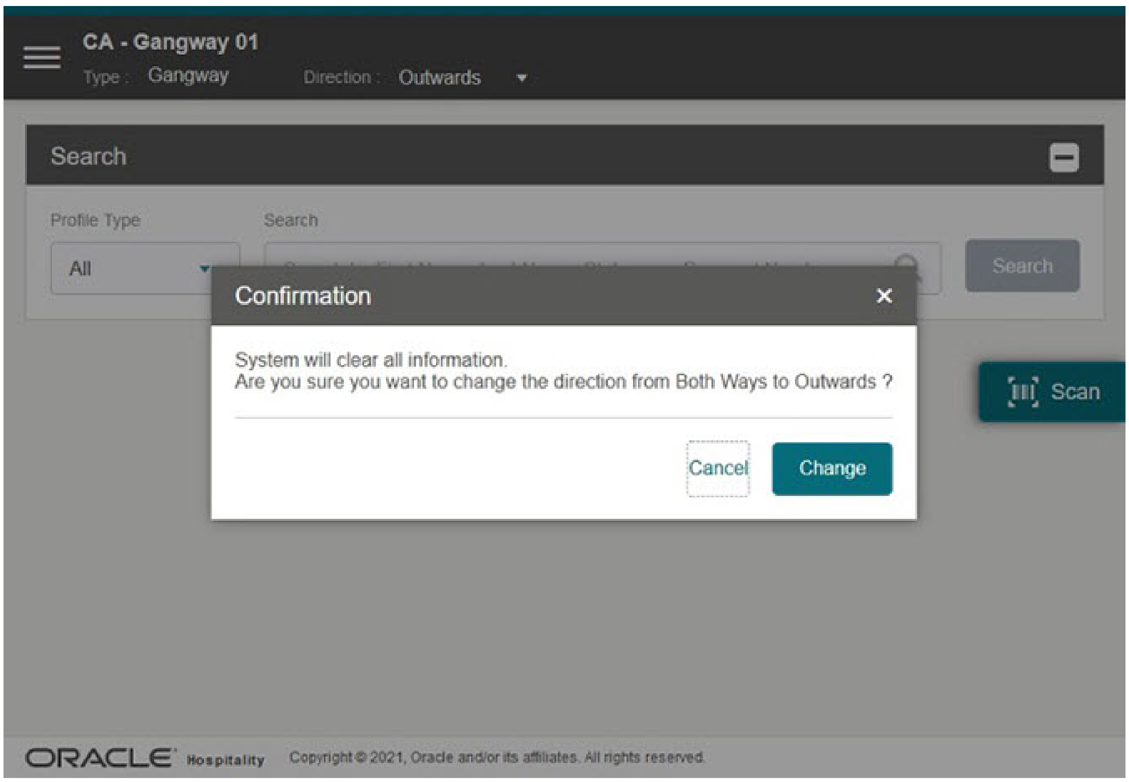
- **General - Use Resident** parameter is ‘1’, the resident count is included in analytic summary.
- **General - Exclude guest that did not print on manifest** parameter is ‘1’ and the profile record has enabled “manifest printout” then system will count the record as +1.

Figure 15-3 People Movement Page



Gate Direction

Figure 15-4 Gate Direction Change Notification



The gateway traffic direction is visible at the top of the page, and this can be changed when needed.

To change the traffic direction, select a direction from **Direction** drop-down. The 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]'*. Selecting **Yes** confirms the new gateway traffic direction.

See Gate Settings on how to change the Gate Type.

Profile Information

A profile information can be displayed in a Single direction view (inward or outward) or a Both Ways direction, positioning the profiles on screen horizontally or vertically.

Figure 15-5 People Movement Page – Single Direction

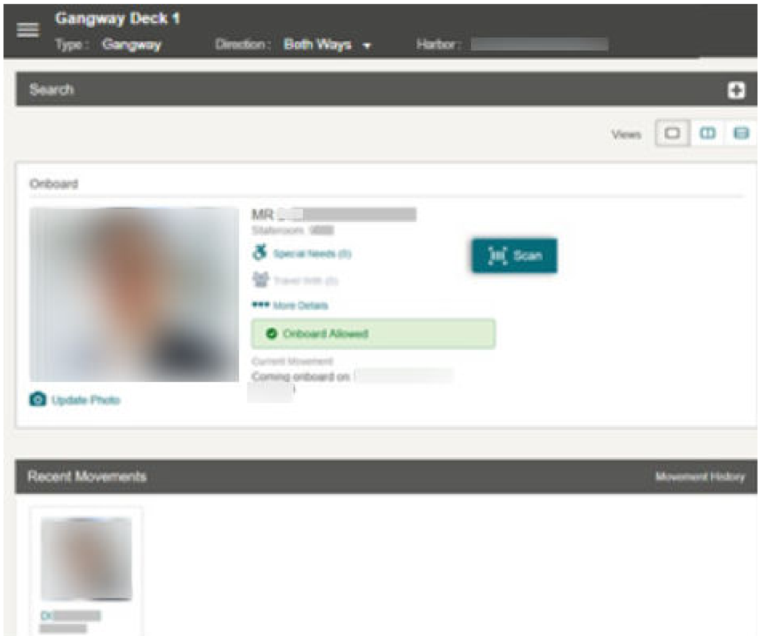


Figure 15-6 People Movement Page – Both Direction Horizontal View

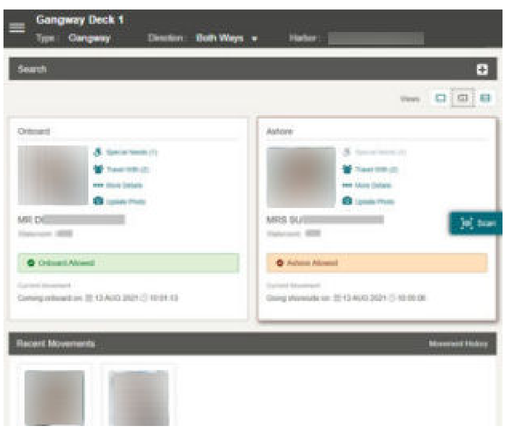
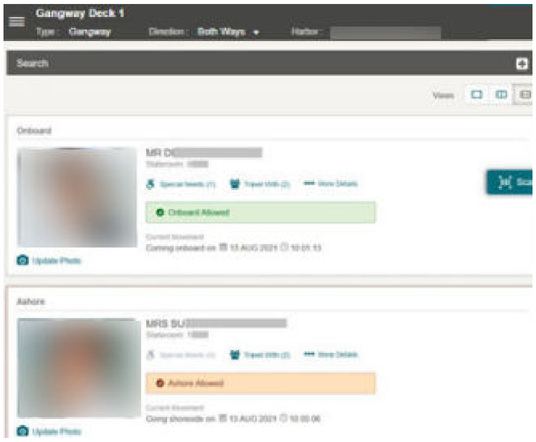


Figure 15-7 People Movement Page – Both Direction Vertical View



In the **Profile section,** there are five (5) 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.
- **Messages Acknowledgement (Total number of messages)** - This link is only visible when there are undelivered messages and will be hidden for passengers who either have no message records or whose messages have already been delivered.
- **Take/Update Photo**. Allows you to take or retake a photo. If the passenger already has a 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, using 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 the tiles of the people who passes through the gate successfully.

Table 15-1 Color in Legend

Color	Text
Light Blue	Indicator for Guest, Crew, and Resident profile type
Orange	Indicator for Onboard, Ashore, Expected, and Reserved status

Table 15-1 (Cont.) Color in Legend

Color	Text
Light Orange	Indicator for Expected or Future reservations
Red	Indicator for Cancelled reservations
Green	Indicator for Checked-in and On-board reservations
Yellow	Indicator for Leaving Today reservations
Light Grey	Indicator Checked Out reservations
Purple	Indicator for passenger on an Overnight Tour

More Details

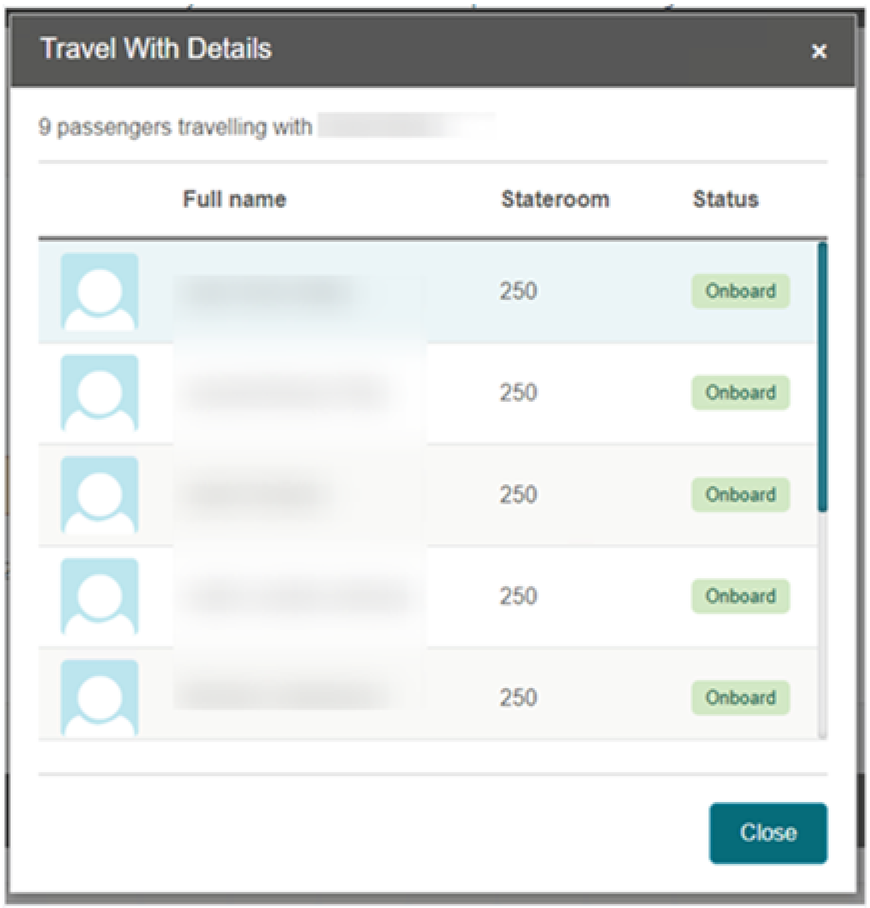
The More Details page displays the profile details of the passenger. See the table below for field names and descriptions, and the table Color in Legend for color representation. You can edit the passenger needing special needs from the Special Needs section, using the **Edit** link or **Add** link for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

Table 15-2 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
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 15-8 Travel With Details Page



The Travel-with page lists companion traveling with the selected guest when you select Travel-with (n) button. This page is not editable.

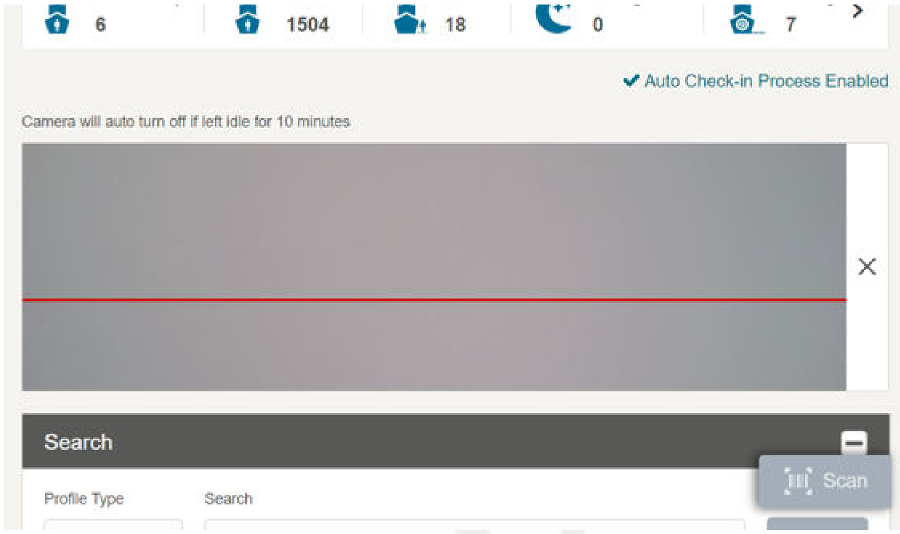
Scanning a Board Card

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.

> **Note**
>
> When the system return a list of matching profiles, you can *only* select one record from the list view to authorize. Follow the directive of the prompt.

5. Repeat step 3 to continue moving the other profiles. Se also topic Check-in at Gangway

Figure 15-9 Barcode Scanning



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

Performing People Movement using 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.
3. If the scanned RFID card number does not match any profile, the system returns “no record found” message.

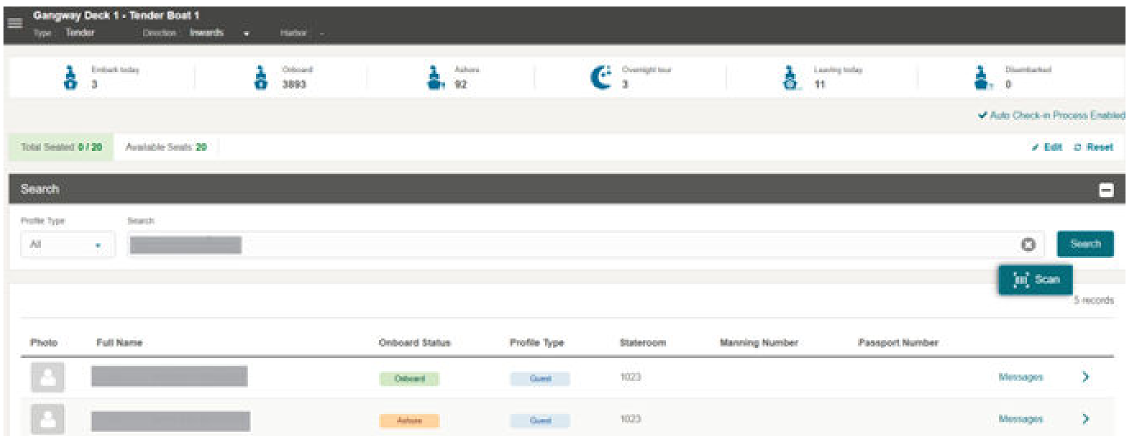
> **Note**
>
> If the system return a list of matching profiles, you can *only* select from one record from the list view to authorize. Follow the directive of the prompt.

4. Repeat step 1 to continue moving the other profiles. See also topic Check-in at Gangway.

> **Note**
>
> RFID scanning is supported on Android devices with built-in NFC capability, as well as on the Micros 721 device.

Manual Profile Information Search

Figure 15-10 Profile Search Results



1. Enter either the **First Name, Last Name, Stateroom, Manning Number, Passport Number, Board Card Number, External Board Card Number, Booking Number** or **Contactless ID** in the search bar, then select the **Search** button.
2. All the matching records are shown in the results view.
3. Select a **record**. 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 Message section for more information.
   - Select **No** to end the people movement process, and the system navigates back to the search screen.
4. In the search result listing, you will find a 'Messages' link if you have a **Gateway Security, Message Handling, View** access granted. Clicking the link redirects you to the Message page. See Messages section for more information.

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

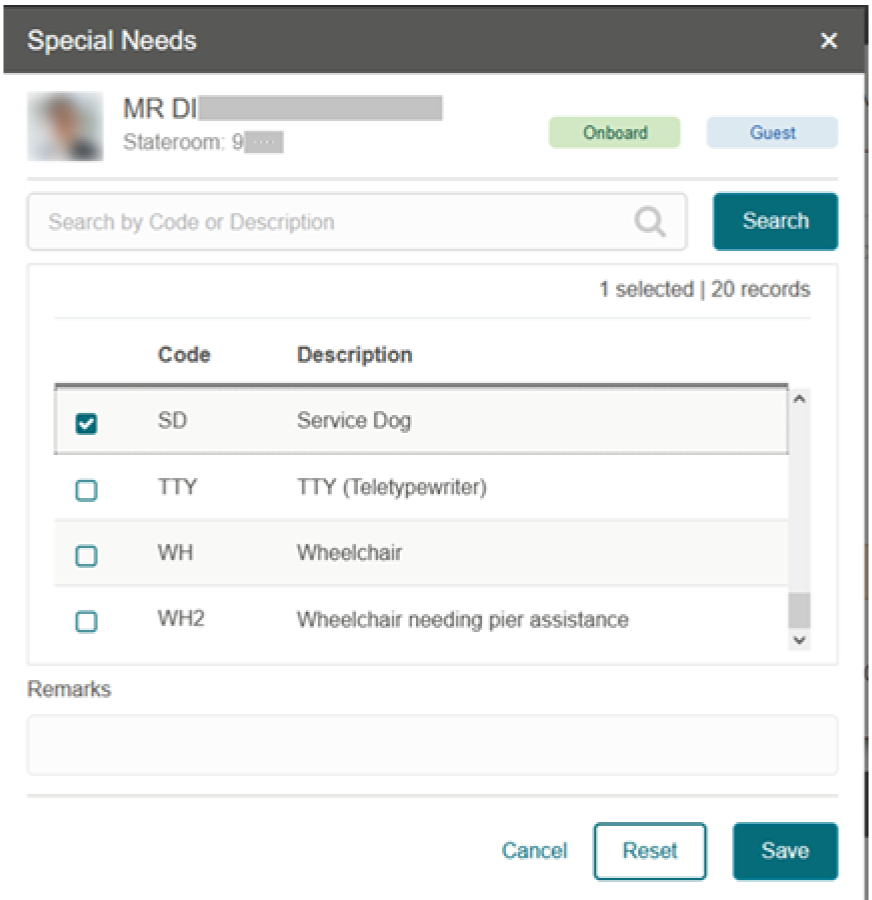
1. On the **Profile** page, select the **Take Photo** button to activate the camera.
2. In the **Camera** window, select the **Take Photo** button.
3. The system shows the person's picture. To retake the photo, select the **Take Again** button.
4. Click the **Save Photo** button to save and the **X**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

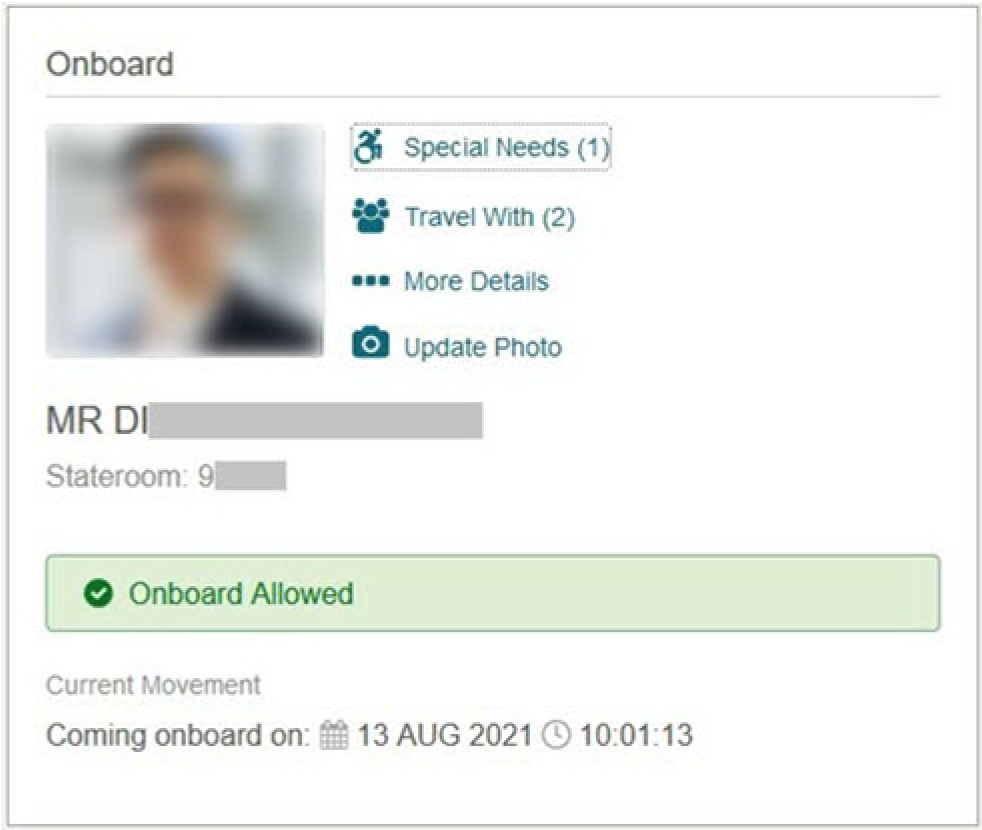
Figure 15-11 Special Need Request Page



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 15-12 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. This updates the count of 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 tiles, providing the Security Offices an overview of people who passes through the gangway.

Figure 15-13 Recent Movement Page

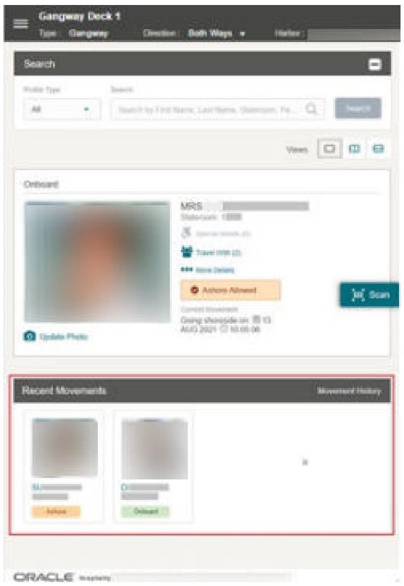
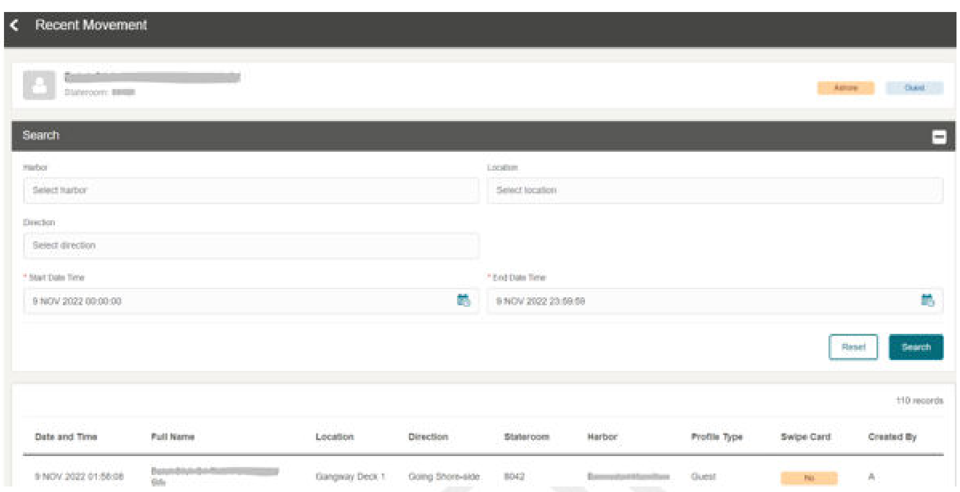


Figure 15-14 Recent Movement History



- **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.

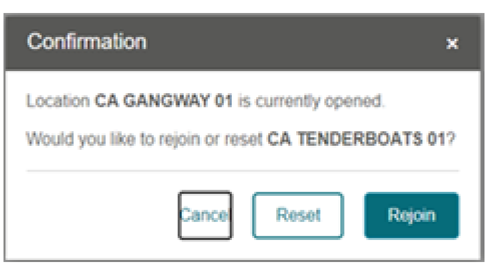
Tender Boat

On Gate Setting page, the system allows other users to access the same Gate Location from a different browser provided 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.

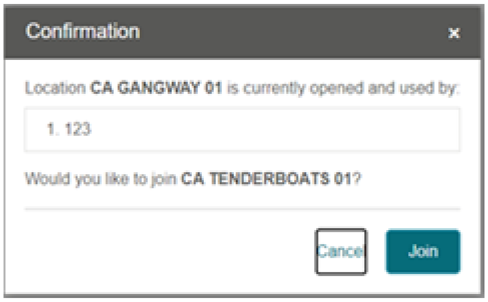
Figure 15-15 Tender Boat Confirmation Options



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.

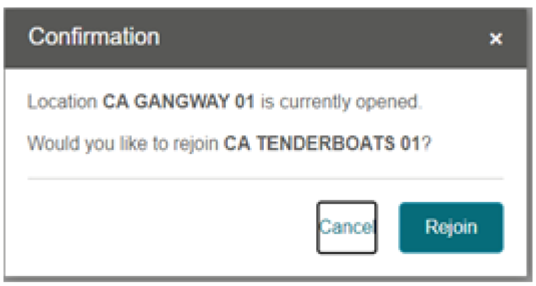
Figure 15-16 Tender Boat Options to Join



When 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 15-17 Tender Boat Options to Rejoin



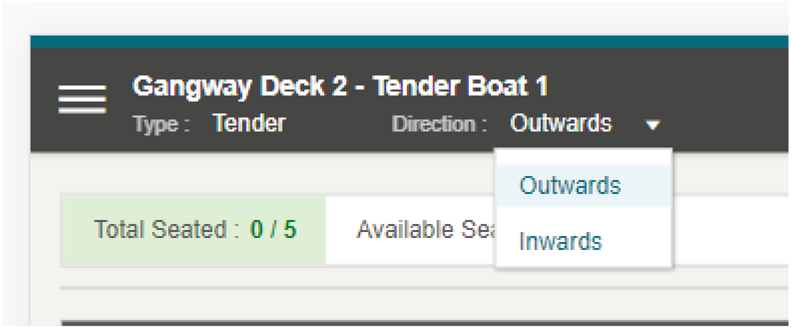
People Movement on Tender Boat

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. See People Movement Page for more information.

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 15-18 Tender Boat Direction

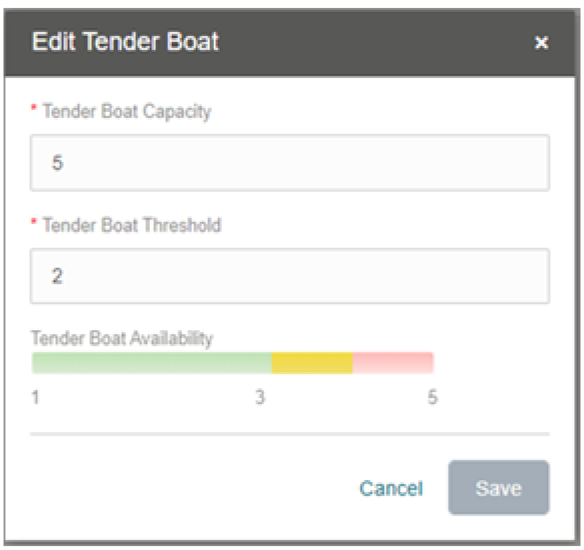


> **Note**
>
> The system clears the screen and resets the counter once you select the **Change** button at the confirmation prompt.

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 15-19 Tender Boat Summary



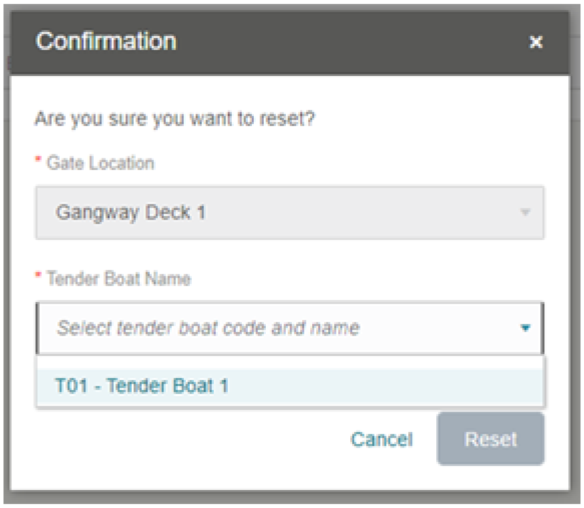
Resetting Tender Boat Count

You can easily reset the Tender Boat count using 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 15-20 Tender Boat Reset



Messages

The Messages functionality enables you to manage messages for selected reservations, with options to create, edit, delete, mark as delivered or undelivered. On the Messages page, a list of all created message records for the selected reservation is displayed. If no messages are associated with the reservation, a 'No record found' indicator is shown.

To perform actions on messages, such as create, edit, delete, or changing the delivery status (delivered / undelivered), you must have the necessary access rights assigned in for **Gateway Security, Message Handling**. If you do not have the required access rights, the corresponding options will not be visible.

Creating a new message

1. Select Create button to open the Create Message page.
2. Fill in the required fields:
   - **Sender:** The sender of the message.
   - **Message:** The content of the message.
   - **Delivery Type:** Specify when the message will be displayed.
     - **No delivery:** The message will not be displayed anywhere.
     - **Delivery during check-in:** The message will be displayed during the check-in process.
     - **Delivery at gangway:** The message will be displayed during gangway/tender movement.
     - **Delivery at internal gate:** The message will be displayed during internal gate movement.
     - **Delivery at immigration gate:** The message will be displayed during immigration gate movement.
   - **Acknowledgment Type:** Determine if user acknowledgement is required.
     - **No acknowledgement:** Users are not required to acknowledge the message.

  - **User Acknowledgment:** Users must acknowledge the message when viewing it.
- **Message Type:** Specify the message priority.
  - **Standard:** The message will be displayed normally without a red flag indicator.
  - **Priority:** The message will be displayed with a red flag indicator.
- **Effective Date:** The date when the message becomes active. If the date is left blank, the message takes effect immediately.
- **Expiry Date:** The date when the message expires. If the expiry date is blank, the message will never expire.

3. You can either:
   - save the message by clicking the **Save** button.
   - select **Cancel** button to return to the Message listing page

Editing a message

> **Note**
>
> Only undelivered message can be edited.

To edit a message,

1. Select the message records you want to edit.
2. Click the **vertical ellipsis** button then select **Edit** option to open the Edit Message page.
3. Make the necessary changes to the message fields. All fields are mandatory except **Effective Date, Expiry Date**.
4. Click **Save** button to save or **Cancel** button to discard them.

Deleting a message

> **Note**
>
> Only delivered message can be edited.

To delete a message,

1. Select the delivered message record you want to edit.
2. Click the **vertical ellipsis** button then select **Delete** option.
3. A confirmation prompt "You won't be able to recover this message. Are you sure you want to delete this message?" appears. Click **Delete** button to confirm the deletion.

Marking message as Delivered or Undelivered

To change the delivery status of a message,

- For undelivered messages, select **Delivered** option from the **vertical ellipsis** to mark as delivered. See Profile message delivery for more information.
- For delivered messages, select **Undelivered** option from the **vertical ellipsis** to mark as undelivered.

Profile Message Delivery

Authorized Security Officers can create messages for specific profile (such as guest, resident, visitor, or crew guest) from the list of results, which will be delivered at the gangway when the individual embarks or disembarks.

1. On People Movement page, search for a profile manually using the search box, scan a barcode or tap the RFID card.
2. If manual search is use, select the record from the searched result list. A confirmation message "Are you sure you want to change <Profile> to <Onboard/Ashore>" appears. Select **Change** to confirm.
3. If message is associated with the profile, it will play a message sound (if configure) and open the message drawer, listing all the messages for the profile. The message sound is configured in **Gateway Security Audio, Gangway /Tender** tab.
4. For messages that needs acknowledgement, you must first acknowledge them using **Acknowledge** button. After acknowledgement, the **Next** button becomes available for selection. The **Next** button is enabled if none of the messages needs acknowledgement.
5. Click **Next** to continue with the profile's movement validations. If the profile's messages are undelivered, a **Messages Acknowledgement(X)** link will show on the profile's card view.

> **Note**
>
> When you click the '**X**' button at the message drawer and choose **Confirm** at the confirmation message "Are you sure you want to exit the profile without the movement", this will cancel whole process.

Profile Message Delivery Logic

Table 15-3 Message delivery logic

Parameter Gangway, Check Message	Parameter Gangway, Allow Mark as Delivered	System Behavior
0	N/A	The acknowledgement status of messages is determined by the Acknowledge Type field on the **Messages** page
1	0	Messages will not be marked as delivered and a **Messages Acknowledgement(X)** link is shown on the profile's card view.
1	1	Acknowledgement is enforced for all messages associated with a profile.
1	2	All messages are set to *do not require acknowledgement*. Messages are automatically marked as delivered when the **Messages** drawer is closed.

Check-in at Gangway

This function enables you to search for non-registered embarking passengers and performs the check in at the gangway. The type of check-in allowed 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, Database Parameters**.

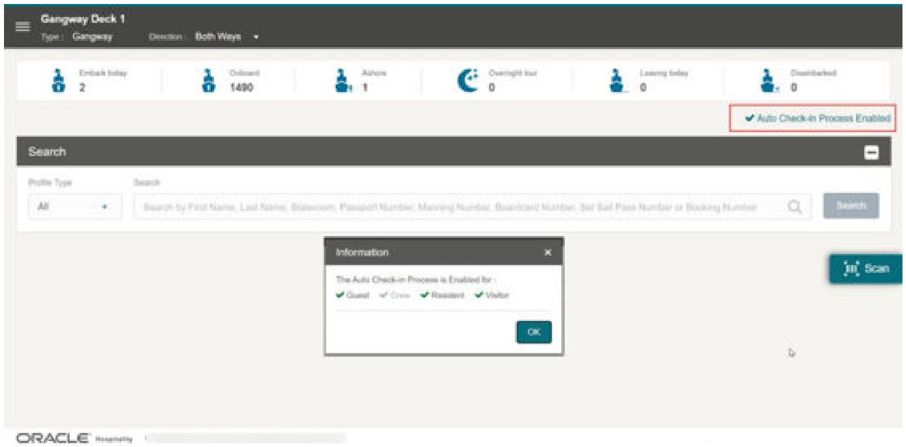
- **Check-in via FC Security:** 0- Disable check in via FC Security – Guest/Resident only, 1-Enable check in via FC Security – Guest/Resident only
- **Check-in via FC Security-Crew:** 0- Disable check in via FC Security - Crew only, 1-Enable check in via FC Security - Crew only
- **Check-in via FC Security-Visitor:** 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’ 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 “Auto Check-in Process Enabled” link will show the profile type that you can Check-in.

Figure 15-21 People Movement — Check-in Process Enabled



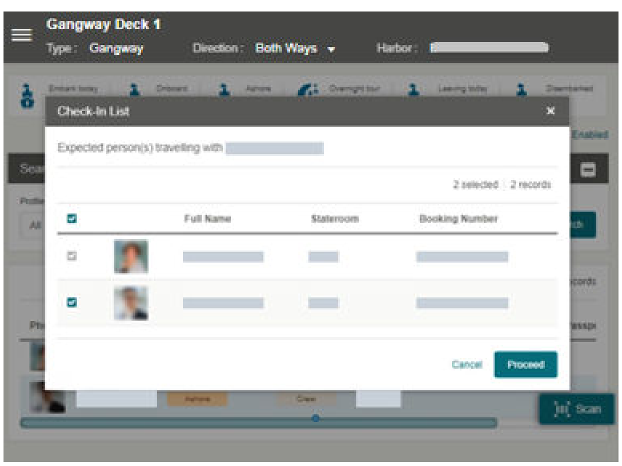
To check-in,

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

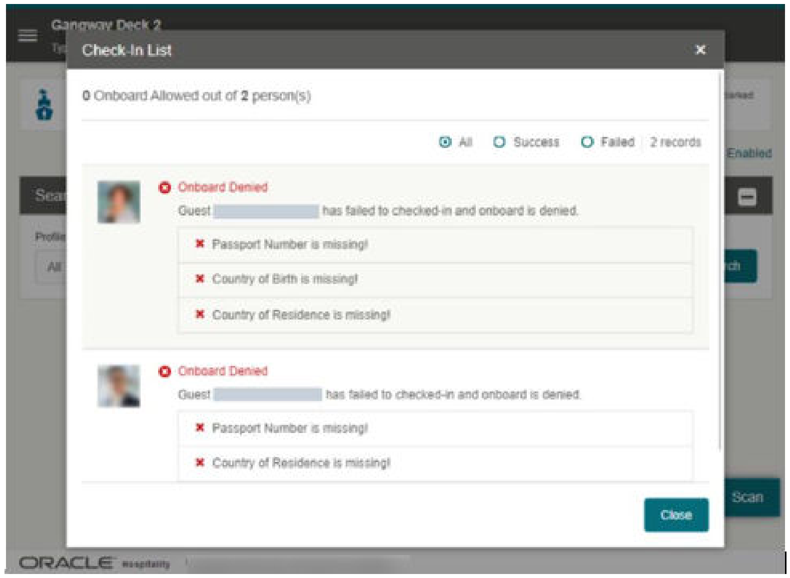
Batch check-in allow you to check-in multiple person at a time. To activate the batch check-in, set the parameter **Gangway, Extended Search Criteria Check in** to **1**.

Figure 15-22 Batch Check-in – Travel with List



Upon clicking 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 placed at the top of the list and you cannot deselect it.

Figure 15-23 Batch Check-in – Response Message List



Once you click the **Proceed** button, the selected guests are checked-in and continue with gangway movement. The response would 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

Within the 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.

Disable Check-in

Disabled check-in allow you to move a person gangway status to onboard but it does not allow you to perform an online check-in. Guest need to proceed to check-in counter to check in. To activate the disabled check-in, set the parameter **Gangway, Extended Search Criteria Check-in** to 2

Upon clicking the guest name from the gangway search list, a default movement confirmation message appears. Read and follow the instruction presented. Clicking **OK** will move the guest status to onboard and return to the Movement page.

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 estimated 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)**

   The message shown 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.**

   As for the warning message appearing on top of the confirmation message, the default is “<Profile> has not checked in”. You can define the warning message header in Label **GNG123.**

Figure 15-24 Check-in Validation

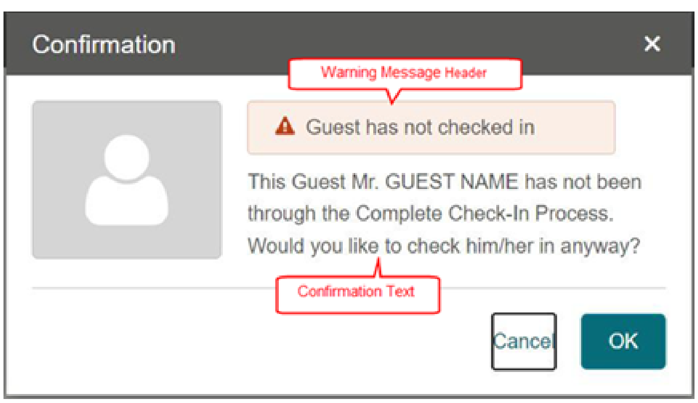


Table 15-4 Predefined Validation Codes

Predefined Code	Field
%1	Profile
%2	Salutation + Full Name

Table 15-4 (Cont.) Predefined Validation Codes

Predefined Code	Field
%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 appearing 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 validates 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 verifies 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

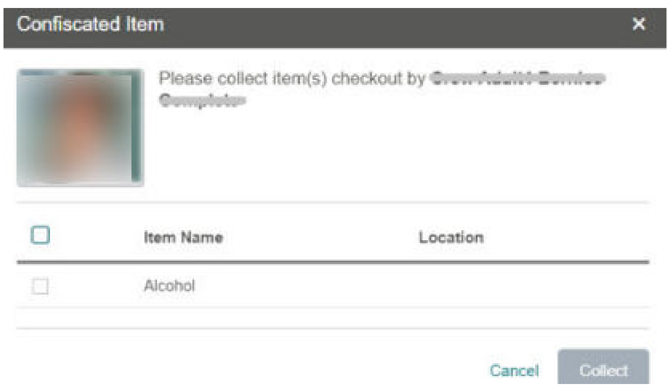
If a guest, resident, or crew purchases an excursion tour that requires them to stay overnight on the shore, the system brings up a notification indicating that the guest, resident, or crew is going for an overnight tour.

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**.

Confiscated Item

Figure 15-25 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 use in an excursion. After the guest passes all the validations, the system prompts a list of returnable items when the guest goes ashore or comes onboard.

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

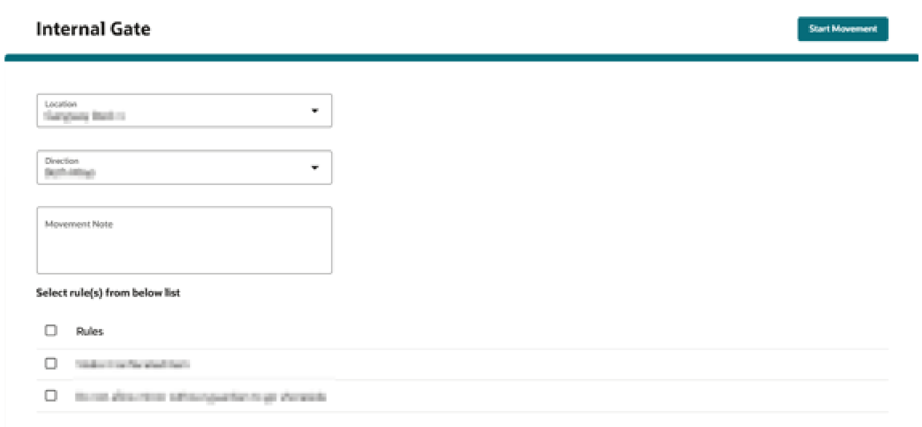
Internal Gate

To access the Internal Gate page,

1. Select the horizontal lines menu at the top left corner.
2. From the **Gateway Security** menu, select **Gateway Movement,** and then select **Internal Gate** sub menu.
3. On the **Internal Gate Settings** page, select a value for all the mandatory fields or optional fields:

- **Location** - the value is obtained from the **Administration** menu under **Gate Location**.
- **Direction** - Both ways, Outwards, Inwards.
- **Movement Note** - This is optional. This movement note is displayed in the successful movement card view.
- **Rules** - This is optional. The list is obtained from the configuration in **OHC Administration module, Administration menu, Security Alert Setup**.

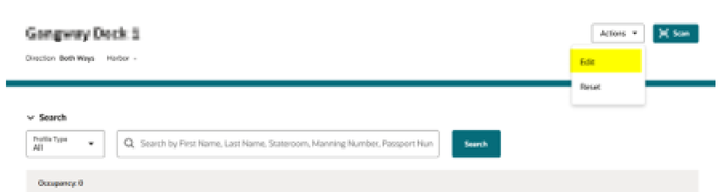
Figure 15-26 Internal Gate Settings



4. Select the **Start Movement** button. The system redirects to the People Movement page where the selections appear at the top of the page together with the current Harbor.

> **Note**
>
> Before you start the People Movement process, make sure the Gate Location name does not exceed more than 50 characters.

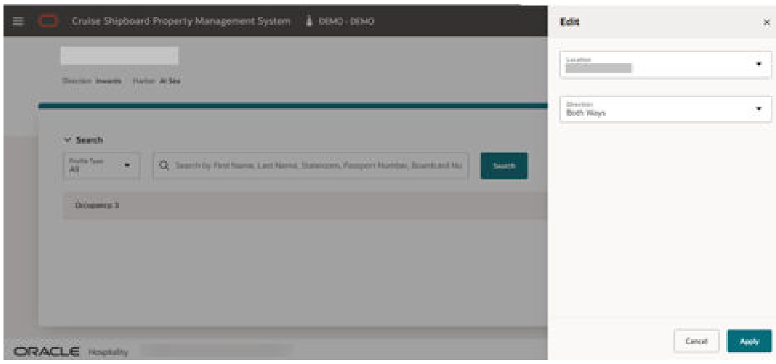
Figure 15-27 People Movement Page



Change Internal Gate Location, Direction

1. On the People Movement page, select **Actions** button.
2. Select **Edit** button. An Edit drawer opens on the right.
3. Select **Location**, then select **Direction**.
4. Select **Apply** button.
5. Select the **Cancel** button or **'X'** icon to close the edit drawer and return to the previous screen.

Figure 15-28 Edit Drawer



Reset Internal Gate Location Occupancy Count

1. On the People Movement page, select **Actions** button.
2. Select **Reset** button.
3. The system displays a confirmation, 'Reset Occupancy?'
   a. **Select Reset** - The location count update to 0.
   b. **Select Cancel** - To close the dialog box and everything remain unchanged.

To access the Reset option, you need to have the access rights **Role Manager, Gateway Security, Internal Gate, Reset** granted.

Perform People Movement using RFID Card

1. On the **Internal Gate** page, without placing the cursor at the search profile field, place the RFID card near the tablet RFID sensor.
2. When the scanned RFID card number matches a profile, the movement from entry to exit of the location or vice versa is performed.

   When the scanned RFID card number does not match a profile, the system will display 'Please check the card and try again'. A card view will be displayed once the movement process complete and a people's movement sound is played if it is configured.
3. When the scanned RFID card number matches multiple profiles, a list of matching profiles will appear in the result view along with a banner message "We couldn't allow entry/exit. Multiple records found." Continue the movement with Step 3 of Manual Profile Information Search, step 3.

> **Note**
>
> Resident profile movement will be based on parameter General - Use Resident.

Perform People Movement using Board Card

1. On the **Internal Gate** page, select **Scan** button.
2. This opens the camera, launches the scan function, and hide the manual search section.
3. To scan the barcode, point the camera to the barcode.

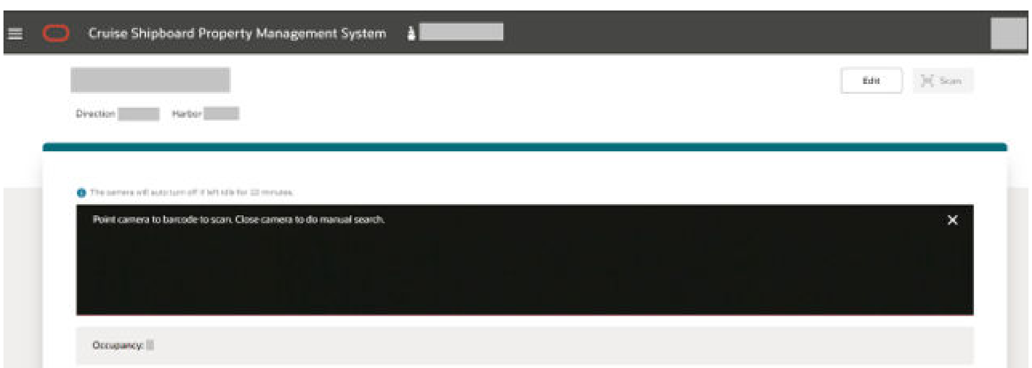
4. When the scanned barcode matches a profile, the system performs the movement from entry to exit of the location or vice versa. When the scanned barcode does not match a profile, a message 'Please check the card and try again' appears. The system will validate the selected rule and display either an error message or confirmation message based on the outcome.

   A card view will be displayed once it passes all the rules and complete the movement along with movement note, if it is configured.

5. When the scanned barcode matches multiple profiles, a list of matching profiles will appear in the result view and system display a banner message “We couldn’t allow entry/exit. Multiple records found.” Continue the movemnet with Step 3 of Manual Profile Information Search.

> **Note**
>
> - The scanning section and camera switches off when left idle for 10 minutes, and a message will appear.
> - The supported barcode type is:
>   - Code 128, Code 39
>   - Interleaved 2 of 5
>   - EAN-8, EAN 13

Figure 15-29 Barcode Scanning



Perform People Movement using Board Card on Micros Handheld 500 Build-in Barcode Scanner

1. On the Internal Gate page, select the barcode scanner button on the device and the green light will appear. Point the barcode scanner to the barcode.
2. When the scanned barcode matches a profile, the system performs the movement from entry to exit of the location or vice versa. When the scanned barcode does not match a profile or it matches multiple profiles, the system will display “**Please check the card and try again**”. A card view will be displayed once the movement process is completed and a people’s movement sound is played if it is configured.
3. When the scanned barcode matches multiple profiles, a list of matching profiles will appear in the result view with a banner message “We couldn’t allow entry/exit. Multiple records found.” Continue the movement with Step 3 of Manual Profile Information Search.

> **Note**
>
> The supported barcode type is:
>
> - Code 128, Code 39
> - Interleaved 2 of 5 (need to specify min and max digit length in device)
> - EAN-8, EAN 13

Manual Profile Information Search

1. Select an accordion icon **right-facing arrow ">"** to expand Search.
2. Select the **Profile Type** and enter either the Search by **First Name, Last Name, Stateroom, Manning Number, Passport Number, Board Card Number, External Board Card Number, Booking Number** or **Contactless ID** in the search bar, then select the **Search** button.
3. All the matching records are shown in the results view. Select a record.
4. The system displays a pop-up with a profile picture, profile full name along with confirmation message based on the direction and profile location.

Inwards:

- For profile that is not in any location, system displays 'Do you want to allow this person to enter this location?'
  - Select **Allow**. The system will validate the selected rule and display either an error message or confirmation message based on the outcome. If all rules passed, the system displays successful movement at the Entry card view. This card view will display a movement note if it is entered.
- For profile that is in other location, system displays wrong direction error message. You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG031**. Next, a people's movement sound is played if it is configured.
- Select **Cancel** to terminate the people movement process, and the system navigates back to the search screen.

Outwards:

- For profile that is in current location, system displays 'Do you want to allow this person to exit this location?'
  - Select **Allow**. The system will validate the selected rule and display either an error message or confirmation message based on the outcome. If all rules passed, the system displays successful movement at Exit card view and a people's movement sound is played if it is configured. This card view will display a movement note if it is entered.
- For profile that is in different location, system displays 'Do you want to allow this person to exit from the previous location <old location name>?'
  - Select **Allow**. The system will validate the selected rule and display either an error message or confirmation message based on the outcome. If all rules passed, the system displays movement at Exit card view and a people's movement sound is played if it is configured. This card view will display a movement note if it is entered.
- For profile that is not in any location, system displays wrong direction error message. You can define your message from **OHC Administration, Administration, System Setup, Labels Setup, GNG030**

- Select **Cancel** to terminate the people movement process, and the system navigates back to the search screen.

Both Ways:

- For profile that is not in any location, system displays ‘Do you want to allow this person to enter this location?’
  - Select **Allow**. The system will validate the selected rule and display either an error message or confirmation message based on the outcome. If all rules passed, the system displays successful movement at the Entry card view and a people’s movement sound is played if it is configured. This card view will display a movement note if it is entered.
- For profile that is already in the same location, system displays ‘Do you want to allow this person to exit this location?’
  - Select **Allow**. The system will validate the selected rule and display either an error message or confirmation message based on the outcome. If all rules passed, the system displays successful movement at the Exit card view and a people’s movement sound is played if it is configured. This card view will display a movement note if it is entered.
- For profile that is in a different location and want to go into this location, system displays ‘Do you want to allow this person to exit from the previous location <old location name> then move into this location?’
  - Select **Allow**. The system will validate the selected rule and display either an error message or confirmation message based on the outcome. If all rules passed, the system displays successful movement at the Entry card view and a people’s movement sound is played if it is configured. This card view will display a movement note if it is entered.
  - Select **Cancel** to terminate the people movement process, and the system navigates back to the search screen.

Figure 15-30   Profile Search

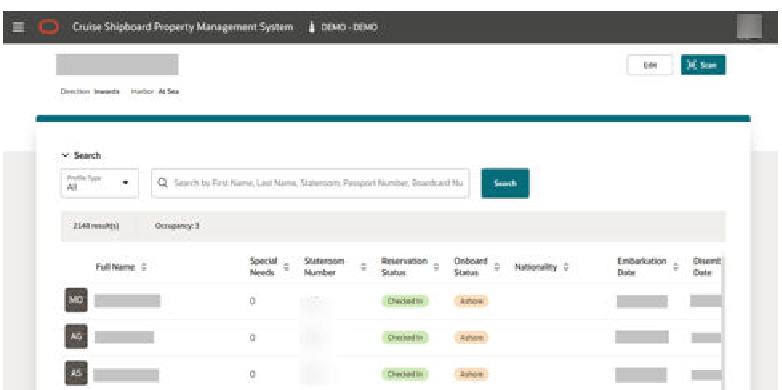


Figure 15-31 Gate Pass - In Succeed

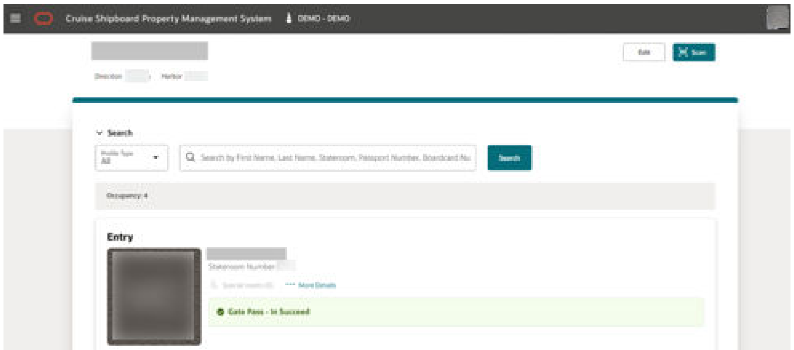
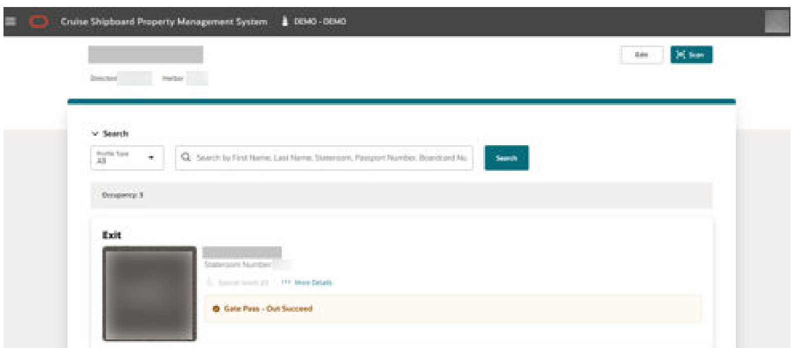


Figure 15-32 Gate Pass - Out Succeed



Occupancy Count

The occupancy count refreshes automatically when activity takes place in the People Movement page:

- page navigation to People Movement page.
- browser refresh.
- editing the profile type from Profile Type field.
- selecting the **Search** button.
- selecting any record in the Profile listing.
- confirming the selection from the message box by selecting the **Allow** button.
- selecting the special needs hyperlink from the profile listing.
- tapping the RFID card.
- selecting the special needs hyperlink in the card view.
- selecting the more details hyperlink in the card view.
- selecting the **Apply** button in the Edit drawer.

> **Note**
>
> The count presented varies depending on the parameter value in **General - Use Resident**. If the value is set to 1, the resident count is included in occupancy count.

Special Needs

1. Select the **Special Needs link** in the card view.
2. A Special Needs drawer opens on the right, showing the assigned special needs.
   - total special needs count.
   - selected special needs.
   - remarks.
3. To close the special needs drawer and return to the previous screen, select the **Close** button or **'X'** icon.

> **Note**
>
> If the profile has no special needs, the **Special Needs link** is disabled in the card view.

More Details

1. Select the **More Details link** in the card view.
2. A More Details drawer opens from the right, showing the profile details. See the table below for field names and descriptions.
3. To close the More Details drawer and return to the previous screen, select the **Close** button or "X" icon.

> **Note**
>
> Resident profile will be shown based on General - Use Resident parameter

Table 15-5 Profile Details

Field Name	Description
Profile Type	Guest, Resident, Crew or Visitor will be shown
Picture	Profile picture
Full name	First name, middle name, last name, salutation, other first name, other name
Stateroom Number	Stateroom number
Reservation Status	Current Reservation Status
Onboard Status	Status either Onboard or Ashore
Muster Status	Location of assembly/muster station
Age Type	Age type of passenger either Adult/Minor
Gender	Gender of the passenger selection

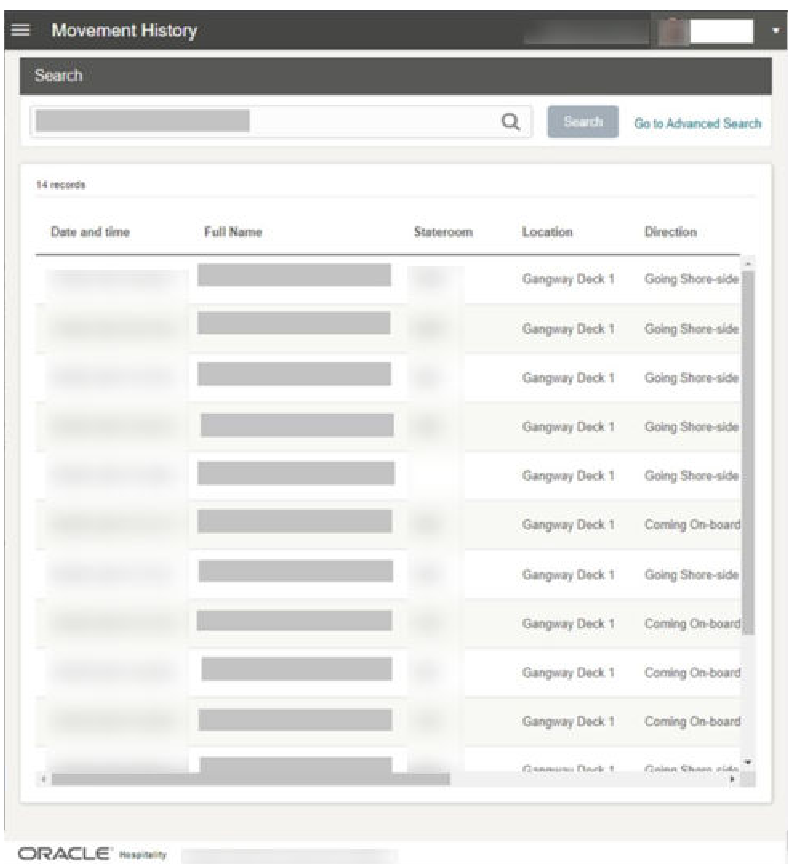
Table 15-5 (Cont.) Profile Details

Field Name	Description
Position	Position of the Crew
Department	Assigned department of the Crew
Birth Date	Date of birth
Age	Profile age, calculated based on date of birth
Nationality	Nationality
Manning Number	Assigned manning number of the Crew
Special Needs Description	List of Special Needs
Special Needs Remark	Additional comments/remarks of the Passenger's Special Needs. (Visible if the remark has a value, otherwise it will be '-')
List of Travelers	List of travelers for the selected guest/resident. It displays the Picture, Full name, Stateroom, Age

Movement History

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

Figure 15-33 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.

16 Safety

Import Safety Number Assignment

This feature allows bulk assignment, reassignment, or unassignment of Safety Numbers to crew members using a CSV file.

Before you can access and use the Import Safety Assignments feature, you must have the appropriate privilege assigned

- Main Task: Safety
- Subtask: Import Safety Assignment

If the Import Safety Number Assignments option is not available for you, please contact your system administrator or the person responsible for user access assignment in your organization to verify and assign the necessary permissions.

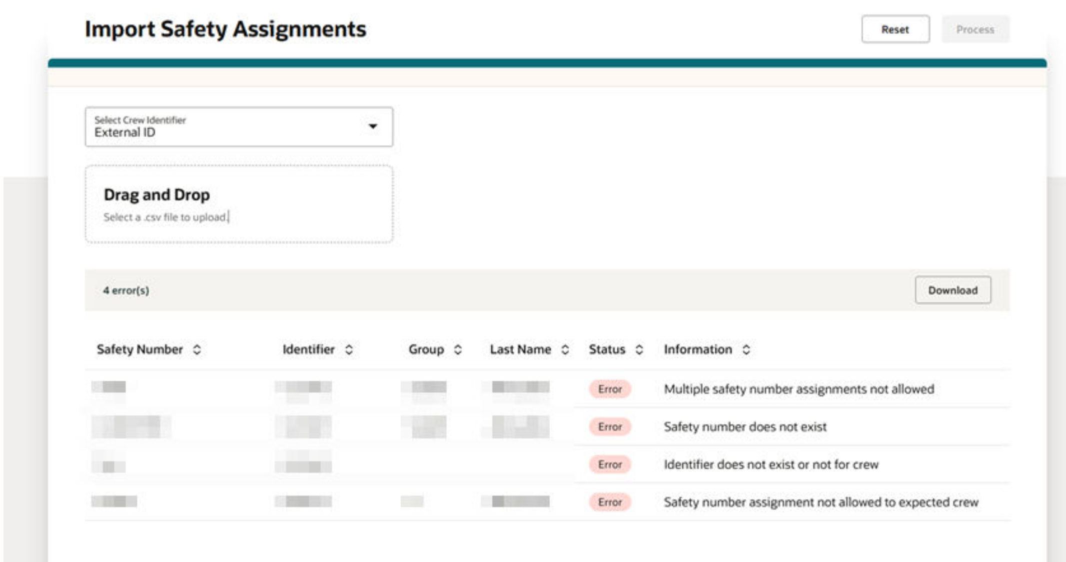
Import Assignments

1. From the Navigation Menu, select **Safety, Import Safety Number Assignment**
2. In the import interface, choose the crew identifier type from the drop-down menu, which will determine how crew is identified during import process.
   - **External ID** (default)
   - **Internal ID**
   - **Reservation ID**
3. You can upload a CSV file containing the assignments using either method:
   - **Drag and drop** the file into the Drag and Drop area.
   - Click the **Drag and Drop** area and select the file through Windows Explorer.

   Only one CSV file may be selected for processing at a time.
4. The selected CSV file appears on the page. Select the **X** icon to remove an unwanted CSV file.
5. The **Reset** button becomes active once you've selected a crew identifier and uploaded a CSV file.
6. Clicking **Reset** will reset the selected identifier to the default and clear the file.
7. Once a file is uploaded, the **Process** button becomes enabled.
8. Click **Process**. A confirmation dialog will appear ("Process file?"). Select **Cancel** to return to previous screen, or **Process** to continue.
9. After the processing completes, a notification shows the number of records processed.

10. If any records in your CSV file contain errors, an error table will display, showing the total count and details for each issue

Figure 16-1 Record with Errors



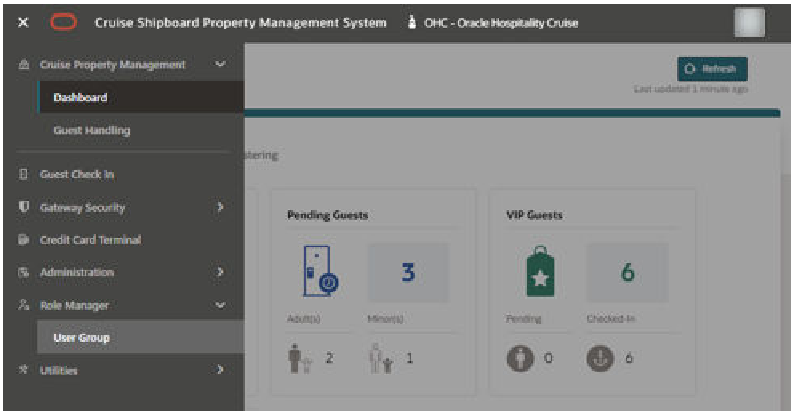
> **Note**
>
> To allocate a crew to an already assigned safety number, the System Parameter for Safety - 'Allow Multiple Safety Number Assignment' must be enabled.

11. You may download the error report in text file format by clicking the **Download** button above the table and confirming the action. The error file contains the following columns: Group (Operational), Safety Number, Identifier, Information.
12. For a successful import, the string in CSV file format must have a **Crew Identifier, Safety Number** as shown in below example,
    - 12345,102 (assign crew 123456 to safety number 102)
    - 987654,205 (reassign crew 987654 to safety number 205)
    - 852369, (unassign crew 852369 from a safety number)
13. If the process succeeds without errors, a success message will appear, displaying the total records processed.
14. All actions and changes are logged as Crew Safety Assignments Import for review in the user log.

17

Role Manager

Figure 17-1 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. If you are granting the user multiple user groups, the system deems all the assignment in the various user groups 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 needs access to modify the predefined access, then both View and Edit access must be granted. To assign the access rights to a group, see section Modifying User Group Predefined Access.

User Group

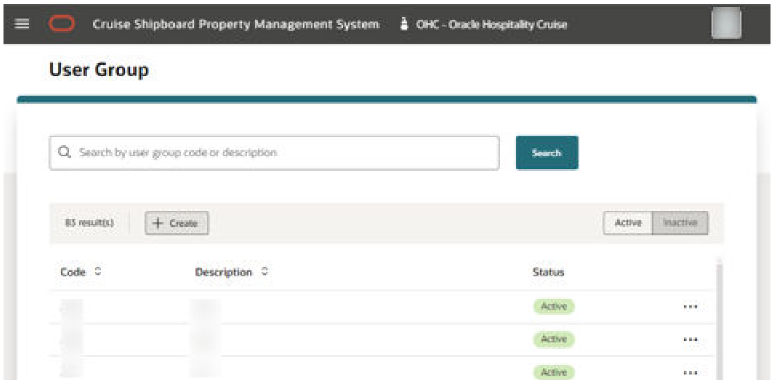
In the User Group page, it lists all the User Group that exists in the Cruise Property Management Desktop Application User Security module, and you can grant/un-grant the predefined access for the User Group. Each of the records has a user group code, description, and status - active or inactive. The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

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**.

You can create a new user group with **Create** option on the user group listing page. During the creation process, users can manually configure each group for with different access rights for different roles. If no access rights are granted for this action, the system hides the **Create** button.

Figure 17-2 Create Button



When there are no records at all in both the Active or Inactive tabs, the screen displays the below message on both tabs. "**Set up a record to begin your task**" along with a 2 Create buttons on the User group landing page. However, if there are records displayed in one tab, like the "**Active**" tab, but no records are available in the other tab, such as "**Inactive**" tab, a specific message will show, indicating the absence of records in the latter. For example, when there are no records to display in the "Inactive" tab, the message will state "**You don't have any records**".

Figure 17-3 Create First Record

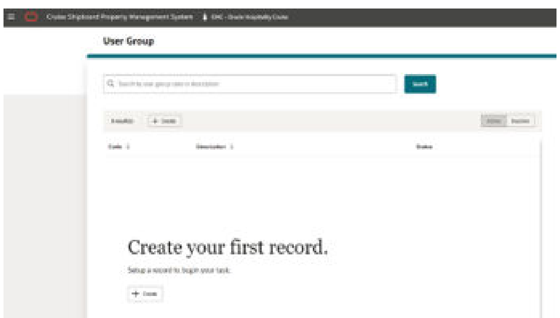


Figure 17-4 No Record in One User Group (Active/Inactive)

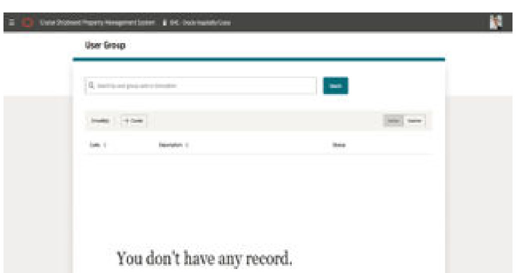
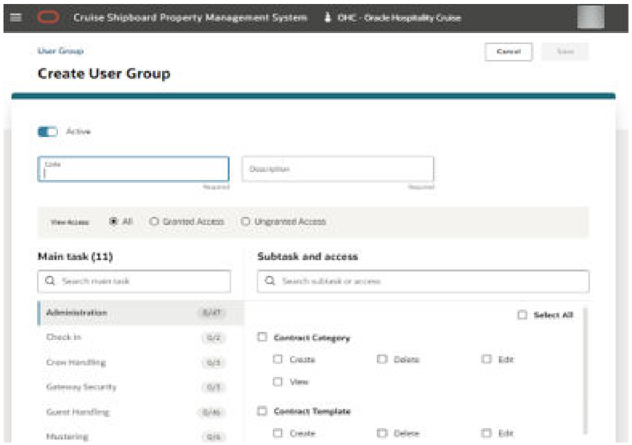


Figure 17-5   Create User Group



The fields are identical to those on the ‘Edit User Group’ page. There are two buttons at the top right corner, ‘Cancel’ and ‘Save’.

Cancel:

- Always enabled.

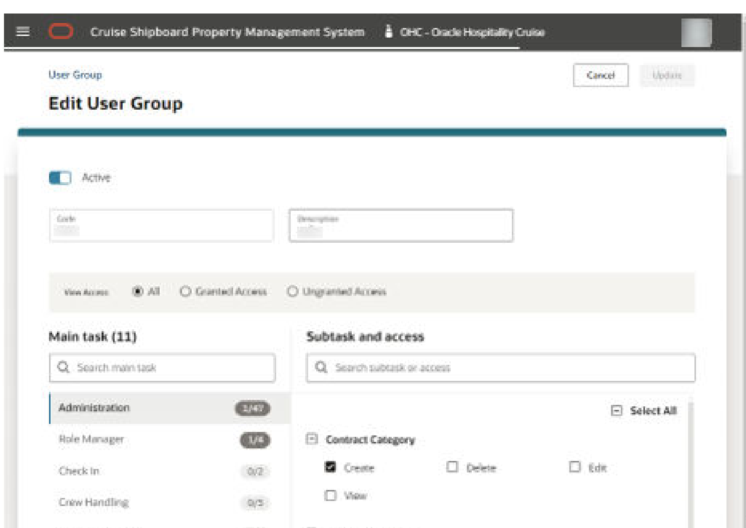
If you click **Cancel** after entering valid details in the mandatory fields while creating a user group, you will be prompted with a dialog to either discard, save or cancel. Clicking **Cancel** or **Discard** will return you to the user group listing page without saving the changes.

This ensures straightforward navigation and system validation, giving users the flexibility to exit the creation process without saving incomplete or unintended changes incomplete or unintended changes.

Save:

- Enabled only when all mandatory fields are filled and are valid.
- Saves the content and returns to the User Group Listing page, highlighting new record.

Figure 17-6   User Group



Modifying Predefined Access in User Group

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, you can edit the User Group Description and in the User Group Status field it allows you to change the status to either Active or Inactive. By default, the status for the User Group should be set to Active.
4. At the **Edit User Group** screen, all the main tasks, subtasks, and predefined access is listed, allowing you to grant and un-grant accesses to the selected user group.
5. Each of the main task has a count indicator of the number of access granted versus the total predefined access records.
6. Select the main task. All the subtasks associated with the main task will be listed, along with the predefined access.
7. To look up on a main task, enter a keyword for the main task in the search main task field and select **Enter**. When a matching record is found, the searched records appear in the main task list. Otherwise, it prompts “no record found” message.
8. To look up on a subtask or predefined access, in the search box field, enter a **keyword** of the subtask name or predefined **access name** and then select **Enter**. The record appears if a matching record is found. Otherwise, it prompts “no record found” message.
9. 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.
10. If there are changes made in **Edit User Group** page and the **Cancel** button is clicked, a confirmation message “**Save your changes**?” 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 Predefined Access in User Group

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 using a keyword or predefined access in the respective field and then select **Enter**.
5. Modification of the predefined access is not allowed here. To modify, see section Modifying Predefined Access in User Group.

Deleting a User Group Record

This function allows users to delete deprecated user groups, maintaining a clean group structure and improve access management efficiency.

1. On the User Group Listing page, click the **Ellipsis** button.
2. Select the **Delete** button to remove the user group.
3. The Delete option is also available on the View User Group page. When selected, a prompt will appear, asking the user to confirm the deletion of the user group.
   - **Delete:** the record will be removed, if there is no user linked to the user group and the screen will return to the User Group Listing page.
   - **Cancel:** the record will not be removed, and the screen will return to the User Group Listing page with the same user group highlighted.
4. If there is user linked to the user group, a prompt appears, informing that there are users assigned to the said user group and deletion is not possible.

Copy access from

The **Copy access from** functionality enables users to duplicate a new user group access rights of an existing user group. Additionally, users can replicate access rights in an existing user group from another existing user group.

The **Copy access from** button is available on both the Create User Group and Edit User Group pages. It remains hidden to user lacking the **Edit** access. If edit access is granted but the mandatory fields (User Group Code and User Group Description) are empty, the button will be disabled.

Figure 17-7 Copy Access From (Hidden for User without Role Manager-Edit Rights)

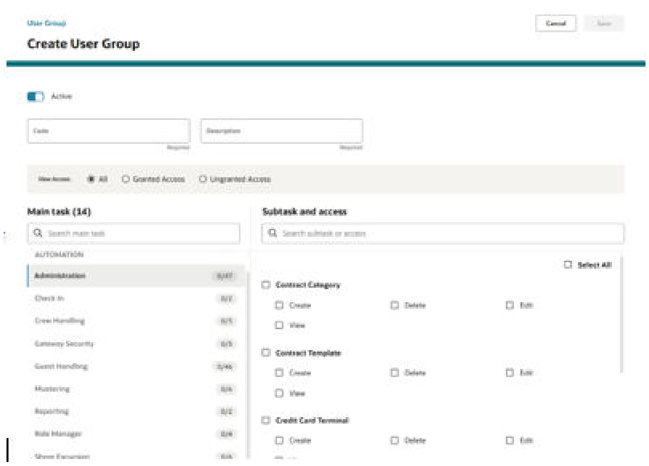


Figure 17-8 Copy Access From (Visible for User with Role Manager-Edit Rights) - Disabled Until Code and Description Entered

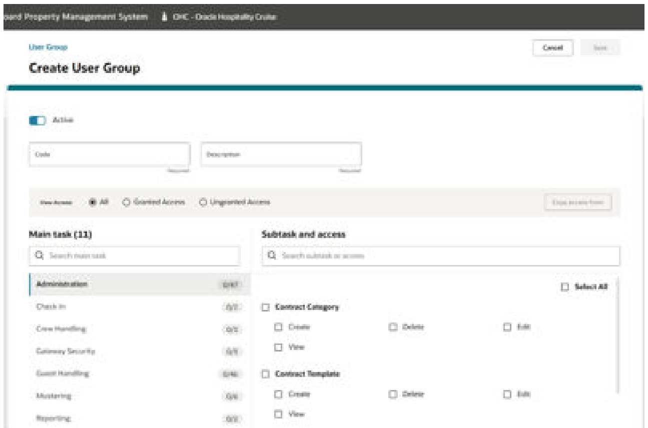
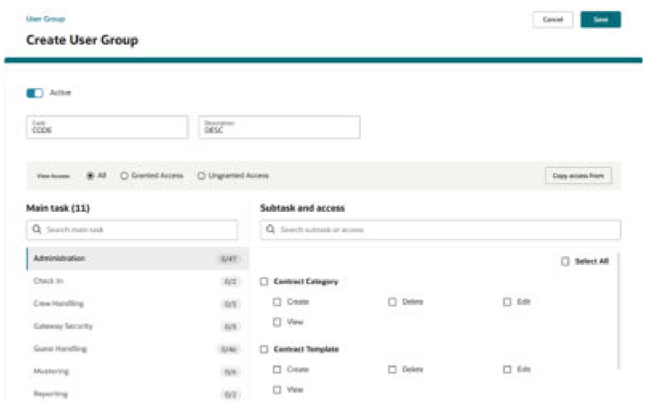


Figure 17-9 Copy Access From (Enabled After Code & Description Entered)

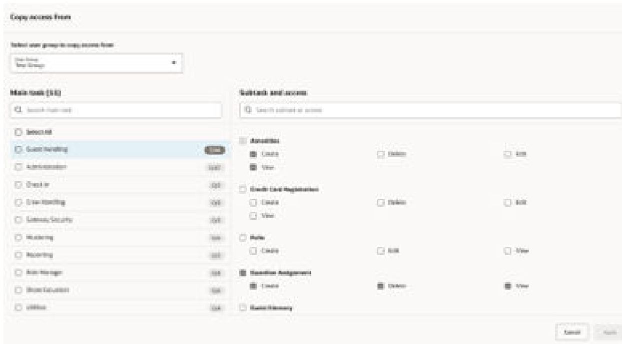


Creating User with Copy access from function

Copy access from via Create button,

1. Navigate to the **Role Manager, User Group**.
2. Click **Create** button.
3. Insert a **Code** and **Description** to enable the **Copy access from** button. Click the button once it is enabled. This opens the Select User Group to Copy Access From page.
4. The Select User Group to Copy access from field is always empty by default. You can choose the user group with the below option.
   - **Dropdown Selection:** Click the drop-down box and choose a user group.
   - **Search by Typing:** Type in the field to search and match user group descriptions. The system will suggest the nearest matches.
   - Upon selecting a user group, the access rights for that group are displayed below:

Figure 17-10 Copy Access From (Select User & Access to Copy Access From)

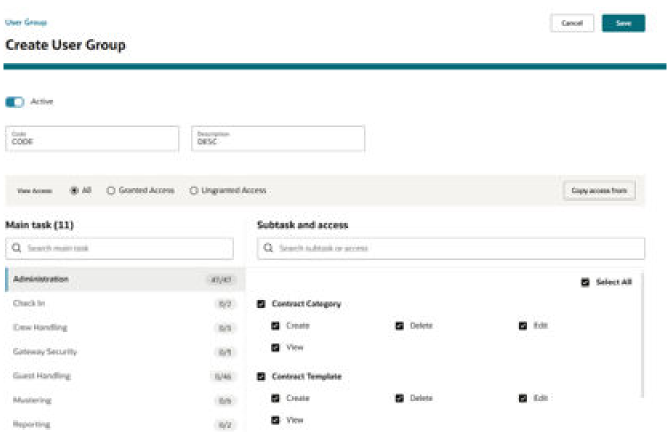


Once selected, use the search filter or checkbox under Main Task to copy.

> **Note**
>
> **Apply** and **Cancel** button are available at the bottom right of the screen. However, the **Apply** button is enabled post selection of at least 1 Main Task or Subtask. When selecting the **Apply**, it will return to Create User Group page with the access being copied where as the **Cancel** button will return to Create User Group page without adding/copying any access.

When creating a new user, you have the option to copy the access from the multiple user groups. Start by selecting one user group and applying its access to the new user. Once you apply the access from the first group, select another user group to apply its access. You can repeat this process as needed to ensure the new user has the required access from all relevant groups.

Figure 17-11 Copy Access From (Save Enabled After Selection of Access Applied)



Copy access from to existing User Group

1. Navigate to **Role Manager, User Group**
2. Select the User group which needs additional access and click **Edit**.

3. Click **Copy access from** button. Choose the access with the below options
   - **Dropdown Selection:** Click the drop-down box and choose a user group.
   - **Search by Typing:** Insert a keyword of the user group. The system will suggest the nearest match. When you select a user group, the access rights for that group will appear. Use the search filter or checkbox under the Main Task to copy the selected access.

Figure 17-12   Copy Access From Apply Disabled Until Main Task Selected

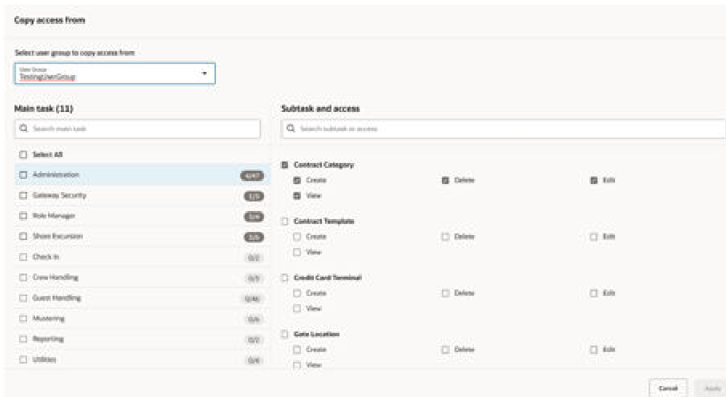
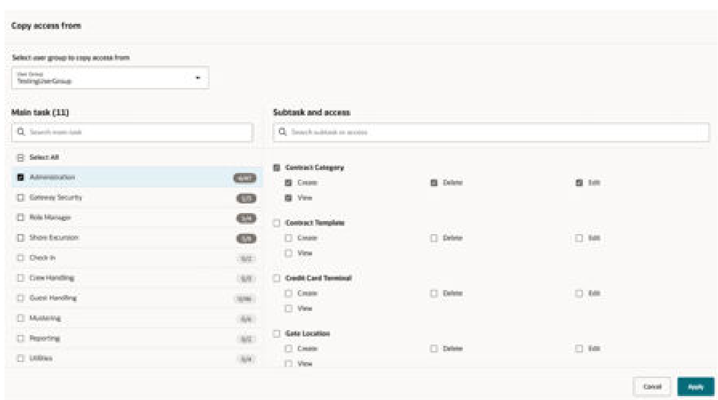


Figure 17-13   Copy Access From (Apply Enabled After Main Task Selected)



Apply and Cancel Buttons:

- **Apply Button:**
  – Disabled until at least one **Main Task** is selected.
  – Once enabled and clicked, it returns to the **Create User Group/Edit User Group** page, automatically populating access checkboxes based on the selected **Main Tasks**.
- **Cancel Button:**
  – Returns to the **Create User Group/Edit User Group** page without making any changes.

Copy access to function

The **Copy access to** button enables users to duplicate access rights from one user group to multiple active user groups. Users can either copy full access rights for all available main tasks or copy partial access rights based on the chosen main task for the target user groups.

The **Copy access to** button is available on both the Edit User Group and View User Group pages and it will remain hidden to user that does not have the edit permission. On the Edit User Group page, the button will only be enabled when all changes are saved. If the button is disabled, users must first save any pending changes on the page to enable it, before redirecting you to the user group page and allowing you to click the **Update** button.

Figure 17-14 Copy Access to Button in Edit User Group Page

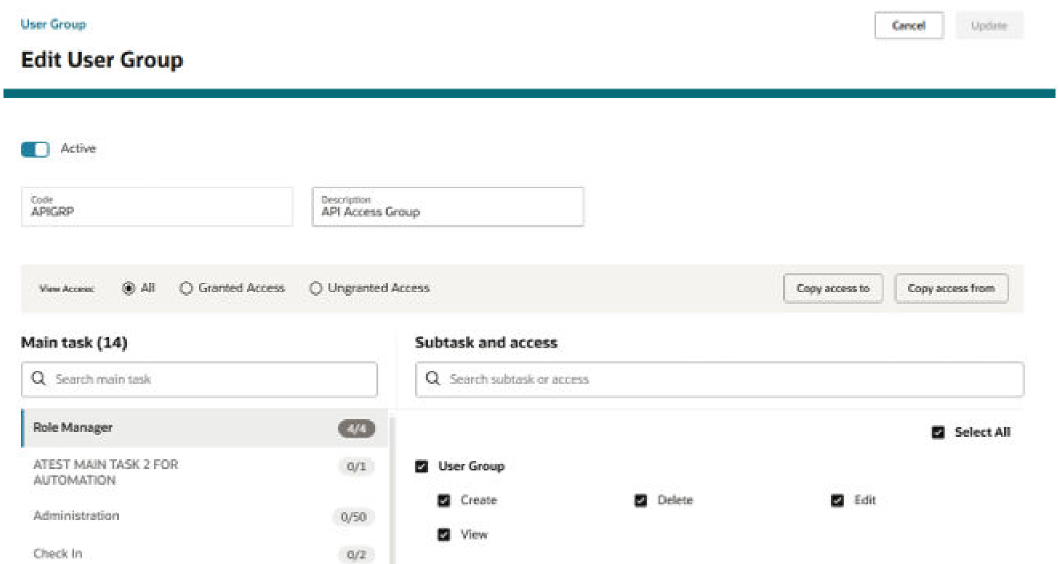
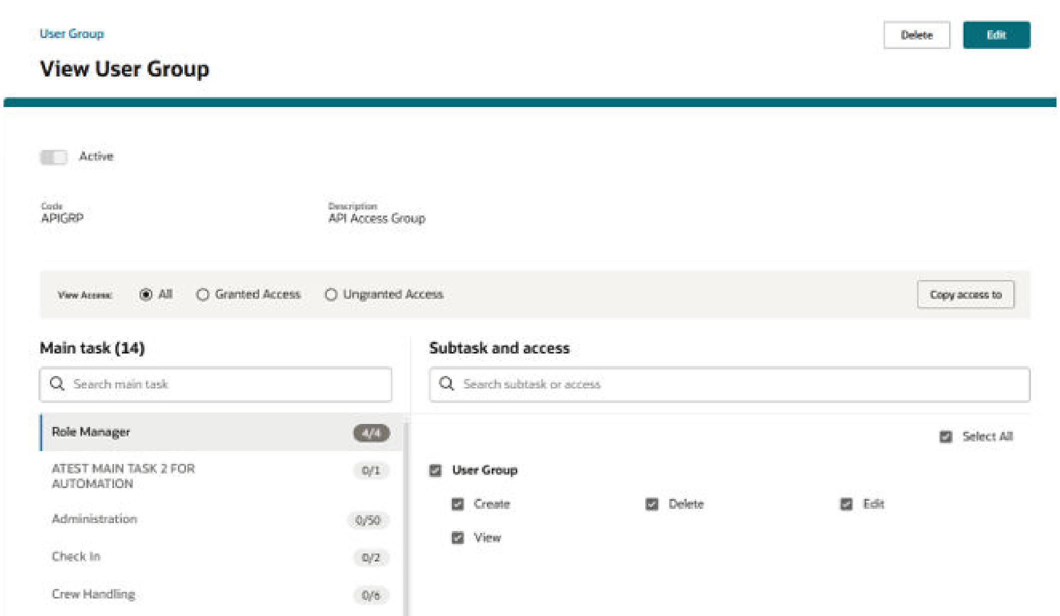


Figure 17-15 Copy Access to Button in View User Group Page



Clicking the **Copy access to** button opens the page, displaying information about the **From user group**, **To user group**, and the access rights of **From user group**.

- **From user group**: This is a read-only and pre-populated with the details of the user group being edited on the Edit User Group page.
- **To user group**: Allows the user to select multiple active user groups to which the access rights will be copied.

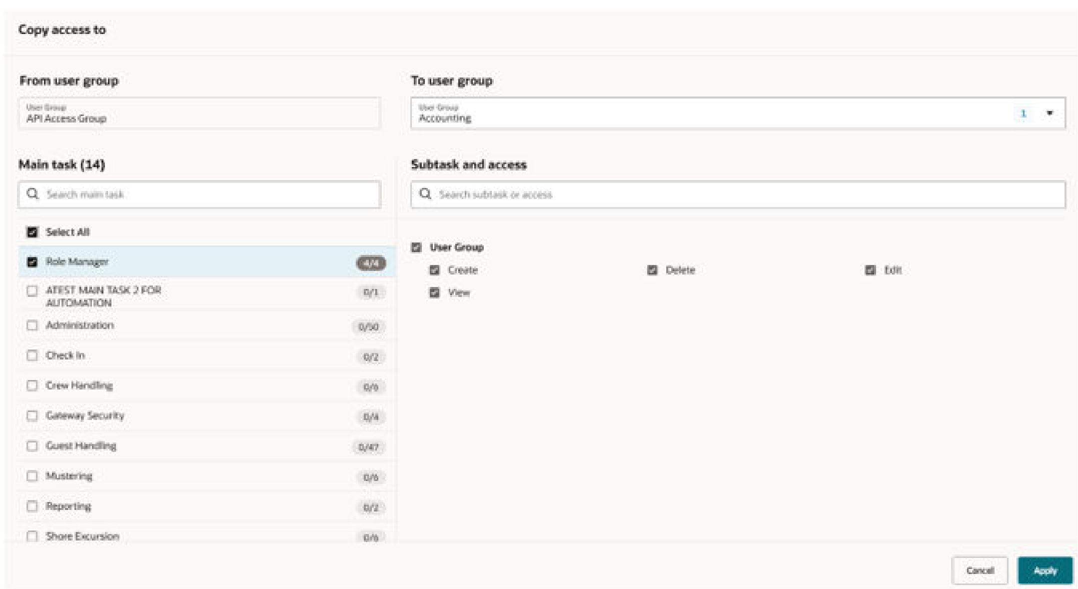
The page also lists all the granted access rights of **From user group** based on the main tasks and subtasks. Users can:

- Select access rights for specific main tasks using the checkbox next to each main task.
- Choose all main tasks once using the **Select All** checkbox.

> **Note**
>
> The selection is limited to main tasks, the subtasks are read-only and cannot be individually selected.

Additionally, the Administrator User Group will not be available for selection in the **To user group** field.

Figure 17-16 Copy Access To



Apply Button

When the user clicks the **Apply** button, a confirmation prompt appear, asking whether to override the access rights of the selected user groups. If confirmed, the system replaces the existing access rights with new in the selected user groups. The **Apply** button is enabled only when at least one Main Task is selected, and the **To user group** field contains at least one user group. Once the user confirms the override action, the system processes the copy operation and returns to the Edit User Group page. When using the copy access feature, only the main task(s) selected for copying will be overwritten in the target User Group, while all other main tasks remains unaffected.

Cancel Button

Clicking the **Cancel** button perform no actions. It simply navigates back to the Edit User Group page, without saving any changes.

Related Topics

- Modifying Predefined Access in User Group

18
Utilities

Sync Guest Details

The **Sync Guest Details** feature allows you to synchronize the details of guests who have back-to-back reservations across different cruise itineraries. With this feature, the embarkation officer no longer needs to request guest information again, streamlining the boarding process for returning guests

To perform the sync process, you must have access rights **Guest Handling, Sync Guest Details and Sync** granted. Otherwise, the sync button will be hidden.

1. From the navigation menu, select **Utilities**, **Sync Guest Details**.
2. On the Sync Guest Details page, select from the drop-down the cruise itinerary which will 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 retrieves and list the guest reservation records of the selected cruise itinerary meeting the database parameter **General, Sync Guest Details Field Mapping** in Matching guest record(s) section. In the database parameter, you can use the fields listed in the **Comment** column as an identifier for the same guest.
4. The selected **From Cruise Itinerary** will only retrieves reservations that are checked-out, leaving today and checked-in reservations that matches the guest from the selected **To Cruise Itinerary.** The reservation status for guest records retrieved from the selected **To Cruise Itinerary** is either checked-in or reserved 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. Unsuccessful sync records will be highlighted in red, with the failed reason shown at **Sync Remark** column. You may toggle the **Error** button 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.

Integration Configuration

To view this page, the login user must at least have access rights to **Utilities, OPI Configurations/Travel Document Scanner Configurations, View** granted.

To configure, you must have access rights to **Utilities, OPI Configurations / Travel Document Scanner Configurations, Edit** granted, and both rights are assigned in Role Manager function. If these rights are not granted, the **Save** button is dimmed.

1. From the navigation menu, select **Utilities, Integration Configuration**.
2. On the Integration Configuration page, click **Configure** button for Oracle Payment Interface or **Travel Document Scanner** to configure the connection.
   a. Configure Oracle Payment Interface:
      - **Active**: To enable or disable the OPI integration.
      - **Port Number**: The port where the OPI connects to the SPMS client. Must be a number between 1 and 65535.
      - **Key**: OPI Key used in a secured communication between SPMS clients and OPI. Must be between 1 and 50 characters.
      - **Date Format**: Date format used in the processing of the date. For example, ddmmyyyy, yyyymmdd, mmddyyyy
      - **Time Format**: Time format used in the processing of the time. For example, HHmmSS, ssmmHH, mmssHH
      - **EFT Timeout**: The waiting time taken for the SPMS client to receive response from the OPI. Only numbers are allowed.
      - **Merchant ID**: Merchant ID configured in the OPI. Must be between 1 and 50 characters.
   b. Configure Travel Document Scanner:
      - **Active**: To enable or disable the Travel Document Scanner integration.
      - **Hardware ID**: Hardware ID provided by the vendor. Only numbers are allowed.
      - **Register URL**: URL provided by the vendor to generate the access token. Must be between 1 and 150 characters.
      - **Process Image API URL**: API URL provided to process the scanned image. Must be between 1 and 150 characters.
      - **Account ID**: Account ID provided by the vendor. Must be between 1 and 150 characters.
      - **Access Secret**: Access Secret Keystore password. Must be between 1 and 150 characters.
      - **API Key**: API Key provided by the vendor. Must be between 1 and 150 characters.

- **Proxy Host**: Proxy Host fully qualified domain name or IP address. Must be between 1 and 150 characters.
- **Proxy Port**: Proxy Host port number. Must be a number between 1 and 65535.

3. Click **Save** to save the connection details or click **Cancel** to discard changes.
4. A restart of the API service is needed for the changes to take effect.