

Oracle® Hospitality Cruise SilverWhere Group Management User Guide



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Contents

Preface

1 Navigation through Group and FIT

2 Virtual Group Management Module

Virtual Group Management Functionalities 2-1

3 Group Management Module

Group Overview 3-1

Group Management Functionalities 3-1

Automatic Group Dining Assignment 3-3

Manual Group Dining Assignment 3-4

4 FIT Management Module

5 Dining Rotation Setup Module

Preface

This document describes the usage of the SilverWhere Group and FIT modules.

Audience

This document is intended for all users of SilverWhere.

Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

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

Documentation

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

Revision History

Table 1 Revision History

Date	Description of Change
November 2022	Initial publication.
May 2023	Updated Customer Support Portal URL
January 2024	Updated the information in Virtual Group Management
March 2024	Updated document to new format

1

Navigation through Group and FIT

General Functionalities

Before you begin, below are some standard navigation keys that you should familiarized yourself with as they may vary between the modules.

- **Refresh:** To refresh the data within the setup form.
- **Clear Activity Log:** To clear the data in the Activity Log tab.

The modules below are only accessible from the Group & FIT tab. This tab is only visible to users you have access to any of the functions and modules.

2

Virtual Group Management Module

In the Virtual Group Management module, you can add and modify Virtual Groups created for the selected dates on the Overview screen in the Date selection section. In the Traditional concept, only the Virtual Groups for the selected cruise will be displayed. Virtual Groups are used to identify passengers traveling together, but not assigned to a group in the Shipboard Property Management System (SPMS) and SilverWhere. The Virtual Groups are only visible in SilverWhere and the group information is not synchronized with SPMS

Virtual Group Management Functionalities

Adding A Virtual Group

1. Select **Virtual Group Management**
2. Click **Add Group** and enter/ select the relevant information in the **New Virtual Group** pop-up window:
 - **Group Name:** The name of the Virtual Group.
 - **Group Type:** Pre-filled with SilverWhere.
 - **Delegates:** The number of passengers associated to the Virtual Group.
 - **Seat Together:** Check mark if the delegates want to seat together.
 - **Don't Seat:** Check mark if the delegates wish to be seated separately.
 - **Rotation:** Check the applicable Rotation Code for this group (see Dining Rotation Setup). Mandatory field in Reservation concept, but not in Traditional.
 - **Comments:** Additional comments if applicable.
3. Click **Add**

Editing A Virtual Group

1. Select **Virtual Group Management**
2. Select the Virtual Group name and click **Edit Group Info** to display the Virtual Group Information
3. Make the required change and click **Update Group Info**

Deleting A Virtual Group

1. Select **Virtual Group Management**
2. Select the **Virtual Group name** and click **Delete Group**

 **Note:**

You can only delete a Virtual Group if no dining reservations are present for the group.

3. Confirm the deletion

Selecting/ Deselecting All Group

You can select/ deselect all Virtual Groups with this function.

1. Select **Virtual Group Management**
2. Click **Select/ Deselect All Group**

Adding/ Removing Selected Guest

You can add/ remove the selected passengers from the Guest Search panel to a Virtual Group with this function.

1. From the **Virtual Group Management**, select the Virtual Group.
2. Select the passengers in the Guest Search Panel
3. Click **Add/ Remove Selected Guest**

Adding/ Removing All Guest

You can add/ remove all passengers from the Guest Search panel to a Virtual Group with this function.

1. Select **Virtual Group Management**
2. Select the Virtual Group and click **Add/ Remove All Guest**

3

Group Management Module

In the Group Management module, you can create and modify dining reservations for groups created for the selected dates from SilverWhere Main screen in the Date selection section. The group information is taken from the Shipboard Property Management System (SPMS) as well as the Virtual Group Management module in SilverWhere



Note:

You can only create dining reservations for future dates

Group Overview

The Group Overview provides you with a list of groups available for the selected dates. The **Embarking** and **Disembarking** dates of the groups are calculated based on the earliest passenger embarking date and the latest passenger disembarking date. The Seating Code is predefined and has to be confirmed by [Adding the Rotation Code](#) to the group, you can use the same or a different code for the group

Group Management Functionalities

Assignment Info

This functionality provides you with the Rotation and Members lists as well as the Group and Member Overview, including the dining assignment information.

1. Select **Group Management**
2. Select the Group name and click **Assignment Info** to open the Group Overview tab
3. Toggle between the Rotation List/ Member List tab and the Group/ Member Overview tab to view the data

Adding Rotation Code

There are two ways to assign a rotation to a group:

- **Save Rotation** – The Save Rotation function confirms the rotation of a group.
- **Assigning Rotation Code** – The Assign Rotation Code function assigns and confirms the rotation of a group

Saving Rotation

1. Select **Group Management**
2. Select the Group name and choose the rotation from the rotation drop-down menu
3. Click **Save Rotation** or double-click the red exclamation mark in front of the group

Assigning Rotation Code

1. Select **Group Management**
2. Select the Group name and click **Assign Rotation Code**

Setting Estimated Seats

Before you can continue with any of the below functionalities, the Estimated Seats count for the group has to be determined. This count will define how many tables are required to be blocked for the selected group. By default, the Set Estimated Seats functionality value equals to the actual guest count which should be added. The user can modify this value by clicking on the Estimated Seats column.

1. Select **Group Management**
2. Select the Group name and click **Set Estimated Seats**
3. View the Activity Log for any error messages

Reallocating TBA

The groups can have passengers with TBA for First and Last Name as the passenger data is not yet present in SPMS and SilverWhere. You can also create group assignments for these passengers and update them once the passenger data is present in SilverWhere.

1. Select **Group Management**
2. Select the Group name and click **Reallocate TBA** to update the passenger data
3. View the Activity Log for any error messages

Locking/ Unlocking An Assignment

You can lock or unlock the dining assignments to prevent or allow changes from a different SilverWhere user

1. Select **Group Management**
2. Select the Group name and click **Lock Assignment** to disallow changes for that group from a different SilverWhere user. The Locked column for that group will be updated accordingly.
3. Click **Unlock Assignment** to allow changes.

Resetting A Reservation

You can cancel any blocking, seating or confirmation of a group dining assignment with this function.

1. Select **Group Management**
2. Select the Group name and click **Reset Reservation**
3. Confirm the reset

Updating Comments

You can update the comments for a group with this function.

1. Select **Group Management**
2. Select the Group name and click **Update Comments**
3. Click **Update**

Automatic Group Dining Assignment

You can only perform the next steps if:

- Rotation code has been assigned or saved
- Estimated Seats value has been determined

Table Block/ Seat Options

Actual Count > Allocation Count

The application performs a Block or Seat for the selected group using the Actual Count value instead of the Allocation Count value.

Start Blocking/Seat within Embarkation

The application performs a Block/ Seat for the selected group using the embarking and debarking dates.

Block/Seat Same Table for Same Dining Room

The application tries to Block or Seat the same table for the same dining room with the available inventory for the entire stay.

After the tables are blocked for the first occurred restaurant, the same restaurant subsequently follows the first restaurant's blocked tables:

- If the inventory is available for the same set of tables, the system blocks the tables.
- If no inventory is available for the same tables, it continues to block the available inventory table.
- If the inventory is available for the same set of tables, you can review the log as shown below:

Looking at same table option,

Table 765, 759 found on previous blocked reservation

```
Trying to block same table 765 [Max = 2, Station = 2]...Remaining guest count 4  
successfully block same table 765 [Max = 2, Station = 2]...Remaining guest count 2  
Trying to block same table 759 [Max = 2, Station = 2]...Remaining guest count 2  
successfully block same table 759 [Max = 2, Station = 2]...Remaining guest count 0
```

- If no inventory is available, you can review the log as shown below:
No inventory was found for table [Table Number]. Skipping the same table option

Blocking Tables

You can automatically block the dining room tables for a group with this function. The dining room tables will be blocked based on the selected [Table Block/Seat Options](#).

1. Select **Group Management**
2. Select the Group name and click **Tables Block**
3. View the Activity Log for any error messages.

 **Note:**

Dining reservations will be created with Status = AutoBlock and Passenger Count = Tablesize. The Member List Status will be updated to AutoBlock and Tbl Number will be updated with 0.

Seating Tables

You can automatically seat the passengers of a group to the previously blocked tables with this function.

1. Select **Group Management**
2. Select the Group name and click **Tables Seat**
3. View the Activity Log for any error messages

 **Note:**

Dining reservations status remains as AutoBlock and Passenger Count is updated to the number of Seated Guests on the blocked table. The **Tbl Number** column will be updated accordingly.

Confirming Tables

You can automatically confirm the dining assignments of a group with this function:

1. Select **Group Management**
2. Select the Group name and click **Tables Confirm**
3. View the Activity Log for any error messages

 **Note:**

Dining reservations status is updated to Expected. In this status, no changes can be made to the groups' reservation.

Manual Group Dining Assignment

You can only perform the next steps if:

- Rotation code has been assigned or saved
- Estimated Seats value has been determined.

The Group Overview tab for a selected group provides you with additional functionality buttons:

- **Zoom In/ Zoom Out:** You can increase or decrease the layout size.
- **Blink Tables:** You can blink the table for the selected passenger.
- **Reallocate TBA:** See [Reallocating TBA](#).

- **Close Tab:** You can close the Group Overview tab for the selected group.

Table Block/Seat Options

Start Blocking/Seat within Embarkation

The application performs a Block/ Seat for the selected group using the embarking and debarking dates.

Block/Seat Same Table for Same Dining Room

The application tries to Block/ Seat the same table for the same dining room with the available inventory for the entire stay.

Auto Unblock Table when table's guest unseated

The application is releasing the blocked table for the passenger when unseating them.

Blocking/ Unblocking Tables

You can block/ unblock the dining room tables for a group with these functions. The dining room tables will be blocked/ unblocked based on the selected [Table Block/ Seat Options](#).

1. Select **Group Management**
2. Double-click the Group Name or click **Assignment Info** to open the Group Overview tab
3. Select the day from the **Rotation List** panel and click **View Layout** to display the restaurant layout
4. Select the passengers from the Member List panel, click the table in the layout and click **Tables Block**. To unblock the table, perform the same steps and click **Unblock Tables**

Assigning Passengers

You can assign the passengers to the dining room tables with this function.

1. Select **Group Management**
2. Double-click the Group Name or click **Assignment Info** to open the Group Overview tab
3. Select the day from the **Rotation List** panel and click **View Layout** to display the restaurant layout
4. Select the table(s) on the layout and click **Seat Guest** to assign the passengers to the dining room table.

Unassigning Passengers

You can unassign the passengers from the dining room tables with this function.

1. Repeat steps 1 to 3 of Assigning Passengers.
2. There are two options to unassign the passengers from the dining room tables:
 - Select the passengers in the **Member List** panel and click **UnSeat Selected Guest from List**
 - Select the table(s) on the layout and click **UnSeat All Guest from Table**

Confirming Tables

See [Confirming Tables](#).

4

FIT Management Module

You can create dining reservations for the passengers in the FIT Management module based on the Dining Rotation Setup configuration. The passenger data displayed in this module is based on the selected date on the Overview screen in the Date Selection section.

Seating FIT Guests

You can create dining reservations for the entire stay of the passengers with this function.

1. Select **FIT Management**
2. Select the passengers for which you want to create dining reservations
3. Click **Seat FIT Guests** and confirm the process with **Yes**
4. Select the dates for which dining reservations should be created,
 - **Add Remaining Days:** All days for which no dining reservation is present will be added
 - **Add All Selected Days:** All days of the passenger stay will be added
 - **Clear Selection:** All days will be removed from the selection
5. Click **OK**

Filters

You can filter the passenger data based on dates and existing or non-existing dining reservations with the below criteria:

- **Single Day Selection:** Possibility to filter by a single day from a drop-down list
- **Guest With Reservation:** Enable to display the passengers with existing dining reservations
- **Guest Without Reservation:** Enable to display the passengers without existing dining reservations
- **Show All Days:** Click this button to display the passengers for all days

Assignment Options

Enabling the below options allows you to define the type(s) of passengers to exclude when creating dining reservations for the same cabin or group. You can also limit the number of passengers allowed in the same dining reservation

- **Exclude Shared Cabin:** Creates dining reservations for the selected passenger but not the passengers in the same cabin
- **Exclude Same Group ID:** Creates dining reservations for the selected passenger but not the passengers with the same group ID
- **Exclude Same Party:** Creates dining reservations for the selected passenger but not the passengers in the same party

- **Associated Guest List Warning:** Enter the number of passengers for which a warning message should be displayed

5

Dining Rotation Setup Module

You can create dining rotation codes for the Group and FIT Management modules in the Dining Rotation Setup module. These Rotations are used to automatically create dining reservations in a single or multiple restaurants.

Adding A Rotation

1. Select **Dining Rotation Setup**
2. Click **Add Rotation** and enter the following information in the **New Alternative Rotation Code** pop-up window:
 - **Rotation Code:** Enter the code of the Rotation
 - **Rotation Time:** Enter the time of the Rotation
 - **Product:** Select the product for the Rotation
3. Click **Add**
4. Double-click the Rotation to open the Rotation Detail Setup tab:
 - **Status:** Select the status of the Rotation
 - **ACTIVE:** Rotation is available for selection.
 - **DISABLED:** Rotation is disabled for selection.
 - **Type:** Select the type of the Rotation:
 - **REGULAR:** Rotation to be used in the Group Management module
 - **FIT USE:** Rotation to be used in the FIT Management module
 - **Restaurant:** Select the restaurants for the Rotation, the order of them can be adjusted by selecting the restaurant and clicking on the **Move Up/ Move Down** buttons.
5. To remove a restaurant from the Rotation click **Delete**.
6. Click **Save Changes**



Note:

For Type = REGULAR: Only products set up as Book by Reservation is displayed and can be used for configuration of a Rotation.

For Type = FIT USE: All products set up as Book by Reservation and Book By Guest are displayed and can be used for configuration of a Rotation.

Editing A Rotation

1. Select **Dining Rotation Setup**
2. Double-click the **Rotation** to open the Rotation Detail Setup tab

3. Make the required change
4. Click **Save Changes**

Deleting A Rotation

1. Select **Dining Rotation Setup**
2. Select the **Rotation name** and click **Delete Rotation**

 **Note:**

You can only delete a Rotation if was not used already in Group or FIT Management.

3. Confirm the deletion