

Oracle® Hospitality Cruise SilverWhere SWMobile User Guide



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

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Preface

This document describes the usage of the SWMobile application during your daily operation. This includes creating dining reservations and performing the Check In of the dining reservations, the possibility of viewing the passenger data as well as creating and updating Special Requests.

Audience

This document is intended for project managers, application specialists and users of Oracle Hospitality SWMobile application.

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 <https://docs.oracle.com/en/industries/hospitality/cruise.html>.

Revision History

Date	Description of Change
November 2022	Initial publication.
July 2023	Updated Customer Support Portal URL Added 'DVIP' status in My Station topic
March 2024	Updated document to new format

1

Data Synchronization

The SWMobile application is cruise based, and only data such as guests, dining reservations, and availability information for the current cruise will be available in the application.

The SWMobile application synchronizes the data automatically through the web service connection, allowing the user to continuously access the same data displayed on the SilverWhere .Net client and the SilverWhere SWMobile client.

For example, if a user performs a Check In of a reservation through the SWMobile and seats the guest onto the table, and on the Check In layout of the SilverWhere .Net client, the table will show as occupied and displays the guest information accordingly.

2

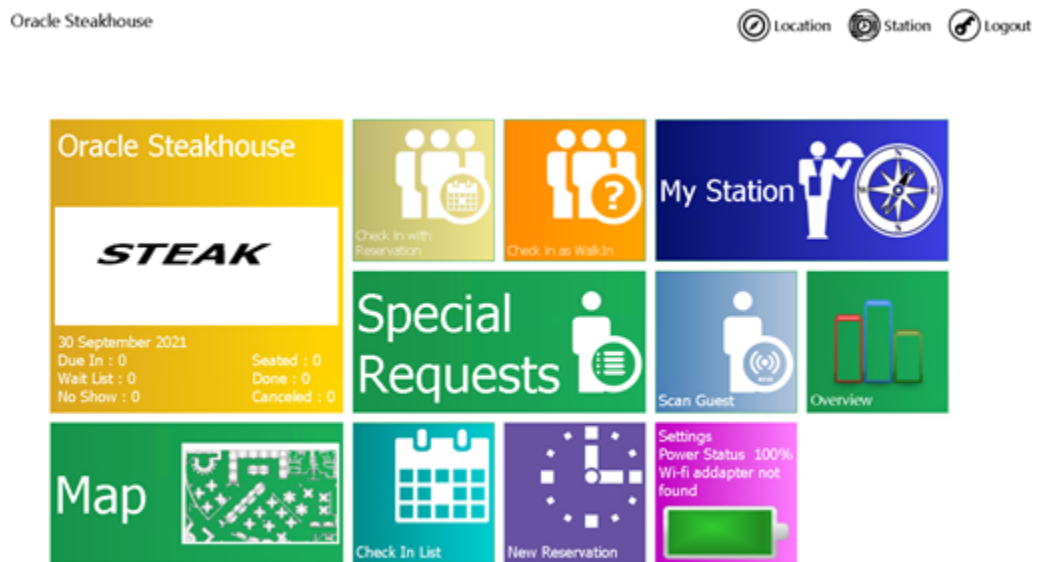
SWMobile Dashboard

The SWMobile Dashboard is the main screen you will see when you first log in. Its tiles form layout provides easy access and navigation to the preconfigured functions. Not only it shows the currently logged on restaurant, it also provides an overview of today's dining reservations and guests special requests.

The available functions are:

- Check In With Reservation
- Check In a Walk In
- My Station
- Special Requests
- Scan Guest
- Overview
- Map
- Check In List
- New Reservation
- Settings

Figure 2-1 SWMobile Main Screen



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Check In Processes

There are five different options to check in a reservation that will accommodate different operational needs.

- Check In List
- Check In with Reservation
- Check In as WalkIn
- Scan Guest
- Quick Check In

Check In List

The **Check In List** tile provides an overview of all reservations for the current logged on Location, allowing you to check in, view, update or cancel the dining reservations. You can also view the dining reservation status using the **All, Due In, Waitlist, Seated, Done, Cancelled**, or **Group/Link** buttons on the overview screen.

Below are the steps to perform a Check In via the **Check In List**.

1. On the Main screen, select the restaurant by tapping the **Location** button and the desired **Location** tile
2. Select **Check In List**.
3. Selecting the different tiles at the bottom will display the dining reservations according to the status of their reservation.

Table 3-1 Buttons on Overview Screen

Function	Description
ALL	Displays all reservations regardless of the reservation status the dining reservation is currently holding - Expected, Waitlisted, Seated, Completed, Cancelled and Group Reservations
DUE IN	Displays all expected dining reservations
WAIT LIST	Displays all dining reservations currently placed on a waitlist
SEATED	Displays all dining reservations currently In House
DONE	Displays all completed dining reservations
CANCELLED	Displays all canceled dining reservations
GROUP/LINK	Displays all dining reservations for groups or travel with guests where the guest reservation is linked to each other

4. The Check In List only lists the name of the dining reservation owner, which is the primary guest. All participating guests for the reservation have to be identified on the Guest List, as described in the next step.
5. The counts shown can either be set up per person or per Reservation record. To show the passenger counts, select the **Settings** tile, and then the **Application Settings** tile. Toggle the button to **On** at **Show Counter as Passenger** instead of Reservation.
6. To check in the guests, select the dining reservation from the list to bring up the Guest List screen. You can now verify all participating guests for this reservation and add/or delete additional guests for this reservation.
7. Select all the guests or the few you want to Check In and proceed with the **Check In** button.
8. Choose a table from the Location Map and confirm the table with the **Confirmation** button.
9. A confirmation screen with reservation details such as restaurant name, date and time, table number, action, guest name, and comments appears. Tap **Finalize/Save** to confirm the seated guests.
10. The Check In is complete when **Yes** is tapped, and redirects to the Location Map screen, highlighting the assigned table. Tapping **No** will take you back to the Check In List screen.

Check In With Reservation

The **Check In With Reservation** tile provides the option to search for an active reservation record by guest name or cabin and notify you if the guest has a reservation at another restaurant. It also allows you to check in, view, update or cancel the reservation. Below are the steps to check in a guest with a reservation.

1. On the Main screen, tap the **Location** button and the desired **Location** tile to select the restaurant.
2. Select **Check In With Reservation**.
3. At the Guest Selection screen, enter the guest name or cabin number, and choose the guests by tapping **Select**.
4. If the guest has an active reservation at the current logged on location, the system will show the Location Map screen.
5. Choose a table from the Location Map and confirm the table with the **Confirmation** button.
6. A confirmation screen with reservation details such as restaurant name, date and time, table number, action, guest name and comments appears. Tap **Finalize/Save** to confirm the seated guests.

The Check In is complete when **Yes** is tapped, and redirects to the Location Map screen, highlighting the assigned table. Tapping **No** will take you back to the Check In List screen

Guest Has An Active Reservation For Another Restaurant

When the guest you are checking in does not have an active reservation for this restaurant, the application prompts a message 'No Reservation – Guest X does not have a reservation for Restaurant X.'

Tapping **OK** at the prompt brings up the Guest Details screen, where you can view the location of the active reservation under the **Reservation** tab, and guides the guest to the correct restaurant.

Guest Has No Active Reservation, Seat As Walk In

When the guest you are checking in does not have an active reservation for this restaurant, the application prompts a message 'No Reservation – Guest X does not have a reservation for Restaurant X'. You can proceed to check in a guest as Walk In using the below steps.

1. Tap the **No** button at the confirmation prompt, and then the **New Walk In** button on the Guest Details screen to seat the guest.
2. To add more guests to the Walk In reservation, tap **Add Group**, **Add Travel With** or **Add Guest**, and then the **Check In** button.
3. Repeat steps 5-7 of [Check In With Reservation](#).

Check In As Walk In

The Check In as Walk In tile is a quick check in for guest who does not hold any active reservation in the restaurant.



Note:

At the restaurant, you have the option to enable/disable if the deduction should take place for Walk In Reservation by checking / unchecking the **Deduct Walk-Ins from Inventory** in the **Product Setup** module, **Locations Details** tab.

Walk In Without Inventory Deduction

The following steps will create a new reservation and seat the guest without deducting the inventory. To perform the Check In as Walk In without inventory deduction,

1. On the Main screen, tap the **Location** button and the desired **Location** tile to select the restaurant.
2. Select **Check In as Walk In**
3. At the Guest Selection screen, enter the guest name or cabin number, and select the guests by tapping **Select**.
4. To add more guests to the Walk In reservation, tap **Add Group**, **Add Travel With** or **Add Guest** and then the **Check In** button.
5. Choose a table from the Location Map and confirm the table with the **Confirmation** button.
6. A confirmation screen with reservation details such as restaurant name, date and time, table number, action, guest name, and comments displays. Tap **Finalize/ Save** to confirm the seated guests.

The Check In is complete when **Yes** is tapped, and redirects to the Location Map screen, highlighting the assigned table. Tapping **No** will take you back to the Check In List screen.

Walk In With Inventory Deduction

To perform the Check In as Walk In with inventory deduction, follow the below steps.

1. Repeat the above steps 1 to 6.
2. A prompt stating that no inventory is available for the current time but the reservation time can be deducted from the next available time slot displays. In this instance, it will deduct the inventory from the next available time slot. Tap the **Yes** button to confirm

The walk in reservation is created and checked in successfully with its record shown under the **Seated** tile of the **Check In List**, and the **Location Map** is updated to occupied with the required guest information

Scan Card

The **Scan Card** function replaces the Search screen in **Check In With Reservation** and **Check In As Walk In**. It automatically guides you to the Guest Details page and identifies the active reservations to be checked in when an RFID board card is scanned.

Once the RFID board card is scanned, the application searches for the guest record and any active dining reservation for the signed-in location.

Guest Has An Active Reservation To Be Checked In

When scanning the RFID board card, the system will search for the reservation in the signed in location and the **Reservation Overview** screen appears, if found. Proceed with the Check In With Reservation steps to check in all guests.

Guest Has No Active Reservation

When scanning the RFID board card and no reservation is found, the No Reservation message appears. Proceed with the Check In As Walk In steps or verify if an active reservation for another restaurant exists.

Quick Check In

The **Quick Check In** function allows you to check in a guest without having to go through the Check In With Reservation or Scan Card steps at the Guest List and Location Map screens. It also suggests the best table that seats the number of guests for that reservation and confirms the Check In.

If the **Quick Check In** function is enabled, you can use the **Check In With Reservation** and **Scan Card** tile to check in a reservation.



Note:

To enable the **Quick Check In**, select the **Settings** tile and then the **Application Settings** tile. Toggle the button to **On** at **Quick Check In**

Quick Check In With Check In With Reservation

To perform the Quick Check In with Check In With Reservation, follow the below steps:

1. On the Main screen, tap the **Location** button and the desired **Location** tile
2. Select **Check In With Reservation**.

3. Choosing a dining reservation opens the Confirmation screen with reservation details such as restaurant name, date and time, table number, action, guest name and comments. Tap **Finalize/ Save** to confirm the seated guests.
4. The Check In is complete when **Yes** is tapped, and redirects to the Location Map screen, highlighting the assigned table. Tapping **No** will take you back to the Check In List screen.

 **Note:**


To change the table number or add additional guests, use either the Location Map or Guest Info screen to make the necessary changes before tapping the **Finalize/ Save** button.

Quick Check In With Scan Card

To perform the Quick Check In with Scan Card, follow the below steps:

1. Open the Check In Confirmation screen with a table number assigned, based on the number of guests associated with the dining reservation.
2. Complete the check in by tapping the **Finalize** button.
3. On the Main screen, select the restaurant by tapping the **Location** button and the desired **Location** tile
4. Select **Scan Card**.
5. Scan the RFID board card of the passenger. The system will automatically detect if a dining reservation exists and prompt the Confirmation screen with reservation details such as restaurant name, date and time, table number, action, guest name and comments. Tap **Finalize/ Save** to confirm the seated guests.

The Check In is complete when **Yes** is tapped, and redirects you to the Location Map screen, highlighting the assigned table. Tapping **No** will take you back to the Check In List screen.

 **Note:**

To change the table number or add additional guests, use either the Location Map or Guest Info screen to make the necessary changes before tapping the **Finalize** button.

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Waitlisting A Dining Reservation

A dining reservation or walk in reservation can be placed on a waitlist when the restaurant reaches its seating capacity through the **Check In List** or **Scan Card** function.



Note:

SWMobile currently does not support pager assignment to a reservation.

Pager assignment to a waitlisted dining reservation is only available in SilverWhere .Net.

Adding Dining Reservation to Waitlist

Adding existing Dining Reservation to Waitlist

When the guest has a dining reservation but arrives early at the restaurant and all tables are still occupied or unavailable, you can quickly search for the dining reservation and place it on the waitlist and notify the guests as soon as the table is ready.

1. Using the calendar icon, select the dining reservation details from the **Check In List**.

Figure 4-1 Guest List Screen

The screenshot shows the 'Guest List Screen' with a 'Check In' button on the left and a 'Check In --> Guest List' button on the right. Below the navigation is a section titled 'Today's Reservation' containing a table with columns: Time, Guest, Cabin, Pax, Table, Seated, and Status. A red arrow points to the first row of the table, which is highlighted in orange. Below the table is a status bar with various icons and counts.

Time	Guest	Cabin	Pax	Table	Seated	Status
12:00 PM		10218	2	0	0	Waiting
8:26 AM		10055	2	125	2	In House
8:26 AM		10193	2	133	2	In House
8:27 AM		10253	2	135	2	In House

Status Bar:

All	8	Due In	0	Wait List	2	Seated	6	Done	0	No Show	0	Cancelled	0	Group/Link	0
-----	---	--------	---	-----------	---	--------	---	------	---	---------	---	-----------	---	------------	---

2. At the Dining Reservation Overview screen, tap the **Waitlist** button to add the dining reservation.
3. The dining reservation now appears under the **Check In List – Waitlist** tile.

Create Walk In Dining Reservation on Waitlist

If the guest shows up in front of the restaurant and does not have a dining reservation, you can offer to place the guest on the waitlist and notify them as soon as a table becomes available.

1. Select the **Check In As Walkin** tile and search for the guest by name or cabin and add the guest to the dining reservation.
2. On the Location Map screen, do not select any table and proceed to the Check In Confirmation screen.
3. Tap on the **Finalize/ Save** button to confirm placing the dining reservation under the **Check In List – Waitlist** tile

Paging A Guest

The system allows you to assign a valid pager number and page the guest when a table becomes available for sitting in the SilverWhere .Net client.

To page a guest,

1. Open the **Check In List** tile.
2. Tap on the **Waitlist** tile and select the dining reservation details using the calendar icon.
3. On the Dining Reservation Overview screen, tap the **Page Guest** button and enter the pager number.
4. Confirm by tapping the **Done** button. A notification is sent to the pager of the guest and displayed to the user.

5

Location Map

The **Map** tile provides an overview of the restaurant layout and status of a table in different colors, allowing you to quickly identify the tables that are occupied, available or closed. The functions to clean and clear a table, transfer a table, view guest details or close a table are also accessible under this tile.

Table Functions – Clean and Clear

Clear Table Button

The Clear Table updates the seated reservation to **Finished** and flags the table as dirty.

To set a table to **Finished**, select it from the Location map and tap the **Clear** button.

The table color changes to the color that you defined for Dirty Tables in [Color Definition of Table Tiles](#).

The guest dining reservation is updated to **Finished** status and the **Done** tile will be updated in **Check In List**

Clean Table Button

This function is used once the table has been reset and is ready for new guests. Select the table and tap the **Clean** button to update the table status and change the color to **Open**

Clean & Clear Button

The **Clean & Clear** button provides the option to combine both functions of the Clean and **Clear** buttons.

Other Table Functions

Close Table and Close Table With Comment Buttons

The **Close Table** button closes a table on the Location Map, disallowing any Check In processes.

The **Close Table With Comment** button closes a table and requires a comment on why this table is closed and not available for Check In processes.

When tapping the **Close Table With Comment**, the comment screen is shown, allowing you to enter the comments

Open Table Button

The **Open Table** button updates the table status to **Open**, indicating that the table can be used for Check In processes again

Find Table Button

The **Find Table** button provides the option to quickly locate a table on the Location Map.

To search for a table, tap the **Find Table** button, key in the table number, and tap **Enter**. The table found is circled in red

Set Other Button

The **Set Other** button enables you to seat other dining reservations to the same table until it reaches the maximum seating capacity.

To indicate that the table is available for more dining reservations,

1. Tap the **Set Other** button.
2. Once the **OK** button is pressed, the color of the table changes and you can then check in a dining reservation that matches the remaining number of seats, or less.
3. To view all checked in guests from the different dining reservations, select the table on the **Location Map** and tap the **View** button on the bottom right corner.
4. On the **Check In List – Seated** tile, all dining reservations checked into that table is shown with the corresponding table number.

Set Alone Button

The **Set Alone** button is used to indicate that a dining reservation has been checked in, and does not allow you to check in other dining reservations even though there are seats available on that table.

The color of the table will indicate that guests are assigned to the table. You can still select the table during the Check In for dining reservations that matches the remaining seats. When you select that table, the system will prompt that the table is occupied and you have to select a different table.

Location Map Menu Functions

In the **Show Menu** button, there are more functionalities such as Properties, Guest, Transfer Table, Unseat Table and View Details and each function is described below.

Properties Button

When selecting a table and tapping the **Properties** button on the **Menu**, the application will show a table information bar of the Location Map:

- **Table #:** Number of the table
- **Station:** Number of the server station the table belongs to
- **Turn Time:** Default turn time of this table size
- **Table Status:** Current status of the table, for example, Open, Closed
- **Time Seated:** Amount of time the current dining reservation is already seated at this table
- **Close Reason:** Comment for closing this table

Guest Button

When selecting a table, tapping the **Properties** button and then the **Guest** button on the Menu, the guest information for this table is shown on the Location Map.

Tapping the **View Details** button will display the guest information on fullscreen

Transfer Table Button

When selecting a table and tapping the **Properties** button on the Menu, you have the option to move the guest dining reservation from one table to another with the **Transfer** button.

To transfer a table, key in the new table number, select the guests you want to transfer and confirm by tapping the **Transfer** button. A notification prompt appears once the transfer is successful

Unseat Table Button

The **Unseat** button provides the function to unseat a dining reservation from the table. It updates the guest reservation status to **Expected**, and become visible in the **Due In** tab of the **Check In List** which you can update and/ or check in at a later stage.

When selecting a table and tapping the **Properties** button on the Menu, you have the option to unseat the dining reservation from the table.

To unseat a guest, tap the **Unseat** button and tap **Yes** at the confirmation prompt. The table will become open on the Location Map

View Details Button

The **View Details** button allows you to review the guest information of the current checked in dining reservation on a table.

When selecting a table and tapping the **Properties** button on the **Menu**, you have the option to

- View the guest information by tapping the **View Details** button
- Get an overview of all currently seated guests at the selected table.
- The possibility to review the guest information, view, or add special requests.

Guest holding special requests can be identified by a green flag on the **Guest** tiles as well as all dining reservations like on the **Check In List** tile.

6

Special Request

The **Special Requests** tile provides an overview of all Special Requests for all restaurant reservations - Expected or In House.

You can filter the Special Requests based on their status, by tapping on the **Open**, **Permanent** or **Done** button.

The **Search** button provides the option to search for a Special Request by the guest name or cabin number. You also have the option to **Edit** the Special Request or mark it as **Done** by selecting it from the list.

Special Request Types

There are two types of Special Requests:

NORMAL:

This type is used to indicate that the Special Request is valid on a special date and you can mark it as Done once the item is delivered, for example, a birthday cake request.

PREFERENCE:

This type is used to indicate that the Special Request is valid throughout the entire guest stay. For example, allergies or a special diet.

Adding Special Request During Check In

Special Requests can be added during the Check In process through the **Check In With Reservation**, **Check In List** or **Check In As Walkin** tile.

Dining reservations with guests holding a Special Request are highlighted with a green flag on the Check In List screen.

To add a Special Request to a guest,

1. Tap on the **Calendar** icon and the Reservation Overview screen appears. Any existing Special Requests are shown here.
2. Continue by tapping on the **Guest List** button and selecting the guest you want to add to the Special Request. In the displayed Guest Details screen, tap on the **Add Special Request** button to add the Special Request.
3. Choose **Preference** or **Normal**, and the date when the Special Request will be valid.
4. Select the type and add comments if required.
5. Save the Special Request by tapping on the **Add Request** button to add the new request in Guest Details screen.
6. The new Special Request will be added to the Guest Details screen.

The above steps is applicable to all **Check In** tiles on the SWMobile Main screen, **Check In With Reservation**, **Check In List** and **Check In As Walkin**.

Adding Special Request From Location Map

1. Select the table on the **Location Map**, tap **Show Menu** and then **Properties** to display the table details.
2. Continue by tapping the **Guest** and then the **View** button to show all guests at the table.
3. Tap the **Special Request** button and the guest selection.
4. Tap the **Add New** button.
5. Select **Preference** or **Normal**, and the date when the Special Request will be valid.
6. Select the type and add comments if required.
7. Tap the **Save** button to save.

7

My Station

The **My Station** tile is intended for server users only. The purpose is to quickly review basic guest information and note any special requests the guest might have for the specific tables the server is responsible for.



Note:

To display the **My Station** tile on the SWMobile application, you must assign the server to a station in the restaurant. The assignment is done in the **Server Assignment** module in the SilverWhere .Net client.

If the server is not assigned to any station for the selected restaurant, the **My Station** tile will not be displayed on the SWMobile Main screen.

Station Selection

To access the station selection,

1. Tap the **Station** button on the top right corner of the main screen.
2. Tap on the desired tile to view the station.
3. To confirm your choice, double tap on the station or tap the **Select** button to log in to the station.

Table Selection

After the station selection, all tables associated with the station are displayed.

The icons and their functionalities on the table details screen are explained in the below table.

Table 7-1 Table Details Icons




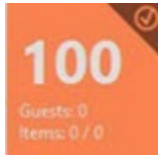
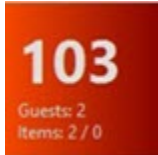
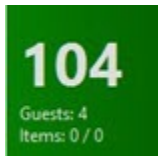
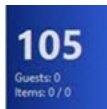
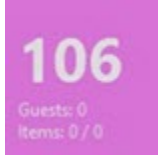
Button	Function/ Description
 Guests	Guests: A list of all expected/seated guests of the selected station
 Special Request	Special Requests: A list of all special requests of all expected/seated guests of the selected station
 Refresh	Refresh: Enables the user to refresh and/or reload all station information

Table 7-2 Color Definition of Table Tiles

Table Tiles	Description
	Orange table tile: Defines the currently selected table
	Red table tile: Seated guests with a special request(s)
	Green table tile: Seated guests without special request(s)
	Blue table tile: No guests assigned - the table is currently open to new guests
	Purple table tile: The table is currently set to table status 'Clear' - select the 'Clean Table' function to mark the table as available

When tapping on a table tile, the Table Details screen will open, showing all expected/ seated guests for the selected table. In addition, the Special Requests for the guests are shown and you can add or update them if required.

The icons and their functionalities on the table details screen are explained in the below table.

Table 7-3 Table Selection Icons









Button	Function/ Description
 All Guest	All Guest: A list of all guests that are seated or expected
 Expected	Expected: A list of all expected guests

Table 7-3 (Cont.) Table Selection Icons

Button	Function/ Description
 In House	In House: A list of all seated guests at the table
 Birthday	Birthday: A list of all guests on the table that celebrate their birthday today
 Details	Details: Enables the user to view the guest details
 Show All	Show All: A list of all special requests linked to the guests
 Refresh	Refresh: Enables the user to refresh and/or reload all special requests
 Special Request	Special Request: Enables the user to add a new special request to a guest

Guest Section

To easily identify guests with special requests or birthdays, icons as shown below are displayed on the guest tiles.

Table 7-4 Special Guest Icons







Icon	Description
	Special Request: A guest does have a special request for this day
	VIP: Guest is recognized as VIP
	DVIP: Guest is recognized as DVIP If guest has VIP and DVIP , then they are recognized as VIP .
	Wheelchair: A guest requiring a wheelchair or has a disability
	Cake with flag: A guest has a birthday today (information based on a special request)

Table 7-4 (Cont.) Special Guest Icons

Icon	Description
	Cake with candles: A guest has a birthday today (information based on the passenger's date of birth)

To view the special request of the selected guest, tap on the guest tile. To collapse or expand the table tile list, press the blue arrow.

Special Requests

The Special Request button allows you to add a special request to the selected guest. Alternatively, you can tap on the guest tile and then the **Add Special Request** button. Requests that high in priority are shown in red, as illustrated in the below figure.

Figure 7-1 Special Requests Section

SPECIAL REQUESTS -->

Code	Status	Created By	Date Created	Date Updated	Comments
DISABLED	Permanent				HIST03314
DISABLED R	Permanent				BRG OXYGEN
ALLERGY 	Open				high priority