

Oracle® Hospitality Cruise SilverWhere System Setup 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 functionalities of the modules in the SilverWhere .Net application, System Setup tab.

Audience

This document is intended for application specialists and administrators of the Oracle Hospitality Cruise SilverWhere application suite.

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
July 2023	Added new topic Deleting an Inventory and Batch Update to Inventory Template Functionalities and Creating a new layout to Layout Setup Module

Table 1 (Cont.) Revision History

Date	Description of Change
January 2024	Updated information in Reservation Layout Setup, Inventory Setup module Added new topic for Traditional Layout Setup and Crew Assignment module Removed topic Deleting an Inventory and Batch Update from Inventory Template Functionalities Rename topic Layout Setup module to Reservation Layout Setup module
March 2024	Updated document to new format

1

Navigating through System Setup

General Functionalities

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

- **Refresh:** To refresh the data within the setup form.
- **Close View:** To close the setup form. You may also click the 'X' button at the top right of the form.
- **Save:** Save changes made to the form.

The tools and modules below are only accessible from the System Setup tab. This tab is only visible to users who have access to any of the functions and modules.

2

Look Up Setup Module

In the Look Up Setup module, you can add and configure the parameters for the SilverWhere application suite.

Main Menu Section

To expand the Look-Up Code Setup,

1. Click the **+** (**+ve**) in front of Look-Up Code Setup to expand or **-** (**-ve**) to collapse the folder view

To search for Look Up Types

1. Select the **Search** tab and type in the **Look Up Type** you are looking for and click **Search** or press **Enter**
2. Matching results appears automatically
3. Clicking the **Look Up Type** folder icon will display the parameters on the right section

Look Up Functionalities

Adding a Look Up Code

1. Select **Look Up Setup**
2. At the Main Menu tab, expand **Look-Up Code Setup**
3. Select the **Look Up Type** folder to add the parameter
4. Enter the following information in the **Add New Look Up** section. Consult the Consulting and Support team for guidance before adding a new entry
 - **Code:** Enter the code of the Look Up
 - **Value Type:** Select the value type of the Look Up
 - String Value
 - Boolean
 - Color
 - Numeric
 - **Comment:** Enter a comment if desired or provided by Consulting/ Support
 - **Value:** Enter or select the value (depending on the Value Type)
5. Click **Add/ Edit** to save the changes

Editing a Look Up Code

1. Select **Look Up Setup**

2. At the Main Menu tab, expand **Look-Up Code Setup**
3. Select the **Look Up Type** folder and the results will be displayed on the right section of the module
4. Make the required change
5. Click **Add/Edit** to save the changes

Deleting a Look Up Code

1. Select **Look Up Setup**
2. At the Main Menu tab, expand **Look-Up Code Setup**
3. Select the **Look Up Type** folder to which the parameter belongs and the results are shown on the right section of the module
4. Select the parameter, and all the details are shown in the Add New Look Up section
5. Click **Delete** and confirm the deletion

3

User Setup

In the User Setup module, you can add and modify the users and the access rights for the SilverWhere application suite. There are two sections in the User Setup Module – List of User Groups and User Functionalities.

List of User Groups Section

In this section, all the user groups and users are visible. It enables you to search for a user or group, you can add, copy, delete, modify or even copy the group permissions.

To filter by the user name or user group,

1. Select **User Setup**
2. Within the List of User Groups section, type in the user name or user group that you are looking for and click **Search** or press **Enter**
3. Matching results will be highlighted
4. Click **Search** or press **Enter** to view the next matching result

To expand or collapse all the user groups,

1. Select **User Setup**
2. Checking / unchecking the **Expand all** checkbox will either expand or collapse the user groups

To expand/collapse one user group,

1. Select **User Setup**
2. Click the **+** (**+ve**) of the user group
3. All users assigned to the group will be displayed
4. To collapse the user group, click **-** (**-ve**) in front of the user group

User Group Functionalities

Adding a Group

1. Select **User Setup**
2. Click **Add Group** and enter the following information in the **Group Details** section:
 - **User Group Name:** Enter the name of the user group.
 - **User Group Description:** Enter the description of the user group.
 - **Permissions/ Access:**
 - **User Permissions:** Select the checkboxes to mark the modules/ functions the User Group has access to

- **Ship Access:** Select the checkbox to mark the ships the User Group has access to
- **Traditional Location Access:** Select the checkbox to mark the Traditional Dining Rooms the User Group has access to
 - * **View:** Enable to allow viewing the traditional dining layouts
 - * **Update:** Enable to allow editing the traditional dining layouts
- **Location Access:** Select the checkbox to mark the Alternative Dining Rooms the User Group has access to
- **Product Access:** Select the checkbox to mark the Meal Periods the User Group has access to
 - * **Book (BK):** Enable to create or update dining reservations and perform Walk Ins
 - * **Availability (AV):** Enable to allow updates to the availability
 - * **Check In (CI):** Enable to perform the Check In
 - * **Overbook (OV):** Enable to allow updates to the availability
 - * **RESERVE 1 to 5:** Enable to allow updates to the reserve fields 1 to 5
 - * **Table Book (TB):** Enable to assign tables to dining reservations

3. Click **Save**

Editing a Group

1. Select **User Setup**
2. Enter search criteria and click **Search**
3. In the search results, select the User Group name and the SilverWhere Group Information will appear
4. Make the required change
5. Click **Save**

Copying a Group

1. Select **User Setup**
2. Enter search criteria and click **Search**
3. In the search results, select the User Group name and click **Copy Group**
4. Enter the name of the new SilverWhere User Group
5. Click **Save**

Deleting a Group

1. Select **User Setup**
2. Enter search criteria and click **Search**
3. In the search results, select the **User Group name** and click **Delete Group**

 **Note:**

You can only delete a group at any given time if no SilverWhere user is assigned to that group.

4. Confirm the deletion

Copying Group Permissions

1. Select **User Setup**
2. Enter search criteria and click **Search**
3. In the search results, select the **User Group name** and click **Copy Permissions**
4. Enter the name of the SilverWhere User Group to which you want to copy the permissions
5. In case the SilverWhere User Group does have existing permissions:
 - a. Select **Deny** to not overwrite any existing permissions
 - b. Select **Allow** to overwrite all existing permissions
6. Click **Save**

User Functionalities

Adding a User

1. Select **User Setup**
2. Select the group to which the user should be assigned to
3. Click **Add User** and enter the following information in the **User Details** section
 - **Login ID:** Enter a unique ID to identify the SilverWhere user. The Login ID will be used as a username to log in to the SilverWhere applications
 - **First Name:** Enter the first name of the SilverWhere user
 - **Last Name:** Enter the last name of the SilverWhere user
 - **Administrator privileges:** Administrator privileges will be only granted to the ADMINISTRATOR group
 - **Ship/ Shore:** Select ship or shore to mark the SilverWhere user as a shore or ship side user.
 - **Department:** Enter the department of the SilverWhere user
 - **Password:** Type in the password for this user
 - **Confirm Password:** Confirm the password for this user
 - Select additional group(s) to which the user should be assigned to in the **User Groups** section by selecting the checkbox

 **Note:**

You must associate the user to a least one User Group, otherwise they are automatically associated to the UNASSIGNED group.

4. Click **Save**

Editing a User

1. Select **User Setup**
2. Enter search criteria and click **Search**
3. In the search results, select the **Login ID** and the SilverWhere User Information will be shown
4. Make the required change
5. Click **Save**

Deleting a User

1. Select **User Setup**
2. Enter search criteria and click **Search**
3. In the search results, select the **Login ID** and click **Delete User** and confirm the deletion

 **Note:**

You cannot delete a logged in user.

Loading An Image

1. Select **User Setup**
2. Enter search criteria and click **Search**
3. In the search results, select the **Login ID** and click **Load Image**
4. Browse to the location where you have stored the image and select the image and click **Open**
5. Click **Save**

Changing Password

1. Select **User Setup**
2. Enter search criteria and click **Search**
3. In the search results, select the **Login ID** and click **Change Password**
4. Enter the new password twice
5. Click **Save**

4

Ship Setup Module

The Ship Setup module allows you to configure details about the ship, for example the ship name or ship ID.

Ship Functionalities

Adding a Ship

1. Select **Ship Setup**
2. Click **Add Ship** and enter the following information in the **Ship Details** section
 - **Ship Code:** Enter a unique two letter code to identify the ship (to be match with SPMS)
 - **Ship Name:** Enter the full name of the ship
 - **Ship ID:** Enter a unique two digits ID to identify the ship (to be match with SPMS)
 - **Cabin:** Enter the number of passenger cabins
 - **Alternative Dining:** Enable if you only operate with reservation-based restaurants
 - **Dining Priorities:** Select the criteria to use and configure the priority and sort order
3. Click **Save**

Editing a Ship

1. Select **Ship Setup**
2. Select the ship that should be modified
3. Make the required change
4. Click **Save**

Deleting a Ship

1. Select **Ship Setup**
2. Select the ship
3. Click **Delete Ship** and confirm the deletion

 **Note:**

It is only possible to delete the ship that has no location assigned to that ship

Loading An Image

1. Select **Ship Setup**

2. Select the ship and click **Load Image**
3. Browse to the location where you have stored the image and select the image and click **Open**
4. Click **Save**

Dining Room Functionalities

Adding a Dining Room

1. Select **Ship Setup**
2. Select the ship to which the dining room should be added to
3. Click **Add Dining Room** and enter the following information in the **Dining Room** and **Dining Priorities** tabs:
 - Dining Room tab:
 - **Code:** Enter a unique two-letter code to identify the dining room
 - **Name:** Enter the name of the dining room
 - **Type:**
 - * **Assigned:** Select if you are requiring this dining room for Classic Dining assignment
 - * **Open:** Select if you are requiring this dining room for open seating, where guests are seated as they show up at the dining room
 - * **Other:** Select if none of the above types are applicable
 - **Tables:** Enter the amount of tables for this dining room
 - **Largest Table:** Enter the capacity of the largest table in this dining room
 - **Stations:** Enter the amount of server stations in this dining room
 - **Capacity:** Enter the capacity of this dining room
 - **Ship:** Enter the Ship ID of the ship
 - **Seatings:** Enter the amount of seating's for this dining room
 - **Seating Code:** Enter the seating code for this dining room
 - **Sort:** Enter a two-letter code to sort the dining rooms displayed in the Dining Room Overview module
 - **Cabin Code:** Enter the cabin code for this dining room
 - **Children:** Select if children are allowed to be seated or not
 - **Rotation:** Enter the rotation code for this dining room
 - Dining Priorities tab:
 - **Criteria:** Select the criteria from the drop-down menu
 - **Priority:** The display order for this criteria
 - **Sort:** Select the sort order for this criteria
4. Click **Save**

Editing a Dining Room

1. Select **Ship Setup**
2. Select the ship to which the dining room belongs to
3. Make the required change
4. Click **Save**

Deleting a Dining Room

1. Select **Ship Setup**
2. Select the ship to which the dining room belongs to
3. Select the Dining Room
4. Click **Delete Dining Room** and confirm the deletion

5

Product Setup Module

In the Product Setup module, you can configure the reservation-based restaurants as well as their meal periods.



Note:

Once a new location or product is added, you must grant the users the permission to access in the User Setup module.

List of Location/Product Section

To filter by the name or code of the location or product,

1. Select **Product Setup**
2. Within the **List of Location/ Product** section, type in the **name** or **code** that you are looking for
3. Matching results appears automatically
4. To remove the filter, delete the entries from the search field

Product Functionalities

Adding a Product

1. Select **Product Setup**
2. Select the location of the ship
3. Click **Add Product** and enter the following information:
 - a. Product Details section:
 - **Location:** Name of the location will be shown automatically
 - **Code:** Enter the code used for inventory set up, describing the meal period of each location, for example, Break, Lunch, Dinner
 - **Name:** Enter the name of the product. Recommended to use 'Code at location', for example, 'Dinner at Steak Restaurant'
 - **Product Group:** Select the Product Group used for validation of conflicting reservations for the same date and product group. This is to prevent multiple dining reservations for the same guests on the same date/ product
 - **Type:**
 - **Open:** Open seating and dining reservations cannot be made
 - **Assigned:** Allow dining reservations to be made

- **Guests:** Minimum guests required for a dining reservation
 - **Book By:**
 - **Reservation:** Inventory and deduction based on table tops/ covers
 - **Guest:** Inventory and deduction based on numbers of guests
 - **Book Table:** Enable by default and don't disable it
 - **Default Turn:** The default value is 120 minutes. Enter the average time the guests is expected to utilize a table from the moment they check in to the restaurant to the moment they leave
 - **Res Increment:** The default value is 30 minutes. Enter the average time required to set the dining table for the next guest
 - **Book Duration:** Enable this to allow validation of inventory if Default Turn <> Res Increment. Validation of Duration = Res Time + Res Increment, for example, 6PM + 30 minutes in Duration = Res Time + Default Turn, for example 6PM + 120 minutes. If an inventory is present for all time slots in the above durations, a reservation cannot be created. Recommended to disable if *Type = Assigned*
 - **Server:** Number of servers assigned to this product
 - **Current Price:** Descriptor for a cover charge per seat
 - **Future Price:** Descriptor for a future cover charge per seat
 - **Future Date:** Date from when the *Future Price* is valid
 - **Guest Name:** Enable to ensure records for all passengers linked to a reservation are created. This is to prevent multiple dining reservations for the same guests on the same date/ product
 - **Min Age:** Minimum age of reservation holders
 - **Fill Station:** Enable this to allow usage of Table Recommendation functionality. Recommended to always turn it on
 - **DR Link:** Link between dining rooms created in Ship and Product Setup. Enter the two-letter code of the dining room, created in the Ship Setup module.
- b. Check In Ticket section:
- **Card Report:** Select the report file used for Check In Ticket printing
 - **Print Receipt:** Enable this for ticket printing during the Check In process
- c. Web Booking Configuration section:
- **Pre Cruise Sales:** Enable to allow pre cruises sales such as web bookings before the cruise start date
 - **Multi Reservation Restriction:** Enable to restrict multiple dining reservations for the same day and the same meal period.
 - **No. Reservation After:** Enter the time after which Walk In reservation cannot be made anymore
 - **Min Guests:** Minimum guests required for a dining reservation
 - **Max Guests:** Maximum guests allowed for a dining reservation
 - **Multi Reservation per Table:** If the product is configured as Book BY Reservation, enable to create different dining reservations per table top,

for example, 2TOP inventory was used by one passenger and the remaining capacity of 1 can be used for another dining reservation for one passenger

- **Multi Table per Reservation:** If the product is configured as Book BY Reservation, enable to use multiple table tops for this dining reservation, for example, link a 2TOP and 4TOP inventory to accommodate six guests if a 6TOP is not available

d. Turn Times section:

In this section, the Turn Time for each **Table Type** can be modified. This is a default setting in the Table Properties panel when inserting a new table in the Reservation Layout Setup module or the Check In tab

4. Click **Save**

Editing a Product

1. Select **Product Setup**
2. Select the **ship and location** to which the product belongs to
3. Select the product that should be modified
4. Make the required change
5. Click **Save**

Deleting a Product

1. Select **Product Setup**
2. Select the **ship and location** to which the product belongs to
3. Select the product
4. Click **Delete Product** and confirm deletion

 **Note:**

You can only delete a product that does not have upcoming reservations.

6

Cruise Setup Module

The Cruise Setup module allows you to add and modify the cruises for SilverWhere.

Cruise Setup Functionalities

Adding a Cruise

1. Select **Cruise Setup**
2. Select the ship to which the cruise should be added to
3. Click **Add Cruise** and enter the following information in:
 - a. Details section:
 - **Ship:** The ship name will automatically displayed
 - **Cruise ID:** Enter the unique ID for the cruise. Usually, it is a combination of the ship code (2 digits) and the embark date, for example, OHYYYY-MM-DD
 - **Embark Date:** Select the start date of the cruise
 - **Debark Date:** Select the end date of the cruise
 - **Description:** Enter a description for the cruise if desired
 - **Template:** Select the template for the cruise if desired
 - **Type:** Select the cruise type from the drop-down menu:
 - **R:** Regular Cruise, for example, 7 days cruise
 - **S:** Segment Cruise, for example, 7 days cruise separated in two segments, segment A with 4 days and segment B with 3 days
 - **W:** World Cruise, only available in SilverWhere VB6 customer version
 - **C:** Continuous Cruise, only available in SilverWhere VB6 customer version
 - b. Seating Details section:
 - **Dining Room:** The dining room names will be automatically displayed based on the configuration in the Ship Setup module
 - **Seating:** The value will be automatically displayed based on the configuration in the Ship Setup module
 - **Flex Seating Code:** Enter the Flex Seating code for the dining room
 - **Time:** The value will be automatically display based on the configuration in the Look Up Setup module for SEATTIME1 and SEATTIME2 parameter
 - c. **Itineraries section:** The itineraries matching the duration of the cruise will be filtered automatically. Select the itinerary that should be applied to the cruise.
 - d. **Itineraries Details section:** The details of Itinerary will be displayed (as configured in Itinerary Setup) and the user can adjust them.
4. Click **Save**

Editing a Cruise

1. Select **Cruise Setup**
2. Select the ship to which the cruise belongs to
3. Select the cruise that should be modified
4. Make the required change
5. Click **Save**

Deleting a Cruise

1. Select **Cruise Setup**
2. Select the ship to which the cruise belongs to
3. Select the cruise
4. Click **Delete Cruise** and confirm the deletion

 **Note:**

You can only delete the cruise that is not currently selected and that does not have any active dining reservations.

7

Itinerary Setup Module

The Itinerary Setup module allows you to add and modify the cruise templates being used in the Cruise Setup module.

Itinerary Functionalities

Adding an Itinerary

1. Select **Itinerary Setup**
2. Select the ship to which the itinerary should be added to
3. Click **Add Itinerary** and enter the following information:
 - **Itinerary Details section:**
 - **Days:** Enter the duration of the itinerary
 - **Description:** Enter the unique name of the itinerary
 - **Itinerary Daily Information section:**
 - **Day:** The day of the itinerary will be displayed
 - **Offset:** Enter the offset time for this day, for example, 1 or -1
 - **Itinerary:** Enter the port of that day
 - **Show Location:** Enter SHOW to display the location of the show for that day
 - **Show Name:** Enter SHOW to display the name of the show for that day
 - **Availability Template section:**
 - **Product:** The name of the product will be displayed
 - **Template:** Select the Inventory Template from the drop-down menu
4. Click **Save**

Editing an Itinerary

1. Select **Itinerary Setup**
2. Select the ship to which the itinerary belongs to
3. Select the itinerary that should be modified
4. Make the required change
5. Click **Save**

Copying an Itinerary

1. Select **Itinerary Setup**
2. Select the ship to which the itinerary belongs to
3. Select the itinerary and click **Copy Itinerary**

4. Enter the name of the new itinerary
5. Click **Save**

Deleting an Itinerary

1. Select **Itinerary Setup**
2. Select the ship to which the itinerary belongs to
3. Select the itinerary
4. Click **Delete Itinerary** and confirm the deletion

Fixing Missing Data

1. Select **Itinerary Setup**
2. Select the ship to which the itinerary belongs to
3. Select the itinerary
4. Click **Fix Missing Data** to update the availability of the itinerary

8

Inventory Setup Module

You can create and maintain restaurant Inventory within the Inventory Setup module. The screens within the module are differentiated between the Inventory Template and the Inventory tab, and functionalities vary depending on which tab you are working on.

Inventory Template Functionalities

Adding a Template

1. Select **Inventory Setup**
2. Within the **Searching Inventory** section, select the **Location** and **Product Code** where you would like to add a new Inventory Template
3. Click **Add Template** and enter the following information in the pop-up window:
 - **Template Name:** Enter the unique name of the Inventory Template
 - **Template Description:** Enter the unique description of the Inventory Template
4. Click **Add Template**

Deleting a Template

1. Select **Inventory Setup**
2. Within the Searching Inventory section, select the **Location, Product Code** and the **Template** to get the Inventory Template that you would like to delete
3. Click **Delete Template** and confirm the deletion

Adding a Time Slot

1. Select **Inventory Setup**
2. Within the **Searching Inventory** section, select the **Location, Product Code** and **Template** where you would like to add a new time slot to
3. In the **New Time Slot** section, enter the following information:
 - **New Time:** Enter the time in military format
 - **New Type:**
 - **Book by Reservation:** Select the table top for this time slot
 - **Book by Guests:** Guests will be displayed as the value
 - **Availability:** Enter the inventory for this time slot
 - **Reserve fields 1-5:** Enter the amount of inventory that is reserved for Groups, VIP, Manager etc. use. The header of the field is customizable in the Look Up Setup module under the RESERVE Look Up Type. See [Editing a Look Up Code](#)
 - **Web Inventory:**
 - **Open:** Time Slot will be available for bookings via the web service

- **Close:** Time Slot will not be available for bookings via the web service

4. Click **Add To Template**

Editing a Time Slot

1. Select **Inventory Setup**
2. Within the **Searching Inventory** section, select the **Location, Product Code** and **Template** where you would like to make changes
3. Select the time slot in the grid and make the required change
4. Click **Save**

Editing a Time Slot – Batch Update

1. Select **Inventory Setup**
2. Within the **Searching Inventory** section, select the **Location, Product Code, Template** and **Date** (possibility to select a day, multiple days or date range) where you would like to make changes
3. In the **Batch Update** section, select the information you want to change by selecting the checkbox in the front
4. Make the required change and click **Update**

Deleting a Time Slot

1. Select **Inventory Setup**
2. Within the **Searching Inventory** section, select the **Location, Product Code** and **Template** where you would like to make changes
3. Select the time slot in the grid and click **Delete Inventory** and confirm the deletion

Inventory Functionalities

Adding a Time Slot

1. Select **Inventory Setup**
2. Within the **Searching Inventory** section, select the **Location, Product Code** and **Date** (can select a date, multiple days or date range) to where you would like to add a new time slot to
3. In the **New Time Slot** section, enter the following information:
 - **New Time:** Enter the time in military format
 - **New Type:**
 - **Book by Reservation:** Select the table top for this time slot
 - **Book by Guests:** Guests will be displayed as the value
 - **Availability:** Enter the inventory for this time slot
 - **Reserve fields 1-5:** Enter the amount of inventory that is reserved for Groups, VIP, Manager etc. use. The header of the field is customizable in the **Look Up Setup** module under the **RESERVE** Look Up Type. See [Editing a Look Up Code](#)

Web Inventory:

- **Open:** Time Slot will be available for bookings via the web service
- **Close:** Time Slot will not be available for bookings via the web service

 **Note:**

If there are existing time slots for the selected dates/days, only the days without that time slot will be created. New Time Slots can only be added to the current date or future dates.

4. Click **Add To Selected**

Editing a Time Slot

1. Select **Inventory Setup**
2. Within the **Searching Inventory** section, select the **Location, Product Code, Template** and **Date** (possibility to select a day, multiple days or date range) where you would like to make changes
3. Select the time slot in the grid and make the required change. You will need to provide a justification if you are changing the time slot inventory to zero
4. Click **Save**

Deleting a Time Slot

1. Select **Inventory Setup**
2. Within the **Searching Inventory** section, select the **Location, Product Code, Template** and **Date** (possibility to select a day, multiple days or date range) to which you would like to make changes to

 **Note:**

You cannot delete a time slot associated with a dining reservation

Sync With Template

1. Select **Inventory Setup**
2. In the Searching Inventory section, select the values to get the Inventory Template displayed:
 - **Location:** Select the location
 - **Product Code:** Select the Product Code
 - **Template:** Select the Template that you want to overwrite
3. Click **Sync with Template**
4. In the pop-up window, select the following:
 - **Template:** Select the template that should be applied
 - **Date From:** Select the date from which onwards the template should be applied to

- **Date To:** Select the date until which the template should be applied to

 **Note:**

If there are existing time slots for the selected dates/days, only these time slots will be overwritten with the values from the template. If there are no existing time slots for the selected dates/days, any template can be applied.

5. Click **Sync with Template**

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Reservation Layout Setup Module

The Layout Setup module allows you to configure and modify the seating layouts of the ship's restaurants.

There are various ways to display the table information. You can click the panels and pin them to the layout for ease of access:

- **Table Properties Panel** – the panel is docked on the right of the application. Clicking the **Show Table Info** button at the ribbon bar opens the panel view.
- **Base Color Table Panel** – this panel is docked on the right of the application and shows the table information.
- **Table Overview Panel** – this panel is docked on the left of the application and it shows information of all restaurant tables.

Reservation Layout Setup Functionalities

Adding a Layout

1. Select **Reservation Layout Setup**
2. In the **Select Layout** drop-down menu, click **Add New Layout** and enter the following information in the pop-up window:
 - **Code:** Enter the unique code of the layout (max. 10 characters)
 - **Description:** Enter the unique description of the layout (max. 255 characters)
 - **Copy From:** In the drop-down menu, select the layout you want to copy from (only possible if a layout already exists for the location)
3. Click **OK**

Note:

You cannot delete layouts in the Reservation Layout Setup module. This has to be done via the database.

Draw Grid

In the Reservation Layout Setup, you can choose to display the grid on the background layout by clicking the **Draw Grid** at the Location Selection drop-down menu.

Load Layout

The Load Layout button allows you to upload an image file as the background layout. To upload a background layout,

1. Select **Reservation Layout Setup**
2. In the Location Selection drop-down menu, select the location and click **Load Layout**

3. Browse to the location of the stored layout, select the image and click **Open**
4. Click **Save**

Validating a Layout

This function validates and ensures that no table is hidden after changing or resizing the background layout.

1. Select **Reservation Layout Setup**
2. In the Location Selection drop-down menu, select the location and click the **Validate Layout** button
3. Confirm the validation by clicking **OK**

Exporting a Layout

You can export a background layout using the below steps.

1. Select **Reservation Layout Setup**
2. In the Location Selection drop-down menu, select the location and click **Export Layout**
3. Browse to the location where you want to save the background layout
4. Click **Save**

Layout Size

You can adjust the size of the layout:

1. Select **Reservation Layout Setup**
2. In the **Location Selection** drop-down menu, select the location and click the **Layout Size** drop-down menu
3. Select the desired Layout Size and the layout will be automatically adjusted

Inserting a Table

1. Select **Reservation Layout Setup**
2. To display the Table Properties panel, click the **Show Table Info** button and pin it by clicking the **Pin** button in the panel
3. In the **Location Selection** drop-down menu, select the location and click **Insert Table**
4. Click the layout to add the new table and enter the following information in the Table Properties panel. Repeat until all the tables are added to the layout:
 - **Table Number:** Enter a unique table number for this location
 - **Shape:** Select the shape being used for this table
 - **Station:** Enter the server station number
 - **Capacity:** Enter the maximum number of guests you can seat at this table (by default)
 - **Squash:** Enter the additional number of guests that can be seated at this table
 - **Other Room:** Not in use

- **Table Caption:** Not in use
- **Table Size:** Select how big or small the table should be displayed on the layout
- **Table Location:** Select the location of this table in the restaurant
- **Minimum Guest:** Enter the minimum number of guests seated at this table. This value is used by the Table Recommendation functionality during Check In. The value needs to be Capacity -1
- **Maximum Guest:** Enter the maximum number of guests seated at this table. This value is used by the Table Recommendation functionality during Check In. The value needs to be Capacity.
- **Order Priority:** Enter the order priority of this table (min. 1)
- **MICROS Centre:** Enter the POS Revenue Center number of this location (for Oracle Hospitality 9700 only)
- **MICROS Table:** Enter the POS Table number of this table (for Oracle Hospitality 9700 only)
- **Turn Time:** Enter the turn time for this table (in minutes)
- **Table Status:** Select the status of this table
 - **Open:** Table available for selection in the Check In layout
 - **Close:** Table not available for selection in the Check In layout
- **Wheel Chair:** Enable to accommodate guests requiring a wheelchair
- **Smoking:** Enable to allow smoking at the table
- **Fast Track:** Enable to allow usage for Fast Track
- **Flex Table:** Enable to allow usage for Flex Table
- **Position X:** Adjust the X Coordinate of this table on the layout (automatically added)
- **Position Y:** Adjust the Y Coordinate of this table on the layout (automatically added)
- **Zoom:** Adjust the current zoom level
- **Rotation:** Enter the rotation degree of this table
- **Table Join Order:** Enter the number of the table that should be closed and its capacity should be added to this table
- **Image:** Preview of the table

 **Note:**

The color coding of the tables are maintained in the Color Settings module

5. Click **Stop Insert Table**
6. Click **Save**

Deleting a Table

1. Select **Reservation Layout Setup**
2. In the Location Selection drop-down menu, select the location

3. Click the table that you would like to delete. Multiple tables can be selected by holding the **Shift** key
4. Click **Delete Table** and confirm the deletion

Zooming In/Out

You can increase or decrease the layout size on the screen with the below steps:

1. Select **Reservation Layout Setup**
2. In the Location Selection drop-down menu, select the location
3. Click **Zoom In** to increase or **Zoom Out** to decrease the layout size

Opening/Closing Tables

To make the table available for selection in the Check In layout or not,

1. Select **Reservation Layout Setup**
2. In the **Location Selection** drop-down menu, select the location and click the table where you want to change the table status
3. Click **Open Tables** to make the table available for selection in the Check In layout, or **Close Tables** to make the table not available for selection
4. Click **Save Tables**

Flagging Fast Track Table/Flex Table

To enable the table for Fast Track or Flex Table operation,

1. Select **Reservation Layout Setup**
2. In the **Location Selection** drop-down menu, select the location and click the table where you want to change the table options
3. Click **Flag Fast Track** to make the table available for Fast Track operation
4. Click **Flag Flex Table** to make the table available for Flex Table operation

Cutting/Copying/Pasting Table

To remove and insert a table from/ to the layout,

1. Select **Reservation Layout Setup**
2. In the Location Selection drop-down menu, select the location and click the table that you would like to adjust
3. Click **Cut Table** to remove the table from the layout
4. Click **Copy Table** to duplicate the table information
5. Click **Paste Table** to either insert the cut or copied table to the layout

Note:

If the table is copied, you need to enter a new table in the Table Properties panel and confirm by clicking **Save**.

Adding/Removing Table Capacity

There are two ways to add remove capacity to a table.

- **Expand and Contract** – The Expand function closes the selected table and adds its capacity to another table for the duration until you removed it using the Contract function.
- **Squash and Unsquash** – The Squash function adds capacity to the table for the duration until you removed it using the Unsquash function.

Expanding/ Contracting a Table

You can expand a table by combining another table, and the table used will be a closed table. When the combined table is no longer required, you can use the Contract table to return its table status to open.

1. Select **Reservation Layout Setup**
2. In the Location Selection drop-down menu, select the **location** and click the table that you would like to expand
3. In the **Table Properties Panel**, enter the number of the table that you would like to close and which capacity should be added to the selected table in the **Table Join Order** field
4. Click **Save**
5. To reverse the above changes, select the table and click **Contract Table**

Squashing/ Unsquashing a Table

The Squash/ Unsquash table functionalities allow you to add/ remove seating capacity, configured in the **Squash** field, to the regular capacity of the table

1. Select **Reservation Layout Setup**
2. In the **Location Selection** drop-down menu
3. Select the location and click the table that you would like to squash
4. Click **Squash Table**
5. Click **Update Table** to Check In Layout
6. Open the **Check In Layout** tab and click **Refresh Layout** to update the layout



Note:

Other than the **Expand Table** functionality, no other table will be closed. Only the capacity of the table will be increased by the amount in the Squash field.

Update Table to Check In Layout

You can update the changes from the Layout Setup module to the Check In layout without performing a Reset Restaurant with this function.

1. Select **Reservation Layout Setup**
2. In the **Location Selection** drop-down menu, select the location and make the changes to the layout

3. Click **Update Table to Check In Layout**
4. Open the **Check In Layout** tab and click **Refresh Layout** to update the layout

Positioning a Table

This function allows you to adjust the position of a table on the layout.

1. Select **Reservation Layout Setup**
2. In the **Location Selection** drop-down menu, select the location and click the table that you would like to move on the layout
3. Click **Position** and enter the new values in the below fields:
 - a. **Set X:** Enter the new coordinates for Position X
 - b. **Set Y:** Enter the new coordinates for Position Y
4. Press **Enter** to confirm the changes

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Traditional Layout Setup Module

The Traditional Layout Setup module allows you to configure and modify the seating layouts of the ship's traditional restaurants.

There are various ways to display the table information. You can click the panels and pin them to the layout for ease of access:

- **Table Properties Panel** – the panel is docked on the right of the application. Clicking the **Show Table Info** button at the ribbon bar opens the panel view.
- **Base Color Table Panel** – this panel is docked on the right of the application and shows the table information.
- **Table Overview Panel** – this panel is docked on the left of the application, and it shows information of all restaurant tables.

Traditional Layout Setup Functionalities

Draw Grid

In the Traditional Layout Setup, you can choose to display the grid on the background layout by clicking the **Draw Grid** at the Dining Room Selection drop-down menu.

Load Layout

The Load Layout button allows you to upload an image file as the background layout. To upload a background layout,

1. Select **Traditional Layout Setup**
2. In the **Dining Room Selection** drop-down menu, select the dining room and click **Load Layout**
3. Browse to the location of the stored layout, select the image and click **Open**

Validating a Layout

This function validates and ensures that no table is hidden after changing or resizing the background layout.

1. Select Traditional Layout Setup
2. In the **Dining Room Selection** drop-down menu, select the dining room and click the **Validate Layout** button
3. Confirm the validation by clicking **OK**

Exporting a Layout

You can export a background layout using the below steps.

1. Select **Traditional Layout Setup**

2. In the **Dining Room Selection** drop-down menu, select the dining room and click **Export Layout**
3. Browse to the location where you want to save the background layout
4. Click **Save**

Layout Size

You can adjust the size of the layout:

1. Select **Traditional Layout Setup**
2. In the **Dining Room Selection** drop-down menu, select the dining room and click the **Layout Size** drop-down menu
3. Select the desired Layout Size and the layout will be automatically adjusted

Inserting a Table

1. Select **Traditional Layout Setup**
2. To display the Table Properties panel, click the **Show Table Info** button and pin it by clicking the **Pin** button in the panel
3. In the **Dining Room Selection** drop-down menu, select the dining room and click **Insert Table**
4. Click the layout to add the new table and enter the following information in the Table Properties panel. Repeat until all the tables are added to the layout:
 - **Table Number:** Enter a unique table number for this dining room
 - **Table Caption:** Enter a caption for the table (will be displayed instead of the table number)
 - **Shape:** Select the shape being used for this table
 - **Waiter Station 1:** Enter the first server station number
 - **Waiter Station 2:** Enter the second server station number
 - **Capacity:** Enter the maximum number of guests you can seat at this table (by default)
 - **Desirability:** Enter a number from 1 to 9 to represent how “nice” the table is. With ‘1’ being the best table and 9 being the worst.
 - **Auto Status:** Enable to use for Automatic Assignment
 - **Init Status:** The initial status of the table
 - **Table Orientation:** Select if the table shape should be displayed horizontally or vertically
 - **Table Location:** Select the location of this table in the restaurant
 - **Expand To:** Enter the new capacity of the table if this table can be expanded
 - **Close to Expand:** Enter the table number that should be closed if this table gets expanded
 - **Book Order:** Enter the number to be used when assigning groups to tables. Groups can only be seated at tables with consecutive book order.
 - **Pref Time:** The Preferred Time for this table.
 - **Pxgr Type:** The type of passengers that should be seated at this table.

- **Language:** Select the language for this table.
 - **Nationality:** Select the nationality for this table.
 - **Segment:** Enter the segment code assigned to this table. Used for Segment Cruises.
 - **DR Level:** Enter “U” for the upper level and “L” for the lower level
 - **Wheel Chair:** Enable to accommodate guests requiring a wheelchair
 - **Smoking:** Enable to allow smoking at the table
 - **Children:** Enable to accommodate children
 - **Group Table:** Enable to accommodate groups
 - **Position X:** Adjust the X Coordinate of this table on the layout (automatically added)
 - **Position Y:** Adjust the Y Coordinate of this table on the layout (automatically added)
 - **Block For:** If Init Status is Blocked, select the reason for the table blocking.
 - **Comments:** Enter comments for the table.
5. Click **Stop Insert Table**
 6. Click **Save**



Note:

The color coding of the tables is maintained in the Color Settings module.

Deleting a Table

1. Select **Traditional Layout Setup**
2. In the **Dining Room Selection** drop-down menu, select the dining room
3. Click the table that you would like to delete. Multiple tables can be selected by holding down the **Shift** key
4. Click **Delete Table** and confirm the deletion

Zooming In/Out

You can increase or decrease the layout size on the screen with the below steps:

1. Select **Traditional Layout Setup**
2. In the **Dining Room Selection** drop-down menu, select the dining room
3. Click **Zoom In** to increase or **Zoom Out** to decrease the layout size

Opening/Closing Tables

To make the table available for selection or not,

1. Select **Traditional Layout Setup**
2. In the **Dining Room Selection** drop-down menu, select the dining room and click the table where you want to change the table status
3. Click **Open Tables** to make the table available for selection in the Traditional Assignment layout, or **Close Tables** to make the table not available for selection

Cutting/Copying/Pasting Table

To remove and insert a table from/ to the layout,

1. Select **Traditional Layout Setup**
2. In the **Dining Room Selection** drop-down menu, select the dining room and click the table that you would like to adjust
3. Click **Cut Table** to remove the table from the layout
4. Click **Copy Table** to duplicate the table information
5. Click **Paste Table** to either insert the cut or copied table to the layout



Note:

If the table is copied, you need to enter a new table in the Table Properties panel and confirm by clicking **Save**.

Update Table to Cruise Layout

With this function, you can update the changes from the Traditional Layout Setup module to the Traditional Assignment layout.

1. Select **Traditional Layout Setup**
2. In the **Dining Room Selection** drop-down menu, select the dining room and make the changes to the layout
3. Click **Update Table to Cruise Layout**
4. Select the 'From' and 'To' date where the changes should be applied to
5. Click **OK**
6. Click **Update Table to Check In Layout**
7. Open the **Check In Layout** tab and click **Refresh Layout** to update the layout



Note:

If tables are being deleted and you are selecting a date where dining assignments have been made already, you will lose your assignments during this update.

Positioning a Table

This function allows you to adjust the position of a table on the layout.

1. Select **Traditional Layout Setup**
2. In the **Dining Room Selection** drop-down menu, select the dining room and click the table that you would like to move on the layout
3. Click **Position** and enter the new values in the below fields:
 - a. **Set X:** Enter the new coordinates for Position X

- b. **Set Y:** Enter the new coordinates for Position Y
- 4. Press **Enter** to confirm the changes

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Pager Setup Module

The Pager Setup module allows you to add and modify the pagers being used for Check In.

Pager Setup Functionalities

Adding a Pager

1. Select **Pager Setup**
2. Click **Add Pager** and enter the following information in the Pager Details section:
 - **Pager Group:** Select the pager group from the drop-down menu
 - **Short Number:** Enter the short number of the pager
 - **Long Number:** Enter the long number of the pager
 - **Pager Type:** Select the pager type from the drop-down menu
 - **Invert:** Select if the pager text should be inverted or not from the drop-down menu
 - **Baud Rate:** Select the baud rate from the drop-down menu
 - **Comment:** Enter a comment if desired
3. Click **Save**

Editing a Pager

1. Select **Pager Setup**
2. Select the pager that should be modified
3. Make the required change
4. Click **Save**

Deleting a Pager

1. Select **Pager Setup**
2. Select the pager
3. Click **Delete Pager** and confirm the deletion

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Server Setup Module

The Server Setup module allows you to add and modify the servers and their access rights applicable in SWMobile only.

Server Setup Functionalities

Showing an Inactive Server

By default, only servers with Active status are listed in the **List of Servers** section. You can also show the inactive servers by clicking the **Show Inactive Server button**.

The button will remain highlighted until you click **Show Inactive Server** again to reset the status to show the active servers.

Adding a Server

1. Select **Server Setup**
2. Click **Add Server** and enter the following information in the Server Details section
 - **Ship:** Select the ship the server is assigned to
 - **Crew ID:** Enter the crew ID of the server
 - **Board Card Number:** Enter the board card number of the server's crew card.
 - **First Name:** Enter the first name of the server
 - **Last Name:** Enter the last name of the server
 - **Nick Name:** Enter a unique ID to identify the server. The Nick Name will be use as the username to log in to the SWMobile application
 - **Embark:** Enter the embarkation date of the server
 - **Debark:** Enter the disembarkation date of the server
 - **Gender:** Select the gender of the server
 - **Status:** Select the status of the server which can be either Active or Inactive
 - **Position:** Select the position of the server
 - **Language:** Enter the languages the server speaks
 - **Department:** Enter the department of the server
 - **Cabin:** Enter the cabin number of the server
3. Click **Save**

Editing a Server

1. Select **Server Setup**
2. In the List of Servers section, select the server and the server information will be displayed

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

Deleting a Server

1. Select **Server Setup**
2. Select the server in the **List of Servers** section
3. Click **Delete Server** and confirm the deletion

Downloading Server Details from SPMS

1. Select **Server Setup**
2. Click **Download From SPMS**
3. Select the position that you want to import from SPMS
4. Click **Start**. Repeat this step until all server details are imported
5. Click **Exit**, then **Refresh** to update the List of Servers panel



Note:

To import server details from SPMS to SilverWhere, you are required to configure the position codes in the Look Up Setup module under the POSITION folder. These codes must match with the ones in the OPO.OPO_ID or UXP.UXP_H_STAFF_POS column in the SPMS database schema.

Loading an Image

1. Select **Server Setup**
2. Select the server in the **List of Servers** section
3. Click **Load Image**
4. Browse to the location of the image file, select the image and click **Open**
5. Click **Save**

Changing Password

1. Select **Server Setup**
2. Select the server in the **List of Servers** section
3. Click **Change Password**
4. Enter the new password twice
5. Click **Save**

 **Note:**

If the server details are imported through a download from SPMS, the default password is First Name + Last Name and the server must change the password during the first login.

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Server Assignment Module

The Server Assignment module allows you to assign the servers to their respective station in the restaurant and enabling the servers to view and work in their designated stations under the My Station tile in SWMobile.

Assigning a Station

1. Select **Server Assignments**
2. Select the restaurant
3. Click the **Station Assignment** tab
 - **Option 1:** In the grid, double-click the station to assigned and a pop-up will be displayed
 - **Option 2:** Select the station in the grid and click **Assign Station** to get the pop-up displayed
4. Select the user(s) for the station
5. Click **Save**

Editing a Station Assignment

1. Repeat the steps 1 to 4 of Assigning a Station
2. Make the required change and click **Save**

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Crew Assignment Module

The Crew Assignment module allows you to assign the servers to their respective station in the traditional restaurant and enabling the servers to view and work in their designated stations under the My Station tile in SWMobile.

Assigning a Station

1. Select **Crew Assignments**
2. Select the restaurant
3. Click the **Crew Assignment** tab
 - **Option 1:** In the grid, double-click the station to assign crew, and a pop-up will be displayed
 - **Option 2:** Select the station in the grid and click **Assign Crew** to get the pop-up displayed
4. Select the user(s) for the station
5. Click **Save**

Editing a Station Assignment

1. Repeat the steps 1 to 4 of Assigning a Station
2. Make the required change and click **Save**

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Color Settings Module

In the Color Settings module, you can configure the color coding of the dining room tables to reflect its status. The colors can be changed for the following layouts/ operational processes:

- Traditional Layout Setup Module
- Reservation Layout Setup Module
- Check In Layout
- Reservation
- Group Layout
- Show Table In Layout
- Traditional Assignment Layout

Configuring Color Coding

1. Select **Color Settings**
2. Select the color that you want to modify
3. Make the required change
4. Click **Save**

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Printer Assignment Module

You can assign the default printers for reports in the Printer Assignment module.

Configuring a Printer

1. Select **Printer Assignment**
2. Select the printer type you want to modify
3. Make the required change
4. Click **Save**

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Lock Management Module

The Lock Management module provides an overview of all active or non-active devices and the respective user information under the Device tab. The Locks tab shows information such as dining reservation records that are currently under modification by specific user, and prevent updates by other users at the same time.

Lock Management Functionalities

Devices Tab

To view all active/ non-active devices with currently logged in user information,

1. Select **Lock Management**
2. Select the **Devices tab**
3. Devices and logged in user information will be shown

Locks Tab

To view all dining reservation records that are currently being modified,

1. Select **Lock Management**
2. Select the **Locks tab**
3. Dining reservations will be shown

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Recalculate Inventory Tool

The Recalculate Inventory tool enables you to perform a validation on the inventory displayed under the **Availability** tab on the SilverWhere Main screen to reflect any recent changes.

To recalculate the inventory,

1. Select **Recalculate Inventory**
2. Click **Yes** to start the process
3. Click **OK** to confirm when the recalculation completes

Mobile Updater Tool

Within the Mobile Updater tool, you can add and delete the application files, or perform an upgrade for the SilverWhere application suite, in which the new application files will be published to all other clients.

Mobile Updater Functionalities

Adding an Application File

1. Select **Mobile Updater**
2. Select the group from the drop-down menu, that you would like to add a new application file
3. Click **Add** and browse to the location where the application file is stored; select it and click **Open**

Deleting an Application File

1. Select **Mobile Updater**
2. Select the group from the drop-down menu, from where you would like to delete an application file
3. Select the application file that you want to delete and click **Delete**
4. Confirm the deletion

Publishing Application Files

1. Select **Mobile Updater**
2. Select the group from the drop-down menu, to where you would like to publish the application files
3. Click **Publish** and confirm the update process



Note:

You have to perform the above steps for each of the groups to automated the application upgrade process.

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Change RFID Driver Tool

The Change RFID driver tool allows you to decide which RFID reader application to use for scanning the guest board card.

1. Select **Change RFID**
2. Select the Driver Name from the list
3. Click **Change**