

# Oracle® Hospitality Cruise SilverWhere Ticket Printing 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 guide explains the configuration and usage of the Ticket Printing functionalities in SilverWhere .Net and SWMobile.

## Audience

This document is intended for application specialists and users 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
March 2024	Updated document to new format

# 1

## General Information

The SilverWhere .Net and SWMobile applications integrate with two types of tickets.

**ALTER\_TICKET:**

This ticket prints once a dining reservation is created or updated as a confirmation of the dining reservation which can be handed out to the guest.

**ALTER\_CHECKIN:**

This ticket prints once a dining reservation is checked-in. It can include the guest information, table number, special requests, allergies, remarks, and others, and can be handed out to the server who is serving the guests.

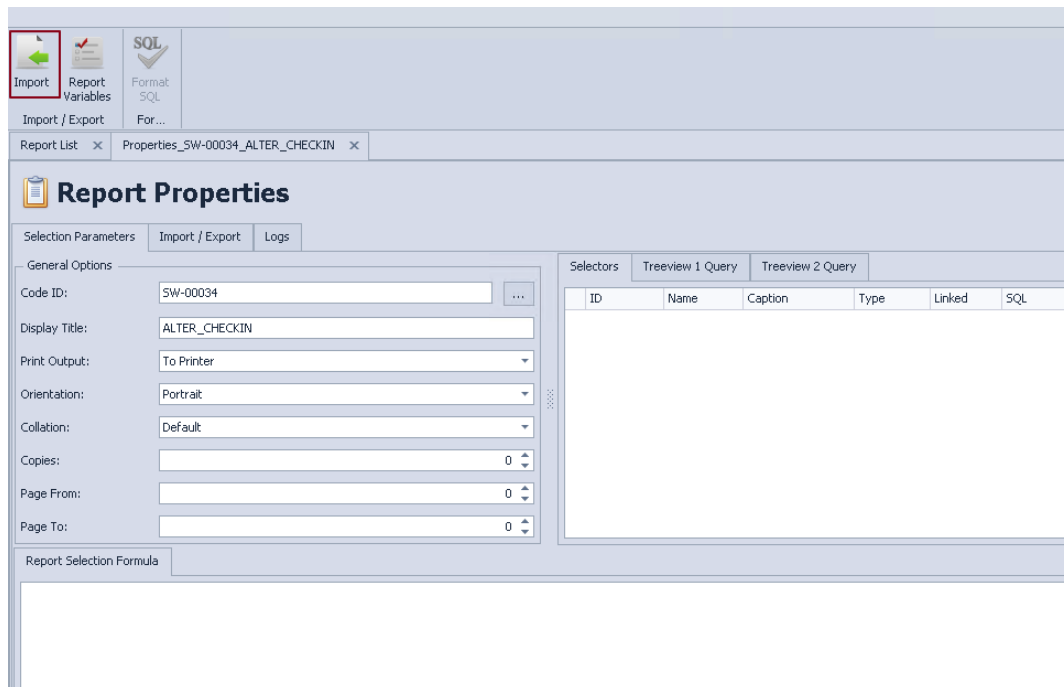
# 2

## Uploading The Ticket Reports

Before you can upload the ticket reports to SilverWhere, you must complete the below steps.

1. Create Crystal Report Templates and name them ALTER\_TICKET and ALTER\_CHECKIN.
2. Save the templates on any client that has SilverWhere .Net installed
3. Open the SilverWhereReport client.
4. Create a new folder and name it Tickets for better visibility.
5. Select the folder Tickets and click the **Add** button:
6. In the Report Properties section, fill in the following.
  - a. **Code ID:** Retrieve the Code ID from the system by clicking on the three dots button or define your own Code ID
  - b. **Display Title:** Enter the title of the report - either ALTER\_TICKET or ALTER\_CHECKIN
7. Click on **Import** and select your ALTER\_TICKET.rpt or ALTER\_CHECKIN.rpt file that you want to upload.

**Figure 2-1 Report Properties Section**



8. Click on the **Save** button.

# 3

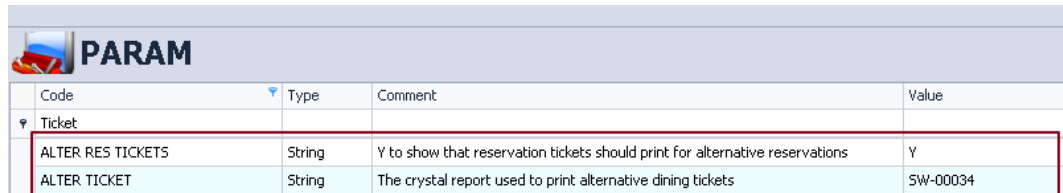
## Configuration of Reports

### ALTER\_TICKET Report

For the ALTER\_TICKET report to print during the creation of the dining reservation or an update, the following configuration steps need to take place.

1. Open the **Look Up Setup** module under the **System Setup** tab.
2. Under the Main Menu section, expand the folder view by clicking the + (+ve) in front of **Look-Up Code Setup**.
3. Click on the **Param** folder to get all parameters of this folder to display in the grid.
4. In the grid, search for the ALTER TICKET and ALTER RES TICKET parameters.

Figure 3-1 Sample Configuration



Code	Type	Comment	Value
ALTER RES TICKETS	String	Y to show that reservation tickets should print for alternative reservations	Y
ALTER TICKET	String	The crystal report used to print alternative dining tickets	SW-00034

5. Configure the parameters with the below values by clicking on them.:
  - a. ALTER TICKET:  
**Type:** String Value  
**Value:** Enter the Code ID you assigned to the report during the upload
  - b. ALTER RES TICKETS:  
**Type:** String Value  
**Value:** Y
6. Click on **Add/Edit** to save the changes.

### ALTER\_CHECKIN Report

For the ALTER\_CHECKIN report to print during the check-in process and the following configuration steps need to take place.

1. Open the **Product Setup** module under the System Setup tab.
2. Select the location and product you want to add the report to.
3. In the Product Details tab, **Card Report** field, enter the **Code ID** of the ALTER\_CHECKIN report. and check the Print Receipt check box to enable printing.
4. Click on the **Save** button.

 **Note:**

Repeat the above steps for each location and product where you want to print the report. You can also upload a different ticket template for each location/product.



# 4

## Printer Assignment

The printer settings are saved in the registry for each SilverWhere user. Hence, each user has to assign the printer before a report can be printed.

### SilverWhere .Net

For the report to print, you need to assign a printer to each Printer Type.

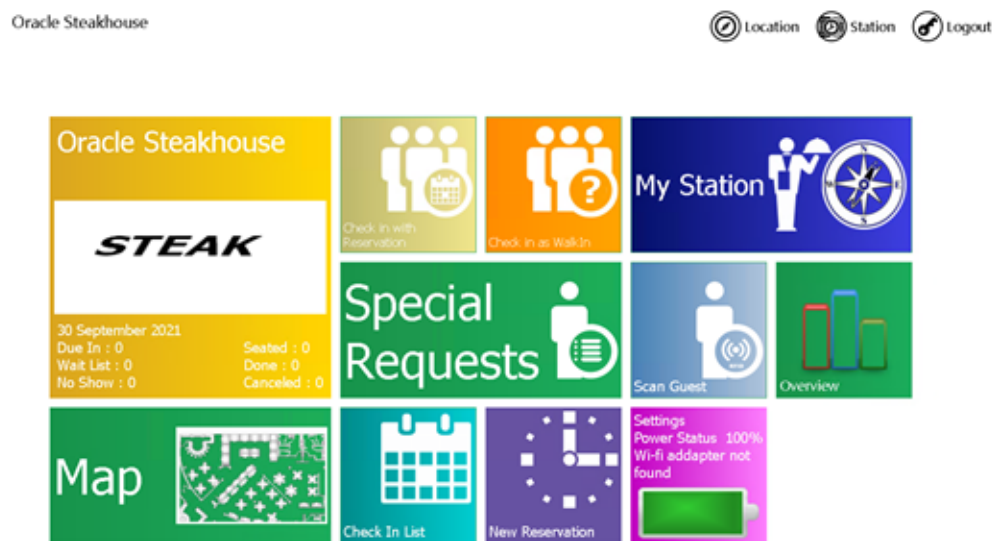
1. Open the **Printer Assignment** module under the System Setup tab.
2. Select each of the printer types and assign the printer from the drop-down list.
3. Click on the **Save** button.

### SWMobile

For the reports to print, a printer needs to be assigned to each Printer Type:

1. On the SWMobile Main screen, open the **Settings** tile.

Figure 4-1 SWMobile Main screen



2. Click on the **Printer Assignment** tab
3. Select a printer type and assign the physical printer from the bottom list.
4. These steps need to be done for each printer type.