

Oracle Hospitality Cruise Shipboard Property Management System



Oracle Hospitality Cruise Shipboard Property Management System ensures fast check-in/check-out for guests, and enables comprehensive onboard safety and security tools, while centralizing management of guest data, amenities and packages, activity scheduling, and sales.

MANAGE DATA EFFECTIVELY

Central database containing all guest and crew information, enabling cruise operators to handle individual guests, groups, ship's crew, staff, and temporary visitors.

KEY FEATURES

- Complete guest, crew, visitor, and group handling
- Fast check-in with offline functionality
- Comprehensive safety and security systems
- Central cashless accounting with invoicing and credit card handling
- Spa administration
- Shore excursion management, pre-paid and booked onboard
- Support for onboard ticket handling and event gate control
- Comprehensive array of third-party systems integration, e.g. Casino, IPTV, PBX
- Housekeeping task management
- Maintenance management with automated notification of open requests
- Detailed crew activity, safety courses and certifications, medical exam

Shipboard Property Management System

Oracle Hospitality Cruise Shipboard Property Management System (SPMS) provides cruise operators with scope to handle individual guests, groups traveling together, temporary visitors, and the ship's crew and staff.

Guest information in Oracle Hospitality Cruise SPMS is stored centrally. It simplifies all passenger and crew handling procedures by managing all relevant personnel information—including photographs—on the central database for easy profile access. Loyalty program numbers, emergency or temporary contact details, cabin numbers, complaints, and comments are all included in the profile record. That record is used to produce the ship's onboard identifier card that can be used by passengers, crew and visitors. It can be scanned via magnetic stripe, barcode or RFID at reception, shore excursion desk, spa, and show lounges. The onboard identifier card is also used for gangway security, mobile mustering, point of sale, and serves as the key for electronic door locks on staterooms and special access areas. The onboard card can also be integrated with third-party systems like vending machines, gaming, etc.

Oracle Hospitality Cruise SPMS also efficiently manages financial information. It can manage multiple invoices and credit cards, routing and discount instructions, handle automated discounting, automated bill handling for check-out and enable the operator to offer paperless invoicing by email.

Oracle Hospitality Cruise SPMS tracks critical crew information with customized cards that allow you to access: completed courses & certificates, warning, promotions/demotions, medical exams, uniforms, crew effects, items issued to each crew member, previous contracts, safety drills and travel documents.

records, crew effects, payroll, time and attendance

- Automated gratuity handling
- Amenity and special request handling
- Customs and Border control, e.g. Port clearance (ENOAD, CARICOM)
- User tracking and system security
- Reservation data insertion by file or online
- Tracking of confiscated items
- Mobile Mustering

The system also facilitates visitor handling. With Oracle Hospitality Cruise SPMS, you can easily make a reservation, read/scan a passport, take a photo, and immediately print a board card.

Onboard passenger and crew safety is of the utmost importance to cruise operators, and Oracle Hospitality Cruise SPMS plays a critical role in developing your muster list – specifically tracking safety department/group/role, safety duties, muster stations, and life boats. You use the system to assign safety positions to crew, manage safety drill scheduling and attendance, and we can even barcode scan crew to track attendance for training drills.

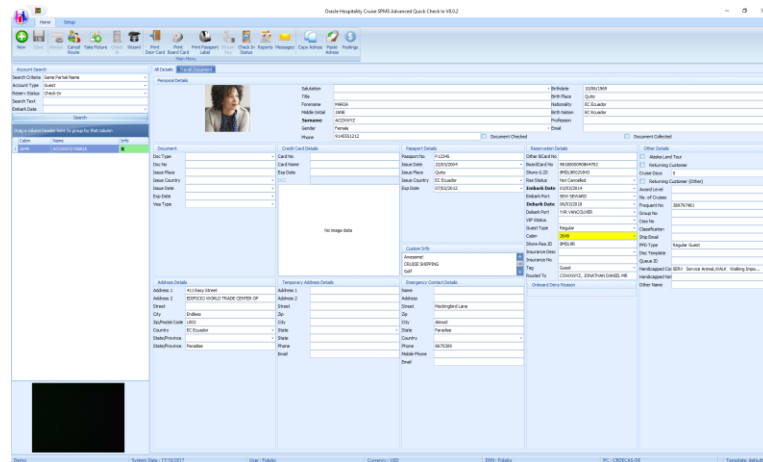
As your ship's central data hub, Oracle Hospitality Cruise SPMS offers many modules to help you manage all aspects of the cruise operation.

KEY BENEFITS

- Quicker and more effective check-in

Advanced Quick Check-In

Oracle Hospitality Cruise Advanced Quick Check-In Module is designed to help check guests in quickly and easily. It is customizable and offers a standard and wizard format to get started fast. Advanced Quick Check-In enables you to collect all needed information for the guests, e.g. travel document scanning, and photo taking.



KEY BENEFITS

- Improved security
- Reduced waiting times for guests and crew
- Automated manning control

Gangway Security

Oracle Hospitality Cruise Gangway Security Module provides you complete security (ISPS) control with real-time counts for passengers, crew and visitors. Movements log and counts are available centrally. Ability to define shore leave rule sets, e.g. to allow manning control. For fast identification, photos and other details can be added. The module supports operation with Magnetic Cards, barcode and RFID. A mobile option is available.

	Guests Total	Crew Total	Total
Onboard	2217	227	2444
Shore-side	28	24	52
Overnight Tour	0	0	0
Expected	0	0	0
Disembarked	0	0	0
Disembarking	0	0	0
Total by Account	2245	251	2496
Visitor Onboard			0

KEY BENEFITS

- Capacity control of tours
- Accurate participation list

Shore Excursions

Oracle Hospitality Cruise Shore Excursions Module manages the booking, posting and ticket printing for all excursions. It provides the controls operators need, like management of unused, voided and completed excursions, easy excursion cancellation, cost tracking, foreign language and weight handling, and multiple price levels. Pre-paid and pre-booked excursions can also be imported using Data Import or Oracle Hospitality Cruise ResOnline.

KEY BENEFITS

- Better staff time management
- Increase room and staff utilization

Spa Management

Oracle Hospitality Cruise Spa Management Module offers a complete solution to better manage your onboard spa. It enables you to track knowledge of individual therapist's skills, to schedule promotional discounts, and to manage workshops. Its central scheduling and appointment calendar allows multi-therapist booking. Additionally, the module has a POS function for therapies, and for retail items with barcode scanning.

KEY BENEFITS

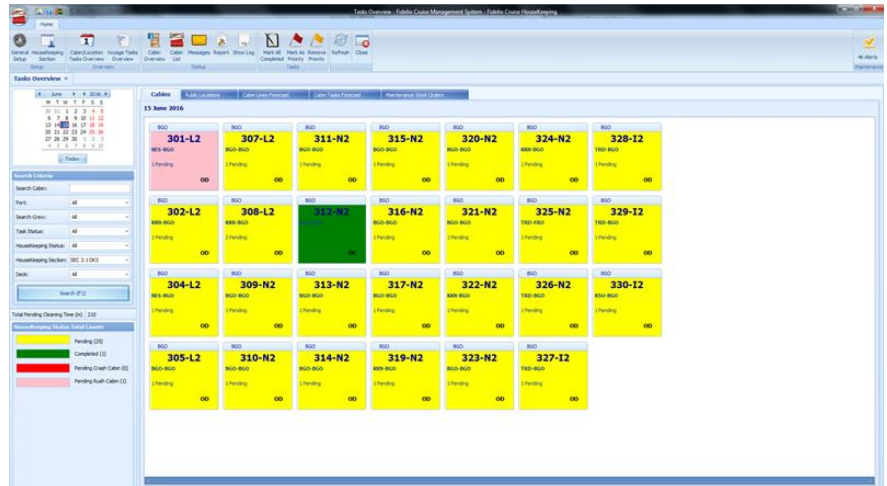
- Improve staff time management
- Better guest service
- Increase staff efficiency

Hotel Maintenance & Housekeeping

With Oracle Hospitality Cruise Maintenance Module, you can track all of your maintenance requests and print work orders in designated areas, avoiding verbal orders and improving response times. Fault reporting is easier, and you have an ongoing history of defects available. The module also links to guest reservations for work orders during the stay and can link to Oracle Hospitality Cruise Housekeeping Module for requests regarding cabins and public areas.

Oracle Hospitality Cruise Housekeeping Module provides an automated generation of cleaning daily tasks with an “at a glance” customizable color status overview and cabin linen change forecast with detailed list of cabins scheduled.

With this module, housekeeping staff can see what maintenance work orders exist and can see where cleaning services will be needed, once the maintenance work is complete. You can create tasks from work order alerts from cabins and public locations and schedule tasks for public locations. This module also enables you to send and receive messages directly to/from housekeeping staff to improve efficiency.



KEY BENEFITS

- Time-Savings
- Ensures ILO compliance
- Avoid fines
- Control costs/reduce overtime

Oracle Hospitality Cruise Time & Attendance

Oracle Hospitality Cruise Time & Attendance allows you to schedule crew and track their working hours. It gives you the tools to avoid ILO violations and integrates with OHC Gangway security. It includes an escalation workflow for approval of worked hours. Supports login with biometric data, magnetic stripe and manual ID.

KEY BENEFITS

- Improved location management
- Reducing overbooking risk
- Easy ticket sales
- Reduced waiting time

Event & Ticket Management

Oracle Hospitality Cruise Event Management Module supports the execution of shipboard events through managing function space, equipment and catering. It can also integrate with your shore-side system.

Oracle Hospitality Cruise Ticket Module allows for shows management with easy setup through creation of templates. Setting up of both fixed seating and free seating shows and it offers step by step booking with seat selection, overbooking and wait-listing options. It also offers entry control with guest card barcode scanning ability.

RELATED PRODUCTS





- Oracle Hospitality Cruise Fleet Management System
- Oracle Hospitality Symphony Point of Sale
- Oracle MICROS Compact Workstation 3 Series
- Oracle MICROS Tablet 700 Series
- Oracle MICROS Workstation 6 Series



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Hardware and Software, Engineered to Work Together

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