ORACLE

Oracle Hospitality Cruise Shipboard Property Management System

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.

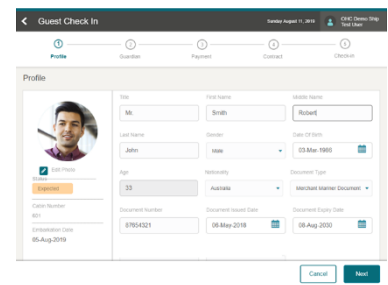*SPMS's New Mobile Check-In is flexible and easy to use.*

PRODUCT OVERVIEW

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

Guest information in 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, the shore excursion desk, spa and show lounges. The onboard identified 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 such as vending machines and gaming, etc.

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.

SPMS tracks critical crew information with customized cards that allow access to: completed courses and certificates, warnings, promotions/demotions, medical exams, uniforms, crew effects, items issued to each crew member, previous contracts, and safety drill and travel documents.

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

Onboard passenger and crew safety are of the utmost importance to cruise operators, and SPMS plays a critical role in developing your muster list – specifically tracking safety department/group/role, safety duties, muster stations and life boats. The system can be used to assign safety positions to crew, manage safety fire drill scheduling and attendance, and event barcode scan crew to track attendance for training drills.

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

Passenger profiles are centrally stored for security.

NEW MOBILE CHECK-IN AND ADMINISTRATION

Oracle Hospitality Cruise is pleased to announce the initial launch of its SPMS Mobile Check-In module, which runs on MICROS E-Series tablets and commercial tablets. Mobile Check-In accesses the SPMS passenger data to assist crew members in completing guest check-ins – away from the desk. This allows for active line busting and the reduction of wait times for guests. Mobile Check-In allows crew to: look up guests by name, confirmation number and/or stateroom; verify and update guest profile data; assign a guardian for minors; view payment information and set routing instructions and accept contract terms and conditions. Its easy to use navigation guides staff through the processes with "breadcrumbs," allowing them to easily move through the check-in process.

The Mobile Administration module allows operators to define templates, create contracts and determine mandatory fields on the profile screen. Functions such as Guardians and Contracts can be turned off if not needed, enabling a more streamlined check-in process.

ADVANCED QUICK CHECK-IN

SPMS's Advanced Quick Check-In module is designed to help check guests in quickly and easily. It is customizable and offers both standard and wizard formats to get started fast. Advanced Quick Check-In enables operators to collect all required information for guests in one centralized profile (e.g., travel document scanning as well as photo capture).

GANGWAY SECURITY

SPMS's Gangway Security module provides complete security (ISPS) control with real-time counts for passengers, crew and visitors. Movements log and counts are available centrally. It also delivers 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 also available.

SHORE EXCURSIONS

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

SPA MANAGEMENT

SPMS's Spa Management module offers a complete solution to better manage the onboard spa. IT enables tracking of individual therapists' skills to schedule promotional discounts and offer classes. Its central scheduling and appointment calendar allows multi-therapist bookings. Additionally, the module has a point-of-sale function for therapies and for retail items with barcode scanning.
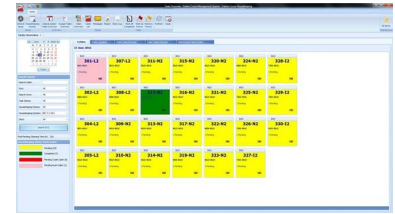
MAINTENANCE AND HOUSEKEEPING

SPMS's Maintenance module tracks all maintenance requests and printed work orders in designated areas, avoiding verbal orders and improving response times. Fault reporting is easier, and an ongoing history of defects is available. The module also links to guest reservations for work orders during the stay and can link to the SPMS Housekeeping module for requests regarding cabins and public areas.

SPMS's Housekeeping module provides an automated generation of cleaning tasks with an "at a glance" customizable color status overview and cabin linen change forecast with a detailed list of cabins scheduled.

With this module, housekeeping staff can see what maintenance work orders exist, and thus, where cleaning services will be needed once the work is complete. Tasks can be created from work order alerts in cabin and public areas and schedule tasks for those locations. This module also enables direct messages to be sent and received directly with the housekeeping staff, which helps improve their efficiency.

TIME AND ATTENDANCE

SPMS's Time and Attendance schedules crew and tracks their working hours. It provides operators with tools to avoid ILO violations and integrates with the Gangway Security module. Time and Attendance includes an escalation workflow for approval of worked hours. It supports login with biometric data, magnetic stripe and manual ID.

EVENT AND TICKET MANAGEMENT

The Event Management module supports the execution of shipboard events through managing function space, procuring equipment and arranging for catering. It can also integrate with a shore-side system.

SPMS's Ticket Management module allows for show management with easy setup through the creation of templates for both fixed seating and free seating shows. It offers step-by-step booking with seat selection, overbooking and wait listing options. It provides entry control with guest barcode scanning ability.

Easily see where maintenance work has been completed so housekeeping can start.

CONNECT WITH US

Call +1.800.ORACLE1 or visit oracle.com/hospitality.
Outside North America, find your local office at oracle.com/contact.

blogs.oracle.com/hospitality   facebook.com/OracleHospitality   twitter.com/oraclehosp