



rescompany

A CRUISE IN THE LIFE OF RESCO SMS

A start to finish guide of how Resco SMS can be utilized on your vessel.



**travel and cruise systems
tailored to suit your needs**

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Guest Embarkation

ResImport

- Prior to guest arrival on the ship a Reservation Import file can be sent from the shoreside office. If using Rescompany's CRS modules shoreside, this file can include all guest manifest details and excursion reservations. If not using RescoCRS then pax manifest details can be sent to the ship in a specifically formatted Excel or XMLfile.

Check In

- Guest check-in can take place on the ship, or ashore using laptop computers. Passport and Credit Card swipers can be connected to collect information from guests and a camera connected to take guest ID photos. A guest ID card can be issued at time of check-in, preprinted the day before embarkation or printed at time of check-in. If a situation arises where the laptop computers do not have network connection to the ship, the Remote Check In module can be called upon.

Barcode/ RFID

- A guest card can have information stored using barcode, magnetic stripe or RFID. All cards can be used on the Gangway as the guest passes by, however a guest card with a magnetic stripe or RFID can be used at the gangway, at the POS when making purchases and as a key to the door lock of their cabins.

Gangway

- When a guest first passes through the gangway security checkpoint they will use their ID cards to set their status to onboard. Throughout the cruise as crew members and guests go ashore they will use this same card. Their picture can be linked to the card and displayed onscreen for extra security.

Safety Drill

- On the first day of the voyage a safety drill will be held for all guests onboard. Lifeboat and Musterstation lists can be printed from the Resco Safety module and hand held e-mustering devices can record guests present at this drill.

The Onboard Experience

Touch POS

- At outlets throughout the ship, sales can be made using stationary TouchPOS terminals or on hand held MobilePOS machines. Automatic rules can be set up by account, charge type for discounts or surcharges to the sales price of an item. POS is a fully integrated module with no need for an interface as the same database is used as the Front and Back Office modules. Charges appear on accounts immediately and detailed guest checks can be reprinted also in the Front and Back Office applications at any given time.

Excursions

- Excursions that have been imported during the reservation can be confirmed and tickets issued using the Excursion Sales module. Self-Service touchscreen terminals can be set up throughout the ship allowing guests to book excursions at their leisure. Inventory management of Excursions is possible with minimum/maximum numbers of participants able to be set, and waitlists created and managed.

Interfaces

- Interfaces between RescoSMS databases and third party software are available for Internet Cafe, PABX, Credit Card charging and so on. Interfaces can also be developed on request if one does not exist for a particular third party provider.

Checkout

- Prior to check-out guest bills can be batch printed and delivered to their cabins. If the guest has provided their credit card details and signed an authorization form at time of check-in they do not have to approach the purser prior to check-out, leaving them free time to enjoy the last days of their cruise.

Post-Cruise Administration

Credit Card Interface

- Once accounts have been finalised all accounts being settled by credit card can be charged via credit card interface installed on the ship. A pre-authorisation file can be created early on in the cruise to alert the purser to any credit cards that might be questionable.

Reporting to Shore

- Reports found in the Front and Back Office, Excursion Sales and POSManagement modules can be generated and sent shoreside as PDF, Word or Excel files. If using the RescoCRS module, an export file can be created sending additional guest comments and details of charges made by the guest to be stored in the shoreside database. Customised export to Data warehouse or similar is available on request.

Inventory

- In order to ensure that stock levels on the ship are correct the Inventory module can be used to keep track of orders, invoices and stock takes. Sales can be deducted daily or per cruise from outlets around the ship via an interface between the Inventory and Cruise databases.

Visitor Management

- For days in port and in dry docks, the visitor management feature in the Gangway Security module can be utilised to manage anyone onboard who is not a guest or crew member. Lists of expected visitors can be imported prior to the ship arriving in dock and permanent visitor cards can be issued to port agents, office staff etc.