Oracle® Hospitality Cruise Shipboard Property Management System
Service Charge Handling User Guide
Release 8.0
E89490-01

September 2017
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The Service Charge module is designed to calculate and distribute all Hotel Service Charge (HSC) and Beverage Service Charge (BSC) collected during the voyage to the eligible crewmembers, based on the algorithm defined.

**Audience**

This document is intended for application specialist and users of Oracle Hospitality Cruise Shipboard Property Management System (SPMS).

**Customer Support**

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.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 and any associated log files

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/

**Revision History**

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2017</td>
<td>• Initial publication</td>
</tr>
</tbody>
</table>
This section describes the System Parameter available to Service Charge module.

### PAR_GROUP Hotel Bar Svc Chg

#### Table 1-1 – Parameter Group Hotel Bar Svc Chg

<table>
<thead>
<tr>
<th>Parameter Name</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSC Special Positions</td>
<td>&lt;Operational Position&gt;</td>
<td>Specify the positions that needs to be included for daily minimum guarantee deduction. Value is linked to OPO_ID.</td>
</tr>
<tr>
<td>BSC Special Positions - Pool 1 to Deduct From</td>
<td>&lt;Integer&gt;</td>
<td>Specify the first Pool ID and Percentage to deduct daily guaranteed for Beverage Management. For example: Value is 89.00. This means 89% for the Special Positions is deducted from the Service Charge Pool.</td>
</tr>
<tr>
<td>BSC Special Positions - Pool 2 to Deduct From</td>
<td>&lt;Integer&gt;</td>
<td>Specify the second Pool ID and Percentage to deduct daily guaranteed for Beverage Management. For example: Value is 11.00. This means 11% for the Special Positions is deducted from the Service Charge Pool.</td>
</tr>
<tr>
<td>Mid Cruise Breakage</td>
<td>2.0</td>
<td>Mid Cruise Breakage in percentage, for example 2.0.</td>
</tr>
<tr>
<td>Pool to Deduct Premiums</td>
<td>&lt;Pool Name&gt;</td>
<td>Name of the Service Charge Pool to deduct the premiums from. This is normally use for Hotel Service Charge Pool.</td>
</tr>
</tbody>
</table>
### Parameter Name: Service Charge Eligible End Date

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
</table>
| -1    | Number of days with reference to crew repatriation date.  
      | 0 - if the service charge entitlement is up to and includes the repatriation date;  
      | -1 - if entitlement is until the day before the repatriation date  
      | For example: Update crew expected debarkation date = 11/11/2011  
      | If parameter value = 0, Eligible End Date = 11/11/2011  
      | If parameter value = -1, Eligible End Date = 10/11/2011  
      | If parameter value = 2, Eligible End Date = 13/11/2011 |

---

### PAR_GROUP Promo

#### Table 1-2 - Parameter Group Promo

<table>
<thead>
<tr>
<th>Parameter Name</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MICROS Server Name</td>
<td>micros</td>
<td>MICROS Database Service Name</td>
</tr>
</tbody>
</table>
| MICROS Server Type   | 0      | 0 - Oracle  
      |        | 1 - Microsoft SQL Server                                                     |
| MICROS User Name     | microsdb | MICROS User Name                                                        |

---

### PAR_GROUP General

#### Table 1-3 - Parameter Group Promo

<table>
<thead>
<tr>
<th>Parameter Name</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
</table>
| Use Payroll    | 0, 1  | 0 = Service Charge module not dependent on Payroll module. This parameter enables the Paid/Not Paid button in Service Charge module.  
      |       | 1 = Service Charge module is dependent on Payroll module.                  |
2 Configuring Service Charge Codes

The Hotel and Bar Service Charge distribution to participating crewmembers is by points system. Configuring the correct codes and associating the points will ensure the service charge is distributed accurately based on the crew position and points allocated.

Operational Positions Point

The Operational Positions Points are imported from DGS CMS Ship Transfer, where the position-points used for service calculations are displayed and this screen is a view-only screen.

1. Login to Administration module, Administration, Crew Setup, Operational Positions.
2. Select a crew operational position. The service charge point is shown in the Service Charge Points tab. The point shown is for overview purpose only. All change is perform at Crew Management and Payroll Shipboard System (CMS), and then import to SPMS using DGS CMS Ship Transfer.

Crew MICROS Employee ID

All crewmembers eligible for service charge distribution must have a MICROS employee ID assigned to enable the Crew Purser to generate the Bar Service Charge (BSC) extract. Each posting from the Food and Beverage (F&B) outlet is link to the crew MICROS employee ID and the MICROS Point-of-Sale (POS) system is responsible in providing the employee ID.

1. Login to Crew module, Crewmembers.
2. Search for the Beverage Staff or Room Service Stewards crewmember.
3. Select the crewmember and click Edit Information.
4. In the Name/Reservation tab, Operational Department No, enter the crewmember MICROS employee ID in the Order Emp No field.
5. Click OK to save and then repeat the above steps for all Beverage Staff or Room Service Stewards. The same steps applies to new joiner that has a new MICROS Card assigned.
Crew Eligible Start & End Date

A Service Charge distribution to the crew is based on the eligibility date range. The Eligible Start Date and Eligible End Date is default to the actual embarkation date and expected debarkation date.

1. Go to Crew module, Crewmembers, Edit Information, Addresses/Other Info tab.
2. The service charge Eligible Start Date and Eligible End Date is shown in the Hotel & Bar Service Charge section.
3. A change on crew debarkation date updates the Eligible End Date field automatically, based on the Parameter “Service Charge Eligible End Date”. Change the start date and end date if the date is different from crew embarkation date and debarkation date.
4. The Eligibility Start Date may be adjusted to a date later than embarkation date and not earlier. If the Contract End Date is changed as a result from crewmember checkout, then the eligibility date will not change.
5. The Ship operator may adjust the Eligibility End Date if the crewmember is not eligible for service charge calculations for the last voyage of contract due to dismissal, misconduct or any other approved reason.
6. The Eligible Start Date and End Date is default to NULL if the crew reservation is a No Show or Cancelled status.

Pool Distribution

The Pool Distribution setup determines the type of the hotel and bar service charge distribution pool, either by selected crew operational position or individually.

1. Run the Service Charge module.
2. At the ribbon bar, click Pool Distribution.
3. At the Service Charge Pool Distribution ribbon bar, click the Add button to create a distribution pool.
4. At Parameter tab, enter the following details.

Table 2-1 - Pool Distribution Parameters

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pool Name</td>
<td>The name of the Distribution Pool</td>
</tr>
<tr>
<td>Service Charge Type</td>
<td>The type of service charge in Bar Service Charge or Hotel Service Charge.</td>
</tr>
<tr>
<td></td>
<td>This is use to calculate one of the following option:</td>
</tr>
<tr>
<td></td>
<td>• hotel and bar service charge</td>
</tr>
<tr>
<td></td>
<td>• hotel service charge only</td>
</tr>
<tr>
<td></td>
<td>• bar service charge only</td>
</tr>
<tr>
<td>Pool Distribution Type</td>
<td>Distribution Type, either by group of operational position or individual.</td>
</tr>
<tr>
<td></td>
<td>When “Individual” distribution type is selected, the Operational Positions</td>
</tr>
<tr>
<td></td>
<td>checkboxes in Pool Distribution is disabled.</td>
</tr>
</tbody>
</table>
Field | Definition
--- | ---
Pool Distribution | Select the Operational Position. The amount collected that belongs this pool are then distribute to the crewmember based on the selected operational position. The Override Point is an option to define different points for different positions in different pool. When processing the distribute calculation, program will take the override point if it exist. If not, the program takes the default point.

Point | The Default Point refers to the Service Charge Point imported from CMS. Each Operational Position has a service charge point history with its validity range shown on the right. If there is no Operational Position appearing in the list, please import the Service Charge Point into HPO or OPO_POINT.

Premiums | Defines the premium pay amount to deduct from the pool. The premium work code is linked to "Time Attendance (T&A) module, Work Code. The “Add Premium Points to Main Pool for Points Ratio Calculation” is an option to include or exclude premium points when calculating the initial point value. Applicable mainly to calculate HSC pool.

Collector For Previous Voyage | For user to define which pool the rollovers from the previous voyage should go to in the next voyage.

5. At Other Settings tab, check the “This pool will collect the difference between Total Service Charge Collected and Total Service Charge Distributed” from the previous voyage to enable the selection screen and then check the applicable check boxes.
   - **Service Charge Pool Collections**
     Select the pool to collect the variance between the Collection side “Net for Distribution” and the Distribution side “Net Service Charge Distributed”. It is a collection vs. distribution variance.

   - **Service Charge Distribution Pools**
     Select the pool to collect the variance between ”For Distribution” and “Total Distributed”. It is a Distribution-side variance only.
Pool Calculation

The Pool calculation setup determines the type of distribution, eligible crew operational position and eligible department.

1. At the Home tab, click the **Pool Calculation**.
2. At the Service Charge Pool Calculation ribbon bar, click **Add** to create a distribution type.
3. At Parameter tab, enter the following details.
### Table 2-2 - Service Charge Pool Calculation Description

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name of Distribution Type. For example, Bartender, Gift Order.</td>
</tr>
<tr>
<td>Apply Breakage to Mid Cruise Report</td>
<td>Check if breakages is applicable to the pool for mid cruise repatriations. For example, if this option is unchecked, the program will not use the “percentage of collected amount from department” set in Eligible Department to minus the ’Mid Cruise Breakage’ (HSC posting x 97.25%) defined in parameter.</td>
</tr>
</tbody>
</table>
| Distribution Type                    | Distribution Type – either by Micros Employee, SPMS Operational Position or all. The program obtains the service charge posting either closed by MICROs employee or SPMS Operational crew or both.  
• By MICROs Employee is checked, the MICROs Employee tab is enable for selection and disables the SPMS Operation List tab. |
| Distribution Method                  | Distribution Method - either By Percentage or By Point Ratio.               |
• By Percentage - the amount collected from service charge posting are distributed to Pool Type by percentage specified. |
• By Point Ratio – the amount collected is allocated proportionately based on the total points per pool. (This is applicable to Hotel Service Charge). |
### Function and Description

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pool Type and Percentage</td>
<td>The program distributes the collected amount into the pool based on the percentage specified and applicable when selecting “Distribution Method – By Percentage”. For example, amount collected by Bartender type is distribute 73.33% into Bartender Pool and 26.67% into Common Pool.</td>
</tr>
</tbody>
</table>

4. At the **Micros Employee List** tab, select the Micros employee. The distribution type collects the service charge postings of the selected Micros employee that closes the checks. This option is available to Distribution Type, By Micros Employee.

![Figure 2-6 - MICROS Employee List](image)

5. At **SPMS Operational List** tab, select the SPMS operational position. The distribution type collects the service charge postings where the selected SPMS operational crew closes the checks. This option is available to Distribution Type, By SPMS Operational.

![Figure 2-7 - SPMS Operational List](image)
6. At the **Eligible Department** tab, select the eligible department service charge and define the percentage amount. For example, Bartender type is getting 98% of the total service charge posting in Bar Service Charge department.

![Pool Calculation Eligible Department](image)

**Figure 2-8 - Pool Calculation Eligible Department**

7. Information in the “**Breakdown of Balance Gross Collected**” section reports the Credit Card Fees and Provision Fees entered.

8. The Pool Type Percentage field automatically calculates and fills the remaining column percentage to 100% when one of the percentage is specified.

**Cruise Segment**

This function allows the ship operator to calculate the distribution total by segment for a long voyage or cruise. This is useful for world cruises where the calculation is broken down into multiple segments, and calculates the total distribution weekly.

The system automatically creates the cruise segments for all future cruise based on the system cruise setup when the program starts up, and remark in the **Comments** column.

![Cruise Segment](image)

**Figure 2-9 - Cruise Segment**
1. To create a Cruise Segment, click the **Cruise Segment Setup** button at the **Service Charge Dashboard**.

2. In **Cruise Segment** setup, click the **Add** button to create a new cruise segment.

![Figure 2-10 - Add Cruise Segment](image)

3. At the **Select Cruise** drop-down list, select a cruise. The listing shows the current cruise and all future cruises only. Click the header to sort the display.

4. Do note that once the service charge calculation on current cruise is ran, the cruise segment setup for current cruise is not available.

5. Define the start date, end date of the segment, and select the **Segment** number from the drop-down list. You may add up to 10 segments.

Do note the following when adding a segment:

- The earliest cruise is display first. The cruise end-date defaults to actual cruise end date.
- When creating multiple segments, cruise start date displayed defaults to the previous segment end date and cruise end date defaults to the actual cruise end date.

The system performs below validation when creating a segment

- Manually create segment for future cruise:
  - If cruise A start date <> current system date, the system prompts ‘First Segment Start Date must start on the voyage start date’

  - Current system date is 25 Jun, cruise A start date is 24 Jun, cruise B start date is 01 Jul:
    - Creating first segment on 03 Jul will prompt message ‘Start date need to same with voyage start date’.

- Cruise A first segment start from 01 Jun –5 Jun.
  - Creating second segment on 06 Jun prompts message ‘Segment start date must be the same as previous segment end date’.
• If segment end date overlaps with next segment’s start date within the same voyage, program will take the service charge posting until the segment end date minus 1 day.

• If segment end date overlaps with next voyage segment’s start date, the end date is not minus by 1 day since the posting is in different voyage.

  For example:
  Cruise 1 - Segment 1 – 01 April to 03 April
  Cruise 1 - Segment 2 – 03 April to 08 April
  Cruise 2 – 08 April to 09 April

  To calculate cruise 1 - Segment 1: get posting from date 01 April to 02 April
  To calculate cruise 1 - Segment 2: get posting from date 03 April to 08 April
  To calculate cruise 2: Get posting from date 08 April where POS_CRUISE = Cruise 2 ID

6. Enter the comments for the new segment and click the Apply button to save the record. All the cruise segments added are displayed in the Cruise Segment List.
7. Repeat the above steps to create more segments for that cruise.
8. The Select Cruise drop-down list shows cruise by segment. Select the cruise by segment for the service charge calculation.
9. The system disallow processing Segment 2 without first process the Segment 1.
10. Once the service charge calculation from the cruise segment completes, it is not possible to delete them. The system prompts a warning message when an attempt is made.

![Information](image)

**Premium Point**

A Premium Point is use to calculate the premium work hour deductible in Hotel Service Charge calculation. There are two types of premiums payable by Hotel Service Charge; those that are scheduled and approved in T&A module, and those manually booked in Service Charge module. Premium Points approved in T&A module carry a default point-value per hour in Payroll module, Interface Pay codes. Once the Manager approves the premiums points, then only it appears in the Service Charge Overview, Premium Points section. This function is controlled by Parameter “Hotel Service Charge”, “Show Premium Points Calculation”.

Configuring Service Charge Codes 19
1. Login to Service Charge module and click the **Premium Points** button on the ribbon bar.

![Premium Points Main page](image)

**Figure 2-11 - Premium Points Main page**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Actual work date entitled to premium rate recorded in T&amp;A module.</td>
</tr>
<tr>
<td>External ID</td>
<td>Crew ID.</td>
</tr>
<tr>
<td>Name</td>
<td>Crew name.</td>
</tr>
<tr>
<td>Position</td>
<td>Crew operational position.</td>
</tr>
<tr>
<td>Premium Point</td>
<td>Premium work hour (approved in T&amp;A module) x the pay rate. The pay rate refers to the premium work hour in Payroll, Interface Paycode.</td>
</tr>
<tr>
<td>Per Point Value</td>
<td>Point value as of last Calculate Total. If Calculate Total has not been process after new premium points appears, then the point value and amount will be zero until the next voyage recalculation.</td>
</tr>
<tr>
<td>Amount</td>
<td>(Points x point value) based on latest Calculate Total.</td>
</tr>
<tr>
<td>Paid</td>
<td>Payment indicator. Indicates premium point is paid through Payroll for repatriating crew.</td>
</tr>
<tr>
<td>Mid Voyage/Home Port Repat</td>
<td>Indicates crewmember is repatriating during or at end of voyage; Flag a “YES” when system date = crewmembers’ eligibility-end date.</td>
</tr>
</tbody>
</table>

2. In the Premium Booking screen, select the **Select Cruise** from the drop-down list. The default view is the current voyage and all premiums approved in T&A module.

3. To locate the specific crew from the list, enter the Crew ID in the **Search Crew** field and press **Enter**.
4. If there is no premium work hours approved in T&A module or Pay Rate defined in Payroll module, Crew officer can then manually book the premium through “Manual Booking of Premium”.

5. Manual booking of HSC Premium point are perform in the Manual Booking of Premiums section, located at the bottom portion of the Premium Points screen. Enter Crew ID or name in Search Checked-In Crew field and press the Tab key.

6. Click the Add Premium button at the ribbon bar. Enter the point quantity and then select the Premium code from drop-down list. Premium codes appearing in the drop-down list are for manual entry and they are not the same as those approved in T&A module.

7. At the Message prompt “Are you sure you want to manually book these premium points for the selected crew?”, click Yes to proceed. The booking then appears in upper section of Premium Points screen and the premium pay amount will appear after the next Calculate Total processing.

8. Manual booking of premium point(s) are added into current cruise.

9. Inclusion of the Premium Point into the main pool for initial point ratio calculation must be define in Pool Distribution setup, Add Premium Point to Main Pool for Points Ratio Calculation.

10. Adjustment to points manually booked is allowed using the above steps. Deleting a manually booked premium entry is possible as long as the cruise status is “Open”. Select the manual booked premiums and then click Delete Premium at the ribbon bar.

11. Click Yes at the message prompt “Are you sure you want to delete this Premium record?” to confirm the exclusion.

12. Re-run the calculation process.

**Manual Adjustment**

An adjustment can be perform to each pool per voyage, as long as the service charge calculation is in an “Open” status. This function adds or deducts an amount to or from specific Pool(s).
1. Click the **Adjustment** button from the ribbon bar.
2. Select the cruise using the **Select Cruise** drop-down menu. The default view is the current voyage with its cruise status indicated at the side. An adjustment is only allowed to voyage with an “Open” status.
3. In the Add Adjustments section, the date is default to first day of the current voyage. Use the drop-down menu to select the correct date from date editor.

   Backdating an adjustment in the current (open) voyage is permissible since the Service Charge Pool calculations are based on daily values. The day’s service charge value is influence by the adjustment posting date.

4. Select the specific Beverage or Hotel Service Charge pool to adjust from the **Pool** drop-down list.
5. Enter the amount to adjust in the **Amount** field. The amount can be positive or negative.
6. Enter an explanatory comment in the **Comments** field if necessary.
7. Click the **Add** button at the ribbon bar and then recalculate the service charge. Do note that once an adjustment is added, it is not possible to delete them. However, you may post another adjustment of the same date to offset the posting.

   It is important to pay attention to the date of the adjustment booking as the calculation is based on the days point and the point value are calculated on daily basis.

### Paid Status for Leavers

The Service Charge module is typically installed together with the Payroll module. In some instances, an external Payroll system may be used to pay the service charge, thus requiring a function to manually set the crew Paid Status in the Service Charge module.
Setting the value in Parameter “General”, “Use Payroll” to “0” activates the Paid/Not Paid button in the Overview ribbon bar. Once the Crew Officer confirms all leavers has been paid and receipts are generated, the Purser then manually sets all BSC leavers status to “Paid” in Service Charge module.

Selecting the crew record(s) and then click the Paid button flags the Paid column status to Yes. Similarly, clicking the Not Paid button resets the flag to No.

![Figure 2-14 - Paid Status for Leaver](image)

At the closure of the voyage/segment, a final Calculate Total is run. The system automatically triggers all non-leavers status to be flag as Paid. At the confirmation prompt, select OK to proceed.

At this time, all BSC earned in the voyage by all non-repatriating Crew members status are automatically flagged as Paid and the screen is locked for modifications.
3  Calculation Processes

The Service Charge module calculates the total HSC or BSC of the day then divide by the total pool points for the day, adding each day’s calculation to obtain the voyage total.

![Figure 3-1 - Service Charge Overview](image)

### Table 3-1 - Service Charge Dashboard Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crew Name</td>
<td>Crew name</td>
</tr>
<tr>
<td>External ID</td>
<td>Crew external ID.</td>
</tr>
<tr>
<td>Eligible Start Date</td>
<td>Date crewmember report for duty and eligible to service charge distribution.</td>
</tr>
<tr>
<td>Eligible End Date</td>
<td>Date crewmember sign-off from his/her duty and not entitle to service charge distribution thereafter.</td>
</tr>
<tr>
<td>Repatriation Date</td>
<td>Date crewmember disembark from the cruise.</td>
</tr>
<tr>
<td>Position</td>
<td>Crewmember current Operational Position.</td>
</tr>
<tr>
<td>Hotel Service Charge</td>
<td>Amount accumulated from Hotel Service Charge pool and distributed to the crewmember.</td>
</tr>
<tr>
<td>Bar Service Charge</td>
<td>Amount accumulated from all the Bar Service Charge pool and distribute to the crewmember.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Paid</td>
<td>A Yes/No flag indicating whether the amount is paid to the crewmember through Payroll system. When a crew has HBSC payout in Payroll system, the “Paid” column for the crew will update to “Yes”.</td>
</tr>
<tr>
<td>Mid Voyage/Home Port Repat</td>
<td>Denotes the whether the crewmember entitlement to service charge calculated based on a full voyage or partial.</td>
</tr>
<tr>
<td></td>
<td>- <strong>No</strong>: Full voyage calculation.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Yes</strong>: Partial voyage calculation.</td>
</tr>
</tbody>
</table>

Example 1:
Current cruise Segment 1: 14 Jul to 17 Jul
Current cruise Segment 2: 17 Jul to 22 Jul
Crew eligible end date is 17 Jul.

Running a calculation on current cruise Segment 1 shows crew A mid cruise repatriation as NO.
Running a calculation on current cruise Segment 2 shows crew A mid cruise repatriation as YES

Example 2:
Current system date is 18 Jul
Crew eligible end date is 18 Jul

Running a calculation on cruise Segment 2 shows crew mid cruise repatriation as YES. The status only flag as NO when 18 Jul is the next voyage start date.

Example 3:
Current cruise Segment 2: 17 Jul to 22 Jul
Next voyage start date is 23 Jul instead of 22 Jul
Crew eligible end date is 22 Jul

Running a calculation on cruise Segment 2 shows crew mid cruise repatriation as YES.
### Field Description

| Days | Days calculated from cruise start date until crew service charge eligible end date (for mid cruise repat crew) or cruise end date. The program calculates the days until current system date if the cruise is the current cruise.  
For example:  
Current system date: 17 Jul  
Cruise period: 14 Jul until 17 Jul |
|------|-----------------------------------------------------------------|
| Normal Crew | Crew eligible from 08 Jul 2011 until 08 Jul 2012  
Day(s) counted = 3 days (14 Jul until 16 Jul) |
| Repatriating Crew | Crew eligible from 11 Jul 2011 to 14 Jul 2011  
Day(s) counted = 1 days (14 Jul unto 14 Jul) |
| Crew joined middle of the voyage | Crew eligible from 15 Jul 2011 to 18 Jul 2011  
Day(s) counted = 2 days (15 Jul 2011 until 16 Jul 2011) |

If the system date, eligible start date and eligible end date are same, example: 17 Jul, program return day count = 3 days instead of 1 day |

| Premiums |  
| Date | Posting date of premium pay  
Premium Point | Premium work hour (approved in T&A module) x Pay rate. The pay rate refers to the premium work hour in Payroll, Interface Paycode.  
Premium $ Calculated | Premium Pay amount  
Premium Code | Premium pay code  
Per Point Value | Point value as of last [Calculate Total](#)  
If Calculate Total has yet been process after new premium points appears, then the point value and amount will be zero until a recalculation is perform on the voyage. |

| Breakdown Calculations |  
| Pool Type | The type of service charge pool that the crew is entitled.  
Distribute to Crew | The calculated distribution amount from the service charge pool type to be paid to the crewmember. |
### Calculation Processes

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pool Total Collected</td>
<td>The total amount collected by the pool.</td>
</tr>
<tr>
<td>Point</td>
<td>Service charge point per position.</td>
</tr>
<tr>
<td>Per Point Value</td>
<td>Eligible point value.</td>
</tr>
<tr>
<td>Mid Cruise Repat</td>
<td>Yes / No indicator of crewmember in mid cruise repatriation.</td>
</tr>
</tbody>
</table>

1. Click the **Overview** button from the ribbon bar to access the Service Charge Dashboard.
2. When opening the Service Charge Dashboard, this screen appears blank. Click the **Show Details** to populate the information.
3. The screen is divided into three sections, as described above. The columns and width of these sections is adjustable by dragging the column divider.
4. If no HSC or BSC posting to the voyage at time the **Calculate Total** button is first pressed, no crewmembers will appear in the list. The BSC list appears only when the BSC been charged and no HSC or visa-versa.

### Show Details

1. At the Service Charge Dashboard, select the voyage/segment from drop-down list.
2. Click **Show Details** at the ribbon bar.
3. At the top section of the Service Charge Dashboard, list of crewmember is shown
4. The middle portion detailed the premiums worked/booked, the total points, premium pay, type of premium and point value of selected crewmember.
5. The bottom portion is the detailed breakdown of daily HSC and/or BSC of selected crewmember. The information shown are by per pool type (indicate several pool types for BSC) and per day since the calculations are made on a per-day basis, with its total distributed to the crewmember for the voyage displayed at the bottom of the section.
6. When highlighting a crewmember at the top grid, the **Breakdown by Calculation** shows the crew eligible type of pool and the respective pool distribution amount.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pool Type</td>
<td>The type of service charge pool that the crew is entitled.</td>
</tr>
<tr>
<td>Distribute to Crew</td>
<td>The calculated distributed amount from the service charge pool type to be paid to the crewmember.</td>
</tr>
<tr>
<td>Pool Total Collected</td>
<td>The total amount collected by the pool.</td>
</tr>
<tr>
<td>Point</td>
<td>Service charge point per position.</td>
</tr>
<tr>
<td>Per Point Value</td>
<td>Eligible point value.</td>
</tr>
<tr>
<td>Mid Cruise Repat</td>
<td>Yes / No indicator that the crewmember is mid cruise repatriation.</td>
</tr>
</tbody>
</table>
Calculate Total

When clicking the Calculate Total for the first time on a new open voyage, the system automatically recalculates the previous open voyage for the last time, before closing the previous voyage and calculate the new voyage for the first time. Once the previous voyage status is set to close, no further changes is allowed. Therefore, it is important to check and ensure the previous voyage has all postings, premium points and manual adjustments are complete.

Date of the voyage status changes to Close becomes the Last Calculated date that appears in Select Cruise drop-down list. Therefore, for reporting clarity, it is best to maintain the last calculated date as actual voyage or segment end date.

The Calculate Total can be run at any time and as often as required when voyage is in an Open status. Clicking the Calculate Total triggers a recalculation of the daily HSC and BSC distribution for all crewmembers eligible for each days as long as they are not paid (see Mid-Voyage and Homeport Repats), and incorporate any additional postings, premiums, adjustments, new crew, repatriation status, and others.

The Calculate Total should be process daily or regularly during the voyage to ensure all HSC and BSC is calculating and distributing, and correct arrears where necessary. Before the calculation begins, the program checks the Eligibility Start / End Date Discrepancies. At the end of the calculation, all crewmembers with pool distribution are displays on the dashboard.
Calculate Hotel Service Charge

The Calculate Hotel Service Charge function only calculates the HSC portion. The service charge calculations is processed base on the date posted on a daily basis. When the HSC posting is skip, and post twice on another day, this impacts the daily Per Point Value and premiums posted on those days, resulting to the following:

- Premiums posted on a day with no HSC will have zero Per Point Value, and the crewmembers entitled to working premiums on that particular day will not have any premium pay.
- Premiums worked on a day with double HSC posting would receive double-valued Per Point Value.

Calculate Bar Service Charge

Similar to HSC, this function only calculates the BSC. The BSC calculations may fail when any of the following occurs:

- MICROS charges posted with a MICROS employee number that is not assign to any crewmember.
- MICROS number is assigned to a crewmember whose eligibility is not within the date range of the voyage being processed.
- The posting (POS_ORDER_EMP_NO) is not associated with any crewmember ID (UXP_C_ORDER_EMP_NO) in the database.
Clicking the **Print Preview** button to preview the failed to process record in report layout or print to printer directly.
The Service Charge has multiple calculation methods for HBSC distribution to onboard crewmember and below are the process that takes place.

- Get Service Charge Posting
- Distribute to Pool (mid cruise repatriation calculation)
- Distribute to Pool (full voyage calculation)
- Distribute to Eligible Crew in mid cruise repatriation
- Distribute to Eligible Crew in full voyage
- Roll Over Calculation

All calculation process calculates each service charge pool daily. The program accumulates the daily distribution amount of the entire voyage and is shown in Service Charge Dashboard.

**Get Service Charge Posting**

1. At the beginning of the calculation process, the program first obtain the cruise date range of the selected voyage.
2. It then obtain the dates between the voyage start date \((SCR\_A\_DATE)\) until the voyage end date \((SCR\_E\_DATE)\). The system takes the SPMS system date as end date if the cruise has not ended yet.
3. The daily posting is obtained based on conditions defined in Pool Calculation and below validation:
   a. Check closed by eligible crew position or MICROS employee
   b. Posting from eligible department

The setup refers to Pool Calculation, Distribution Type by SPMS Operational Position or MICROS Employee and Eligible Department. See Section 2 Pool Calculation for more detail.

**Distribute to Poll (with Mid Voyage Repatriation Calculation)**

1. Before distributing the service charge posting to respective HBSC pool, the program first check whether the pool has any eligible crew repatriating in mid cruise. This is ascertain by comparing the crew service charge eligible date with the posting date.
2. The eligible crew in the respective pool refers to Pool Distribution setup, Distribute to selected Operational Positions.
3. The program collects posting amount base on the percentage defined in Eligible Department in Pool Calculation setup. If the pool has mid cruise crew repatriating, the amount again deducts the percentage defined in Parameter, “Hotel Bar Svc Chg”, “Mid Cruise Breakage.”
4. Below is the formula to calculate the mid cruise repatriation when Apply Breakage to Mid Cruise Repat is checked in Pool Calculation setup.
Total HSC Posting x (100% - 2% - 0.75%) x (100 – 10%)
2 = credit card fees; 0.75 = provision fees; 10 = Mid cruise breakage

5. The pool calculation includes the:
   - Roll over amount
   - Manual Adjustment

6. After calculating the mid cruise repatriation, the amount are then distributes to the respective pool by the percentage specified. This setup refers to Pool Calculation, Distribution Type = By Percentage, Percentage of selected Pool Type.

7. The crewmember then get the distribution amount when the eligible date is within the voyage period.

**Distribute to Poll (with End Cruise calculation)**

1. The program collects the posting amount based on the percentage defined in Eligible Department (Pool Calculation setup, Eligible Department).
   The pool calculation includes:
   - Mid cruise repatriation point
   - Roll over amount
   - Manual Adjustment

2. The crewmember then get the distribution amount when the eligible date is within the voyage period.

**Get Total Point Day**

1. The Hotel and Bar Service Charge distribution is calculated using a points system.
   The program calculates the total point per day from selected Operational Positions in respective pool.

2. The of selected Operational Positions points refers to Pool Distribution setup, selected Operational Position. The program takes the default point if override point is not define.

**Distribute to Mid Cruise Repatriation Crew**

1. The respective pool amount is distribute to eligible crew accordingly.

2. For mid cruise repatriation, the Per Point Value derives from the amount collected after deducting the percentage of mid cruise breakage (refer to calculation at Distribute to Poll (with mid cruise repatriation calculation) divided by the total point day.

3. It then sums the point value from various pool types’ calculation, such as Common Pool collect amount from Bartender type, Individual Sales type, Room Service type and Service Charges type.

4. The Per Point Value is then use to multiply the individual crew point value to obtain the distribution amount.
**Distribute to End Cruise Crew**

1. If there is no crew disembarking during the cruise, the calculation process in Service Charge module should only run once at the end of the cruise.
2. Before calculating the normal cruise distribution, the program verifies if the pool has mid cruise crew repatriation. If Yes, the pool amount deducts the total mid cruise distribution amount to obtain the net amount for per point value calculation.

**Payout service charge in payroll**

1. For mid cruise repatriation crewmember, the payout of service charge or premium pay is perform in Payroll module.
2. Once payout, any service charge adjustment will not affect the existing payout crewmember.
3. For non-mid cruise repatriation on voyage that is closed, payout of service charge or premium pay is perform in Payroll module. The Service Charge module do not allow a re-calculation of the collection. A message “Cannot calculate the total as amount for this voyage have already been payout via payroll” is prompt.
5  View Roll Over

The View Rollover is an important tool in balancing the total HSC and BSC collected with the amount distributed. This screen shows the detailed breakdown of all HSC and BSC collected and distributed by pool type, per voyage. The Roll Over calculates the variance amount between the total amount collected and the total amount distributed. If the distributed amount does not tally with the total amount collected, it then bring forward the differences to the next voyage. This is to prevent an unaccountable loss in Accounting.

Figure 5-1 - View Roll Over

Table 5-1 - View Roll Over Field Description

<table>
<thead>
<tr>
<th>Column Header</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cruise</td>
<td>Selected Voyage</td>
</tr>
<tr>
<td>Cruise End Date</td>
<td>Cruise end date / segment end date</td>
</tr>
<tr>
<td>Status</td>
<td>Calculation status, either “Open” or “Closed”</td>
</tr>
<tr>
<td>Cruise Segment</td>
<td>Indicate segment if voyage is segmented</td>
</tr>
<tr>
<td>Pool Type</td>
<td>Distribution pools defined in Pool Distribution Setup</td>
</tr>
<tr>
<td>Net Service Charge</td>
<td>Initial service charge distribution calculated based on last Calculate Total performed for crewmembers in each pool type.</td>
</tr>
<tr>
<td>Diff Collected vs Distributed Prior</td>
<td>The variance between the Collection Net for Distribution and the Distribution Net Service Charge Distributed. Displays the variance from previous voyage.</td>
</tr>
<tr>
<td>Rollover From Last</td>
<td>Amount per pool from previous voyage “Rollover From”.</td>
</tr>
<tr>
<td>Column Header</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Adjustment</td>
<td>Total of manual adjustments booked to each pool of the voyage</td>
</tr>
<tr>
<td>For Distribution</td>
<td>Amount to distribute (Net service charge + Rollover + Adjustments).</td>
</tr>
<tr>
<td>Repat Distribution</td>
<td>Total of HSC/BSC per pool type calculated for repatriating crew</td>
</tr>
<tr>
<td>Premium</td>
<td>Total of HSC premiums calculated for both repat &amp; non repat crew during voyage</td>
</tr>
<tr>
<td>Non Repat Distribution</td>
<td>Total of HSC/BSC per pool type calculated for non-repatriating crew</td>
</tr>
<tr>
<td>Distributed</td>
<td>Amount distributed based on (For Distribution – Repat Distributed – Premiums – Non Repat Distributed)</td>
</tr>
<tr>
<td>Rollover Next</td>
<td>Amount carry forward to next segment (For Distribution – Distributed will be carried forward to Rollover from Last)</td>
</tr>
<tr>
<td>Point</td>
<td>Total points for all non-repat crew in the pool type, for all days calculated (does not include repat crew or premium points)</td>
</tr>
<tr>
<td>Average Point</td>
<td>Average points derived from Per-pool Non Repat Distributed amount divided by non-repat Points</td>
</tr>
</tbody>
</table>

**Pool Collection Breakdown**

<table>
<thead>
<tr>
<th>Pool Name</th>
<th>All collection/earning pools as defined in Pool Calculation setup</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Distribution pool</td>
</tr>
<tr>
<td>Gross</td>
<td>Total gross posting of the defined collection/earning pools</td>
</tr>
<tr>
<td>CC Fees</td>
<td>Credit card fee deduction from gross posting (% as defined in Parameter setup)</td>
</tr>
<tr>
<td>Provisional Fees</td>
<td>Contribution amount removed from gross posting toward ‘lump sum’ provisional (% as defined in Parameter set-up)</td>
</tr>
<tr>
<td>Net for Distribution</td>
<td>Amount to be distributed to crew (Gross – CC Fees – Provisional Fees).</td>
</tr>
</tbody>
</table>

1. From Service Charge dashboard, select the previous cruise from the Select Cruise.
2. Select the service charge calculation to run by clicking the option at the ribbon bar. The program then look for differences in each total pool amount and display the variance in Roll Over screen.
3. Navigate to the Roll Over screen by clicking the View Roll Over button at the ribbon bar.
4. The combined totals for HSC and BSC is shown by default.
5. Click the Refresh button to refresh the last service charge calculation.
6. Details of the expanded voyage(s) can be sorted or filtered by clicking the column header. Column width may be widen or compress as required.
7. In the Pool Distribution Breakdown, the voyage/segment is listed when the voyage status Open.
8. In the Pool Calculation Breakdown, the voyage/segment is listed when HSC or BSC charges has been posted.
6 Examples of Calculation Methods

Below section describes the calculation and distribution example of HSB/BSC.

Cash Payment Order calculation

Cash Payment Order (CPO) is an exempted service charge fee for credit card fees deduction on Hotel and Bar Service Charge.

1. At Service Charge Pool Calculation, create the new debit department for CPO posting.
2. Define the percentage to distribute in Pool Calculation, Eligible Department setup under the same Pool Distribution type.

Example:
Cash Payment Order department = 99.25%. Amount collected only calculates the provision fees of 0.75%. The exempted credit card fees of 2% (100% - 0.25%).

Scenario:
- Amount collected from Hotel Service Charge department = $20798.66 (posting $21386.8 x 97.25%)
- Amount collected from CPO department = $526.03 (posting $530 x 99.25%)
- Total Amount collected for pool distribution = $21324.69

Distribution by Point Ratio

The Distribution by Point Ratio method is applicable to Hotel Service Charge. The amount collected is allocated proportionately based on the total points per pool.

In following example, the Hotel Service Charge is broken down into three different Pool:
- Dining Room Pool
- Cabin Steward Room Pool
- Common Pool

1. At the Pool Distribution setup, setup the Dining Pool and select the Operational Position. For example:
• Dining Room Pool Operational Position number are 412, 414, 419, 413
• Cabin Steward Pool Operational Position number are 711, 706
• Common Pool – All position except position in Dining Room Pool and Cabin Steward Pool

2. In Pool Calculation setup, select the Distribution Method “By Point Ratio” and select the corresponding distribution pool in Pool Type 1/2/3.

Get the pool amount from eligible department.
• Total Posting on cruise day 01/01/2011 = $22297
• Amount collected on Hotel Service Charge department 97.25% = $21683.8325

Get total point of each pool.
• Total Points in Dining Room Pool = 35465.6
• Total Points in Cabin Steward Pool = 235.9
• Total Points in Common Pool = 49410.1
• Total Points = 85111.6

Get the per point value and distribute to the pool
\[ \frac{\text{Total HSC amount collected}}{\text{Total points of 3 pool}} \times \text{Total Point in Pool} \]
• For Dining Room Pool Distribution: $21683.8325 / 85111.6 \times 35465.6 = 9035.55
• For Cabin Steward Pool Distribution: $21683.8325 / 85111.6 \times 235.9 = 60.10
• For Common Pool Distribution: $21683.8325 / 85111.6 \times 49410.1 = 12588.1822

Distribute to crew with point ratio calculation
\[ \frac{\text{Total Points Distributed}}{\text{Total Point in Pool}} \times \text{Point of individual crew} \]
• For crew in Dining Room: 9035.55 / 35465.6 \times 453.7 = $115.59
• For crew in Cabin Steward Pool: 60.10 / 235.9 \times 73.4 = $18.7
• For crew in Common Pool: 12588.1822 / 49410.1 \times 245.5 = $62.55
Below is the User Security Access rights for HBSC functionalities:

**Table 7-1 - User Access Rights**

<table>
<thead>
<tr>
<th>User Access Rights #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3074</td>
<td>Pool Distribution</td>
</tr>
<tr>
<td>3075</td>
<td>Pool Calculation</td>
</tr>
<tr>
<td>3076</td>
<td>Recalculate Pool</td>
</tr>
<tr>
<td>3094</td>
<td>Cruise Segment Setup</td>
</tr>
<tr>
<td>3095</td>
<td>Show Service Charge Distribution</td>
</tr>
<tr>
<td>3279</td>
<td>Edit Hotel Bar Service Charge Points</td>
</tr>
<tr>
<td>4339</td>
<td>Pool Calculation \ Modify Details</td>
</tr>
<tr>
<td>4340</td>
<td>Pool Distribution \ Modify Details</td>
</tr>
<tr>
<td>4341</td>
<td>View Rollover</td>
</tr>
<tr>
<td>4342</td>
<td>View Adjustment</td>
</tr>
<tr>
<td>4343</td>
<td>View Adjustments \ Add Adjustments</td>
</tr>
<tr>
<td>4344</td>
<td>View Premium Points</td>
</tr>
<tr>
<td>4345</td>
<td>View Premium Points \ Modify Premium Points</td>
</tr>
</tbody>
</table>