

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

September 2017

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Preface

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

Date	Description of Change
September 2017	<ul style="list-style-type: none">Initial publication

1 SPMS Parameters

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

Parameter Name	Value	Description
BSC Special Positions	<Operational Position>	Specify the positions that needs to be included for daily minimum guarantee deduction. Value is linked to OPO_ID.
BSC Special Positions - Pool 1 to Deduct From	<Integer>	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 .
BSC Special Positions - Pool 2 to Deduct From	<Integer>	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.
Mid Cruise Breakage	2.0	Mid Cruise Breakage in percentage, for example 2.0.
Pool to Deduct Premiums	<Pool Name>	Name of the Service Charge Pool to deduct the premiums from. This is normally use for Hotel Service Charge Pool.

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

PAR_GROUP Promo

Table 1-2 - Parameter Group Promo

Parameter Name	Value	Description
MICROS Server Name	micros	MICROS Database Service Name
MICROS Server Type	0	<p>0 - Oracle</p> <p>1 - Microsoft SQL Server</p>
MICROS User Name	microsdb	MICROS User Name

PAR_GROUP General

Table 1-3 - Parameter Group Promo

Parameter Name	Value	Description
Use Payroll	0, 1	<p>0 = Service Charge module not dependent on Payroll module. This parameter enables the Paid/Not Paid button in Service Charge module.</p> <p>1 = Service Charge module is dependent on Payroll module.</p>

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.

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.

-
- The screenshot shows a software window titled "Crew Operational Positions Setup". On the left is a scrollable list of operational positions, each preceded by a small icon of a person. The positions listed are:
- 10000 Master
 - 101 Captain
 - 1011 Lisa Jie
 - 102 Staff Captain
 - 103 Safety Officer
 - 104 1st Officer** (highlighted)
 - 105 2nd Officer
 - 106 3rd Officer
- On the right side of the window is a table with three columns: "Operational Position", "Courses/Certificates", and "Assignment". Below these columns is a section titled "Service Charge Points" which contains a table with three columns: "Service Charge Points", "Valid From", and "Valid To".
- | Operational Position | Courses/Certificates | Assignment | Service Charge Points | | | | | | | | | |
|-----------------------|----------------------|------------|--|-----------------------|------------|----------|-----|----------|----------|-----|-----------|----------|
| | | | <table border="1"> <thead> <tr> <th>Service Charge Points</th> <th>Valid From</th> <th>Valid To</th> </tr> </thead> <tbody> <tr> <td>255</td> <td>9/1/2014</td> <td>9/1/2017</td> </tr> <tr> <td>265</td> <td>9/18/2014</td> <td>9/1/2017</td> </tr> </tbody> </table> | Service Charge Points | Valid From | Valid To | 255 | 9/1/2014 | 9/1/2017 | 265 | 9/18/2014 | 9/1/2017 |
| Service Charge Points | Valid From | Valid To | | | | | | | | | | |
| 255 | 9/1/2014 | 9/1/2017 | | | | | | | | | | |
| 265 | 9/18/2014 | 9/1/2017 | | | | | | | | | | |

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.

- ## Configuring Service Charge Codes

Figure 2-2 - MICROS Employee ID

Crew Eligible Start & End Date

A Service Charge distribution to the crew is base 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 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 change as a result from crewmember check out, 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.

Parameters **Other Settings**

Pool Name: Beverage Service Charge - Bartender Pool Service Charge Type: (Not Defined)

Select One:

Pool Distribution Type: ☒ Selected Group of Operational Position ☐ Individual

Pool Distribution

Distribute to the following selected Operational Positions

Selected	Positions	Override Points
<input checked="" type="checkbox"/>	104 1st Officer	
<input type="checkbox"/>	112 Staff Engineer	
<input type="checkbox"/>	130 Cadet Purser	
<input type="checkbox"/>	131 2nd Commis. (Crew)	
<input type="checkbox"/>	140 Chief Hostess	
<input type="checkbox"/>	142 Asst. Info Hostess	

Points	Valid From	Valid To
255	9/1/2014	9/1/2017
265	9/18/2014	9/1/2017

Premiums

☐ Add Premium Points to Main Pool for Points Ratio Calculation

Add the following premiums to the pool:-

- ☒ AI PEP-PERF.ENHANC.PREM HK
- ☐ AY PEP-PERF.ENHANC.PREM DR
- ☐ CS CREW SHOW
- ☐ DB DIRTY WORK
- ☐ IC ICE/VEGETABLE CARVING
- ☐ ODS On Duty With Shoreside Duties
- ☐ SL STORESLOADING
- ☐ SO SPOTLIGHT

Collector For Previous Voyage

Select the Service Charge Pools to collect from:-

- ☒ Beverage Service Charge - Bartender Pool
- ☐ Beverage Service Charge - Gift Order/GAP Pool
- ☐ Beverage Service Charge - Individual Sales
- ☐ Beverage Service Charge - Room Service Pool
- ☐ Beverage Service Charge - Service Charge Pool
- ☐ Hotel Service Charge Pool - Cabin Steward Pool
- ☐ Hotel Service Charge Pool - Common Pool
- ☐ Hotel Service Charge Pool - Dining Room Pool

Figure 2-3 - Pool Distribution Parameters

4. At Parameter tab, enter the following details.

Table 2-1 - Pool Distribution Parameters

Field	Definition
Pool Name	The name of the Distribution Pool
Service Charge Type	The type of service charge in Bar Service Charge or Hotel Service Charge. This is use to calculate one of the following option: <ul style="list-style-type: none"> hotel and bar service charge hotel service charge only bar service charge only.
Pool Distribution Type	Distribution Type, either by group of operational position or individual. When "Individual" distribution type is selected, the Operational Positions checkboxes in Pool Distribution is disabled.

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.

The screenshot shows a software window with two tabs: 'Parameters' and 'Other Settings'. The 'Other Settings' tab is active. At the top, there is a checkbox labeled 'This pool will collect the difference between Total Service Charge Collected and Total Service Charge Distributed from the previous voyage', which is checked. Below this, there are two main sections: 'Service Charge Pool Collections' and 'Service Charge Distribution Pools'. The 'Service Charge Pool Collections' section contains three items: 'Bar Service Charge - BSC', 'Gift Card Service Charge', and 'Hotel Service Charge - HSC'. The 'Service Charge Distribution Pools' section contains eight items: 'Beverage Service Charge - Bartender Pool', 'Beverage Service Charge - Gift Order /GAP Pool', 'Beverage Service Charge - Individual Sales', 'Beverage Service Charge - Room Service Pool', 'Beverage Service Charge - Service Charge Pool', 'Hotel Service Charge Pool - DR', 'Hotel Service Charge Pool - HK', and 'Hotel Service Charge Pool - Other'. Each item has a small square icon to its left.

Figure 2-4 - Pool Distribution - Other Settings tab

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.

Parameters MICROS Employee List SPMS Operation List Eligible Department

Name Bar Service Charge - BSC

☐ Apply Breakage to Mid Cruise Repats

Distribution Type

Select One:

☐ All

☒ By Micros Employee

☐ By Fidelio Operation

Distribution Method

Select One:

☒ By Percentage

Note: If Pool Type 1 is entitled to 11% of the total 15% service charge collected, then the percentage here should be 73.33. Pool Type 2 will

☐ By Points Ratio

Note: Each pool will be allocated in proportion based on the total points per pool

Pool Type 1 Beverage Service Charge - Bartender Pool Percentage 1 4.69

Pool Type 2 Beverage Service Charge - Individual Sales Percentage 2 95.31

Pool Type 3 None Percentage 3 0.00

Figure 2-5 - Service Charge Pool Calculation Parameters tab

Table 2-2 - Service Charge Pool Calculation Description

Function	Description
Name	Name of Distribution Type. For example, Bartender, Gift Order.
Apply Breakage to Mid Cruise Report	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.
Distribution Type	<p>Distribution Type – either by Micros Employee, SPMS Operational Position or all.</p> <p>The program obtains the service charge posting either closed by MICROS employee or SPMS Operational crew or both.</p> <ul style="list-style-type: none"> By MICROS Employee is checked, the MICROS Employee tab is enable for selection and disables the SPMS Operation List tab.
Distribution Method	<p>Distribution Method - either By Percentage or By Point Ratio.</p> <ul style="list-style-type: none"> 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	Description
Pool Type and Percentage	<p>The program distributes the collected amount into the pool based on the percentage specified and applicable when selecting "Distribution Method – By Percentage".</p> <p>For example, amount collected by Bartender type is distribute 73.33% into Bartender Pool and 26.67% into Common Pool.</p>

- 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.

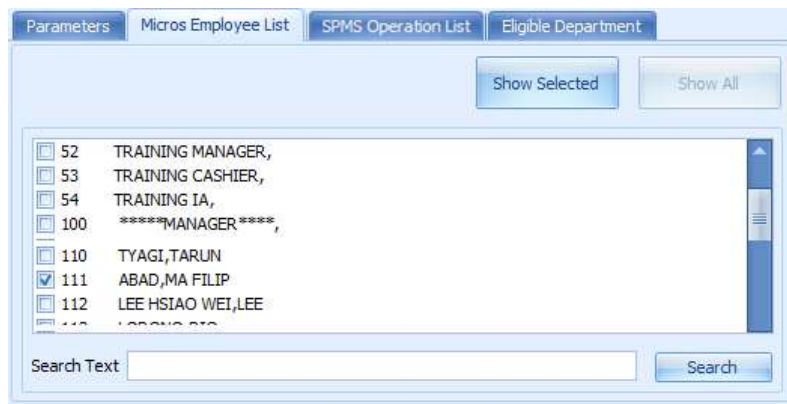


Figure 2-6 - MICROS Employee List

- 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.

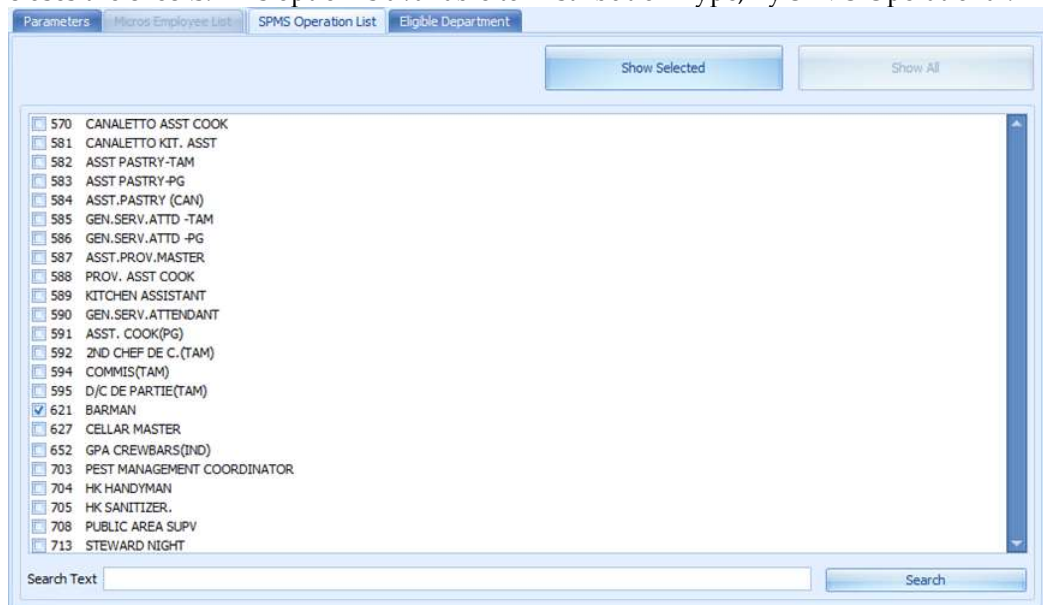


Figure 2-7 - SPMS Operational List

- 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.

The screenshot shows the 'Eligible Department' tab in a software interface. It contains two tables:

Department	Description	Percentage
8872	Bar Service Charge	98
1000	Cruise package	
10000	Ship Damage	
1001	Cruise package-walkup	
1010	Cabin Upgrade	
1011	Cabin Change	
1012	Cabin Change Admin Fees	
1111	Package Plans	

Department	Name	Percentage
8872	Credit Card Fees	2
8872	Provisional Fees	0

Figure 2-8 - Pool Calculation Eligible Department

- Information in the **“Breakdown of Balance Gross Collected”** section reports the Credit Card Fees and Provision Fees entered.
- The Pool Type Percentage field automatically calculates and fill 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 Setup					
Drag a column header here to group by that column					
Cruise Description	Cruise Start Date	Segment Start Date	Segment End Date	Segment Number	Comments
QA 07	Monday, October 20, 2014	Monday, October 20, 2014	Tuesday, October 21, 2014	1	Auto Created
QA 03	Thursday, October 16, 2014	Thursday, October 16, 2014	Friday, October 17, 2014	1	Auto Created
QA 02	Wednesday, October 15, 2014	Wednesday, October 15, 2014	Thursday, October 16, 2014	1	Auto Created
QA 93	Sunday, September 7, 2014	Sunday, September 7, 2014	Wednesday, October 1, 2014	1	Auto Created
QA92	Friday, August 1, 2014	Saturday, August 2, 2014	Monday, September 1, 2014	1	Auto Created
QA90a	Tuesday, July 1, 2014	Tuesday, July 1, 2014	Friday, August 1, 2014	1	Auto Created
QA91	Thursday, May 1, 2014	Thursday, May 1, 2014	Tuesday, July 1, 2014	1	Auto Created
QA 86	Monday, March 3, 2014	Monday, March 3, 2014	Thursday, April 3, 2014	1	Auto Created
QA 83	Tuesday, December 24, 2013	Tuesday, December 31, 2013	Tuesday, January 8, 2014	2	qa manual create
QA 83	Tuesday, December 24, 2013	Tuesday, December 24, 2013	Monday, December 30, 2013	1	qa manual create

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.

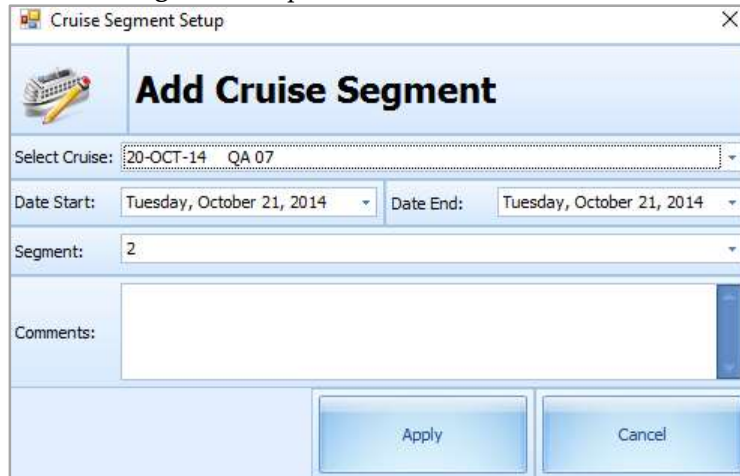


Figure 2-10 - Add Cruise Segment

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

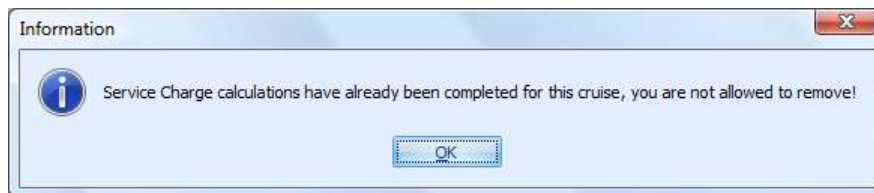
Cruise 2 – 08 April to 09 April

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.



Premium Point

A Premium Point is used 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**".

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

Figure 2-11 - Premium Points Main page

Table 2-3 - Premium Point Description

Field	Description
Date	Actual work date entitled to premium rate recorded in T&A module.
External ID	Crew ID.
Name	Crew name.
Position	Crew operational position.
Premium Point	Premium work hour (approved in T&A module) x the pay rate. The pay rate refers to the premium work hour in Payroll, Interface Paycode.
Per Point Value	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.
Amount	(Points x point value) based on latest Calculate Total .
Paid	Payment indicator. Indicates premium point is paid through Payroll for repatriating crew.
Mid Voyage/Home Port Repat	Indicates crewmember is repatriating during or at end of voyage; Flag a "YES" when system date = crewmembers' eligibility-end date.

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**.

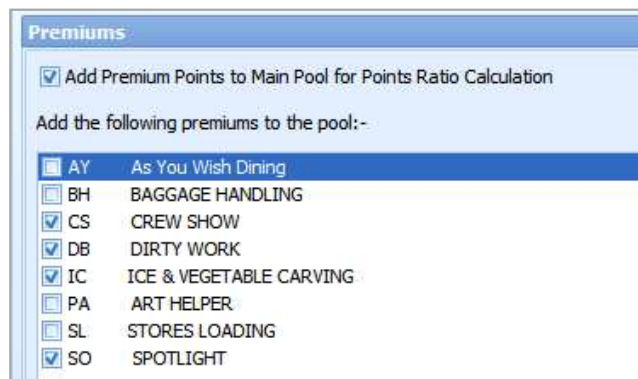


Figure 2-12 - Adding Premium Point to Main Pool Ratio

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).

Figure 2-13 - Manual Adjustment Main Page

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.

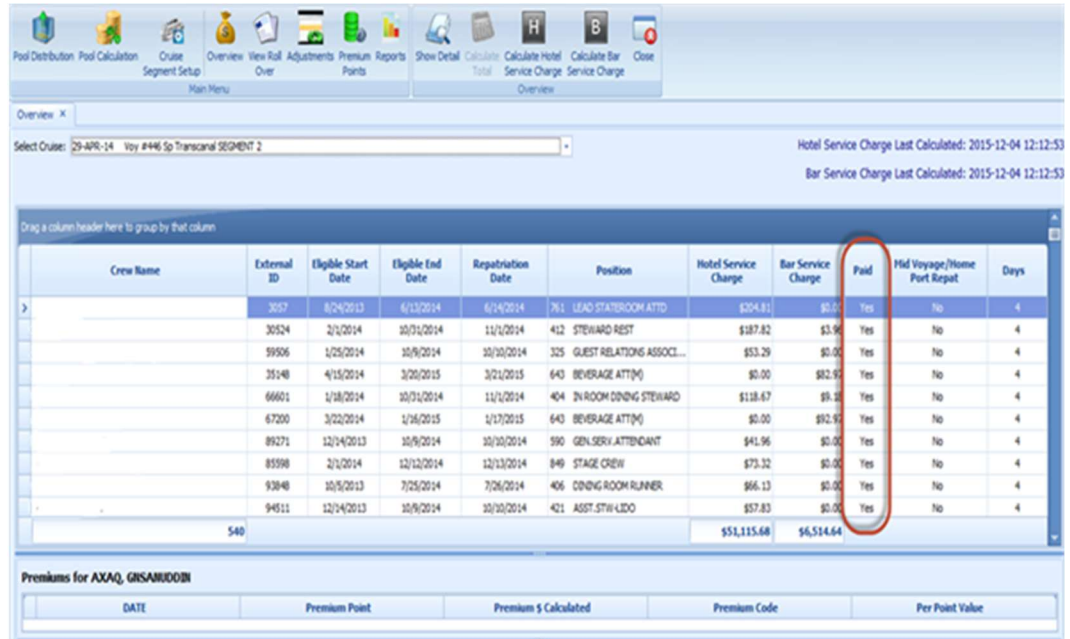
It is important to pay attention to the date of the adjustment booking as the calculation is based on the days point and the point value are calculated on daily basis.

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**.



The screenshot shows the 'Overview' window of the Service Charge module. The 'Main Menu' ribbon bar includes options like 'Pool Distribution', 'Pool Calculation', 'Cruise Segment Setup', 'Overview', 'View Roll Over', 'Adjustments', 'Premium Reports', 'Show Detail', 'Calculate Total', 'Calculate Hotel Service Charge', 'Calculate Bar Service Charge', and 'Close'. The 'Overview' ribbon bar is active, showing 'Hotel Service Charge Last Calculated: 2015-12-04 12:12:53' and 'Bar Service Charge Last Calculated: 2015-12-04 12:12:53'. The 'Select Cruise:' dropdown is set to '29-APR-14 Voy #446 Sp Transcendal SEGMENT 2'. Below the dropdown, a table lists crew members with columns: Crew Name, External ID, Eligible Start Date, Eligible End Date, Repatriation Date, Position, Hotel Service Charge, Bar Service Charge, Paid, Had Voyage/Home Port Report, and Days. The 'Paid' column is highlighted with a red circle. Below the table, there is a section for 'Premiums for AXAQ, GRSAMUDON' with columns: DATE, Premium Point, Premium \$ Calculated, Premium Code, and Per Point Value.

Crew Name	External ID	Eligible Start Date	Eligible End Date	Repatriation Date	Position	Hotel Service Charge	Bar Service Charge	Paid	Had Voyage/Home Port Report	Days
	3057	8/24/2013	6/11/2014	6/14/2014	761 LEAD STATEROOM ATTD	\$204.81	\$0.00	Yes	No	4
	30524	2/1/2014	10/31/2014	11/1/2014	412 STEWARD REST	\$187.82	\$3.96	Yes	No	4
	59506	1/25/2014	10/6/2014	10/10/2014	325 GUEST RELATIONS ASSOCI...	\$53.29	\$0.00	Yes	No	4
	25148	4/15/2014	3/20/2015	3/21/2015	643 BEVERAGE ATT(M)	\$0.00	\$92.93	Yes	No	4
	66601	1/18/2014	10/31/2014	11/1/2014	404 IN ROOM DINING STEWARD	\$118.67	\$9.32	Yes	No	4
	67200	3/22/2014	1/16/2015	1/17/2015	643 BEVERAGE ATT(M)	\$0.00	\$92.93	Yes	No	4
	89271	12/14/2013	10/6/2014	10/10/2014	590 GEN.SERV. ATTENDANT	\$41.96	\$0.00	Yes	No	4
	85598	2/1/2014	12/12/2014	12/13/2014	849 STAGE CREW	\$73.32	\$0.00	Yes	No	4
	93848	10/9/2013	7/25/2014	7/26/2014	406 DINING ROOM RUNNER	\$66.13	\$0.00	Yes	No	4
	94511	12/14/2013	10/6/2014	10/10/2014	421 ASST.STW LIDO	\$57.83	\$0.00	Yes	No	4
	540					\$51,115.68	\$6,514.64			

Figure 2-14 - Paid Status for Leaver

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

Table 3-1 - Service Charge Dashboard Fields

Field	Description
Crew Name	Crew name
External ID	Crew external ID.
Eligible Start Date	Date crewmember report for duty and eligible to service charge distribution.
Eligible End Date	Date crewmember sign-off from his/her duty and not entitle to service charge distribution thereafter.
Repatriation Date	Date crewmember disembark from the cruise.
Position	Crewmember current Operational Position.
Hotel Service Charge	Amount accumulated from Hotel Service Charge pool and distributed to the crewmember.
Bar Service Charge	Amount accumulated from all the Bar Service Charge pool and distribute to the crewmember.

Field	Description
Paid	<p>A Yes/No flag indicating whether the amount is paid to the crewmember through Payroll system.</p> <p>When a crew has HBSC payout in Payroll system, the “Paid” column for the crew will update to “Yes”.</p>
Mid Voyage/Home Port Repat	<p>Denotes the whether the crewmember entitlement to service charge calculated based on a full voyage or partial.</p> <ul style="list-style-type: none"> - No: Full voyage calculation. - Yes: Partial voyage calculation. <p>Example 1:</p> <p>Current cruise Segment 1: 14 Jul to 17 Jul</p> <p>Current cruise Segment 2: 17 Jul to 22 Jul</p> <p>Crew eligible end date is 17 Jul.</p> <p>Running a calculation on current cruise Segment 1 shows crew A mid cruise repatriation as NO.</p> <p>Running a calculation on current cruise Segment 2 shows crew A mid cruise repatriation as YES</p> <p>Example 2:</p> <p>Current system date is 18 Jul</p> <p>Crew eligible end date is 18 Jul</p> <p>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.</p> <p>Example 3:</p> <p>Current cruise Segment 2: 17 Jul to 22 Jul</p> <p>Next voyage start date is 23 Jul instead of 22 Jul</p> <p>Crew eligible end date is 22 Jul</p> <p>Running a calculation on cruise Segment 2 shows crew mid cruise repatriation as YES.</p>

Field	Description
Days	<p>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.</p> <p>For example: Current system date: 17 Jul Cruise period: 14 Jul until 17 Jul</p> <p>Normal Crew Crew eligible from 08 Jul 2011 until 08 Jul 2012 Day(s) counted = 3 days (14 Jul until 16 Jul)</p> <p>Repatriating Crew Crew eligible from 11 Jul 2011 to 14 Jul 2011 Day(s) counted = 1 days (14 Jul unto 14 Jul)</p> <p>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)</p> <p>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</p>
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.

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

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.

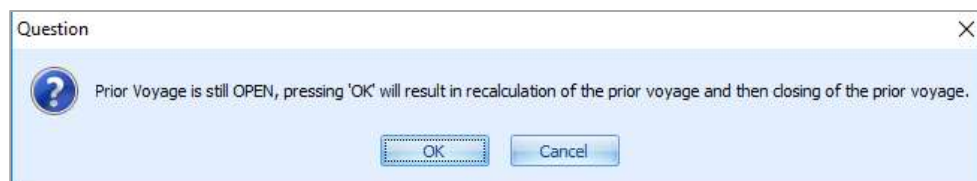
Show Details

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.

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

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.

A screenshot of a software window titled "Overview". It features a "Select Cruise:" dropdown menu with the text "07-SEP-14 QA 93 SEGMENT 1". Below this is a table with columns: "Start Date", "End Date", "Cruise", "Segment", "Currency", and "Calculation Status". The table contains three rows of data. The first two rows have a status of "OPEN", and the third row has a status of "CLOSED".

Start Date	End Date	Cruise	Segment	Currency	Calculation Status
01/10/2014	15/10/2014	QA 94	1	USD	OPEN
07/09/2014	01/10/2014	QA 93	1	USD	OPEN
02/08/2014	01/09/2014	QA92	1	USD	CLOSED

Figure 3-2 - Segment Status

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.

View Eligibility Start/End Date Discrepancies

QA92 SEGMENT 1

Status	Position	External ID	Name	Embark Date	Eligibility Start	Disembark Date	Eligibility End
> Checked-In	140 Chief Hostess		TESTER ,HSC 02	8/1/2013	10/26/2012	12/1/2015	11/30/2015
Checked-Out	104 1st Officer	121212	TEST ,JJ	4/17/2014	4/17/2014	9/22/2014	7/15/2015

Continue Stop

Figure 3-3 - Eligibility Start/End Date

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 entitle 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.



Figure 3-4 - BSC Record failed to process

Clicking the **Print Preview** button to preview the failed to process record in report layout or print to printer directly.

4 Calculation Workflow

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 $\times (100\% - 2\% - 0.75\%) \times (100 - 10\%)$
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.

View Roll Over Amounts [X]

Pool Distribution Breakdown

Cruise Start Date

Cruise	Cruise...	S...	Cruise...	Pool Type	Net...	Diff Collected v...	Rollover...	Adju...	For...	Repat...	Pre...	Non Rep...	Dist...	Rollo...	P...	Averag...
Cruise Start Date: 9/7/2014																
QA 93	10/1/...	...	1	Hotel Service Charge...	\$34.30	\$0.00	\$0.00	\$0.00	\$34.30	\$0.00	\$0...	\$34.30	\$34...	\$0.00	7...	0.4900
QA 93	10/1/...	...	1	Hotel Service Charge...	\$339.03	\$0.00	\$0.00	\$0.00	\$339.03	\$0.00	\$0...	\$280.39	\$28...	\$58.64	2...	0.1186
QA 93	10/1/...	...	1	Hotel Service Charge...	\$2,745.22	\$0.00	\$0.00	\$0.00	\$2,745...	\$381.55	\$0...	\$2,363.70	\$2,7...	(\$0.03)	7...	0.3030
QA 93	10/1/...	...	1	Beverage Service Ch...	(\$763.10)	\$0.00	\$0.00	\$0.00	(\$763...	\$0.00	\$0...	\$0.00	\$0.00	(\$76...	0...	0.0000
QA 93	10/1/...	...	1	Beverage Service Ch...	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0...	\$0.00	\$0.00	\$0.00	0...	0.0000
QA 93	10/1/...	...	1	Beverage Service Ch...	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0...	\$0.00	\$0.00	\$0.00	0...	0.0000
QA 93	10/1/...	...	1	Beverage Service Ch...	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0...	\$0.00	\$0.00	\$0.00	0...	0.0000
QA 93	10/1/...	...	1	Beverage Service Ch...	(\$763.10)	\$0.00	\$0.00	\$0.00	(\$763...	\$0.00	\$0...	\$0.00	\$0.00	(\$76...	0...	0.0000
					\$1,592.35	\$0.00	\$0.00	\$0.00	\$1,592...	\$381.55	\$0...	\$2,678.39	\$3,0...	(\$1...		
Cruise Start Date: 8/2/2014																

Pool Collection Breakdown

Cruise Start Date

Cruise	Cruise End Date	Cruise Segment	Pool Name	Department	Gross	CC Fees	Provisional Fees	Net For Distribution
Cruise Start Date: 9/7/2014								
QA 93	10/1/2014	1	Hotel Service Charge	8871 Service Charges Posting	\$3,215.00	\$0.00	\$0.00	\$3,118.55
QA 93	10/1/2014	1	BSC - Room Service	8872 Bar Service Charge	\$0.00	\$0.00	\$0.00	\$0.00
QA 93	10/1/2014	1	BSC - Gift Card Order	8872 Bar Service Charge	\$0.00	\$0.00	\$0.00	\$0.00
QA 93	10/1/2014	1	BSC - Bartender	8872 Bar Service Charge	\$0.00	\$0.00	\$0.00	\$0.00
					\$3,215.00	\$0.00	\$0.00	\$3,118.55
Cruise Start Date: 8/1/2014								

Figure 5-1 - View Roll Over

Table 5-1 - View Roll Over Field Description

Column Header	Description
Cruise	Selected Voyage
Cruise End Date	Cruise end date / segment end date
Status	Calculation status, either "Open" or "Closed"
Cruise Segment	Indicate segment if voyage is segmented
Pool Type	Distribution pools defined in Pool Distribution Setup
Net Service Charge	Initial service charge distribution calculated based on last Calculate Total performed for crewmembers in each pool type.
Diff Collected vs Distributed Prior	The variance between the Collection Net for Distribution and the Distribution Net Service Charge Distributed. Displays the variance from previous voyage.
Rollover From Last	Amount per pool from previous voyage "Rollover From".

Column Header	Description
Adjustment	Total of manual adjustments booked to each pool of the voyage
For Distribution	Amount to distribute (Net service charge + Rollover + Adjustments).
Repat Distribution	Total of HSC/BSC per pool type calculated for repatriating crew
Premium	Total of HSC premiums calculated for both repat & non repat crew during voyage
Non Repat Distribution	Total of HSC/BSC per pool type calculated for non-repatriating crew
Distributed	Amount distributed based on (For Distribution – Repat Distributed – Premiums – Non Repat Distributed)
Rollover Next	Amount carry forward to next segment (For Distribution – Distributed will be carried forward to Rollover from Last)
Point	Total points for all non-repat crew in the pool type, for all days calculated (does not include repat crew or premium points)
Average Point	Average points derived from Per-pool Non Repat Distributed amount divided by non-repat Points
Pool Collection Breakdown	
Pool Name	All collection/earning pools as defined in Pool Calculation setup
Department	Distribution pool
Gross	Total gross posting of the defined collection/earning pools
CC Fees	Credit card fee deduction from gross posting (% as defined in Parameter setup)
Provisional Fees	Contribution amount removed from gross posting toward 'lump sum' provisional (% as defined in Parameter set-up)
Net for Distribution	Amount to be distributed to crew (Gross – CC Fees – Provisional Fees).

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.

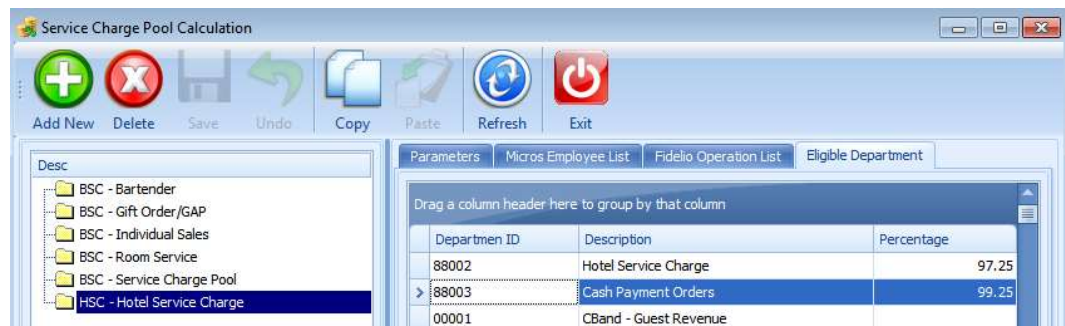
6 Examples of Calculation Methods

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

[Total HSC amount collected / Total points of 3 pool] x 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

[Total Points Distributed / Total Point in Pool] x 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

7 User Security

Below is the User Security Access rights for HBSC functionalities:

Table 7-1 - User Access Rights

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