Oracle® Hospitality Cruise Shipboard Property Management System
Service Charge User Guide

Release 23.1

F84851-01

October 2023

ORACLE®

Contents

Preface

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

Audience

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

Customer Support

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

https://iccp.custhelp.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
- Screenshots 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 1   Revision History

Date	Description of Change
October 2023	Initial publication.

1
Configuring Service Charge Codes
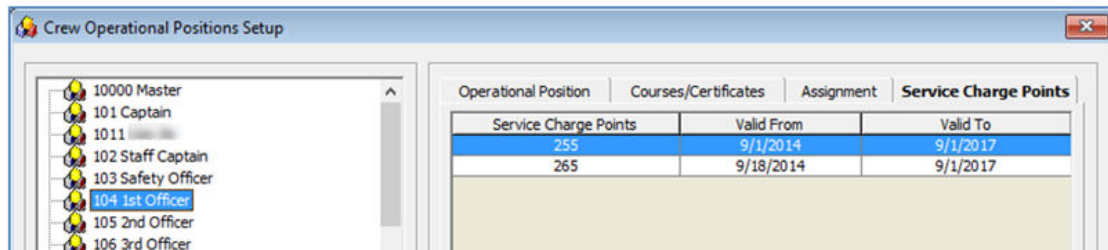
The Hotel and Bar Service Charge is distributed to participating crew members using the points system. Configuring the correct codes and associating the points ensures the service charge distributed accurately based on the crew position and the allocated points.

Operational Positions Points

The Operational Positions Points are imported by the DGS CMS Ship Transfer. The position-points used for service calculations are shown in this is a view-only window.

1. Login to Administration module, **Administration, Crew Setup, Operational Positions**.
2. Select a crew operational position. The **Service Charge Points** tab shows the service charge point. The points shown are for overview purposes only. All changes are performed in the Crew Management and Payroll Shipboard System (CMS), and then imported to SPMS using DGS CMS Ship Transfer.

Figure 1-1   Operational Positions Setup
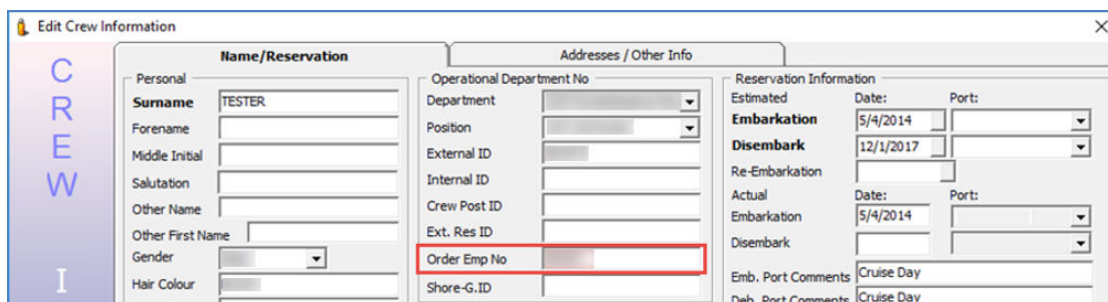
Crew MICROS Employee ID

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

Figure 1-2   MICROS Employee ID

1. Log in to the Crew module, **Crewmembers**.

2. Search for the Beverage Staff or Room Service Stewards crew member.

3. Select the crew member and click **Edit Information**.

4. In the **Name/Reservation** tab, **Operational Department No**, enter the crew member employee ID in the **Order Emp No** field.

5. Click **OK** to save and repeat the above steps for all Beverage Staff or Room Service Stewards. The same steps apply to the new joiner that has a new employee ID card assigned.

Crew Eligible Start and End date

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

1. Go to the Crew module, **Crewmembers, Edit Information, Addresses/Other Info** tab.

2. The service charge **Eligible Start Date** and **Eligible End Date** are in the Hotel & Bar Service Charge section.

3. A change of crew debarkation date updates the **Eligible End Date** field automatically, based on the **Service Charge Eligible End Date** parameter. Change the start date and end date if date if they differ from crew embarkation date and debarkation date.

4. You can adjust the **Eligibility Start Date** to a date later than embarkation date and not earlier. If the **Contract End Date** is changed as a result of crew member check out, then the eligibility date will not change.

5. The Ship operator can adjust the **Eligibility End Date** if the crew member 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** 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.

Figure 1-3   Pool Distribution Parameters

4. At the Parameter tab, enter the following details.

Table 1-1   Pool Distribution Parameters

Field Name	Description
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 to calculate one of the following option: • 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. If "Individual" distribution type is selected, the Operational Positions checkboxes in Pool Distribution is disabled.
Pool Distribution	Select an **Operational Position**. The amount collected in this pool will be distributed to the crew member 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 distribution calculation, the program will use the override point if it exist. If not, the program takes the default point.

Table 1-1   (Cont.) Pool Distribution Parameters

Field Name	Description
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. If there is no Operational Position appearing in the list, 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 roll-over from the previous voyage should go to in the next voyage.

5. At the **Other Settings** tab, select 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 window and then select the applicable check boxes.

    •   **Service Charge Pool Collections:** Select a pool to collect the variance between the Collection side "Net for Distribution" and the Distribution side "Net Service Charge Distributed". It is a collection versus distribution variance.

    •   **Service Charge Distribution Pools:** Select a pool to collect the variance between "For Distribution" and "Total Distributed". It is a Distribution-side variance only.

Figure 1-4   Pool Distribution - Other Settings
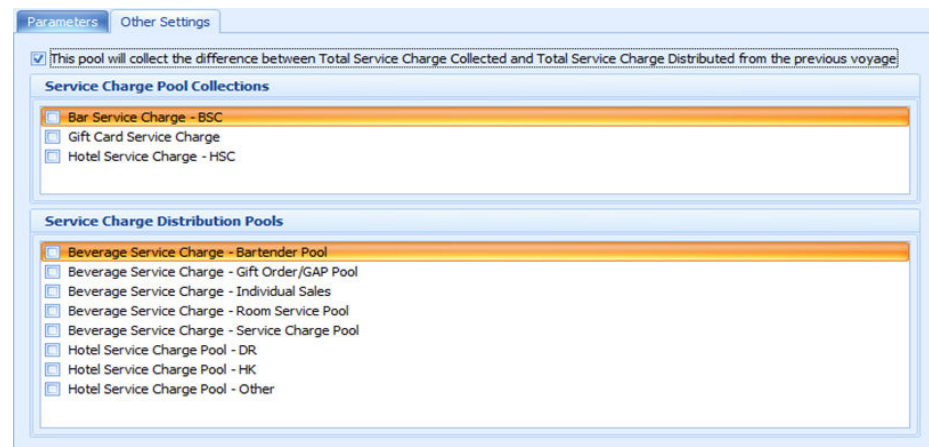
Pool Calculation

The Pool calculation setup determines the distribution type, 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 the Parameter tab, enter the following details:

Figure 1-5   Service Charge Pool Calculation Parameters

Table 1-2   Service Charge Parameters Tab Field Definition

Field Name	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.

Table 1-2   (Cont.) Service Charge Parameters Tab Field Definition

Field Name	Description
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.
	If By MICROS Employee is checked, the MICROS Employee tab is enabled for selection and the SPMS Operation List tab is disabled..
Distribution Method	Distribution Method - either By Percentage or By Point Ratio.
	• By Percentage - the amount collected from service charge posting is 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).
Pool Type and Percentage	The program distributes the collection amount into the pool based on the percentage specified and applicable when selecting "Distribution Method - By Percentage".
	For example, amount collected by Bartender type distributes 73.33% into Bartender Pool and 26.67% into Common Pool.

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 1-6   MICROS Employee List
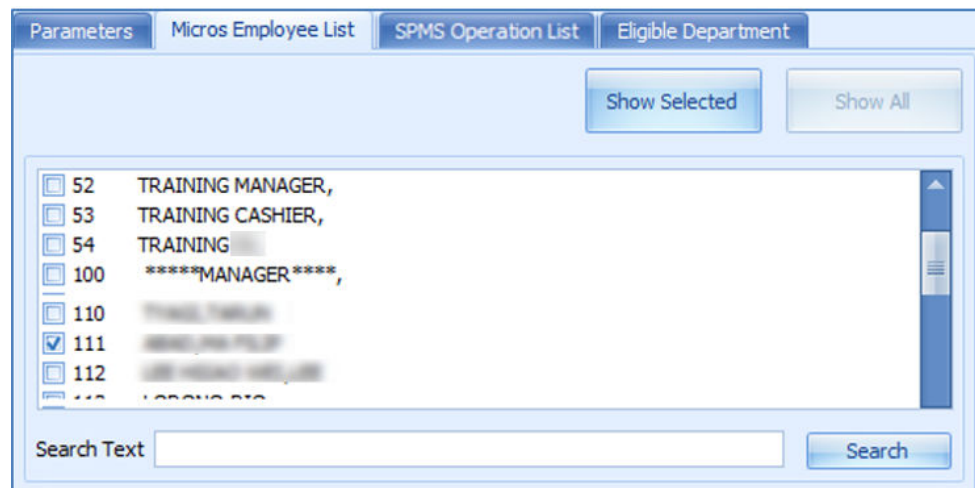
5. At the **SPMS Operational List** tab, select the SPMS operational position. The distribution type collects the service charge postings where the selected SPMS operational crew closes the checks. This option is available to Distribution Type, By SPMS Operational.

6. At the **Eligible Department** tab, select the eligible department service charge and define the percentage amount. For example, the Bartender type gets 98 percent of the total service charge posting in Bar Service Charge department.

Figure 1-7   SPMS Operational List
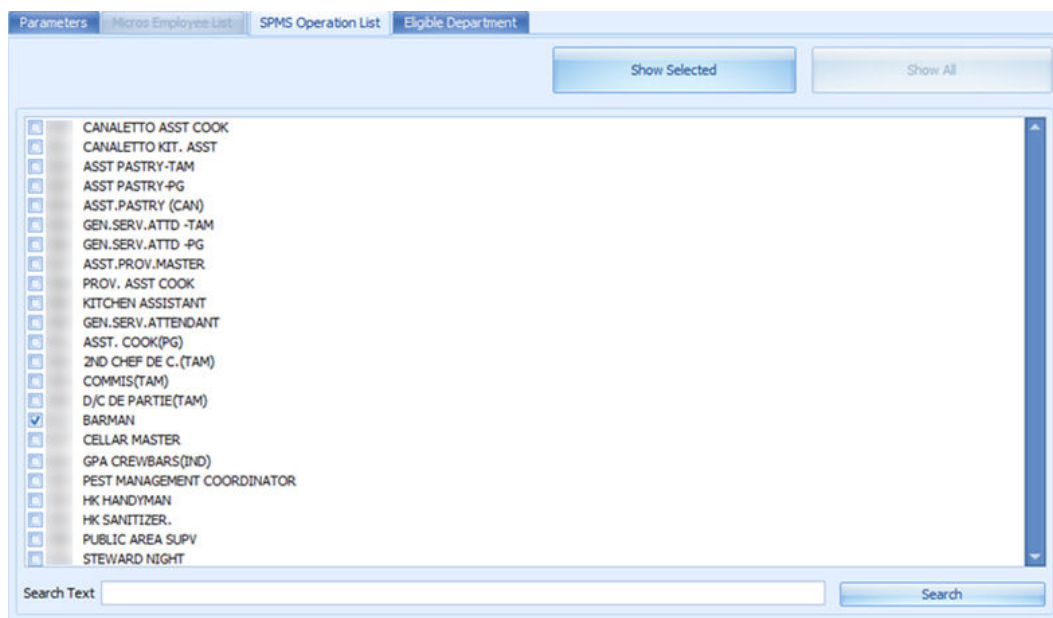
7. Information in the Breakdown of Balance Goes Collected section reports the Credit Card Fees and Provision Fees entered.

Figure 1-8   Eligible Department
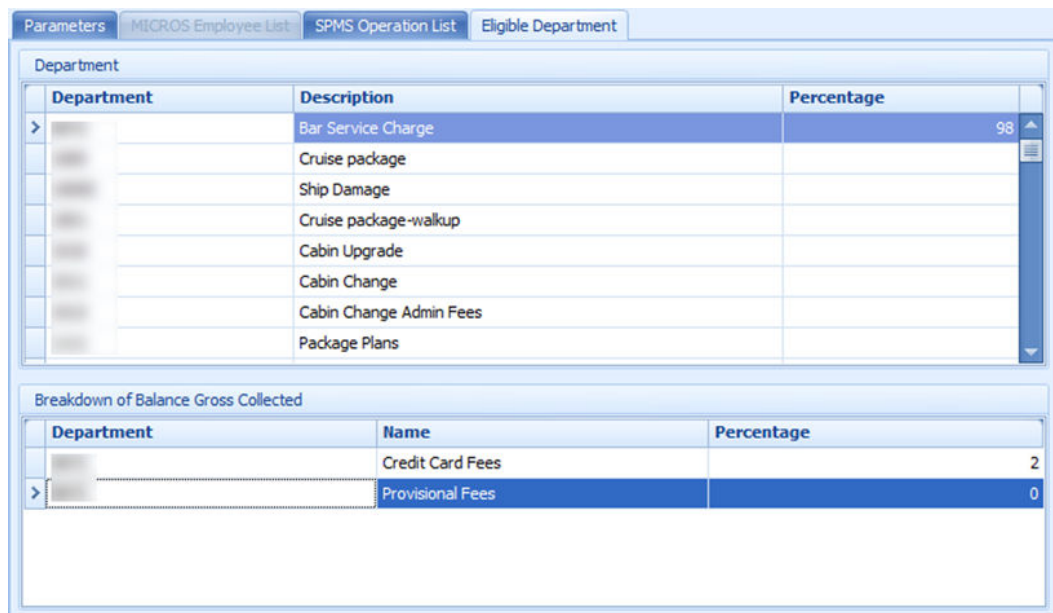
8. The Pool Type Percentage field automatically calculates and fills the remaining column percentage to 100 percent when one of the percentages is specified.

Cruise Segment

This function allows the ship operator to calculate the distribution total by segment for a long voyage or a 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 cruises based on the system cruise setup when the program starts up, and on remarks in the **Comments** column.

Figure 1-9   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.

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

4. Do note that the cruise segment for current cruise is no longer available after running the service charge calculation on the current cruise.

5. Define the start date, end date of the segment, and select the **Segment** number from the drop-down list. You can add up to 10 segments. Note the following when adding a segment:

   • The earliest cruise is displayed first. The cruise end-date defaults to actual cruise end date.

   • When creating multiple segments, by default the displayed cruise start date is the previous segment end date, and end date is the actual cruise end date.

   The system performs the following validations 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 June, cruise A start date is 24 June, cruise B start date is 01 July.

   – Creating the first segment on 03 July prompts the message "Start date need to same with voyage start date."

– Cruise A first segment starts from 01 June –5 June.

– Creating the second segment on 06 June prompts the message "Segment start date must be the same as previous segment end date".

– If segment end date overlaps with next segment's start date of the same voyage, the program takes the service charge posting until the segment end date minus 1 day.

– If the segment end date overlaps with next voyage segment's start date, the end date is not minus by one 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: You will get the posting from date 01 April to 02 April.

To calculate cruise 1 - Segment 2: You will get the posting from date 03 April to 08 April.

To calculate cruise 2: You will get the posting from date 08 April where POS_CRUISE = <Cruise 2 ID>.

6. Enter your comments for the new segment and click the **Apply** button to save the record. The added cruise segments appear 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 the cruise by segment. Select the cruise by segment for the service charge calculation.

9. The system disallow processing of Segment 2, without first processing Segment 1.

10. Once the service charge calculation of the cruise segment completes, it is not possible to delete them. The system prompts a warning message when an attempt is made.

Figure 1-10   Disallow Service Charge Removal Notification
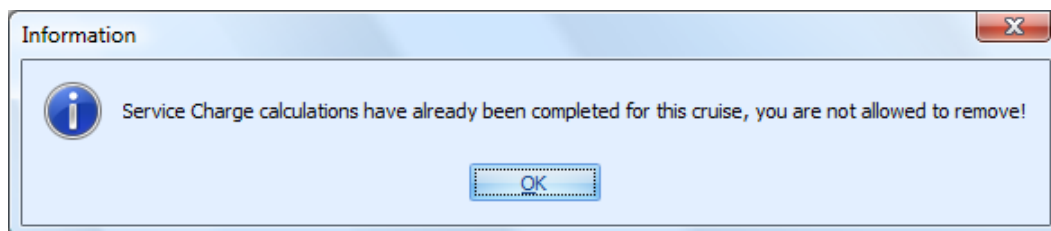
Premium Point

A Premium Point is a calculation that calculates the premium work hour deductible in the Hotel Service Charge calculation. There are two types of premiums payable in the Hotel Service Charge; those that are scheduled and approved in the T&A module, and those manually booked in Service Charge module. The Premium Points approved in the T&A module has a default point-value per hour in **Payroll module**, **Interface Pay** codes. After the Manager approves the premiums points, then only those points appear in the **Service Charge Overview, Premium Points** section. This function is controlled by the **"Hotel Service Charge"** and **"Show Premium Points Calculation"** parameter.

1. Login to the Service Charge module and click **Premium Points**.

Figure 1-11   Premium Points
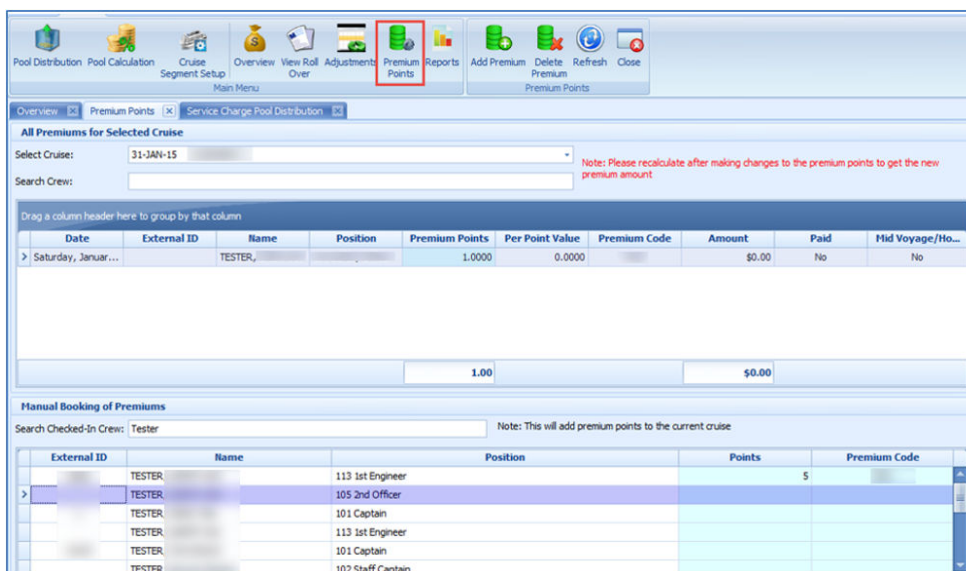
Table 1-3   Premium Points Field Definition

Field Name	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 crew member is repatriating during or at end of voyage; Flag a "YES" when system date = crewmembers' eligibility-end date.

2. In the Premium Booking window, select the **Select Cruise** from the drop-down list. The default view is the current voyage and all premiums approved in the 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 no premium work hours is approved in T&A module or Pay Rate defined in the Payroll module, a Crew officer can manually book the premium through Manual Booking of Premium.

5. To perform Manual booking of HSC Premium point, go to the **Manual Booking of Premiums** section. Enter the Crew ID or a name in **Search Checked-In Crew** and press the **Tab** key.

6. Click the **Add Premium** button at the ribbon bar. Enter the point quantity and select the **Premium code** from the drop-down list. Premium codes displayed in the drop-down list are for manual entry and they are different from those approved in the T&A module.

7. When a message prompts "Are you sure you want to manually book these premium points for the selected crew?", click **Yes** to proceed. The booking displays in the Premium Points window. After the next **Calculate Total** is processed, the premium pay amount appears.

8. Manual booking of premium point(s) are added into the 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 manually booked points 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 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

This function adds or deducts an amount to or from specific Pool(s). Before you make any manual adjustments to each pool per voyage, make sure the **Allow for Adjustments** is OPEN.

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 the cruise status indicated at the side.

3. In the **Add Adjustments** section, the date is defaulted to the first day of the current voyage. Use the drop-down menu to select the correct date from the 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 influenced 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.

8. Do note that after adding adjustments, it is not possible to delete them. However, you can 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 a daily basis.

Leavers Paid Status

The Service Charge module is typically installed together with the Payroll module. For example, you can use an external Payroll system 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 the **General, Use Payroll to 0** parameter activates the **Paid/Not Paid** button in the Overview ribbon bar. After the Crew Officer confirms all leavers are paid and receipts are generated, the Purser then manually sets all BSC leavers status to *"Paid"* in the Service Charge module.

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

Figure 1-12   Leavers Paid Status

At the closure of the voyage/segment, click **Calculate Total**. The system automatically triggers all non-leavers **Paid** status as "Yes". At the confirmation prompt, select **OK** to proceed.

At this time, all Beverage Service Charge (BSC) earned in the voyage by all non-repatriating Crew members status are automatically flagged as Paid and the window is locked for any modifications.

2

Calculation Processes

The Service Charge module calculates the total Hotel Service Charge (HSC) or Beverage Service Charge (BSC) of the day, then divides by the total pool points for the day before adding each day's calculation to obtain the voyage total.

Figure 2-1   Service Charge Overview
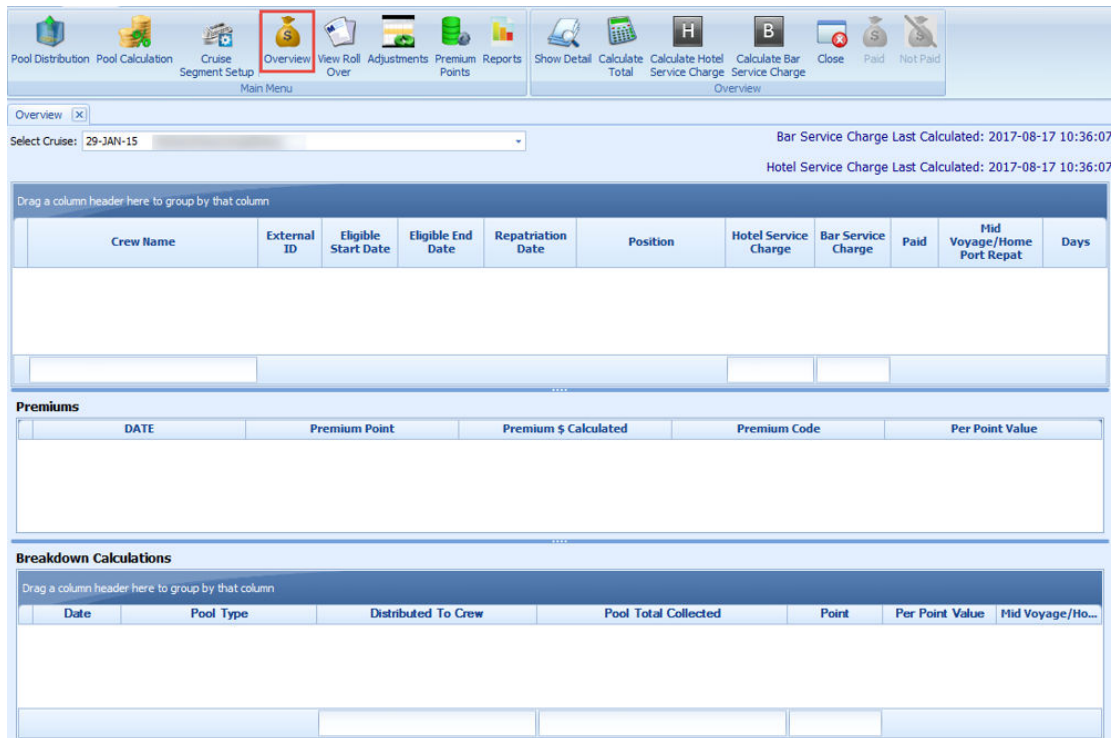
Table 2-1   Service Charge Dashboard Fields

Field Name	Description
Crew Name	Crew name.
External ID	Crew external ID.
Eligible Start Date	Date crew member reports for duty and eligible to service charge distribution.
Eligible End Date	Date crew member sign-offs from his/her duty and not entitled to service charge distribution thereafter.
Repatriation Date	Date crew member disembarks from the cruise.

Table 2-1   (Cont.) Service Charge Dashboard Fields

Field Name	Description
Position	Crew member current Operational Position.
Hotel Service Charge	Amount accumulated from Hotel Service Charge pool and distributed to the crew member.
Bar Service Charge	Amount accumulated from all the Bar Service Charge pool and distributed to the crew member.
Paid	A Yes/No flag indicating whether the amount is paid to the crew member through Payroll system.
	When a crew has HBSC payout in Payroll system, the Paid column for the crew updates to Yes.
Mid Voyage/Home Port Repat	Denotes the whether the crew member entitlement to service charge is calculated based on a full voyage or partial.
	• No: Full voyage calculation
	• Yes: Partial voyage calculation
	Example 1:
	• Current cruise Segment 1: 14 July to 17 July
	• Current cruise Segment 2: 17 July to 22 July
	• Crew eligible end date is 17 July
	• 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 July
	• Crew eligible end date is 18 July
	• Running a calculation on cruise Segment 2 shows crew mid cruise repatriation as YES. The status only flag as NO when 18 July is the next voyage start date
	Example 3:
	• Current cruise Segment 2: 17 July to 22 July
	• Next voyage start date is 23 July instead of 22 July
	• Crew eligible end date is 22 July
	• Running a calculation on cruise Segment 2 shows crew mid cruise repatriation as YES

Table 2-1   (Cont.) Service Charge Dashboard Fields

Field Name	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 July • Cruise period: 14 July until 17 July • Normal Crew • Crew eligible from 08 July 2011 until 08 July 2012 • Day(s) counted = 3 days (14 July until 16 July) • Repatriating Crew • Crew eligible from 11 July 2011 to 14 July 2011 • Day(s) counted = 1 days (14 July unto 14 July) • Crew joined middle of the voyage • Crew eligible from 15 July 2011 to 18 July 2011 • Day(s) counted = 2 days (15 July 2011 until 16 July 2011)
	If the system date, eligible start date and eligible end date are same, example: 17 July, 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 processed after new premium points appear, 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 crew member.
Pool Total Collected	The total amount collected by the pool.
Point	Service charge point per position.

Table 2-1   (Cont.) Service Charge Dashboard Fields

Field Name	Description
Per Point Value	Eligible point value.
Mid Cruise Repat	Yes / No indicator of crew member in mid cruise repatriation.

1. Click the **Overview** button to access the Service Charge Dashboard.

2. The Service Charge Dashboard window appears blank when you first open. Click **Show Details** to populate the information.

3. The window is divided into three (3) sections. The columns and width of these sections are adjustable by dragging the column divider.

4. If there are no HSC or BSC posting to the voyage at the time the **Calculate Total** button is first pressed, no crew members will appear in the list. The BSC list appears only when the BSC has been charged and not HSC or visa-versa.

Show Details

Table 2-2   Show Details Field Description

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 crew member.
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 crew member is mid cruise repatriation.

1. At the Service Charge Dashboard, select the voyage/segment from the drop-down list.

2. Click **Show Details** at the ribbon bar.

3. In Service Charge Dashboard, the crew member lists are shown.

4. The premiums worked/booked, the total points, premium pay, type of premium, and point value of selected crew member are shown.

5. The detailed breakdown of daily HSC and/or BSC of selected crew member where the information shown are by per pool type (indicates the several pool types for BSC), and per day since the calculations are made on a per-day basis with its total distributed to the crew member for the voyage.

6. When highlighting a crew member, the **Breakdown by Calculation** shows the crew eligible type of pool and the respective pool distribution amount.

Calculate Totals

When the **Calculate Total** is clicked for the first time on a newly open voyage, the system automatically recalculates the previous open voyage for the final time, before closing the previous voyage and calculating the new voyage for the first time. After the previous voyage status is set to close, no further changes are allowed. Therefore, it is important to check and ensure the previous voyage that all the postings, premium points, and manual adjustments are complete.

Figure 2-2   Open Status of Prior Voyage
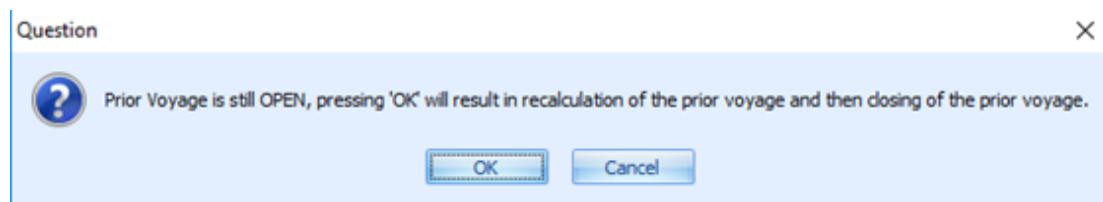
The date of the voyage status changes to **Close** becomes the **Last Calculated** date that appears in the **Select Cruise** drop-down list. Therefore, for reporting clarity it is best to maintain the last calculated date as the actual voyage or segment end date.

Figure 2-3   Segment Status

Run the **Calculate Total** function at any time and as often as required when the voyage is in the Open status. Clicking the **Calculate Total** triggers a recalculation of the daily HSC and BSC distribution for all crew members eligible for each day as long as they are not paid (see Mid-Voyage and Homeport Repats), and incorporates any additional posting, premiums, adjustments, new crew, repatriation status, and others.

The Calculate Total should be processed daily or regularly during the voyage to ensure all HSC and BSC are calculating and distributing, and correcting any arrears where necessary. Before the calculation begins, the program checks the Eligibility Start / End Date for discrepancies. At the end of the calculation, the dashboard displays all crew members with pool distribution.

Calculate Hotel Service Charge

The Calculate Hotel Service Charge function only calculates the HSC portion. The service charge calculations are processed based on the date posted on a daily basis. When the HSC

posting is skipped, and is posted twice on another day, this affects the daily Per Point Value and premiums posted on those days, resulting to the followings:

- Premiums posted on a day with no HSC will have zero Per Point Value, and the crew members entitled to working premiums on that particular day will not have any premium pay.

- Premiums worked on a day with a double HSC posting would receive double-valued Per Point Value.

Calculate Bar Service Charge (BSC)

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

- MICROS charges posted with a MICROS employee number that is not assigned to any crew member.

- MICROS number is assigned to a crew member whose eligibility is not within the date range of the voyage being processed.

- The posting (POS_ORDER_EMP_NO) is not associated with any crew member ID (UXP_C_ORDER_EMP_NO) in the database.

Figure 2-4   BSC Record Failed to Process

Click the **Print Preview** button to preview the Failed to Process record in the report layout or print to the printer directly.

3

Calculation Workflow

The Service Charge has multiple calculation methods for HBSC distribution to onboard crew members. The following are the processes:

- 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 processes calculate each service charge pool daily. The program accumulates the daily distribution amount of the entire voyage and is shown in the Service Charge Dashboard.

Get Service Charge Posting

1. At the beginning of the calculation process, the program obtains the cruise date range of the selected voyage.

2. It then obtains the dates between the voyage start date (SCR_A_DATE) and the voyage end date (SCR_E_DATE). The system takes the SPMS system date as the end date if the cruise has not yet ended.

3. The daily posting is obtained based on conditions defined in the Pool Calculation and below validations:

   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. For more information, see Pool Calculation.

Distribute to Pool

Distribute to Pool (with Mid Voyage Repatriation Calculation)

Before distributing the service charge posting to the respective HBSC pool, the program first checks whether the pool has any eligible crew repatriating in mid cruise. This is ascertained by comparing the crew service charge eligible date with the posting date.

- The eligible crew in the respective pool refers to Pool Distribution setup, Distribute to selected Operational Positions.
- The program collects the posting amount based on the percentage defined in the Eligible Department in Pool Calculation setup. If the pool has mid cruise crew repatriating, the

amount again deducts the percentage defined in the Hotel Bar Svc Chg, Mid Cruise Breakage parameter.

- Below is the formula to calculate the mid cruise repatriation when **Apply Breakage to Mid Cruise Repat** is checked in the 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

- The pool calculation includes the:

  – Roll over amount

  – Manual Adjustment

- After the mid cruise repatriation calculation, the amount is distributed to the respective pool by the percentage specified. This setup refers to Pool Calculation, Distribution Type = By Percentage, Percentage of selected Pool Type.

- The crew member gets the distribution amount when the eligible date is within the voyage period.

Distribute to Pool (with End Cruise Calculation)

- 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

- The crew member gets the distribution amount when the eligible date is within the voyage period.

Get Total Point Day

- 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.

- The 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

- The respective pool amount is distributed to eligible crew accordingly.

- 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.

- It then sums up the point value from various pool types calculations, such as Common Pool amount collected from Bartender type, Individual Sales type, Room Service type and Service Charges type.

- The Per Point Value is then used to multiply the individual crew point value to obtain the distribution amount.

Distribute to End Cruise

- If there is no crew disembarking during the cruise, the calculation process in the Service Charge module should only run once at the end of the cruise.

- 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.

Service Charge Payout in Payroll

- For mid cruise repatriation crew member, the payout of service charge or premium pay is perform in the Payroll module.

- After a payout, any service charge adjustment will not affect the existing payout crew member.

- For non-mid cruise repatriation on a voyage that is closed, payout of service charge or premium pay is perform in the 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 through payroll" is prompted.

4

View Roll Over

The View Roll Over is an important tool in balancing the total HSC and BSC collected with the amount distributed. This window 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 brings forward the differences to the next voyage. This is to prevent an unaccountable loss in Accounting.

Figure 4-1   Roll Over Amount Overview

Table 4-1   Header Description of Roll Over Amount Grid

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.

Table 4-1   (Cont.) Header Description of Roll Over Amount Grid

Column Header	Description
Net Service Charge	Initial service charge distribution calculated based on last Calculate Total performed for crew members 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".
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 checks for any discrepancy in each total pool amount and displays the variance in Roll Over window.

3. Navigate to the Roll Over window by clicking the **View Roll Over** button at the ribbon bar.

4. The combined totals for HSC and BSC are 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 compressed as required.

7. In the Pool Distribution Breakdown, the voyage/segment is listed when the voyage status **Open**.

In the Pool Calculation Breakdown, the voyage/segment is listed when HSC or BSC charges are posted.

5

Calculation Method Examples

The following sections describe the calculation and the distribution example of HSB/BSC.

Cash Payment Order Calculation

The 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.

Figure 5-1   Service Charge Pool Calculation
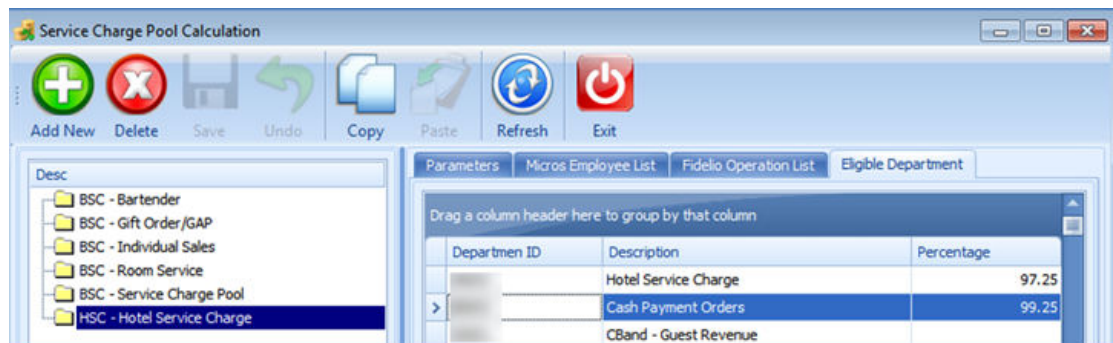
In the following example, the Cash Payment Order department = 99.25%. Amount collected only calculates the provision fees of 0.75%. The exempted credit card fees of 2% (100% - 0.25%).

Here are the 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 the 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, set up the **Dining Pool** and select the **Operational Position**. For example:

   • Dining Room Pool Operational Position number is 412, 414, 419, 413

   • Cabin Steward Pool Operational Position number is 711, 706

   • Common Pool – All position except the position in the 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 x 35465.6 = 9035.55.

• For Cabin Steward Pool Distribution: $21683.8325 / 85111.6 x 235.9 = 60.10.

• For Common Pool Distribution: $21683.8325 / 85111.6 x 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 x 453.7 = $115.59.

• For crew in Cabin Steward Pool: 60.10 / 235.9 x 73.4 = $18.7.

• For crew in Common Pool: 12588.1822 / 49410.1 x 245.5 = $62.55.

6

User Security

Below is the User Security Access rights for HBSC functionality:

Table 6-1   User Security Rights

Security Reference No#	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.

7
Parameters

This section describes the Parameters available to Service Charge module.

Table 7-1   PAR_Group Hotel Bar Svc Chg

PAR 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. This is normally use for Hotel Service Charge Pool.

Table 7-1   (Cont.) PAR_Group Hotel Bar Svc Chg

PAR Name	Value	Description
Service Charge Eligible End Date	-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

Table 7-2   PAR_Group Promo

PAR Name	Value	Description
MICROS Server Name		MICROS Database Service Name
MICROS Server Type	0	0 - Oracle, 1 - Microsoft SQL Server
MICROS User Name		MICROS User Name

Table 7-3   PAR_Group General

PAR Name	Value	Description
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.