MISC. -GAMING COMP FLOW CHART 9400/9407



Last updated by: Paige Hurley		Date:	25/07/2020
Approved by:		Date:	
Version Number:	2	Review Date:	25/07/2021

1. SCOPE	This work instruction applies to all Front Desk staff who are required to settle Gaming Comps as part of their daily operations.		
2. OBJECTIVE	To ensure the correct set up and processing/settlement of Gaming accounts.		
3. DEFINITIONS	List acronyms and abbreviations used throughout the document with their full meanings		
4. RESPONSIBILITIES OF PERSONNEL	MANAGERIAL It is the responsibility of the Manager to ensure that the standards are maintained. SUPERVISORY It is the responsibility of the Supervisors to train staff in this procedure to ensure the standards are maintained. EMPLOYEES		
	It is the responsibility of the employees to maintain the correct procedure when closing Gaming accounts.		
	Add any additional links to applicable documents / work instructions if appropriate		
	CS-P-008 Document Control: http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Document%20Control%20CS-P-008.DOC		
	CS-P-003 Health & Safety Training: http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Health%20and%20Safety%20Training%20CS-P-003.doc		
5. APPLICABLE DOCUMENTS	CS-P-116 Workplace Inspections: http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Workplace%20Inspections%20CS-P-116.doc		
	CS-P-006 Incident Management: http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Incident%20Management%20CS-P-006.doc		
	CS-P-001 Responsibility & Management: http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedu res/Responsibility%20and%20%20Management%20CS-P-001.doc		
	CS-P-085 Manual Handling & Ergonomics:		

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http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Manual%20Handling%20CS-P-085.doc

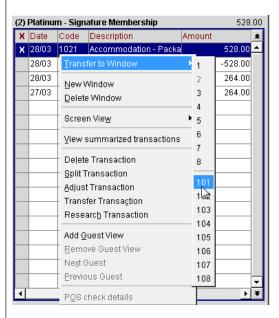
PROCESS

Prefix – Accommodation Package Offset

For Gaming Rates where the accommodation rolls as "8800 – Package Rate" you must first complete a package offset in order to facilitate transferring the charges to W101 for settlement.

To complete this:

- Transfer all relevant charges with posting code "8800 Package Rate" to a new window.
- Using transaction code 1021 (Accommodation Package Offset)
- Post a negative transaction for the total accommodation rate (shown in the top right corner of the window)
- In the Supplement Field, enter the rrate range of the charges offset (eg 23/07/20 25/07/20)
- Post a positive transaction for the same amount using the same posting code (1021) and copy the Supplement field.
- Transfer the positive **1021** posting to the Comp Window with the relevant authorizer.

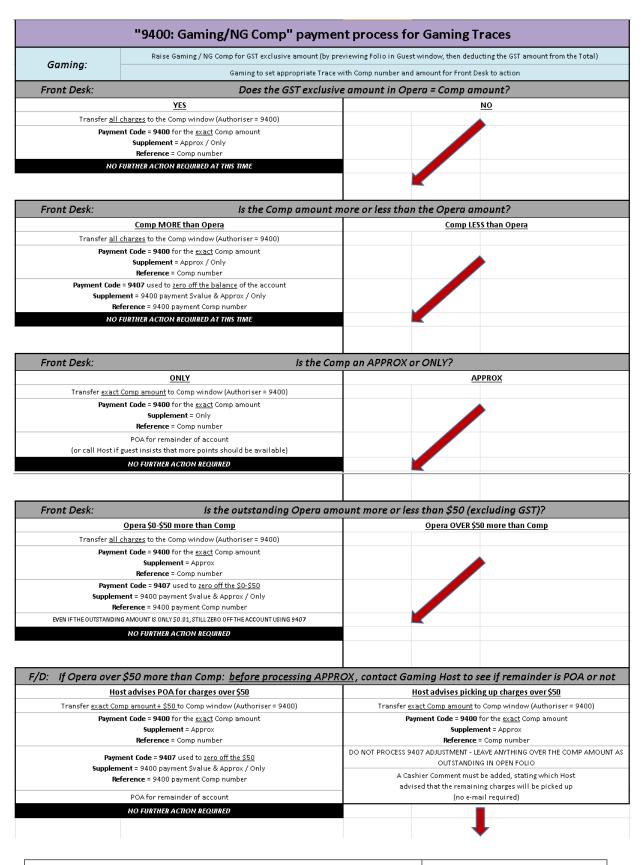


Step 1

After transferring the relevant charges to the correct Window (eg W101) follow the below flowchart to successfully settle the account.

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	Open Folio p	rocess			
Front Desk:	if 9407 has aiready been used to close accou	int, then accou	nt re-opened with new outstanding charges:		
Total of existing 94	107 + Open Folio amount is less than or equal to \$50	Total of existing 9407 + Open Folio amount is more than \$50			
Transfer charges to the	same Comp window (as the orginal 9400 & 9407 payment)		Payment Code = 9407 used to zero off the \$0-\$50		
	ent Code = 9407 used to <u>zero off the \$0-\$50</u> := 9400 payment \$value + 9407 \$value & Approx	Supplement = 9400 payment \$value + 9407 \$value & Approx Reference = 9400 payment Comp number Leave the remaining amount in Open Folio for Gaming to advise if further charges will be picked up or if POA			
	ference = 9400 payment Comp number NO FURTHER ACTION REQUIRED				
	TO TO INTERNACION RECONED				
			Review Open Folio report for the relevant Rate Codes (as listed below)		
		Gaming:	Raise Gaming / NG Comp for the remaining charges		
			Set Trace for Front Desk to action:		
			'Only' trace with Comp number and amount OR		
			'Remainder of account POA' trace		
		Front Desk:	Action trace accordingly		
	"9407: Gaming/NG Comp Adjust u	o to 50" adjustr	ment process		
Run 9407 'COMP ADJUST' report each morning					
Gaming:	Filter report for the relevant Rate Codes:	International: Domestic: VIP Slots:	LCS_INTQ / LCS_INTN / LCS_VCAS / ZNR_SHARE LCS_DOMQ / LCS_DOMN / ZNR_SHARE LCGINTQ / LCGINTN / ZNR_SHARE		
	Adjust the original Comp in SyCo by the amount on the 'COMP ADJUST' report:	Positive amount: Negative amount:	Increase comp amount (up to \$50) Reduce comp (by any amount)		
	As the original Comp has been adjusted in SyCo,	no further action is re	equired in Opera		

Step 2	If the Comp raised does not match the value of the guest's account balance, set a trace for the relevant gaming department to have the comp adjusted.

Version	Date of Update	Name of reviewer / updater	Approved By	Step #'s Amended	Details of Amendments
2	01/10/18	Jane Smith	Front Office Manager	4	Example only
3	25/07/2020	Paige Hurley		ALL	Converted format, updated WI

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