

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	<p>MANAGERIAL It is the responsibility of the Manager to ensure that the standards are maintained.</p> <p>SUPERVISORY It is the responsibility of the Supervisors to train staff in this procedure to ensure the standards are maintained.</p> <p>EMPLOYEES It is the responsibility of the employees to maintain the correct procedure when closing Gaming accounts.</p>
5. APPLICABLE DOCUMENTS	<p>Add any additional links to applicable documents / work instructions if appropriate</p> <p>CS-P-008 Document Control: http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Document%20Control%20CS-P-008.DOC</p> <p>CS-P-003 Health & Safety Training: http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Health%20and%20Safety%20Training%20CS-P-003.doc</p> <p>CS-P-116 Workplace Inspections: http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Workplace%20Inspections%20CS-P-116.doc</p> <p>CS-P-006 Incident Management: http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Incident%20Management%20CS-P-006.doc</p> <p>CS-P-001 Responsibility & Management: http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Responsibility%20and%20%20Management%20CS-P-001.doc</p> <p>CS-P-085 Manual Handling & Ergonomics:</p>

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Page 1 of 5

<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 rate 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.


(2) Platinum - Signature Membership				528.00
X	Date	Code	Description	Amount
X	28/03	1021	Accommodation - Packa	528.00
	28/03		Transfer to Window	1 -528.00
	28/03		New Window	2 264.00
	27/03		Delete Window	3 264.00
			Screen View	4
			View summarized transactions	5
			Delete Transaction	6
			Split Transaction	7
			Adjust Transaction	8 101
			Transfer Transaction	102
			Research Transaction	103
			Add Guest View	104
			Remove Guest View	105
			Next Guest	106
			Previous Guest	107
			POS check details	108

Step 1

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

"9400: Gaming/NG Comp" payment process for Gaming Traces	
Gaming:	Raise Gaming / NG Comp for GST exclusive amount (by previewing Folio in Guest window, then deducting the GST amount from the Total) Gaming to set appropriate Trace with Comp number and amount for Front Desk to action
Front Desk:	Does the GST exclusive amount in Opera = Comp amount?
YES	NO
Transfer <u>all charges</u> to the Comp window (Authoriser = 9400)	
Payment Code = 9400 for the <u>exact</u> Comp amount Supplement = Approx / Only Reference = Comp number	
NO FURTHER ACTION REQUIRED AT THIS TIME	
Front Desk:	Is the Comp amount more or less than the Opera amount?
Comp MORE than Opera	Comp LESS than Opera
Transfer <u>all charges</u> to the Comp window (Authoriser = 9400)	
Payment Code = 9400 for the <u>exact</u> Comp amount Supplement = Approx / Only Reference = Comp number	
Payment Code = 9407 used to <u>zero off the balance</u> of the account Supplement = 9400 payment \$value & Approx / Only Reference = 9400 payment Comp number	
NO FURTHER ACTION REQUIRED AT THIS TIME	
Front Desk:	Is the Comp an APPROX or ONLY?
ONLY	APPROX
Transfer <u>exact Comp amount</u> to Comp window (Authoriser = 9400)	
Payment Code = 9400 for the <u>exact</u> Comp amount Supplement = Only Reference = Comp number	
POA for remainder of account (or call Host if guest insists that more points should be available)	
NO FURTHER ACTION REQUIRED	
Front Desk:	Is the outstanding Opera amount more or less than \$50 (excluding GST)?
Opera \$0-\$50 more than Comp	Opera OVER \$50 more than Comp
Transfer <u>all charges</u> to the Comp window (Authoriser = 9400)	
Payment Code = 9400 for the <u>exact</u> Comp amount Supplement = Approx Reference = Comp number	
Payment Code = 9407 used to <u>zero off the \$0-\$50</u> Supplement = 9400 payment \$value & Approx / Only Reference = 9400 payment Comp number	
EVEN IF THE OUTSTANDING AMOUNT IS ONLY \$0.01, STILL ZERO OFF THE ACCOUNT USING 9407	
NO FURTHER ACTION REQUIRED	
F/D: If Opera over \$50 more than Comp: before processing APPROX, contact Gaming Host to see if remainder is POA or not	
Host advises POA for charges over \$50	Host advises picking up charges over \$50
Transfer <u>exact Comp amount + \$50</u> to Comp window (Authoriser = 9400)	Transfer <u>exact Comp amount</u> to Comp window (Authoriser = 9400)
Payment Code = 9400 for the <u>exact</u> Comp amount Supplement = Approx Reference = Comp number	Payment Code = 9400 for the <u>exact</u> Comp amount Supplement = Approx Reference = Comp number
Payment Code = 9407 used to <u>zero off the \$50</u> Supplement = 9400 payment \$value & Approx / Only Reference = 9400 payment Comp number	DO NOT PROCESS 9407 ADJUSTMENT - LEAVE ANYTHING OVER THE COMP AMOUNT AS OUTSTANDING IN OPEN FOLIO
POA for remainder of account	A Cashier Comment must be added, stating which Host advised that the remaining charges will be picked up (no e-mail required)
NO FURTHER ACTION REQUIRED	

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Open Folio process	
Front Desk: <i>If 9407 has already been used to close account, then account re-opened with new outstanding charges:</i>	
Total of existing 9407 + 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 original 9400 & 9407 payment)	Payment Code = 9407 used to zero off the \$0-\$50 Supplement = 9400 payment \$value + 9407 \$value & Approx Reference = 9400 payment Comp number
Payment Code = 9407 used to zero off the \$0-\$50 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
NO FURTHER ACTION REQUIRED	
	
	Gaming: Review Open Folio report for the relevant Rate Codes (as listed below) 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 up to 50" adjustment process	
	Run 9407 'COMP ADJUST' report each morning
Gaming:	Filter report for the relevant Rate Codes:
	International: LCS_INTQ / LCS_INTN / LCS_VCAS / ZNR_SHARE Domestic: LCS_DOMQ / LCS_DOMN / ZNR_SHARE VIP Slots: LCGINTQ / LCGINTN / ZNR_SHARE
	Adjust the original Comp in SyCo by the amount on the 'COMP ADJUST' report:
	Positive amount: Increase comp amount (up to \$50) Negative amount: Reduce comp (by any amount)
<i>As the original Comp has been adjusted in SyCo, no further action is required in Opera</i>	

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.
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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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