Sonoma House Account Transactions
New "On The Fly" Method

Summary: With the old way of issuing comps with House Accounts you would bring up the House Account and then issue a comp to it. You could record a customer name and reason to the transaction but it was never directly tied to an actual customer account. With the new method, called "On The Fly" House Account transactions you actually bring up the real customer account for the person who will be receiving the comp and then issue to them and in the middle of the process you will tell Sonoma you are using a House Account to do so.

The instructions below show the steps now required to issue a comp with a House Account:

1. Bring Up the Customer Account in the screen your are using (Pit Station, Pit Manager, Customer Account)

2. Press the "Issued Reward" Button and the list of available comps will appear

3. Press the new "Use House Account" button (figure 1)

4. Enter the employee number and PIN Number for the House Account to be used on the orange login screen (figure 2)

5. Confirm that you have validated the correct House Account by clicking "Yes" when asked (figure 3)

6. The comp window will now show that you are using the specific House Account. Select the actual comp / reward item that is going to be issued (figure 4)

7. Confirm that you have selected the correct reward item to issue (figure 5)

8. Assign the reason for the House Account transaction from the pre-approved list of choices. Note: In the old version, this screen is where you would enter the customer's name. It is now filled in for you (figure 6)

9. IF the customer receiving the comp does actually have some points still left you will have the option to use the remaining points before using the House Account points. Either way the transaction will still complete, one way with all House Account points used and the other with a mix (figure 7)

10. The transaction will complete and the final confirmation box will pop up. Click yes to finish (figure 8)

Pit Station User: A Admin Sonoma

Table	Seat	Avg Be	Cash In	StartTime	Duration	Adjust
MB-1	2	40		13:55	0:21	

$11 Meal Comp(2332pts)

New Member Fun Pack(0pts)

$12 Meal Comp(2544pts)

$ 3 Meal Comp(636pts)

$13 Meal Comp(2756pts)

$ 8 Meal Comp(1696pts)

$14 Meal Comp(2968pts)

$10 Meal Comp(2120pts)

$16 Meal Comp(3392pts)

$15 Meal Comp(3180pts)

$17 Meal Comp(3604pts)

$20 Meal Comp(4240pts)

$18 Meal Comp(3816pts)

$25 Meal Comp(5300pts)

$19 Meal Comp(4028pts)

Casino Ind. Offer(0pts)

$2 Meal Comp (424pts)

Cigarette Comp(1696pts)

2010 World Cup Drawing Voucher(0pts)

$7 Poker Meal Voucher(0pts)

Facebook F/B Coupons(0pts)

$25 AMC Movie Card(10600pts)

Use House Account

Cancel Reward

QTY

◄ ►

Out

System Message

Action Menu

Unrated Drop

FIGURE 1

FIGURE 2

FIGURE 3

FIGURE 4

Pit Station User: A Admin **Sonoma**

Using House Account: (ha) Tomjohn Smithjones

Table	Seat	Avg Be	Cash In	StartTime	Duration	Adjust
FCP-2	1	10		11:35	2:50	
MB-1	2	40		13:55	0:30	

$11 Meal Comp(2332pts)

$12 Meal Comp(2544pts)

Meal Comp(1696pts)

$10 Meal Comp(2120pts)

$15 Meal Comp(3180pts)

$20 Meal Comp(4240pts)

$25 Meal Comp(5300pts)

sino Ind. Offer(0pts)

Cigarette Comp(1696pts)

$7 Poker Meal Voucher(0pts)

$25 AMC Movie Card(10600pts)

New Member Fun Pack(0pts)

$ 3 Meal Comp(636pts)

Reward Confirmation

Are you sure you want to issue the $12 Meal Comp reward to this customer for 2544 points?

Yes   **No**

Use House Account

Cancel Reward   QTY

System Message   Action Menu   Unrated Drop

FIGURE 5

FIGURE 6

FIGURE 7

FIGURE 8