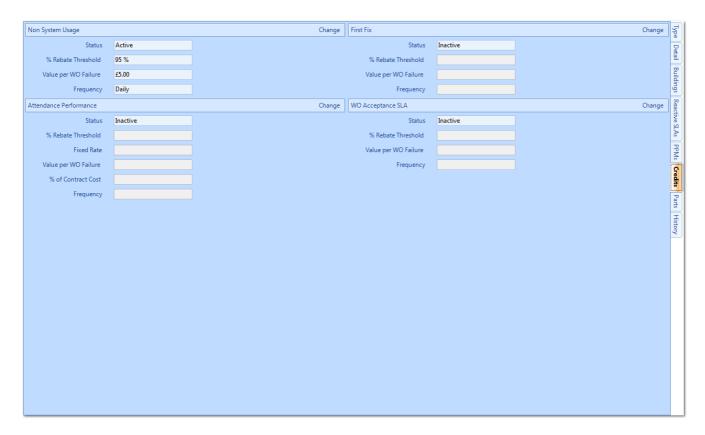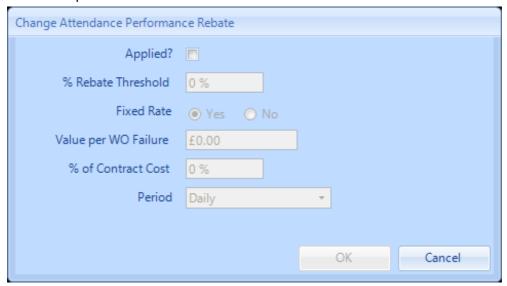# Credits Tab - Incentive Credits

From the Credits Tab, it's possible to confirm whether or not there are incentives (rebates) associated to the accurate completion of works.

1. To add/change any details the User will need to click on the "Change" button. This window will then open:

2. **Please Note: All of the items below are used to drive reporting services only:**

Non System Usage This should be ticked if there is a requirement for the Resource to use Ostara ATAS or Resource Portal to log on and off of each work order number raised under this contract where failure to comply may result in a chargeable credit.

Attendance Performance This should be ticked if there is a requirement for the Resource to meet an attendance SLA associated with this contract where failure to comply may result in a chargeable credit.

First Fix This should be ticked if there is a requirement for the Resource to resolve failures during the first attendance to site where failure to comply may result in a chargeable credit. This is applicable to all Operational Work Order Numbers raised against this contract.

Non System Usage This should be ticked if there is a requirement for the Resource to use Ostara ATAS or Resource Portal to log on and off of each work order number raised under this contract where failure to comply may result in a chargeable credit.

Attendance Performance This should be ticked if there is a requirement for the Resource to meet an attendance SLA associated with this contract where failure to comply may result in a chargeable credit.

WO Acceptance SLA This should be ticked if there is a requirement for the Resource to accept all work order numbers raised for them under this contract where failure to comply may result in a chargeable credit. This is applicable to all Operational and PPM Work Order Numbers raised against this contract.

Applied This is a tick box - this will need to be ticked if the User wishes these to be applied.

% Rebate Threshold This denotes the % threshold which rebates will not be associated to. For example if the Resource has a Threshold of 90% rebates will be associated to this incentive type when failure exceeds this acceptable performance level. The maximum threshold is 100%.

Fixed Rate This is a radio button to select whether this is a fixed rate or not.

Value per WO Failure This denotes the monetary value associate to every failure incurred against the % threshold. This will be associated to every work order number. For example, if the value is set at £10, an incentive credit will be applicable against each one of the Resource's work order number associated to this contract (in line with % threshold).

% of Contract Cost This should be used if the incentive credits are not derived by a value per work order number credit but as a % of the total contract cost. For example, if the % of Contract Cost is set at 3% and the monthly contract cost is £10,000 and failure exceeds the % Rebate Threshold, the incentive credit would be £300 for that period (3% of £10,000 = £300).

Period identifies the time frames in which the rebates can be calculated i.e. Monthly, Quarterly, 6 Monthly etc.

3. Once all the relevant details have been entered click on the OK button. If the Applied check box has been ticked these incentive credits will be applied. If this box is unticked the incentive credit will not be applied.