

From: Jessica Ramsden
Sent: Mon, 23 Sep 2013 17:54:46 +1000
To: Kate Cannon
Subject: Re: CUP
Attachments: image001.jpg, image002.jpg, image003.jpg, image004.jpg, image005.jpg, image006.jpg

Hello! How was lunch at freshwater?
 Please up training material and trans description. You are right in that we should only be processing on CUP cards not other cards. I don't think the t&cs have been checked for visa etc but given CBA oppose it and we are moving to CBA eventually we shouldn't be processing them.
 I can check re. The dr and cr query.
 Jess

Sent from my iPhone

On 23/09/2013, at 5:30 PM, "Kate Pickering" [REDACTED] wrote:

> Good afternoon ☺
 > FYI below...
 > I'm happy to amend the transaction description in Opera and update the training material.
 > I still haven't received an answer on DR Vs CR though...
 >
 >
 > Kind regards,
 >
 > Kate Pickering
 > Rooms Division Training Supervisor
 > Crown Towers | Crown Metropol Melbourne | Crown Promenade Melbourne
 > 8 Whiteman Street Southbank 3006 Melbourne Australia
 [REDACTED]
 > [Facebook Icon]<<https://protect-au.mimecast.com/s/7bH-CBNZApI0xL1wHz-V35?domain=facebook.com>>[Twitter Icon]<<https://protect-au.mimecast.com/s/pGPcCD1jDrCw781Eu541rC?domain=twitter.com>>[Towers Newsletter Icon]<<https://protect-au.mimecast.com/s/8cQ8CE8kEvcOwZmvspWIax?domain=crowntowers.com.au>>
 > [Crown Towers Branded Email Footer Feb 2012]<•%09https://protect-au.mimecast.com/s/D8qgCGvmJxhErzmDhQWzCG?domain=crownhotels.com.au>
 > [cid:image002.jpg@01CA0C56.432528F0] Please consider the environment before printing this email
 >
 > From: Kate Pickering
 > Sent: Monday, September 23, 2013 3:18 PM
 > To: David Stoddart
 > Subject: RE: CUP
 >
 > They do have a lot of different cards, but I would have assumed that if we are processing the payment as a Visa the rules would be different (as it's not a UnionPay transaction)...
 >
 > Kind regards,
 >
 > Kate Pickering
 > Rooms Division Training Supervisor
 > Crown Towers | Crown Metropol Melbourne | Crown Promenade Melbourne
 > 8 Whiteman Street Southbank 3006 Melbourne Australia
 [REDACTED]

> [Facebook Icon]<<https://protect-au.mimecast.com/s/7bH-CBNZApI0xL1wHz-V35?domain=facebook.com>> [Twitter Icon]<<https://protect-au.mimecast.com/s/pGPcCD1jDrCw781Eu541rC?domain=twitter.com>> [Towers Newsletter Icon]<<https://protect-au.mimecast.com/s/8cQ8CE8kEvcOwZmvspWlax?domain=crowntowers.com.au>>
> [Crown Towers Branded Email Footer Feb 2012]<•%09https://protect-au.mimecast.com/s/D8qgCGvmJxhErzmDhQWzCG?domain=crownhotels.com.au>
> [cid:image002.jpg@01CA0C56.432528F0] Please consider the environment before printing this email

>
> From: David Stoddart
> Sent: Monday, September 23, 2013 3:13 PM
> To: Kate Pickering
> Subject: RE: CUP

>
> Hi

>
> Not sure about the in-house guest thing, but given we are processing a 'purchase' it probably seems reasonable

>
> I assume same conditions apply. They have a lot of different card types from memory

>
> Regards,
> David Stoddart
> General Manager - Commercial
> Crown Hotels, Retail and Food & Beverage
> 8 Whiteman Street Southbank 3006 Melbourne Australia

[REDACTED]
> [HCT10268-CT-Asia-Pacific-win_Footer-Template (4)] <<https://protect-au.mimecast.com/s/D8qgCGvmJxhErzmDhQWzCG?domain=crownhotels.com.au>>

> [cid:image002.jpg@01CA0C56.432528F0] Please consider the environment before printing this email

>
>
> From: Kate Pickering
> Sent: Monday, 23 September 2013 3:06 PM
> To: David Stoddart
> Subject: RE: CUP

>
> Good afternoon David,

> I just reviewed the last month's worth of data and noticed that PM accounts are being set up for guests that are not staying in house (even though I have been advised that they must be an in-house guest).

>
> I also noticed that a Paid Out was processed for a Visa. Isn't the process only supposed to apply to UnionPay?
> I'm assuming the card was a dual branded UnionPay Visa, so it was processed correctly, however do the same T&C's apply?


>
>
> Kind regards,

>
> Kate Pickering
> Rooms Division Training Supervisor
> Crown Towers | Crown Metropol Melbourne | Crown Promenade Melbourne
> 8 Whiteman Street Southbank 3006 Melbourne Australia

[REDACTED]
> [Facebook Icon]<<https://protect-au.mimecast.com/s/7bH-CBNZApI0xL1wHz-V35?domain=facebook.com>> [Twitter Icon]<<https://protect-au.mimecast.com/s/pGPcCD1jDrCw781Eu541rC?domain=twitter.com>> [Towers Newsletter Icon]<<https://protect-au.mimecast.com/s/8cQ8CE8kEvcOwZmvspWlax?domain=crowntowers.com.au>>
> [Crown Towers Branded Email Footer Feb 2012]<•%09https://protect-

au.mimecast.com/s/D8qgCGvmJxhErzmDhQWzCG?domain=crownhotels.com.au>
> [cid:image002.jpg@01CA0C56.432528F0] Please consider the environment before printing this email
>
> From: David Stoddart
> Sent: Monday, September 23, 2013 2:46 PM
> To: Kate Pickering
> Subject: FW: CUP
>
>
> Ignore last one, see below
>
>
>
> Regards,
>
> David Stoddart
>
> General Manager - Commercial
>
> Crown Hotels, Retail and Food & Beverage
>
> 8 Whiteman Street Southbank 3006 Melbourne Australia
>
>
>
> Please consider the environment before printing this email
>
>
>
>
>
>
> -----Original Message-----
> From: Debra Tegoni
> Sent: Monday, 23 September 2013 2:45 PM
> To: David Stoddart
> Cc: Debra Tegoni; Catherine Young
> Subject: Re: CUP
>
>
>
> Apologies
>
> I meant just 'purchase main cage'
>
>
>
> The Supporting CPV will suffice do chips not required to be mentioned
>
>
>
> Kind Regards
>
> Debra Tegoni
>
> Executive General Manager

>
> Legal & Regulatory Services
>
> Crown Melbourne Limited
>
>
>
> On 23/09/2013, at 12:43 PM, "Debra Tegoni"
> [REDACTED] >> wrote:
>
>
>
> Thanks David
>
> Can we just state that the transaction is
>
>
>
> 'Chip purchase - main cage'
>
>
>
>
> Kind Regards
>
> Debra Tegoni
>
> Executive General Manager
>
> Legal & Regulatory Services
>
> Crown Melbourne Limited
>
>
>
> On 18/09/2013, at 9:50 AM, "David Stoddart"
> [REDACTED] wrote:
>
>
>
> Hi Deb
>
>
>
> I think based on your comments we probably need to change the transaction description?? Await your
instruction
>
>
>
> Regards,
>
> David Stoddart
>
> General Manager - Commercial
>
> Crown Hotels, Retail and Food & Beverage
>
> 8 Whiteman Street Southbank 3006 Melbourne Australia
>



>
> [HCT10268-CT-Asia-Pacific-win_Footer-Template (4)] <<https://protect-au.mimecast.com/s/D8qgCGvmJxhErzmDhQWzCG?domain=crownhotels.com.au>>

> [cid:image002.jpg@01CA0C56.432528F0] Please consider the environment before printing this email

>
>
>
>
>
>
>
> From: Kate Pickering

>
> Sent: Wednesday, 18 September 2013 11:36 AM

>
> To: David Stoddart

>
> Cc: Jessica Ramsden

>
> Subject: RE: CUP

>
>
>
> Good morning David,

>
>
> At the moment the transaction code that is used in Opera is Main Cage Paid Out. Do you think this description is appropriate?

>
> From the perspective of the cash that is paid out via the Main Cage, Hotels have nothing to do with how that money is then used – it is totally up to the Gaming employee who accompanies the guest to the Main Cage.

>
>
>
>
> Also on the CUP topic, are you aware of whether these rules apply to both Credit and Debit cards? We are still waiting on confirmation on this (as the directive to Front Desk has changed a couple of times now).


>
>
>
>
>
>
> Kind regards,

>
>
>
> Kate Pickering

>
> Rooms Division Training Supervisor

>
> Crown Towers | Crown Metropol Melbourne | Crown Promenade Melbourne

>
> 8 Whiteman Street Southbank 3006 Melbourne Australia



> Email:



> [Facebook Icon]<<https://protect-au.mimecast.com/s/7bH-CBNZApI0xL1wHz-V35?domain=facebook.com>>[Twitter Icon]<<https://protect-au.mimecast.com/s/pGPcCD1jDrCw781Eu541rC?domain=twitter.com>>[Towers Newsletter Icon]<<https://protect-au.mimecast.com/s/8cQ8CE8kEvcOwZmvspWlax?domain=crowntowers.com.au>>

> [Crown Towers Branded Email Footer Feb 2012]<•%09<https://protect-au.mimecast.com/s/D8qgCGvmJxhErzmDhQWzCG?domain=crownhotels.com.au>>

> [cid:image002.jpg@01CA0C56.432528F0] Please consider the environment before printing this email

> From: David Stoddart

> Sent: Tuesday, September 17, 2013 3:43 PM

> To: Kate Pickering

> Cc: Jessica Ramsden

> Subject: FW: CUP

> Hi Kate

> Can you please see note below from Deb Tegoni and advise if procedures need changing

> Regards,

> David Stoddart

> General Manager - Commercial

> Crown Hotels, Retail and Food & Beverage

> 8 Whiteman Street Southbank 3006 Melbourne Australia



> [HCT10268-CT-Asia-Pacific-win_Footer-Template (4)] <<https://protect-au.mimecast.com/s/D8qgCGvmJxhErzmDhQWzCG?domain=crownhotels.com.au>>

> [cid:image002.jpg@01CA0C56.432528F0] Please consider the environment before printing this email

> From: Debra Tegoni

> <image006.jpg>