

From: Kate Cannon
Sent: Fri, 23 Aug 2013 12:11:12 +1000
To: Jacinta Maguire (Careri); Jessica Ramsden; Gillian McNairn
Cc: Andrew Cairns; Phillip Batsakis; Jasmine Gooi
Subject: RE: VIP International Credit Card Facility Transaction
Attachments: UnionPay Payouts_Generic.doc

Good afternoon all,

Before uploading the attached document into Compass, could I please request that you do a final review and provide feedback if required?

Andrew & Jacinta – if you are happy with the content of the document, I'd like to put your names in the 'Approved By' section (so that everybody is aware who any future changes need to go through). Please advise if you are ok with this, or if would prefer someone else to be listed.

Once approved and uploaded, I think Gaming and the Main Cage need to be aware of this process, to ensure their processes match.

I will forward the link to Jimmy Rousis and Stephen Hancock. Jacinta – is there someone in particular in Gaming you would like me to send this to, or are you happy to forward it to the appropriate people?

Thank you for your assistance.

Kind regards,

Kate Pickering

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



 Please consider the environment before printing this email

From: Jacinta Maguire (Careri)
Sent: Friday, August 23, 2013 9:30 AM
To: Jessica Ramsden; Gillian McNairn
Cc: Kate Pickering; Andrew Cairns; Phillip Batsakis; Jasmine Gooi
Subject: RE: VIP International Credit Card Facility Transaction

Hi All,

I have confirmed with Andrew Cairns that the original process (ie. credit cards and debit cards) will be accepted until we have finalised our recommendations and redrafted the policy.

Also, at this stage the service should only be available at Crown Towers. Mahogany Service team has been made aware of this.

Many thanks

Jacinta

Jacinta Careri | General Manager Commercial - VIP International | Crown Limited

[REDACTED] w;
www.crownmelbourne.com.au

From: Jessica Ramsden
Sent: Friday, 23 August 2013 9:05 AM
To: Gillian McNairn; Jacinta Maguire (Careri)
Cc: Kate Pickering
Subject: RE: VIP International Credit Card Facility Transaction

Morning Kate and Gill

I know that Phillip Batsakis (and Jacinta) was looking into the CUP process a few months ago and I believe a new policy was going to be distributed which excluded Credit Cards. I'm not sure if it went out but Damian or Andrew may be aware of it.

Jess


Kind Regards,

Jessica Ramsden
 Finance Manager

Crown Hotels, Retail and F&B
 8 Whiteman Street Southbank 3006 Melbourne Australia

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From: Gillian McNairn
Sent: Thursday, 22 August 2013 6:38 PM
To: Jacinta Maguire (Careri)
Cc: Jessica Ramsden; Kate Pickering
Subject: FW: VIP International Credit Card Facility Transaction
Importance: High

Jacinta, do you know anything about this from our end?

Regards,

Gillian McNairn | Management Accountant - VIP Gaming | Crown Melbourne Limited

| w: www.crownmelbourne.com.au

From: Kate Pickering
Sent: Thursday, 22 August 2013 5:41 PM
To: Jessica Ramsden; Gillian McNairn
Subject: RE: VIP International Credit Card Facility Transaction
Importance: High

Hi Jess & Gill,

We're trying to figure out where the instruction of only processing to UnionPay Debit cards came from...

Gaming (ie, Hosts, etc) believe they can organise advances for Credit & Debit cards, and the below from the Main Cage guys seems to only talk about processing advances to Credit Cards.

Are either of you able to shed some light on this??

Kind regards,

Kate Pickering

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

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Please consider the environment before printing this email

From: Jimmy Rousis
Sent: Thursday, August 22, 2013 3:36 PM
To: Kate Pickering
Subject: VIP International Credit Card Facility Transaction

Hi Kate,

As discussed earlier hope the below assists.
 A Credit card or a Debit Card can be used.

Regards,

Jimmy Rousis | Cage Compliance & Assurance Manager | Crown Melbourne Limited

w: www.crownmelbourne.com.au

Key steps:

1. International sales staff to discuss facility with patron, ensuring patron is aware that Crown is unable to ascertain card issuer limits (if any) on values of transactions
2. International sales staff to advise Jason O'Connor when patron requests to use credit card facility, including the following information
 - Patron Full Name
 - SYCO Patron ID
 - Estimated date of transaction
 - Crown Towers booking reference (if available)
 - Amount requested
 - Credit Card (e.g. China Union Pay, Amex etc.)
3. Jason to provide Andrew Cairns (AC) and Stephen Hancock (SH) with the above information and appropriate approvals, (as per the schedule for Cage payout matrix) – AC/SH to advise teams as required
4. Processing the transaction
 - I. Sales staff/Mahogany Room Service Manager (MRSM) to notify Crown Towers Duty Manager at least 30 minutes prior to the transaction
 - II. Patron must be present for transaction with a credit card in their name and a matching valid passport
 - III. Crown Towers Duty Manager to take copy of patrons passport and raise charge on patrons room including amount requested and credit card processing fee:

China Union Pay	2.5%
American Express	2.5%
Diners Club	2.5%
Mastercard / Visa	2.5%
 - IV. Crown Towers Duty Manager process credit card transaction for full amount (i.e. including credit card processing fee)
 - V. If transaction declined, reverse charge on the patron hotel room (no further action)
 - VI. If transaction approved, patron to sign credit card receipt
 - VII. Hotel to provide patron with copy of approved credit card transaction receipt and Opera invoice to present to Mahogany Room (MR) cage staff
5. Upon presentation at the Cage of the approved credit card transaction receipt and Opera invoice, the Cage will raise a cage payout voucher for the amount and charge **Crown Towers via account - 112540 and department code – 40085010**

6. MR Cage will deposit the approved funds, **(excluding credit card transaction fee)** into patrons DAB account.

Regards

Stephen Hancock | Manager - Cage & Count Operations | Crown Melbourne Limited

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