From: Robyn Broomfield

Sent: Thu, 10 Jul 2014 14:56:12 +1000

To: Kate Cannon

Subject: FW: Union Pay Procedure - Please read

Importance: High

Hi Kate,

Please see the below email. It says <u>'ALL</u> Union Pay transactions will incur a 1.65% service fee including Cheque and Savings accounts'. Is this true? I was unaware the unionpay savings account transactions would occur the credit card service fee. I thought only credit transactions would have the credit card service fees when a guest is paying for their account.

Kind Regards,

Robyn Broomfield Front Office Supervisor Crown Towers 8 Whiteman Street Southbank 3006 Melbourne Australia



From: Sandy Kirkman

Sent: Thursday, 10 July 2014 1:14 PM

To: Hotel_Front_Office; Hotel_Front_Office_Supervisors; Hotel_Duty_Managers_CT

Subject: Union Pay Procedure - Please read

Importance: High

Hi team,

There's been a lot of confusions about Union Pay, I would like to simplify this for you.

Once you've read this, please sign off the Initial Sheet on our bulletin Board. Everyone <u>MUST</u> sign off so I know you have read it and understands it.

As always, if you are unsure about this please come and see me.

NAB terminal



- We <u>ONLY</u> use the NAB terminal to do main cage purchases
- This is to be actioned by DMs and Supes only
- FOAs should <u>not</u> be using this terminal at all





 You should be using this terminal if guest presents a card with ONE SYMBOL on it. With this ONE-SYMBOL card guest can press Cheque, Savings or Credit function.

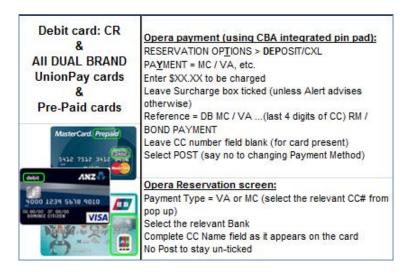


 Once processed, you should update it into Opera using payment code "9218 – Union Pay" (this is a manual transaction in Opera, it will not process payment again)

Union Pay - CBA Credit Terminal / CBA integrated Pin Pad



You should be using this terminal if guest presents a card with TWO SYMBOLS on it (MasterCard & Union Pay, VA Card & Union Pay, AMEX & Union Pay etc...). With this TWO-SYMBOLS card guest can only press the Credit function.



 You should use this terminal to process guest's room payments/incidentals (basically guest's billing/folio).

Kind regards,

Sandy Kirkman Front Office Supervisor Crown Towers 8 Whiteman Street Southbank 3006 Melbourne Australia





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