

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 '**ALL** 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 incur 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 **MUST** 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 **ONLY** use the NAB terminal to do main cage purchases
- This is to be actioned by DMs and Supes only
- FOAs should **not** be using this terminal at all

Union Pay – EFTPOS Terminal / Stand Alone Pin Pad



- 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.


<p>All STANDARD UnionPay cards: CHQ / SAV / CR</p> 	<p>CBA stand alone pin pad:</p> <ul style="list-style-type: none"> - Enter purchase \$ amount (with 1.65% Svc Fee) - Swipe card and select CHQ, SAV or CR - Once processed, on Merchant Copy circle APPROVED, Amount & Sale/Refund - Print Customer Copy <p>Opera payment:</p> <p>RESERVATION OPTIONS > DEPOSIT/CXL PAYMENT = UNIONPAY (9218) Enter \$XX.XX charged Reference = UP CHQ / SAV / CR...(last 3/4 digits of card number from printout) RM / BOND PAYMENT</p>
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- 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.

<p>Debit card: CR & All DUAL BRAND UnionPay cards & Pre-Paid cards</p>	<p><u>Opera payment (using CBA integrated pin pad):</u> RESERVATION OPTIONS > DEPOSIT/CXL PAYMENT = MC / VA, etc. Enter \$XX.XX to be charged Leave Surcharge box ticked (unless Alert advises otherwise) Reference = DB MC / VA ... (last 4 digits of CC) RM / BOND PAYMENT Leave CC number field blank (for card present) Select POST (say no to changing Payment Method)</p>
	<p><u>Opera Reservation screen:</u> Payment Type = VA or MC (select the relevant CC# from pop up) Select the relevant Bank Complete CC Name field as it appears on the card No Post to stay un-ticked</p>

- 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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