HOW TO PROCESS A MAIN CAGE PURCHASE

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Procedure	
1. SCOPE	This procedure applies to all Front Office Supervisors and Duty Managers who receive a request to process a Main Cage Purchase on behalf of a guest. This document applies to all types of credit / debit cards – not just UnionPay.
2. OBJECTIVES	The purpose of this document is to outline the correct procedure for processing Main Cage Purchase transactions on the Crown Towers NAB pin pad (even if the guest is staying in Promenade or Metropol).
3. SPECIFIC DEFINITIONS	**CR:** Credit Card **DR:** Debit Card **NAB pin pad:** National Australia Bank Point of Sale terminal **FOM:** Front Office Manager **DM:** Duty Manager **FOS:** Front Office Supervisor **PM:** Post Master account **CT:** Crown Towers **CM:** Crown Metropol **CP:** Crown Promenade
4. RECORDS	N/A
5. RESPONSIBILITIES OF PERSONNEL	**MANAGERIAL** It is the responsibility of the FOM, FDM and DM's to ensure that the standards are maintained at all times, and that requests from Promenade and Metropol are forwarded to Crown Towers **SUPERVISORY** It is the responsibility of the FOS's to ensure that staff are trained to adhere to this Work Instruction at all times **EMPLOYEES** It is the responsibility of all Front Office staff to adhere to this Work Instruction
6. APPLICABLE DOCUMENTS	N/A

Process	
Step 1 Ensure the criteria are met before continuing	**The following criteria must be met prior to continuing with Step 2:**

- The information listed in the table below must be emailed at least 30 minutes prior to the transaction being required:

Patron Full Name	
SyCo Patron ID (Member #)	
Estimated date of transaction	
Hotel booking reference (Confirmation #)	
Cash out amount requested	
Card Type (select card type)	Debit / Credit
CC Issuing Bank (ie, China Merchants Bank)	
Passport nationality & number	

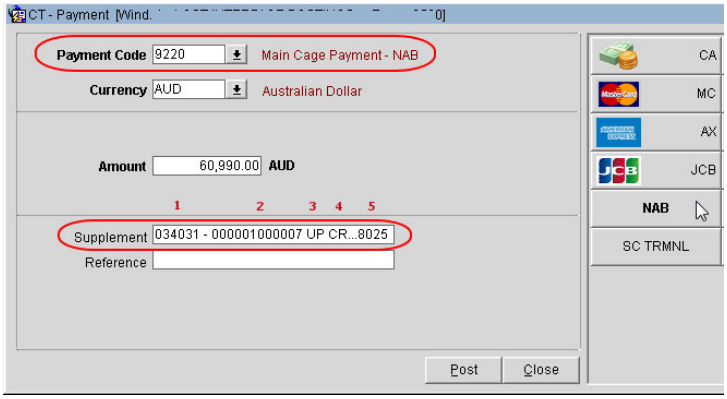
- This request must be received from upper management (as mentioned in the table below) via an International Gaming staff member

Value (AUD)	Approver required	
Less than or equal to $200k	Peter Lawrence	GM – VIP Customer Service
	Heidi Huang	SVP – International Customer Service
	Veng Anh	VP – International Customer Service
	Indran Subramaniam	VP – International Customer Service
	Philip Leong	VP – International Customer Service
	Michael Whytcross	Commercial Manager – VIP International
	Phillip Batsakis	Commercial Manager – VIP International
Less than or equal to $500k	Jason O'Connor	Group EGM – VIP International
	Roland Theiler	SVP – International Business
	Jacinta Maguire	General Manager - Commercial
	Neil Spencer	EGM – Gaming Machines

- The card holder must be an in-house guest (in one of the three Melbourne hotels)
- The name on the credit / debit card must match the name on the passport
- The card provided must be a personal credit / debit card. Company / Corporate cards are not accepted
- The card must be swiped in the NAB pin pad. If the swipe is faulty the card cannot be accepted
- Only the FOS's, DM's, FDM or FOM in CT are to process the transaction, regardless of which property the guest is staying in

NOTE: When processing the transaction in Crown Towers, it must be done on either the second or third terminal from the right (when standing in the lobby looking towards the reception desk). This is due to legal reasons relating to proximity to the Gaming floor.

Step 2 Verify guest details in Opera and copy ID	• Open Opera > Cashiering > Billing in the necessary property to establish the guest's room number, and to ensure the guest details match the name on the card • Ask the guest for a valid type of government issued photo identification and take a photocopy to attach to the completed Main Cage Purchase paperwork **NOTE:** If the guest is staying in CP or CM, verify the guest is currently staying in-house before setting a temporary PM account in CT with the applicable guest profile attached.
Step 3 Calculate the Service Fee	A 1.65% Service Fee is applicable for all Purchase transactions. • To manually calculate this, multiply the Purchase amount by 0.0165 (ie 60,000 x 0.0165 = 990) (This can also be checked by doing a <u>preview only</u> of the amount via a card payment type, as the 1.65% will then automatically calculate.)
Step 4 Process the payment on the NAB pin pad	• Swipe or insert the guest's credit / debit card in the NAB pin pad
	The terminal will display 'SALE AMOUNT' • Enter the total amount needed using the keypad on the terminal without decimal places (ie, if the guest requires $60000, 60990 would be input to account for surcharge) To manually calculate this, multiply the Purchase amount by 0.0165 (ie 60,000 x 0.0165 = 990)
	The terminal will then display 'SELECT ACCOUNT TYPE: CHQ / SAV / CR' • Ask the guest if they would like to use Cheque, Savings, or Credit
	The terminal will then display 'KEY PIN AND OK' • Ask the guest to enter their PIN number ○ Once the guest has entered their PIN, press 'ENTER' Once ENTER is pressed, the Merchant Copy will print automatically • Ensure the transaction has been approved **NOTE: all Merchant copies MUST be signed, even if a PIN is entered**
	The terminal will now display 'CHECK SIGNATURE, SIGNATURE VERIFIED?' • Confirm that the guest's signature matches the back of their card. If so, press 'YES'
	The terminal will display 'PRINT CUSTOMER COPY?' • Press 'ENTER'

Step 5 Process the manual payment in Opera	Once the pin pad transaction has been confirmed: • Process a payment on the guest's account using code 9220: Main Cage Payment - NAB • Enter the amount charged via the NAB pin pad • Supplement field should contain the following information: 1. AUTH ID 2. RRN code 3. card type (ie, VA / AX / UP) 4. account type (ie CHQ / SAV / CR) 5. last three or four digits of the card number 
Step 6 Post the Main Cage Purchase transaction in Opera	• Using code 9051, manually post the Service Fee to the account • Using code 1908, post the Main Cage Purchase amount that the guest will be receiving **NOTE: The two postings and one payment must then balance to $0.00** 0.00 X Date Code Description Amount 23/05 1908 Main Cage Purchase* 60,000.00 23/05 9051 Credit Card Service Fee 990.00 23/05 9220 Main Cage Payment - NA -60,990.00 • Print two Information Copies. Attach one to the Merchant Copy and one to Customer Copy
Step 7 Provide Gaming employee with paperwork to assist guest with obtaining funds	• Hand the following paperwork to the Gaming employee; who will then accompany the guest to the Cage to collect the funds: ○ Approved Customer Copy of the NAB pin pad charge ○ Opera information copy showing the Main Cage Payment and Main Cage Purchase
Step 8 Complete cashiering paperwork	• The employee who processed the transaction in Opera will require the following to be attached together in their cashiering paperwork: ○ Approved Merchant Copy of the NAB pin pad charge ○ Opera information copy showing the Main Cage Payment and Main Cage Purchase ○ Copy of the guest's passport ○ Copy of the written request from the Management
Additional information:	• Main cage purchases cannot be reversed via the hotel. Any funds the guest has remaining will need to be deposited in to the guests account via the Cage. • Any reversals required for Main Cage Purchases must be directed to the Cage and not processed through the NAB pin pad as there are daily limits per terminal.