

From: Robyn Broomfield
Sent: Fri, 2 Aug 2013 11:10:43 +1000
To: Kate Cannon
Subject: RE: Union Pay WPI
Attachments: How to process Union Pay Payouts.doc

Hi Kate,

When you get a chance, could you please look over the attached WPI and let me know what you think needs improvement? Thanks

Kind Regards,

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

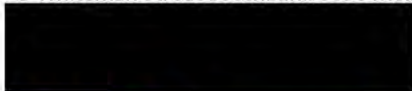


From: Kate Pickering
Sent: Tuesday, 23 July 2013 10:03 AM
To: Robyn Broomfield
Cc: Chris Kemlo
Subject: FW: Union Pay WPI

As per the below confirmation from Andrew – the information you had was correct, so please feel free to make a start on the update if you have the opportunity.
If not, please let me know and I'll drag myself away from this CBA stuff for a while to assist!

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: Andrew Anouhoungheuang
Sent: Tuesday, July 23, 2013 10:00 AM
To: Kate Pickering
Cc: Chris Kemlo
Subject: RE: Union Pay WPI

Hi all,

We should not be charging to credit option for main cage paid outs even though this has previously been incorrectly processed. Credit card payments should be used for all other means except for the paid out option.

Kind Regards,

Andrew Anou
Income Audit Supervisor
Crown Towers, Crown Metropol Melbourne, Crown Promenade Melbourne
8 Whiteman Street Southbank 3006 Melbourne Australia
[REDACTED]

Please consider the environment before printing this email



From: Kate Pickering
Sent: Monday, July 22, 2013 7:33 PM
To: Andrew Anouhoungheuang
Cc: Chris Kemlo
Subject: FW: Union Pay WPI

Hi again!!

Can you please confirm where we stand with this now??

Am I correct in saying the we are not supposed to be processing advances on credit cards?

We can only use debit cards (seeing it is their money, rather than a line of credit with their CC)?

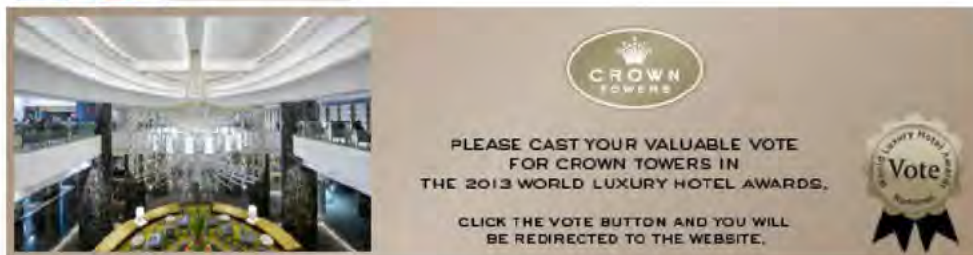
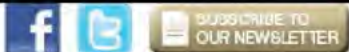
Kind regards,


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: Chris Kemlo

Sent: Friday, July 19, 2013 8:17 AM

To: Kate Pickering

Subject: FW: Union Pay WPI

Hi Kate,

Just clarifying that we can charge to credit union pay yes? Not sure where Damian was given this info, I've asked him and he can't remember.

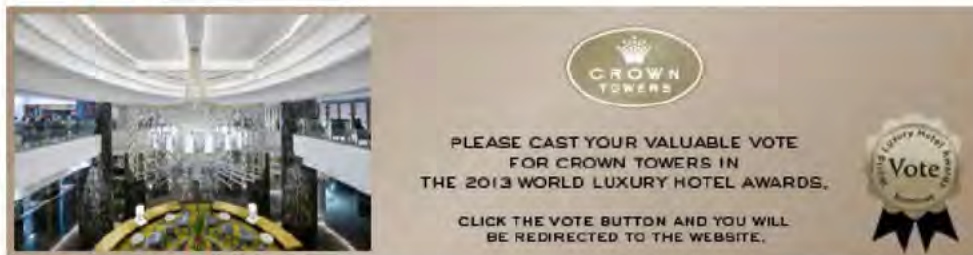
Regards,

Chris Kemlo

Front Office Manager

Crown Towers

8 Whiteman Street Southbank 3006 Melbourne Australia



From: Abdul Holou
Sent: Friday, July 19, 2013 5:01 AM
To: Chris Kemlo
Subject: FW: Union Pay WPI

Hi Chris,

Not sure if you are ware, but the below change/amendment to the Union Pay (as per ACAI and DODO) were changed and the DM team were never made aware of this. (check the CC knowledge)

Apparently we only process Union Pay debit cards **not Credit Cards**, however we have still been actioning this on guest Credit Cards.

Also WPI upload or update cannot be located.

Can you please follow up

Thanks

Warm regards,
Abdul Holou
Hotel Duty Manager
Crown Towers
8 Whiteman Street Southbank 3006 Melbourne Australia



PLEASE CAST YOUR VALUABLE VOTE
FOR CROWN TOWERS IN
THE 2013 WORLD LUXURY HOTEL AWARDS.

CLICK THE VOTE BUTTON AND YOU WILL
BE REDIRECTED TO THE WEBSITE.



From: Robyn Broomfield
Sent: Thursday, July 18, 2013 11:22 PM
To: Abdul Holou
Subject: FW: Union Pay WPI

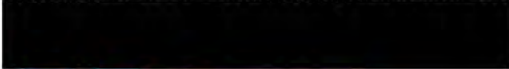
Hi Abdul,

I can't find the updated WPI, I'll track it down and forward it to you later. The email correspondence we had is below.

Kind Regards,

Robyn Broomfield
Front Office Supervisor
Crown Towers

8 Whiteman Street Southbank 3006 Melbourne Australia



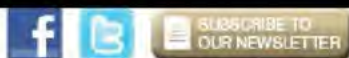
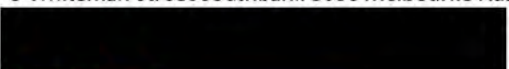
From: Robyn Broomfield
Sent: Thursday, 20 June 2013 12:09 PM
To: Chris Kemlo; Hotel_Front_Office_Supervisors
Subject: RE: Union Pay WPI

Just a couple of things Damian mentioned to me which needs to be updated in the WPI:

- Only terminals that can be used are the second and third from the right when facing the desk (legal reasons relating to proximity to Gaming floor)
- Paid outs only to be confirmed on debit card. NO credit transactions to take place. If there are any issues, the Hosts need to explain to guests
- WPI says 1.65% service fee, we actually charge 2.5% on main cage pay outs
- WPI says "complete "Main Cage Paid Out" form off intranet and fax to main cage", I've never heard of this, does it get done? Should it?
- Step 6 should clarify that the host should escort the guest

Kind Regards,

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



From: Chris Kemlo
Sent: Thursday, 20 June 2013 11:58 AM
To: Hotel_Front_Office_Supervisors
Subject: FW: Union Pay WPI

This process begins with the DM's receiving an email from MHG senior management and FDA's shouldn't be approached to process this type of paid-out.

There was an email sent from ACAI when this was first rolled out which outlines the steps.

Please find below the process for VIP International cash advances via the terminals on Front Desk. This will be ongoing until a terminal is placed in the main cage.

There will be large transaction amounts requested and all are aware that we cannot control what amounts will be approved. There may need to be a number of transactions to achieve the full amount

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 Will Mackay(WM)/Matt Sanders (MS) 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. WM/MS 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 to 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.


If you have any questions regarding this, please let me know.

Thanks,

Andrew Cairns
 General Manager
 Crown Towers
 8 Whiteman Street Southbank 3006 Melbourne Australia

Kind Regards,

Simon Coyne
 Front Office Supervisor
 Crown Towers
 8 Whiteman Street Southbank 3006 Melbourne Australia

 Please consider the environment before printing this email



From: Kate Pickering
Sent: Tuesday, June 18, 2013 9:09 AM
To: Chris Kemlo
Subject: FW: Union Pay WPI


Hi Chris,
 Re: the attached Work Instruction – were you happy for me to upload it in Compass?

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: Andrew Anouhoungheuang
Sent: Tuesday, June 18, 2013 8:16 AM
To: Kate Pickering
Subject: RE: Union Pay WPI

It wasn't up on Compass, I recall providing it to Chris Kemlo and he was going to filter it to the team. Please find it attached as I don't know how to upload to Compass.

Kind Regards,

Andrew Anou
Income Auditor
Crown Towers, Crown Metropol Melbourne, Crown Promenade Melbourne
8 Whiteman Street Southbank 3006 Melbourne Australia


Please consider the environment before printing this email



From: Kate Pickering
Sent: Monday, June 17, 2013 5:18 PM
To: Andrew Anouhoungheuang
Subject: FW: Union Pay WPI

I'm sure we've talked about this recently...
Is it uploaded in Compass yet??

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: Robyn Broomfield
Sent: Saturday, June 15, 2013 9:24 AM
To: Kate Pickering
Subject: Union Pay WPI

Hi Kate,

I hope you enjoyed your time off!

Do you know if there is a WPI for cage payouts when we process the union pay transaction at the front desk? The WPI we use just explains how to use the terminal. If there is not one already then we need to write one.

Kind Regards,

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

