

Re: Creditcard facility

From: Neil de Lima [redacted]
 To: William MacKay [redacted] Eric Liang [redacted]
 Stefan Albouy [redacted]
 Cc: Jason O'Connor [redacted] Michael Chen [redacted]
 Date: Mon, 13 Aug 2012 17:55:27 +1000

I will follow up and revert back.
 Very creative!

----- Original Message -----

From: William MacKay [mailto:[redacted]]
 Sent: Monday, August 13, 2012 02:57 PM
 To: Eric Liang [redacted] Stefan Albouy [redacted]
 Cc: Jason O'Connor [redacted]; Michael Chen [redacted]
 Neil de Lima [redacted]
 Subject: RE: Creditcard facility

Matt,

Can you work with the Burswood team on investigating a similar concept for Crown Perth.

Thanks

Will

William Mackay | Executive Vice President International VIP Operations | VIP International
 Crown Melbourne Limited | 8 Whiteman St Southbank 3006
 [redacted]

-----Original Message-----

From: Eric Liang [redacted]
 Sent: Monday, 13 August 2012 3:56 PM
 To: Stefan Albouy [redacted]
 Cc: Jason O'Connor; William MacKay; Michael Chen; Roland Theiler; Maggie Xing; Selina Cheng
 Subject: 转发: Creditcard facility

Dear Stefan,

The creditcard facility really provide more flexibility for incremental business, can we make this a standard procedure at Crown and Burswood?

Regards

----- 邮件原件 -----

发件人: Andrew Cairns [mailto:[redacted]]
 发送时间: 2012年8月13日 8:08
 收件人: [redacted] Stephen Hancock; Matt Sanders; William MacKay
 抄送: Stefan Albouy; Michael Chen
 主题: RE: Creditcard facility

Eric,

We are just looking into the maximum limit to determine if it is the bank or provider and will get back to you.

Commission rate should have been 2.5% (\$1,250) and this will be adjusted.

Thanks,

Andrew Cairns
 General Manager

Crown Towers
8 Whiteman Street Southbank 3006 Melbourne Australia

Please consider the environment before printing this email

-----Original Message-----

From: [REDACTED]
Sent: Friday, August 10, 2012 7:13 PM
To: Stephen Hancock; Matt Sanders; William MacKay
Cc: Stefan Albouy; Michael Chen; Andrew Cairns
Subject: Re: Creditcard facility

Dear All,

Really appreciate all of your tremendous efforts on making this happen. This is truly a breakthrough that creates more flexibility for patrons bringing extra funds.

Dear Andrew,

Could you please do me another favor to check with the creditcard service provider for the below issue:

1. Is the creditcard maximum cashout subject to the card issuance bank or the service provider also put a limit on it?
2. Patron feedback there's a AUD 5k handling fee for the transaction, it's too high, any possible way to reduce it?

Regards

Eric Liang

Vice President South China
Crown Melbourne Limited

----- Original Message -----

From: Stephen Hancock [REDACTED]
Sent: 2012-08-10 14:12 ZF10
To: Matt Sanders <[REDACTED]>; William MacKay
[REDACTED] 13570033260; William MacKay
Cc: Stefan Albouy [REDACTED]; Michael Chen [REDACTED]; Andrew
Cairns [REDACTED]
Subject: RE: Creditcard facility

FYI

A transaction for \$50K has been processed today for [REDACTED]

Regards

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

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

-----Original Message-----

From: Andrew Cairns
Sent: Thursday, August 09, 2012 6:14 PM
To: Matt Sanders; [REDACTED]
Cc: William MacKay; Stefan Albouy; Michael Chen; Stephen Hancock
Subject: RE: Creditcard facility

Please find below the appropriate codes:

112540/40085010

Many Thanks,

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

Email: [REDACTED]
 Please consider the environment before printing this email

-----Original Message-----

From: Matt Sanders
 Sent: Thursday, August 09, 2012 12:48 PM
 To: [REDACTED]
 Cc: William MacKay; Stefan Albouy; Michael Chen; Stephen Hancock; Andrew Cairns
 Subject: RE: Creditcard facility

Hi All

Ok, so everything is in place. Final actions are:

Andrew - can you please send Steve Hancock the GL code you would like the cage to charge the payout a Eric - can you please:

1. email Andrew Cairns with the room number and the approximate time the transaction will take place so he can prep his team
 2. Once the transaction has taken place, please bring the hotel invoice and the credit card receipt to the cage to collect the cash

If anyone thinks we've missed something,

Regards
 Matt.

-----Original Message-----

From: [REDACTED]
 Sent: Wednesday, August 08, 2012 9:01 PM
 To: Matt Sanders
 Cc: William MacKay; Stefan Albouy; Michael Chen; Stephen Hancock; Andrew Cairns
 Subject: Re: Creditcard facility

Dear Matt,

Many tks

Regards
 Eric Liang
 Vice President South China
 Crown Melbourne Limited

----- Original Message -----

From: Matt Sanders [REDACTED]
 Sent: 2012-08-08 20:50 ZE10
 To: 13570033260
 Cc: William MacKay [REDACTED]; Stefan Albouy [REDACTED]; Michael Chen [REDACTED]; Stephen Hancock [REDACTED]; Andrew Cairns [REDACTED]
 Subject: Re: Creditcard facility

Hi Eric

Thanks, we will get approvals tomorrow and advise when all in place.

Regards
Matt.

On 08/08/2012, at 8:31 PM, [REDACTED] wrote:

> Dear Matt,

>
> Patron is [REDACTED] As the flight was full,
> he's arriving Mel on 10/08. We will send through the bking shortly

>
> Regards
> Eric Liang
> Vice President South China
> Crown Melbourne Limited

> [REDACTED]
>
>
>

> ----- Original Message -----

> From: Matt Sanders [REDACTED]
> Sent: 2012-08-08 16:10 ZET0
> To: 13570033260; William MackKay [REDACTED]
> Cc: Stefan Albouy [REDACTED]; Michael Chen
> [REDACTED]; Stephen Hancock
> [REDACTED]; Andrew Cairns

> Subject: RE: Creditcard facility

>
>
>
> Hi Eric

> If we could please get the patron name and room number, Andrew can prepare his team.

> Also, Andrew is sourcing the merchant fees, they are likely to be around 1.5-2.5% depending on the card used. This will be charged to the customer on the hotel bill.

>
> Regards
> Matt.

> -----Original Message-----

> From: [REDACTED]
> Sent: Wednesday, August 08, 2012 3:52 PM
> To: William MackKay; Matt Sanders
> Cc: Stefan Albouy; Michael Chen; Stephen Hancock; Andrew Cairns
> Subject: Re: Creditcard facility

> Dear William,

> They are friend of [REDACTED] flying to Mel tonight CX135, Eta: 06:00
> 09/08. Himself already TT AUD 100k, just his two friends decided to go with him last minute, I don't
> have the name yet Do u want to get the name and DOB to run a central?

> Regards
> Eric Liang
> Vice President South China
> Crown Melbourne Limited

> [REDACTED]
>
>

> [REDACTED]
 > [REDACTED]
 > [REDACTED]
 > ----- Original Message -----
 > From: William Mackay [REDACTED]
 > Sent: 2012-08-08 15:48 ZET0
 > To: Matt Sanders [REDACTED]; 13570033260
 > Cc: Stefan Albouy [REDACTED]; Michael Chen
 > [REDACTED]; Stephen Hancock
 > [REDACTED]; Andrew Cairns
 > [REDACTED]
 > Subject: RE: Creditcard facility
 >
 >
 >
 > Eric,
 >
 > Can you please provide the customer details.
 >
 > Matt,
 >
 > I am happy on the below once we get the details from Eric.
 >
 > Regards
 >
 > Will
 >
 > William Mackay | Executive Vice President International VIP Operations
 > | VIP International Crown Melbourne Limited | 8 Whiteman St Southbank
 > 3006

> [REDACTED]
 >
 > -----Original Message-----
 > From: Matt Sanders
 > Sent: Wednesday, 8 August 2012 3:42 PM
 > To: William Mackay [REDACTED]
 > Cc: Stefan Albouy; Michael Chen; Stephen Hancock; Andrew Cairns
 > Subject: RE: Creditcard facility
 >
 > Hi Will
 >
 > We can do it, the process would be as follows:
 >
 > 1) Richard and Jason will need to pre-approve a max \$200k pay out from
 > the cage
 > 2) Crown Towers room charge is raised at the hotel for up to \$200k
 > (plus merchant fee) - the room bill is then immediately settled by
 > the patron with their credit card
 > 3) The credit card receipt and settled hotel invoice is brought to the
 > cage and the cash is released (and charged to the Crown Towers GL)
 >
 > The only thing we aren't clear on is how much the Crown Towers credit card terminals will accept
 > from one card. We don't think there is a limit but we will won't know 100% until we try and process the
 > payment.
 >
 > If everyone is happy with above, I can draft an email to Jason and Richard asking for pre-approval.
 >
 > Regards
 > Matt.
 >
 >
 >
 > -----Original Message-----
 > From: William Mackay
 > Sent: Wednesday, August 08, 2012 3:14 PM
 > To: [REDACTED] Matt Sanders
 > Cc: Stefan Albouy; Michael Chen

> Subject: RE: Creditcard facility

>

> Hi matt,

>

> While we are still waiting for official sign off can you see if we can arrange a "once off "transaction for Eric's customers due tonight? I believe that they hotel may have recently gained access to unionpay cards?

>

> Regards

>

> Will

>

> William Mackay | Executive Vice President International VIP Operations
> | VIP International Crown Melbourne Limited | 8 Whiteman St Southbank
> 3006

[REDACTED]

>

>

> -----Original Message-----

> From: [REDACTED]

> Sent: Wednesday, 8 August 2012 3:08 PM

> To: William Mackay

> Cc: Stefan Albouy; Michael Chen

> Subject: Creditcard facility

>

>

>

>

>

> Dear Will,

>

> Cld u pls advise if the creditcard facility is in place. I have two customer last minutes decide to fly to Crown tonight, but only got funds at their unionpay debit or creditcard, expect to draw down 200k total.

>

> Look foward to your advise

>

> Regards

> Eric Liang

> Vice President South China

> Crown Melbourne Limited

>

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