

RE: VIP International credit card facility payout

From: Kerrie Fox <[REDACTED]>
To: Gary Wong <[REDACTED]>, Stephen Hancock <[REDACTED]>, Matt Sanders <[REDACTED]>
Cc: Andrew Cairns <[REDACTED]>, Jason O'Connor <[REDACTED]>, William MacKay <[REDACTED]>, Mahogany Service Manager <[REDACTED]>, Michael Chen <[REDACTED]>, Eric Liang <[REDACTED]>, Stefan Albouy <[REDACTED]>, Hotel Duty Managers CT <[REDACTED]>
Date: Thu, 06 Sep 2012 23:19:17 +1000


Dear All

Hotel has processed \$70K to date plus service fees. On windows 2 and 4 in Opera.

Regards

Kerrie Fox
 Hotel Duty Manager
Crown Towers and Crown Promenade Hotel
 8 Whiteman Street Southbank 3006 Melbourne Australia

www.crowntowers.com.au
www.crownpromenade.com.au

 Please consider the environment before printing this email

From: [REDACTED]
Sent: Thursday, September 06, 2012 2:38 PM
To: Stephen Hancock; Matt Sanders
Cc: Andrew Cairns; Jason O'Connor; William MacKay; Gary Wong; Mahogany Service Manager; Michael Chen; Eric Liang; Stefan Albouy; Hotel_Duty_Managers_CT
Subject: Re: VIP International credit card facility payout

Dear Stephen/matt:

Many thanks. I will advise patron accordingly.

Best regards
 Gary Wong | [REDACTED]
 Director of International Sales-Guangzhou| Crown Limited | [REDACTED]
 [REDACTED] W: www.crownltd.com.au | www.burswood.com.au | www.aspinalls-club.com

From: Stephen Hancock
To: Matt Sanders
Cc: Andrew Cairns ; Jason O'Connor ; William MacKay ; Gary Wong ; Mahogany Service Manager ; Michael Chen ; Eric Liang ; Stefan Albouy ; Hotel_Duty_Managers_CT
Sent: Thu Sep 06 12:16:03 2012
Subject: RE: VIP International credit card facility payout

Thanks Matt,

The paperwork is partially prepared pending the patron arrival at the Mahogany Cage.

Regards

Stephen Hancock | Manager - Cage & Count Operations | Crown Melbourne Limited
 [REDACTED] W:
www.crownmelbourne.com.au

From: Matt Sanders
Sent: Thursday, September 06, 2012 2:07 PM
To: Hotel_Duty_Managers_CT; Stephen Hancock
Cc: Andrew Cairns; Jason O'Connor; William MackKay; Gary Wong; Mahogany Service Manager; Michael Chen; Eric Liang; Stefan Albouy
Subject: VIP International credit card facility payout
Importance: High

Dear Steve/CT Duty Managers

Please be advised of the below patron details for a VIP International credit card facility payout that will occur today. The MRSM/Gary Wong will advise the exact time.

Patron Full Name [REDACTED]
SYCO Patron ID [REDACTED]
Estimated date of transaction 6 September 2012
Crown Towers booking reference (if available) RM2709 (booking reference 4633376)
Amount requested A\$80,000
Credit Card (e.g. China Union Pay, Amex etc.) Visa

Note this transaction has been approved by Richard Longhurst and Jason O'Connor.

For your information, I have included the procedure for the VIP International credit facility below:

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 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.

Please let me know if you have any questions.

Regards

Matt.

Matt Sanders | Strategy Manager | VIP International

Crown Melbourne Limited | 8 Whiteman St Southbank 3006

