FOS 02: HOW TO PROCESS A MAIN CAGE PURCHASE FOR A GAMING GUEST

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Procedure	
1. SCOPE	This procedure applies to all Front Office Supervisors and Duty Managers who receive a request from Gaming to process a Main Cage Purchase on behalf of a guest.
2. OBJECTIVES	The purpose of this document is to outline the correct procedure for processing Main Cage Purchase transactions in Crown Towers (even if the guest is staying in another Promenade or Metropol).
3. SPECIFIC DEFINITIONS	**UP:** UnionPay **CR:** Credit Card **DR:** Debit Card **NAB POS:** National Australia Bank Point of Sale terminal (only used for UnionPay) **FOM:** Front Office Manager **DM:** Duty Manager **FOS:** Front Office Supervisor
4. RECORDS	N/A
5. RESPONSIBILITIES OF PERSONNEL	**MANAGERIAL** It is the responsibility of the FOM 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	How to process UnionPay credit and debit cards Hotel Main Cage Purchase form

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 will be provided at least 30 minutes prior to the transaction being required. This must be done in writing (via email is sufficient).	

Patron Full Name	
Membership number	
Estimated date of transaction	
Confirmation number	
Amount requested	
Card Type	
Passport nationality and 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 $100k	Commercial Manager - VIP International, VIP International GM or above
Greater than $100k	VIP International GM or above (as outlined in the reporting structure in Compass)

• The card holder must be an in-house guest

• Only the FOS's, DM's or FOM in Crown Towers are to process the transaction, regardless of which property the guest is staying in

    o If the guest is staying in Promenade or Metropol, a temporary PM account will need to be set up in Towers to process the transaction

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)

FYI: This is due to legal reasons relating to proximity to the Gaming floor

Step 2 **Verify guest details and copy ID**	• Establish the guest's room number and ensure it matches 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

Step 3a: **UNION PAY CARDS:** **Process the payment on the NAB POS terminal**	• Swipe or insert the guest's Union Pay card in the NAB POS terminal

	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 o 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 3b: **UNION PAY CARDS:** **Process the manual payment in Opera**	• Process a Payment on the guest's account using code 9216 (UnionPay Dr) or 9218 (UnionPay Cr) **NOTE:** If processing a credit card payment, **un-tick 'Apply CC Surcharge'** is as this is manually posted (in Step 3c) **NOTE: If the guest is staying in Promenade or Metropol, a temporary PM account will need to be set up for the guest in Towers to process the transaction** • Enter the amount charged via the NAB POS terminal • Supplement field = which account type the guest chose (ie CHQ / SAV / CR) and the last three digits of the card number (as listed on the Merchant Copy) • Reference field = the approval code, then the RRN code (as listed on the Merchant Copy)
Step 3c: **UNION PAY CARDS:** **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 The two postings and one payment must then balance to $0.00 • Print two Information Copies. Attach one to the UnionPay Merchant Copy and one to Customer Copy
Step 4: **ALL OTHER CARD TYPES:** **Process the card payment & post the Main Cage Purchase transaction in Opera**	• In the guest's Opera account, select Payment • Select the applicable card type (excluding Union Pay) • Enter the Main Cage Purchase amount, leaving the CC Service Fee box ticked (so the 1.65% is automatically charged) • Once the payment has been accepted, post the Main Cage Purchase amount that the guest will be receiving using code 1908 **NOTE:** As in the step above, the 1908 posting, the card payment and service fee must then balance to $0.00
Step 5 **DM / FOM to complete the Main Cage Purchase form**	• Hotel Duty Manager / Front Office Manager to complete the Hotel Main Cage Purchase form, which is located in Compass > Hotels > Finance > General > Rooms Division > Front Desk **NOTE:** as the Purchase is being processed in Towers, the Hotel chosen on the form must also be Towers (even if the guest is staying in another property) • Photocopy the completed form. The copy is then given the employee who processed the transaction for their cashiering paperwork

Step 6
 	
Obtain funds from the Main Cage
	• Hand the following paperwork to the Gaming employee; who will then accompany the guest to the Main Cage to collect the funds:
	
	   o NAB POS Customer Copy of the UnionPay charge (if applicable)
	
	   o Opera information copy showing the card payment and Main Cage Purchase
	
	   o The completed Main Cage Purchase form

Step 7
 	
Complete cashiering paperwork
	• The employee who processed the transaction in Opera will require the following to be attached together in their cashiering paperwork:
	
	   o NAB POS Merchant Copy of the UnionPay charge (if applicable)
	
	   o Opera information copy showing the card payment and Main Cage Purchase
	
	   o Copy of the guest's passport
	
	   o Copy of the written request from the Management
	
	   o Copy of the completed Main Cage Purchase form

NOTE:	• Main cage advances cannot be reversed via the hotel. Any funds the guest has remaining will need to be deposited in to the guests account via the Main Cage. • Any reversals required for Union Pay Main Cage Purchases must be directed to the Main Cage and not processed through the NAB POS terminal as there are daily limits per terminal.