

Quest Front Office Operations: RMS PAY

Quest Learners Guide

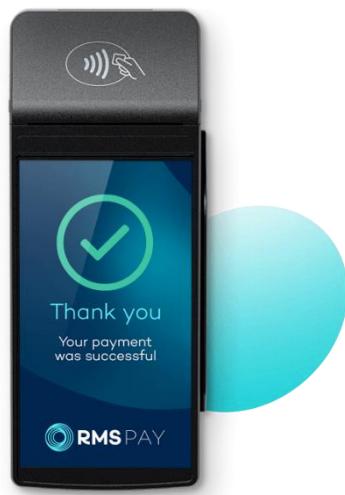


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1.0 About RMS Pay

RMS Pay is a fully integrated payment gateway solution providing PCI Compliant credit card storage and payment processing. Payment Gateways are an eCommerce application provided by merchant services to authorise and process credit card payments in a PCI Compliant manner.

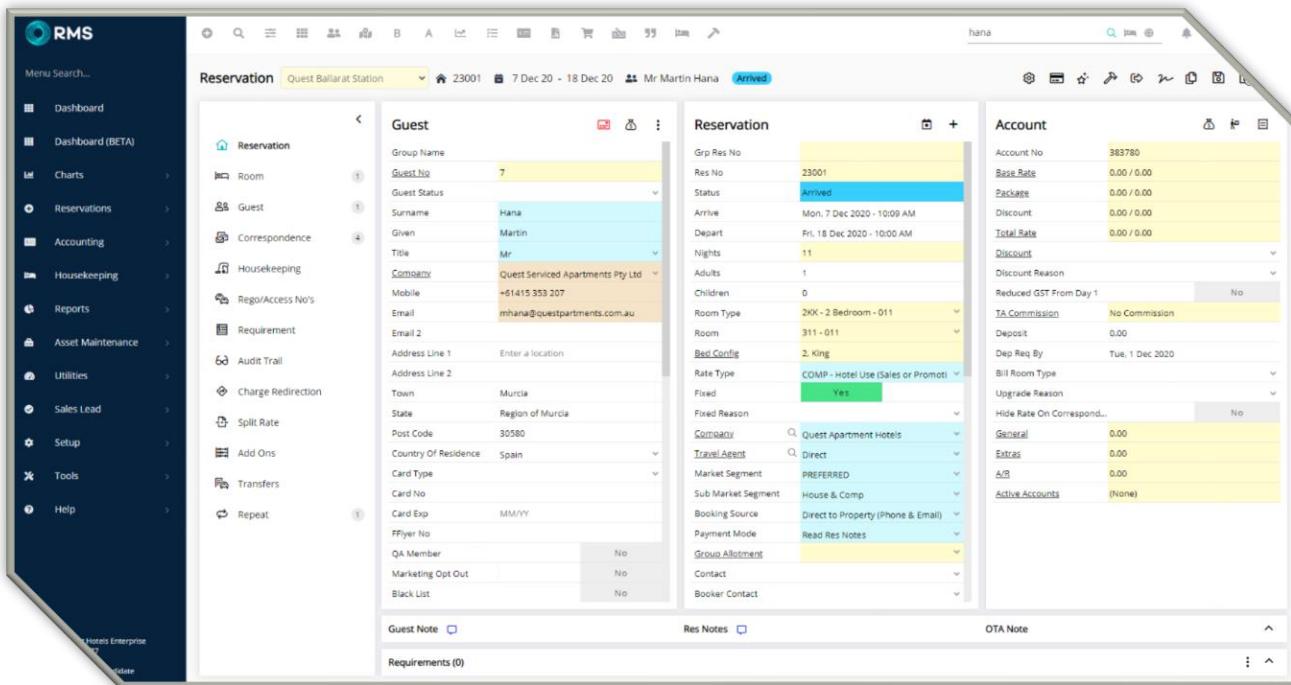


2.0 Creating Tokens

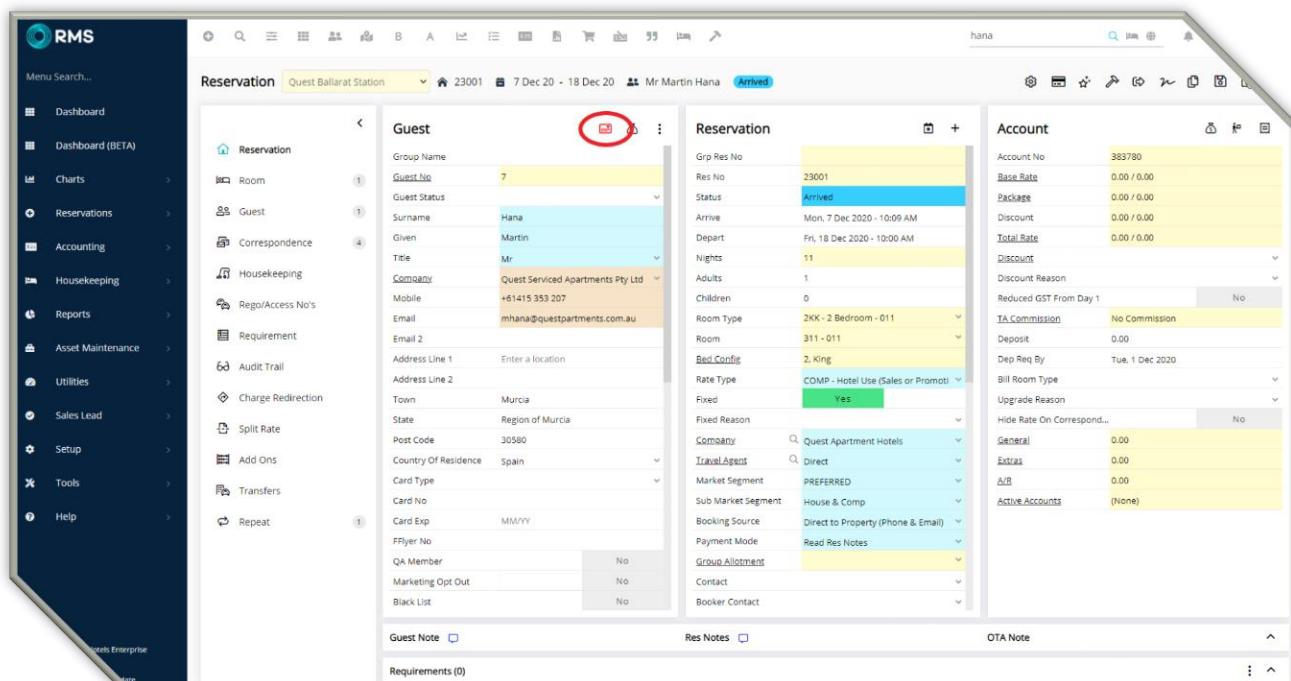
2.1 CREATING A TOKEN TO A RESERVATION (HOST PAYMENT FORM)

Host payment Form is be selected when the card is not present to create a token.

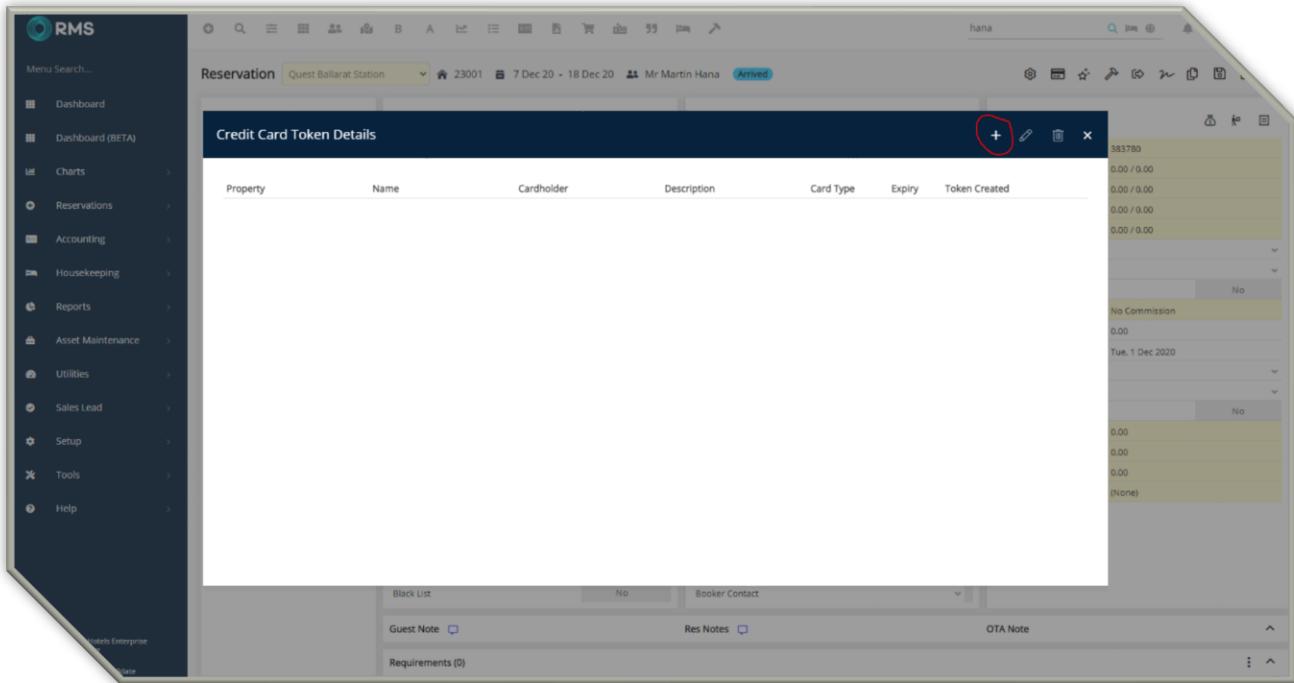
- Select the reservation that needs credit card details attached.



- Select 'CC Token'

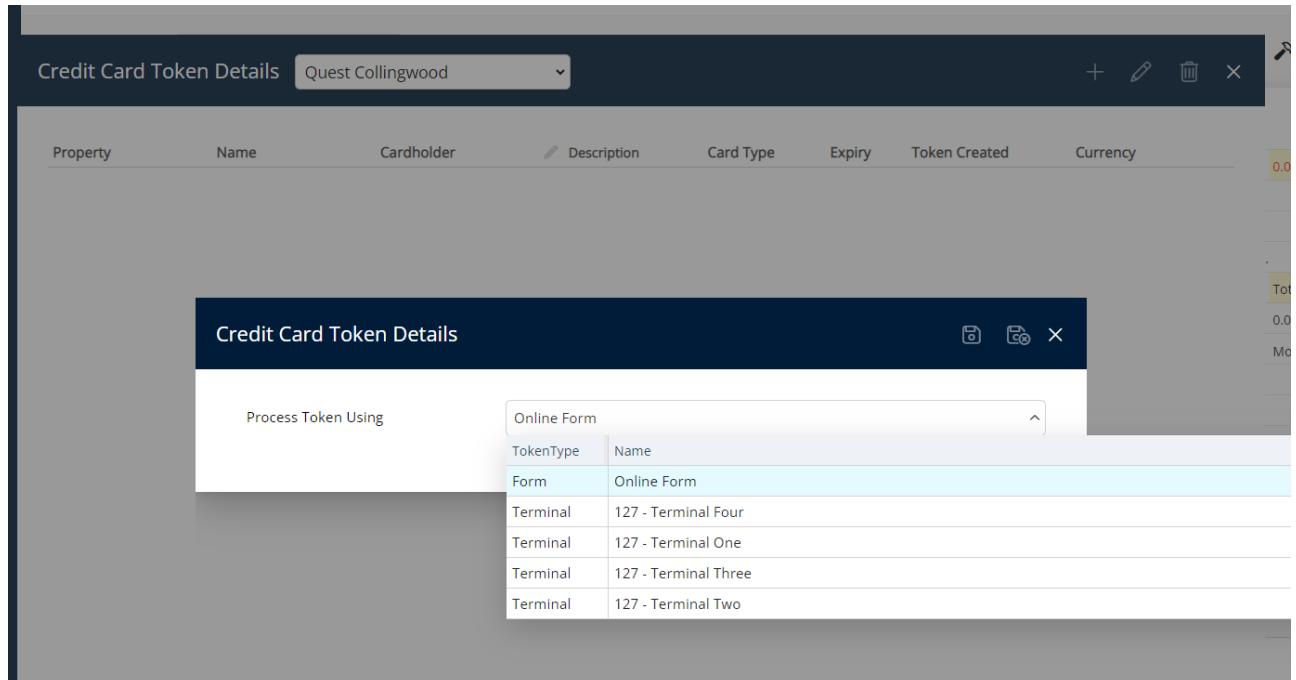


Select the '+'



The screenshot shows the RMS software interface. The left sidebar contains a navigation menu with items like Dashboard, Reservations, Accounting, and Setup. The main window is titled 'Credit Card Token Details' and shows a table of tokens. The table has columns: Property, Name, Cardholder, Description, Card Type, Expiry, Token Created, and Currency. A red circle highlights the '+' button in the top right corner of the table header. The table data includes rows for various tokens with details like '383780', '0.00 / 0.00', and 'Tue, 1 Dec 2020'.

- Select 'Online Form'



The screenshot shows the RMS software interface with a modal window titled 'Credit Card Token Details'. The modal contains a dropdown menu for 'Process Token Using' with 'Online Form' selected. The dropdown also lists other options like 'Terminal'. The background shows the main 'Credit Card Token Details' table with columns: Property, Name, Cardholder, Description, Card Type, Expiry, Token Created, and Currency.

Credit Card

Card number: 1234 5678 9012 3456

Expiry date: MM/YY

Name on card: J. Smith

CVC / CVV: 3 digits

Pay

- Enter the credit card number
- Enter the name identified on the card
- Enter the expiration dates
- Enter the CVC number
- Select 'Pay'

The token is now saved and can be used via the payment gateway

Note: you will not be able to access the card details via vault as the card details are held securely.

RMS

Reservation: Quest Ballarat Station, 23001, 7 Dec 20 - 18 Dec 20, Mr Martin Hana, Arrived

Credit Card Token Details

Property	Name	Cardholder	Description	Card Type	Expiry	Token Created
Quest Ballarat Station	Token - ..30	MARTIN HANA	Guest Personal Card	Mastercard	04/23	16 Dec 2020

Black List: No

Booker Contact: No

Guest Note: No

Res Notes: No

Requirements (0)

OTA Note: No

- The 'CC Token' option will appear a light green colour if there is an active token

The screenshot shows the RMS software interface with a reservation for 'Quest Ballarat Station'. The reservation details are as follows:

- Guest:**
 - Group Name: Quest Ballarat Station
 - Guest No: 7
 - Guest Status: Arrived
 - Surname: Hana
 - Given: Martin
 - Title: Mr
 - Company: Quest Serviced Apartments Pty Ltd
 - Mobile: +61415 353 207
 - Email: mhana@questpartments.com.au
 - Email 2:
 - Address Line 1: Enter a location
 - Address Line 2:
 - Town: Murcia
 - State: Region of Murcia
 - Post Code: 30580
 - Country Of Residence: Spain
 - Card Type:
 - Card No:
 - Card Exp: MM/YY
 - FFlyer No:
 - QA Member: No
 - Marketing Opt Out: No
 - Black List: No
- Reservation:**
 - Grp Res No: 23001
 - Status: Arrived
 - Arrive: Mon, 7 Dec 2020 - 10:00 AM
 - Depart: Fri, 18 Dec 2020 - 10:00 AM
 - Nights: 11
 - Adults: 1
 - Children: 0
 - Room Type: 2KK - 2 Bedroom - 011
 - Room: 311 - 011
 - Bed Config: 2, King
 - Rate Type: COMP - Hotel Use (Sales or Promoti
 - Fixed: Yes
 - Fixed Reason:
 - Company: Quest Apartment Hotels
 - Travel Agent: Direct
 - Market Segment: PREFERRED
 - Sub Market Segment: House & Comp
 - Booking Source: Direct to Property (Phone & Email)
 - Payment Mode: Read Res Notes
 - Group Allotment: Read Res Notes
 - Contact:
 - Booker Contact:
- Account:**
 - Account No: 383780
 - Base Rate: 0.00 / 0.00
 - Package: 0.00 / 0.00
 - Discount: 0.00 / 0.00
 - Total Rate: 0.00 / 0.00
 - Discount:
 - Discount Reason:
 - Reduced GST From Day 1: No
 - TA Commission: No Commission
 - Deposit: 0.00
 - Dep Req By: Tue, 1 Dec 2020
 - Bill Room Type:
 - Upgrade Reason:
 - Hide Rate On Correspondence: No
 - General: 0.00
 - Extras: 0.00
 - A/R: 0.00
 - Active Accounts: (None)

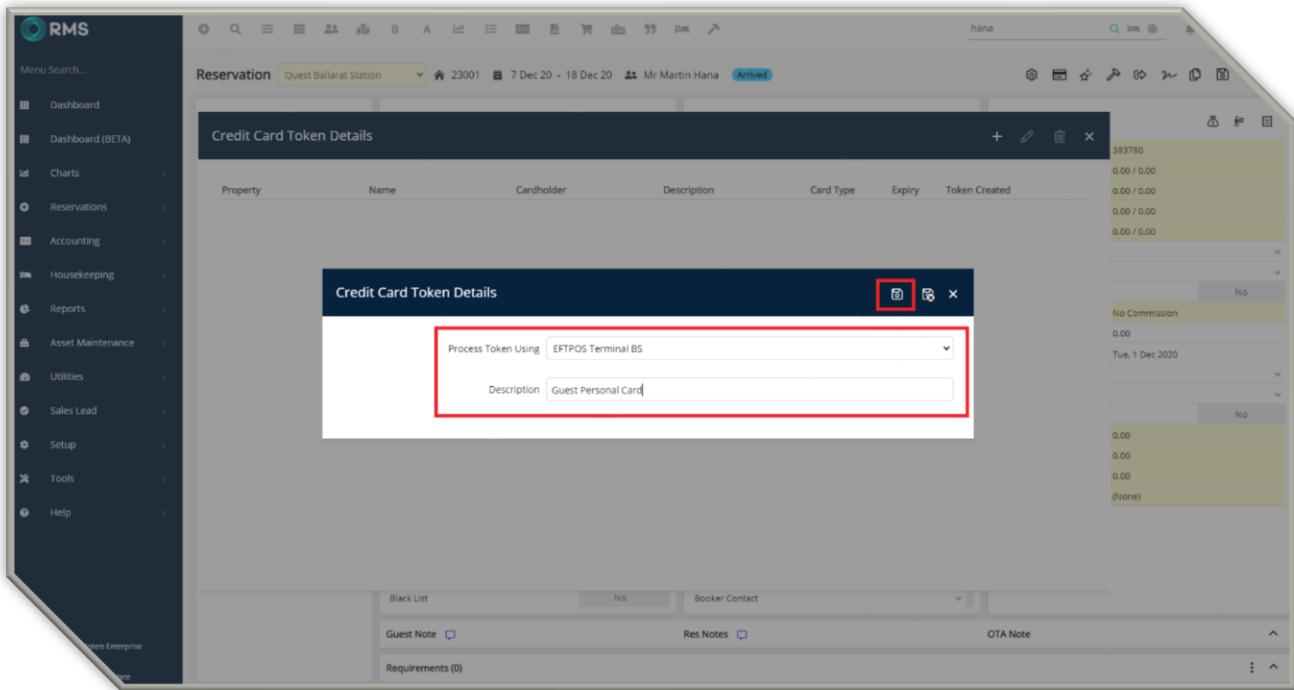
2.2 CREATING A CREDIT CARD TOKEN (EFTPOS TERMINAL)

EFTPOS Terminal is to be used when the guest and card is present.

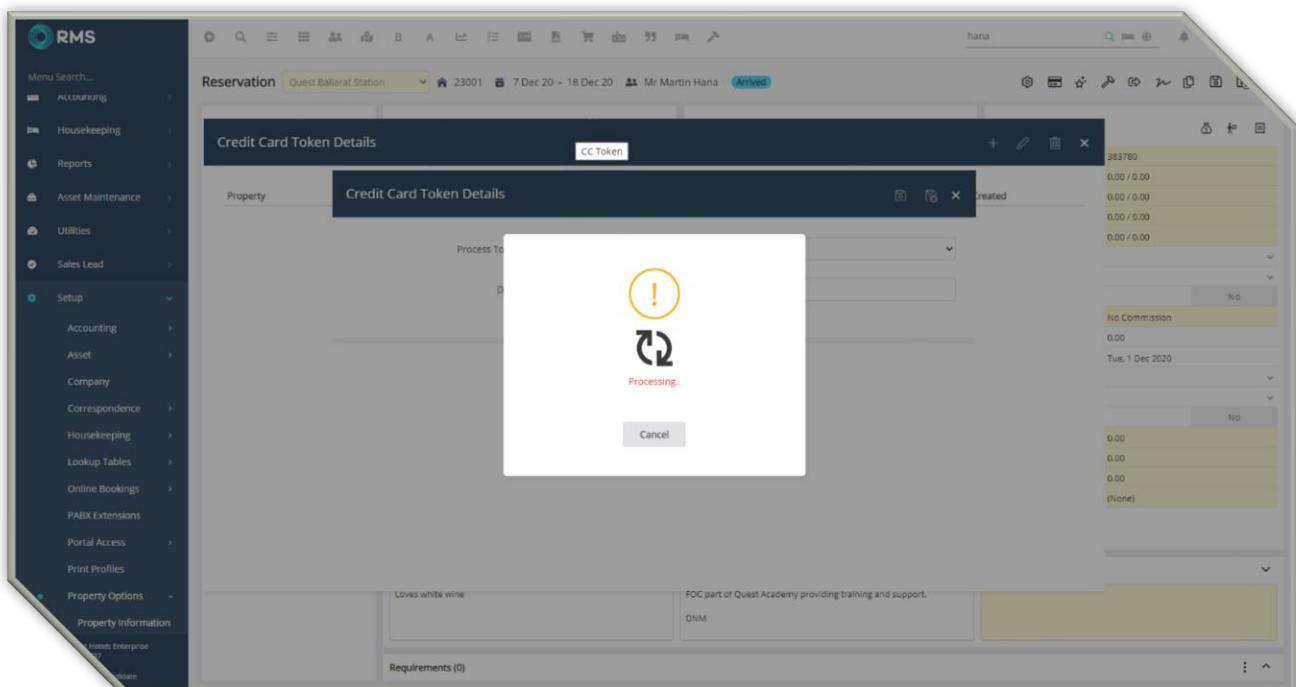
- Select the reservation of the guest who is checking in

Select 'CC Token'

- Select 'EFTPOS Terminal'
- Enter the description i.e. "Guest Personal Card"
- Select 'Create'



- RMS will now communicate with the EFTPOS terminal which requires the guest to tap their card.





Once the guest has tapped their card, the details automatically transfer to RMS as token.

Note: there is no need to handle the guest credit card.

Reservation Quest Ballarat Station 23001 7 Dec 20 - 18 Dec 20 Mr Martin Hana Arrived

Credit Card Token Details

Property	Name	Cardholder	Description	Card Type	Expiry	Token Created
Quest Ballarat Station	Token - 0930	Martin Hana	Guest Personal Card	Mastercard	16 Dec 2020	383780
						0.00 / 0.00
						0.00 / 0.00
						0.00 / 0.00
						No Commission
						0.00
						Tue, 1 Dec 2020
						0.00
						0.00
						(None)

- The 'CC Token' option will appear a light green colour if there is an active token

Reservation Quest Ballarat Station 23001 7 Dec 20 - 18 Dec 20 Mr Martin Hana Arrived

Guest

Group Name	
Guest No	7
Guest Status	
Surname	Hana
Given	Martin
Title	Mr
Company	Quest Serviced Apartments Pty Ltd
Mobile	+61415353207
Email	mhana@questparts.com.au
Email 2	
Address Line 1	Enter a location
Address Line 2	
Town	Murcia
State	Region of Murcia
Post Code	30580
Country Of Residence	Spain
Card Type	
Card No	
Card Exp	MM/YY
FFyer No	
QA Member	No
Marketing Opt Out	No
Black List	No

Reservation

Gro Res No	
Res No	23001
Status	Arrived
Arrive	Mon, 7 Dec 2020 - 10:09 AM
Depart	Fri, 18 Dec 2020 - 10:00 AM
Nights	11
Adults	1
Children	0
Room Type	2KK - 2 Bedroom - 011
Room	311 - 011
Bed Config	2, King
Rate Type	COMP - Hotel Use (Sales or Promotional)
Fixed	Yes
Reason	
Company	Quest Apartment Hotels
Travel Agent	Direct
Market Segment	PREFERRED
Sub Market Segment	House & Comp
Booking Source	Direct to Property (Phone & Email)
Payment Mode	Read Res Notes
Group Allocation	
Contact	
Booker Contact	

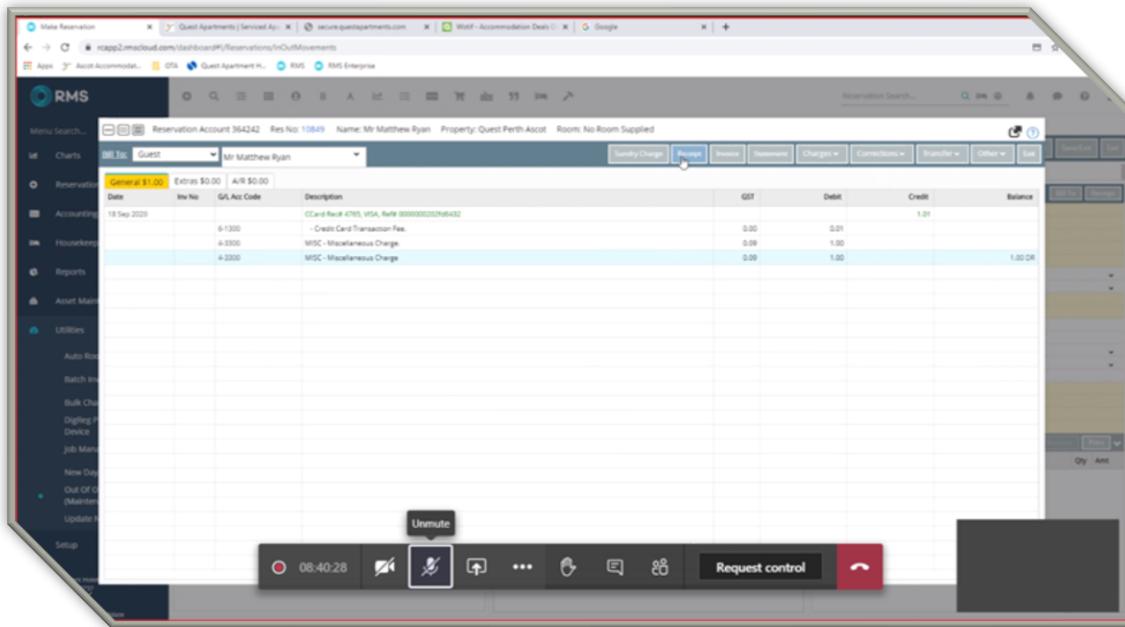
Account

Account No	383780
Base Rate	0.00 / 0.00
Package	0.00 / 0.00
Discount	0.00 / 0.00
Total Rate	0.00 / 0.00
Discount	
Discount Reason	
Reduced GST From Day 1	No
TA Commission	No Commission
Deposit	0.00
Dep Req By	Tue, 1 Dec 2020
Bill Room Type	
Upgrade Reason	
Hide Rate On Correspond...	No
General	0.00
Extras	0.00
A/R	0.00
Active Accounts	(None)

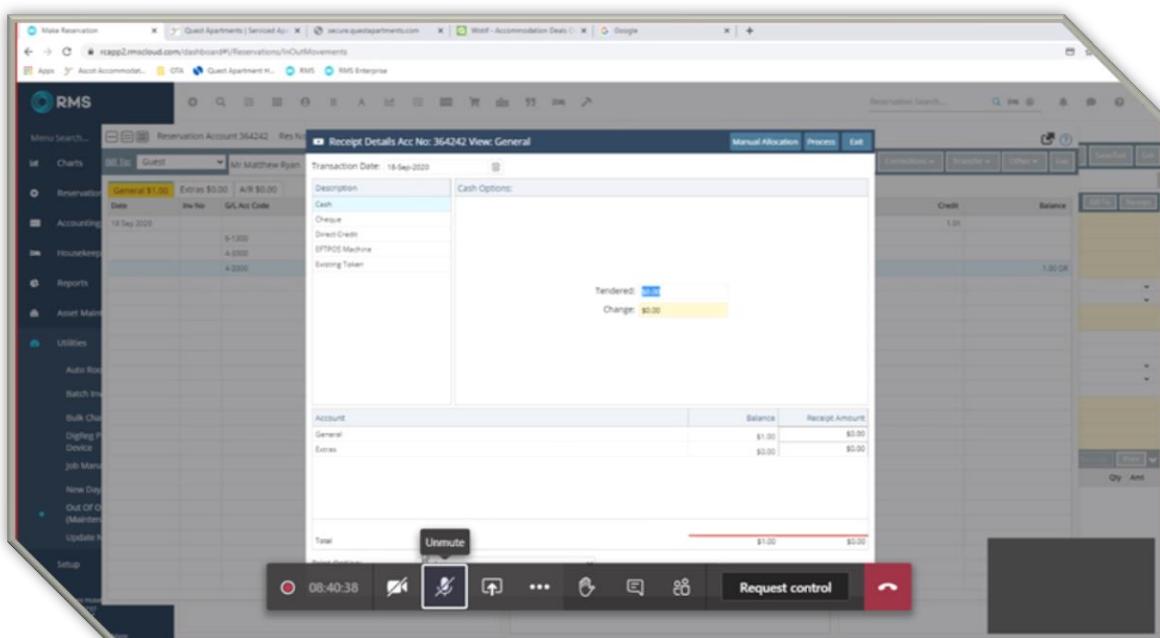
3.0 Processing Payments

3.1 PROCESSING A PAYMENT WITH EXISTING TOKENS

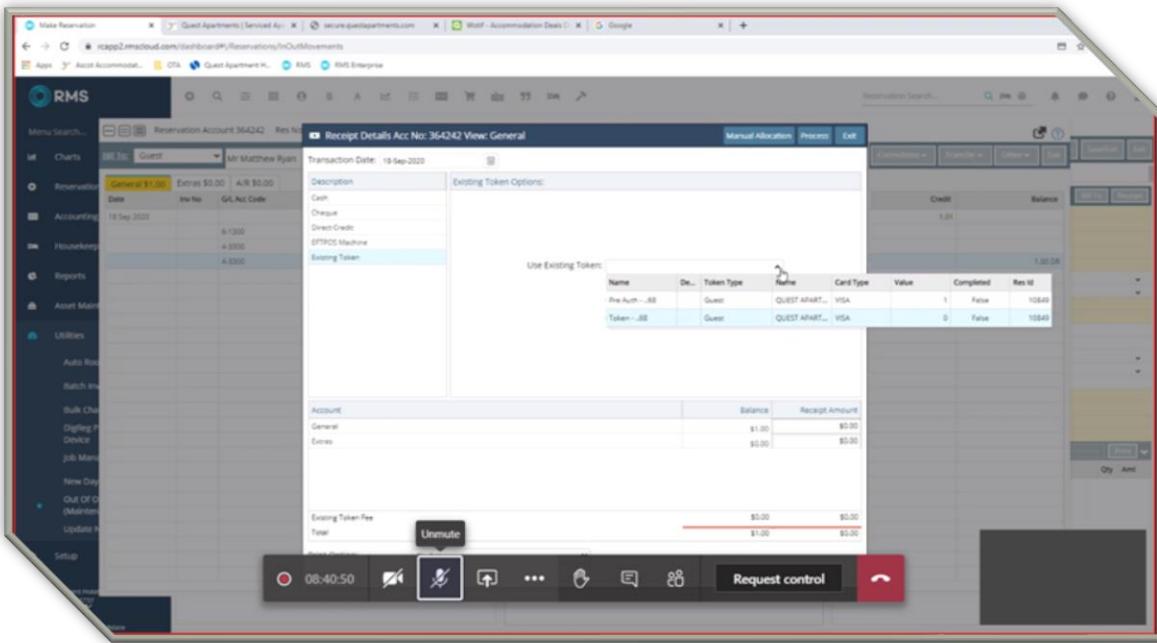
- To process a payment, navigate to the accounts section in the specific reservation
- Select 'General'



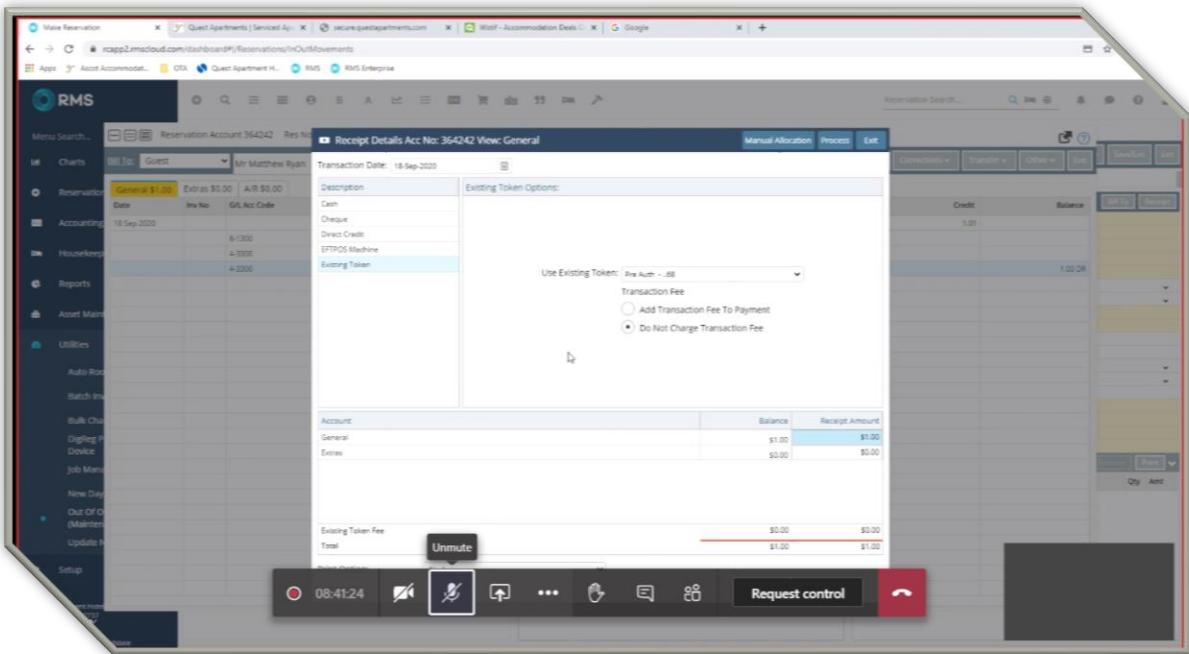
- Once all the relevant charges are on the account, select 'Receipt' to open the payment options



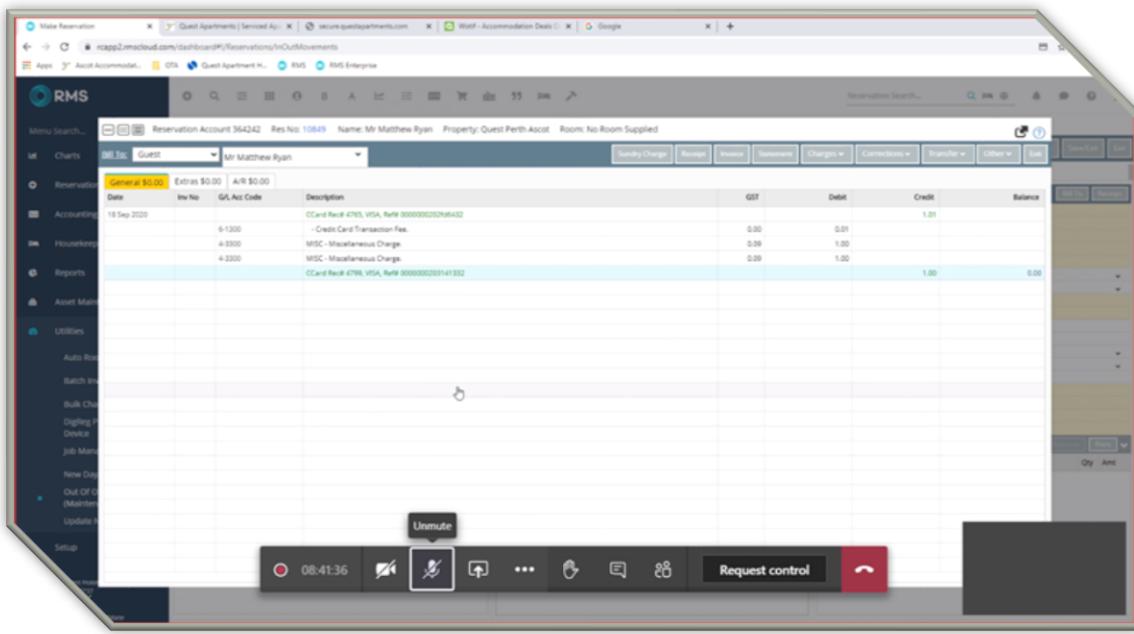
Navigate to 'Existing Token' to use the previously saved credit card token



- Select the appropriate credit card token from the drop down list



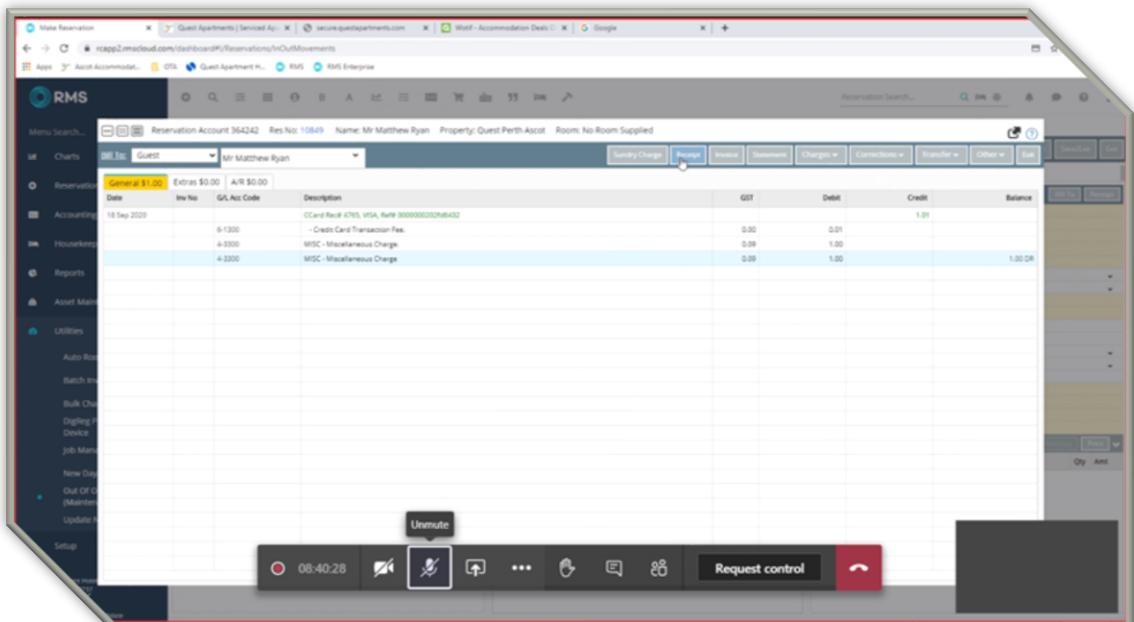
- Select 'Add Transaction Fee to Payment'
- Enter the value to be charged to the account in the 'Receipt Amount'
- Select 'Process'



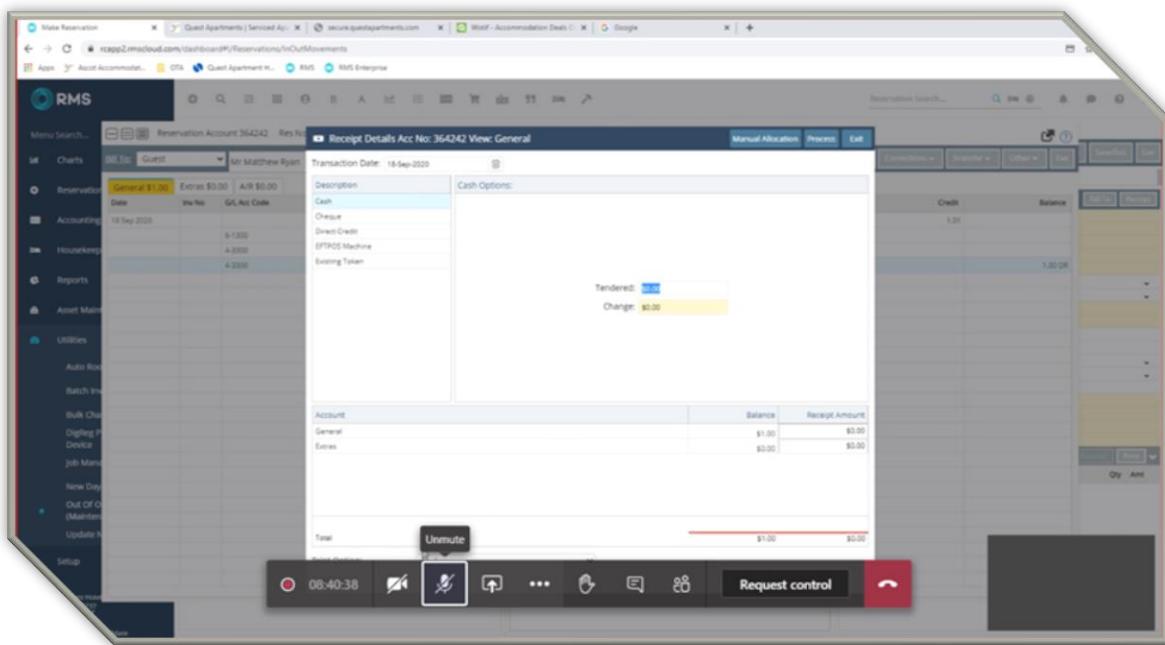
- The payment will now appear on the reservation account
- All payments are designated by the green text

3.2 PROCESSING A PAYMENT USING EFTPOS TERMINALS

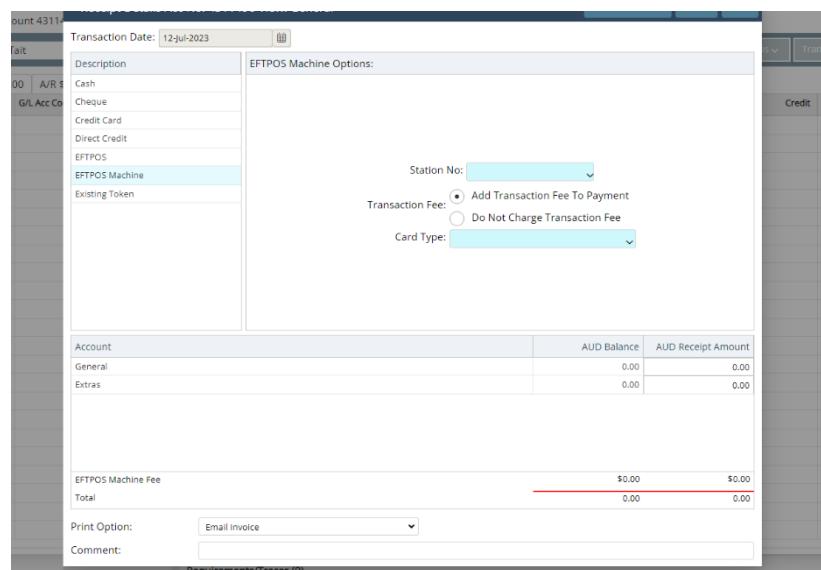
- To process a payment, navigate to the accounts section in the specific reservation
- Select 'General'



- Once all the relevant charges are on the account, select 'Receipt' to open the payment options



- Navigate to '**EFTPOS Machine**' to use the RMS Pay EFTPOS Terminals



- Select '**Add Transaction Fee to Payment**'
- Select the credit card type from the drop-down list
- Enter the amount to be charged in the '**Receipt Amount**' section
- Select '**Process**'
- The EFTPOS terminal will activate
- Provide the terminal to the guest to Tap, Swipe or Insert their card and follow the prompts

The screenshot shows the RMS software interface. The main window displays a guest account for 'Mr Matthew Ryan' with a balance of '\$0.00'. The transaction table shows the following details:

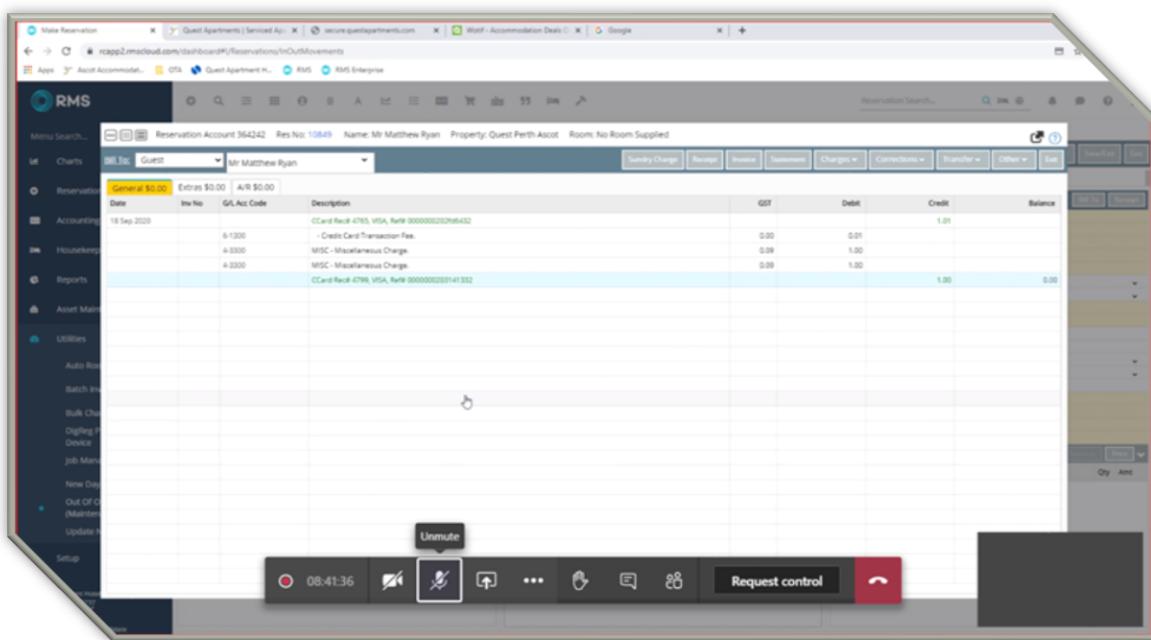
Date	Inv No	G/L Acc Code	Description	GST	Debit	Credit	Balance
18 Sep 2020			General \$0.00 Extras \$0.00 AIR \$0.00				\$0.00
	6-1200		CCard Recd-4765, VISA, Ref# 00000000020168432		0.00	0.01	
	4-3300		- Credit Card Transaction Fee				
	4-3300		MRSC - Miscellaneous Charge	0.09	1.00		
	4-3300		MRSC - Miscellaneous Charge	0.09	1.00		
			CCard Recd-4798, VISA, Ref# 00000000020141332			1.00	\$0.00

At the bottom of the screen, a video overlay shows a video player interface with a timestamp of '08:41:36', a 'Unmute' button, and a 'Request control' button.

- The payment will now appear on the reservation account
- All payments are designated by the green text

4.0 Processing a Refund

- To process a refund, access the specific reservation account
- Select the receipt payment to be refunded
- Select 'Corrections'
- Select 'Refund'
- **Please note: Any existing invoice and Credit Card fee must be cancelled in order to process a refund.**



The screenshot shows the RMS software interface for processing a refund. The main window displays a transaction list for a guest account. The transaction details are as follows:

Date	Inv No	GL Acct Code	Description	GR	Debit	Credit	Balance
18 Sep 2020	6-1300	CCard Ref 4763, VISA, Ref# 00000000000000000000000000000000	- Credit Card Transaction Fee	0.00	0.00	1.00	1.00
	6-3300		MISC - Miscellaneous Charge	0.00	1.00		0.00
	6-3300		MISC - Miscellaneous Charge	0.00	1.00		0.00
			CCard Ref 4768, VISA, Ref# 00000000000000000000000000000000	1.00			0.00

- The card charged will be the one which will show as the card to be refunded. If a different card is to be used, do so only with managements approval. This is done by selecting Eftpos
- Enter the amount to be refunded
- Select 'Process'

Note: If using the RMS Pay terminal, the guest will be required to Tap, Swipe, or Insert their card and follow the prompts

Moon Sun Park

Refund Details Acc No: 4224234 View: General

Process Exit

Refund Type	Credit Card Details		
Cash	Blind Refunds Are not Turned On. Please Select the Receipt Transaction to Refund.		
Cheque	Date	Description	Currency
Credit Card	18-Jul-2023	Credit Card #734469, American Express #1250, Ref #LGVPG3CS...	(Local)
Direct Credit			873.95
EFTPOS			
EFTPOS Machine			

Transaction Date: Thu, 20 Jul 2023

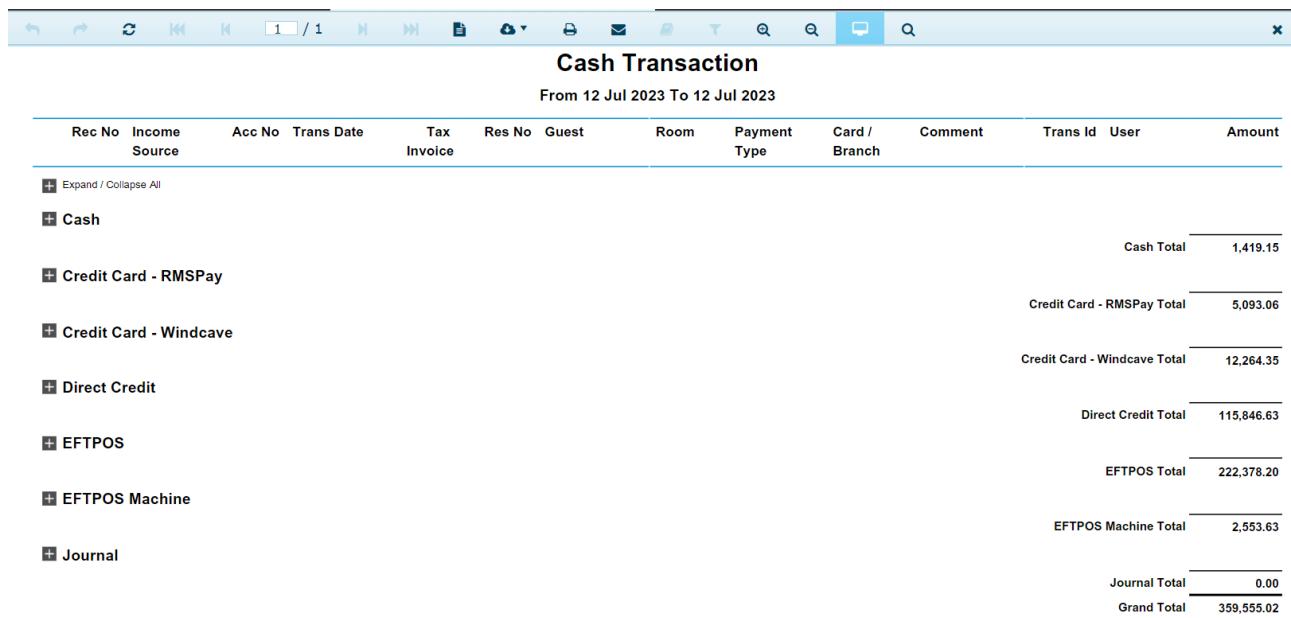
Refund Amount ((Local)): 856.81

Print Option	Comment
Email Refund	

- The refund will appear on the accounts screen
- Refunds are designated by the red text format

4.1 RMS CASH TRANSACTION REPORT

- Select 'Reports'
 - Select 'Accounting'
 - Select 'Cash Transaction'
 - Select 'Build'



The screenshot shows a software interface for a 'Cash Transaction' report. The title bar includes standard icons for file operations like back, forward, and search. The main title is 'Cash Transaction' with a subtitle 'From 12 Jul 2023 To 12 Jul 2023'. Below this is a table with the following columns: Rec No, Income Source, Acc No, Trans Date, Tax Invoice, Res No, Guest, Room, Payment Type, Card / Branch, Comment, Trans Id, User, and Amount. The table lists various transaction types with their respective amounts:

Rec No	Income Source	Acc No	Trans Date	Tax Invoice	Res No	Guest	Room	Payment Type	Card / Branch	Comment	Trans Id	User	Amount
+ Expand / Collapse All													
+ Cash Cash Total 1,419.15													
+ Credit Card - RMSPay Credit Card - RMSPay Total 5,093.06													
+ Credit Card - Windcave Credit Card - Windcave Total 12,264.35													
+ Direct Credit Direct Credit Total 115,846.63													
+ EFTPOS EFTPOS Total 222,378.20													
+ EFTPOS Machine EFTPOS Machine Total 2,553.63													
+ Journal Journal Total 0.00													
Grand Total 359,555.02													