

Quest Front Office Operations:
RMS PAY
Quest Learners Guide

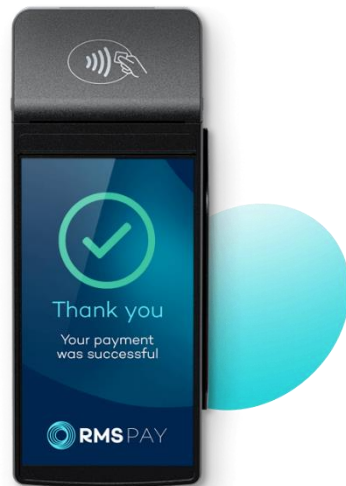


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1.0 About RMS Pay

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.

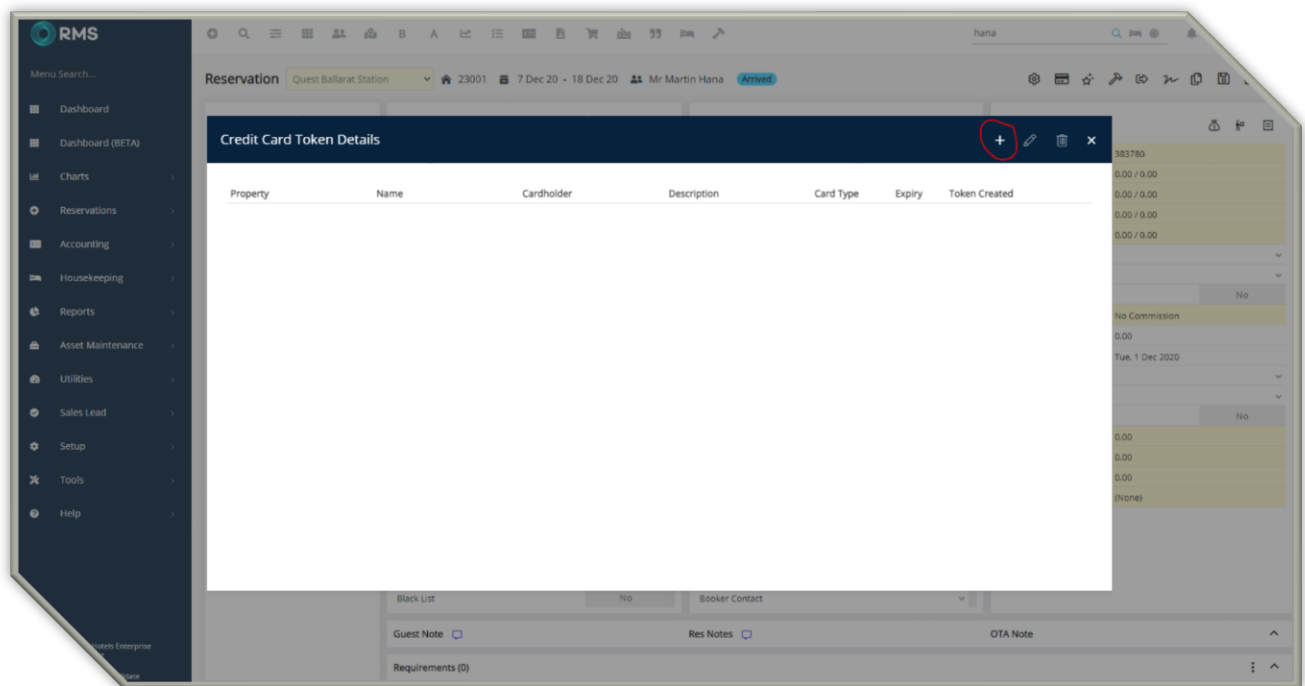
- Select the reservation that needs credit card details attached.

The screenshot displays the RMS system interface for a reservation. The 'Reservation' tab is selected, showing details for reservation 23001. The 'Guest' tab is active, displaying guest information for Hana Martin. The 'Reservation' tab shows arrival and departure dates. The 'Account' tab shows account details. The 'Guest' tab has a red circle around the 'CC Token' button.

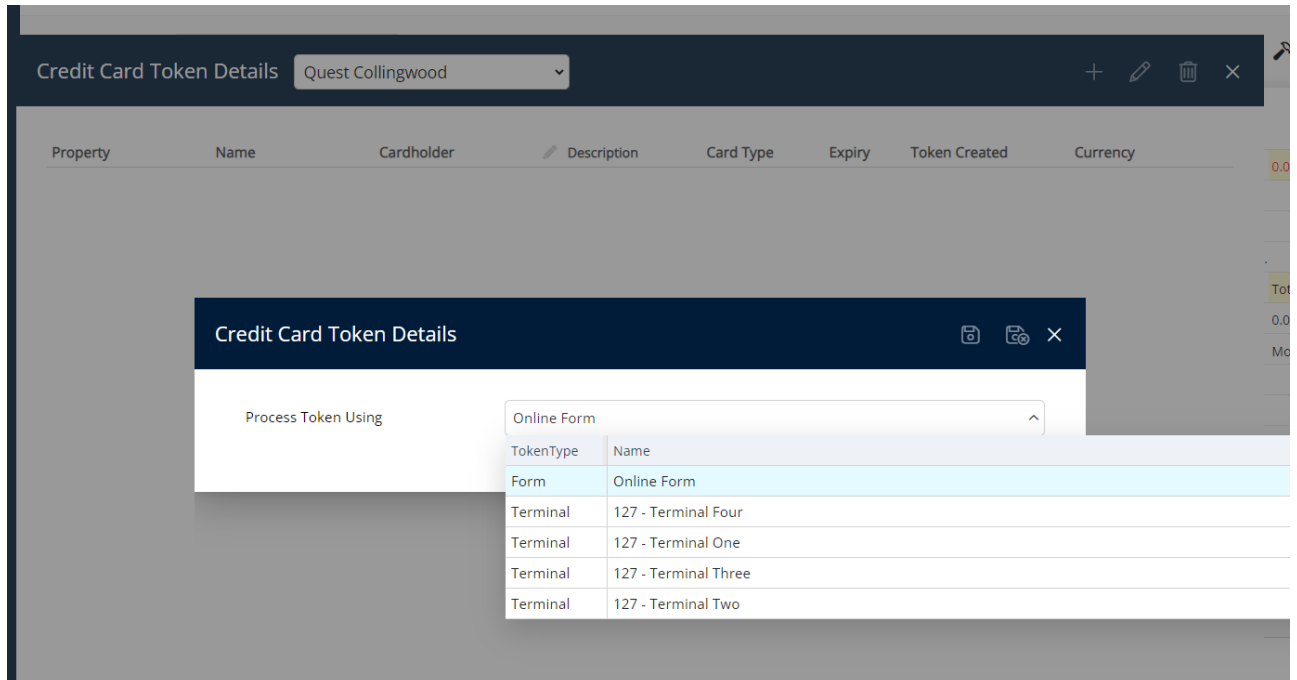
- Select 'CC Token'

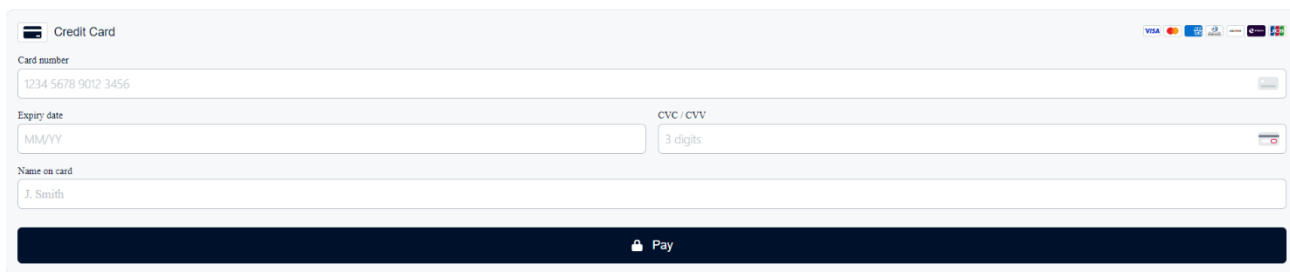
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Select the '+'



- Select 'Online Form'





Credit Card

Card number
1234 5678 9012 3456

Expiry date
MM/YY

CVC / CVV
3 digits

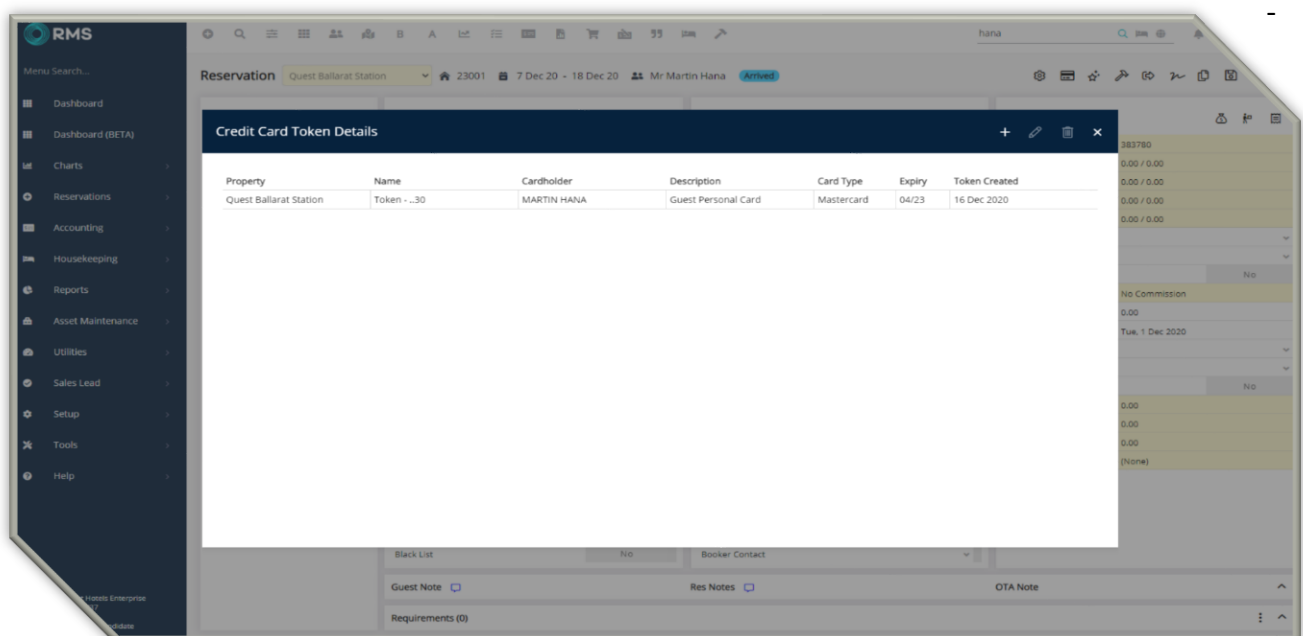
Name on card
J. Smith

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: [dropdown], Guest Note: [checkbox], Res Notes: [checkbox], OTA Note: [checkbox], Requirements (0): [dropdown]

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

The screenshot displays the RMS (Reservations Management System) interface for a reservation at Quest Ballarat Station. The reservation is for Mr. Martin Hana, with a guest status of 'Arrived'. The 'Guest' tab is selected, and the 'CC Token' option is highlighted in light green, indicating an active token. The interface is divided into three main sections: Guest, Reservation, and Account.

Guest Information:

- Group Name: 7
- Guest No: 7
- Guest Status: Arrived
- Surname: Hana
- Given: Martin
- Title: Mr
- Company: Quest Serviced Apartments Pty Ltd
- Mobile: +61415 353 207
- Email: mhana@questapartments.com.au
- 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 Information:

- Grp 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 Promot)
- 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:
- Contact:
- Booker Contact:

Account Information:

- 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 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
- AUS: 0.00
- Active Accounts: (None)

The interface also includes a sidebar with navigation options such as Dashboard, Charts, Reservations, Accounting, Housekeeping, Reports, Asset Maintenance, Utilities, Sales Lead, Setup, Tools, and Help. The top navigation bar shows the current reservation details and the user's name, Mr. Martin Hana.

2.2 CREATING A CREDIT CARD TOKEN (EFTPOS TERMINAL)

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

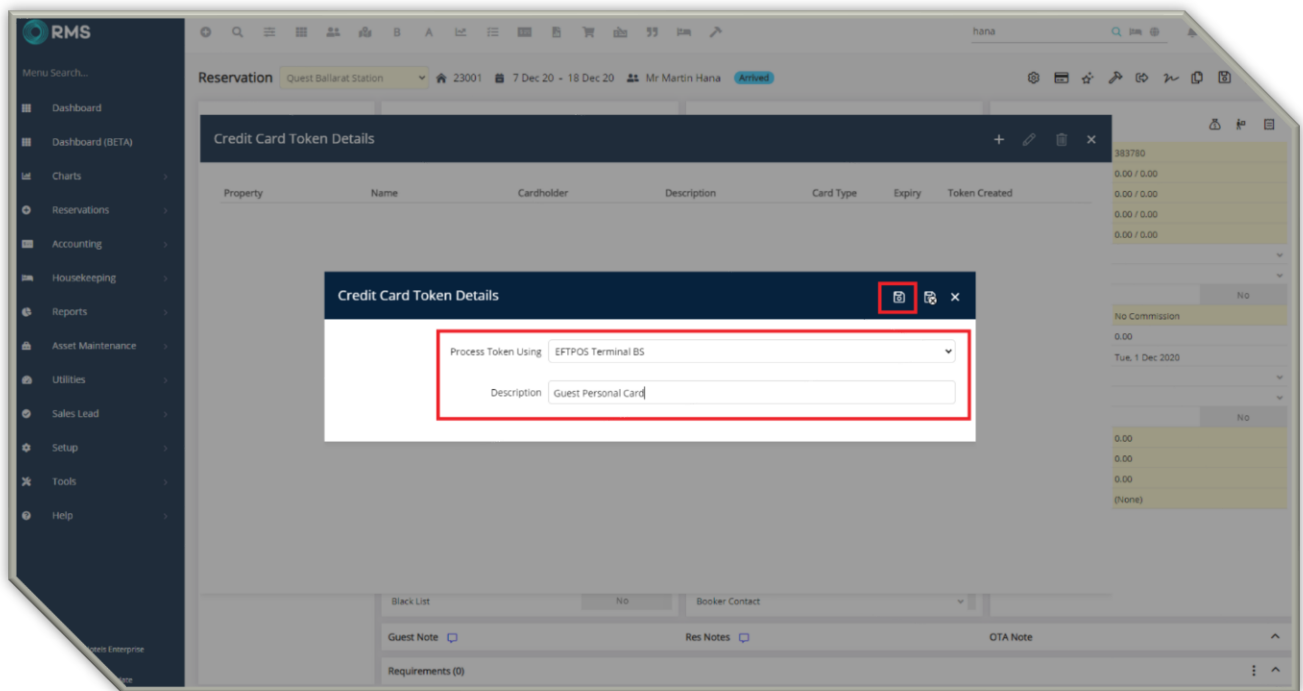
- Select the reservation of the guest who is checking in

The screenshot displays the RMS system interface for a reservation. The left sidebar contains a menu with options like Dashboard, Charts, Reservations, Accounting, Housekeeping, Reports, Asset Maintenance, Utilities, Sales Lead, Setup, Tools, and Help. The main content area is titled 'Reservation' and shows details for a guest named Hana. The 'Guest' section includes fields for Group Name, Guest No, Guest Status, Surname, Given, Title, Company, Mobile, Email, Email 2, Address Line 1, Address Line 2, Town, State, Post Code, Country Of Residence, Card Type, Card No, Card Exp, FFlyer No, QA Member, Marketing Opt Out, and Black List. The 'Reservation' section includes fields for Grp Res No, Res No, Status, Arrive, Depart, Nights, Adults, Children, Room Type, Room, Bed Config, Rate Type, Fixed, Fixed Reason, Company, Travel Agent, Market Segment, Sub Market Segment, Booking Source, Payment Mode, Group Allotment, Contact, and Booker Contact. The 'Account' section includes fields for Account No, Base Rate, Package, Discount, Total Rate, Discount Reason, Reduced GST From Day 1, TA Commission, Deposit, Dep Req By, Bill Room Type, Upgrade Reason, Hide Rate On Correspond..., General, Extras, A/R, and Active Accounts. A red circle highlights the 'CC Token' button in the Guest section.

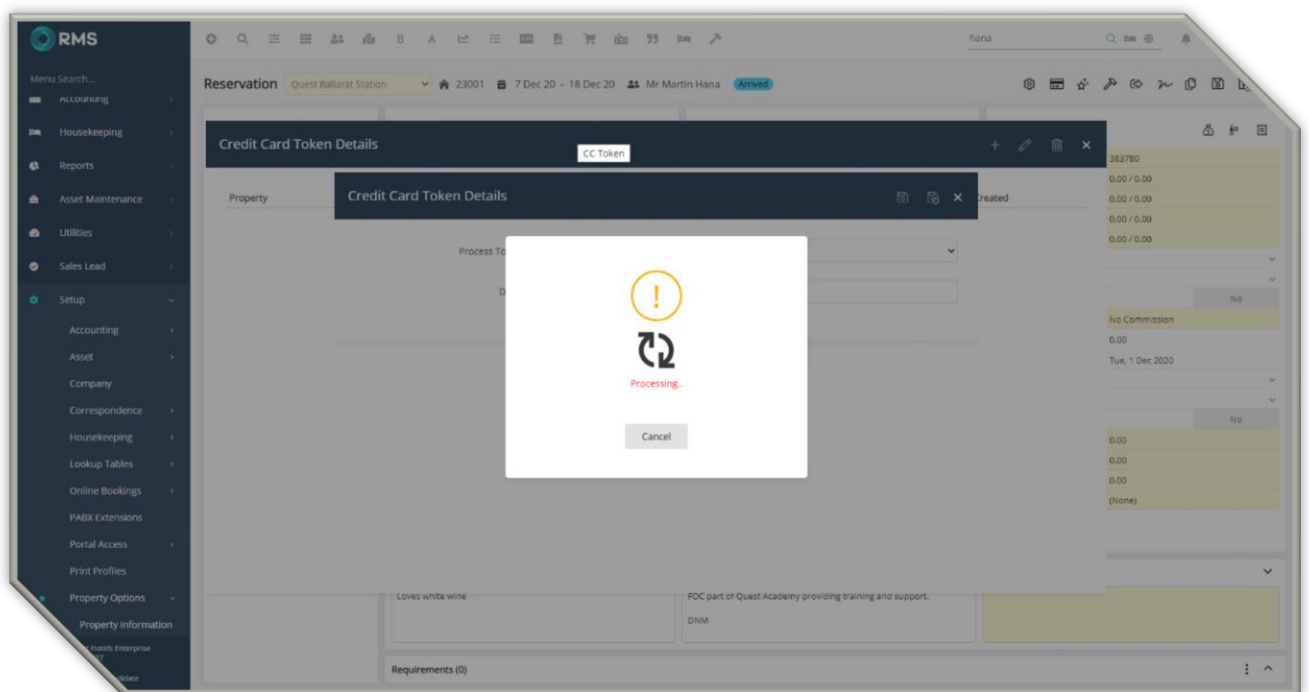
Select 'CC Token'

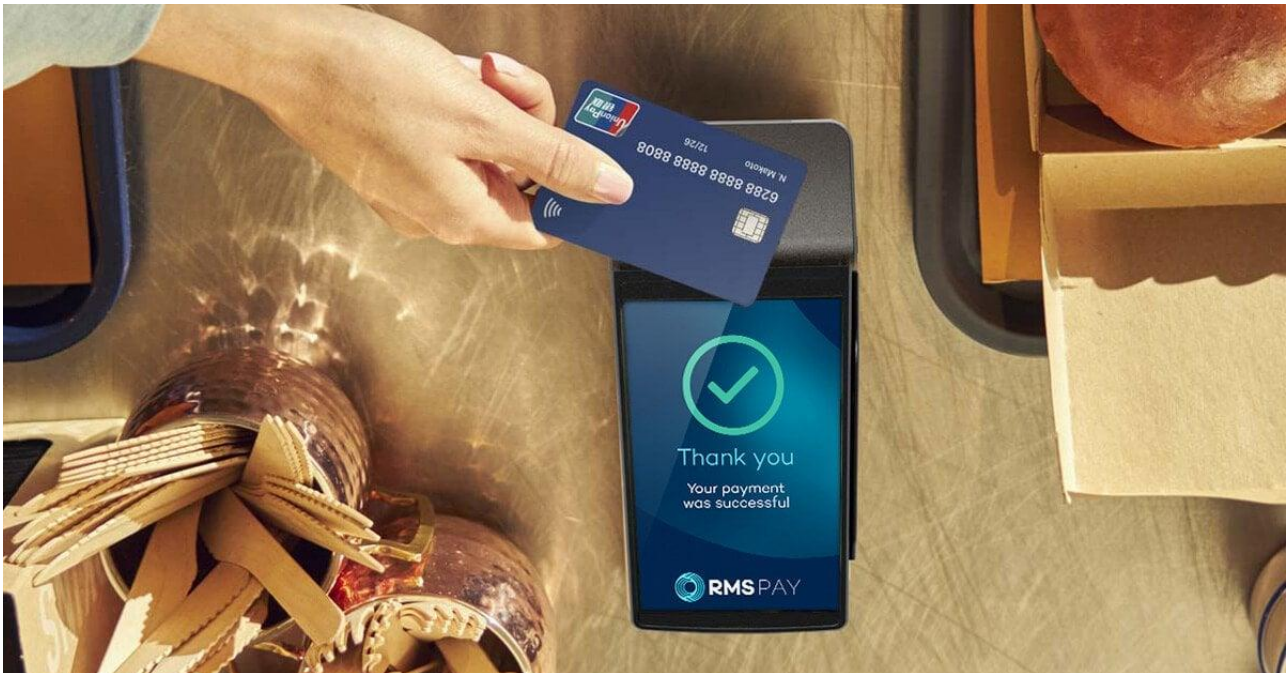
This screenshot is identical to the one above, showing the RMS system interface for a reservation. The 'CC Token' button in the Guest section is highlighted with a red circle.

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



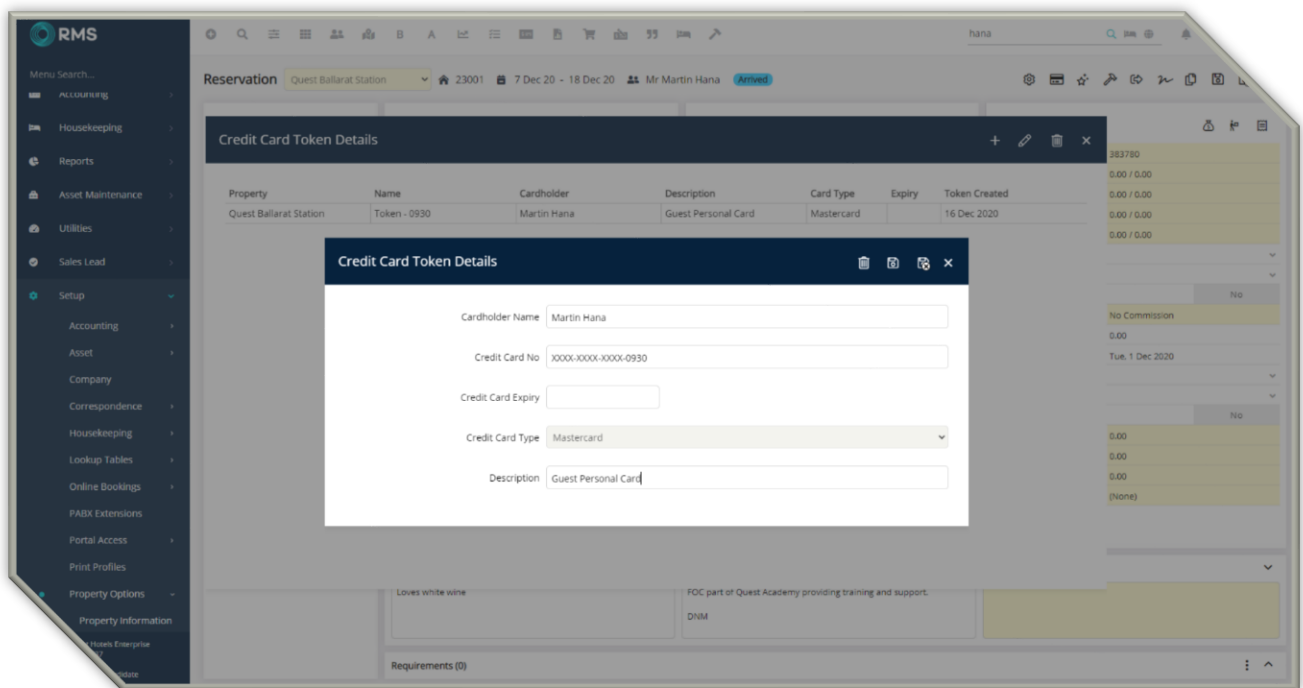
- RMS will now communicate with the EFTPOS terminal which requires the guest to tap their card.



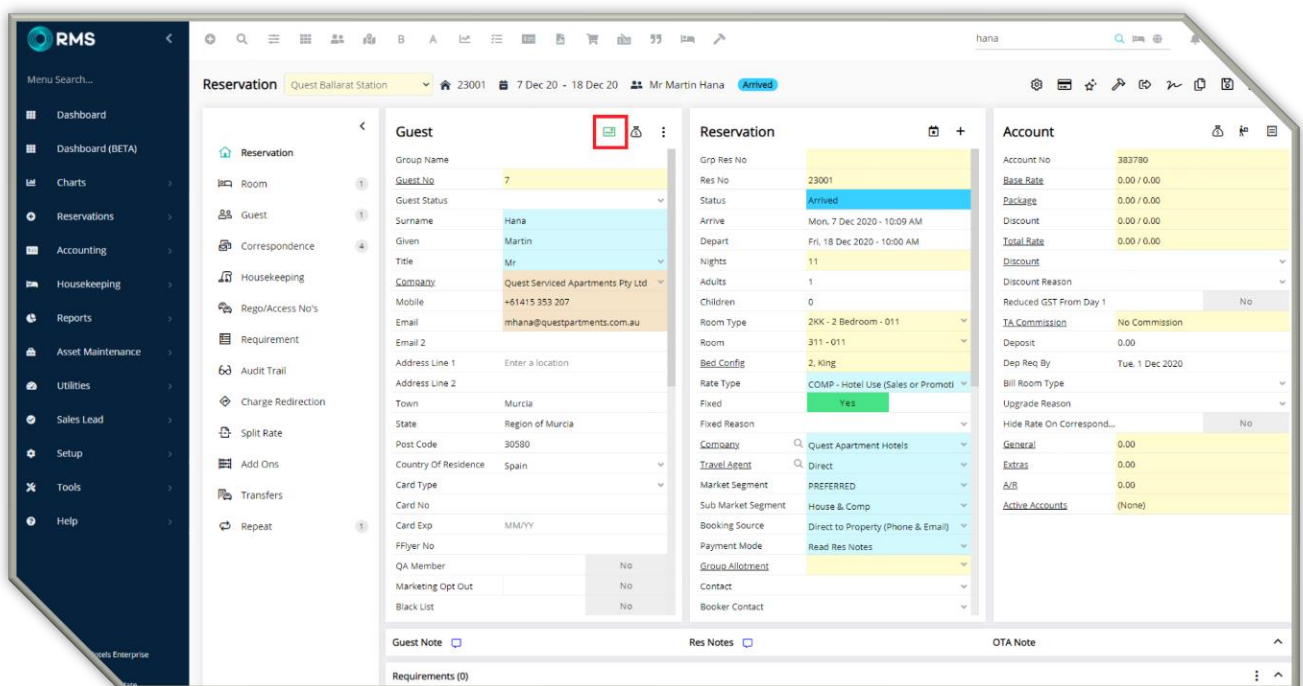


Once the guest has tapped their card, the details automatically transfer to RMS as token.

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



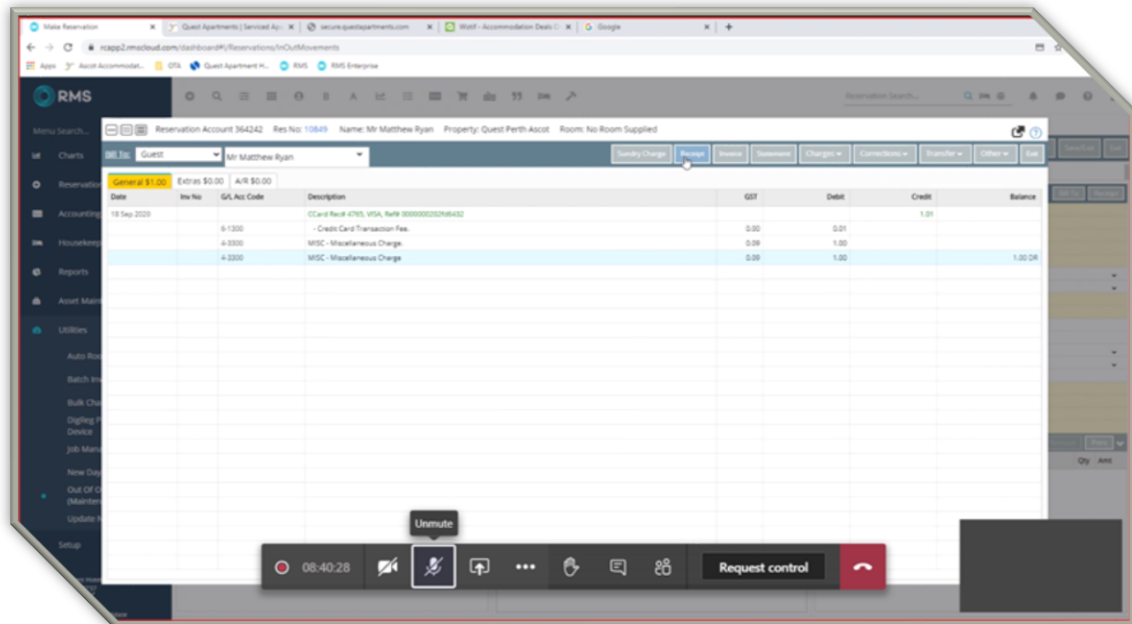
- The 'CC Token' option will appear a light green colour if there is an active token



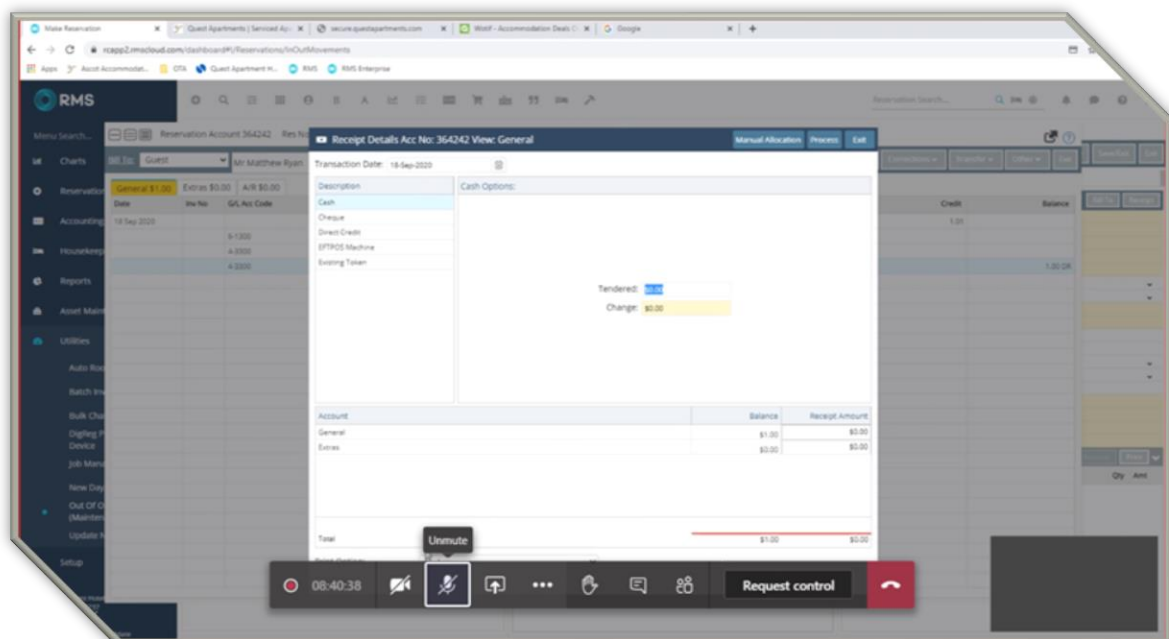
3.0 Processing Payments

3.1 PROCESSING A PAYMENT WITH EXISTING TOKENS

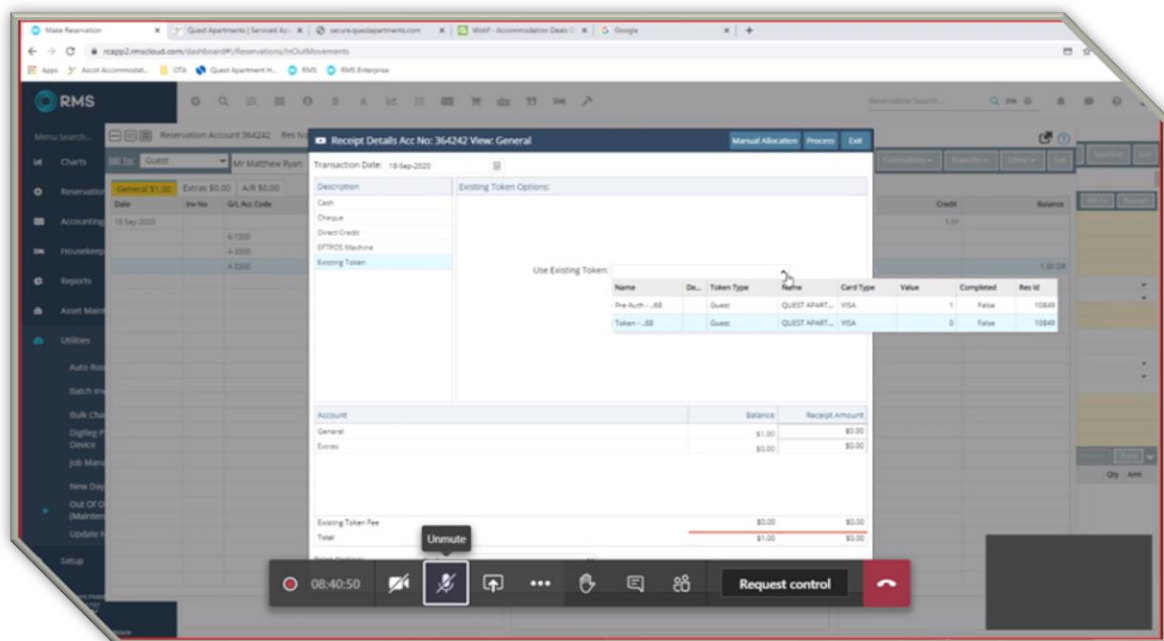
- To process a payment, navigate to the accounts section in the specific reservation
- Select **'General'**



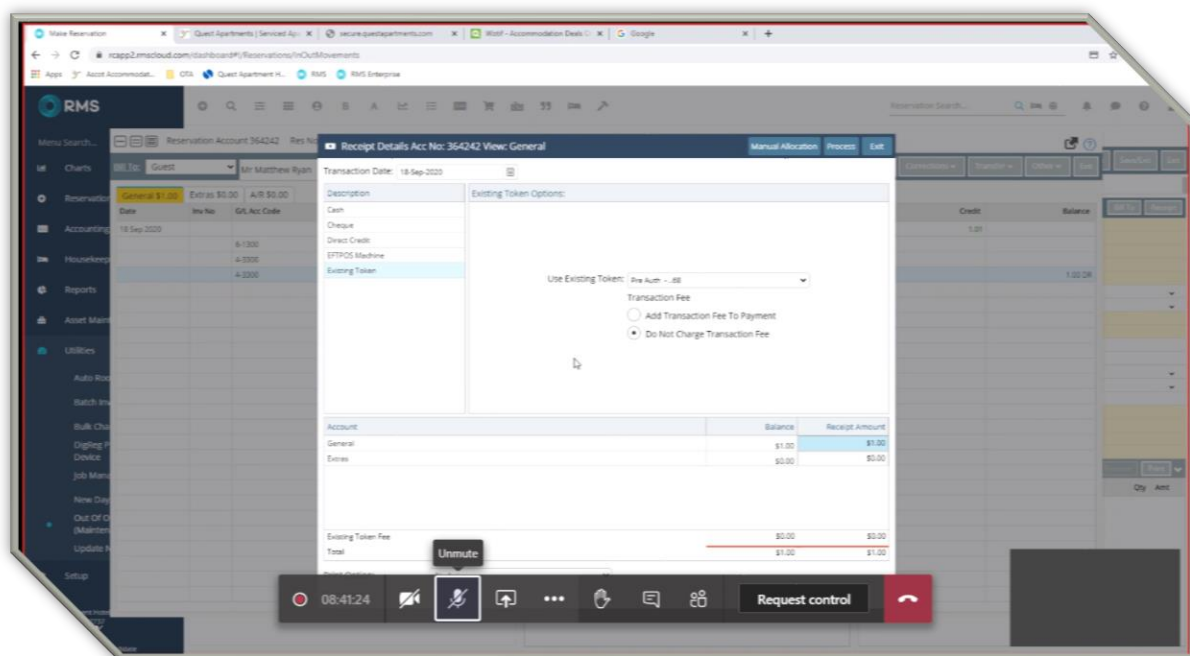
- Once all the relevant charges are on the account, select **'Receipt'** to open the payment options



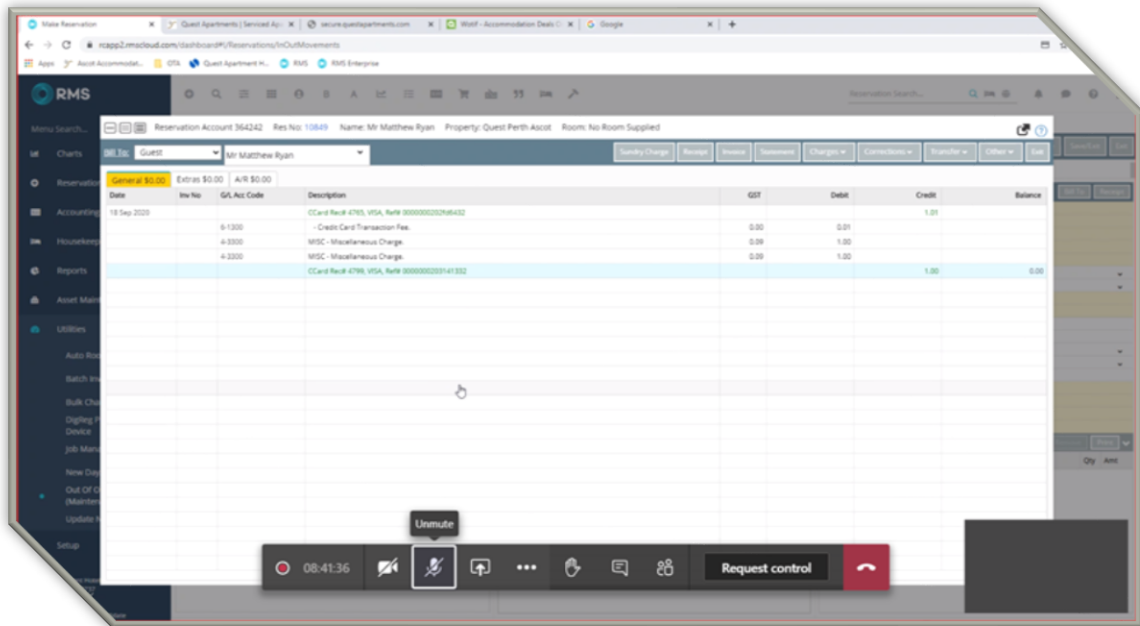
Navigate to **'Existing Token'** to use the previously saved credit card token



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



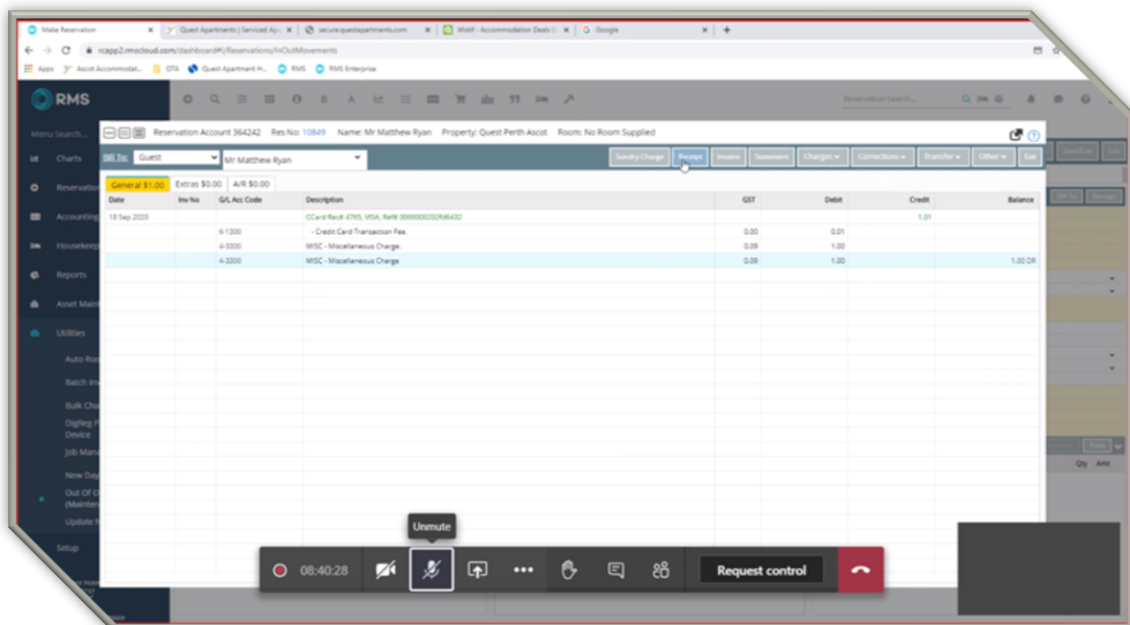
- Select **'Add Transaction Fee to Payment'**
- Enter the value to be charged to the account in the **'Receipt Amount'**
- Select **'Process'**



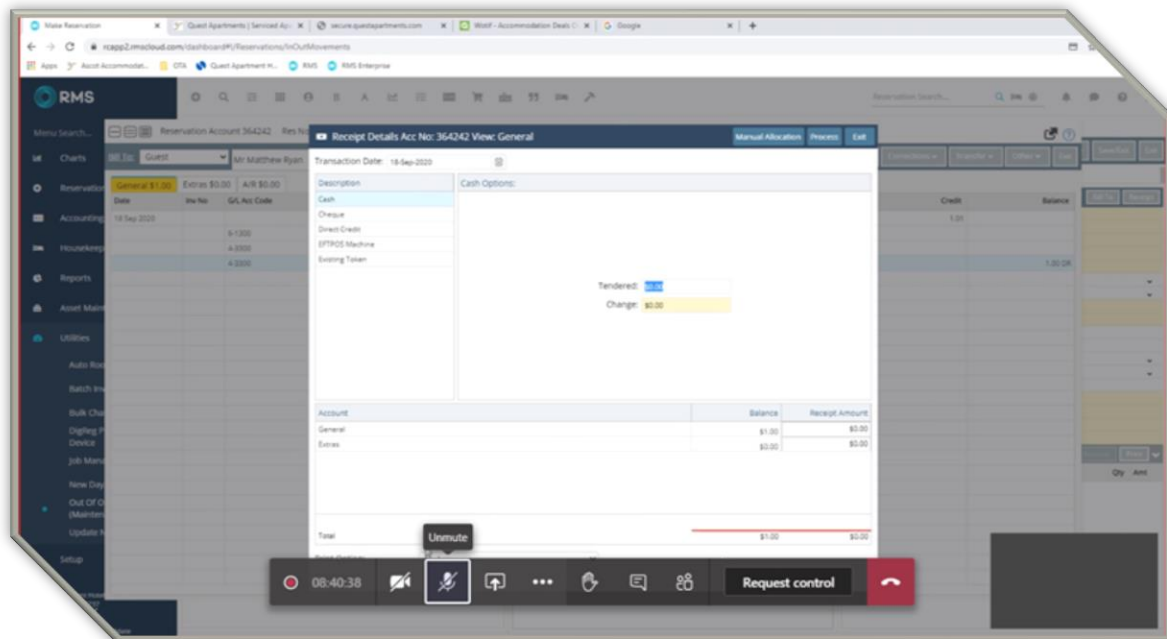
- The payment will now appear on the reservation account
- All payments are designated by the green text

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

- 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 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

Cash

Cheque

Credit Card

Direct Credit

EFTPOS

EFTPOS Machine

Credit Card Details

Blind Refunds Are not Turned On. Please Select the Receipt Transaction to Refund.

Date	Description	Currency	Amount
18-Jul-2023	Credit Card # 734469, American Express #1250, Ref #LGVP3CS...	(Local)	873.95

Transaction Date: Thu, 20 Jul 2023

Refund Amount ((Local)): 856.81

Print Option

Email Refund

Comment

- 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'**

Cash Transaction													
From 12 Jul 2023 To 12 Jul 2023													
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