

## Franchise Operations – Standard Operating Procedure

### 01. Operations - Reservations – Storing Payment Details

RES - 006

#### Overview

To maximise the security around handling of credit cards, the property management system hosts a function to store the details of a credit card. This function is to be used as best practice.

#### Standard

Ensuring all properties, and respective employees, are adhering to the correct guidelines to maximise the security integrity of any, and all, card payment details included in the network.

#### Procedure

When creating or modifying a reservation, the credit card information is to be entered into the 'CC Token'.

- Navigate to the respective reservation in RMS
- Select the 'CC Token' function

Guest    

- Select 'Create Token'



- Enter the description of the card into the 'Description' field
- Enter the name of the owner of the card into the 'Cardholder Name' field
- Enter the full card number into the 'Credit Card No.' field
- Enter the expiration date of the card into the 'Credit Card Expiry' field
- Enter the card security number in the 'CCV' field

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**Credit Card Token Details**

Description:

Cardholder Name:

Credit Card No:

Credit Card Expiry:  12 / 23

CCV:

To access the card information after entering in the details, use the 'Token' function.

- Navigate to the respective reservation in RMS
- Select 'Token'
- Select the appropriate payment card listed in the 'Vault'

| Guest        |         |              |  |  |  |  |
|--------------|---------|--------------|--|--|--|--|
| Group Name   |         |              |  |  |  |  |
| Guest No     | 32815   | Vault - 6749 |  |  |  |  |
| Guest Status |         | Vault - 6749 |  |  |  |  |
| Surname      | McPhee  | Vault - 6749 |  |  |  |  |
| Given        | Michael | CC Token     |  |  |  |  |

- Enter in the user specific password created to access 'RMS Vault'
- Select 'Unlock'

**RMS Vault**

Password:

**Unlock**

- The payment card details will now be visible

Please note, the payment card information is only available for up to fourteen (14) days after the booking has been departed in the system.

# FRANCHISE OPERATIONS MANUAL

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### Version Control

| Version | Issue Date   | Developer            | Approval     | SLT Meeting Review |
|---------|--------------|----------------------|--------------|--------------------|
| 01      | 28 July 2023 | Business Transitions | Sarah Begbie |                    |