Quest Front Office Operations:
RMS PAY
Quest Learners Guide

Contents

1.0 About RMS Pay....2
2.0 Creating Tokens....3
2.1 Creating a Token to a Reservation (Host Payment Form)....3
2.2 Creating a Credit Card Token (EFTpos Terminal)....7
3.0 Processing Payments....11
3.1 Processing a Payment With Existing Tokens....11
3.2 Processing a Payment Using RMS Pay EFTPOS Terminals....13
4.0 Processing a Refund....166
4.1 RMS Cash Transaction Report....18

QUEST
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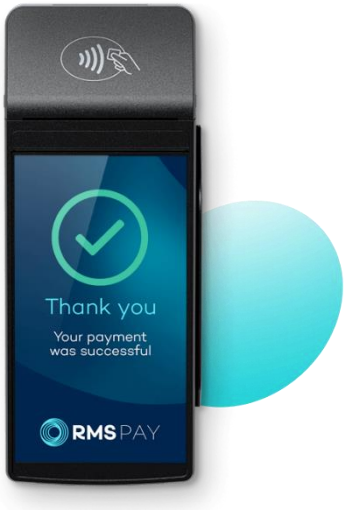
1.0 About RMS Pay

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.



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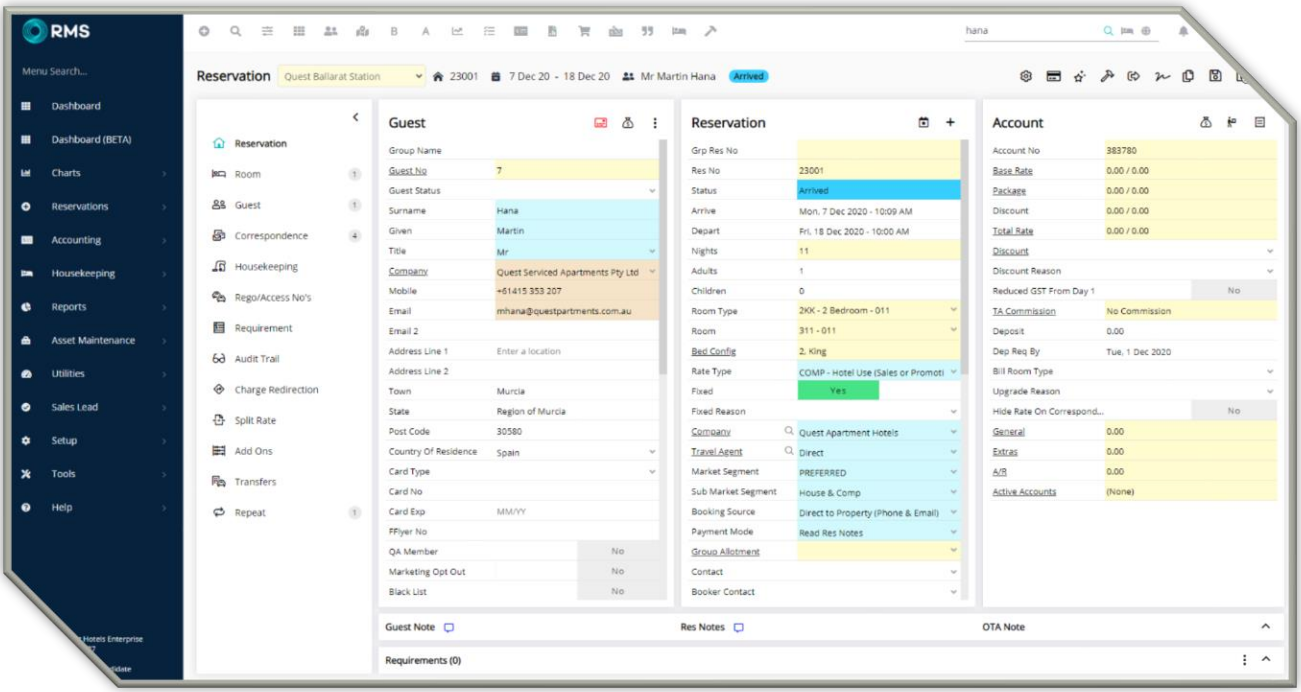
2.0 Creating Tokens

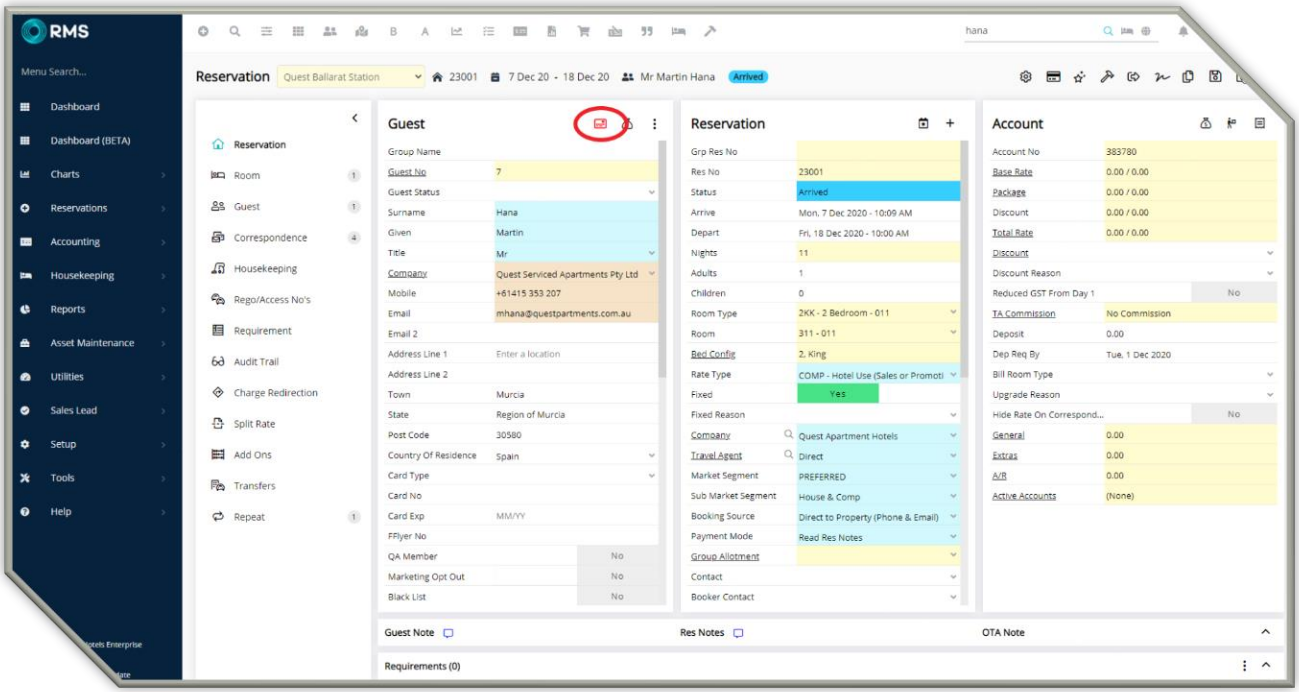
2.1 Creating a Token to a Reservation (Host Payment Form)

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

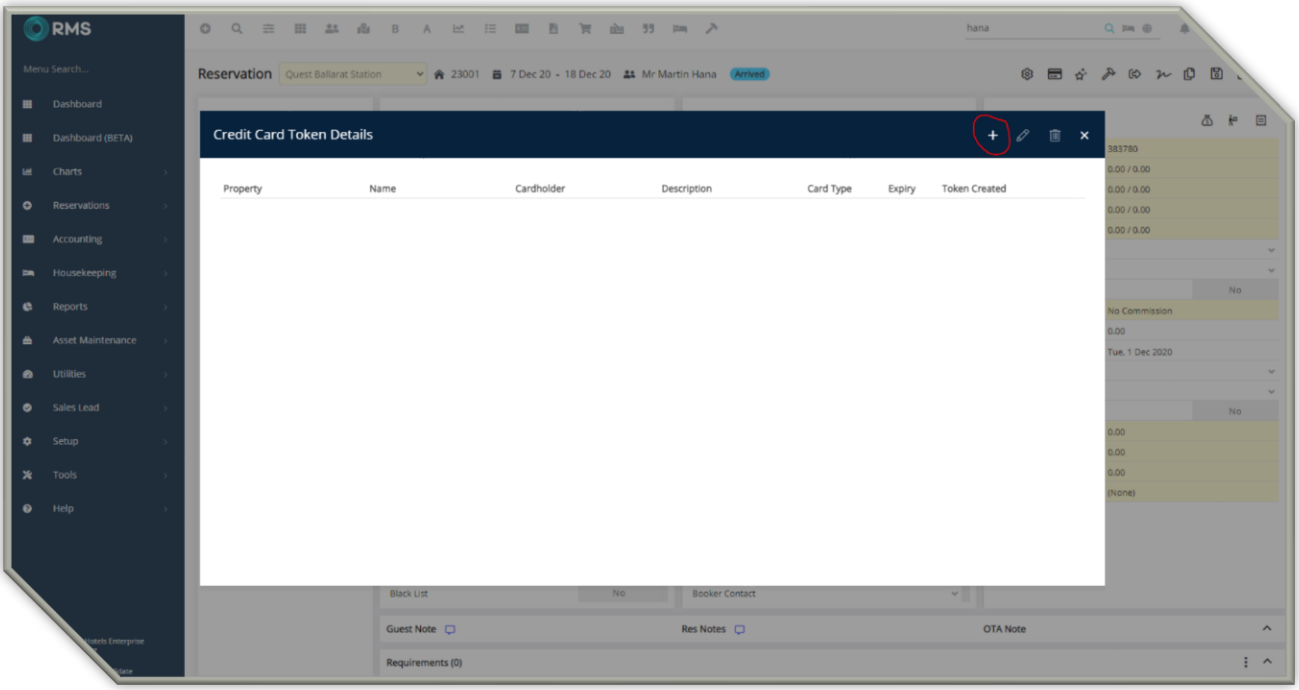
- Select the reservation that needs credit card details attached.



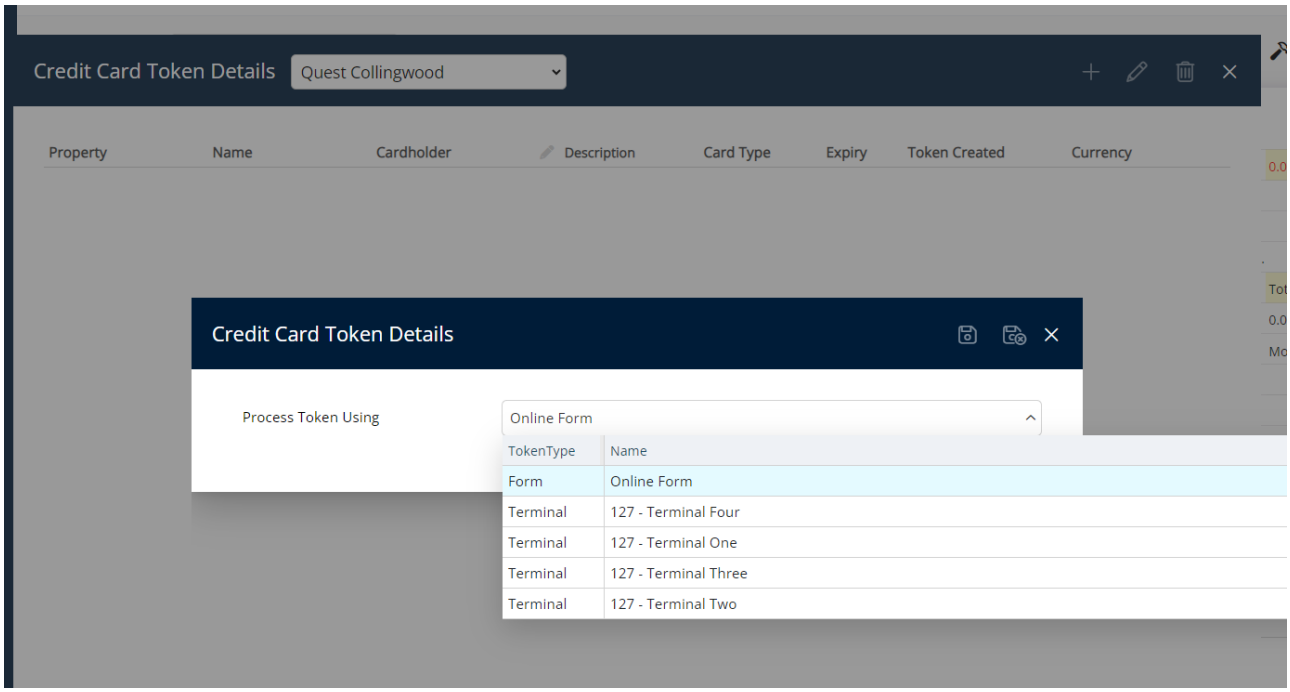
- Select **'CC Token'**



Select the’**+**’



- Select **‘Online Form’**



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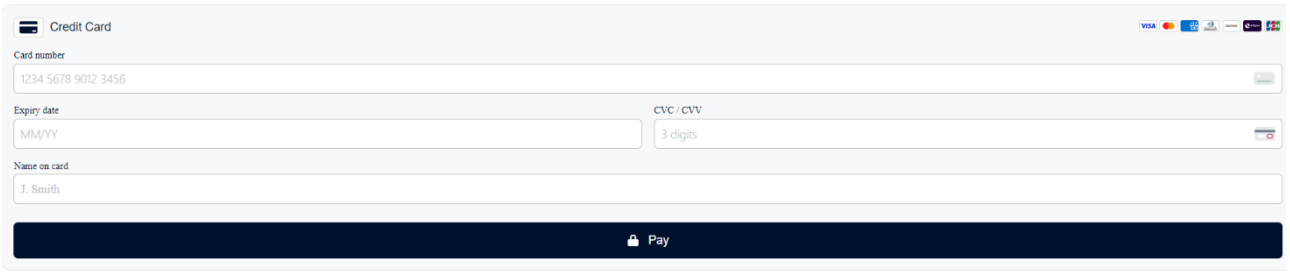

- Enter the credit card number
- Enter the name identified on the card
- Enter the expiration dates
- Enter the CVC number
- Select **'Pay'**

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.

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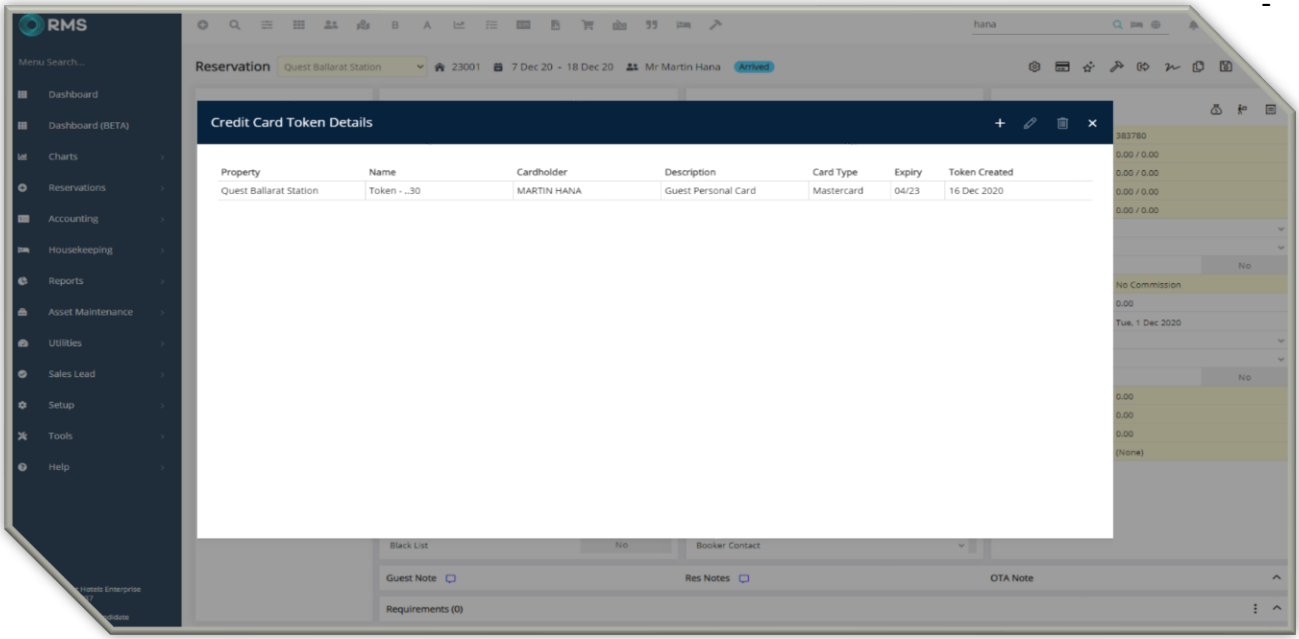

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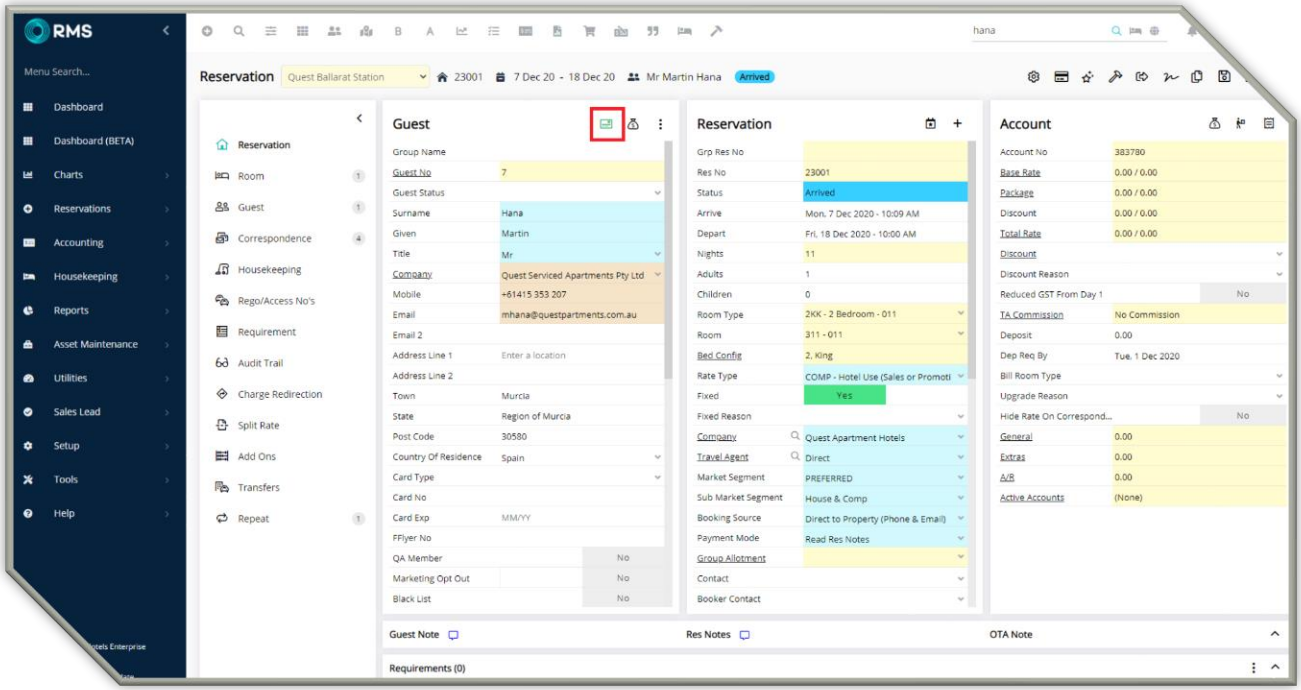
- The **'CC Token'** option will appear a light green colour if there is an active token



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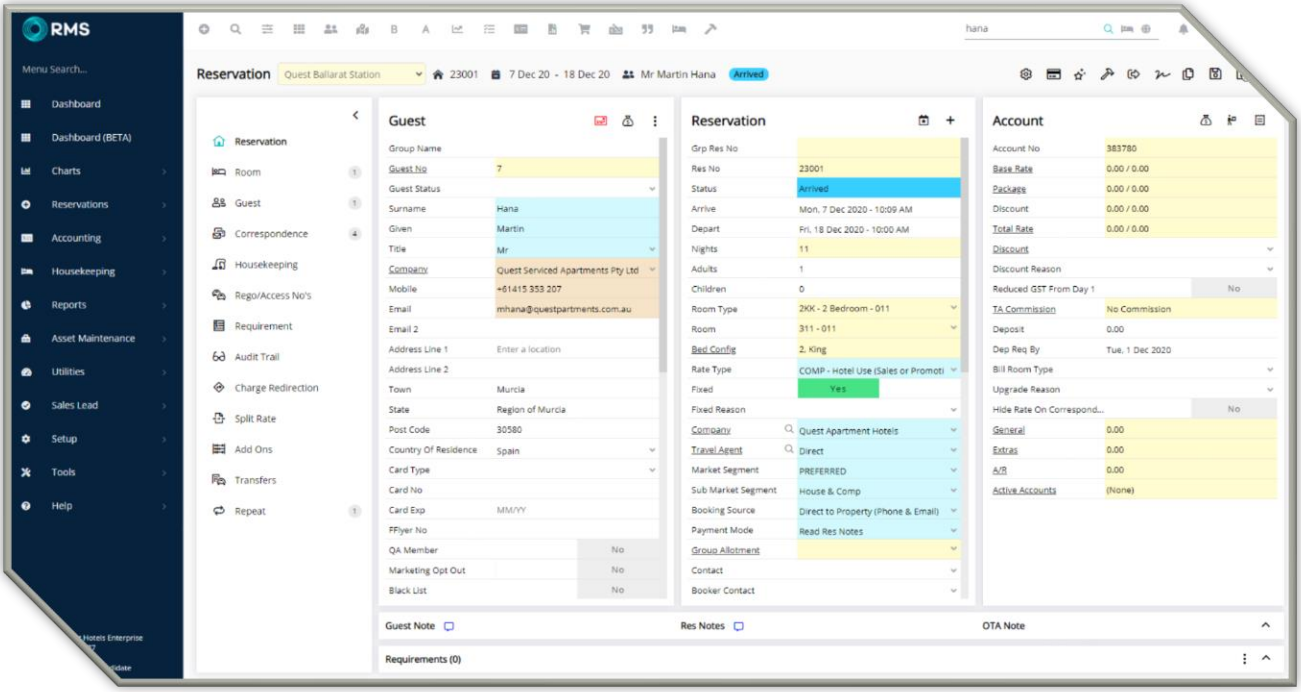
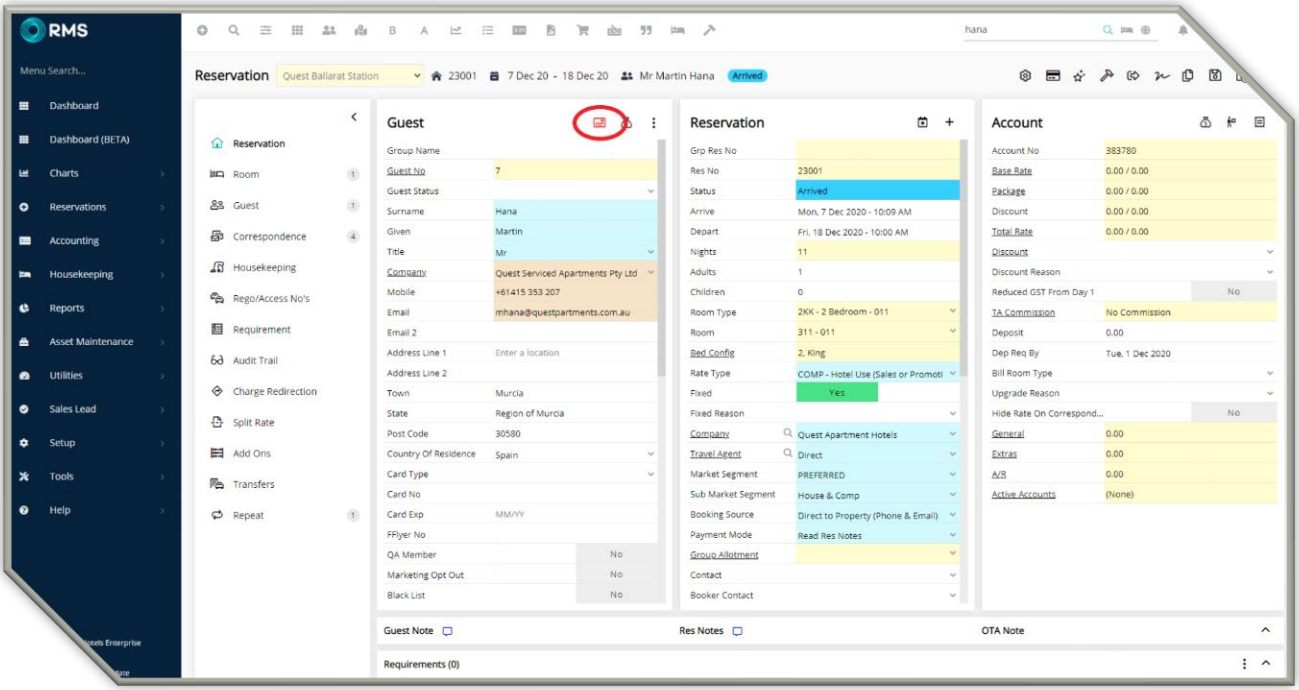
2.2 CREATING A CREDIT CARD TOKEN (EFTPOS TERMINAL)

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

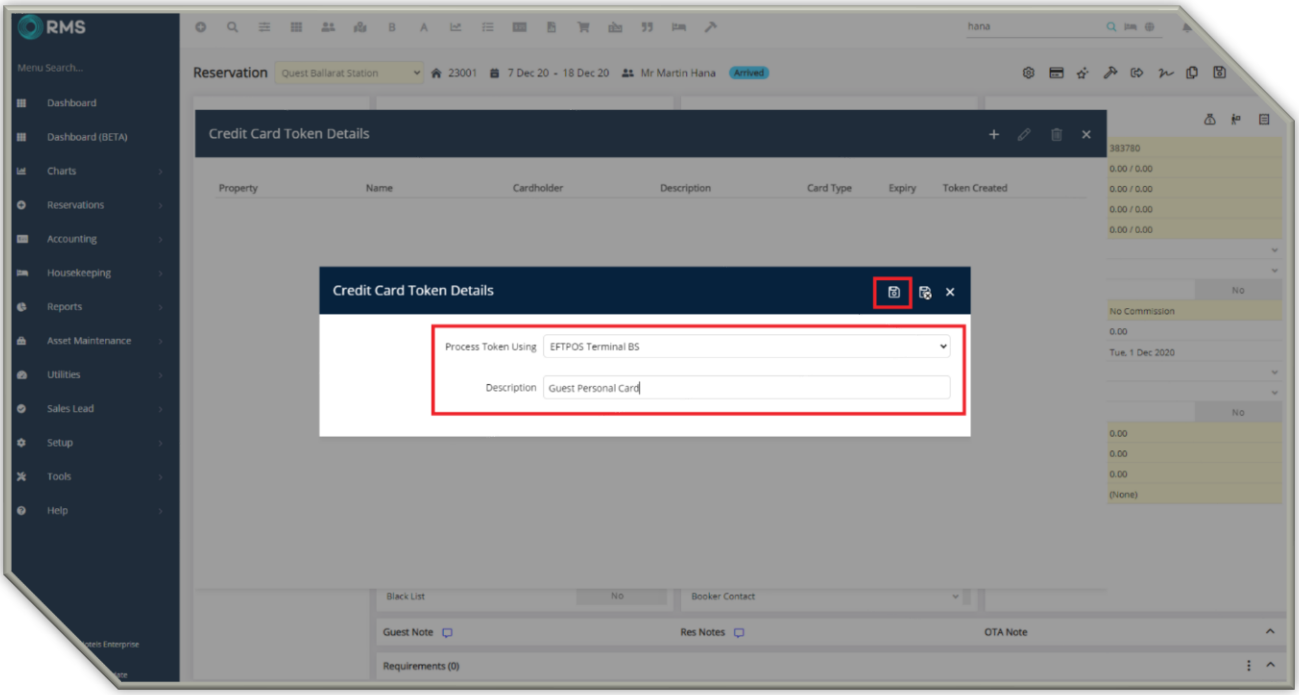
- Select the reservation of the guest who is checking in



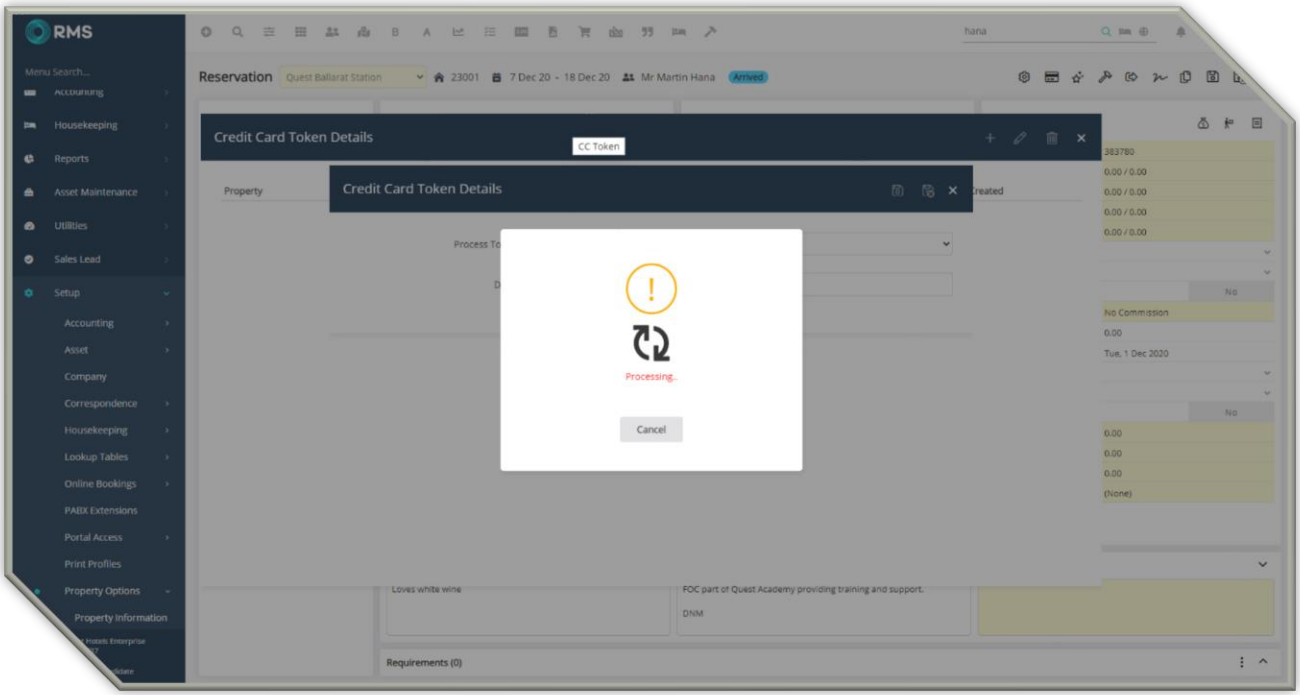
Select **'CC Token'**



- 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.



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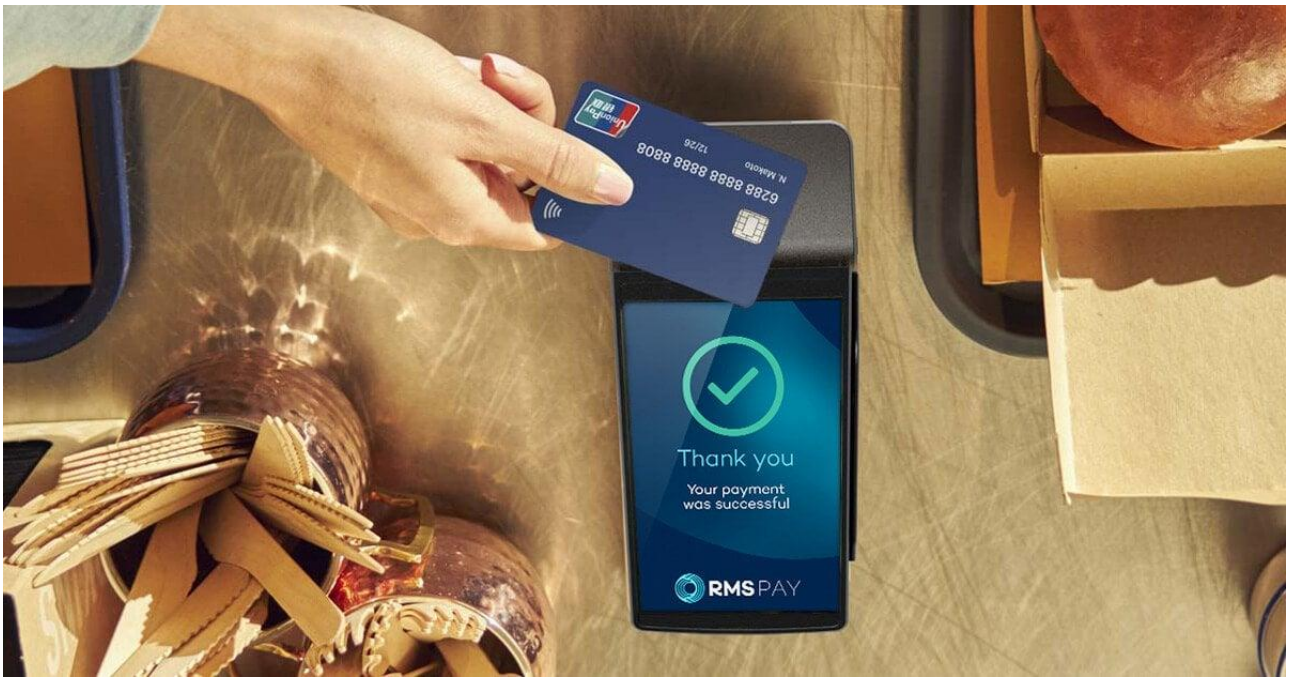
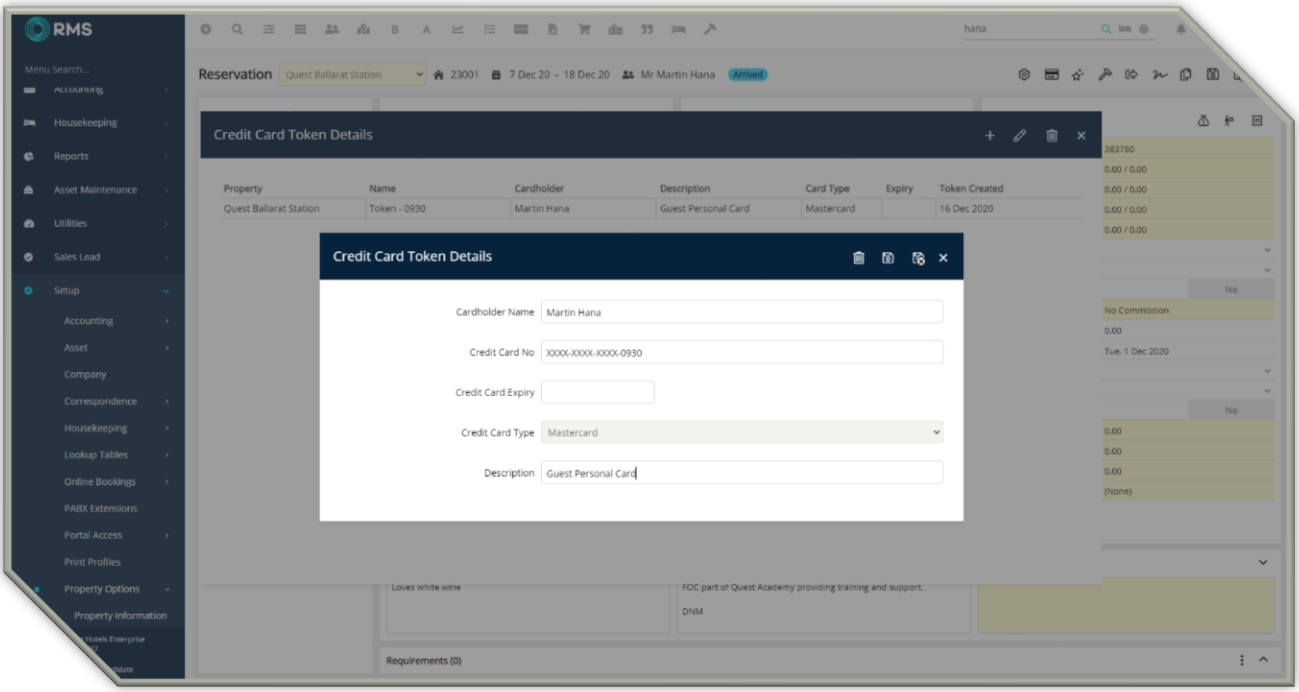
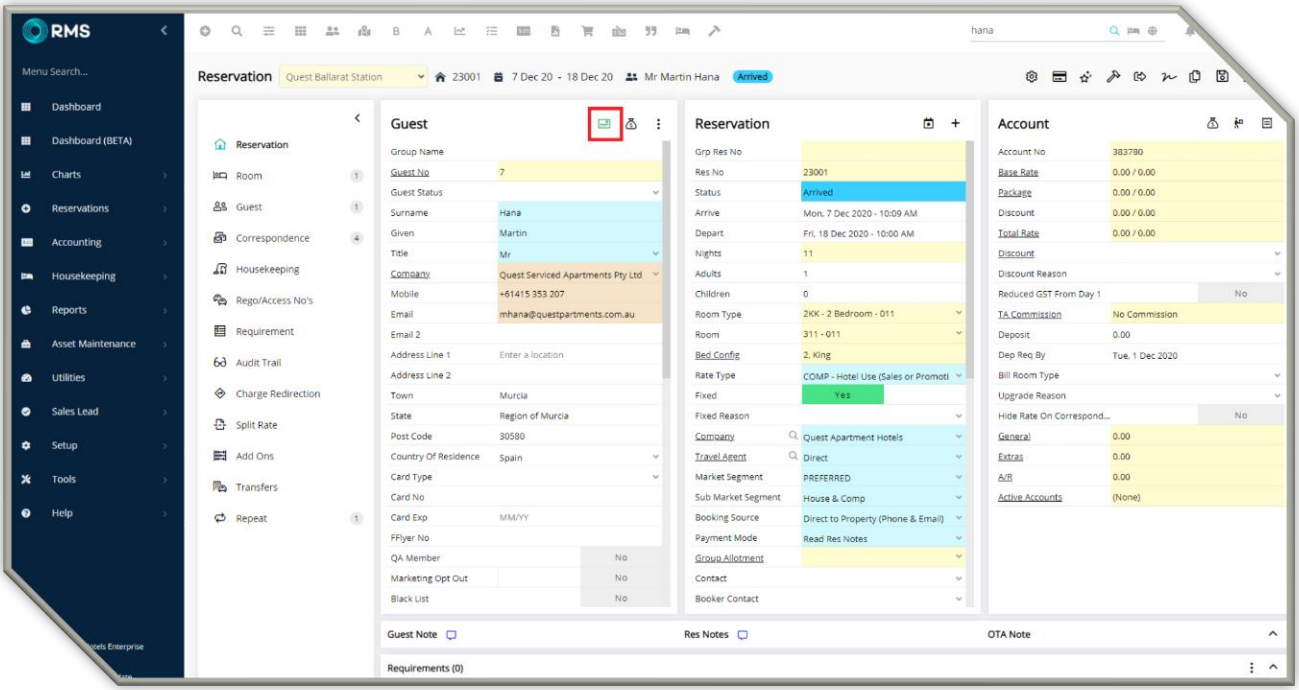


Once the guest has tapped their card, the details automatically transfer to RMS as token.

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



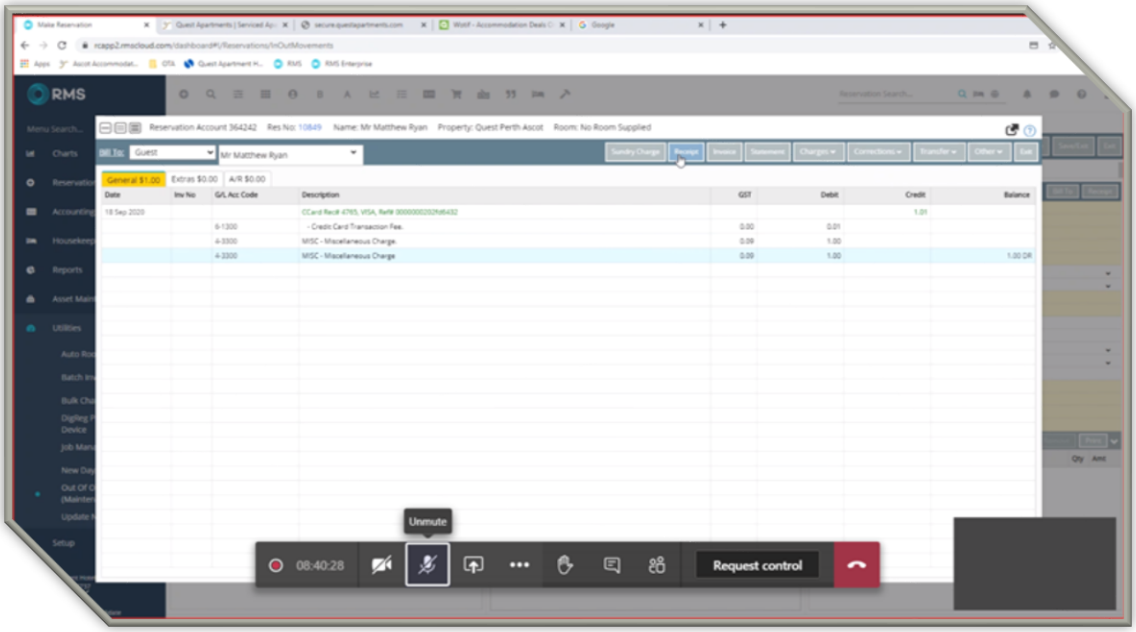
- The **'CC Token'** option will appear a light green colour if there is an active token



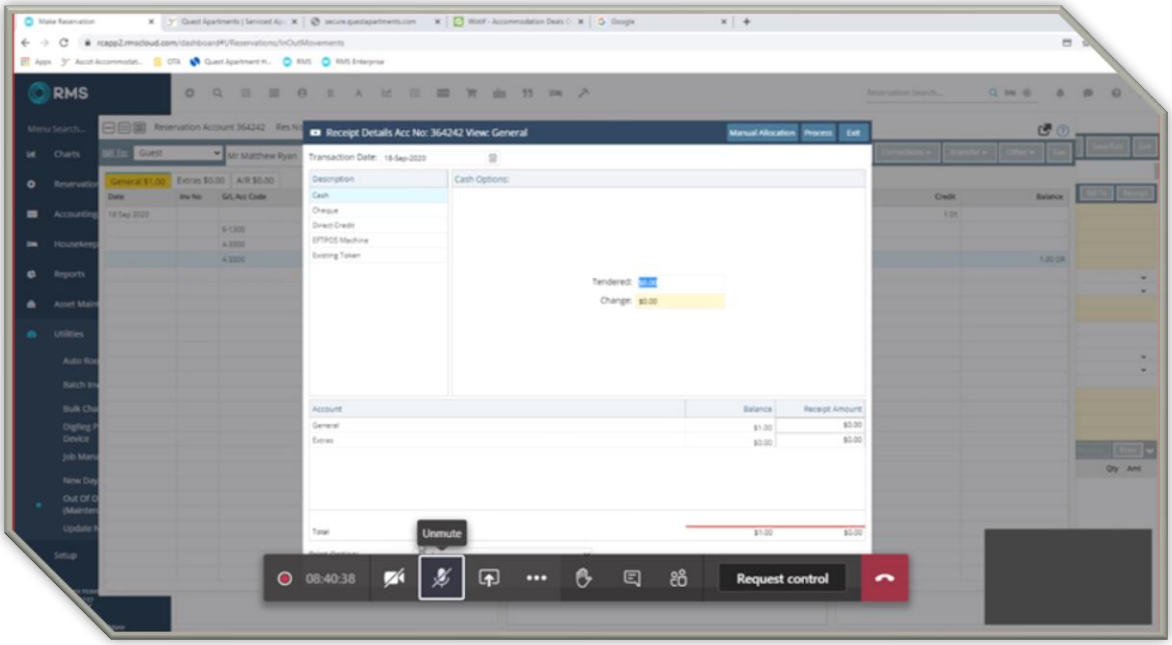
3.0 Processing Payments

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



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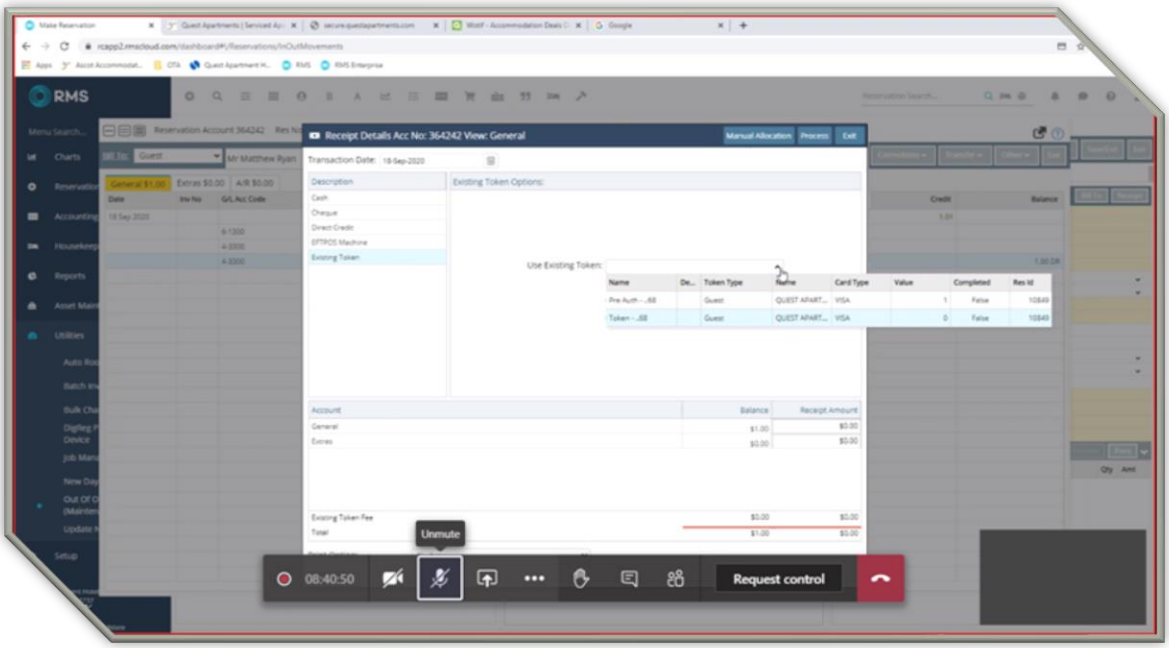
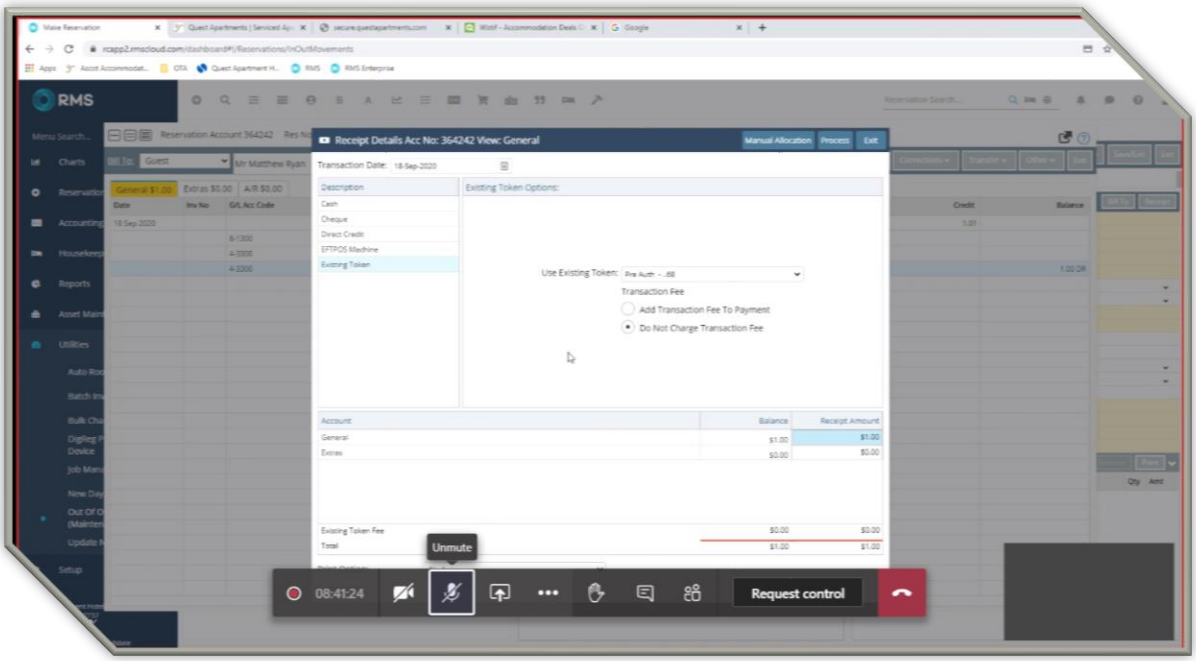
Navigate to **'Existing Token'** to use the previously saved credit card token



- 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'**

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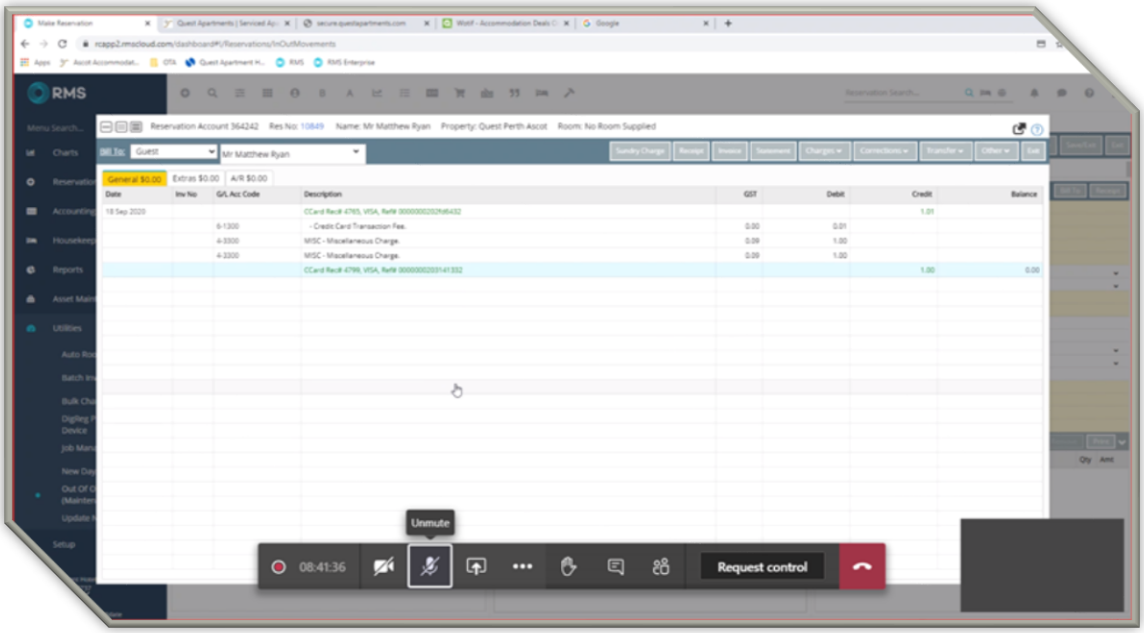
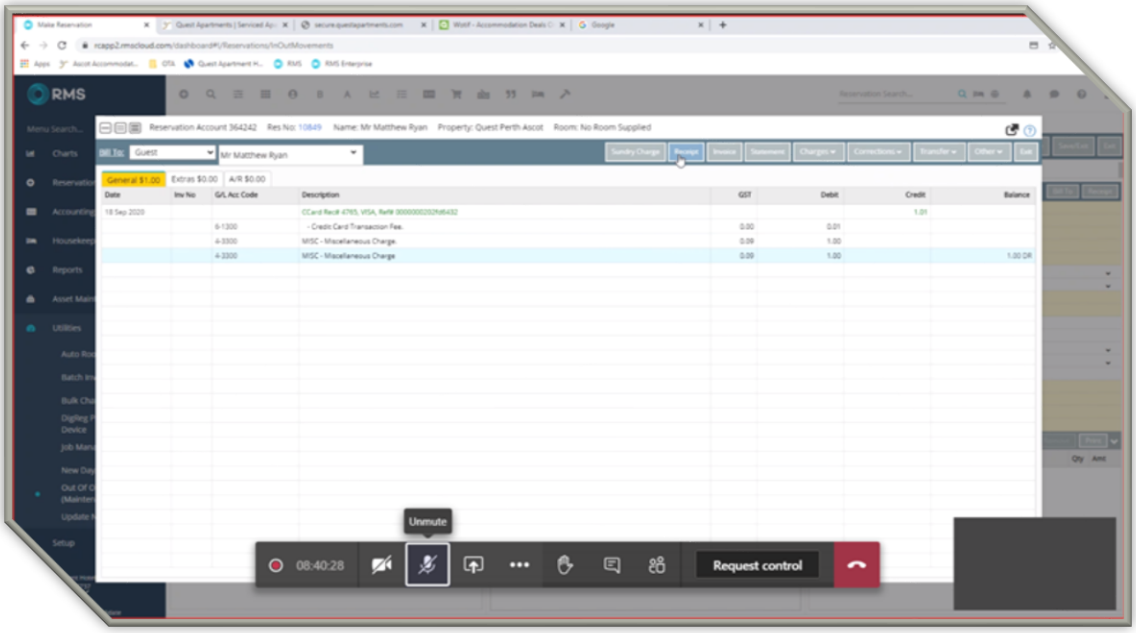


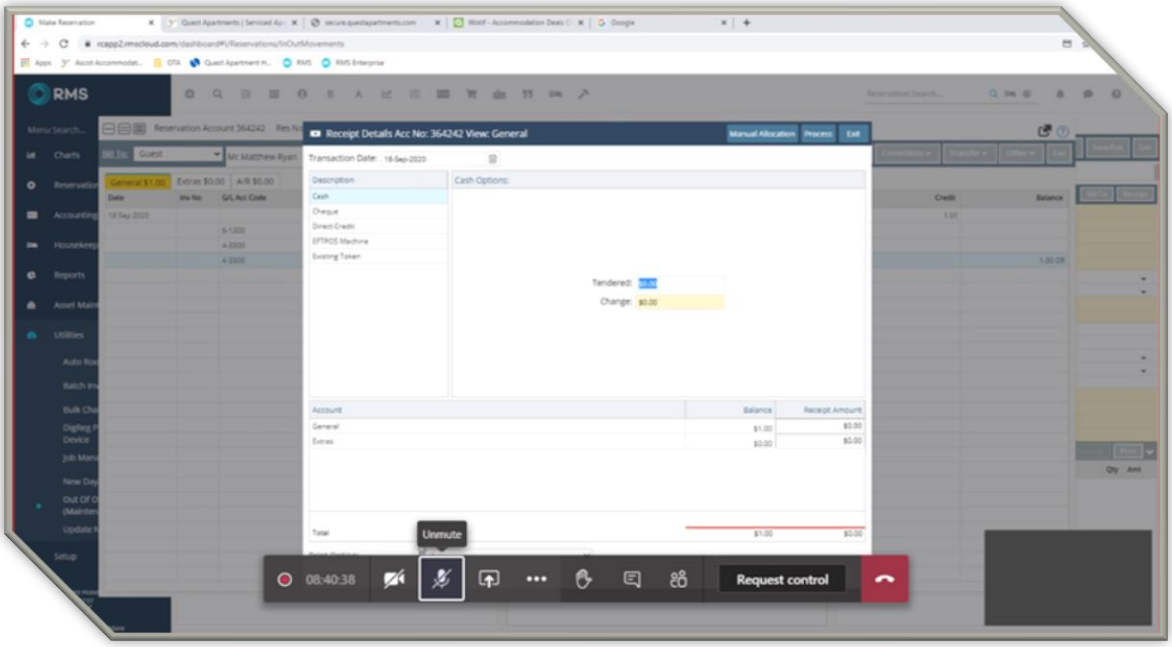
- The payment will now appear on the reservation account
- All payments are designated by the green text

3.2 Processing a Payment Using EFTPOS Terminals

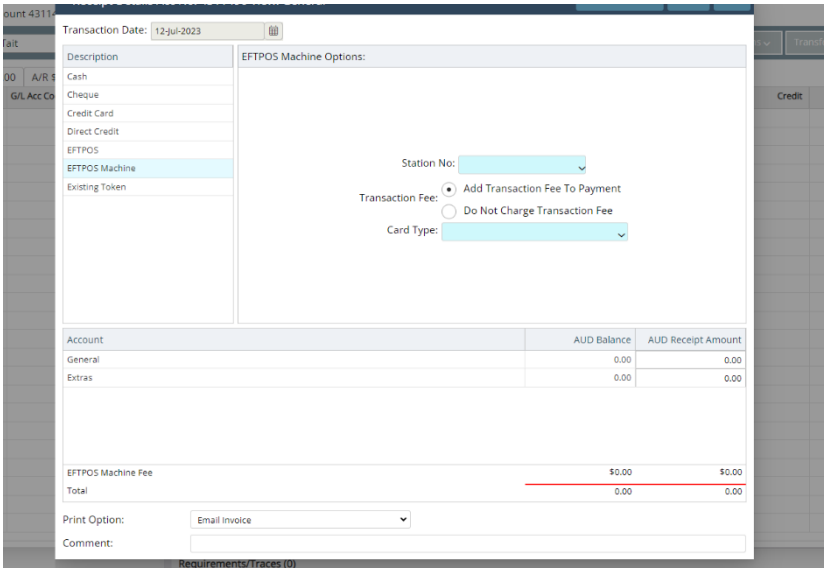
- To process a payment, navigate to the accounts section in the specific reservation
- Select ‘General’



- 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

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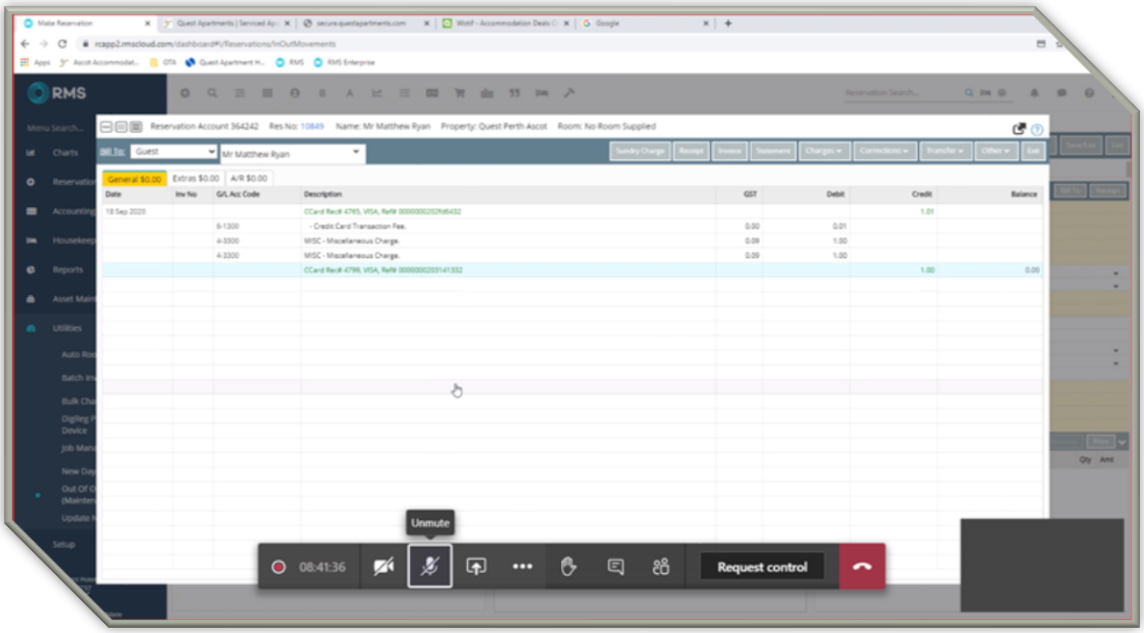
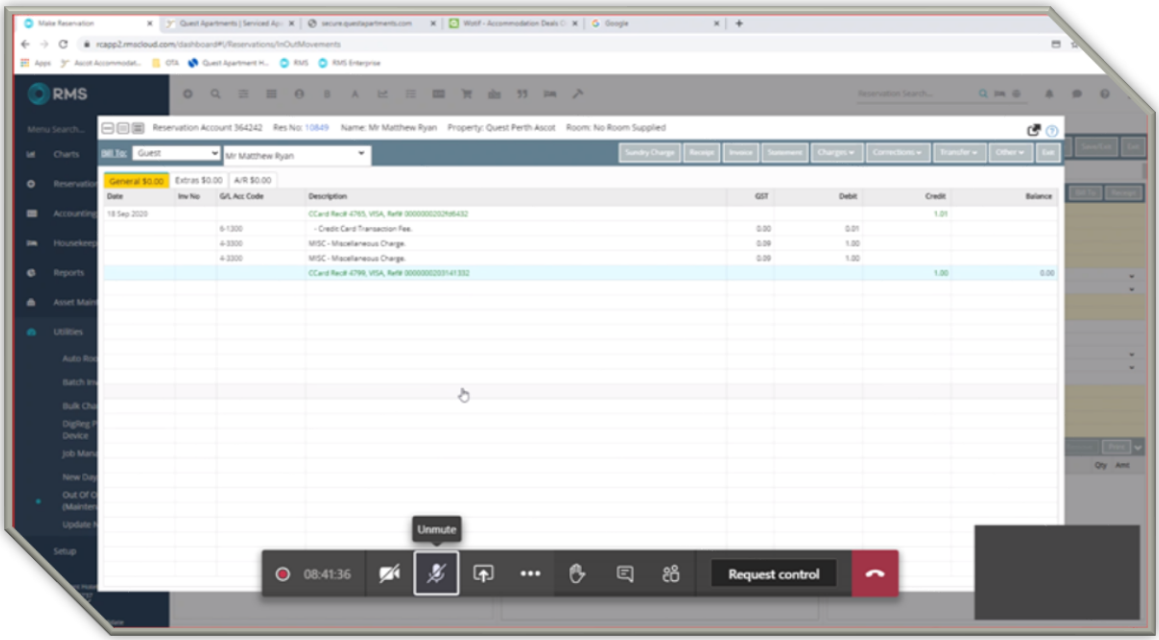


- The payment will now appear on the reservation account
- All payments are designated by the green text

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.**



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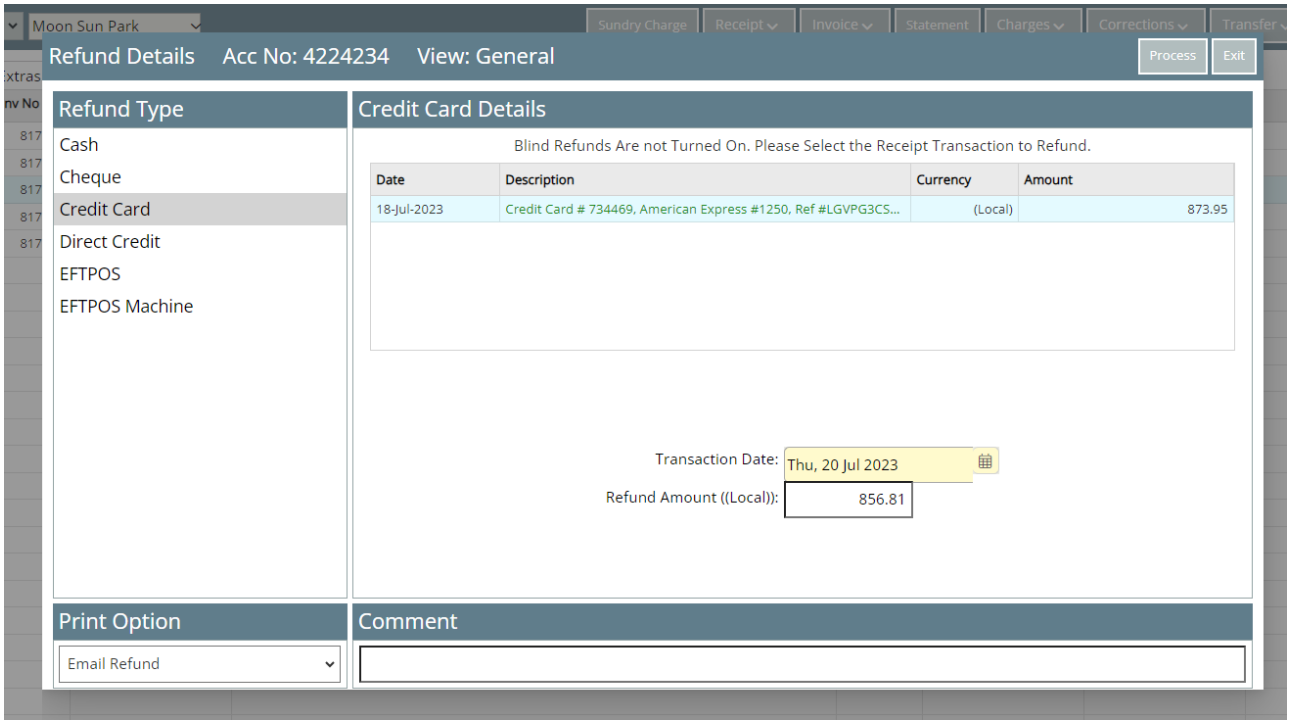
- The card charged will be the one which will show as the card to be refunded. If a different card is to be used, do so only with managements approval. This is done by selecting Eftpos
- Enter the amount to be refunded
- Select **'Process'**

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



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

QUEST
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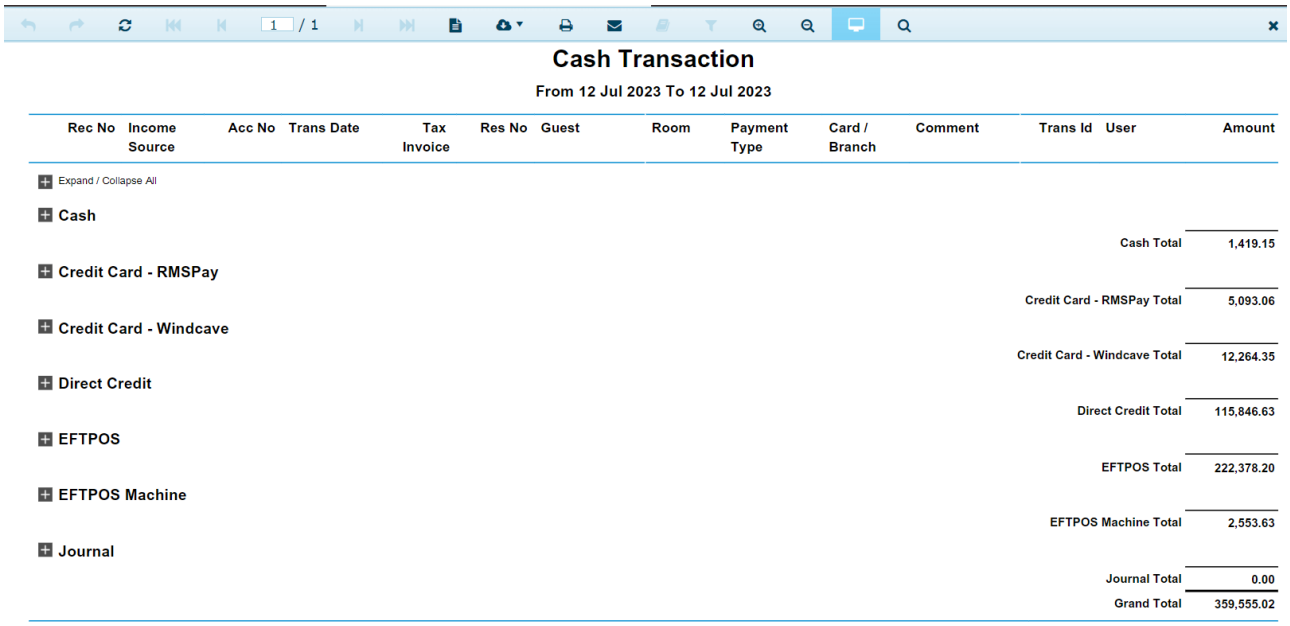
4.1 RMS Cash Transaction Report

- 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

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