

## 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

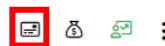
Ensuring all properties, and respective employees, are adhering to the correct guidelines to maximise the security integrity of any, and all, card payment details included in the network.

### 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

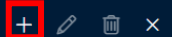
Guest



- Select 'Create Token'

Credit Card Token Details

Quest Brighton on the Bay



Property	Name	Cardholder	Description	Card Type	Expiry	Token Created	Currency
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- 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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RES - 006

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'

- Enter in the user specific password created to access 'RMS Vault'
- Select '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 – Standard Operating Procedure	
01. Operations - Reservations – Storing Payment Details	RES - 006

## Version Control

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