

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

Franchise Operations – Standard Operating Procedure

01. Operations - Reservations – Storing Payment Details

RES - 006

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

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	