

FRANCHISE OPERATIONS MANUAL



Franchise Operations – Standard Operating Procedure

02. RMS Enterprise - Credit Card Setup

SET - 004

Overview

The 'Credit Card' setup is a function that has a standard list of card types setup in your Property Management System. This standard list of card types allows you to select the appropriate payment type when processing the payment to settle the amount owing on a guest's reservation. This is reflected in your cash transactions and terminal receipts when reconciling your banking during the end of shift or business day processes.

Standard

Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain data integrity throughout the network, whilst performing operational duties.

Procedure

Properties are unable to access and amend/create 'Credit Card' types. For any service requests please contact the revenue team at revenue@questapartments.com.au

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	08 April 2020	Quest Academy	David Valentine	