

Execu/Suite® Shift4® Credit Card Processing Procedures

Execu/Tech Systems, along with Shift4, has brought the latest innovations into helping you protect guests' sensitive cardholder information while giving you a seamless integration between your Execu/Suite hotel system and Shift4's credit card payment solution. With the updates and clean-up, cardholder information not available. Cards were validated during the clean-up process enabling you to use them as "card on file" for advance deposits and preauthorizations. Tokenization allows you to process credit cards without the need to save cardholder information in your system. A token is created for you to use to post advance deposits, run preauthorizations, and run transactions such as payments.

The instructions in this user guide are general procedures on the correct way to process credit card transactions through Execu/Suite and Shift4. Not all instructions apply to all properties. For example, if your property does not post reservation advance deposit payments, that section will not apply to you. If you are unsure, contact your property manager.

Please read this user guide in its entirety prior to performing any of the procedures described herein. If you call Execu/Tech Systems for support you are expected to have read these instructions prior to placing the call.

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Reservations

Validating Cards on the Reservation Screen:

Validating cards on the Reservation screen is the fastest way to enter the guest's card information if you don't need to save the card validation in the profile. Click the "validate card" button beside the "guarantee code" field and follow the prompts.

The screenshot shows a reservation form with various fields. On the right side, there is a section for card information. The 'Guarantee code' field contains 'MC' and the 'validate card' button is highlighted with a red box. An arrow points from this button to a text box below it that says 'The validation code will display beside the "validate card" button on the reservation screen.'

The validation code will display beside the "validate card" button on the reservation screen.

Validating Cards on the Guest Profile Screen (CC Info):

If you prefer, you can save the card validation in the Guest Profile rather than in the reservation.

The screenshot shows the 'Guest Profile' screen. A 'Credit Card Information' window is open, showing fields for 'Date validated', 'Name on card', 'Credit card account', 'Expiration date', 'Zip code', and 'Credit card type'. The 'Validate card' button is highlighted with a red box. An arrow points from this button to a text box on the right that says 'Click the "CC Info" button.'

Click the "CC Info" button.

When the CC Info window opens click "validate card".

Enter the guest's cardholder information as prompted.

The validation date and validation code will display.

When you return to the reservation for this guest the validation code will display.



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Posting Advance Deposits:

Save the reservation and then click the “Deposit” button. The Advance Deposit window will open.

Guest: ADAMS, ALEXANDER Zip code: 32444

Credit Card On File: 000375

Date entered:	4/20/10
Arrival date:	7/31/10
Departure date:	8/02/10
Deposit required:	221.76
Deposit received:	.00
Room rate:	99.00

PLEASE SWIPE CARD

Use card on file Manual entry Cancel/Exit

Comment: ADAMS, ALEXANDER

Charge/ payment type: VS

Amount:

OK Cancel Edit

Guarantee code: <Enter> don't change

In the “Charge/ payment type” field, press <Enter> if the card type’s payment code is present, or type the payment code, or type a forward slash (/) and press <Enter>.

At “Process credit card?” select **Yes**.

Select “Use card on file” to use a validated card. Enter the amount, press <Enter> and click OK. Wait will the process takes place.

If no card was validated, select “Manual entry” or swipe the card if available. Proceed, entering cardholder data as prompted.

Upon completion of the transaction an authorization code will display.

Posting Additional Advance Deposits:

Bring up the reservation, save the reservation and then click the “Deposit” button. The Advance Deposit window will open. When you are at the “Charge/ Payment type” field, enter the payment code or type a forward slash (/) and press <Enter>. When prompted, “Process credit card?” select **Yes**. To use the existing card on file, select “Use card on file”. To use a different card, select “Manual entry” or swipe the card if available. Proceed as prompted. The “card on file” will be the card used most recently to post a deposit for this guest. To use another card you need to get the card information from the guest.

Crediting Advance Deposits/ Refunds / Cancellations:

To refund or partially refund a deposit against a card on file, bring up the reservation, click “save” and then click “deposit”. At the “Charge/ payment type” field, enter the payment code or type a forward slash (/) and press <Enter>. Answer **Yes** to “Process credit card?” and select “Use card on file”. Proceed as you would in processing a payment, entering a minus sign (-) with the amount (such as -150.00). The “card on file” will be the card used most recently to post a deposit for this guest. To use another card used you need to get the card information from the guest.

Groups

- ◆ Credit card information no longer is stored in Groups setup.
- ◆ Master Folios: Credit cards can be preauthorized on master folios in the same manner as they are preauthorized on guest folios.
- ◆ Guest Folios:
 - ◆ Credit card information will not transfer from the group to the guest since no information was stored in the group.
 - ◆ If a card was validated on a reservation to which you answer “yes” to “make another reservation like this”, the validation/ token will apply to each “reservation like this”.



Check In

You should preauthorize a card at check-in. This sets the amount you preauthorize, assuring you that the funds will be available when the guest checks out. Should the need arise, additional amounts can be preauthorized during the guest's stay. Processing the card as a sale at check-in is not recommended.

Check-ins From Reservations

When preauthorizing a card, if a card has been validated you don't need to swipe the card or enter cardholder information again. Simply select "card on file". To use a new card, swipe the card or select "Manual entry".

The screenshot shows a software interface for hotel management. On the left, there is a form for guest information: Guest name (ADAMS, ALEXANDER), Address (1234 ADAMS AVENUE), City (LYNN HAVEN), State/Country/Zip (FL 32444), Days/dep. date (3), Room no./type (203), Adults/children (1/0), Rate code (2), Room rate (99.00), Type payment (VISA), Credit limit (.00), Account no. (XXXXXXXXXXXX1111), Expiration date (XXXX), and Company. On the right, there is a form for reservation and payment details: Check-in/out (5/10/10 to 5/13/10), Folio number, Reservation no. (0000110017), Made (4/20/10), Folio balance, and Deposit recvd. (241.76). At the bottom, there are buttons for 'Save', 'Notes', 'More names', 'Reg card', 'print Screen', 'Display folio', 'Autopost', 'Make Key', 'Options', 'Print CC Recpt', 'Guest profile', and 'Void pre-auth'. A status bar at the bottom indicates 'Room and Tax Less Deposit: 90.88' and 'Valid payment code, <Esc> to look-up, * to swipe credit card.'



Walk-Ins

- ◆ With an existing profile containing a validated card: When authorizing the card, select "Use card on file". You will not need to swipe a card or enter card information. At the prompt enter the amount to preauthorize.
- ◆ Creating a new profile: You may enter card information to validate in CC Info the profile screen. This is optional. To expedite the check-in, simply click "authorize card" or enter the payment code for the card and press <Enter>, and then swipe the card at the prompt or select Manual entry if the card is not present.
- ◆ If your hotel is not using Guest Profile: Click "authorize card" or enter the payment code for the card and press <Enter>, and then swipe the card at the prompt or select Manual entry if the card is not present.

Posting payment at check-in (not recommended)

Industry standards and merchant processor recommendations for hospitality assume preauthorization of cards at check-in. If you opt to charge a card at check-in rather than preauthorize the card, you can do so. However, this slows up the check-in process and is not the customary method.



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To post payment at check-in, in the “Type payment” field enter the appropriate code (such as VS), answering **No** to “process credit card?”. Finish the check-in, answering **Yes** to “post payment now?” Press <Enter> at the Code field and answer **Yes** to “process credit card?” If a card has been validated or if the card was used to pay an advance deposit for this stay, select “Use card on file”. If there’s a card on file, you will see “LAST CC SEQUENCE=(number)” as shown below. Otherwise swipe the guest’s card.

AV	AUDIO /VIDEO RENTAL CH	MOV	MOVIE CHARGES	DB	DIRECT BILL
BNOB	BANQUET BEVERAGE	PKG	PACKAGE AMENITIES	DC	DINER'S CLUB
BNOF	BANQUET FOOD	RC	ROOM CHARGE	DS	DISCOVER CARD
BNGR	BANQUET ROOM	RCM	MILITARY TAX EXEMPT	MC	MASTER CARD
BNGS	BANQUET SERVICE CHARGE	RCTE	RM CHRG TAX/EMPT	OVS	OFFLINE VISA
FBGR	F&B GRATUITY	RDMG	ROOM DAMAGE	VS	VISA PAYMENT
FTIP	FOOD TIPS	REF	GUEST REFUNDS		
GCER	GIFT CERTIFICATES	ROBE	ROBE PURCHASE		
LAUE	LAUNDRY - EMPLOYEE	RT	ROOM TAX		
LAUN	LAUNDRY - VALET	RTHP	ROOM THEFT		
LC	LOCAL CALL	RU25	RM UP/GRD \$30		
LD	LONG DISTANCE CALL	AX	AMERICAN EXPRESS		
LMD	LIMO PICKUP/DROP	CA	CASH PAYMENT		
MISC	MISC CHARGE	CK	CHECK PAYMENT		

Room No: 205
Folio: 1045
Code: VS
Reference:
Amount:
Ok? (Y/N):

POST CHARGES/ PAYMENTS CC MASK TESTING 23
Process credit card?
Yes No
LAST CC SEQUENCE=000383

PLEASE SWIPE CARD

Use card on file Manual entry Cancel/Exit

Select Use card on file. You do not need to enter the card information.
Do not enter a Reference. Enter the amount.

Room No: 205
Folio: 1045
Code: VS
Reference: LAST CC SEQUENCE=000383
Amount: 178.08
Ok? (Y/N):

Select Display to see the transaction. Notice that the displayed folio shows the payment along with a reference, AP#000383. Should you need the “sequence number” to use this card in the future, it is 000383. Each transaction will have its own sequence number.

Folio: 1045	Resv: []	Cl-in: BLJ	Room: 205	QOS: []	Rate: 159.00
Name: ADAMS, ALEXANDER	Address: 1234 ADAMS AVENUE LYNN HAVEN, FL 32444		Checked in: 5/10/10 4:53pm	Deport: 5/11/10 1 Days	Checked out: []
Company: []	Group: []	Pnt: VS	Limit: 00	[]	

DATE	TIME	EMPL	CODE	REF	COMMENT	AMOUNT	BALANCE
5/10/10	5:07p	P	BLJ	VS	AP#000383 VISA PAYMENT	178.08-	178.08-
						Balance due:	178.08-

You should swipe the guest’s card or select Manual Entry to enter the card information manually if there is no validated card on file. If you do not see the “LAST CC SEQUENCE” number on the Post Charges/Payments screen, there is no card on file for this stay, although you can use a card from history if the guest has used a card in the past. To do so, you will need to look up the card’s sequence number prior to posting. The information will be in Guest History. The following guest does not have a validated card associated with this stay. Selecting “Use Card on File” prompts for a sequence number.

AV	AUDIO /VIDEO RENTAL CH	MOV	MOVIE CHARGES	DB	DIRECT BILL
BNOB	BANQUET BEVERAGE	PKG	PACKAGE AMENITIES	DC	DINER'S CLUB
BNOF	BANQUET FOOD	RC	ROOM CHARGE	DS	DISCOVER CARD
BNGR	BANQUET ROOM	RCM	MILITARY TAX EXEMPT	MC	MASTER CARD
BNGS	BANQUET SERVICE CHARGE	RCTE	RM CHRG TAX/EMPT	OVS	OFFLINE VISA
FBGR	F&B GRATUITY	RDMG	ROOM DAMAGE	VS	VISA PAYMENT
FTIP	FOOD TIPS	REF	GUEST REFUNDS		
GCER	GIFT CERTIFICATES	ROBE	ROBE PURCHASE		
LAUE	LAUNDRY - EMPLOYEE	RT	ROOM TAX		
LAUN	LAUNDRY - VALET	RTHP	ROOM THEFT		
LC	LOCAL CALL	RU25	RM UP/GRD \$30		
LD	LONG DISTANCE CALL	AX	AMERICAN EXPRESS		
LMD	LIMO PICKUP/DROP	CA	CASH PAYMENT		
MISC	MISC CHARGE	CK	CHECK PAYMENT		

Room No: 208
Folio: 1045
Code: VS
Reference:
Amount:
Ok? (Y/N):

NIKON, BRUCE AND MARY
Arrive 5/10/10 Depart 5/11/10 Days: 1

PLEASE SWIPE CARD

Use card on file Manual entry Cancel/Exit

Enter sequence number:
[]
OK Cancel

Room No: 208
Folio: 1045
Code: VS
Reference:
Amount:
Ok? (Y/N):



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The sequence number can be found by displaying the folio from Guest History. The numeric portion of REF is the sequence. In the illustration shown below, the sequence is 296. You do not need to enter 000296.

If you do not know the folio number, you can select “Lookup Guests by Name” from the Guest History Menu.

GUEST HISTORY NAME	ROOM	FOLIO NO.	ARRIVE	DEPART
ADAMS, ALEXANDER	102	0001007	2/25/10	4/20/10
BAKER, BELINDA	222	0001005	2/03/10	4/19/10
CHANDLER, GRANT	117	0001028	5/06/10	5/06/10
CHANDLER, GRANT	111	0001018	3/15/10	4/19/10
JOHNSON, BRENDA LAURA	113	0001022	4/20/10	5/06/10
JOHNSON, BRENDA LAURA	109	0001016	3/15/10	5/07/10
JOHNSON, JANET	112	0001029	5/06/10	5/06/10
JOHNSON, WAYNE PAUL	107	0001023	4/20/10	5/06/10
RHIGHT, JASON	201	0001020	4/19/10	4/19/10
LARKINSMORE, BRITTANNIA	202	0001022	2/25/10	4/19/10
NIXON, BRUCE AND MARY	107	0001034	3/15/10	4/19/10
SMITH, ANDREA	112	0001021	4/19/10	4/19/10
SMITH, JAMIE	101	0001006	2/25/10	4/19/10

Folio: 0001014	Resv empl:	Chk-in empl/WPJ	Room no.: 107	Room rate/code: 99.00/2
Name: NIXON, BRUCE AND MARY	Market/Source: DISC ORB	Group:		
Address: 986 JUPITER AVENUE	Company:			
FORT WORTH TX 76104	Check-in: 3/15/10 11:09pm	Check-out: 4/19/10 5:50pm		
Comment:	Adults/children: 1 0	Split folio: N		
	Home phone: 655-444-3333	Bus. phone:		
	Trv agency:			
Pmt: VS	Acct: XXXXXXXXXXXX1111	Confirm.no:	Res'v made:	Master folio: 0000000

DATE	TIME	EMP	CODE	REF	COMMENT	AMOUNT	BALANCE
4/19/10	11:55p	C	N-A	RCTE	RM 107	ROOM CHARGE	99.00
4/19/10	5:42p	P	BLJ	VS	AP#000296	VISA PAYMENT	99.00-
						Guest Balance:	.00

Split Folios:

If a guest needs a primary folio for room and tax charges and a secondary folio for incidentals, you can create a second folio for the guest. You can preauthorize a credit card in either folio or in both folios. You can preauthorize two cards – one per folio. You'll enter the payment code or type forward slash (/) in the “Type payment” field and press <Enter>. To view the secondary folio's information, click “payment info” beside the “Split folio?” field.

Guest name: ADAMS, ALEXANDER	Check-in/out: 5/10/10 5/13/10
Address: 1234 ADAMS AVENUE	Folio number:
City: LYNN HAVEN	Reservation no: 0000110017
State/Country/Zip: FL 32444	Made: 4/
Days/dep. date: 3	Folio balance:
Room no./type: 203	Deposit recvd: 241.76
Adults/children: 1 0	
Rate code: 2	
Room rate:	
Type payment:	
Credit li:	
Account r:	
Expiration d:	
Compa:	
Home pho:	
Business pho:	
Folio come:	
Comment:	
Comment:	

Group: CORP	ADMN
Tax exempt? N	
Split folio? Y	payment info
Master folio: 0	
Folio type:	
Maid service:	

Save	Notes	More names	Reg card	print Screen	Display folio	Room and Tax less Deposit: 90.88
Autopost	Make Key	Options	Print CC Recpt	Guest profile	Void pre-auth	

In-House Guests

- ◆ **Using “card on file”:** On the Post Folio or Post Charges/Payments screen, enter a payment code or type forward slash (/) in the Code field and press <Enter>. Answer **Yes** to “process credit card?”. At the prompt, select “use card on file”. If prompted for a sequence number you can display the folio and view the number in the Reference column for prior payment from the card. Enter this number at the Sequence prompt.
- ◆ **Using a new card:** Instead of selecting “card on file” you will swipe the card or select Manual Entry.



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Check Out

NOTE: When at the Post Charges/ Payments screen, you will see an authorization code if a card was preauthorized and you will see the last cc sequence number if a card has been charged. If you see neither, there is no “card on file”. However, if the guest is in history, you can display the folio there and use the sequence number from a prior transaction in a prior stay.

Check-outs with a preauthorization:

At check-out, when Post Payment screen opens, the Code will default to the payment code of the preauthorized card. You will know that you have a preauthorization if you see the approval code. If you don't see APPROVAL CODE followed by an alphanumeric code, there is no preauthorization. <Enter> through the Code field to post the payment against the preauthorized card. **DO NOT** enter a payment code or a slash (/). Press <Enter> through each field including the OK? field.

AV	AUDIO /VIDEO RENTAL CHG	MOV	MOVIE CHARGES	DB	DIRECT BILL
BNOB	BANQUET BEVERAGE	PKG	PACKAGE AMENITIES	DC	DINER'S CLUB
BNOF	BANQUET FOOD	RC	ROOM CHARGE	DS	DISCOVER CARD
BNGR	BANQUET ROOM	RCM	MILITARY TAX/EXEMPT	MC	MASTER CARD
BNGS	BANQUET SERVICE CHARGE	RCTE	RM CHRG TAX/EXMPT	OVS	OFFLINE VISA
FBGR	F&B GRATUITY	RODMG	ROOM DAMAGE	VS	VISA PAYMENT
FTIP	FOOD TIPS	REF	GUEST REFUNDS		
GCER	GIFT CERTIFICATES	ROBE	ROBE PURCHASE		
LAUE	LAUNDRY - EMPLOYEE	RT	ROOM TAX		
LAUN	LAUNDRY - VALET	RTHF	ROOM THEFT		
LC	LOCAL CALL	RU25	RM UP/GRD \$30		
LD	LONG DISTANCE CALL	AX	AMERICAN EXPRESS		
LMO	LIMO PICKUP/DROP	CA	CASH PAYMENT		
MISC	MISC CHARGE	OK	CHECK PAYMENT		

Room No: 221 ADAMS, ALEXANDER Balance: 443.52
 Folio: 1019 Arrive: 4/19/10 Depart: 4/20/10 Days: 1

Code: VS

Reference: APPROVAL CODE(1)=OK289C

Amount:

Ok? (Y/N):

The Shift4 “Communicating Please Wait” progress window will display. If you do not see this, you did not process the transaction correctly. When the transaction is finished, the check-out will continue.



You can click “Display” to see the transaction. You should see AP# followed by six numerals in the REF column.

DATE	TIME	EMPL	CODE	REF	COMMENT	AMOUNT	BALANCE	
4/19/10	11:55p	C	N-A	RC	RM 221	ROOM CHARGE	99.00	99.00
4/19/10	11:55p	C	N-A	RT	RM 221	ROOM TAX	11.88	110.88
4/20/10	11:55p	C	N-A	RC	RM 221	ROOM CHARGE	99.00	209.88
4/20/10	11:55p	C	N-A	RT	RM 221	ROOM TAX	11.88	221.76
5/06/10	11:55p	C	N-A	RC	RM 221	ROOM CHARGE	99.00	320.76
5/06/10	11:55p	C	N-A	RT	RM 221	ROOM TAX	11.88	332.64
5/10/10	11:55p	C	N-A	RC	RM 221	ROOM CHARGE	99.00	431.64
5/10/10	11:55p	C	N-A	RT	RM 221	ROOM TAX	11.88	443.52
5/10/10	5:53p	P	BLJ	VS	AP#000385	VISA PAYMENT	443.52-	.00
							Balance due:	.00

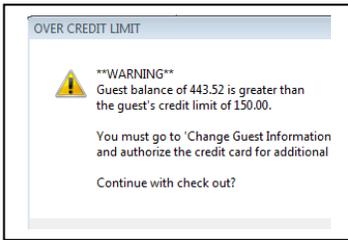
Check-outs with no preauthorization but with a “card on file”:

If the guest has a validated card associated with this stay, you will see “LAST CC SEQUENCE” followed by a six-character number. Press Enter to accept the payment code displayed or type “/”. Answer **Yes** to “Process credit card?” Select “Use card on file.” Don't enter anything in Reference. Press <enter> for Amount if correct. Answer Y to OK?

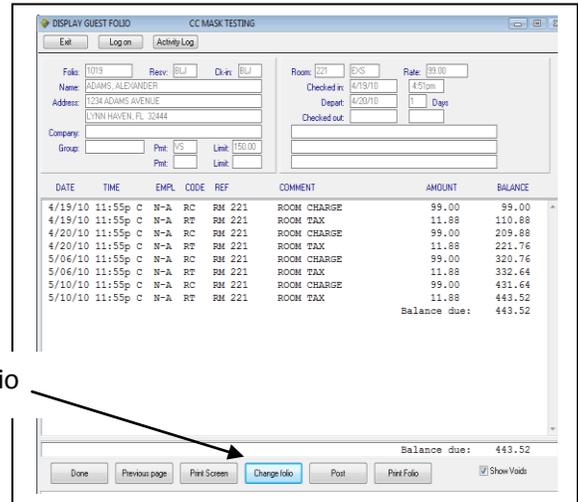


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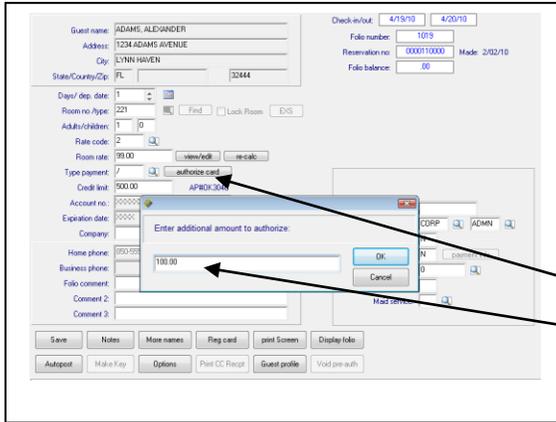
Increasing Credit limits:



Go to Display Folio



Select Change Folio



Click 'authorize card'.
Enter Additional amount to preauthorize.



Check-outs with no preauthorization or with a new card:

- ◆ If there is a preauthorization and the guest wishes to use a different card:
At check-out, the Post Payment screen will open. Click "void preauth" to void the existing preauthorization. Then, at the Code field, enter forward slash (/) and press <Enter>. Answer Yes to "process credit card?" Swipe a new card or select Manual entry.
- ◆ If there is not a preauthorization but there is a prior transaction for the guest:
At check-out, the Post Payment screen will open. At the Code field enter forward slash (/) and press <Enter>. Answer Yes to "process credit card?" Select "Use card on file".
- ◆ If there is not a preauthorization or prior transaction for the guest:
At the Code field enter forward slash (/) and press <Enter>. Answer Yes to "process credit card?" Swipe the card or select Manual entry.



Important Reminder



NOTE:

If you don't see the "Communicating Please Wait" display at some point during the transaction, the transaction didn't process through Shift4. If unsure, go to \$\$\$OnTheNet to make sure. If you don't have access to \$\$\$OnTheNet website, contact your manager or auditor. If the transaction did not go through Shift4 but posted in Execu/Tech, void the transaction and do it again, taking care to do it correctly. When you display the folio, in the REF column you should see AP# followed by six numbers.

Guest History

To use a credit from Guest History, open Guest History and select Display Folio. In the Reference column you will see the sequence number for prior credit card transactions. This is the number to use when prompted for a sequence number.

GUEST HISTORY NAME	ROOM	FOLIO NO.	ARRIVE	DEPART
ADAMS, ALEXANDER	102	0001007	2/25/10	4/20/10
BAKER, BELINDA	222	0001005	2/03/10	4/19/10
CHANDLER, GRANT	117	0001028	5/06/10	5/06/10
CHANDLER, GRANT	111	0001018	3/15/10	4/19/10
JOHNSON, BRENDA LAURA	113	0001022	4/20/10	5/06/10
JOHNSON, BRENDA LAURA	109	0001016	3/15/10	5/07/10
JOHNSON, GRANT	112	0001029	5/06/10	5/06/10
JOHNSON, WAYNE PAUL	107	0001023	4/20/10	5/06/10
KNIGHT, JASON	201	0001020	4/19/10	4/19/10
LARRAMORE, BRITTANNIA	202	0001012	2/25/10	4/19/10
SMITH, ANDREA	112	0001021	4/19/10	4/19/10
SMITH, JAMIE	101	0001006	2/25/10	4/19/10

Folio: 0001014 Resv empl: Chk-in empl/WPJ Room no.: 107 Room rate/code: 99.00/2

Name: NIXON, BRUCE AND MARY Market/Source: DISC ORB Group: Company:

Address: 986 JUPITER AVENUE FORT WORTH TX 76104 Check-in: 3/15/10 11:09pm Check-out: 4/19/10 5:50pm

Adults/children: 1 0 Split folio: N Home phone: 555-444-3333 Bus. phone: Trv agency:

Pmt: VS Acct: Confirm.no: Res'v made: Master folio: 0000000

DATE	TIME	EMP	CODE	REF	COMMENT	AMOUNT	BALANCE
4/19/10	11:55p	C	N-A	RCTE RM 107	ROOM CHARGE	99.00	99.00
4/19/10	5:42p	P	BLJ	VS AP#000296	VISA PAYMENT	99.00-	.00
Guest Balance:							.00

Other Transactions

- ◆ **Off-line postings:** In the rare event that you need to post a credit card transaction that you **do not** want to post to Shift4, you should create a new charge code such as OCC for off-line credit card.
- ◆ **Reverse check-outs:** Should you need to reverse a check-out, select Reverse Check-out from the Check Out screen. When you reverse the check-out, preauthorization will be lost. However, the last credit card sequence number will display and the last card processed will be available as "card on file".
- ◆ **Adjustments:** On the Post Payment screen, first select Display so that you can see the sequence number (Reference). Then from Display select Post to return to the Post screen. Select Adjustment. You'll be prompted for the adjustment code such as VS. At the "process credit card" answer Yes. Select "use card on file". At the prompt, enter the sequence number. Proceed, remembering to enter a minus sign with the amount.



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- ◆ **Voids:** Should you need to void a current-day credit card transaction, select the Void button on the Post Payment screen and follow the prompts.

The left screenshot shows a 'VOID TRANSACTIONS' window with a table of transactions. The table has columns for Date, Time, Empl, Code, Reference, Comment, and Amount. The transactions listed are:

Date	Time	Empl	Code	Reference	Comment	Amount
4/19/10	11:59pm	C	NA	RC	RM 221 ROOM CHARGE	99.00
4/19/10	11:59pm	C	NA	RT	RM 221 ROOM TAX	11.88
4/20/10	11:59pm	C	NA	RC	RM 221 ROOM CHARGE	99.00
4/20/10	11:59pm	C	NA	RT	RM 221 ROOM TAX	11.88
5/06/10	11:59pm	C	NA	RC	RM 221 ROOM CHARGE	99.00
5/06/10	11:59pm	C	NA	RT	RM 221 ROOM TAX	11.88
5/10/10	11:59pm	C	NA	RC	RM 221 ROOM CHARGE	99.00
5/10/10	11:59pm	C	NA	RT	RM 221 ROOM TAX	11.88
5/10/10	5:49pm	F	BLJ	VS	AP#000012 VISA PAYMENT	443.50CR

The right screenshot shows a 'VOID TRANSACTIONS' window with a 'Communicating Please Wait...' message and a progress bar. The window also displays 'Void/Del' and 'Waiting for response'.

- ◆ **Posting payment at check-in (not recommended):** Industry standards and merchant processor recommendations for hospitality call for preauthorization of cards at check-in. If you opt to charge a card at check-in rather than preauthorize the card then when you check in the guest enter the appropriate code (such as VS) in the payment code field but answer **No** to “process credit card”. Once the check-in is completed and saved, answer **Yes** to “post payment now?” Press <Enter> at the Code field if the correct payment type displays. Otherwise type slash (/) or enter the payment type and press <Enter> and answer **Yes** to “process credit card?” Swipe the card at the prompt or select “Manual Entry”. If a card has been validated or if it was used to pay an advance deposit for this stay, you can select “Use card on file”. If there is a prior stay for the guest you can use a card from history. (See Guest History section of this document.)

Other Options

- ◆ Your system can be set to require preauthorization at check-in. This is set in the Parameter Record. If it is your hotel’s policy to preauthorize at check-in, we suggest you set this option, avoiding errors.
- ◆ Your system can be set always to ask “post payment now?” at check-in for all payment types. This should be set to **Yes** only if you post credit card payments at check-in rather than preauthorizing. Preauthorizing is recommended. This is set in the Parameter Record. The most common and recommended setting is for cash only.
- ◆ Your system can be set to allow off-line entries. This is discouraged since it allows bypassing Shift4 when posting credit card payments. Instead, you should set up a payment type such as OCC to be used in the rare instance you want to post a credit card transaction without the transaction going to Shift4. If the transaction does not go to Shift4, you will **not** receive the money. You must contact Execu/Tech in order to do this. Your default setting is not to allow off-line entries. We recommend you create a code such as OCC for those rare instances which you most post a credit card payment without processing the payment through Shift4.



Execu/Suite® Shift4® Credit Card Processing Procedures

Definitions

- ◆ **Shift4:** The real-time authorization and payment gateway between Execu/Tech software and your bank/processor allowing secure and rapid transactions. See <http://www.shift4.com/>.
- ◆ **Masking:** Protection of cardholder information by not retaining or displaying it.
- ◆ **Validation:** Submission of cardholder information for authentication and creation of a numeric representation.
- ◆ **Tokenization:** The replacement of cardholder data with a unique, randomized representation of the data. See <http://www.shift4.com/tokenization.htm>.
- ◆ **Token** A unique ID created to reference actual data associated with a specific transaction, allowing card to be used more than once without the need to enter the cardholder information again.
- ◆ **Preauthorization** A hold placed on a guest's credit card for a specific amount in order to "set aside" that amount for you to charge against at a later time. This is the recommended method, even when advance deposits are received.
- ◆ **Approval Code** The number returned by Shift4 verifying a transaction whether a preauthorization or a sale.
- ◆ **Sale** A completed transaction, such as an advance deposit or a payment at check-out.
- ◆ **Manual Entry** Entry of cardholder information in the absence of a card in hand.
- ◆ **Card on File** Either a validated card, a card used as an advance deposit payment, or a card used in a prior sale.
- ◆ **Sequence Number** The transaction number of a previously used card. In Execu/Suite, this number displays in the Reference column on the Display Folio screen. This number displays on the Post Payment screen as an authorization code shows when a card has been preauthorized. Only the most recent sequence number displays on the payment screen.
- ◆ **Reference Number** The number displayed on the Display Folio screen in Execu/Suite. For processed credit card sales, this number will begin with AP, followed by the "sequence number" of the transaction.
- ◆ **i4Go** Shift4's internet protocols securing sensitive cardholder information, allowing you to enter safely your guests' credit card information in order to process and complete the transaction.
- ◆ **Folio** An accounting term for the record or "page" in a ledger where transactions such as charges and payments are posted. Also known as the "guest bill" it represents the guest's account. If the guest has prepaid, the folio will have a credit balance until charges have been posted against the payment. If the guest is to pay at check-out or later, the folio will have a debit balances as charges accumulate.
- ◆ **Master Folio** An account for the posting of transactions such as charges and payments other than those that should post to a guest's folio.
- ◆ **Ledger:** An accounting term for a "book" of folios or sub-ledgers. In hotel accounting, the Guest Ledger represents the *sum* of all folios. In hotel accounting, City Ledger represents the sum of all customer account balances. When a guest is to be *direct billed*, the guest's balance is transferred from Guest Ledger to City Ledger. Both Guest Ledger and City Ledger are General Ledger Accounts Receivable sub-ledgers. Prior to electronic transmissions, credit card transactions were considered long-term city ledger receivables but now generally are considered guest ledger postings.
- ◆ **Void** The cancelling of a previous same-day transaction to create a state as if the transaction had not been done.
- ◆ **Adjustment** The reversing of a transaction by the posting of off-setting transactions, either in full, or in part, so that the sum for a given charge or payment has been altered by the amount of the adjustment.

