# Credit Card Integration with Moneris E-Select Plus

## *Getting Started*

### Preparing with Five Star

You will receive a software update by express post from Five Star containing the software needed for the integration, as well as all the latest features. You can install this CD as soon as you receive it. There is no need to wait and it needs to be installed before we can start to configure your system on the telephone with you. There is no need for us to come to your property, this is a simple installation. (No really!)

Please give us a list of POS and front office terminals. We will input that information into your system either by remote desktop or with you on the phone. Be sure to be in POS when you look up the terminal id, not manager mode since the id is different. On the list please identify if the station has a pin pad or is just for credit cards only.

### Hardware and Internet

To prepare for credit card integration there are a few things you should do in advance. First you need a connection to the internet. Most businesses already have this. Please be aware of your bank's policy about systems like Five Star, i.e. ones that store credit card numbers, and that are connected to the internet. You are required to have and maintain a firewall and an anti-virus program. You should talk to your bank first because their fines are huge if you don't comply.

Fortunately, the bank's requirements don't go much past what any properly protected business does to safeguard its clients valuable information. If you don't know if you are taking the proper steps to protect the data, hire an IT person now to put in the firewall and anti-virus.

If you use Five Star on more than one computer, i.e. on a network you don't have to worry about connecting every computer to the internet, it doesn't work that way. Your local area network is the same as the connection you have to the internet. So by enabling the internet on one machine, you have likely enabled it on every machine. That is one reason you must have a firewall and anti-virus for every Five Star machine. And by the way, not connecting your system to the internet is not acceptable to the banks, if you store credit card data you must run a firewall and anti-virus. Those experts who help you protect your data, the IT guys, have always known that just disconnecting Five Star from the internet doesn't protect you from much of anything. The internet is just one source of problems.

Next you need to ensure that your computers can actually communicate with Moneris. They use a slightly more secure internet path than the usual stuff so you have to test it. Go to each computer that you wish to have credit or debit at. Click on START, the RUN, and then type COMMAND and press enter. YOU get a black screen with a dos command prompt. Type    telnet www3.moneris.com 443 and press enter. If you briefly see the word connecting, and then a blank black screen that computer can talk to Moneris. If you see the word connecting and it doesn't go away, talk to your hardware person about the firewall. It is blocking communication and he must change the settings. Show him your test if he doesn't understand.

Some of your stations might be both debit and credit and some might be credit card only and at that station you would not accept debit cards. This is worth considering because Moneris will supply you with new debit card pin pads, and the cost per month is about $18 per pin pad. For example if you have more then one station at the front desk would it be worth $216 per year for a second pin pad or could you get away with just one? You would need a sign at that terminal that said something like 'please use the left checkout for debit payments'. This may or may not be acceptable in your location.

You can frequently economize in a big restaurant too. For example you might have three server stations, and all three can process credit cards. The one next to where people come in and out might be the only one with a debit pin pad. There is no other cost to this integration from Moneris, other then the rental of the pin pads. And by the way, don't forget your big annual saving by not needing the old credit card machines and pin pads you currently have. You can return them to your current bank and stop paying their monthly rent.

Please give us a list of POS and front office terminals. We will input that information into your system either by remote desktop or with you on the phone. Be sure to be in POS when you look up the terminal id, not manager mode since the id is different. On the list please identify if the station has a pin pad or is just for credit cards only.

For each station that will have a pin pad, you must have a free serial port. This means that you cannot use a Windows Vista computer – they don't support serial ports! You can use a Vista computer for credit only stations since they don't need a serial port.

If your computer already has all its serial ports used up, and it is Windows XP or older, you can use a serial to USB converter, easily available at Staples or the like, for about $30. Just beware, you might need to return your converter and get a different kind. We recommended Belkin until recently for your other types of serial interfaces, like call accounting, but we have seen problems with the Belkin for the debit pin pads. Other brands work Ok some of the Belkins don't work at all.

You need a roll printer for the credit or debit slip/receipt. You don't need to buy anything for your bar or restaurant, the guest chit printer you currently use will be configured for this too. But you likely don't have one on your front desk yet. We recommend the Epson TMU88. This model and brand is in use in perhaps 99% of all roll printer applications in the world today. It needs a usb connection but you can order a parallel too (could be obsolete by the time you read this). This is a thermal printer. Make sure you order a box of paper when you get the printer.

Last, you need credit card swipers too. We suggest you get the USB Magtek swiper. There is a supplier in Toronto we know who can ship next day usually. They are Tracedata at 416-291-4097. You can also get them from your local hardware person too. Just be aware that some brands need to be programmed first, as they differ in how they handle carriage return/line feed data from the card. They can be difficult if you don't understand how to program them, and we can't help you much with different brands. We know that the Magtek does not need to be programmed, it is about $85 plus tax and shipping, and it is very, very fast! The card swiper should be attached to the monitor edge or somewhere that the swipe can be done quickly and with lots of elbow room at each end of the swipe. Otherwise you will get bad swipes frequently and that is annoying. Be sure to use the Velcro that comes with the swiper and attach it. Don't just leave it lying around. You need two hands for that to swipe and they get dirty and stop working reliably. How much do you hate it when the checkout clerk starts rubbing your card on her pants, or gets the plastic bag out. What the heck does that do? Velcro on the swiper.

An interesting note: Did you know that you can also swipe a driver's license? Yes, and Five Star can fill in even more fields than you can with a credit card. The driver license has the name, address, postal code and license number on it. See the setup section of this document for instructions on recording the license number in a guest preference field in your reservations.

You will swipe credit cards on the magnetic stripe reader (the swiper) and you will process debit cards on the pin pad. We recommend that for debit cards, you get the card from the guest, swipe it yourself, then give him the pin pad and his card for processing. You tend to get very good at swiping whereas guests are doing for the first time and we see more bad swipes that way. If the guest does a bad swipe you will be returned to the Five Star screen and you must click the process button again to try again. Save yourself the time by swiping for the guest.

## Contact Moneris

Two weeks or more before you want to implement your new internet based credit card integration, you must contact Moneris to set up the system. You can call your existing sales rep. Or go online at [www.moneris.com](www.moneris.com) and on the home page, left side at the bottom click Apply Now.

When you speak to the Moneris rep, ask for the Five Star Hotel Systems E-Select Plus Integration for credit and debit card processing. Be sure to ask for it exactly this way or you might get something different, as we have two integrations with Moneris and the other one is different. A particular note – don't ask for just 'Five Star' because you will get the wrong one for sure. Say 'Five Star Hotel Systems . . . '

Tell Moneris to shut off the auto batch close at 10pm. Their system is configured to close for you, but of course 10pm won't work very well for your front desk or your bar! Make sure they have enabled Amex. These things can be done by talking to your Moneris rep on the phone.

Moneris will send you the pin pads, and will fax you an information sheet. You must have this sheet in order to get started with Five Star on setup day. This sheet contains your merchant number, store ID and a number that starts with 66 and has 8 digits. We will use this to configure every station that has only credit and not debit.

They will tell you the date your new 'store' will be enabled, i.e. the exact date the new pin pads will work. Be sure you ask what this date will be, because that is the exact date we must help you on the phone to turn off your old system and turn on the new one. You can't use both at the same time.

***Please contact Five Star at 1 416-545-3147 as soon as you know your date from Moneris. We require at least 2 days advance notice to have a support person available on the telephone to help you quickly through the process. It will take about 1 to 4 hours depending on if you have one or ten stations to set up.***

## *Setup Day*

### When you Receive the Pin pads and Fax from Moneris

It is important to do this step as soon as you receive the pin pads from the courier because you have to get the setup done before hand, and then we can switch on the new system on the date Moneris specifies.

First, go to the web site provided on the fax that Moneris sent you, it should be www3.moneris.com   You must first create a User ID and password to access the

system and fill out a form. Tip: don't use a password you want to use for a long time when you first set up the system. That's because the very first time you access your store on-line the web site will ask you to change your password! Security.

Once you have created your password, return to the web site home page and select 'I want to Activate My Store'. Follow the steps to activate the store. Other then the base activation there is nothing you need to do to set up the system on the web site. There are many screens of things that look like you might need to fill them in, but don't. You don't need to. There is one important thing:

On the first screen after the activation process at the top of the page you will see a very complicated series of letters and numbers called the 'API Token'. This is like the password that Five Star must use to get authorizations. Highlight the number by dragging your mouse across it with the left mouse button depressed. Let go of the mouse and press control-c on the API Token. This will copy the token.

Then go into Five Star, then to Credit Card Integration, and then to Setup Interface Rules. Choose Setup Another Integration and fill in the screen as follows:



We have filled in all the fields exactly as you must, except the last two. In the Store ID field put your store or merchant ID number as it is shown on the fax you received from Moneris. When you get to the API Token field, put the cursor in the field, and press Control-V to paste the date from the Moneris web site. If nothing fills into the field go back to the web site and highlight the API Token again, press Control-C to copy, and then return to this field in Five Star to press Control-P to paste. The API Token in the example above is not what you need to have in this field.

## Preparing Workstations

Plug in all the new pin pads well ahead of time.

Next go to each station that will have credit and or debit and run this step. Click on START the RUN the Browse. In the browse window find your server's hard drive. Then go to the gjcwin directory. Your server may be already mapped to this directory, in which case you are already in the gjcwin directory. You are in the right place when you see folders like GJC, GJCSPW, HOTEL, and possibly CACCT (for call accounting users) and a few other directories. Go to the directory called CCINT and double click on the file called Setup or Setup.exe. This is an exe file. Then click on Run. Simply click next at each step and the installation will begin. It will take about 10 minutes as many files must be installed on the workstation.

After the installation is complete, click START then PROGRAMS then STARTUP. You will see a file there called Credit Card Integration, or a short form of this. Click it to start. Click the Options menu at the top and then select the COM port the pin pad will be plugged in to.

Repeat this process of installing the software and selecting the pin pad at each credit/debit workstation. On the credit only workstations, select none for the com port for the pin pad, since there won't be any pin pad there.

## Setup Within Five Star

Next go into Five Star to the Hotel Management menu and then to the Setup menu. First go to the Billing and Receipt Code screen. You need to have one billing code for each settlement method, i.e. cash, debit, visa mc, amex, discover, dc/enroute. You probably already do. You may also wish to have a separate billing code for refunds of each settlement method. This is not required, but if you choose to do this you need a refund billing code for each settlement method as well.

From the Billing and Receipt Codes screen select each settlement method and fill in the screen as follows:

**Billing/Receipt Codes**

| Field | Value |
|---|---|
| Billing Code | 3 |
| Description | PAID BY VISA - Thank you |
| G/L Account No | Change   99 101 0 |
| Daily Rpt Class | PAY  - Payment or Deposit |
| Summarize on Folio | ☐ |
| Hide Billing Code | ☐ |

Buttons: OK (Accept the data & proceed), Undo, Delete, Budgets, Other Charges, Exit

| | Surcharge Code | Amount or % | Amount / Rate | Base/ Total | Minimum Charge | Maximum Charge | Show on Folio |
|---|---|---|---|---|---|---|---|
| #1 | ♀ | % | | B | | | ☑ #1 |
| #2 | ♀ | % | | B | | | ☑ #2 |
| #3 | ♀ | % | | B | | | ☑ #3 |
| #4 | ♀ | % | | B | | | ☑ #4 |
| #5 | ♀ | % | | B | | | ☑ #5 |
| #6 | ♀ | % | | B | | | ☑ #6 |
| #7 | ♀ | % | | B | | | ☑ #7 |
| #8 | ♀ | % | | B | | | ☑ #8 |

Adjustment Code   ♀ 11   REFUND - Visa
Credit Card Integration   VISA  Visa

You choose the G/L Account No, but the rest of the fields should be about the same. The important thing for this integration is you must fill in the Adjustment Code field and the Credit Card Integration field. If you are not using different refund codes, put the same thing in the Adjustment Code field as you have up at the top in the Billing Code field. I.E. they are one and the same. If you use separate codes, put the refund code in the Adjustment Code field. When filling in the Refund Code screen you can leave the Adjustment Code field blank.

Next go to the Settlement Methods/Limits screen. Again you must have a separate code setup for each of cash, debit, visa, mc, amex, discover, dc/enroute. Of course you don't need one if you don't accept discover or dc/enroute. Set up the screen as follows:



**Settlement Methods / Limits**

| Field | Value |
|---|---|
| Credit Code | VISA |
| Description | Visa |
| Credit Limit | 1,000 |
| Credit Card # Required | ☑ |
| Expiry Date Required | ☑ |
| Guarantee a Reservation | ☑ |
| Billing Code for Payments/No-Shows | ♀ 3   PAID BY VISA - Thank you |
| Display 'Record Guest Charges' screen on check-in | ☑ |
| Block Telephones | ☐ |
| Block Movies | ☐ |
| Block POS Charges | ☐ |
| Use in Internet Reservations? | ☐ |
| Billing Code For Refunds | ♀ 3   PAID BY VISA - Thank you |
| Credit Card Integration | VISA  Visa |
| Settlement Type | C - Credit Card |

Buttons: OK, Undo, Delete, Exit

Fill it in like this for all credit cards. If you take a pre-authorization on check in or if you take a payment at that time you must check the Display 'Record Guest Charges' screen on check-in. This allows your staff to record the transaction at that time. You must fill in the Billing Code For Refunds field, the Credit Card Integration field and the Settlement Type field.

Fill in the fields like this for debit:



And like this for cash:

## Printer Setup

You probably already have printers set up properly in Five Star for your restaurant/bar/shop etc. You probably need to set up printers for your front desk only. Have your hardware person connect the roll/slip printer to each computer on the front desk that may process credit or debit. This printer is used for both. The printer should be an Epson TMU88 thermal USB roll printer.

Your hardware person should not install the drivers for the printer. Instead have him use the driver that comes with Windows called the Generic/Text Only printer driver. Have him name the printer in Windows simply Slip. Make sure the name is the same in each computer you set up. That will make the setup in Five Star a little simpler. You probably have already followed this direction for your guest chit printers in the restaurant or bar or shop. There you likely called the printer in Windows Slip. You might have used the word Chit already for the name of the printer. If you have, make the new printers the same, both in Windows and in Five Star.

Have your hardware person do a test print on this new printer in Windows before proceeding with the Five Star setup.

If you have followed the directions above you are ready to do the setup in Five Star. In fact, if you have followed these directions and you already have your POS system set up in your restaurant, there probably is no setup to be done in Five Star. Do the setup if you have no Five Star POS system, or check the setup if you do, by going to the Administration menu in Five Star, then go to DOS/Text Printer Setup:
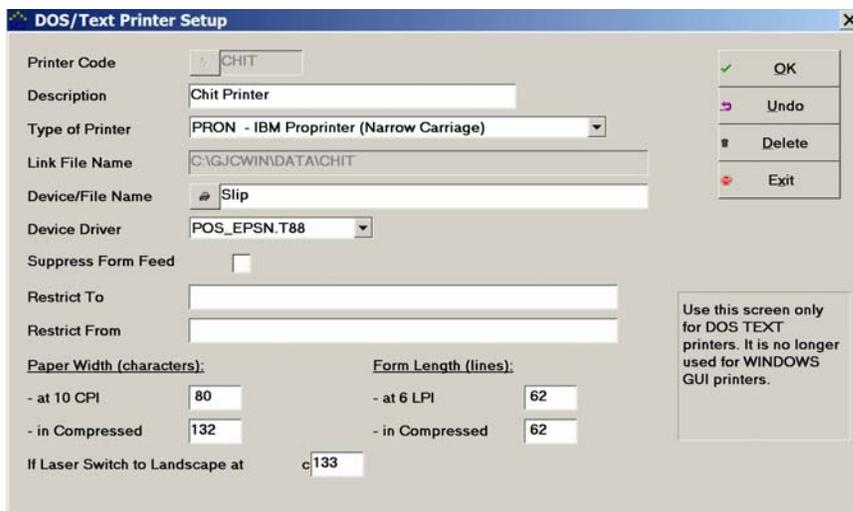


The printer can be called Chit or Slip. Make the Type of Printer, and Device Driver fields the same as shown above. In the Device/File Name field, click the printer

icon to the left of the field and select the printer you set up called Slip or Chit. This is where you see the printer name from what was set up in Windows. All computers should have the printer named the same thing in Windows, hence the suggestion of calling it Slip.

## Workstation Setup in Five Star

The next step is to set up each workstation in the credit card integration program. It is recommended that you be standing at each workstation as you set it up, to ensure that the link to the slip printer is properly set up in Windows first. To set up each workstation go to the Credit Card Integration menu then to Setup Interface Rules. Select the first integration, Moneris, and then from the screen click the Workstations button on the right. Using the list that you created for us (described above) you must fill in this screen for every workstation that will have either credit or debit:



Leave the Active box unchecked. This is how you turn credit card integration off for this terminal. Check the Pin pad Attached field if this is to be a debit and credit station. For credit only, leave this box unchecked. In the Credit Card Slip Printer Field, click the icon and select the printer from the list.

If your printer uses thermal paper, as does the Epson TMU 88 we recommend, choose 2 in the Credit Card slip Copies. Thus there will be two printed in sequence, one for you and one for the guest. If you printer is an impact style with carbon paper or two part paper with a white and a yellow copy, select 1.

For a restaurant station that should have a line on the slip prompting for a tip, check the Print Tip Row field. For your pro shop or gift shop you would probably not check this box.

For the Request folder, make sure this field says c:\gjcwin\moneris. This is where Five Star and Moneris share approval requests.

In the integration Terminal ID field, put the serial number of the pin pad in this field. You will find this number on the back of the pin pad. It has eight digits and starts with 20. Be careful, there is a date on the back too, which starts with 20 and has 8 digits, but this is not the serial number.

For stations that will be credit only, there will be no pin pad, and so no serial number. In this field enter the 8 digit number that starts with 66 that is shown on the Fax sent to you by Moneris.

## Point of Sale setup

If you use the Five Star POS system there is a bit of setup necessary. First, you may be using different billing and receipt codes for the settlement methods in the restaurant. Make sure they have been set up correctly as described above.

Next go to the Point of Sale menu then to the System Administration menu and then to the System Parameters program. Click on the Options button on the right and then click the Prompt for Credit Card Info box on the left side of the screen. No when your guest settles with a credit card the program will prompt for you to enter or swipe the card number and expiry.

You may need to check the settlement menus too. Go to the Point of Sale menu the System Administration, then to Menu Design. Select the menu that has the payment buttons on it. You may have a different settlement menu for each sales area, like the restaurant and the bar, so you may have to check each one. Click the Debit Card button. Make sure that the Function field (the first one) is set to SM3- Cash Settlement. It probably is just set up like a credit card right now, but this is needed so Five Star will treat the debit card differently from a credit card.

Setup is now complete.

## *Using the System*

### The Integration Program

When you ran the setup.exe program from each station, that program put a new start button in the startup folder of the workstation. This launches a little program that must be running in the background on each credit/debit workstation at all times. Much like any other Five Star interface, it starts automatically any time the computer is re-booted. If it is not running now, click START the PROGRAMS the STARTUP then the credit card program. You will see it appear in a window on the screen. You can minimize it so it is not blocking the desktop but do not click the X on the top right and do not click the Exit button on the window. Both these actually shut down the little program.

The first time you use a pin pad, or any time you shut down the computer or disconnect the pin pad, at each station you must initialize the pin pad. You can do this by selecting Initialize pin Pad from the Credit Card Integration menu. If the pin pad does not initialize don't worry, we have seen that sometimes it needs to be done a few times the very first time. Also, sometimes the very first time you try to initialize, the integration program shuts down. Don't worry, just start it again and re-try the initialize. This never happens after the pin pad's first initialize.

It is not really necessary to do the initialization because the first time you use it and it needs to be initialized, Five Star will automatically do it. It only takes about 5 seconds. But for testing to make sure everything is working, the initialization is the best test.

### Processing Credit and Debit Cards at the Front Desk

You will swipe credit cards on the magnetic stripe reader (the swiper) and you will process debit cards on the pin pad. We recommend that for debit cards, you get the card from the guest, swipe it yourself, then give him the pin pad and his card for processing. You tend to get very good at swiping whereas guests are doing for the first time and we see more bad swipes that way. If the guest does a bad swipe you will be returned to the Five Star screen and you must click the process button again to try again. Save yourself the time by swiping for the guest.

The Record Guest Charges program does all the work. You see this program when you do a check in, when you do a check out, and any time you select it from the menu. You may never have seen the program during check in, except for cash guests if you take the cash on check in. But now you will see the money screen

immediately following the check in, for credit card and debit card guests as well. You will see the screen for debit card guests to actually take the money from their debit card on check in, if this is your hotel's policy.

You will also see the money screen for credit card guests too now, and this is the difference. When you do the check in Five Star will initiate a new screen for the pre-authorization. You record the amount of the pre-authorization just like you would record a payment by credit card, but a pre-authorization is not a payment, so it does not show on the folio like a payment does. Instead, Five Star remembers the pre-authorization number and amount, and keeps it in the reservation.

If you want to look at this information call up the reservation or checked in guest and click the Other button and then click the Pre-Auth button. The screen looks like this:



You can change the information if you get a manual approval. We suggest that if you have to increase the pre-authorization simply go to the Record Guest Charges screen and process another pre-authorization on the same card. Five Star will add the new one to the amount of the old one.

The old problem in hotels of canceling a pre-authorization still exists in this integration. Moneris tells us that the only way to cancel a pre-authorization is to call the card holder's bank. Don't even call Moneris they say.

In addition, Five Star is limited on the front desk to pre-authorizing only one credit card. This limit applies only to the front desk, and the restaurant or bar can pre-authorize an unlimited number of cards for one bill. If you must pre-authorize more than one on the front desk, set up a shared folio and it can have the 2$^{nd}$ pre-auth.

When you process a credit card just after you have entered the information on the Record Guest Charges screen you see this new screen:

**Credit Card Integration**

| Field | Value |
|---|---|
| Card Number | 5454545454545454 |
| Expiry Date | 1010 |
| Name on Card | JEFFEREY ADAMS. |
| Card Type | MC |
| Amount | 159.40 |
| Approval Code | |
| Transaction Type | ● Pre-Auth.   ○ Post-Auth.   ○ Payment   ○ Refund |

✓ Process
● Exit

Print

**Batch Total with Surcharges:**   0.00   |   **Batch Total:**   -159.40

When you get to this screen on check in, you should swipe the card. When the card number is highlighted as shown above, i.e. as soon as you enter this screen, simply swipe the card and the information will be replaced. This is very important, as Moneris treats a swipe differently from a keyed number. Most likely, the number that appears on the screen has been keyed from when the reservation was made. Why is this important? If you get a chargeback from Moneris for any reason, if the card is swiped your rights are much better protected. If it was keyed, you will probably lose the argument.

It is not necessary to re-swipe the card on check out. The pre-auth swipe is enough, and the transaction is considered a swiped transaction. So you don't need to ask the guest for the card on check out, just on check in.

When you click the process button or press enter on this screen Five Star requests the approval from Moneris, using the little program we told you must be running at all times on each station. You can look at this program if you need to and see a log on screen of all the transactions. This log is not stored, but you can scroll back for as long as the program has been running without being shut down.

The approval should take about 5 seconds. If it takes longer, the integration program may be down or the internet not connected, or the pin pad may need to be re-initialized. Or the pin pad may be not operating. If the program takes a very long time just wait, after 60 seconds or 90 seconds it will stop waiting. If you have many of these problems we recommend you contact our support department because this could lead to an out of balance problem with the bank.

Notice how Five Star presumes, because this is a check-in that this is a pre-authorization. You have the choice of making it a payment, if you need to process an actual payment on check-in. Five Star helps a lot like this. When you do a check out, and there is a pre-auth. On file it will make the check out a post-auth, but you have the choice of not using the pre-auth, but instead, making the transaction a payment.

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When you enter a negative number in the Record Guest Charges screen, this screen presumes you are doing a refund, which you can't change.

When you go into the Record Guest Charges screen from the menu, i.e. not from the check in or check out screen, the system presumes a payment, but you can change this. All these choices cut down on the chance of human error.

When you process a debit card at the front desk the processing screen looks a little different. It will not show the debit card number of course and you don't have the chance to swipe it. Simply press enter at the Processing screen or click the Process button. Swipe the debit card for the guest, then hand the pin pad and card to him. He will see the regular series of prompts for entering the pin, selecting the account and ok'ing the transaction.

For both credit and debit transactions the printer will immediately print the credit card slip to be signed, or the debit card record of the transaction. You get a copy for you and a copy for the guest.

At the end of your shift you should print an end of shift report as you do now. It is not really necessary to do an 'end of shift' from Moneris, but you can check the numbers if you like. You must go to the Credit Card Integration menu and select Print Terminal Log. This will query the bank for the totals deposited. Don't run the Terminal Settlement. This program is the manual way to close all batches for the day. This is run automatically for all terminals by the night audit. You will receive one report for each pin pad and one for all the credit card only stations combined.

We suggest that you ensure that the Terminal Settlement program is removed from all staff menus except for managers' menus. That way no one will accidentally run the program.

If you notice that the reports from the night audit show zeros consistently, as if nothing is being closed, call your Moneris rep and ask them again to shut off the 10pm automatic close. They forgot to do that when you asked them the first time.

## Processing in the Restaurant/Bar/Shop

When a guest pays by credit card a new screen will appear:
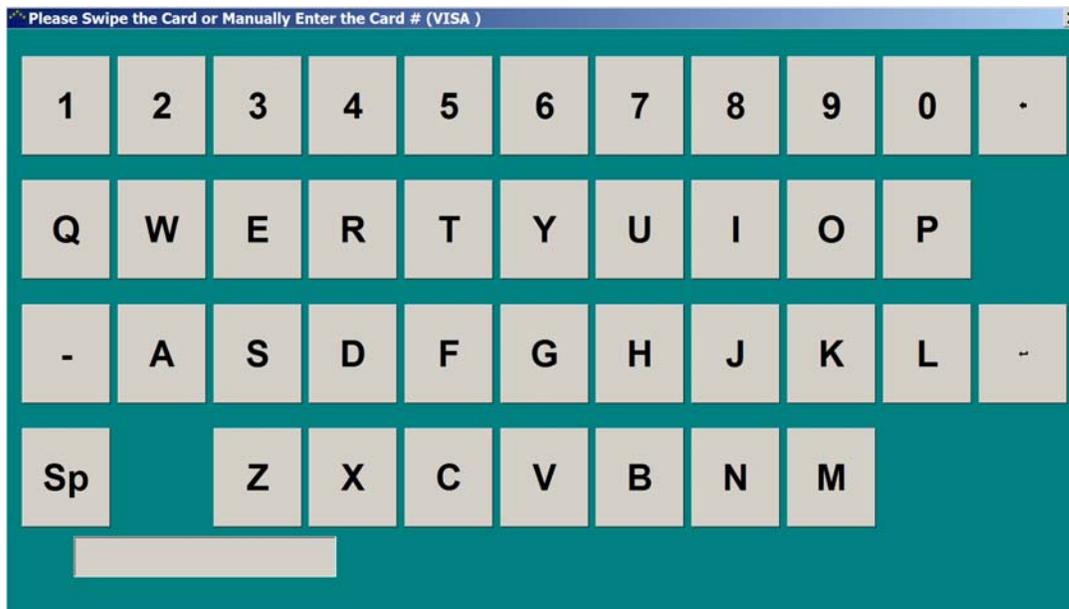


At this point simply swipe the credit card. The card number and expiry will be recorded. You will have the opportunity to enter the amount, but you should usually just touch the T to transfer button as you normally do. The approval will take place and you will receive the approval notice on screen or a decline. Two copies of the slip will be printed for the guest to sign. In the restaurant, the tip row should be printed, but in the gift shop or pro shop you probably have set the system to not print the tip line. Further, in the restaurant and bar the system is set to always pre-authorize so that the tip can be added after the credit card slip is signed, while in the pro shop or gift shop all transactions are recorded as purchases.

When the server presents the approved credit card slip to the guest, it may be signed with a tip added. You can add the gratuity now just like you always do. Or you can add the tip after. Five Star lets you record the post-authorization in the amount the guest signs, before you enter the tip. So when you touch the credit card button a second time it will allow you to enter the amount with the tip even before you have entered the tip. After you complete the credit card post authorization you can the tip the balance outstanding to bring the chit balance to zero.

If you need to split the bill amongst more than one credit card, when you record the first pre-auth be sure to change the amount to the amount that the first card will be paying before you touch the T to transfer button. Then when you are ready to pre-authorize the second card, return to the payment screen and touch the card type to be authorized. Again, if you are splitting more than 2 ways, be sure to change the amount. If the second card is the same type as the first card, Five Star will need to know if you are post-authorizing the first card or pre-authorizing

another card. Instead of asking you to swipe the card this time it shows you a grid like this:
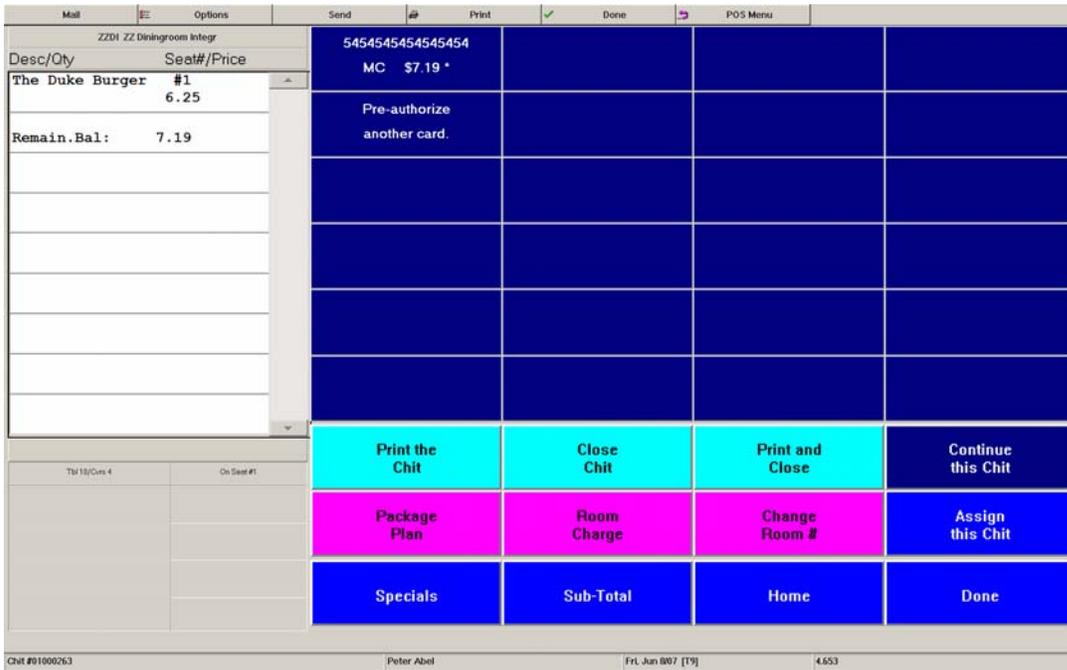


Touch the first button to complete the mastercard post authorization, or touch the next button down to pre-authorize the next card. You can do this for as many cards as you like. You can complete the first one before you start the second one, but most of the time you pre-authorize them all, present the slips and then post authorize them all.

At the end of your shift print your End of Shift report as you always do, but you don't need to close the credit card machine.


## Night Audit

One of the best parts about this integration is the night audit. The system ensures that mistakes like a visa that should have been an amex or $150 that should have been $15 or a posting that was missed altogether never happens. So users get to go home at the end of their shifts instead of spending time looking for their mistakes. And instead of all the little notes that make it to the night auditor to try and figure out.

When the night audit is run, it starts by closing the batches for the day for all stations, and depositing the money into your bank account. You get a report for each station with a pin pad and one combined report for all the credit card only

stations. On each report is three sections. The first one shows you how much Moneris says it deposited to your bank account. The second page shows you a log of all the credit and debit transactions recorded by the Five Star integration program for the day since the last close. The third section shows you how all the transactions that went to your guest folios by billing and receipt code. Each of these three sections should have the same totals.

Your night auditor should check each report nightly and ensure the three totals equal. If they do he signs them and returns them with the rest of the night audit reports. If they do not he should simply note the problem and report it. There is nothing he can do to fix it. Only the computer could have screwed up to cause the imbalance. You should contact Five Star if this ever happens. We will help you figure out why the problem occurred.