



**RealTime Merchant<sup>SM</sup>  
(RTM)**

**Marriott  
User's Guide**

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# About This Guide

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This chapter provides general overview information about this Guide.

## Purpose

This Guide is designed to help you use RealTime Merchant<sup>SM</sup> (RTM) program effectively and efficiently.



## Audience

This document is written for Global Card Services customers who use RTM at the user level. Administrator tasks are covered in a separate document, the *RTM Administrator's Guide*.

## Disclaimer

This document provides samples of reports available through RTM. All data shown in all sample reports is provided as examples only.

The information in this document is subject to change without notice. GCS assumes no responsibility or liability for any errors or inaccuracies that may appear in this document. The information is supplied for informational purposes and should not be construed as a commitment by GCS.

The example companies depicted herein are fictitious. No association with any real company or organization is intended or should be inferred.

## What This Guide Covers

This section provides an overview of chapter contents.

- **About This Guide** covers basic information about the book, including chapter highlights, typographical conventions, and references.
- **Chapter 1. Getting Started** provides an overview of RTM and its features and some key information you need to know in order to effectively use the system.
- **Chapter 2. Working With Settlements** describes how to view Pending Settlements, Process pending Settlements, and Reset Batches.
- **Chapter 3. Managing Exceptions** covers viewing exceptions in non-editable pages and working exceptions after you research the problem and get authorization to approve or have a reason to reject the transaction.
- **Chapter 4. Performing Manual Transactions** describes how to perform tasks for debit authorization, debit settlement, credit settlement, edit transactions, and view transactions.
- **Chapter 5. Working With Reports** illustrates and describes the standard reports available in RTM, and how to view and print them.
- **Chapter 6. Report Examples & Descriptions** provides details and illustrations for each report available to Marriott customers.
- **Chapter 7. Using the Help Menu** illustrates how to you access an online PDF version of this manual from the Help menu.
- **Index** provides a comprehensive alphabetical listing of key topics and their respective locations in this Guide.

## Typographical Conventions

This topic lists, describes, and illustrates the typographical conventions used in this manual.

**Table 1: Typographical Conventions**

Item	Convention	Example
Menu names; commands on menus and buttons; titles of pages, sections, and boxes where you enter information	Bold in procedures; title capitals	Click <b>Logout</b> .
Cross-reference links to topics within this document	Text matches the paragraph in which the link occurs; blue, underlined; click the link to go to its target	<a href="#">Current Authorization Detail Example</a>
Reference document titles	Italics	Administrator tasks are covered in a separate document, the <i>RTM Administrator's Guide</i> .
Common button titles	Title capitals, except OK	OK and Cancel buttons on a confirmation dialog box
		
Key names, key combinations, and key sequences	All uppercase	ENTER CTRL, TAB CTRL+ALT+DEL
Notes containing important information	Denoted by a note icon, underlined text block	 <p><b>NOTE:</b> This is a note example.</p>

## References

- *RTM Administrator's Guide*
- *RTM Marriott Appendix A*

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# Chapter 1. Getting Started

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This chapter provides an overview of RTM and its features and some key information you need to know in order to effectively use the system.

We cover the following topics:

- [About RTM](#)
- [Before You Begin](#)
- [RTM Component Overview](#)
- [Password Requirements](#)
- [System Timeout](#)
- [Logging On and Changing Your First-Time Password](#)



## About RTM

RTM is a real-time authorization and settlement system. RTM provides tools for directing and controlling your credit card processing through a single, browser-based portal.

As an RTM customer, you access RTM on the Internet using your web browser.

RTM provides the flexibility of different levels of access according to user role (such as Front Desk, Night Auditor, Controller, and so forth) providing view-only options for certain information and as full access for others.

Full access features include both viewing and working transactions and selecting and viewing report data, according to your business needs.

- For information about menu options and their functionality, see [RTM Component Overview](#) beginning on page 10.

- If you configure the system, for details about choosing user access privileges and creating user accounts, refer to the *RTM Administrator's Guide*.

## Before You Begin

In order to use RTM, you need the following:

- Internet Explorer version 5.0 and above or Mozilla Firefox 1.0 and above
- Adobe Reader version 6.0 and above
- A connection to the Internet
- Your RTM user ID and first-time password

## RTM Component Overview

This topic illustrates and describe the RTM user interface components available from the RTM home page after you log on.



Figure 1. RTM home page

## Menu Option Overview




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**NOTE:** Based on your job function, user privilege level, and your user role established by your company, you may not see all available menu options.

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The RTM menu bar provides access to menu categories. The *RTM Administrator's Guide* provides details about creating user accounts and deciding what functions different users can perform, according to business needs and job functions.

- **User menu** – the **Log Off** option is available to all users; Administrators see Reset Password, and other user account functions such as Add User, Edit User, and so on
- **Messages menu** – the **Read Messages** option is available to all users; displays the RTM home page and the most current message information in each section (described further in this topic)
- **Settlements menu** – view pending settlements, process settlements, and reset batches
- **Exceptions menu** – view exceptions and work exceptions
- **Manuals menu** – view manual transactions; other functions include managing debit authorizations and settlements, credit settlements, and editing transactions
- **Reports menu** – lists all standard any custom reports available in the system for your company; all report information is view-only to all users
- **Help menu** – a link to an online PDF file of this manual

## Scheduled Outages Section Overview



**Figure 2.** Scheduled Outages section displayed on the RTM home page

If Global Card Services has a planned outage, a notification about the outage appears on the home page in this section. This message includes the time and date of the outage, its duration, and a list of the services the outage affects.

## Message Center Section Overview

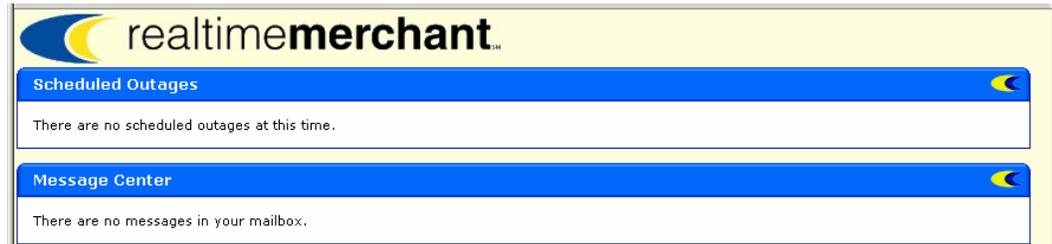


Figure 3. Message Center section displayed on the RTM home page

The Message Center lists Operations emails sent to your mailbox.

## Password Requirements

The first time you sign on to RTM, the system prompts you to change your first-time password to a new, personal password.

Please note that your new password must meet the following requirements:

- Your password is case-sensitive. This means that “Password” is not the same as “password” or “PassWord”.
- Passwords must be between eight and 15 characters in length using a combination of letters and numbers only. No special characters are allowed (such as # or \$)
- Passwords cannot contain the word “password”

## System Timeout

As an added security measure, RTM automatically logs you off after a certain period of inactivity.

This happens after 30 minutes, and the Login page appears.

- You must log on again to use RTM.
- Any transactions or items you did not complete and submit prior to timeout are lost and you must re-enter them. For example, if you defined a manual transaction but did not click Submit, the entries you made are abandoned by the system when timeout occurs.

## Logging On and Changing Your First-Time Password



**NOTE:** Your user name and password are case-sensitive. This means that "Password" is not the same as "password" or "PassWord".

The first time you log on to RTM, the system requires you to change your temporary password to a new, personal password.

1. If you have a GCS icon on your desktop, double-click it to start the GCS RealTime Merchant secure web site in your web browser.

If you do not have an icon on your desktop, you can access the site by starting your web browser and entering the following address:

<https://rtm.globalcardservices.com>

- If you see the following security message dialog box, click **Yes** to continue logging on to RTM.

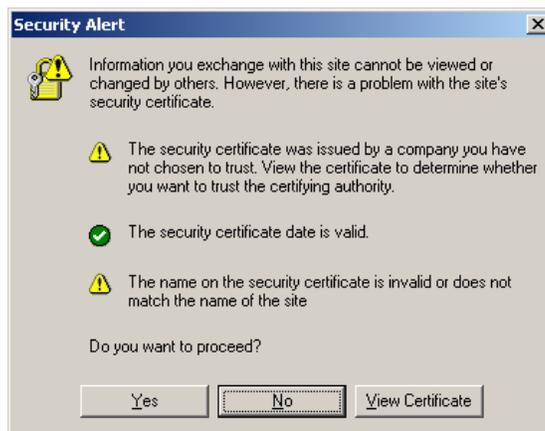


Figure 4. Security warning dialog box

The RTM **Login** page appears with your cursor blinking in the **User Name** box.



Figure 5. Login page

2. Type your **User Name** and press TAB, or click in the **Password** box.

3. Type the password provided to you for the first time you log on.
4. Click **Login** or press ENTER.

The RTM home page appears. Depending upon your user privileges, you may or may not see all the information that displays in our example.

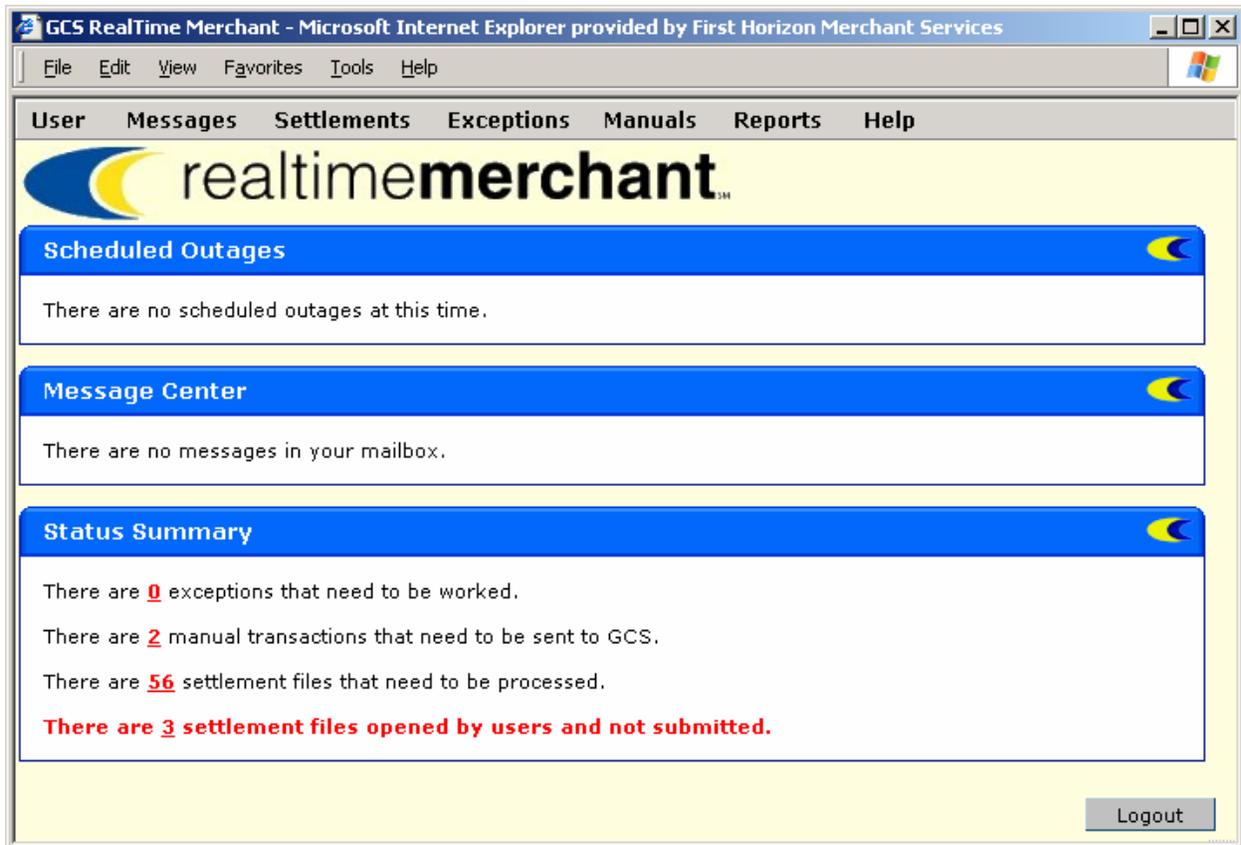
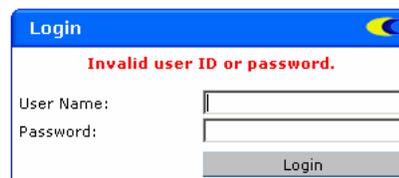


Figure 6. RTM home page

**NOTE:** If you enter an incorrect user name or password, you see an error message in the Login box on the page (illustrated below).



Try again. If you fail three times, the system locks you out and you must contact support to have your password reset.

## Chapter 2. Working With Settlements

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**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see all of the menu options, RTM features, and be able to perform the procedures described in this chapter.

This chapter covers the following topics related to completing settlements in RTM.

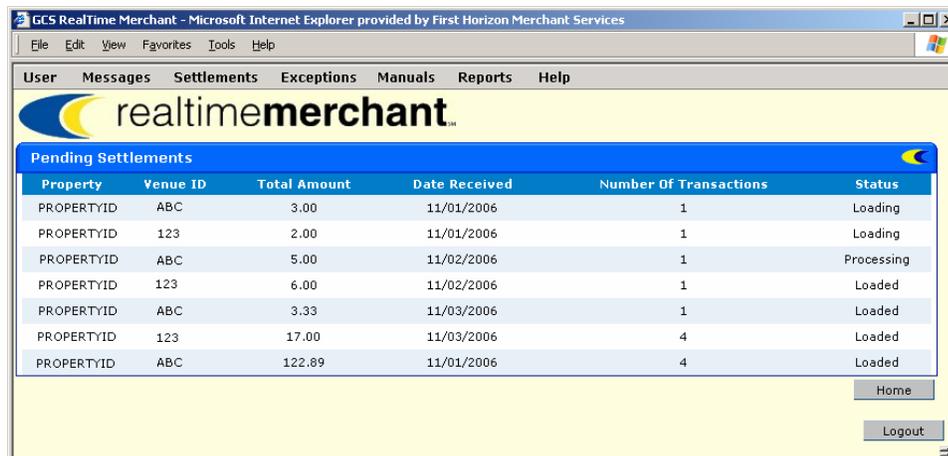
- [About Settlements](#)
- [Viewing Pending Settlements](#)
- [Processing Settlements](#)



### About Settlements

You can use RTM's features to manually view pending settlements, manually process settlements, and reset batches that were started and not completed.

Throughout the day, because RTM data is real-time, you can view settlements for all venues where data is processed by the system and see the most up-to-date information.



Property	Venue ID	Total Amount	Date Received	Number Of Transactions	Status
PROPERTYID	ABC	3.00	11/01/2006	1	Loading
PROPERTYID	123	2.00	11/01/2006	1	Loading
PROPERTYID	ABC	5.00	11/02/2006	1	Processing
PROPERTYID	123	6.00	11/02/2006	1	Loaded
PROPERTYID	ABC	3.33	11/03/2006	1	Loaded
PROPERTYID	123	17.00	11/03/2006	4	Loaded
PROPERTYID	ABC	122.89	11/01/2006	4	Loaded

Figure 7. Pending Settlements List page

Each batch is assigned to a status category, described below:

- **Loading**—Settlements transactions are being put in the database
- **Loaded**—Settlement is ready for the user to process through RTM
- **Processing**—The user started to process the batch through the website, but the process has not completed running

You may have to scroll down to see the whole page, including all the entries on the page, and the Home and Logout buttons.

From this page you can:

- scroll through the list of items
- select another menu item
- click Home to return to the Message page or
- click Logout to log off and close the RTM application.

You cannot use the browser's back button to return to the Required Parameters for Pending Settlements page.

When you finish viewing the list of settlements, choose another menu option. For example, on the **Settlements** menu, click **Process Settlements** to complete outstanding settlement items. See [Processing Settlements](#) on page 17 for details.

## Processing Settlements



**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see the menu option and be able to perform the procedure described in this topic.

You can process a settlement batch consisting of one or more items. Each outstanding settlement item is tied to a specific property ID and venue ID, and displays as a line item in the Process Settlements List.

To process a settlement batch, perform the following steps:

1. On the **Settlements** menu, click **Process Settlements**. Or, on the RTM home page, in the **Status Summary** section, click the number link in the “There are \_\_ settlement files that need to be processed” message.

The **Process Settlements** home page appears where you choose the property name and venue ID for the settlements you want to process.

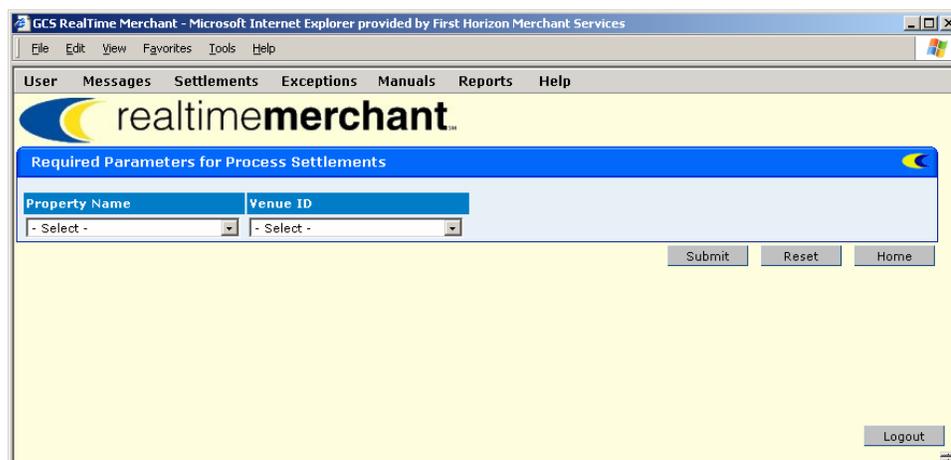
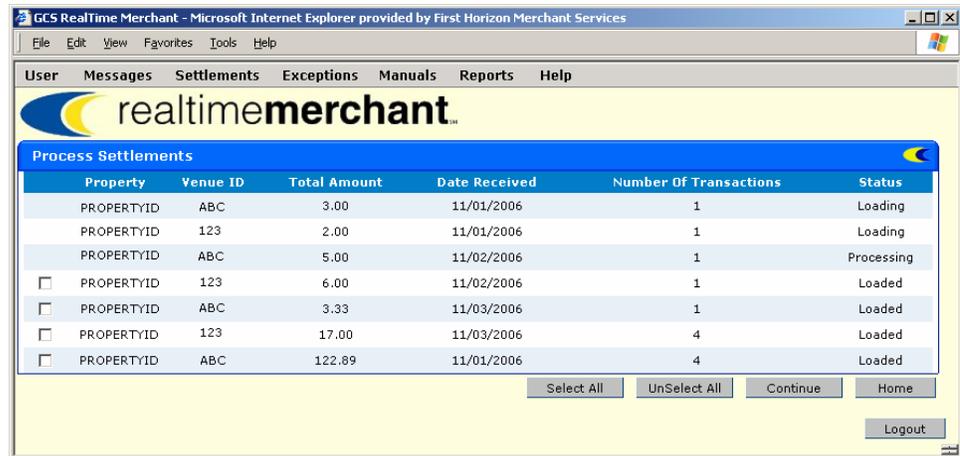


Figure 8. Process Settlements page

2. In the **Required Parameters for Process Settlements** section, click the **Property Name** arrow and select the desired single property (or All Entries) in the list.
3. Click the **Venue ID** arrow and select the desired single venue (or All Entries) in the list.
4. Click **Submit**.

The **Process Settlements List** page appears (Figure 9), showing all the settlement batches that are open for the selected property and venue.



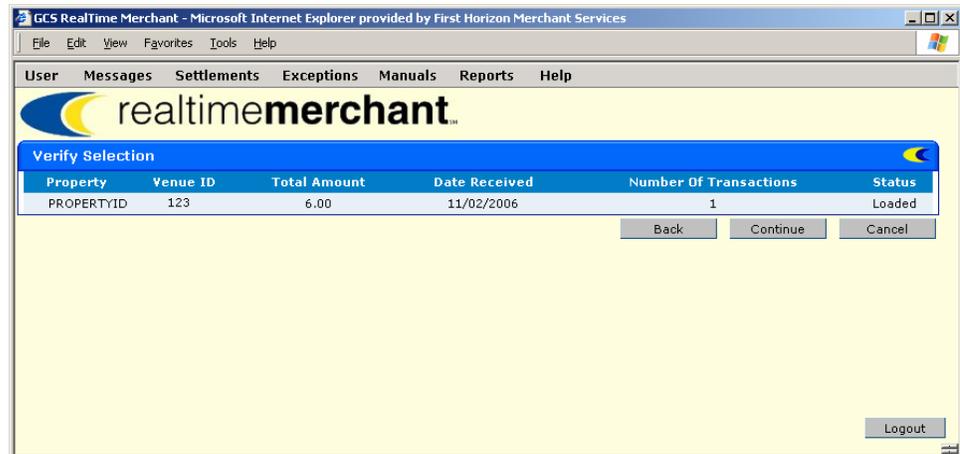
Property	Venue ID	Total Amount	Date Received	Number Of Transactions	Status
PROPERTYID	ABC	3.00	11/01/2006	1	Loading
PROPERTYID	123	2.00	11/01/2006	1	Loading
PROPERTYID	ABC	5.00	11/02/2006	1	Processing
<input type="checkbox"/> PROPERTYID	123	6.00	11/02/2006	1	Loaded
<input type="checkbox"/> PROPERTYID	ABC	3.33	11/03/2006	1	Loaded
<input type="checkbox"/> PROPERTYID	123	17.00	11/03/2006	4	Loaded
<input type="checkbox"/> PROPERTYID	ABC	122.89	11/01/2006	4	Loaded

Figure 9. Process Settlements List page

The **Status** column indicates the current status for each batch. You can only process settlement batches with the status of **Loaded**.

5. Select individual check boxes for each of the transactions you want to process, or click **Select All** to select all of them (in Loaded status).
6. Click **Continue**.

The **Verify Selection** page appears, showing you the items you selected.



Property	Venue ID	Total Amount	Date Received	Number Of Transactions	Status
PROPERTYID	123	6.00	11/02/2006	1	Loaded

Figure 10. Verify Selection page

7. If the **Verify Selection** page shows all of the items you want to see, click **Continue** to continue processing this settlement batch.
  - Click **Back** (if the Verify Selection page does not display all of the items you want to include in this settlement batch) and a confirmation dialog box appears. In this dialog box, click OK to continue resetting the batch. This action unselects all items you previously selected for this batch and returns you to the **Process Settlements List** page with no items selected.



- Or, click **Cancel** and the system cancels the batch and returns you to the **Process Settlements** main page where you select the property name and venue ID and start over from the beginning.

When you click **Continue**, the **Batch Details** page appears, listing all selected property name/venue ID settlement batch items in separate sections. Each section displays the credit card types, exceptions, non-exceptions, and amounts for all items you selected for processing for this settlement batch.

Credit Card Type	Exceptions	Amount	Non Exceptions	Amount	Total	Amount	Actions
AMEX	0	0.00	0	0.00	0	0.00	- Select Action -
DINE	0	0.00	0	0.00	0	0.00	- Select Action -
DISC	0	0.00	0	0.00	0	0.00	- Select Action -
JCB	0	0.00	0	0.00	0	0.00	- Select Action -
MAST	0	0.00	0	0.00	0	0.00	- Select Action -
VISA	0	0.00	1	6.00	1	6.00	- Select Action -
<b>TOTALS</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>6.00</b>	<b>1</b>	<b>6.00</b>	

Overall Totals			
Exceptions	Amount	Non Exceptions	Amount
0	0.00	1	6.00

Figure 11. Settlement item detail page

- For non-exception items, you can also add transaction(s), delete transaction(s), or view transaction(s) from this page using the **Action** column menu options for each line item. See [Adding a Transaction to a Settlement Batch](#) on page 20, [Deleting a Transaction from a Settlement Batch](#) on page 31, or [Viewing Settlement Transactions](#) on page 34, respectively.
- For exceptions, you can also view exception(s) and work exception(s) using the **Action** column menu options for each line item. For details on performing those procedures, see [Viewing Exceptions](#) on page 41 and [Working Exceptions](#) on page 43, respectively.
- The **Overall Totals** section at the bottom of the page displays the total values for exceptions and non-exceptions and their corresponding transaction dollar amounts, as applicable.

8. To complete this settlement batch and process the outstanding items, click **Approve for Deposit**.

A page appears, displaying a message while the transactions are processed by the system. Upon successful completion, the messages display accordingly.

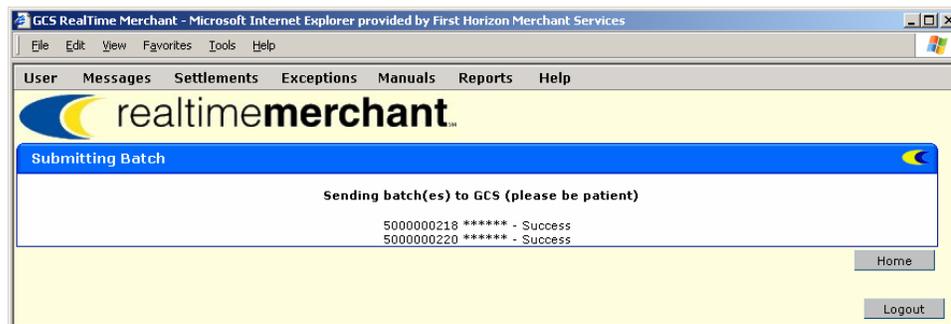


Figure 12. Settlement batch process completion message examples

## Moving a Settlement Transaction from PMS to GNS



**NOTE:** This procedure is only available if your property system configuration is set up so you can manually process settlement transactions. It does not apply to “auto-settle” system configurations.

Based on your job function, user permissions, and property system configuration, you may or may not see the menu option and be able to perform the procedure described in this topic.

RTM provides a way for you to identify and separately record guaranteed no-show (GNS) settlement transactions in a batch for a specific property and venue, prior to processing the settlement batch.

This feature allows you to select and move PMS settlement batch transaction items to a separate GNS list, for easier account reconciliation. When you create the list of GNS transactions, the batch summary, Pre-Settlement, and Settlement reports list the GNS and PMS items separately.

First, you select a single property and venue, then one or more settlement batches in Loaded status. Next, you select the Action menu option for each transaction individually to move it from PMS to GNS (and vice-versa, as necessary). You can view the batch details and verify your transactions are properly listed, and even run the Pre-Settlement report to see additional account details, before you approve the batch for deposit.

To move a PMS settlement batch transaction item from PMS to GNS, perform the following steps:

1. On the **Settlements** menu, click **Process Settlements**.



Figure 13. Process Settlements menu option (Settlements menu)

The page appears where you choose the property name and venue ID for the transaction item(s) you want to change from PMS to GNS.

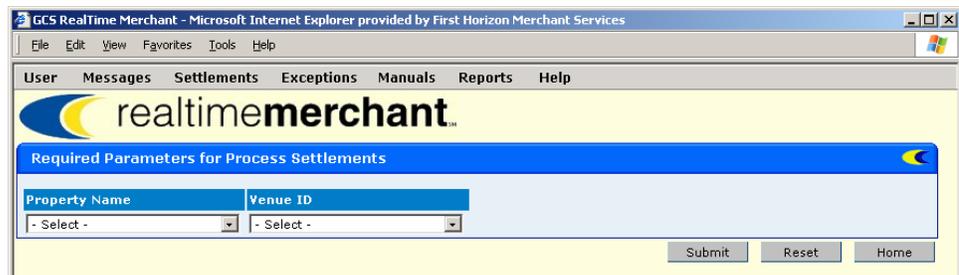


Figure 14. Required Parameters for Process Settlements section

2. In the **Required Parameters for Process Settlements** section, perform the following:
  - a. Click the **Property Name** arrow and select the desired single property.
  - b. Click the **Venue ID** arrow and select **PMS**.
  - c. Click **Submit**.

The **Process Settlements List** page appears (Figure 15), showing all the settlement batches containing PMS transactions that are open for the selected property.



Figure 15. Process Settlements list

**IMPORTANT:** The **Status** column indicates the current status for each batch. You can only work with settlement batches with the status of **Loaded**.

If this procedure is interrupted prior to submitting it for deposit (such as system timeout for inactivity) and you have to log on again, the batch shows the status of **Processing**. In this instance, you must reset the batch before you can continue to complete it. As needed, see [Resetting a Batch](#) on page 38.

3. Select individual check boxes for each of the batches containing individual transactions you want to change from PMS to GNS. Generally, you will know which batch or batches contain the item(s) you want to move. If you are not sure, you can run the Pre-Settlement Report and identify the correct transactions for this procedure.
4. Click **Continue**.

The **Verify Selection** page appears, showing the batch or batches you selected.

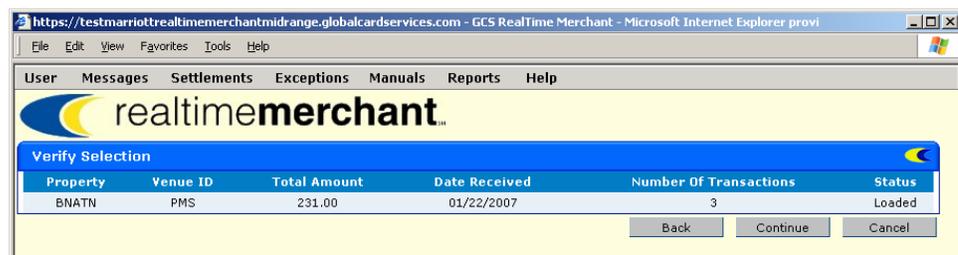
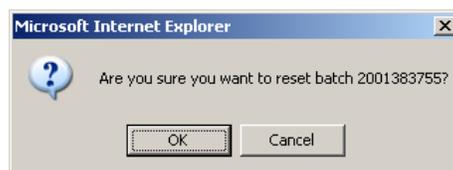


Figure 16. Verify Selection page

5. If the **Verify Selection** section shows all of the items you want to see, click **Continue** to proceed.

If you click either **Back** or **Cancel**, a dialog box appears, confirming your action to reset the batch. At this point, either of these options clears any selected batches and nothing happens otherwise to the batches.



When you click **OK** in this dialog box, the dialog box closes and one of the following occurs:

- If you clicked **Back**, the system clears all selected items in the batch and returns you to the page where you select the items in under Process Settlements (Figure 15).
- If you clicked **Cancel**, the system clears all selected items in the batch and returns you to the page where you select the property and venue ID (Figure 14).

When you click **Continue**, the **Batch Details** page appears, listing all current settlement batch PMS transactions for the selected property. The line items are grouped by credit card types, listing exceptions, non-exceptions, and total amounts for all the PMS transactions.

Credit Card Type	Exceptions	Amount	Non Exceptions	Amount	Total	Amount	Actions
AMEX	0	0.00	0	0.00	0	0.00	- Select Action -
DINE	0	0.00	0	0.00	0	0.00	- Select Action -
DISC	0	0.00	0	0.00	0	0.00	- Select Action -
JCB	0	0.00	0	0.00	0	0.00	- Select Action -
MAST	0	0.00	0	0.00	0	0.00	- Select Action -
VISA	0	0.00	3	231.00	3	231.00	- Select Action -
<b>TOTALS</b>	<b>0</b>	<b>0.00</b>	<b>3</b>	<b>231.00</b>	<b>3</b>	<b>231.00</b>	

Exceptions	Amount	Non Exceptions	Amount
0	0.00	3	231.00

Figure 17. Settlement PMS batch detail page

- In the **Actions** column, click the **Select Action** arrow (for each line item individually), for each transaction you want to move from PMS to GNS and select **Move Transaction(s)**.

Credit Card Type	Exceptions	Amount	Non Exceptions	Amount	Total	Amount	Actions
AMEX	0	0.00	0	0.00	0	0.00	- Select Action -
DINE	0	0.00	0	0.00	0	0.00	- Select Action -
DISC	0	0.00	0	0.00	0	0.00	- Select Action -
JCB	0	0.00	0	0.00	0	0.00	- Select Action -
MAST	0	0.00	0	0.00	0	0.00	- Select Action -
VISA	0	0.00	3	231.00	3	231.00	- Select Action -
<b>TOTALS</b>	<b>0</b>	<b>0.00</b>	<b>3</b>	<b>231.00</b>	<b>3</b>	<b>231.00</b>	

Exceptions	Amount	Non Exceptions	Amount
0	0.00	3	231.00

Figure 18. Action menu

The page refreshes, displaying the settlement transaction list for the selected batch.



Figure 19. Selected Settlement Transaction list

- In the **Action** column, click the **Select** arrow (for each line item individually) you are moving from PMS to GNS, and select **Move to GNS** on the menu.

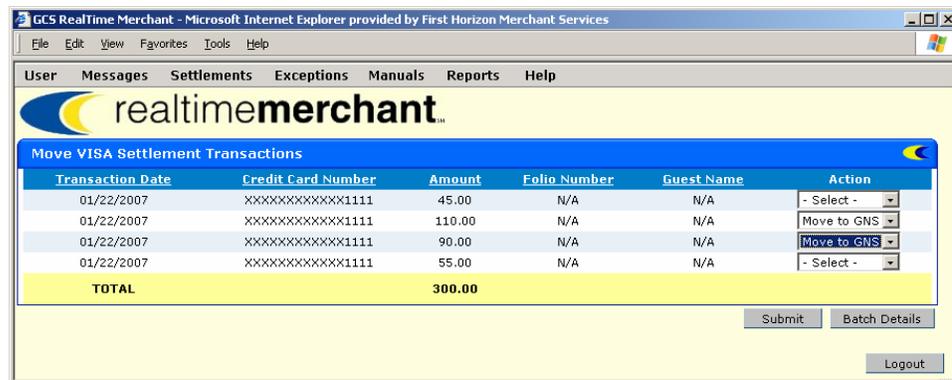


Figure 20. Move to GNS options selected

- Click **Submit**.

A processing message appears, indicating "Success" upon completion.



Figure 21. Processing message

- Click **Continue** to process the batch.

The system displays the page where you select items to move from PMS to GNS (or vice-versa, if you are performing that task), displaying any items you did not move. If you moved all items, this list is blank.

Transaction Date	Credit Card Number	Amount	Folio Number	Guest Name	Action
01/22/2007	XXXXXXXXXXXX1111	33.00	N/A	N/A	- Select -
<b>TOTAL</b>		<b>33.00</b>			

Figure 22. Move Settlement Transactions list example

From this page, you can continue moving any remaining items, as needed.

10. Click **Batch Details**.

The **Batch Summary** page appears, displaying separate sections for PMS and GNS transactions (illustrated in Figure 23).

BNATN - GNS (GNS)							
Credit Card Type	Exceptions	Amount	Non Exceptions	Amount	Total	Amount	Actions
AMEX	0	0.00	0	0.00	0	0.00	- Select Action -
DINE	0	0.00	0	0.00	0	0.00	- Select Action -
DISC	0	0.00	0	0.00	0	0.00	- Select Action -
JCB	0	0.00	0	0.00	0	0.00	- Select Action -
MAST	0	0.00	0	0.00	0	0.00	- Select Action -
VISA	0	0.00	1	88.00	1	88.00	- Select Action -
<b>TOTALS</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>88.00</b>	<b>1</b>	<b>88.00</b>	

BNATN - PMS (PMS)							
Credit Card Type	Exceptions	Amount	Non Exceptions	Amount	Total	Amount	Actions
AMEX	0	0.00	0	0.00	0	0.00	- Select Action -
DINE	0	0.00	0	0.00	0	0.00	- Select Action -
DISC	0	0.00	0	0.00	0	0.00	- Select Action -
JCB	0	0.00	0	0.00	0	0.00	- Select Action -
MAST	0	0.00	0	0.00	0	0.00	- Select Action -
VISA	0	0.00	2	143.00	2	143.00	- Select Action -
<b>TOTALS</b>	<b>0</b>	<b>0.00</b>	<b>2</b>	<b>143.00</b>	<b>2</b>	<b>143.00</b>	

Overall Totals			
Exceptions	Amount	Non Exceptions	Amount
0	0.00	3	231.00

Figure 23. Batch details for GNS and PMS transactions

At this point, your PMS to GNS transaction item move(s) are saved to the settlement batch.



**NOTE:** It is recommended that you either complete the batch by clicking **Approve for Deposit**, or cancel the batch by clicking **Cancel Edit**. If you do not perform one of these operations to complete the batch, the batch remains in a "Processing" state until it is reset. As needed, see [Resetting a Batch](#) on page 38.

11. Click **Approve for Deposit** to submit the batch to GCS and complete the settlement in the system. To perform any other action at this point in the process, refer to [Additional Batch Summary Page Options](#) below for details.

The system displays a message during processing, illustrated in Figure 24.



**Figure 24. Submitting Batch processing message**

12. Click **Home** to return to the RTM home page, or **Logout** (see below).

## Additional Batch Summary Page Options

The following additional options appear on the **Batch Summary** page:

- **Settlement Report** displays the Pre-Settlement Report which lists all of the current batches of transactions that have not settled for the selected property/venue. Running the Pre-Settlement Report does not affect the batch's status, and opens the report in a new browser window, so it does not affect the Batch Details page (it remains open).
- **Cancel Edit** returns you to the Process Settlements home page, however, the moved PMS item(s) are now GNS transactions in the batch. This feature allows you to change or correct any transaction moves prior to approving the batch for deposit and completing the batch. If you moved a transaction item in error, perform this procedure in its entirety, selecting **Move to PMS** in step #9.
- **Logout** of the system. It is not recommended that you perform this action prior to completing the batch. Rather, that you **Approve for Deposit** or **Cancel Edit**, or you will have to reset the batch before you can perform any further actions. If you have already completed the batch in the system, you can log out at any time without affecting any transactions.

## Adding a Transaction to a Settlement Batch



**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see the menu option and be able to perform the procedure described in this topic.

When you are processing settlement transactions in a batch, you can manually add more transaction items to a batch, as desired, using this procedure.

To add a transaction to a settlement batch, perform the following steps:

1. Perform steps #1 through #7 in [Processing Settlements](#) beginning on page 17 to display the **Batch Details** page where you can add transactions to a batch.

The screenshot shows the 'Batch Details' page in a web browser. It features a navigation menu with 'User', 'Messages', 'Settlements', 'Exceptions', 'Manuals', 'Reports', and 'Help'. The main content area displays the 'realtime merchant' logo and two sections for different property and venue combinations: 'PROPERTYID - VENUE (ABC)' and 'PROPERTYID - VENUE (123)'. Each section contains a table with columns for 'Credit Card Type', 'Exceptions', 'Amount', 'Non Exceptions', 'Amount', 'Total', 'Amount', and 'Actions'. The 'Overall Totals' section at the bottom provides a summary of the data.

PROPERTYID - VENUE (ABC)							
Credit Card Type	Exceptions	Amount	Non Exceptions	Amount	Total	Amount	Actions
AMEX	0	0.00	0	0.00	0	0.00	- Select Action -
DINE	0	0.00	0	0.00	0	0.00	- Select Action -
DISC	0	0.00	0	0.00	0	0.00	- Select Action -
JCB	0	0.00	0	0.00	0	0.00	- Select Action -
MAST	0	0.00	0	0.00	0	0.00	- Select Action -
VISA	0	0.00	1	6.00	1	6.00	- Select Action -
<b>TOTALS</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>6.00</b>	<b>1</b>	<b>6.00</b>	

PROPERTYID - VENUE (123)							
Credit Card Type	Exceptions	Amount	Non Exceptions	Amount	Total	Amount	Actions
AMEX	0	0.00	0	0.00	0	0.00	- Select Action -
DINE	0	0.00	0	0.00	0	0.00	- Select Action -
DISC	0	0.00	0	0.00	0	0.00	- Select Action -
JCB	0	0.00	0	0.00	0	0.00	- Select Action -
MAST	0	0.00	0	0.00	0	0.00	- Select Action -
VISA	0	0.00	1	3.33	1	3.33	- Select Action -
<b>TOTALS</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>3.33</b>	<b>1</b>	<b>3.33</b>	

Overall Totals			
Exceptions	Amount	Non Exceptions	Amount
0	0.00	2	9.33

Buttons at the bottom: Settlement Report, Cancel Edit, Approve For Deposit, Logout

Figure 25. Batch Details page, multiple items

2. On the **Batch Details** page, locate the section for the appropriate property name and venue ID (scroll as needed) to which you are manually adding a settlement transaction.
3. For the appropriate credit card type line item, click the **Action** arrow and select **Add Transactions**.

The **Add Settlement Transaction** page appears (Figure 26).

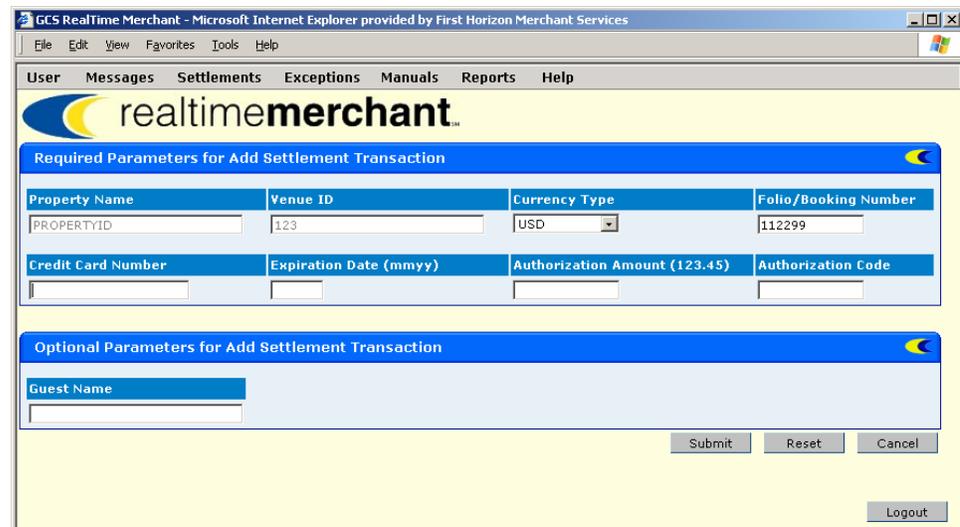


Figure 26. Add Settlement Transaction page

4. In the **Required Parameters for Add Settlement Transaction** section, complete the following required information:
  - **Property Name** – This information is view-only, based on your selection for settlements.
  - **Venue ID** – This information is view only, based on your previous selection for settlements.
  - **Currency Type** – Your company's default currency type appears in this box. As applicable, click the arrow and select a different currency type for this transaction.
  - **Folio/Booking Number** – Type the folio or booking reference number for this customer's transaction.
  - **Credit Card Number** – Type the customer's credit card number in this box; no hyphens or spaces. The credit card type determines how many numbers you can type into this box. For example, VISA must be 16 numbers.

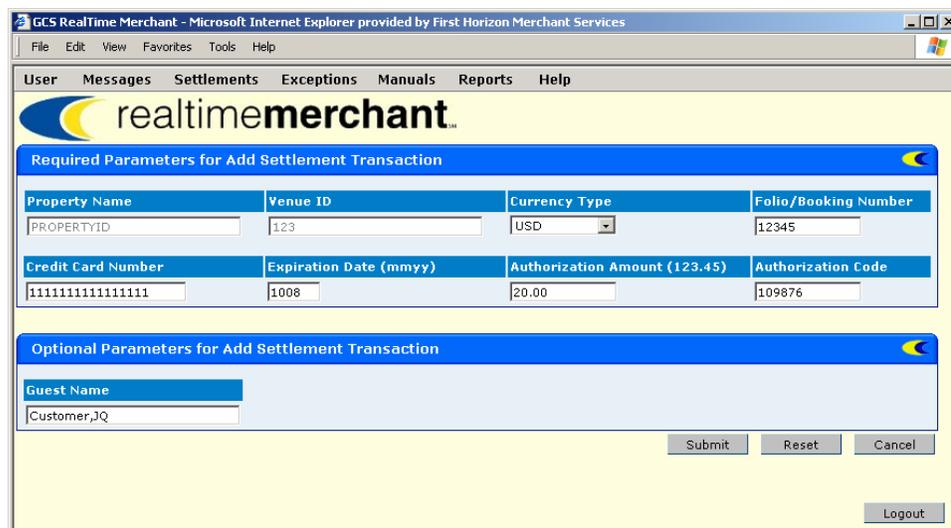


**NOTE:** If the credit card number does not match the credit card type, or if you enter an otherwise invalid number, you see an error dialog box informing you accordingly. Click OK and enter a valid number to proceed with this task. Also, if the number is erroneous for the selected credit card type, you must delete the number so the box appears blank before you can cancel the transaction and go back and select the correct credit card type.

- **Expiration Date** – Type the corresponding credit card's expiration date using mmyy format (no forward slash or hyphen).
- **Authorization Amount** – Type the amount for this transaction using 123.23 format (including the decimal point, however no dollar sign). If the amount is \$20, you must enter the decimal

point and following zeroes; for example: 20.00 Otherwise, the system interprets your entry as 0.2 cents.

- **Authorization Code** – Type the credit card company's authorization code in this box.
5. In the **Optional Parameters for Add Settlement Transaction** section, type the **Guest Name**, as desired, or in accordance with your company's guidelines.



The screenshot shows a web browser window titled "GCS RealTime Merchant - Microsoft Internet Explorer provided by First Horizon Merchant Services". The page displays the "realtime merchant" logo and a navigation menu with "User", "Messages", "Settlements", "Exceptions", "Manuals", "Reports", and "Help".

The main content area is titled "Required Parameters for Add Settlement Transaction" and contains the following fields:

Property Name	Venue ID	Currency Type	Folio/Booking Number
PROPERTYID	123	USD	12345

Credit Card Number	Expiration Date (mmyy)	Authorization Amount (123.45)	Authorization Code
1111111111111111	1008	20.00	109876

Below the required parameters is the "Optional Parameters for Add Settlement Transaction" section, which includes a "Guest Name" field with the value "Customer,JQ".

At the bottom right of the form are buttons for "Submit", "Reset", "Cancel", and "Logout".

**Figure 27. Add Settlement Transaction page, information complete (example)**

6. Click **Submit** to add the transaction to the settlement batch.

The system displays an **Add Settlement Transaction** processing message page (Figure 28).

At this point, you can also do one of the following:

- Click **Reset** to clear all information boxes on the page and re-enter information.
- Click **Cancel** to return to the Batch Detail page.
- Click **Logout** to log off the system and return to the Login page.

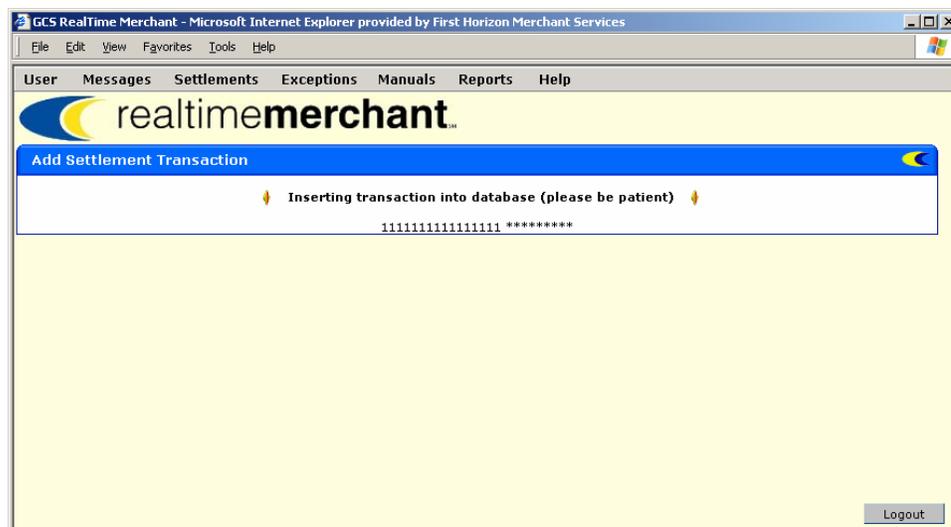


Figure 28. Add Settlement Transaction processing message page

When the transaction completes, the system displays the corresponding message page.

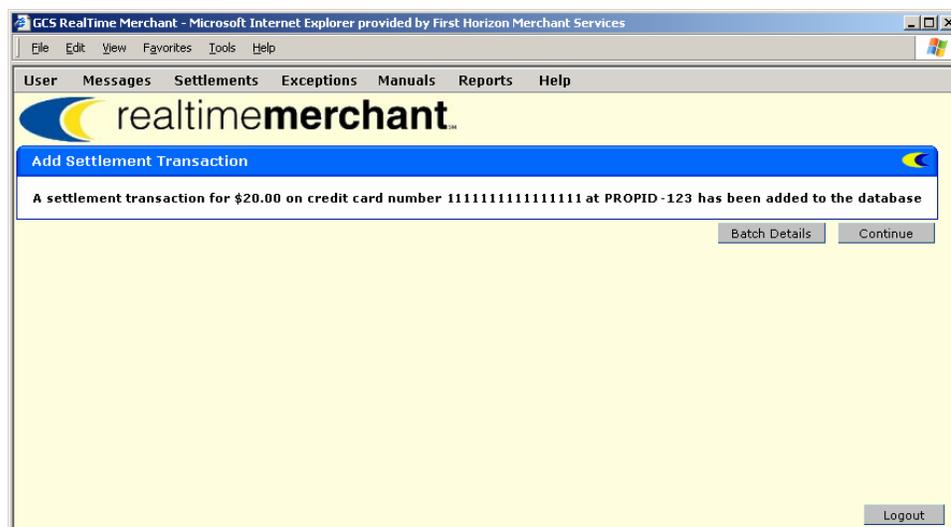


Figure 29. Add Settlement Transaction complete message page

7. Select one of the following options:
  - **Batch Details** returns you to the Batch Details page
  - **Continue** returns you to the Add Settlement Transaction page to continue adding one or more transactions to this batch
  - **Logout** logs you off the system and displays the Login page

## Deleting a Transaction from a Settlement Batch



**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see the menu option and be able to perform the procedure described in this topic.

RTM does not actually eliminate a deleted transaction from the system, merely removes it from the settlement batch for further processing. In RTM, a deletion adds a transaction to the batch with an offsetting amount. This provides an audit trail and clear record of all actions performed against all transactions in the system.

To delete a transaction, perform the following steps:

1. In the [Processing Settlements](#) procedure beginning on page 17, perform steps #1 through #7.
2. On the page **Batch Detail** page, for the line item you are deleting, click the **Actions** arrow and select **Delete Transaction(s)** in the list.

Credit Card Type	Exceptions	Amount	Non Exceptions	Amount	Total	Amount	Actions
AMEX	0	0.00	0	0.00	0	0.00	- Select Action -
DINE	0	0.00	0	0.00	0	0.00	- Select Action -
DISC	0	0.00	0	0.00	0	0.00	- Select Action -
JCB	0	0.00	0	0.00	0	0.00	- Select Action -
MAST	0	0.00	0	0.00	0	0.00	- Select Action -
VISA	0	0.00	1	5.00	1	5.00	- Select Action -
<b>TOTALS</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>5.00</b>	<b>1</b>	<b>5.00</b>	- Select Action -

Overall Totals			
Exceptions	Amount	Non Exceptions	Amount
0	0.00	1	5.00

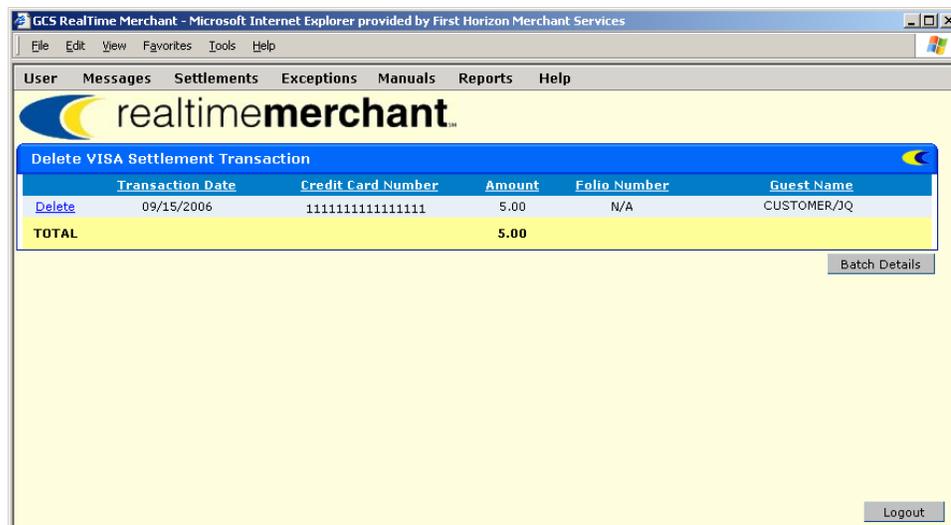
Figure 30. Batch Detail page, Delete Transaction(s) selected on Actions menu

The **Delete Settlement Transaction** page appears (Figure 31) for the selected credit card type.



**NOTE:** It is important to note that every current transaction in the batch is listed on this page and has a blue underlined **Delete** option in the far left column.

You can only delete transactions one at a time from this list.



**Figure 31. Delete [Credit Card Type] Settlement Transaction page**

If you have many transactions, you can scroll as needed to see them. The system displays transactions in ascending numeric order by date. You can also sort in alternating ascending and descending order by clicking any of the column headings. For example, if you want to see earlier transaction dates, click the Transaction Date column heading to view the transactions oldest to latest, and vice-versa.

3. Click **Delete** for the transaction line item.

A dialog box appears, confirming your action.



**Figure 32. Delete confirmation**

4. Click OK to proceed with removing the transaction from this settlement batch (if you click Cancel, the dialog box closes and the Delete Settlement Transaction page remains, without making changes to this batch).

The system displays a **Delete Settlement Transaction** progress message page.

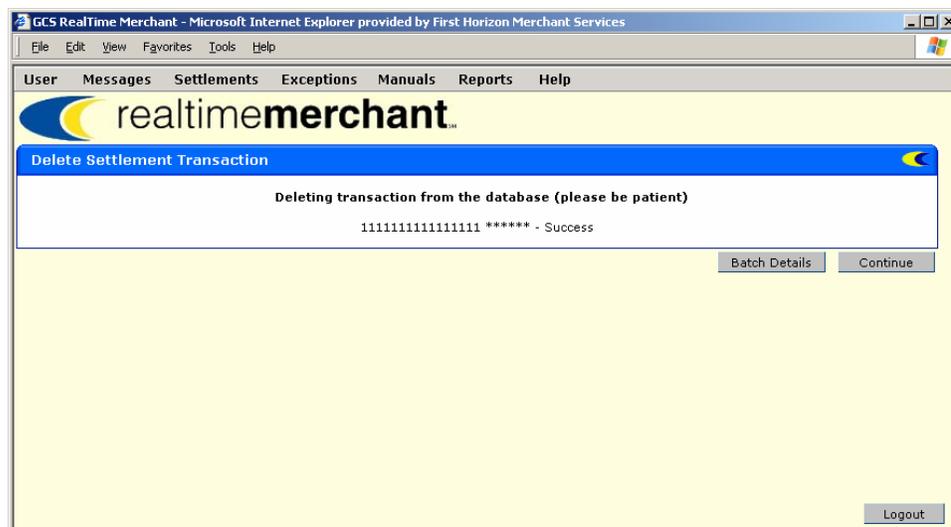
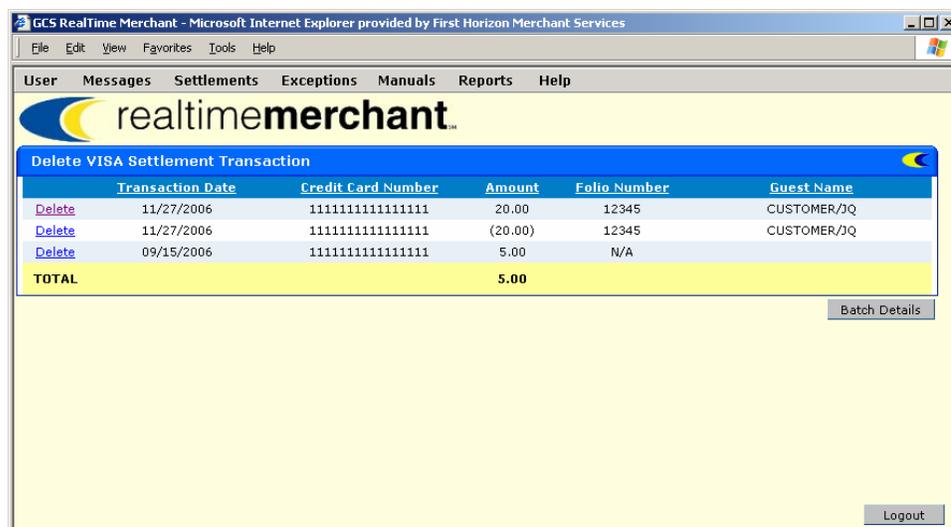


Figure 33. Delete Settlement Transaction processing message page

5. Click **Continue** to return to the **Delete Settlement Transaction** page to verify the deletion offset.



	Transaction Date	Credit Card Number	Amount	Folio Number	Guest Name
Delete	11/27/2006	11111111111111111111	20.00	12345	CUSTOMER/JQ
Delete	11/27/2006	11111111111111111111	(20.00)	12345	CUSTOMER/JQ
Delete	09/15/2006	11111111111111111111	5.00	N/A	
<b>TOTAL</b>			<b>5.00</b>		

Figure 34. Deletion offset example

6. Continue deleting more transactions, as needed. Or, select one of the following options:
  - **Batch Details** returns you to the Batch Details page
  - **Logout** logs you off the system and displays the Login page

## Viewing Settlement Transactions



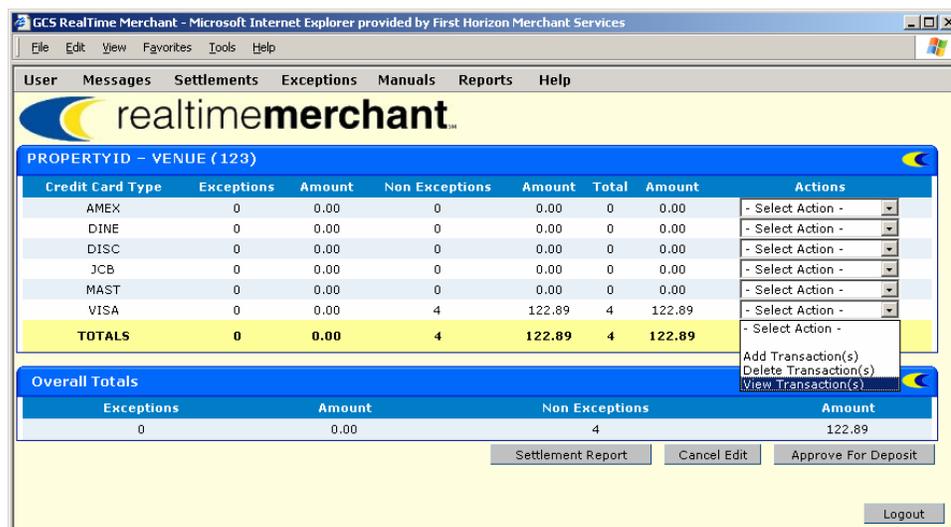
**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see the menu option and be able to perform the procedure described in this topic.

The system displays all transaction data in real-time, so at any point during the day, you can view all settlement transactions in the system using this procedure.

Also, before you post a settlement batch to the system (if you manually process settlements and are not on "auto-settle"), this is also a way for you to view transaction details to ensure you're posting accurate data.

To view settlement transactions, perform the following steps:

1. In the [Processing Settlements](#) procedure beginning on page 17, perform steps #1 through #7.



Credit Card Type	Exceptions	Amount	Non Exceptions	Amount	Total	Amount	Actions
AMEX	0	0.00	0	0.00	0	0.00	- Select Action -
DINE	0	0.00	0	0.00	0	0.00	- Select Action -
DISC	0	0.00	0	0.00	0	0.00	- Select Action -
JCB	0	0.00	0	0.00	0	0.00	- Select Action -
MAST	0	0.00	0	0.00	0	0.00	- Select Action -
VISA	0	0.00	4	122.89	4	122.89	- Select Action -
<b>TOTALS</b>	<b>0</b>	<b>0.00</b>	<b>4</b>	<b>122.89</b>	<b>4</b>	<b>122.89</b>	- Select Action -

Overall Totals			
Exceptions	Amount	Non Exceptions	Amount
0	0.00	4	122.89

Figure 35. Batch Detail page, View Transaction(s) selected on Actions menu

2. On the page **Batch Detail** page, for the transactions for the credit card type you want to view, click the **Actions** arrow and select **View Transaction(s)**.

The **View Transaction** page appears, listing all settlement transactions in the selected batch.

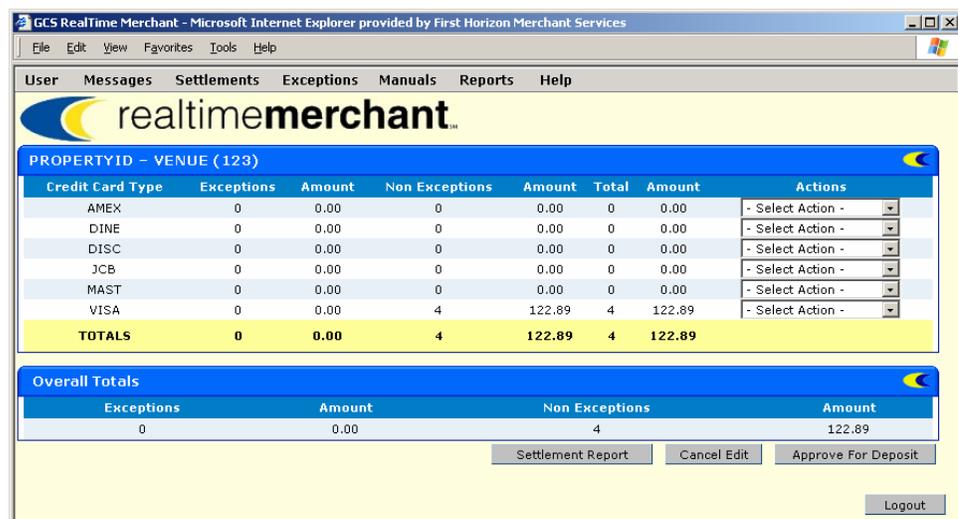


Transaction Date	Credit Card Number	Amount	Folio Number	Guest Name
11/01/2006	1111111111111111	45.00	N/A	N/A
11/01/2006	1111111111111111	30.00	N/A	N/A
11/01/2006	1111111111111111	60.89	N/A	N/A
11/01/2006	1111111111111111	(13.00)	N/A	N/A
<b>TOTAL</b>		<b>122.89</b>		

Figure 36. View Transactions list example

3. Verify the items are correct, then click **Batch Details**.

The **Batch Details** page appears, listing all the transactions.



Credit Card Type	Exceptions	Amount	Non Exceptions	Amount	Total	Amount	Actions
AMEX	0	0.00	0	0.00	0	0.00	- Select Action -
DINE	0	0.00	0	0.00	0	0.00	- Select Action -
DISC	0	0.00	0	0.00	0	0.00	- Select Action -
JCB	0	0.00	0	0.00	0	0.00	- Select Action -
MAST	0	0.00	0	0.00	0	0.00	- Select Action -
VISA	0	0.00	4	122.89	4	122.89	- Select Action -
<b>TOTALS</b>	<b>0</b>	<b>0.00</b>	<b>4</b>	<b>122.89</b>	<b>4</b>	<b>122.89</b>	

Overall Totals			
Exceptions	Amount	Non Exceptions	Amount
0	0.00	4	122.89

Figure 37. Batch Details page

4. If you are finished with the transactions in this batch, perform one of the following operations:
  - Click **Settlement Report** to view transaction details prior to posting the settlement batch. For more information on performing this procedure, see [Viewing a Pre-Settlement Report](#) on page 15.
  - Click **Approve for Deposit** to proceed posting this batch to the system. A page appears, displaying messages while the batch processes and completes.
  - Click **Cancel Edit** to cancel posting this batch. A dialog box confirms your action, indicating that any individual transaction changes you made are already saved to the system. This resets the

batch status so that it may be modified by other users. Click OK to proceed, or Cancel.



## Viewing a Pre-Settlement Report



**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see the menu option and be able to perform the procedure described in this topic.

The Pre-Settlement Report shows all of the transactions that have processed (in real-time) up to the moment you run the report for a property, prior to running End of Day. The report shows the amount that will be settled when you perform the End of Day process.

To run a pre-settlement report, perform the following steps:

1. In the [Processing Settlements](#) procedure beginning on page 17, perform steps #1 through #7 to display the **Batch Details** page.

User	Messages	Settlements	Exceptions	Manuels	Reports	Help			
MAST		0	0.00	0	0.00	0	0.00		- Select Action -
VISA		0	0.00	3	5.00	3	5.00		- Select Action -
<b>TOTALS</b>		<b>0</b>	<b>0.00</b>	<b>3</b>	<b>5.00</b>	<b>3</b>	<b>5.00</b>		

PROPERTYID - VENUE (123)									
Credit Card Type	Exceptions	Amount	Non Exceptions	Amount	Total	Amount			Actions
AMEX	0	0.00	0	0.00	0	0.00			- Select Action -
DINE	0	0.00	0	0.00	0	0.00			- Select Action -
DISC	0	0.00	0	0.00	0	0.00			- Select Action -
JCB	0	0.00	0	0.00	0	0.00			- Select Action -
MAST	0	0.00	0	0.00	0	0.00			- Select Action -
VISA	0	0.00	4	122.89	4	122.89			- Select Action -
<b>TOTALS</b>	<b>0</b>	<b>0.00</b>	<b>4</b>	<b>122.89</b>	<b>4</b>	<b>122.89</b>			

Overall Totals			
Exceptions	Amount	Non Exceptions	Amount
0	0.00	7	127.89

Figure 38. Batch Detail page, Settlement Report button example

2. On the **Batch Details** page, click the **Settlement Report** button at the bottom of the page.

The **Report Results** page displays the **Pre-Settlement Report** for the selected batch in a new browser window.

Property ID		Venue ID	Received Date	AX		DS		DC		JC		MC		VS		Total		
Vol.	Amount	Vol.	Amount	Vol.	Amount	Vol.	Amount	Vol.	Amount	Vol.	Amount	Vol.	Amount	Vol.	Amount	Vol.	Amount	
PROPERTYID	CAFE	11/01/2006	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	4	122.89	4	122.89
	GARAGE1	11/02/2006	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	3	5.00	3	5.00
<b>TOTALS</b>			<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>7</b>	<b>127.89</b>	<b>7</b>	<b>127.89</b>

Figure 39. Pre-Settlement report example

- Click links in the respective **Amount** columns for each credit card type's transaction items and view details about each of them.
  - You can also print the report, using the **Print** button at the top or bottom of the page.
  - When you are finished with this report, close the web browser window. It is independent from the RTM program browser window and remains open until you manually close it.
3. On the **Batch Detail** page, perform one of the following operations:
- Click **Approve for Deposit** to proceed posting this batch to the system. A page appears, displaying messages while the batch processes and completes.
  - Click **Cancel Edit** to cancel posting this batch. A dialog box confirms your action, indicating that any individual transaction changes you made are already saved to the system. This resets the batch status so that it may be modified by other users. Click OK to proceed, or Cancel.



## Resetting a Batch



**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see the menu option and be able to perform the procedure described in this topic.

There are times when you may need to reset one or more batches. For example, if someone has started processing four batches, and after two are finished processing, a power outage occurs. The two batches that were started have a status of "Loading" to all users until you reset them.

In another example, if you are working with a batch and moving PMS transactions to GNS (see [Moving a Settlement Transaction from PMS to GNS](#) on page 20 for details), if you do not complete the batch, approve it for deposit, or the system times out during the procedure for inactivity, the batch shows a "Processing" status, you must reset it before you can complete it.

To reset a batch, perform the following steps:

1. On the **Settlement** menu, click **Reset Batches**.

The Reset Batches page appears where you select the property name and venue ID.

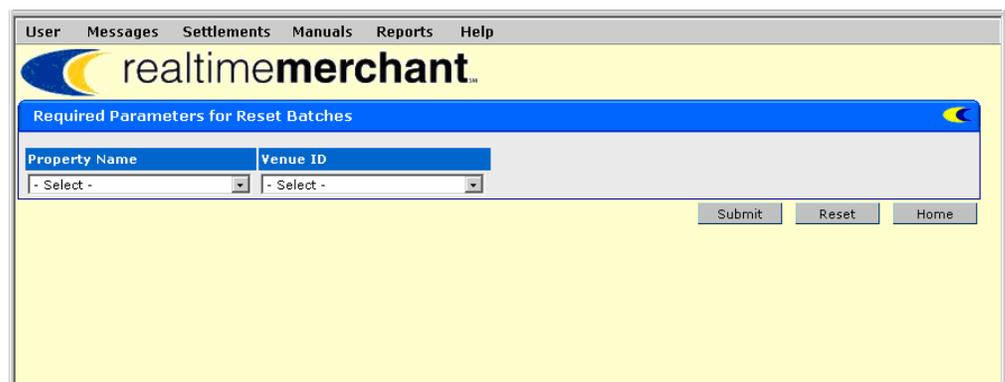


Figure 40. Reset Batches page

2. In the **Required Parameters for Reset Batches** section, select the following:
  - **Property Name** – Click the arrow and select the property for which you are resetting batches (or All Entries, as applicable).
  - **Venue ID** – Click the arrow and select the corresponding venue for the selected property for which you are resetting batches (or All Entries, as applicable).
3. Click **Submit**.

The system displays a **Resetting Batches** message page.

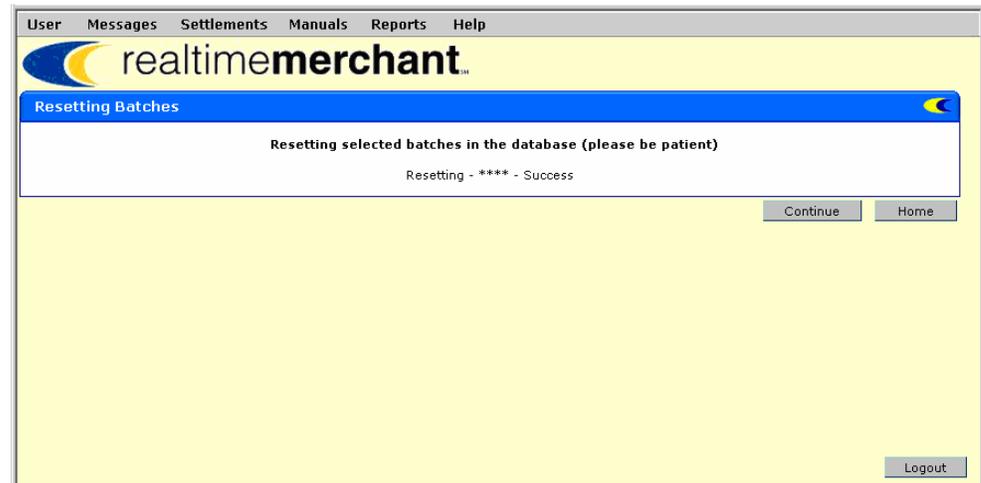


Figure 41. Resetting Batches message page

4. Choose another menu option, or perform one of the following operations:
  - Click **Continue** to return to the Required Parameters for Reset Batches page.
  - Click **Home** to return to the RTM home page.
  - Click **Logout** to sign off the system and return to the Login page.

## Chapter 3. Managing Exceptions

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**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see all of the menu options, RTM features, and be able to perform the procedures described in this chapter.

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Exceptions are transactions that are in some way abnormal to the bankcard system, such as questionable charges and chargebacks.

RTM allows you to view exceptions in non-editable pages, or to work exceptions after you research the problem and get authorization to approve or have a reason to reject the transaction.

Exceptions only appear in RTM for 24 hours. If they are not resolved in that timeframe, you can't work them, and you will have to reauthorize the credit card.

The Status Summary on the RTM home page displays a message of the number of exceptions currently available to be worked in the system, if your system is configured accordingly.

We cover the following topics:

- [Viewing Exceptions](#)
- [Working Exceptions](#)



## Viewing Exceptions



**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see the menu option and be able to perform the procedure described in this topic.

You can only view exception information in this mode. To change any exception information, you must use the Work Exceptions feature (see [Working Exceptions](#) on page 43 for details).

To view exceptions, perform the following steps:

5. On the **Exceptions** menu, click **View Exceptions**.

The page appears where you choose the property and venue for the exceptions you want to view.

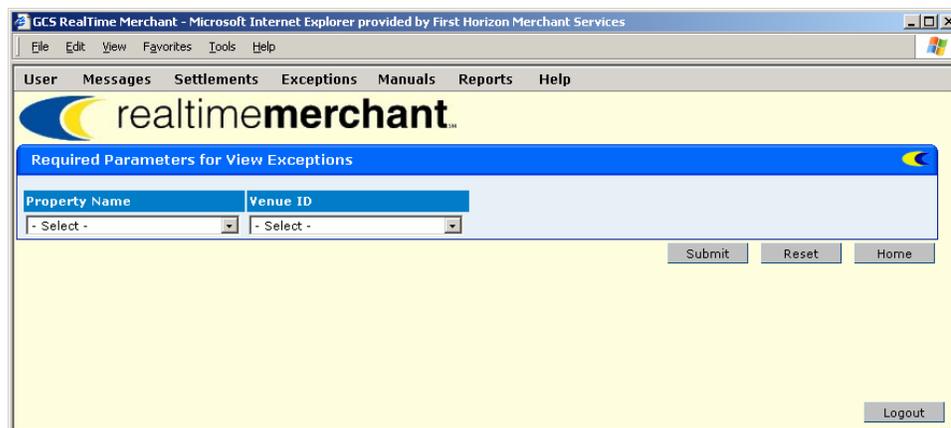


Figure 42. View Exceptions parameter page

6. In the **Required Parameters for Viewing Exceptions** section, select the following:
  - **Property Name** – Click the arrow and select the property for which you are working exceptions (or All Entries, as applicable).
  - **Venue ID** – Click the arrow and select the corresponding venue for the selected property for which you are viewing exceptions (or All Entries, as applicable).
7. Click **Submit**.

The **Exceptions Summary** page appears (Figure 43).

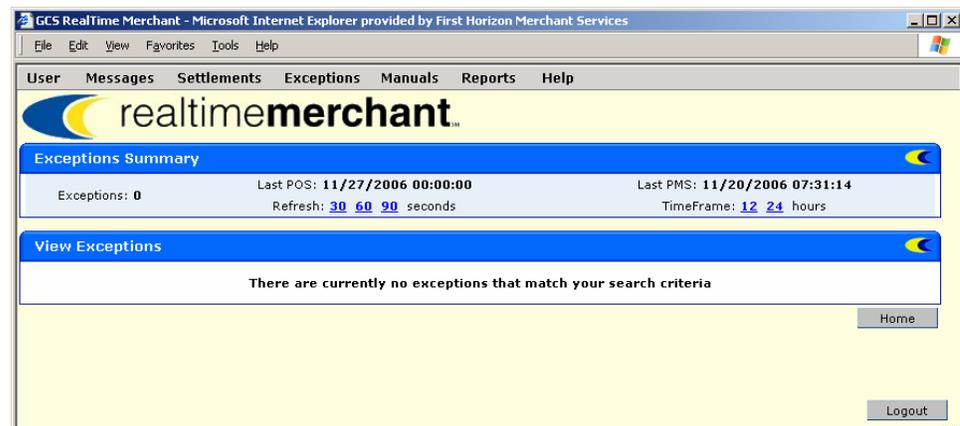


Figure 43. Exceptions Summary page

The **Exceptions Summary** section at the top of the page allows you to select the settings for displaying the exceptions and gives you summary information about the records displayed;

- **Exceptions** displays the number of exceptions for the selected Property and Venue.
  - **Last POS** displays the last time RTM received a point of sale (POS) transaction from the property. Examples of POS venues are gift shop, bar, garage, and so forth.
  - **Last PMS** displays the Last Property Management system (PMS) transaction RTM has received. An example of this would be a hotel bill from the front desk.
8. Click a **Refresh** rate number to select 30, 60, or 90 seconds.
  9. Click a **TimeFrame** value for the data you want to see, either 12 hours or 24 hours.

The **View Exceptions** section may take a few seconds to display. If no exceptions exist, a message displays accordingly.

10. Click **Details** next to the exception you want to see in the Exception Details page.

## Working Exceptions



**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see the menu option and be able to perform the procedure described in this topic.

The maximum timeframe RTM retains exceptions in the system is twenty-four (24) hours. You must work them within this timeframe, or the exceptions are no longer available in RTM, and you have to re-authorize the credit card.

Exceptions fall into two categories: Referral or Decline

- **Referral** means that the authorization attempt was made, but the bank is requesting more information before authorizing the transaction. Referrals display in green.
- **Decline** means the bank did not approve this authorization. These exceptions display in red. You may still be able to call the bank and obtain a manual approval over the phone for declined exceptions.

To work exceptions, perform the following steps:

1. On the **Exceptions** menu, click **Work Exceptions**. Or, on the RTM home page, in the **Status Summary** section, click the number link in the “There are \_\_ exceptions that need to be worked” message.

The page appears where you choose the property and venue for the exceptions you are going to work.

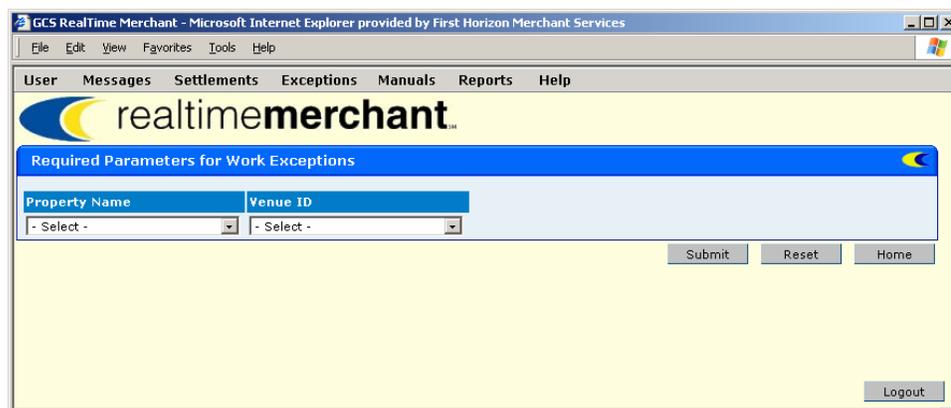


Figure 44. Work Exceptions parameter page

2. In the **Required Parameters for Work Exceptions** section, select the following:
  - **Property Name** – Click the arrow and select the property for which you are working exceptions (or All Entries, as applicable).
  - **Venue ID** – Click the arrow and select the corresponding venue for the selected property for which you are working exceptions (or All Entries, as applicable).

3. Click **Submit**.

The **Exceptions** page appears.

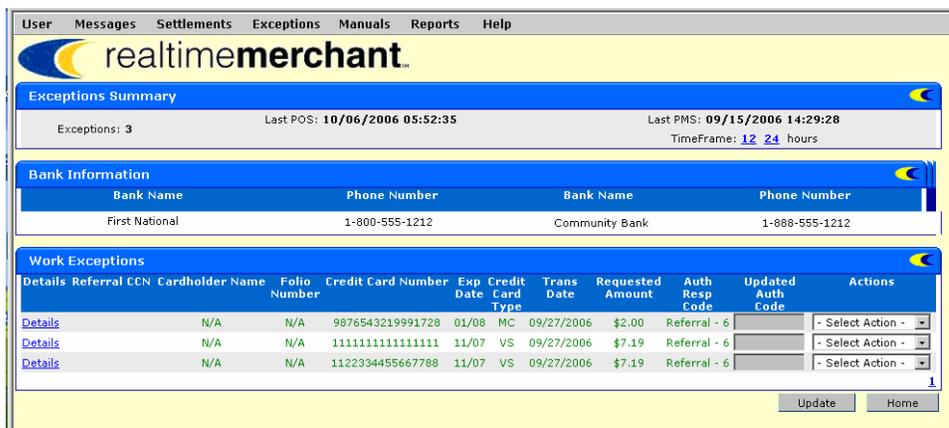


Figure 45. Exceptions page

- The **Exceptions Summary** section displays the total number of available exceptions, last POS and PMS postings, and provides the 12 and 24-hour TimeFrame options. Click the TimeFrame links, as desired, to view the corresponding exception lists.
  - The **Bank Information** section displays the bank contact information, in the event you need to call and obtain authorization for processing an exception.
  - If there are no current exceptions, a message displays accordingly in the **Work Exceptions** section.
4. In the **Work Exceptions** section, to view details for an exception line item, in the **Details** column at the far left, click **Details**.

The **Exception Details** page appears for the corresponding item (Figure 43).

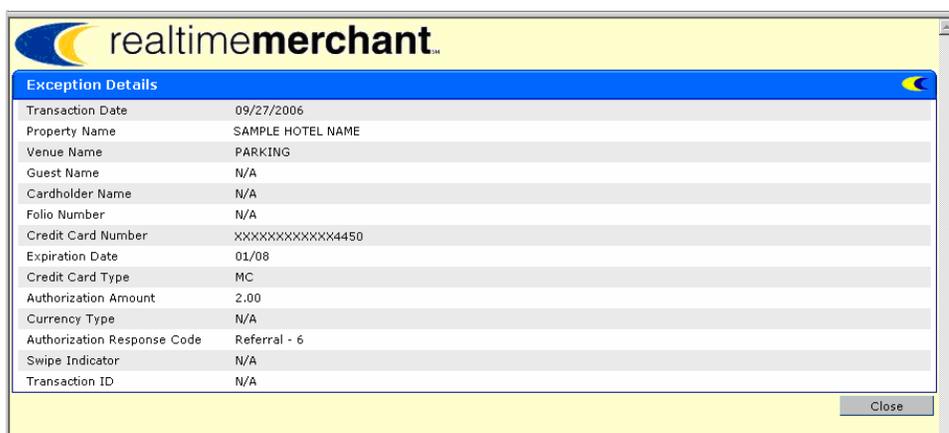


Figure 46. Exception Details example

5. Click **Close** to return to the **Exceptions** page.
6. In the **Actions** column, click the arrow and select the appropriate action, depending on the results of your research:
  - a. You may ignore an exception and do nothing with it. It will be removed from the exceptions list after 24 hours.
  - b. If you have received an Auth code, enter it into the Updated Auth Code box for the exception and then select the action **Approve**.
  - c. Select the action **Decline** if the bank does not approve the transaction,
  - d. Select **Work** if you see the exception and don't want to do anything with it, and don't want it to show up any more in the Exceptions page.
  - e. Select **Invalid** if you see the exception and the card is invalid (maybe a test card) and you don't want to do anything with it and you don't want it to show up any more in the Exceptions page.
7. When you finish working all the exceptions you are going to address during this session, at the bottom of the page, click **Update**.

The **Updating Exceptions** page appears (Figure 47).



Figure 47. Updating Exceptions page

# Chapter 4. Performing Manual Transactions

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**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see all of the menu options, RTM features, and be able to perform the procedures described in this chapter.

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The Manuals feature provides ways for you to perform manual transactions in RTM.

Using the options in Manuals, you can authorize debits, settle debits and credits, and edit or view individual transactions.

This chapter covers the following topics:

- [Authorizing a Debit](#)



## Authorizing a Debit Transaction



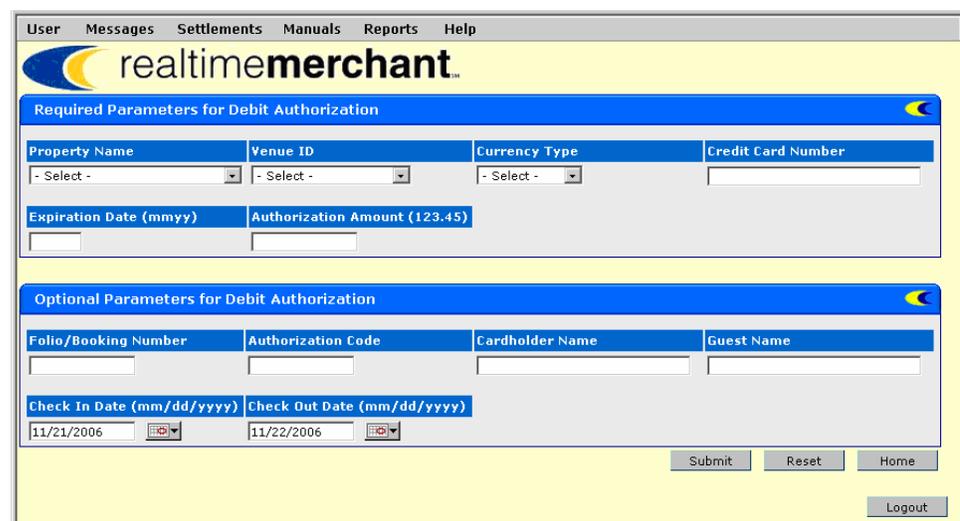
**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see the menu option and be able to perform the procedure described in this topic.

Debit authorization allows you to manually approve a specific debit charge for a specific customer's bank card. In order to perform this task, you must have the credit card number and expiration date available.

To authorize a debit, perform the following steps:

1. On the **Manuals** menu, click **Debit Authorization**.

The **Debit Authorization** parameters page appears.



Required Parameters for Debit Authorization			
Property Name	Venue ID	Currency Type	Credit Card Number
- Select -	- Select -	- Select -	<input type="text"/>
Expiration Date (mmyy)	Authorization Amount (123.45)		
<input type="text"/>	<input type="text"/>		

Optional Parameters for Debit Authorization			
Folio/Booking Number	Authorization Code	Cardholder Name	Guest Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Check In Date (mm/dd/yyyy)	Check Out Date (mm/dd/yyyy)		
11/21/2006	11/22/2006		

Figure 48. Debit Authorization parameters page

2. In the **Required Parameters for Debit Authorization** section, complete the following required information:
  - **Property Name** – Click the arrow and select the property for which you are authorizing a debit.
  - **Venue ID** – Click the arrow and select the corresponding venue for the selected property for which you are authorizing a debit.
  - **Currency Type** – Your company's default currency type appears in this box, based on property/venue selection. As applicable, click the arrow and select a different currency type for this transaction.
  - **Credit Card Number** – Type the customer's credit card number in this box; no hyphens or spaces.




---

**NOTE:** If the credit card number does not match the credit card type, or if you enter an otherwise invalid number, you see an error dialog box informing you accordingly. Click OK and enter a valid number to proceed with this task. Also, if the number is erroneous for the selected credit card type, you must delete the number so the box appears blank before you can cancel the transaction and go back and select the correct credit card type.

---

- **Expiration Date** – Type the corresponding credit card's expiration date using mmyy format (no forward slash or hyphen).
  - **Authorization Amount** – Type the amount for this transaction using 123.23 format (including the decimal point, however no dollar sign). If the amount is \$20, you must enter the decimal point and following zeroes; for example: 20.00 Otherwise, the system interprets your entry as 0.2 cents.
3. In the **Optional Parameters for Add Settlement Transaction** section, enter any or all of the following optional information:
- **Folio/Booking Number** – Type the folio or booking reference number for this customer's transaction.
  - **Authorization Code** – Type the credit card company's authorization code in this box.
  - **Cardholder Name** – Type the name of the cardholder.
  - **Guest Name** – Type the name of the guest, if different from cardholder. If it is the same, you can type SAME.
4. Click **Submit**.

The **Requesting Authorization** page appears.

While the transaction is processing, you will see the animated images spinning on the page and the Continue and Home buttons do not display.

When processing finishes, the animated images disappear and a success message or status message displays on the page. The Continue and Home buttons are also now available.



Figure 32 Requesting Authorization page

5. Click **Continue** to return to the **Debit Authorization Page** or **Home** to return to the **Messages** page.

## Settling a Debit Transaction



**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see the menu option and be able to perform the procedure described in this topic.

Debit settlement allows you to manually settle a debit transaction.

To settle a debit, perform the following steps:

1. From the Manuals menu, select **Debit Settlement**.

The *Required Parameters for Debit Settlement* page is displayed.

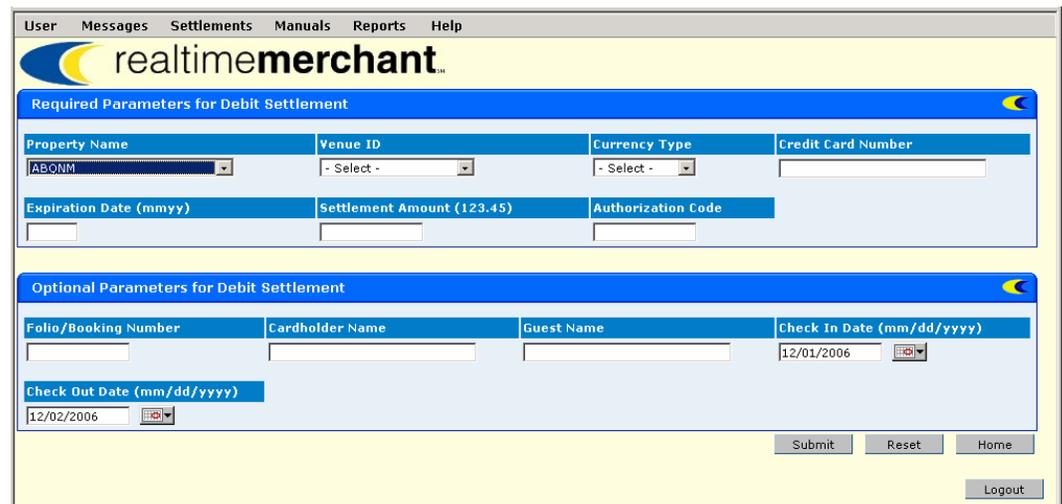
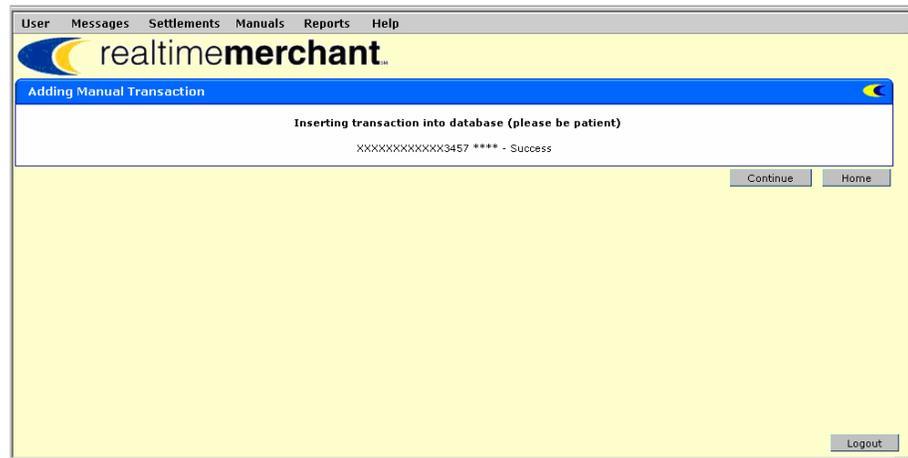


Figure 49 Required Parameters for Debit Settlement

2. You must enter all the required parameters and you may enter any optional parameters, tool.
3. Click one of the buttons:
  - Submit adds the transaction to RTM and displays the Adding Manual Transaction page.
  - Reset clears the parameters from this page and continues to display it.
  - Cancel returns you to the Messages page without adding any transactions.

While the transaction is being inserted into the database, you will see the animated graphics spinning on the page and the Continue and Home buttons are not displayed.

When the processing is finished, the animated icons disappear and a success message or status message is displayed. The Continue and Home buttons are activated, as well.



**Figure 50. Adding Manual Transaction Status Message Page**

4. Click **Continue** to return to the Required Parameters for Debit Settlement page or click Home to return to the Messages page.

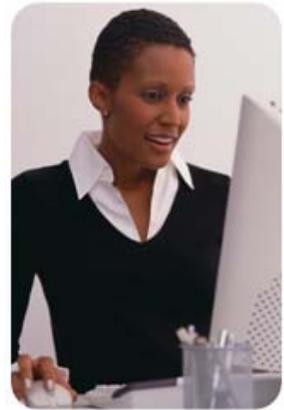
# Chapter 5. Working with Reports

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**NOTE:** Based on your job function, user permissions, and property system configuration, you may or may not see all of the reports on the menu and be able to perform all of the related procedures described in this chapter.

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Some of the key features of RTM are its standard set of reports and easy, efficient methods of defining and generating them.

You can elect to mask credit card numbers in reports, as desired. This setting is configured within your RTM user profile. You can have this setting turned on or off by contacting your Relationship Manager.

At any point during the day, with the appropriate user privileges, you can generate and view real-time, current information from all venues on the system.

This chapter covers the following topics, including illustrations and descriptions of each standard report, in the order in which it appears on the Reports menu in RTM.

- [Defining Criteria and Generating a Report](#)
- [Printing a Report](#)
- [Viewing Additional Detail Reports](#)

For detailed descriptions and illustrations for each report available to Marriott customers, refer to [Chapter 5. Report Examples & Descriptions](#) beginning on page 58.

## Defining Criteria and Generating a Report

All RTM standard reports are available from the Reports menu. For all reports, the steps to define and generate them are the same, with the exception of the required and optional criteria selections. Those differ, based on report type. However, the process for selecting them is the same for all reports.

If you manage multiple properties, you can define report parameters and run a report, then select a different property and all other criteria selections remain as you previously defined them, and run the report again (during the same active RTM session). When you re-run a report, the new report displays in the same browser window, replacing the previous report.

For example, if you ran a Settlement Report for Hotel One (property) and the Café venue, for a range of dates from 09/01/2006 through 09/30/2006, you can select a different property, and the venue (Café) and date ranges remain as you defined them when you ran the report for Hotel One. Then, you can run the report again for the other selected property. Of course, you can alter any criteria, as desired.

To define and generate a report, perform the following steps:

1. On the **Reports** menu, select the report you want to run.

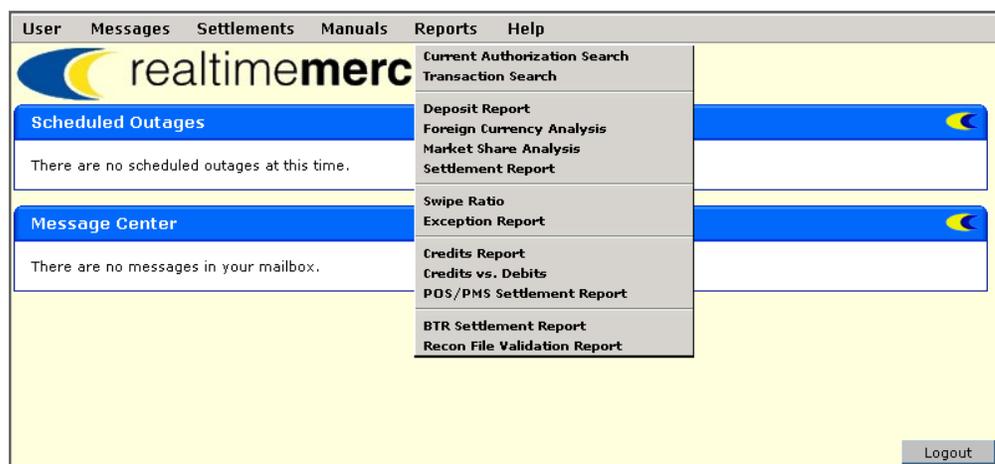
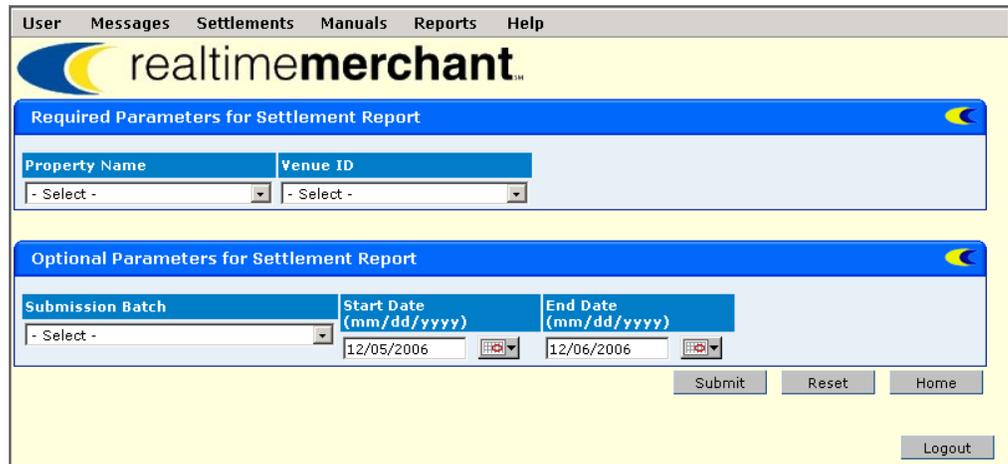


Figure 51. Reports menu

The **Required Parameters for [Report Name]** page appears (for example, Settlement Report shown in Figure 52 on page 54).



The screenshot shows a web application interface with a navigation menu at the top: User, Messages, Settlements, Manuals, Reports, Help. Below the menu is the Realtime Merchant logo. The main content area is divided into two sections:

- Required Parameters for Settlement Report:** Contains two dropdown menus: 'Property Name' (currently showing '- Select -') and 'Venue ID' (currently showing '- Select -').
- Optional Parameters for Settlement Report:** Contains three input fields: 'Submission Batch' (dropdown, '- Select -'), 'Start Date (mm/dd/yyyy)' (text box with '12/05/2006' and a calendar icon), and 'End Date (mm/dd/yyyy)' (text box with '12/06/2006' and a calendar icon). Below these fields are buttons for 'Submit', 'Reset', and 'Home'. A 'Logout' button is located at the bottom right of the page.

Figure 52. Report parameter selection example (Settlement Report)

2. Choose the following report parameters in the **Required Parameters** section:
  - **Property Name** (required) – Click the arrow and select the appropriate property name in the list.  
The page refreshes, displaying the corresponding list of available Venue IDs for the selected property.
  - **Venue ID** (required) – Click the arrow and select the venue for this report.
  - In the **Optional Parameters** section, select a specific batch or date/date range (you must choose one or the other):
    - **Submission Batch** (optional) – If you know the date of a specific batch on which you want to run a report, click the arrow and select the specific batch date. When you select a specific batch, the page refreshes and the date ranges are unavailable.
    - The **Start Date** displays the previous day's date; **End Date** displays the current date.  
You can select a specific date or range of dates using the shortcut calendars, or type the date values into the boxes (using **mm/dd/yyyy** format only).
3. Click **Submit**.  
The report displays in a new **Report Results** web browser window. This window is independent from the main RTM program window. It remains open until you manually close it. You can have multiple report windows open at the same time, if you generate several different reports.
4. As desired, see [Printing a Report](#) on page 55 for details on performing that procedure.

## Printing a Report

When you generate a report, it displays in a new web browser window. You can print a report using the **Print** buttons that appear at the top and bottom of the report display page.

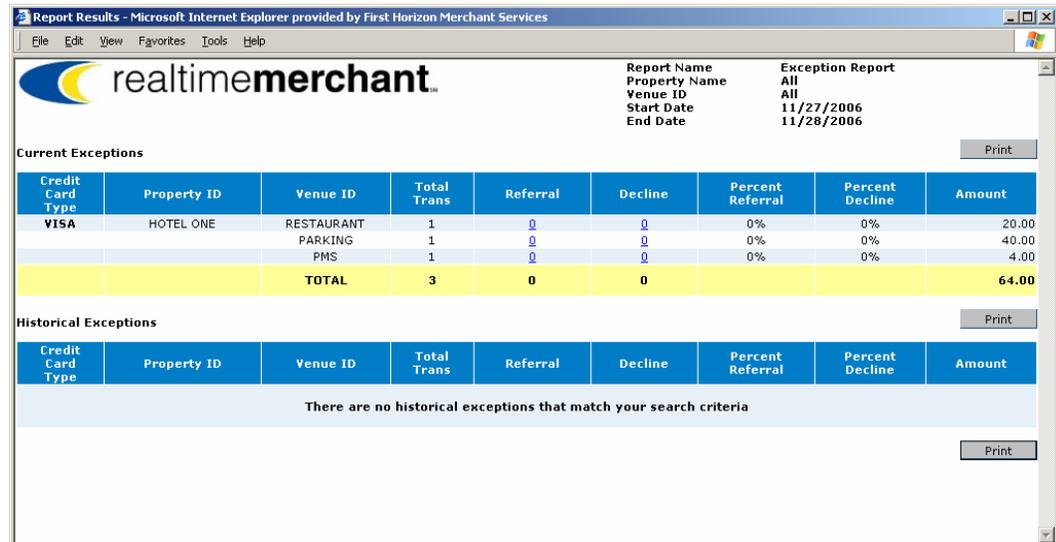


Figure 53. Print buttons example

The report prints to your system's default printer automatically. You can select a different target printer, as it is available.



Figure 54. Print dialog box example

## Viewing Additional Detail Reports

Some RTM reports provide additional detail reports that allow you to “drill down” to multiple information levels.

To access additional detail reports, on any report page, click a blue, underlined link (illustrated in Figure 55). If a detail report also has links, there are additional detail reports available. For example, the [Deposit Report](#) has two additional levels of detail reports you can access successively from each detail report page, as desired.

The detail report displays in a new web browser window, independent from the primary report and RTM program windows. It remains open until you manually close it.

You can print detail reports in the same fashion as all other reports.

Report Name: Swipe Ratio Report  
Property Name: HOTEL ONE  
Venue ID: All  
Start Date: 09  
End Date: 09

**Detail Links**

Credit Card Type	Property ID	Venue ID	Total Trans	Swiped	Manual	Percent Swiped	Percent Non Swiped	Amount
Diners Club	HOTEL ONE	CAFE	<a href="#">3</a>	<a href="#">0</a>	<a href="#">3</a>	0%	100%	3.00
		PARKING	<a href="#">2</a>	<a href="#">0</a>	<a href="#">2</a>	0%	100%	6.67
		<b>TOTAL</b>	<b>5</b>	<b>0</b>	<b>5</b>			<b>9.67</b>
Discover	HOTEL ONE	CAFE	<a href="#">11</a>	<a href="#">0</a>	<a href="#">11</a>	0%	100%	11.00
		PARKING	<a href="#">5</a>	<a href="#">0</a>	<a href="#">5</a>	0%	100%	53.81
		<b>TOTAL</b>	<b>16</b>	<b>0</b>	<b>16</b>			<b>64.81</b>
JCB	HOTEL ONE	PARKING	<a href="#">0</a>	<a href="#">0</a>	<a href="#">0</a>	0%	0%	0.00
		<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>			<b>0.00</b>
Master Card	HOTEL ONE	CAFE	<a href="#">5</a>	<a href="#">0</a>	<a href="#">5</a>	0%	100%	5.00
		PARKING	<a href="#">8</a>	<a href="#">0</a>	<a href="#">8</a>	0%	100%	36.96
		<b>TOTAL</b>	<b>13</b>	<b>0</b>	<b>13</b>			<b>41.96</b>
VISA	HOTEL ONE	CAFE	<a href="#">4</a>	<a href="#">0</a>	<a href="#">4</a>	0%	100%	4.00
		PARKING	<a href="#">16</a>	<a href="#">0</a>	<a href="#">16</a>	0%	100%	65.88
		LOUNGE	<a href="#">3</a>	<a href="#">0</a>	<a href="#">3</a>	0%	100%	158.00
		LOBBY BAR	<a href="#">1</a>	<a href="#">0</a>	<a href="#">1</a>	0%	100%	5.00
		PMS	<a href="#">3</a>	<a href="#">3</a>	<a href="#">0</a>	100%	0%	55.57
<b>TOTAL</b>	<b>27</b>	<b>3</b>	<b>24</b>			<b>288.45</b>		

Historical Swipe Data

There are no historical transactions that match your search criteria

Figure 55. Detail links on report page

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# Chapter 6. Report Examples & Descriptions

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This chapter provides details and illustrations for each of the following reports available to Marriott customers.



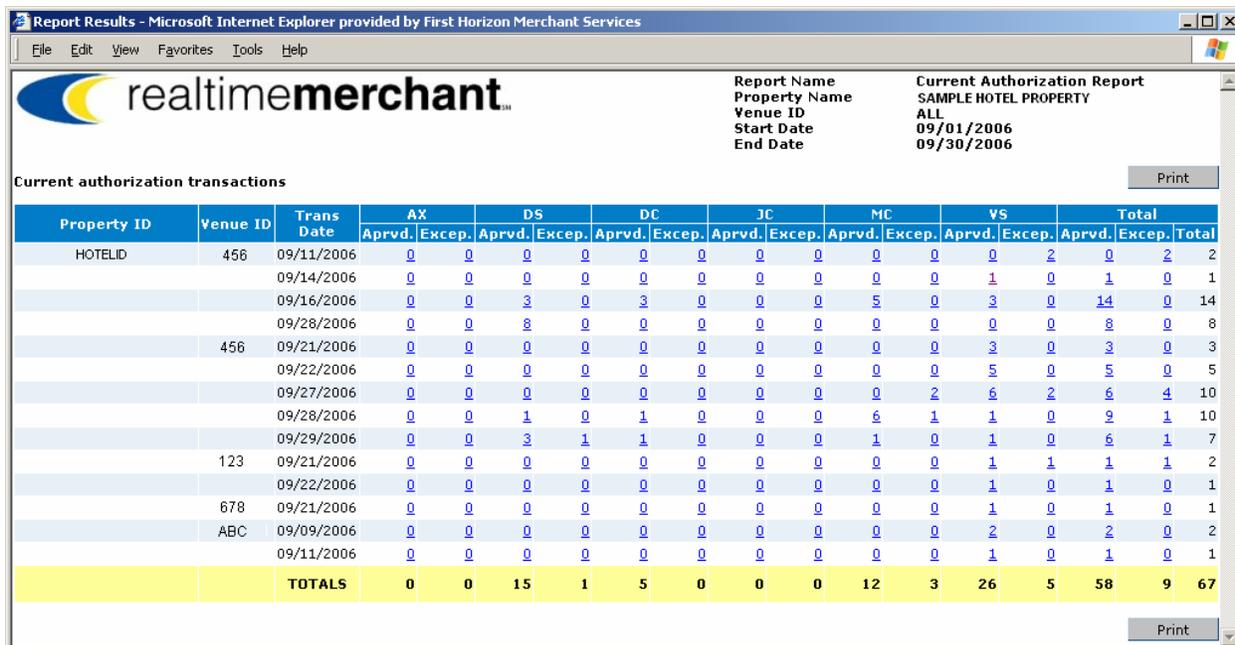
## Report List

- [Current Authorization Report](#)
- [Transaction Search Report](#)
- [Deposit Report](#)
- [Foreign Currency Analysis Report](#)
- [Market Share Analysis Report](#)
- [Settlement Report](#)
- [Pre-Settlement Report](#)
- [Swipe Ratio Report](#)
- [Exception Report](#)
- [Credits Report](#)
- [Credits vs. Debits Report](#)
- [BTR Settlement Report](#)
- [Recon File Validation Report](#)

## Current Authorization Report

The Current Authorization Report lists all credit card transactions that are authorized for the selected property/venue, but not settled. RTM displays the Current Authorization Report in summary format, arranged by card type, showing the total numbers of approved and declined authorizations.

You can click a detail link and see the individual credit card details for the selected transaction. For an example of the detail report, see [Current Approved Auths-Detail Example](#) on page 60.

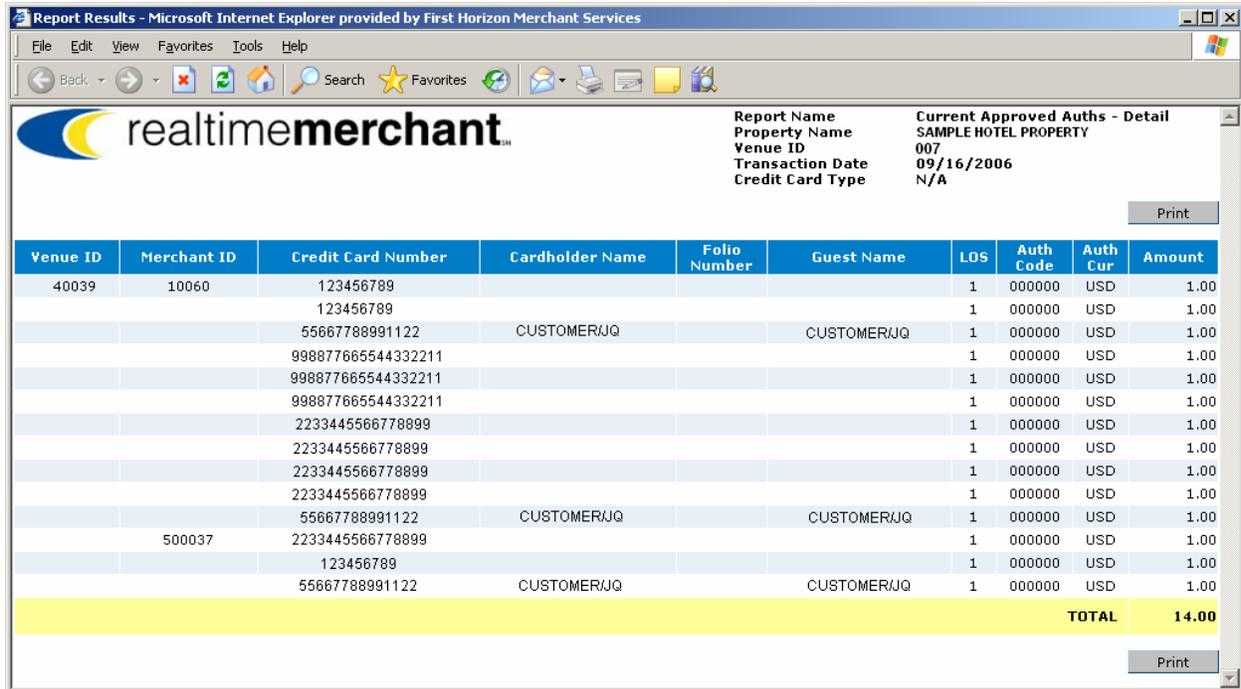


Property ID	Venue ID	Trans Date	AX		DS		DC		JC		MC		VS		Total		
			Aprvd.	Excep.	Aprvd.	Excep.	Aprvd.	Excep.	Aprvd.	Excep.	Aprvd.	Excep.	Aprvd.	Excep.	Aprvd.	Excep.	Total
HOTELID	456	09/11/2006	0	0	0	0	0	0	0	0	0	0	0	2	0	2	2
		09/14/2006	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1
		09/16/2006	0	0	3	0	3	0	0	0	5	0	3	0	14	0	14
		09/28/2006	0	0	8	0	0	0	0	0	0	0	0	0	8	0	8
456	456	09/21/2006	0	0	0	0	0	0	0	0	0	0	3	0	3	0	3
		09/22/2006	0	0	0	0	0	0	0	0	0	0	5	0	5	0	5
		09/27/2006	0	0	0	0	0	0	0	0	0	2	6	2	6	4	10
		09/28/2006	0	0	1	0	1	0	0	0	6	1	1	0	2	1	10
123	123	09/29/2006	0	0	3	1	1	0	0	0	1	0	1	0	6	1	7
		09/21/2006	0	0	0	0	0	0	0	0	0	0	1	1	1	1	2
678	678	09/22/2006	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1
		09/21/2006	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1
ABC	ABC	09/09/2006	0	0	0	0	0	0	0	0	0	0	2	0	2	0	2
		09/11/2006	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1
<b>TOTALS</b>			<b>0</b>	<b>0</b>	<b>15</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>3</b>	<b>26</b>	<b>5</b>	<b>58</b>	<b>9</b>	<b>67</b>

Figure 56. Current Authorization Report example

## Current Approved Auths-Detail Example

The following illustration shows an example of the detail information when you click an item link on the [Current Authorization Report](#) page.



Venue ID	Merchant ID	Credit Card Number	Cardholder Name	Folio Number	Guest Name	LOS	Auth Code	Auth Cur	Amount
40039	10060	123456789				1	000000	USD	1.00
		123456789				1	000000	USD	1.00
		55667788991122	CUSTOMER/JQ		CUSTOMER/JQ	1	000000	USD	1.00
		998877665544332211				1	000000	USD	1.00
		998877665544332211				1	000000	USD	1.00
		998877665544332211				1	000000	USD	1.00
		2233445566778899				1	000000	USD	1.00
		2233445566778899				1	000000	USD	1.00
		2233445566778899				1	000000	USD	1.00
		2233445566778899				1	000000	USD	1.00
		2233445566778899				1	000000	USD	1.00
		2233445566778899				1	000000	USD	1.00
	500037	55667788991122	CUSTOMER/JQ		CUSTOMER/JQ	1	000000	USD	1.00
		2233445566778899				1	000000	USD	1.00
		123456789				1	000000	USD	1.00
		55667788991122	CUSTOMER/JQ		CUSTOMER/JQ	1	000000	USD	1.00
<b>TOTAL</b>									<b>14.00</b>

Figure 57. Current Approved Auths – Detail report example

## Transaction Search Report



**NOTE:** The methods for selecting report definition criteria are the same for all report types. For details on performing these tasks, refer to [Defining Criteria and Generating a Report](#) beginning on page 53, as needed.

Use the Transaction Search Report to assist with daily transaction reconciliation. For example, if you encounter a transaction error, you can search for that specific transaction (so it can be corrected) based on property, venue, date or date range (these items are required), then by (one or more) additional optional criteria selections such as credit card number, folio/booking number, cardholder name, guest name, and/or amount.

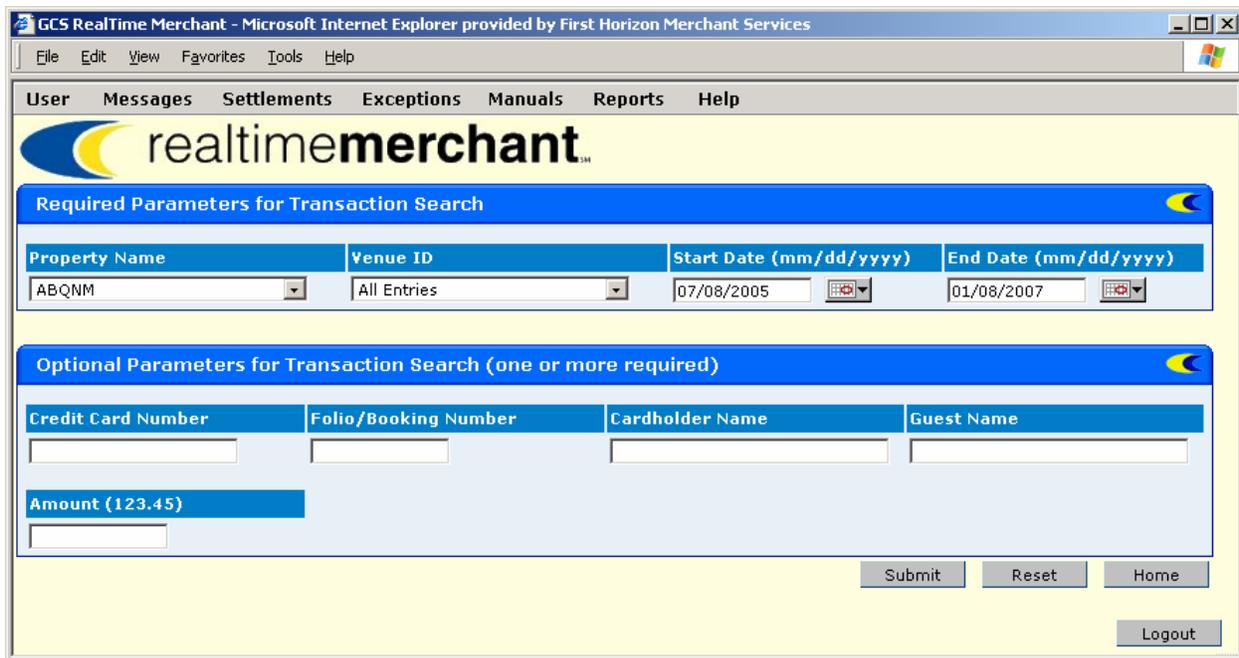
This report is also useful if a customer calls and has a question about a specific transaction, as you can quickly locate the transaction based on entering a minimum of criteria.

The Transaction Search Report displays the full history for each credit card transaction in the system, based on the criteria you select when defining the report. This information includes all current and historical information for both authorization and settlement.

This report is divided into eight separate category sections, listed below. You may have to scroll down the report output page to see all of the sections, as well as horizontally to see all the columns of information, depending upon your monitor resolution settings. The report displays data that matches your search criteria in each category.

- **Current authorizations** – These are authorizations currently being held by the property that have not been settled.
- **Historical Authorizations** – These are historical authorizations which have already had charges settled against them.
- **Transactions queued for bank submission** – Transactions that have been submitted by the property for payment but are waiting to be sent by GCS to the bank.
- **Transactions submitted to bank awaiting confirmation** – Transactions that have been sent to the bank from GCS that have not been confirmed by the respective bank.
- **Transactions confirmed by the bank** – Transactions confirmed by the bank.

The following illustration (Figure 58) shows how the required parameters display the information for the logged-on user's property, corresponding venue options, and eighteen-month data date range for start and end dates.



**Figure 58. Transaction Search Report criteria definition page example**

- The **Required Parameters for Transaction Search** section displays the following:
  - **Property Name** either displays the single property to which you are assigned, or **All Entries** if you are assigned to more than one property. All individual properties (by MARSHA code; see for more information, as needed) assigned to you appear in ascending alphabetical order. Click the arrow and select the desired property, as appropriate.
  - **Venue ID** either displays a single venue corresponding with the selected property (if you are assigned only one), or the **All Entries** selection if you are assigned more than one venue. All individual venues assigned to you are listed in ascending numerical order. Click the arrow and select the desired venue, as appropriate.
  - The **Start Date** box displays a date eighteen months prior to the **End Date**, which displays the current date. You can enter (or choose on the shortcut calendars) a different single date, or date range, as desired for your transaction search.
- In the **Optional Parameters for Transaction Search** section, you must enter information in at least one box. Enter as many of the optional criteria options as desired, to narrow your search. For details on performing this task, see [Defining Criteria and Generating a Report](#) beginning on page 53, as needed.
  - If you do not define at least one of these options, when you click **Submit**, you see the following message dialog box.



Figure 59. Required option error message dialog box example

– Click OK to proceed with closing this dialog box and defining an option.

The following illustration shows an example of a Transaction Search Report. All data is representative, however fictitious (and credit card numbers are masked).

Report Results - Microsoft Internet Explorer provided by First Horizon Merchant Services

realtimemerchant

Report Name: ALBUQUERQUE MARRIOTT  
 Property Name: All  
 Venue ID: 01/08/2007  
 Start Date: 07/08/2005  
 End Date: 07/08/2005

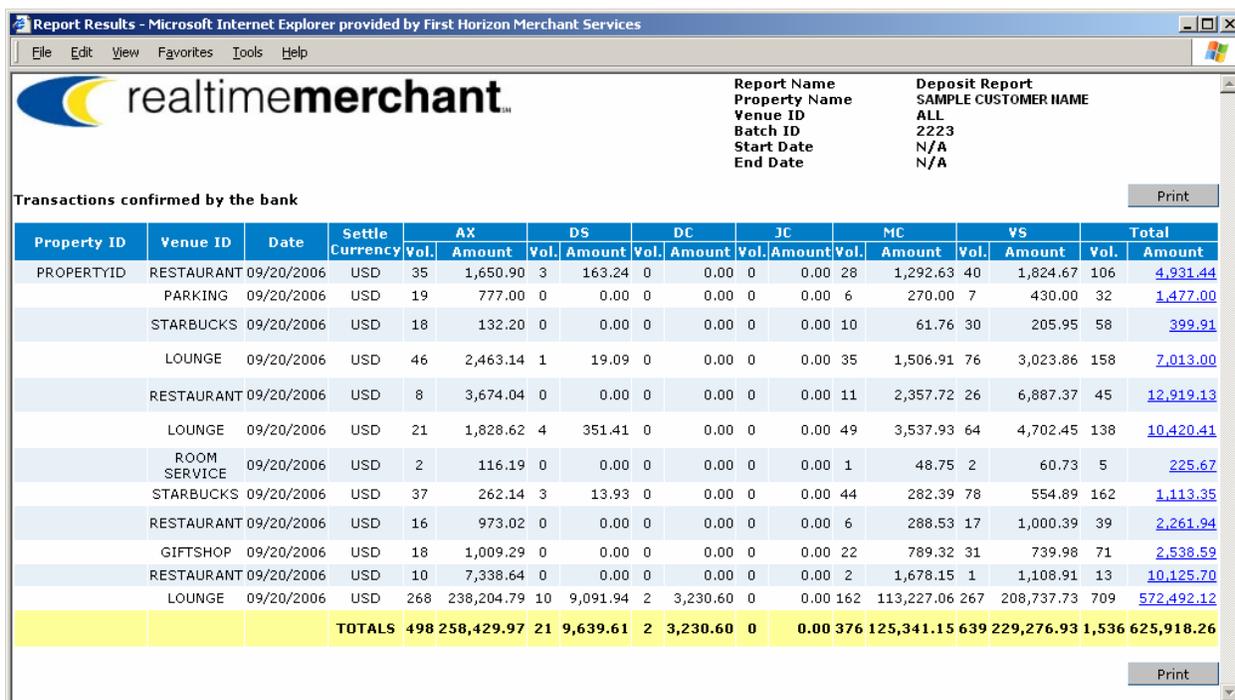
Current authorizations

Property ID	Venue ID	Merchant Number	Trans Date	Folio Number	Credit Card Number	Cardholder Name	Guest Name	Arrival Date	Departure Date	Auth Amount	Auth Resp Code	Auth Code	Auth Currency	Swipe Ind
ABQNM	RESTAURANT	01632500037	09/16/2006		XXXXXXXXXXXX1201					1.00	Approved	000000	USD	N/A
			09/16/2006		XXXXXXXXXXXX1201					1.00	Approved	000000	USD	N/A
			09/16/2006		XXXXXXXXXXXX1201					1.00	Approved	000000	USD	N/A
			09/28/2006		XXXXXXXXXXXX1201					1.00	Approved	000000	USD	N/A
			09/28/2006		XXXXXXXXXXXX1268					1.00	Approved	000000	USD	N/A
			09/28/2006		XXXXXXXXXXXX3212					1.00	Approved	000000	USD	N/A
			09/28/2006		XXXXXXXXXXXX9874					1.00	Approved	000000	USD	N/A
			09/28/2006		XXXXXXXXXXXX7892					1.00	Approved	000000	USD	N/A
			09/28/2006		XXXXXXXXXXXX8795					1.00	Approved	000000	USD	N/A
			09/28/2006		XXXXXXXXXXXX5677					1.00	Approved	000000	USD	N/A
			09/28/2006		XXXXXXXXXXXX5736					1.00	Approved	000000	USD	N/A
		23710060039	09/14/2006		XXXXXXXXXXXX1111					1.00	Approved	000000	USD	N/A
			09/16/2006		XXXXXXXXXXXX1111					1.00	Approved	000000	USD	N/A
			09/16/2006		XXXXXXXXXXXX1111					1.00	Approved	000000	USD	N/A
			09/16/2006		XXXXXXXXXXXX0057					1.00	Approved	000000	USD	N/A
			09/16/2006		XXXXXXXXXXXX0057					1.00	Approved	000000	USD	N/A
			09/16/2006		XXXXXXXXXXXX0057					1.00	Approved	000000	USD	N/A
			09/16/2006		XXXXXXXXXXXX0057					1.00	Approved	000000	USD	N/A
			09/16/2006		XXXXXXXXXXXX0005					1.00	Approved	000000	USD	N/A
			09/16/2006		XXXXXXXXXXXX0005					1.00	Approved	000000	USD	N/A
			09/16/2006		XXXXXXXXXXXX0005					1.00	Approved	000000	USD	N/A
		6310285093	09/16/2006		XXXXXXXXXXXX2376					1.00	Stand By	000611	USD	N/A
			09/16/2006		XXXXXXXXXXXX2376					1.00	Stand By	000611	USD	N/A
			09/16/2006		XXXXXXXXXXXX2376					1.00	Stand By	000611	USD	N/A
	PARKING	01632500037	09/28/2006		XXXXXXXXXXXX9986					1.20	Approved	000000	USD	N/A
			09/29/2006		XXXXXXXXXXXX1201					4.14	Approved	000000	USD	N/A
			09/29/2006		XXXXXXXXXXXX9986	DSVRCERT T.MS	DSVRCERT T.MS			23.40	Referral - 4		USD	N/A
			09/29/2006		XXXXXXXXXXXX9986	DSVRCERT T.MS	DSVRCERT T.MS			15.75	Approved	000000	USD	N/A
			09/29/2006		XXXXXXXXXXXX9986	DSVRCERT T.MS	DSVRCERT T.MS			9.32	Approved	000000	USD	N/A
		23710060039	09/21/2006		XXXXXXXXXXXX4450	VISA CERT.MRS	VISA CERT.MRS			1.20	Approved	000000	USD	N/A

Figure 60. Transaction Search Report example

## Deposit Report

The Deposit Report produces a detailed report which itemizes the total dollar amount of every settlement, along with a total of the amount of each card type. This report reflects what was successfully processed at the bank.



Property ID	Venue ID	Date	Settle Currency	AX	DS	DC	JC	MC	VS	Total							
				Vol.	Amount	Vol.	Amount	Vol.	Amount	Vol.	Amount	Vol.	Amount				
PROPERTYID	RESTAURANT	09/20/2006	USD	35	1,650.90	3	163.24	0	0.00	0	0.00	28	1,292.63	40	1,824.67	106	4,931.44
	PARKING	09/20/2006	USD	19	777.00	0	0.00	0	0.00	0	0.00	6	270.00	7	430.00	32	1,477.00
	STARBUCKS	09/20/2006	USD	18	132.20	0	0.00	0	0.00	0	0.00	10	61.76	30	205.95	58	399.91
	LOUNGE	09/20/2006	USD	46	2,463.14	1	19.09	0	0.00	0	0.00	35	1,506.91	76	3,023.86	158	7,013.00
	RESTAURANT	09/20/2006	USD	8	3,674.04	0	0.00	0	0.00	0	0.00	11	2,357.72	26	6,887.37	45	12,919.13
	LOUNGE	09/20/2006	USD	21	1,828.62	4	351.41	0	0.00	0	0.00	49	3,537.93	64	4,702.45	138	10,420.41
	ROOM SERVICE	09/20/2006	USD	2	116.19	0	0.00	0	0.00	0	0.00	1	48.75	2	60.73	5	225.67
	STARBUCKS	09/20/2006	USD	37	262.14	3	13.93	0	0.00	0	0.00	44	282.39	78	554.89	162	1,113.35
	RESTAURANT	09/20/2006	USD	16	973.02	0	0.00	0	0.00	0	0.00	6	288.53	17	1,000.39	39	2,261.94
	GIFTSHOP	09/20/2006	USD	18	1,009.29	0	0.00	0	0.00	0	0.00	22	789.32	31	739.98	71	2,538.59
	RESTAURANT	09/20/2006	USD	10	7,338.64	0	0.00	0	0.00	0	0.00	2	1,678.15	1	1,108.91	13	10,125.70
	LOUNGE	09/20/2006	USD	268	238,204.79	10	9,091.94	2	3,230.60	0	0.00	162	113,227.06	267	208,737.73	709	572,492.12
<b>TOTALS</b>				<b>498</b>	<b>258,429.97</b>	<b>21</b>	<b>9,639.61</b>	<b>2</b>	<b>3,230.60</b>	<b>0</b>	<b>0.00</b>	<b>376</b>	<b>125,341.15</b>	<b>639</b>	<b>229,276.93</b>	<b>1,536</b>	<b>625,918.26</b>

Figure 61. Deposit Report example

There are two ways to run this report. You can select an existing batch from the Submission Batch list, or enter a date range and view all the deposits within that timeframe.

From the Deposit Report, you can drill down and view the following details for each deposit venue line item:

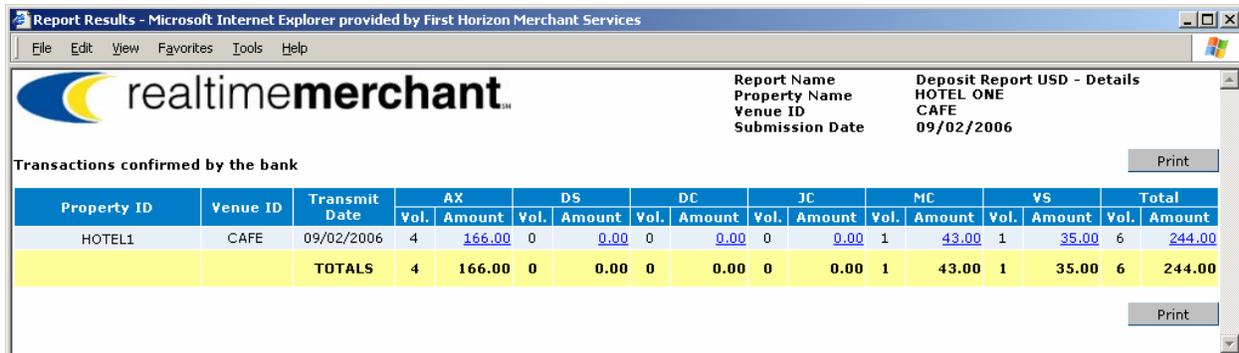
- [Deposit Report USD - Details Report](#)
- [Deposit Report-Detail Report](#)

## Deposit Report USD - Details Report

This report is the first drill-down detail report in the [Deposit Report](#) sequence.

The following illustration shows an example of item detail when you click a **Total Amount** link for a venue line item on the Deposit Report page.

You can further drill down to the transaction/customer information level by clicking an Amount link in a credit card type category on this report page (see [Deposit Report-Detail Report](#)).



Report Name: Deposit Report USD - Details  
 Property Name: HOTEL ONE  
 Venue ID: CAFE  
 Submission Date: 09/02/2006

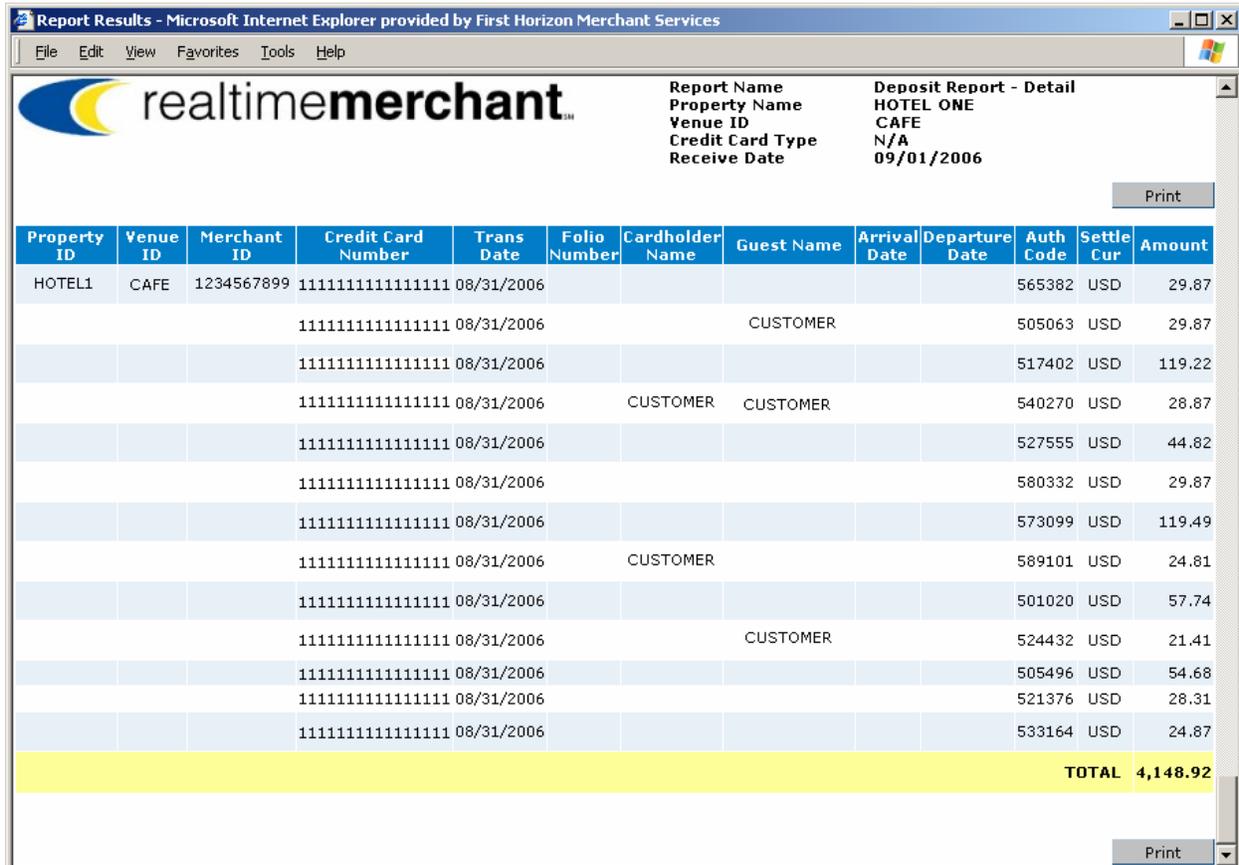
Transactions confirmed by the bank

Property ID	Venue ID	Transmit Date	AX		DS		DC		JC		MC		VS		Total	
			Vol.	Amount	Vol.	Amount	Vol.	Amount	Vol.	Amount	Vol.	Amount	Vol.	Amount	Vol.	Amount
HOTEL1	CAFE	09/02/2006	4	166.00	0	0.00	0	0.00	0	0.00	1	43.00	1	35.00	6	244.00
<b>TOTALS</b>			<b>4</b>	<b>166.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>43.00</b>	<b>1</b>	<b>35.00</b>	<b>6</b>	<b>244.00</b>

Figure 62. Deposit Report USD - Detail Report

## Deposit Report-Detail Report

This report is the second drill-down detail report in the [Deposit Report](#) sequence. This report is available from the [Deposit Report USD - Details Report](#) when you click an **Amount** link in a credit card type category on the report page for a venue line item. This report lists each credit card transaction and its information such as credit card number, folio number, guest name, and so forth.

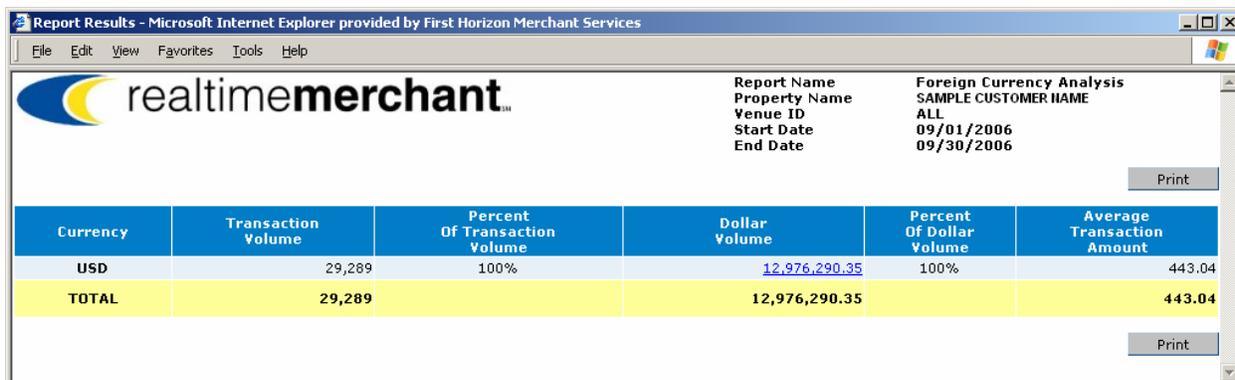


Property ID	Venue ID	Merchant ID	Credit Card Number	Trans Date	Folio Number	Cardholder Name	Guest Name	Arrival Date	Departure Date	Auth Code	Settle Cur	Amount
HOTEL1	CAFE	1234567899	1111111111111111	08/31/2006						565382	USD	29.87
			1111111111111111	08/31/2006			CUSTOMER			505063	USD	29.87
			1111111111111111	08/31/2006						517402	USD	119.22
			1111111111111111	08/31/2006		CUSTOMER	CUSTOMER			540270	USD	28.87
			1111111111111111	08/31/2006						527555	USD	44.82
			1111111111111111	08/31/2006						580332	USD	29.87
			1111111111111111	08/31/2006						573099	USD	119.49
			1111111111111111	08/31/2006		CUSTOMER				589101	USD	24.81
			1111111111111111	08/31/2006						501020	USD	57.74
			1111111111111111	08/31/2006			CUSTOMER			524432	USD	21.41
			1111111111111111	08/31/2006						505496	USD	54.68
			1111111111111111	08/31/2006						521376	USD	28.31
			1111111111111111	08/31/2006						533164	USD	24.87
<b>TOTAL</b>											<b>4,148.92</b>	

Figure 63. Deposit Report Detail Report example

## Foreign Currency Analysis Report

The Foreign Currency Analysis Report is used for properties that process foreign currencies. The report shows the percentage of transactions which are processed in all currencies by Property, Venue, and date range.

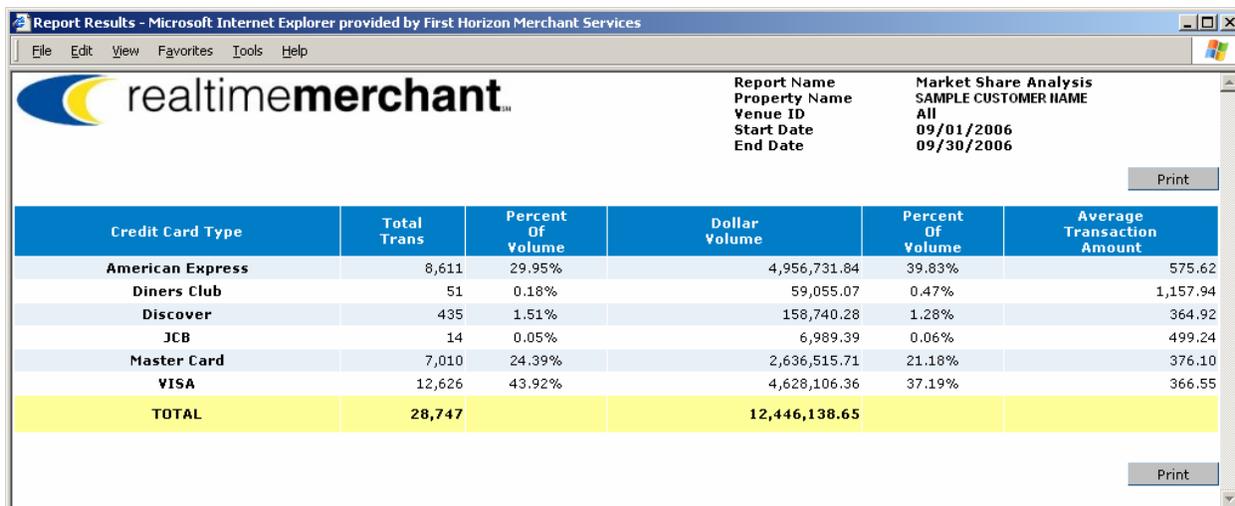


Currency	Transaction Volume	Percent Of Transaction Volume	Dollar Volume	Percent Of Dollar Volume	Average Transaction Amount
USD	29,289	100%	12,976,290.35	100%	443.04
<b>TOTAL</b>	<b>29,289</b>		<b>12,976,290.35</b>		<b>443.04</b>

Figure 64. Foreign Currency Analysis Report example

## Market Share Analysis Report

The Market Share Analysis report shows the breakdown all transactions by all card types. This report will show the percentage and volume of all credit card transactions.



Credit Card Type	Total Trans	Percent Of Volume	Dollar Volume	Percent Of Volume	Average Transaction Amount
American Express	8,611	29.95%	4,956,731.84	39.83%	575.62
Diners Club	51	0.18%	59,055.07	0.47%	1,157.94
Discover	435	1.51%	158,740.28	1.28%	364.92
JCB	14	0.05%	6,989.39	0.06%	499.24
Master Card	7,010	24.39%	2,636,515.71	21.18%	376.10
VISA	12,626	43.92%	4,628,106.36	37.19%	366.55
<b>TOTAL</b>	<b>28,747</b>		<b>12,446,138.65</b>		

Figure 65. Market Share Analysis Report example

# Settlement Report

The Settlement Report is a detailed report which displays the total dollar amount of every settlement and along with the amount of each individual card type. This report reflects what was successfully received from the property for each settlement.

Some reports when generated are larger than the page size in this document. For those reports, examples are minimized to accommodate this restriction.

Unfortunately, this renders some information unreadable. For this inconvenience, we apologize. For additional information or to request a PDF file report example that shows the data appropriately, please contact your Relationship Manager for assistance.

There are two ways to run this report. You can select an existing batch from the Submission Batch list, or enter a date range and view all the settlements within that timeframe.

realtimemerchant													Report Name	Settlement Report						
													Property Name	Property Name						
													Venue ID	ALC						
													Start Date	09/04/2006						
													End Date	09/15/2006						
<b>Transactions queued for bank submission</b>																				
Property ID	Venue ID	Received Date	AX	DS	DC	IC	NC	VS	Total											
MARSHA CODE	RESTAURANT	09/09/2006	3	1	0	0	0	0	1	377.75	105.12	0.00	0.00	336.38	7	274.97	17	1,124.22		
<b>TOTALS</b>			<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>377.75</b>	<b>105.12</b>	<b>0.00</b>	<b>0.00</b>	<b>336.38</b>	<b>7</b>	<b>274.97</b>	<b>17</b>	<b>1,124.22</b>		
<b>Transactions submitted to bank awaiting confirmation</b>																				
There are currently no transactions submitted to the bank awaiting confirmation																				
<b>Transactions confirmed by the bank</b>																				
Property ID	Venue ID	Received Date	AX	DS	DC	IC	NC	VS	Total											
MARSHA CODE	ENCORE	09/04/2006	21	2	0	0	0	0	23	2,405.05	256.36	0.00	0.00	2,045.44	48	2,272.00	100	8,630.11		
	ROOM SERVICE	09/04/2006	1	0	0	0	0	0	1	53.13	0.00	0.00	0.00	120.28	2	120.83	4	214.66		
	STARBUCKS	09/04/2006	7	0	0	0	0	0	7	69.55	0.00	0.00	0.00	92.85	23	130.50	46	282.90		
	VIP RESTAURANT	09/04/2006	25	0	0	0	0	0	25	6,400.00	0.00	0.00	0.00	8,400.00	115	8,400.00	229	29,200.00		
	LOUNGE	09/15/2006	22	3	0	0	0	0	25	2,499.71	133.08	0.00	0.00	2,180.16	49	2,174.77	103	8,242.54		
	PARKING	09/15/2006	15	0	0	0	0	0	15	653.00	0.00	0.00	0.00	625.00	9	612.00	32	1,890.00		
	SUSHI RESTAURANT	09/15/2006	11	1	0	0	0	0	12	217.51	87.34	0.00	0.00	435.09	6	391.16	24	1,030.31		
	CONCOURSE LOUNGE	09/15/2006	1	0	0	0	0	0	1	10.88	0.00	0.00	0.00	6.00	0	6.00	1	16.88		
	STARBUCKS	09/15/2006	31	0	0	0	0	0	31	224.51	0.00	0.00	0.00	311.08	61	433.22	137	387.17		
	PMS	09/15/2006	2	0	0	0	0	0	2	68.37	0.00	0.00	0.00	1,754.75	1	726.14	4	2,549.86		
		09/15/2006	0	0	0	0	0	0	0	0.00	0.00	0.00	0.00	3,224.00	0	0.00	2	3,224.00		
<b>TOTALS</b>			<b>4,968</b>	<b>219</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>219</b>	<b>2,848,435.32</b>	<b>84,632.59</b>	<b>0.00</b>	<b>0.00</b>	<b>3,845.23</b>	<b>3,931</b>	<b>1,492,948.13</b>	<b>6,924</b>	<b>2,627,476.08</b>	<b>18,047</b>	<b>7,879,771.15</b>

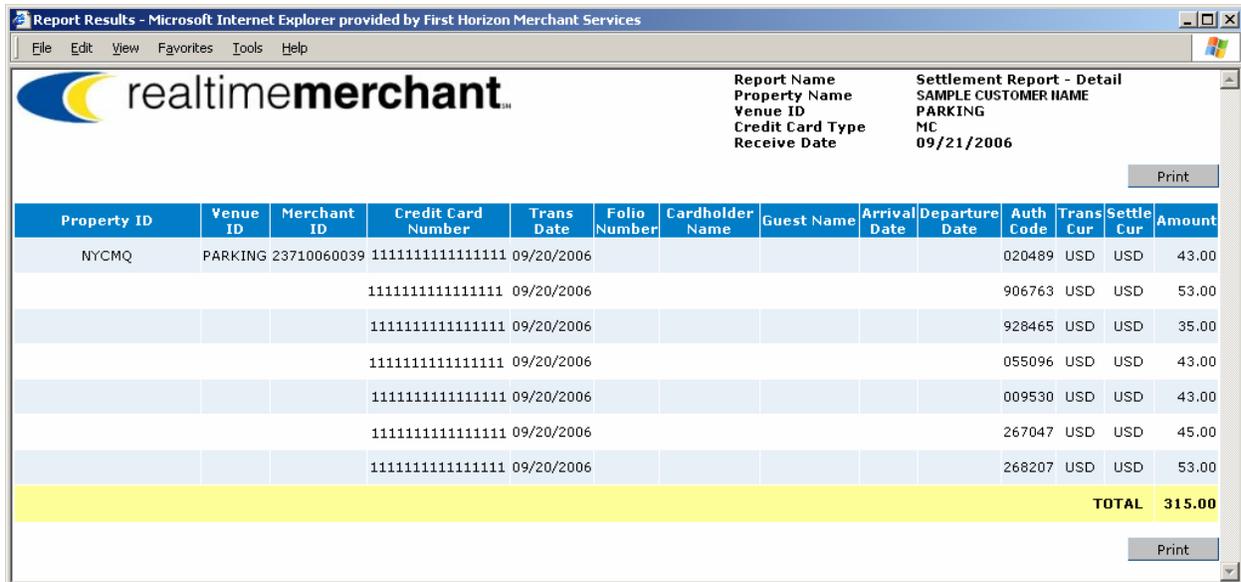
Figure 66 Settlement Report example

The report displays all data that matches the following conditions:

- Transactions queued for bank submission: Transactions that have been submitted by the property for payment but are waiting to be sent by GCS to the bank.
- Transactions submitted to bank awaiting confirmation: Transactions that have been sent to the bank from GCS that have not been confirmed by the respective bank.
- Transactions confirmed by the bank: Transactions confirmed by the bank.

## Settlement Detail Report

From the [Settlement Report](#), you can drill down and view additional details for each venue for each property by clicking links on the report page.



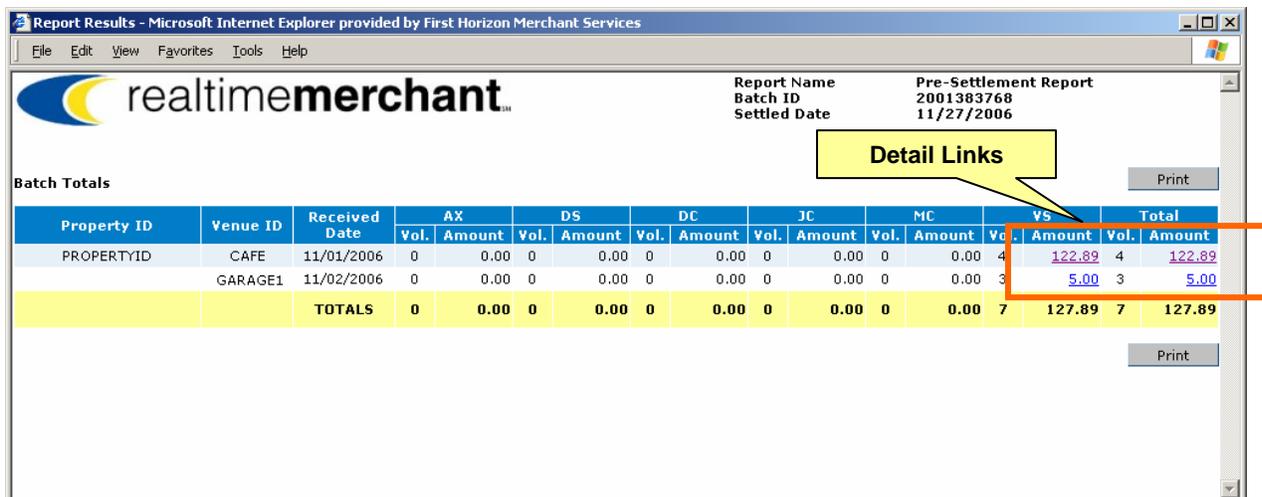
Property ID	Venue ID	Merchant ID	Credit Card Number	Trans Date	Folio Number	Cardholder Name	Guest Name	Arrival Date	Departure Date	Auth Code	Trans Cur	Settle Cur	Amount	
NYCMQ	PARKING	23710060039	1111111111111111	09/20/2006						020489	USD	USD	43.00	
			1111111111111111	09/20/2006							906763	USD	USD	53.00
			1111111111111111	09/20/2006							928465	USD	USD	35.00
			1111111111111111	09/20/2006							055096	USD	USD	43.00
			1111111111111111	09/20/2006							009530	USD	USD	43.00
			1111111111111111	09/20/2006							267047	USD	USD	45.00
			1111111111111111	09/20/2006							268207	USD	USD	53.00
<b>TOTAL</b>												<b>315.00</b>		

Figure 67. Settlement Detail Report example

## Pre-Settlement Report

The Pre-Settlement Report shows the total amount of RealTime settlements received from a property prior to running End of Day. The report shows the amount that will be settled once a Property performs the End of Day process.

The Pre-Settlement Report displays the same information as the Settlement Report. Click links in corresponding card type categories to see additional details.



Report Name: Pre-Settlement Report  
 Batch ID: 2001383768  
 Settled Date: 11/27/2006

Batch Totals

Property ID	Venue ID	Received Date	AX		DS		DC		JC		MC		VS		Total	
			Vol.	Amount												
PROPERTYID	CAFE	11/01/2006	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	4	122.89	4	122.89
	GARAGE1	11/02/2006	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	3	5.00	3	5.00
<b>TOTALS</b>			<b>0</b>	<b>0.00</b>	<b>7</b>	<b>127.89</b>	<b>7</b>	<b>127.89</b>								

Figure 68. Pre-Settlement Report example

# Swipe Ratio Report

The Swipe Ratio Report shows the percentage of credit cards that were swiped and the percentage of manually-entered credit cards.

Report Results - Microsoft Internet Explorer provided by First Horizon Merchant Services

File Edit View Favorites Tools Help

Report Name: Swipe Ratio Report  
 Property Name: HOTEL ONE  
 Venue ID: All  
 Start Date: 09/01/2006  
 End Date: 09/30/2006

Current Swipe Data Print

Credit Card Type	Property ID	Venue ID	Total Trans	Swiped	Manual	Percent Swiped	Percent Non Swiped	Amount
Diners Club	HOTEL ONE	CAFE	3	0	3	0%	100%	3.00
		PARKING	2	0	2	0%	100%	6.67
		<b>TOTAL</b>	<b>5</b>	<b>0</b>	<b>5</b>			<b>9.67</b>
Discover	HOTEL ONE	CAFE	11	0	11	0%	100%	11.00
		PARKING	5	0	5	0%	100%	53.81
		<b>TOTAL</b>	<b>16</b>	<b>0</b>	<b>16</b>			<b>64.81</b>
JCB	HOTEL ONE	PARKING	0	0	0	0%	0%	0.00
		<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>			<b>0.00</b>
Master Card	HOTEL ONE	CAFE	5	0	5	0%	100%	5.00
		PARKING	8	0	8	0%	100%	36.96
		<b>TOTAL</b>	<b>13</b>	<b>0</b>	<b>13</b>			<b>41.96</b>
VISA	HOTEL ONE	CAFE	4	0	4	0%	100%	4.00
		PARKING	16	0	16	0%	100%	65.88
		LOUNGE	3	0	3	0%	100%	158.00
		LOBBY BAR	1	0	1	0%	100%	5.00
		PMS	3	3	0	100%	0%	55.57
		<b>TOTAL</b>	<b>27</b>	<b>3</b>	<b>24</b>			<b>288.45</b>

Historical Swipe Data Print

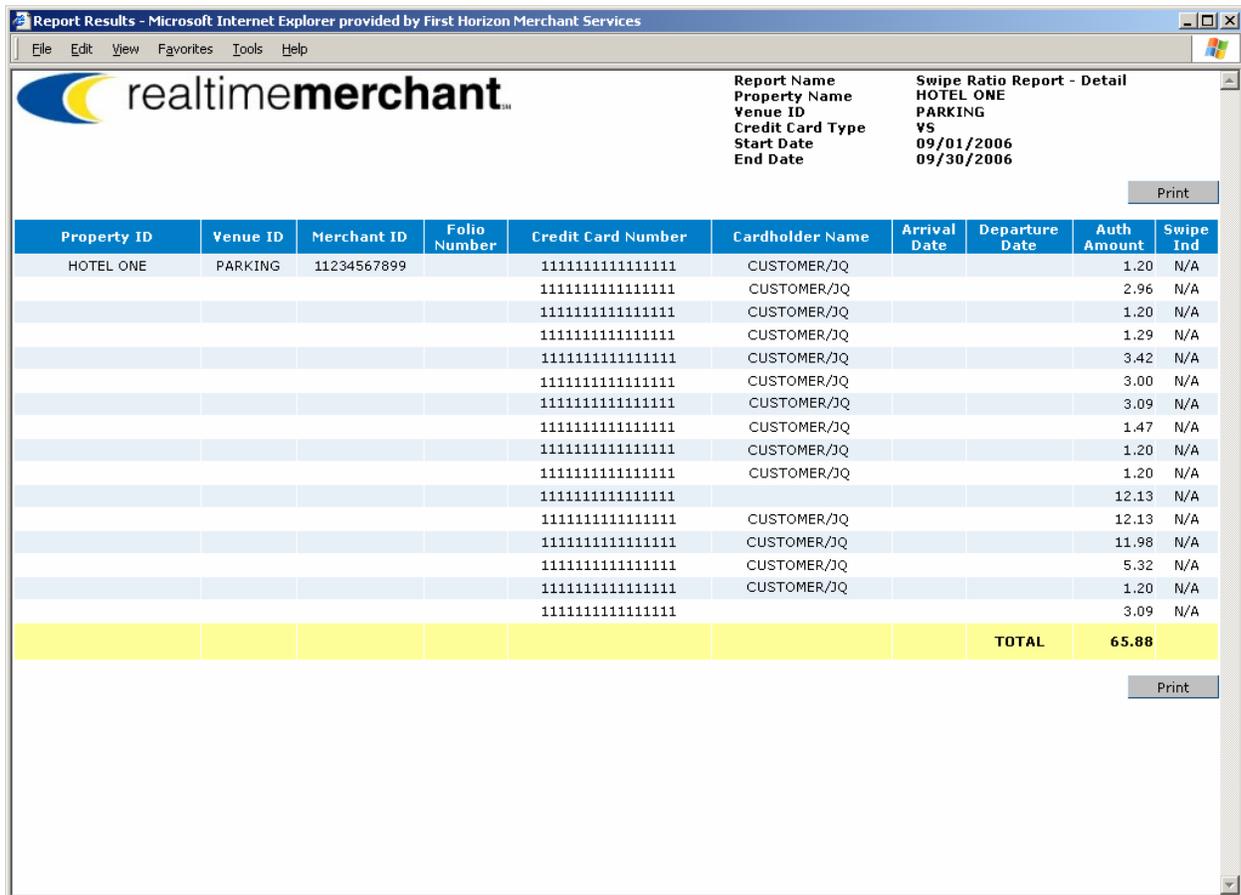
Credit Card Type	Property ID	Venue ID	Total Trans	Swiped	Manual	Percent Swiped	Percent Non Swiped	Amount
There are no historical transactions that match your search criteria								

Print

Figure 69. Swipe Ratio Report example

## Swipe Ratio Detail Report

You can view details for each venue on the Swipe Ratio Detail report in the categories of Total Transactions, Swiped, and Manual transactions.



Report Name: Swipe Ratio Report - Detail  
 Property Name: HOTEL ONE  
 Venue ID: PARKING  
 Credit Card Type: VS  
 Start Date: 09/01/2006  
 End Date: 09/30/2006

Property ID	Venue ID	Merchant ID	Folio Number	Credit Card Number	Cardholder Name	Arrival Date	Departure Date	Auth Amount	Swipe Ind
HOTEL ONE	PARKING	11234567899		1111111111111111	CUSTOMER/JQ			1.20	N/A
				1111111111111111	CUSTOMER/JQ			2.96	N/A
				1111111111111111	CUSTOMER/JQ			1.20	N/A
				1111111111111111	CUSTOMER/JQ			1.29	N/A
				1111111111111111	CUSTOMER/JQ			3.42	N/A
				1111111111111111	CUSTOMER/JQ			3.00	N/A
				1111111111111111	CUSTOMER/JQ			3.09	N/A
				1111111111111111	CUSTOMER/JQ			1.47	N/A
				1111111111111111	CUSTOMER/JQ			1.20	N/A
				1111111111111111	CUSTOMER/JQ			1.20	N/A
				1111111111111111				12.13	N/A
				1111111111111111	CUSTOMER/JQ			12.13	N/A
				1111111111111111	CUSTOMER/JQ			11.98	N/A
				1111111111111111	CUSTOMER/JQ			5.32	N/A
				1111111111111111	CUSTOMER/JQ			1.20	N/A
				1111111111111111				3.09	N/A
								<b>TOTAL</b>	<b>65.88</b>

Figure 70. Swipe Ratio Detail Report example

# Exception Report

The Exception Report shows the percentage of non-approved credit cards used at a property.

Report Results - Microsoft Internet Explorer provided by First Horizon Merchant Services

File Edit View Favorites Tools Help



Report Name: Exception Report  
 Property Name: HOTEL ONE  
 Venue ID: All  
 Start Date: 09/01/2006  
 End Date: 09/30/2006

Print

**Current Exceptions**

Credit Card Type	Property ID	Venue ID	Total Trans	Referral	Decline	Percent Referral	Percent Decline	Amount
American Express	HOTEL ONE	CAFE	3	0	0	0%	0%	3.00
		PARKING	3	0	0	0%	0%	9.20
		<b>TOTAL</b>	<b>6</b>	<b>0</b>	<b>0</b>			<b>12.20</b>
Diners Club	HOTEL ONE	CAFE	3	0	0	0%	0%	3.00
		PARKING	2	0	0	0%	0%	6.67
		<b>TOTAL</b>	<b>5</b>	<b>0</b>	<b>0</b>			<b>9.67</b>
Discover	HOTEL ONE	CAFE	11	0	0	0%	0%	11.00
		PARKING	5	1	0	20%	0%	53.81
		<b>TOTAL</b>	<b>16</b>	<b>1</b>	<b>0</b>			<b>64.81</b>
Master Card	HOTEL ONE	CAFE	5	0	0	0%	0%	5.00
		PARKING	8	0	1	0%	12.5%	36.96
		<b>TOTAL</b>	<b>13</b>	<b>0</b>	<b>1</b>			<b>41.96</b>
VISA	HOTEL ONE	CAFE	4	0	0	0%	0%	4.00
		PARKING	16	0	0	0%	0%	65.88
		LOUNGE	3	0	1	0%	33.33%	158.00
		LOBBY BAR	1	0	0	0%	0%	5.00
		PMS	3	0	0	0%	0%	55.57
<b>TOTAL</b>	<b>27</b>	<b>0</b>	<b>1</b>			<b>288.45</b>		

Print

**Historical Exceptions**

Credit Card Type	Property ID	Venue ID	Total Trans	Referral	Decline	Percent Referral	Percent Decline	Amount
There are no historical exceptions that match your search criteria								

Print

Figure 71. Exception Report example

# Credits Report

The Credits Report lists all the credits that were included in a particular settlement or that occurred during a certain period of time

There are two ways to run this report. You can select an existing batch from the Submission Batch list, or enter a date range and view all the credits within that timeframe.

GUEST, MS. A

rt Results - Microsoft Internet Explorer provided by First Horizon Merchant Services

File Edit View Favorites Tools Help

Report Name: Credits Report  
 Property Name: SAMPLE CUSTOMER NAME  
 Venue ID: All  
 Start Date: 09/01/2006  
 End Date: 09/30/2006

Transactions queued for bank submission Print

Property ID	Venue ID	Merchant Number	Received Date	Trans Date	Folio Number	Credit Card Number	Cardholder Name	Guest Name	Arrival Date	Departure Date	Settle Curr	Trans Curr	Amount
There are currently no transactions queued for bank submission													

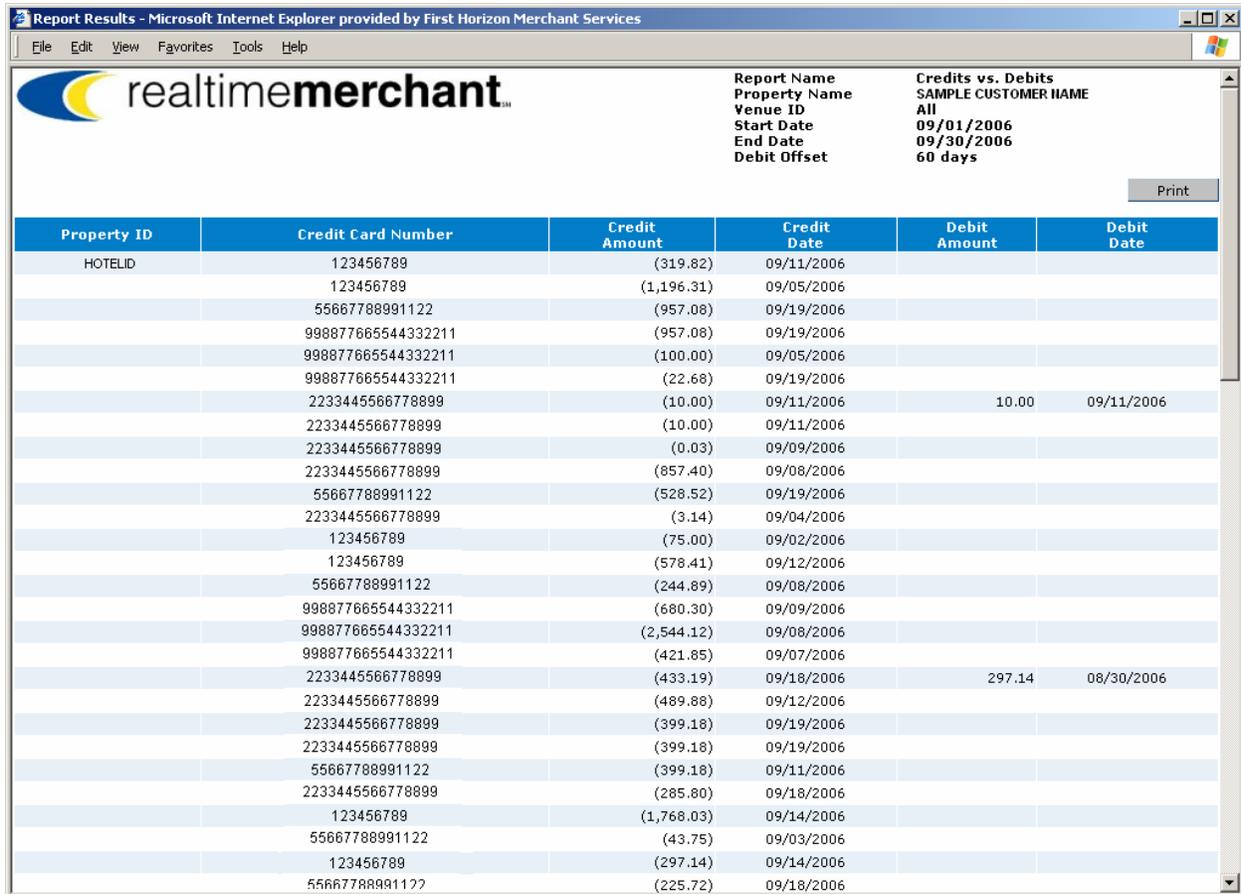
Transactions submitted to bank awaiting confirmation Print

Property ID	Venue ID	Merchant Number	Received Date	Trans Date	Folio Number	Credit Card Number	Cardholder Name	Guest Name	Arrival Date	Departure Date	Settle Curr	Trans Curr	Amount
HOTELID	PMS	44332211	09/21/2006	09/21/2006	5365	1111111111111111		GUEST, MS. A	09/16/2006	09/20/2006	USD	USD	(238.07)
			09/21/2006	09/21/2006	23212	1111111111111111		CUSTOMER JQ & MRS.	09/18/2006	09/20/2006	USD	USD	(455.87)
		123456789	09/21/2006	09/21/2006	11244	1111111111111111		GUEST, MS. A	09/14/2006	09/19/2006	USD	USD	(226.75)
			09/21/2006	09/21/2006	20260	1111111111111111		CUSTOMER JQ & MRS.	09/17/2006	09/18/2006	USD	USD	(370.83)
			09/21/2006	09/21/2006	5735	1111111111111111		GUEST, MS. A	09/17/2006	09/21/2006	USD	USD	(1,458.01)
			09/21/2006	09/21/2006	8446	1111111111111111		CUSTOMER JQ & MRS.	09/13/2006	09/18/2006	USD	USD	(50.85)
		6310285093	09/21/2006	09/21/2006	16218	1111111111111111		GUEST, MS. A	09/09/2006	09/14/2006	USD	USD	(297.14)
			23710060013	09/21/2006	09/21/2006	20220	1111111111111111		CUSTOMER JQ & MRS.	09/17/2006	09/21/2006	USD	USD
			09/21/2006	09/21/2006	3314	1111111111111111		GUEST, MS. A	09/10/2006	09/16/2006	USD	USD	(14.08)
			6310285093	09/21/2006	09/21/2006	13118	1111111111111111		CUSTOMER JQ & MRS.	09/13/2006	09/15/2006	USD	USD
		23710060013	09/21/2006	09/21/2006	21784	1111111111111111		GUEST, MS. A	09/05/2006	09/09/2006	USD	USD	(444.26)
			6310285093	09/21/2006	09/21/2006	10201	1111111111111111		CUSTOMER JQ & MRS.	09/14/2006	09/15/2006	USD	USD
			09/21/2006	09/21/2006	16374	1111111111111111		GUEST, MS. A	09/15/2006	09/17/2006	USD	USD	(126.38)
			09/21/2006	09/21/2006	1723	1111111111111111		FIESTA	09/15/2006	09/20/2006	USD	USD	(20.00)
		23710060013	09/21/2006	09/21/2006	10719	1111111111111111		GUEST, MS. A	09/11/2006	09/15/2006	USD	USD	(183.24)

Figure 72. Credits Report example

## Credits vs. Debits Report

The Credits vs. Debits Report is a good fraud-prevention tool that shows all credits that do not have offsetting debits for a specified time range. If a refund does not have a corresponding charge, it will be included in this report.

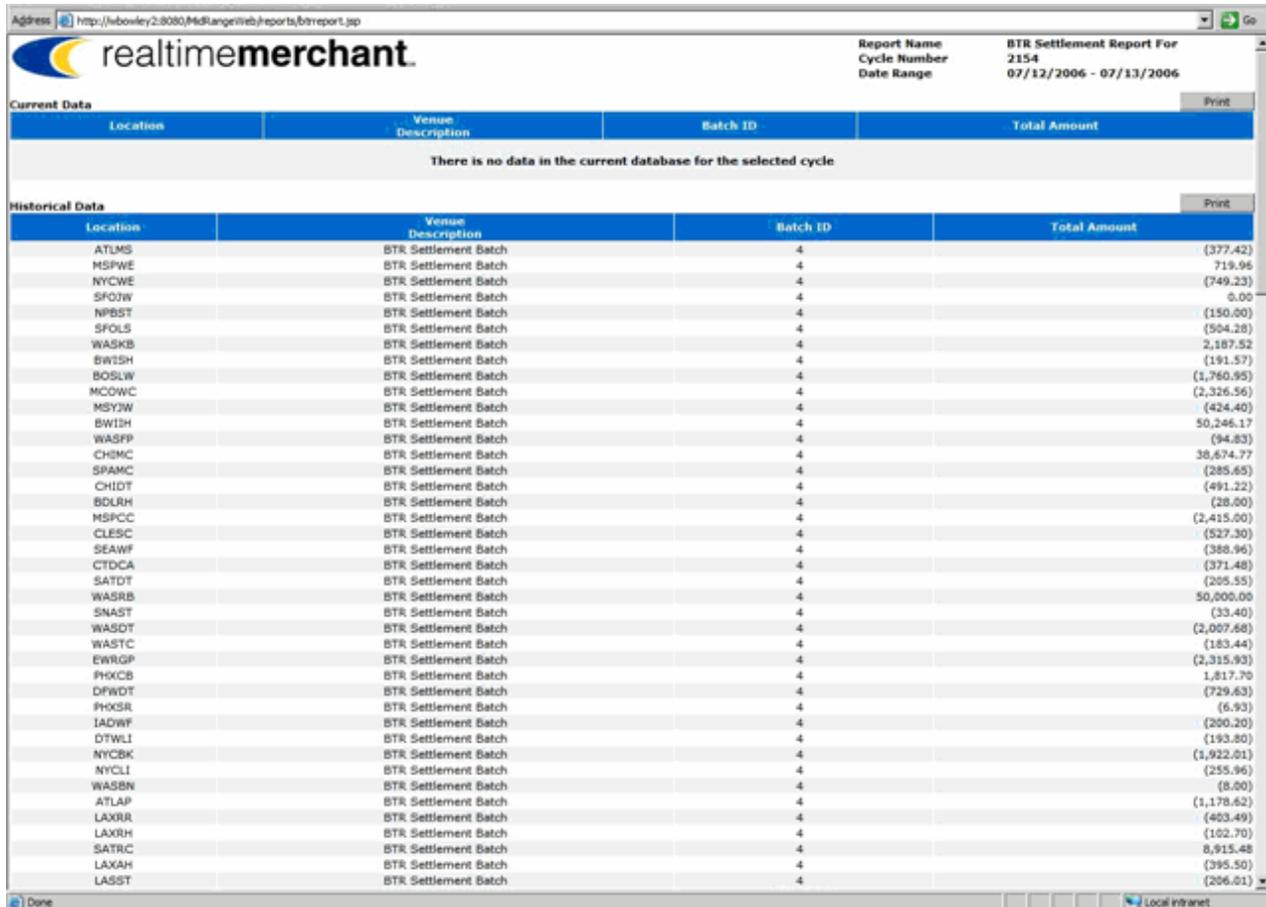


Property ID	Credit Card Number	Credit Amount	Credit Date	Debit Amount	Debit Date
HOTELID	123456789	(319.82)	09/11/2006		
	123456789	(1,196.31)	09/05/2006		
	55667788991122	(957.08)	09/19/2006		
	998877665544332211	(957.08)	09/19/2006		
	998877665544332211	(100.00)	09/05/2006		
	998877665544332211	(22.68)	09/19/2006		
	2233445566778899	(10.00)	09/11/2006	10.00	09/11/2006
	2233445566778899	(10.00)	09/11/2006		
	2233445566778899	(0.03)	09/09/2006		
	2233445566778899	(857.40)	09/08/2006		
	55667788991122	(528.52)	09/19/2006		
	2233445566778899	(3.14)	09/04/2006		
	123456789	(75.00)	09/02/2006		
	123456789	(578.41)	09/12/2006		
	55667788991122	(244.89)	09/08/2006		
	998877665544332211	(680.30)	09/09/2006		
	998877665544332211	(2,544.12)	09/08/2006		
	998877665544332211	(421.85)	09/07/2006		
	2233445566778899	(433.19)	09/18/2006	297.14	08/30/2006
	2233445566778899	(489.88)	09/12/2006		
	2233445566778899	(399.18)	09/19/2006		
	2233445566778899	(399.18)	09/19/2006		
	55667788991122	(399.18)	09/11/2006		
	2233445566778899	(285.80)	09/18/2006		
	123456789	(1,768.03)	09/14/2006		
	55667788991122	(43.75)	09/03/2006		
	123456789	(297.14)	09/14/2006		
	55667788991122	(225.72)	09/18/2006		

Figure 73. Credits vs. Debits Report example

## BTR Settlement Report

The Billing Transaction Reporting (BTR) Settlement report is created on a cyclical basis.



Current Data			
Location	Venue Description	Batch ID	Total Amount
There is no data in the current database for the selected cycle			
Historical Data			
Location	Venue Description	Batch ID	Total Amount
ATLMS	BTR Settlement Batch	4	(377.42)
MSPWE	BTR Settlement Batch	4	719.96
NYCWE	BTR Settlement Batch	4	(749.23)
SFOJW	BTR Settlement Batch	4	0.00
NPBST	BTR Settlement Batch	4	(150.00)
SPOLS	BTR Settlement Batch	4	(504.28)
WASKB	BTR Settlement Batch	4	2,187.52
BWISH	BTR Settlement Batch	4	(191.57)
BOSLW	BTR Settlement Batch	4	(1,760.95)
MCOWC	BTR Settlement Batch	4	(2,326.56)
MSYJW	BTR Settlement Batch	4	(424.40)
BWIIH	BTR Settlement Batch	4	50,246.17
WASFP	BTR Settlement Batch	4	(94.83)
CHMC	BTR Settlement Batch	4	38,674.77
SPAMC	BTR Settlement Batch	4	(285.65)
CHIDT	BTR Settlement Batch	4	(491.22)
BDLRH	BTR Settlement Batch	4	(28.00)
MSPCC	BTR Settlement Batch	4	(2,415.00)
CLESC	BTR Settlement Batch	4	(527.30)
SEAWF	BTR Settlement Batch	4	(388.96)
CTDCA	BTR Settlement Batch	4	(371.48)
SATDT	BTR Settlement Batch	4	(205.55)
WASRB	BTR Settlement Batch	4	50,000.00
SNAST	BTR Settlement Batch	4	(33.40)
WASDT	BTR Settlement Batch	4	(2,007.68)
WASTC	BTR Settlement Batch	4	(183.44)
EWRGP	BTR Settlement Batch	4	(2,315.93)
PHXCB	BTR Settlement Batch	4	1,817.70
DFWDT	BTR Settlement Batch	4	(729.63)
PHXSR	BTR Settlement Batch	4	(6.93)
IADWF	BTR Settlement Batch	4	(200.20)
DTWLI	BTR Settlement Batch	4	(193.80)
NYCBK	BTR Settlement Batch	4	(1,922.01)
NYCLI	BTR Settlement Batch	4	(255.96)
WASBN	BTR Settlement Batch	4	(8.00)
ATLAP	BTR Settlement Batch	4	(1,178.62)
LAXRR	BTR Settlement Batch	4	(403.49)
LAXRH	BTR Settlement Batch	4	(102.70)
SATRC	BTR Settlement Batch	4	8,915.48
LAXAH	BTR Settlement Batch	4	(395.50)
LASST	BTR Settlement Batch	4	(206.01)

Figure 74. BTR Settlement Report example

## Recon File Validation Report

The Recon File Validation Report displays sections of current and historical data, consolidated by property location ID, business unit, customer ID, bank total, exceptions, and reconciliation totals, by credit card type.

Location	Business Unit	Customer ID	Bank Total	Exceptions	Recon Amount
There is no data in the current database for the selected cycle					
<b>Historical Data</b>					
Location	Business Unit	Customer ID	Bank Total	Exceptions	Recon Amount
AIYNJ	337F5	Chase	189,207.75	0.00	189,207.75
		American Express	29,106.90	0.00	29,106.90
		Discover Card	245.23	0.00	245.23
		<b>TOTAL</b>	<b>218,559.88</b>	<b>0.00</b>	<b>218,559.88</b>
AT LAP	33749	Chase	36,369.80	0.00	36,369.80
		American Express	30,122.86	0.00	30,122.86
		Discover Card	2,307.42	0.00	2,307.42
		<b>TOTAL</b>	<b>68,800.08</b>	<b>0.00</b>	<b>68,800.08</b>
AT LAW	337W1	Chase	36,932.51	0.00	36,932.51
		American Express	18,729.15	0.00	18,729.15
		Discover Card	79.81	0.00	79.81
		<b>TOTAL</b>	<b>55,741.47</b>	<b>0.00</b>	<b>55,741.47</b>
AT LBR	9671C	Chase	33,277.14	0.00	33,277.14
		American Express	17,889.34	0.00	17,889.34
		Discover Card	1,107.71	0.00	1,107.71
		<b>TOTAL</b>	<b>52,274.19</b>	<b>0.00</b>	<b>52,274.19</b>
AT LEG	61AB1	Chase	20,634.07	0.00	20,634.07
		American Express	13,267.77	0.00	13,267.77
		Discover Card	726.69	0.00	726.69
		<b>TOTAL</b>	<b>34,628.53</b>	<b>0.00</b>	<b>34,628.53</b>
AT LDW	337N2	Chase	23,171.30	0.00	23,755.35
		American Express	27,850.91	0.00	27,850.91
		Diners Club	584.05	0.00	0.00
		<b>TOTAL</b>	<b>51,606.26</b>	<b>0.00</b>	<b>51,606.26</b>
AT LMQ	33790	Chase	55,399.83	0.00	55,399.83
		American Express	35,964.18	0.00	35,964.18
		Discover Card	1,104.60	0.00	1,104.60
		<b>TOTAL</b>	<b>92,468.61</b>	<b>0.00</b>	<b>92,468.61</b>
AT LMS	337P6	Chase	15,389.42	0.00	15,389.42
		American Express	16,348.53	0.00	16,348.53
		Discover Card	396.75	0.00	396.75
		<b>TOTAL</b>	<b>32,134.70</b>	<b>0.00</b>	<b>32,134.70</b>
AT LNE	337W5	Chase	11,984.81	0.00	11,984.81
		American Express	2,720.60	0.00	2,720.60

Figure 75. Recon File Validation Report example

## Chapter 7. Using the Help Menu

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The **Help** menu provides access to a PDF version of this *User's Guide*, which you can view, print, and save on your computer.



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# Revision History



**NOTE:** When this document is final, add that information, save it as a version to Sharepoint and delete this section before producing the final PDF for production release.

All revisions made to this document are listed here in chronological order:

Date	Change Log	By
11/28/2003	Initial PDF version	Unknown
07/26/2006	Conversion from PDF to FHMS format/update.	Diane Brown
11/20/2006	Reformat to new template; update report content	Cyndi Spencer
12/06/2006	Added MARSH code content	Diane Brown
01/09/2007	Updated Transaction Search Report functionality with new features; edited some content descriptions; added note about users not seeing all features in some chapters	Cyndi Spencer
01/17/2007	Changed RMT to RTM (Fixed typo).	Diane Brown
01/23/2007	Added <a href="#">Moving a Settlement Transaction from PMS to GNS</a> topic - added the following note to each chapter: "Based on your job function, user permissions, and property system configuration, you may or may not see all of the menu options, RTM features, and be able to perform the procedures described in this chapter." – Added the following note to each topic: "Based on your job function, user permissions, and property system configuration, you may or may not see the menu option and be able to perform the procedure described in this topic." – Updated all "people" graphics to ones with rounded corners – reworded intro to Typographical Conventions based on feedback – Added Index	Cyndi Spencer
01/25/2007	Incorporated feedback; reworked some content in the <a href="#">Moving a Settlement Transaction from PMS to GNS</a> topic based on this feedback (changes appear highlighted in cyan)	Cyndi Spencer