


How to Process Credit Card Authorizations Using RoomKeyPMS Payments Powered By Fullsteam

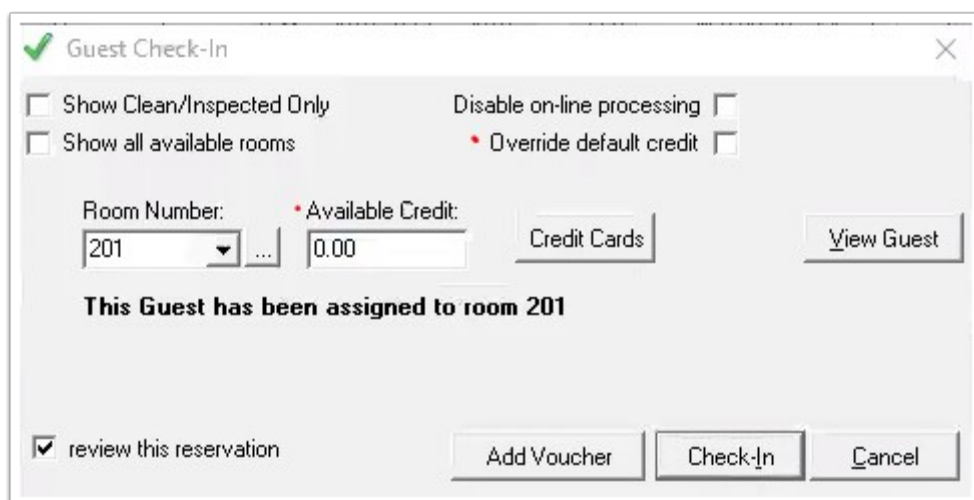
 All computers at the property, regardless if they will be using the interface to process credit cards or not, **MUST be updated to Version 11.0.0.0** or above. Please note, this credit card interface is currently available for USA-based clients only.

The following article outlines how to use RoomKeyPMS Payments Powered By Fullsteam to process a credit card authorization. A credit card authorization is necessary to check whether a card holder's account holds sufficient funds and is approved to purchase from a merchant. An authorization does not process funds, but rather it places a temporary hold on a specified amount; once the guest reservation is checked out in RoomKeyPMS, this temporary hold is released.

Click below for more information:

How to Process an Authorization at Check-In

- Locate the applicable reservation in the **Arrivals** screen, **Reservations** screen, or by using the **Search/Advanced Search** tools
- Select **Check In**, the Guest Check-In window will appear and allow the user to review the check in details
 - By default, the PMS will process an authorization equal to the room and tax payment for the full guest stay; if incidentals are authorized at the same time, the user can enter the amount for incidentals in the **Available Credit** field




Guest Check-In

☐ Show Clean/Inspected Only Disable on-line processing ☐
☐ Show all available rooms • Override default credit ☐

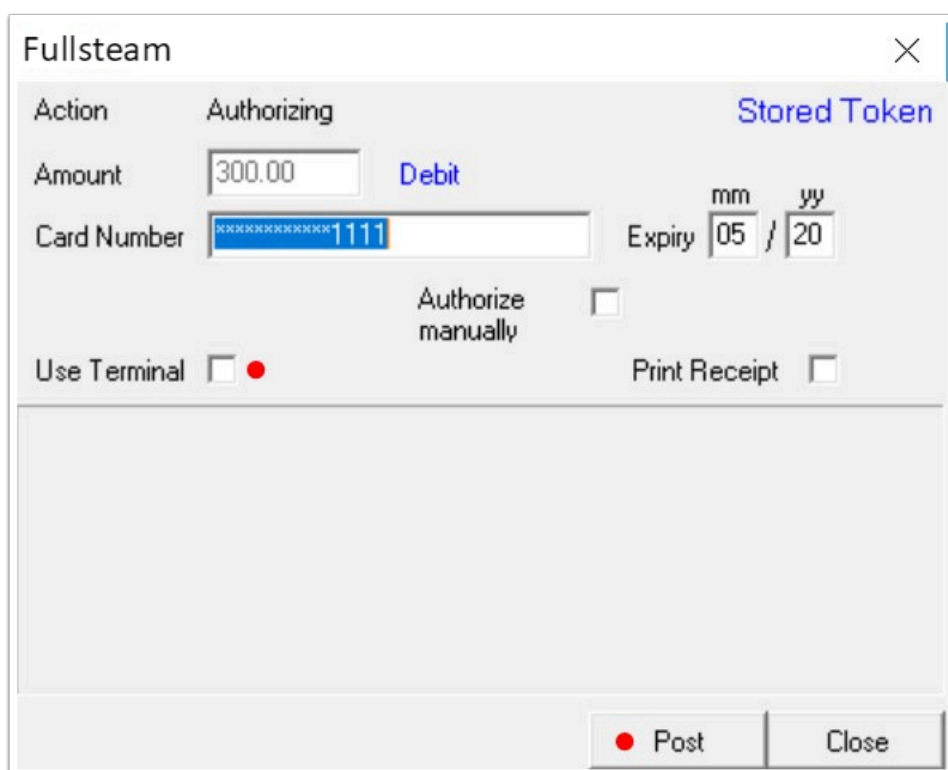
Room Number: ... • Available Credit:

This Guest has been assigned to room 201

☒ review this reservation

 **TIP** - to authorize a custom amount for the guest stay, enable the **Override default credit** checkbox and enter the total amount to be authorized in the **Available Credit** field

- Once the check in details have been reviewed, select **Check-In**
- A Fullsteam window will appear; enable the **Use Terminal** checkbox and select **Post**



Fullsteam

Action: Authorizing Stored Token

Amount: Debit

Card Number: Expiry: mm / yy 05 / 20

Authorize manually ☐

Use Terminal ☒ Print Receipt ☐

- Insert the guest credit card into the credit card terminal and follow the prompts that appear on the terminal screen

- Once the authorization is completed using the credit card terminal, a Fullsteam window will appear in the PMS with an **Approved** message and transaction information

The screenshot shows a 'Fullsteam' window with a close button (X) in the top right corner. The window is divided into two main sections. The top section contains input fields and checkboxes: 'Action' is set to 'Authorizing' with a blue link 'Stored Token'; 'Amount' is '300.00' with a blue 'Debit' button; 'Card Number' is masked with 'XXXXXXXXXX1111'; 'Expiry' is '05 / 20' with 'mm' and 'yy' labels; 'Authorize manually' has an unchecked checkbox; 'Use Terminal' has an unchecked checkbox; and 'Print Receipt' has an unchecked checkbox. The bottom section, separated by a horizontal line, displays the transaction status 'Approved' in bold. Below this, it lists: 'Auth Code: 702163', 'Transaction ID: 916056911402240', 'Reference #: 916056911402240', and 'Card Type: Visa'. At the bottom right of the window are two buttons: 'Post' and 'Close'.

- Select **Close** to complete the process; if the **Print Receipt** checkbox is enabled, a receipt will be printed

How to Increase an Authorization for an In-House Guest (Increase the Guest Credit Limit)

i Authorizations can be increased by processing an additional amount, however authorizations cannot be decreased. Alternatively, users can void an original authorization and process a lower authorization amount if desired.

! The following instructions are valid for **Mastercard, Visa, and Discover**. However incremental authorization increases are not applicable to **American Express / AMEX**.

There are two options to increase an authorization for American Express:

OPTION 1: **Settle** the existing authorization and then **take a new authorization** for the desired amount.

OPTION 2: Use the **Post Payment** button to process payment for the new charges, but leave the existing authorization unchanged so that it will cover the remaining room charges at check-out.

- Locate the guest reservation in the **In-House** screen, or by using the **Search/Advanced Search** tools
- Once located, access the **Transactions** drop-down menu and select **Guest Folio Credit Limit**. A Guest Folio Credit Limit window will appear
- Enter the additional amount to be authorized in the "+" field (located beside the Available Credit field)
- Select **Post** to proceed

R Guest Folio Credit Limit

Res ID **1831**

Room **138** Guest **Jimenez, Romina**

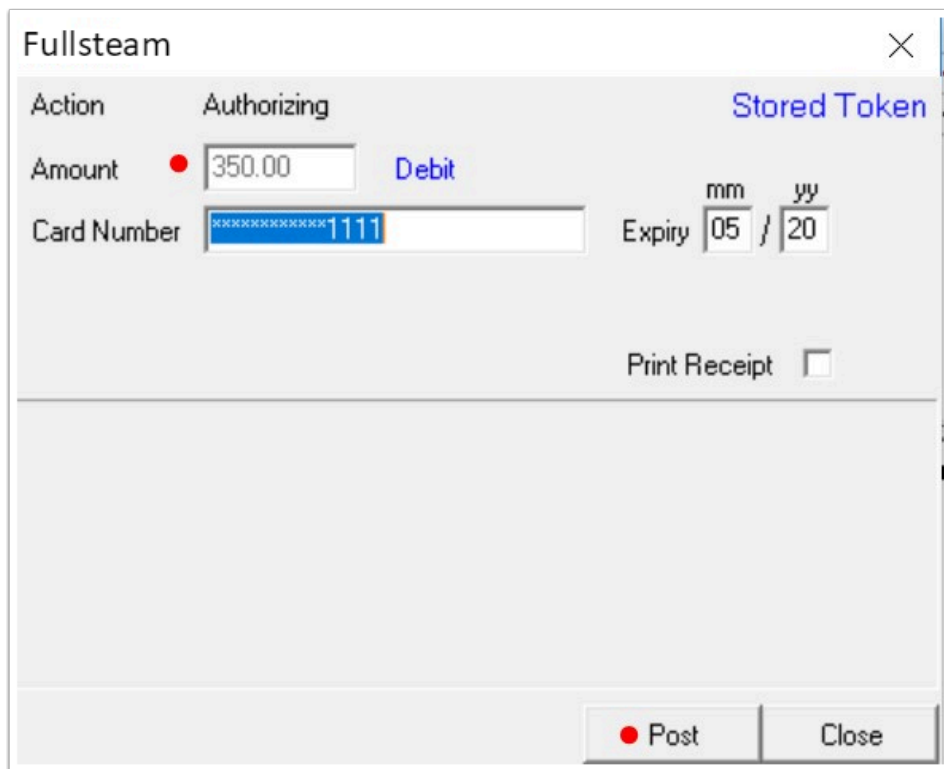
Disable on-line processing ☐

Credit Limit

Available Credit +

i The original authorization will be modified by the new total amount authorized (it will not take another full authorization; it will just add the additional amount – this is called “incremental authorization”)

- A Fullsteam window will appear allowing the user to review the total authorization (original authorization + incremental authorization) displayed in the **Amount** field and the applicable credit card information
- Select **Post** to complete the process



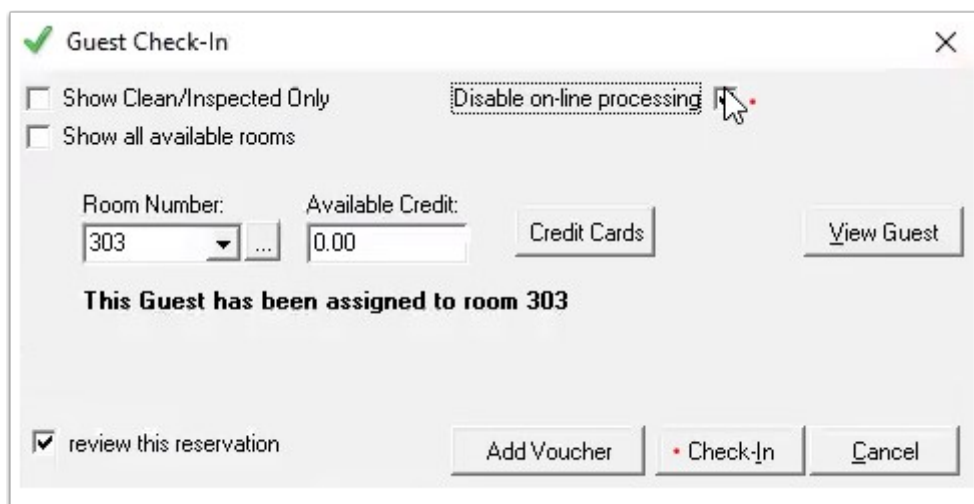
The 'Fullsteam' window is used for processing credit card authorizations. It features a title bar with a close button. The main area contains the following elements:

- Action:** A dropdown menu currently set to 'Authorizing'. A blue link 'Stored Token' is located to its right.
- Amount:** A text field containing '350.00' with a red dot icon to its left. A blue label 'Debit' is to its right.
- Card Number:** A masked text field showing 'XXXXXXXXXX1111'.
- Expiry:** Two small text fields for 'mm' (05) and 'yy' (20), separated by a slash.
- Print Receipt:** A checkbox that is currently unchecked.
- Buttons:** At the bottom right, there are two buttons: 'Post' (with a red dot icon) and 'Close'.

- Once complete, an approved message will appear

How to Disable Online Authorization at Check-In

- Locate the guest reservation in the **Arrivals** screen and select **Check In**
- Within the Guest Check-In window, enable the **Disable on-line processing** checkbox
- Review the remaining details and select **Check-In**



The 'Guest Check-In' window displays reservation details and provides options for check-in. It includes the following elements:

- Header:** A green checkmark icon followed by the title 'Guest Check-In' and a close button.
- Filters:** Two checkboxes: 'Show Clean/Inspected Only' and 'Show all available rooms'.
- Room Number:** A dropdown menu showing '303'.
- Available Credit:** A text field showing '0.00'.
- Buttons:** 'Credit Cards' and 'View Guest'.
- Message:** A bold text message stating 'This Guest has been assigned to room 303'.
- Check-in Options:** A checked checkbox for 'review this reservation' and three buttons: 'Add Voucher', 'Check-In' (with a red dot icon), and 'Cancel'.

i Because online credit card processing has been disabled, the Fullsteam processing window will not appear and the guest credit card will remain **unauthorized**.

- To view unauthorized transactions, access the **Transactions** drop-down menu and select **Unauthorized Transactions**. A Credit Card Authorizing window will appear

Res. ID	Room ID	First name	Last Name	Card Type	Card Number	Exp.	Card Holder	Credit Limit	
1117	104	Ian	McIntyre	DISC	*****0000	02/25	Ian McIntyre	\$51.75	<input type="checkbox"/>
1119	303	Erica	Britton	VISA	*****1111	08/25	Erica Britton	\$63.25	<input type="checkbox"/>

- To process a credit card authorization from this list of unauthorized transactions, select the applicable transaction (one or more transactions may be selected at the same time) and select **Authorize**

How to View a List of Authorizations

- Locate the guest reservation in the **In-House** screen, or by using the **Search/Advanced Search** tools
- Once located, access the **Transactions** drop-down menu and select **Authorized Transactions**
- A window will appear displaying all authorized transactions for the applicable reservation

R Authorized transactions for 1831

Auth.	Amount	Card	Number	Expiry	Holder	When	Closed
▶ 702163	\$300.00	VISA	XXXXXXXXXX1111	0520	Romina Jimenez	10-Jun-2019 08:51 AM	<input type="checkbox"/>

Settle Void Exit

How to Void an Authorization

- Locate the guest reservation in the **In-House** screen, or by using the **Search/Advanced Search** tools
- Once located, access the **Transactions** drop-down menu and select **Authorized Transactions**. The Authorized transactions window will appear
- Select the applicable transaction and select **Void**

R Authorized transactions for 1831

Auth.	Amount	Card	Number	Expiry	Holder	When	Closed
▶ 702163 ●	\$300.00	VISA	XXXXXXXXXX1111	0520	Romina Jimenez	10-Jun-2019 08:51 AM	<input type="checkbox"/>

Settle Void ● Exit

- A Fullsteam window will appear; review the details and select **Post** to complete the process

Fullsteam

×

Action

Void Authorization

Stored Token

Amount

300.00

Credit

Card Number

XXXXXXXXXXXX1111

Expiry

mm

yy

05

/

20

Print Receipt

☒

Approved

Transaction ID: 916056911402240

Post

●

Close

How to Settle an Authorization

- Locate the guest reservation in the **In-House** screen, or by using the **Search/Advanced Search** tools
- Once located, access the **Transactions** drop-down menu and select **Authorized Transactions**. The Authorized transactions window will appear
- Select the applicable transaction and select **Settle**

R

Authorized transactions for 1832

×

Auth.	Amount	Card	Number	Expiry	Holder	When	Closed
▶ 928720	\$170.00	VISA	XXXXXXXXXXXX1111	0520	Romina Jimenez	10-Jun-2019 09:46 AM	<input type="checkbox"/>

Settle

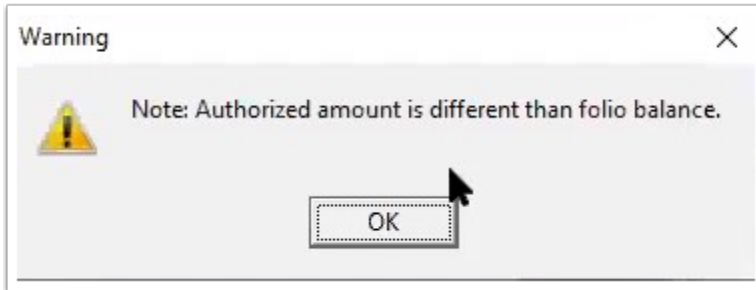
●

Void

Exit



The amount to be settled must be the same as the folio. If the amount authorized is less than the folio, a warning message will appear.



- The Fullsteam interface window will appear and allow the user to settle the authorization. If authorization was lower than the folio, it will settle for the higher amount.

How to Check-Out a Reservations with an Authorization

- Select reservation and click on "Check-Out"
- Click again on "Check Out"
- Fullsteam interface will appear, click on post

Fullsteam

×

Action

Check Out

Stored Token

Amount

120.00

Debit

Card Number

xxxxxxxxxx1111

Expiry

mm

yy

05

/

20

Print Receipt

☒

● Post

Close

- You will get an approval message (the TTID remains the same)

Fullsteam

×

Action

Check Out

Stored Token

Amount

120.00

Debit

Card Number

xxxxxxxxxx1111

Expiry

mm

yy

05

/

20

Print Receipt

☒

Approved

Transaction ID: 916060523837096

Post

Close