



Floor Refunds

Guest Service at the point of the problem.

CORE

Try as management may, ride, game, and performance problems will occur on the game floor and, if not handled immediately, can turn valued guests into serious problems. The proximity of guest service seems always to be more than a few steps away - and with each step taken the furor of the guest increases - sometimes turning an inconvenience into a cataclysmic event that, according to the guest, has ruined the day, their vacation, or their life!

So nipping the problem in the bud at the ride, game, or attraction will not only save the day for the guest, but save alienation of other guest, save staff time, and improve the guest service atmosphere at the site.

How? The CORE system has a solution for this problem - floor refunds at the ride/game/attraction. As a matter of fact - we have three solutions, each with reporting for audit and control purposes.

1. Refund Command card only. Card is on keychain of the manager-on-duty (MOD) or attached to the ride operator control keychain, or similar controlled disbursement. MOD or Operator swipes guest card at the ride/game/attraction's card reader and then swipes command card. If the guest has actually paid for a service at the card reader within 10* minutes or 25* users, then the payment is reversed on the guest account. * indicates as setable time or quantity in the CORE system.
2. Employee ID and Refund Command card. Employee's are established with limits on a user by user basis. Both a Refund Command and Employee ID are required to issue a refund as well as the requirement that the guest actually paid for the ride recently.
3. Wireless hand-held access by PDA such as iPhone or other browser based device. Staff can effect a refund instantly - anywhere on site.

For all situations - limits can be imposed and reports are generated for refund activity.

- Up to 99 command cards can be issued in the facility and if lost - removed from active status.
- Entitlements may be used to restrict employee cards to specific rides/games/attractions.
- Daily refund reports show all activity in the facility as it occurs.
- Guest account is flagged with each refund and the staff member providing the service.

How to set this up.

Device configuration has an option selection for Refund Mode - Disable, Command Card, Employee Card. Command card means only a valid Refund Command card is needed. Employee Card means refunds are only available with both command card and an enabled employee card.

Employee Configuration has a check box for "Floor Refunds". This must be checked and the employee needs an employee card registered in their profile. Also the device must be enabled for Floor Refund permission.

The employee based refund control is available only on an EX-R, or EX-G controller based product. This is because the EX-R / G have additional storage memory available for tracking recent transactions unavailable on an EX-2/4 controller. There are parameters that define time and transaction count boundaries for refunds. Refunds are only available if the guest card in question shows a transaction on this device within the last X time period or Y transaction count. Default limits are 20* minutes or 200* transactions, whichever comes first, but can be set to suit the site's needs.

So you configure an EX-R/G controller for "Employee Card" refund mode and configure the employee with an employee card and "Floor Refund" permission. The employee will need to be issued a Refund command card. Process is to swipe command card, then employee card, then guest card. The Morph or BAM display provides prompts along the way. Assuming all steps pass authentication, the Morph reader will prompt to press the button to confirm refund.

Floor refund activity can be viewed under Reports - Guest Services Reports - Floor Refund report. You can sort by User or Device and drill down on either to get details on individual activity.

For Hand-held configuration - CORE's web permission are in effect. So configure your users for refunds and limits as you would for any web user.

Issues or Problems: contact us at.

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and ask for configuration assistance.

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