Track 3 | Front Desk Operations
Session: Maestro Mezzopay Integrated Payments Solution

Maestro's Embedded Payments Solution, MezzoPay, offers seamless and secure transaction capabilities integrated directly into Maestro. Join us to discuss Best Practices with MezzoPay and Merchant Track reporting to Streamline operations and help to enhance your Guest Experience.

User Permissions
Authorized Functions are required for MezzoPay and for MerchantTrack reporting access. To configure from Global Maintenance > Security > Clerk Groups or Clerk Code > Highlight Clerk Group or Code > Window > Authorized Functions > Add Authorized Function(s) of:
- GB | CCR   Allow the ability to complete a Posting Reversal on a credit card posting
- FD | AVC   Allow to Disable AVS/CVV per transaction (5.7.119 or higher)
- AR | MTA   Allow access the MezzoPay reporting in Maestro and access to the Merchant Track Dashboard, Virtual Terminal & Terminal
- AR | MTC   Allow ability to reverse transactions in Merchant Track
- AR | MTR   Allow access to Merchant Track Administrative reports
- AR | MTZ   Allow access to All Merchant IDs for Merchant Track

Configuration Options:
- Multi-property configurations
- Single or Multiple Merchant IDs
- Authorization Options
- AVS Features
- CVV Features

Card Present / Card Not Present Transactions
- Assigning / Unassign PinPads (EMV Device)
- VCC (Virtual Card) Handling
- Billing Address Information on the Maestro Client Profile
- MezzoPay Credit Card Entry Screen

Obtaining Authorizations
- At Check In
- During Stay (Additional Authorization)
- Day of Departure Charges
- AMEX Authorizations

Posting and Reversing Transactions
- Posting a Payment
- Reversing Full Payment
- Reversing a Partial Payment

When transitioning to MezzoPay, the option to support Unlinked transactions, is available for the first 180 days after implementation.   After this time, any unlinked transactions must be refunded to the guest in a different method.

Reporting

MezzoPay Transaction Report

With user permission, the MezzoPay Transaction report can be generated directly from Maestro. From the main Front Desk Menu > Audit > MezzoPay Reporting > MezzoPay Transaction Report. Available in both PDF and CSV formats, summary or detailed transaction data can be sorted by Credit Card Type or by Date, for the Date Range selected.

Merchant Track Admin and Reporting

With user permission, from the Front Desk main menu > Audit > MezzoPay Reporting > Merchant Track Admin and Reporting.

Within MerchantTrack, users can:

- View the Merchant Track Dashboard
- Complete a Transaction Search
- Access Virtual Terminals
- Generate Reports based on Transaction Date, Posting Date, Batch Closing Date and other selection options

Batch Closing Options

Batch Closing options can be configured as Automatic or Manual, as part of the MezzoPay implementation.

- If set as Automatic = the Batch will close at a pre-defined time
- If set as Manual = the Batch will close during the Night Audit process when run in Maestro

Handling Chargebacks

When a chargeback occurs, the steps below are initiated automatically by the Fullsteam Payments team including:

- Notification
- Outcome
- Resolution