



# MGM RESORTS INTERNATIONAL™

## Procedure Manual MGM Resorts BillDIRECT Payer Users

### Version 1.5

This procedure manual is intended to provide users with information on MGM Resorts BillDIRECT and its use as an invoice billing and payment system. This manual will provide step by step instructions for completing the task at hand as well as relevant screen shots.

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### INTRODUCTION

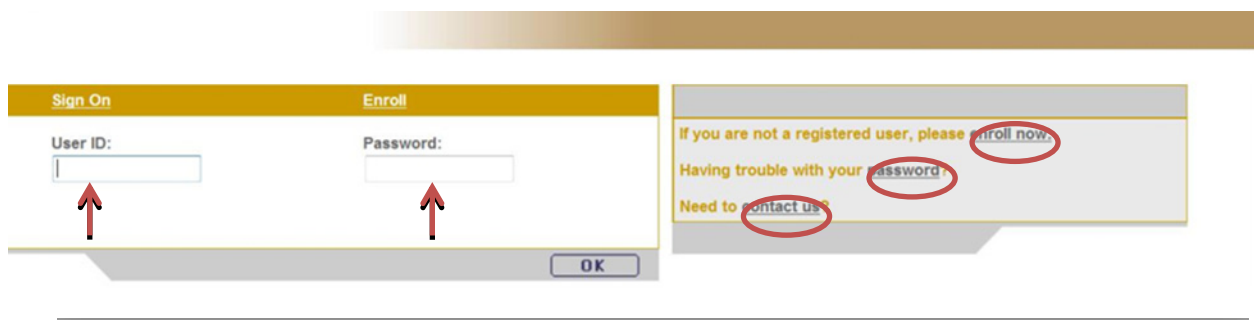
This section includes some of the frequent use screens you will see while working with MGM Resorts BillDIRECT. It is intended to help you get logged in and to set up your account.

In order to access the MGM Resorts BillDIRECT Billing system, open your internet browser and enter the following web address in your internet browser's address bar:

<https://billing.mgmresorts.com>

This web address will bring you to the MGM Resorts BillDIRECT Login screen.

### THE LOGIN SCREEN

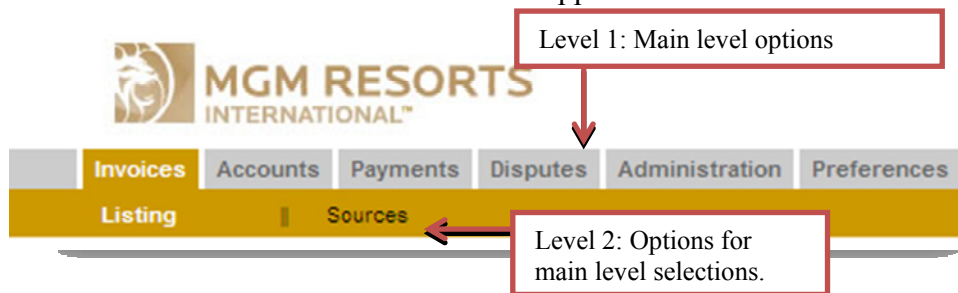


The above screen will allow you to do the following:

1. Login: using the **User ID** and **Password** boxes. If you already have an account created your User ID and Password will be provided to you by an MGM Resorts representative.
2. **Enroll Now:** To self-enroll and become a registered user if this is your first time on the site.  
**Note:** You may already have an existing account please check with your direct supervisor before enrolling.
3. **Password:** Receive password assistance if you are having trouble with your password.
4. **Contact Us:** Contact the system administrator should you have any questions or challenges. You can click the link on the homepage or email directly to [BillDIRECTsupport@mgmresorts.com](mailto:BillDIRECTsupport@mgmresorts.com)
5. If this is your first time logging in, the system will prompt you to complete a few tasks to complete the setup of your account.
  - A. MGM Resorts BillDIRECT will prompt you to agree to the Service Agreement. Review the agreement, scroll down and click accept.
  - B. You will be required to set up a security question. Select a question from the list in the drop down menu and enter your own answer.
  - C. Finally you will be asked to update your password. Enter your initial password. Then enter your new password, and reenter the new password for verification. Passwords are case sensitive, require alpha, numeric, and special characters and must be at least 8 characters in length.

### ***TIERED LEVEL LINKS***

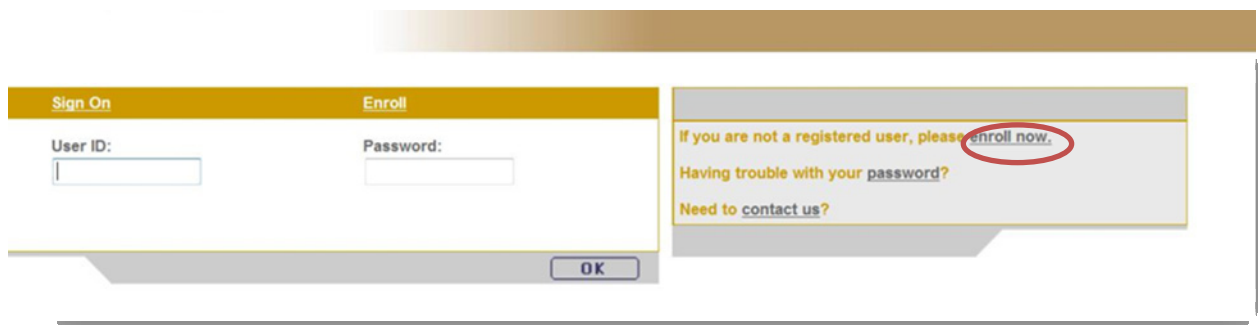
The MGM Resorts BillDIRECT web based application utilizes a multi-tier menu bar structure:



1. **Level 1:** This tier contains all of the high level options that the user can select. You will find the ability to search at this level as well as summarized or dashboard data and reports.
2. **Level 2:** This tier will change based on your Level 1 selection and will contain all of the various options for the Level 1 menu selection. As you can see in the image above, the second tier for **Invoices** (Level 1) contains **Listing** and **Sources**.
3. Additional tiers may appear depending on the selected menu and your access level.

### **SELF-ENROLLMENT**

Before clicking the **enroll now** button, please check with your supervisor and your MGM Resorts representative to see if you already have a login created. If you do not have an active login you will need to self-enroll.



The screenshot shows a web interface for the MGM Resorts BillDirect system. It features a header bar with a gradient from light to dark brown. Below the header, there are two tabs: "Sign On" and "Enroll". The "Enroll" tab is currently selected. Under the "Sign On" tab, there are input fields for "User ID:" and "Password:". Under the "Enroll" tab, there is a message: "If you are not a registered user, please **enroll now**." The "enroll now" link is circled in red. Below this message, there are two links: "Having trouble with your password?" and "Need to contact us?". At the bottom of the "Sign On" section, there is an "OK" button.

1. From the **Login** screen click the **enroll now** link.
2. Review MGM Resorts BillDIRECT Service Agreement and click **Accept**.

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Service Agreement Primary Account

## Primary Account

Required fields are marked with an asterisk.

Select a Biller:

Account Number:  
 \*

Last Invoice Number:  
 \*

OK

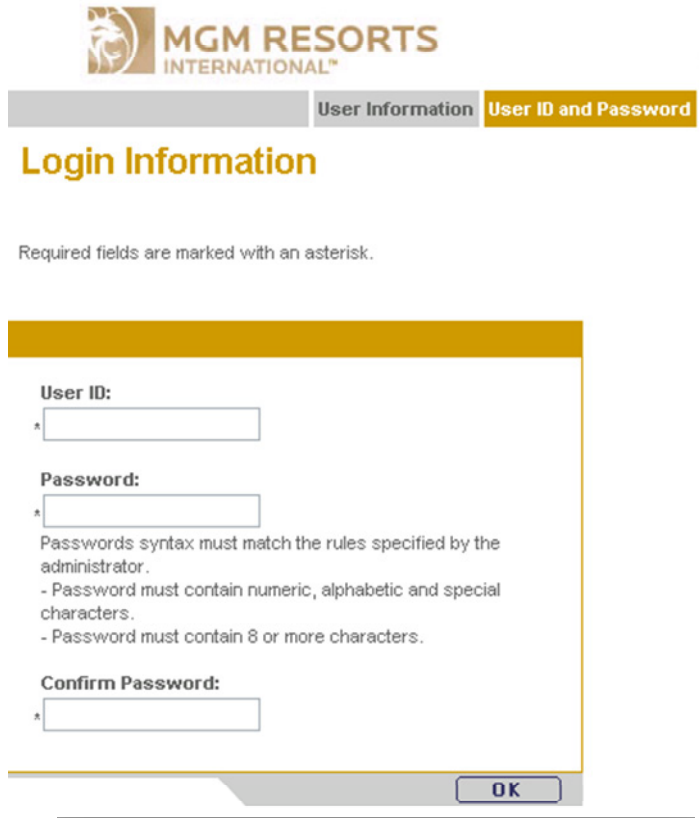
3. To setup initial account:
  - A. **Select a Biller:** Select the property to which you will be making payments.  
**Note:** Please select individual property name. **DO NOT** select: MGM Resorts/CityCenter, MGM Resorts International, CityCenter Operating Companies (these options apply to MGM Resorts employees only).
  - B. **Enter Account Number:** Input your company's MGM Resorts BillDIRECT account number. Account number format will always be as follows ###-XXX-#####. (3 digit **Biller** number, 3 letter type code RMS for rooms and ENT for entertainment, followed by the 6 digit unique account number. To review a complete list of billers and their ID numbers please see the APPENDIX on page 39.)
  - C. **Enter Latest Invoice Number:** Input the latest Invoice Number associated with your account.  
**Note:** If you do not have your MGM Resorts BillDIRECT Account Number or Latest Account Number ask your Account Administrator or contact your MGM Resorts Representative.

4. Complete the User Information and click **Confirm**.
  - A. **First and last name**
  - B. **Company address**
  - C. **User email address**
  - D. **Company phone number**



User Information	User ID and Password
<h2>User Information</h2> <p>Required fields are marked with an asterisk.</p> <div><div>First Name:</div><div><input type="text"/></div></div> <div><div>Middle Name:</div><div><input type="text"/></div></div> <div><div>Last Name:</div><div><input type="text"/></div></div> <div><div>Address:</div><div><input type="text"/></div><div><input type="text"/></div><div><input type="text"/></div></div> <div><div>City:</div><div><input type="text"/></div></div>	

5. Select user name and password.
  - A. Usernames and Passwords are case sensitive
  - B. Passwords must have at least 8 characters.
  - C. Passwords must contain alphabetic, numeric and special characters.



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INTERNATIONAL™

User Information **User ID and Password**

### Login Information

Required fields are marked with an asterisk.

**User ID:**  
\*

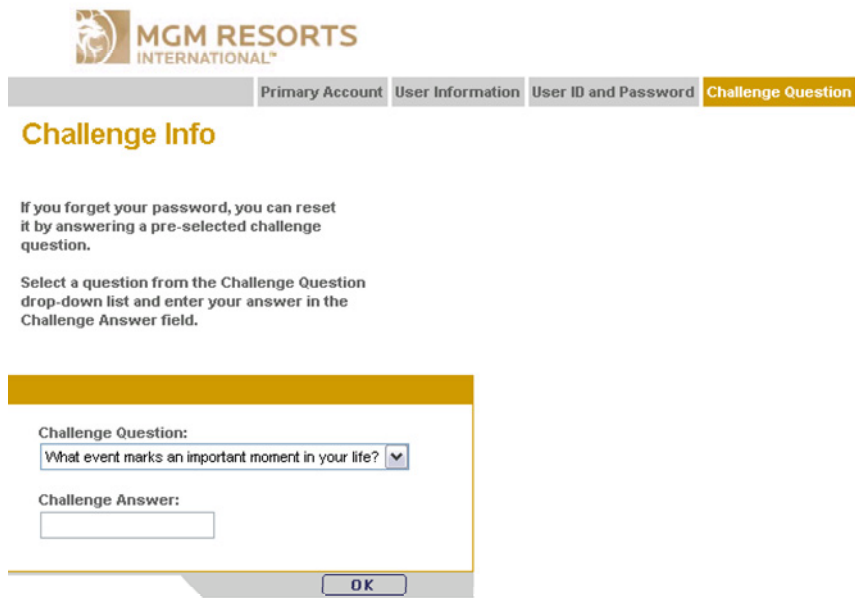
**Password:**  
\*

Passwords syntax must match the rules specified by the administrator.  
- Password must contain numeric, alphabetic and special characters.  
- Password must contain 8 or more characters.

**Confirm Password:**  
\*

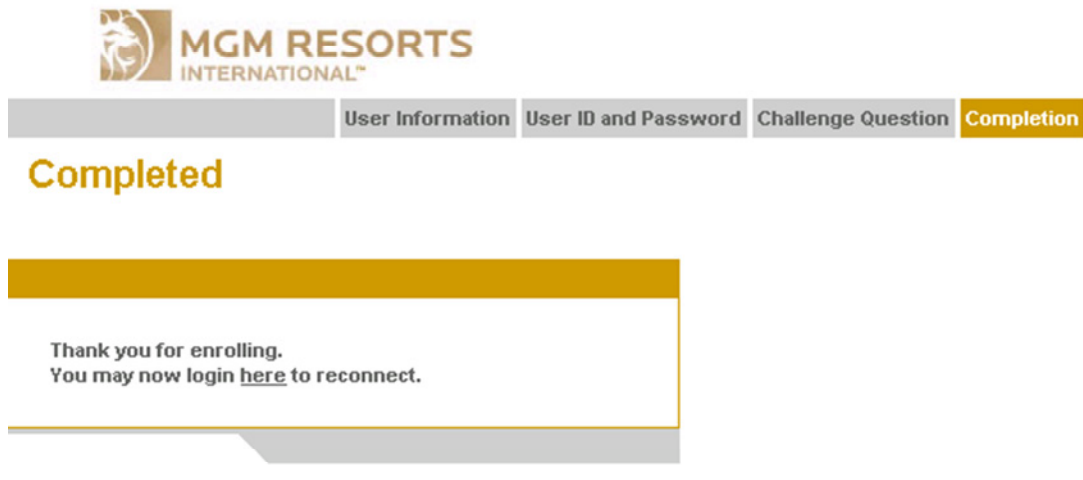
OK

6. Select a security question.
7. Enter an answer to the question and click **OK**.



The screenshot shows the MGM Resorts International logo at the top left. Below it is a navigation bar with four tabs: "Primary Account", "User Information", "User ID and Password", and "Challenge Question" (which is highlighted in orange). The main heading is "Challenge Info" in orange. Below this, there is instructional text: "If you forget your password, you can reset it by answering a pre-selected challenge question." and "Select a question from the Challenge Question drop-down list and enter your answer in the Challenge Answer field." Below the text is a form with a "Challenge Question:" label, a dropdown menu showing "What event marks an important moment in your life?", a "Challenge Answer:" label, and an empty text input field. At the bottom right of the form is an "OK" button.

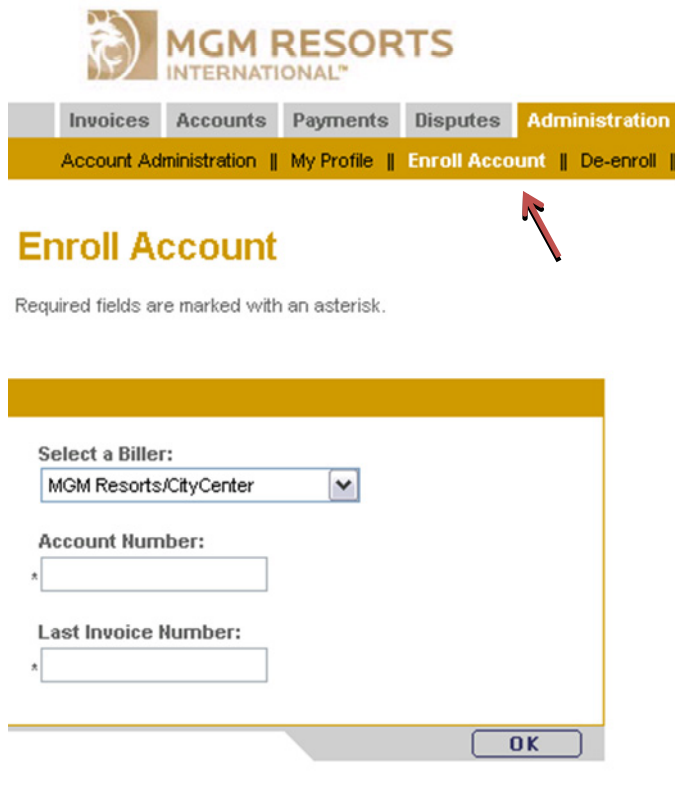
8. You will receive the **Completed** screen to confirm successful enrollment.



The screenshot shows the MGM Resorts International logo at the top left. Below it is a navigation bar with four tabs: "User Information", "User ID and Password", "Challenge Question", and "Completion" (which is highlighted in orange). The main heading is "Completed" in orange. Below this, there is a message: "Thank you for enrolling. You may now login [here](#) to reconnect."



9. To enroll yourself in additional account in MGM Resorts BillDIRECT, click **Enroll Account** under the **Administration** command.
10. Follow the same steps to enter account number and last invoice number as the initial self-enrollment process.



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Invoices Accounts Payments Disputes **Administration**

Account Administration || My Profile || **Enroll Account** || De-enroll ||

### Enroll Account

Required fields are marked with an asterisk.

Select a Biller:  
MGM Resorts/CityCenter ▼

Account Number:  
\*

Last Invoice Number:  
\*

OK

### DE-ENROLLMENT

1. If you no longer need to login to MGM Resorts BillDIRECT, or if you need to delete your MGM Resorts BillDIRECT login for any other reason you can use the De-enroll feature.
2. To de-enroll yourself in MGM Resorts BillDIRECT, click **De-enroll** under **Administration** menu.
3. Enter the **Reason** and **Comments**.
4. Click **OK**.

Invoices Accounts Payments Disputes **Administration** Preferences

Account Administration || My Profile || Enroll Account || **De-enroll** || History

### De-enroll

If you wish to end your online privileges, please select a reason and enter any comments you may have.  
**Caution:** terminating enrollment will immediately log you off the system and disable your ability to log in again.

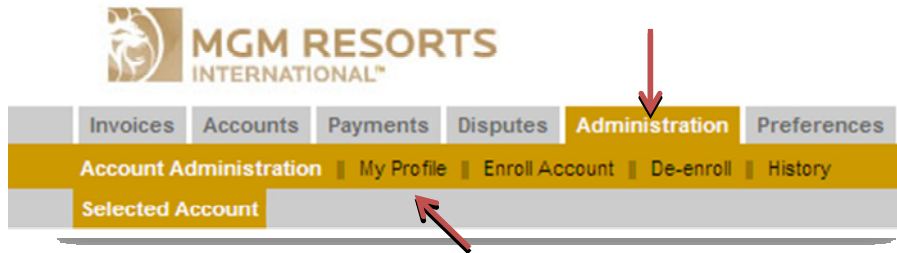
1. Select Reason

Other ▼

2. Enter Comments

### ***USER PROFILE MAINTENANCE***

On the Level 1 menu bar, the **Administration** tab will allow you to edit your personal and login information.



1. Select the **My Profile** menu on Level 2.
2. Click **Edit** to edit your personal profile information.

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Invoices Accounts Payments Disputes Administration

Account Administration || **My Profile** || Enroll Account || De-enroll ||

### Personal Profile

**User ID:**  
test.comadmin

**First Name:**  
testtest

**Last Name:**  
payer

**Email:**  
eieidi@mgnme.com

**Password:**  
\*\*\*\*\*

**Status:**  
Active

**Address:**  
1111

**City:**  
2222

**State:**  
NV

**Postal Code:**  
89183

**Challenge Question:**  
What is your favorite food?

**Challenge Answer:**  
\*\*\*\*\*

**Edit**

3. On the following screen, you can change:
  - A. Profile information
  - B. Password
  - C. Security question

User Information	User Properties
<p>First Name: * <input type="text" value="testtest"/></p> <p>Middle Name: <input type="text"/></p> <p>Last Name: * <input type="text" value="payer"/></p> <p>Address: * <input type="text" value="1111"/> <input type="text"/> <input type="text"/></p> <p>City: * <input type="text" value="2222"/></p> <p>Country: * <input type="text" value="USA"/></p> <p>State: * <input type="text" value="NV"/></p> <p>Postal Code: * <input type="text" value="89183"/> (#####)</p> <p>Email: * <input type="text" value="eieidi@mgmme.com"/> (email@domain.com)</p> <p>Day Phone: <input type="text"/> (###-###-####)</p> <p>Evening Phone: <input type="text"/> (###-###-####)</p> <p>Challenge Question:</p>	<p>User ID: test.comadmin</p> <p>Current Password: * <input type="text"/></p> <p>New Password: * <input type="text"/></p> <p>Passwords syntax must match the rules specified by the administrator. - Password must contain numeric, alphabetic and special characters. - Password must contain 8 or more characters.</p> <p>Confirm New Password: * <input type="text"/></p> <p>Status: Active</p> <p>Application View: CustomerView</p> <p><input type="button" value="Cancel"/> <input type="button" value="OK"/></p>

4. Click **Preference** (Level 1 Command) to navigate to the **Notifications** screen. From this screen you can control what events warrant an email notification being sent to you.
5. Select **OK**.

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Invoices Accounts Payments Disputes Administration **Preferences**

Notification

### Notifications

Please select the events for which you would like to receive an email notification:

<input checked="" type="checkbox"/>	Invoice Ready
<input checked="" type="checkbox"/>	Master Payment Requested
<input checked="" type="checkbox"/>	Payment Accepted
<input checked="" type="checkbox"/>	ACH Payment Failed
<input type="checkbox"/>	User Data Modified
<input type="checkbox"/>	User Password Modified
<input checked="" type="checkbox"/>	Invoice Disputed
<input checked="" type="checkbox"/>	Dispute Accepted
<input checked="" type="checkbox"/>	Dispute Rejected

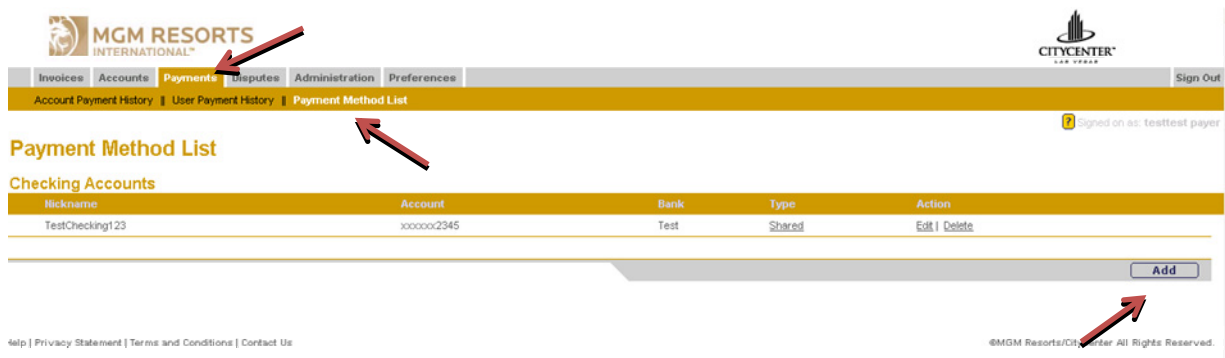
OK

## ACH ACCOUNTS

In order to make payments in MGM Resorts BillDIRECT you will need to setup an ACH account. The ACH account will be a checking account that is used to pay your account invoices. This section will show you how to set up and modify ACH accounts in MGM Resorts BillDIRECT.

### SETUP NEW ACH ACCOUNT

1. Click on Level 1 command **Payments**.
2. Click on Level 2 command **Payment Method List**. A list of payment methods associated with this account will appear.
3. Click **Add** to add a new payment method.



4. Enter the payment checking account information.
  - A. **Nickname:** Brief description of this account.
  - B. **Bank Name:** Name of the bank or financial institution housing this account.
  - C. **Routing Number:** A 9 digit code that identifies the bank or financial institution from which the payment will be drawn. Routing numbers appear on the bottom of your checks as displayed below.
  - D. **Account number:** The unique number which identifies your account within the bank or financial institution.
  - E. **Type:** Personal or Shared
    - i. Personal: Only you can use this account to make ACH payments.
    - ii. Shared: Can only be set up by an Admin account. Shared accounts can be used by multiple users, as set by the Admin.

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[Invoices](#)
[Accounts](#)
[Payments](#)
[Disputes](#)
[Administration](#)
[Preferences](#)

[Account Payment History](#) || 
 [User Payment History](#) || 
 [Payment Method List](#)

## Add Checking Account

Required fields are marked with an asterisk.

### Checking Account Information

Nickname:  
\*

Bank Name:  
\*

Routing Number:  
\*

Account:  
\*

Type:

☒ Personal  
☐ Shared

### Helpful Hints

Checking Account and Routing Information

Memo: \_\_\_\_\_

1 2 3 4 5 6 7 8 9 1 2 3 4 1 2 3 4 5 1 2 3 4 5 6

Routing Number Check Number Account Number

Only US bank accounts supported

5. If you select **Personal**, click **OK**.



6. If you select **Shared**, the system will ask you for your **Contact Email**. Enter email addresses for all contacts for this account. Separate multiple email addresses with a comma.
7. Click **Next**.

Type:

☐ Personal

☒ Shared

Contact Email(s):

ccrofts@mgmresorts.com

Cancel Next

8. The **Account Context Selection** screen will appear.
9. Click the **Add Additional Accounts** button to associate the ACH account to your MGM Resorts BillDIRECT account(s).

Invoices Accounts Payments Disputes Administration Preferences Sign Out

Account Payment History User Payment History Payment Method List

Signed on as: Test Payer

### Account Context Selection

Manage Account Context Assignments for payment method TestChecking123.  
Please click Finalize to save any changes.

Name	Number	Type	Action
			Cancel Add Additional Accounts Finalize

10. Select the **Account** option. **Static Account Group** is not available at this time.
11. Click **OK**.

### Account Context Selection

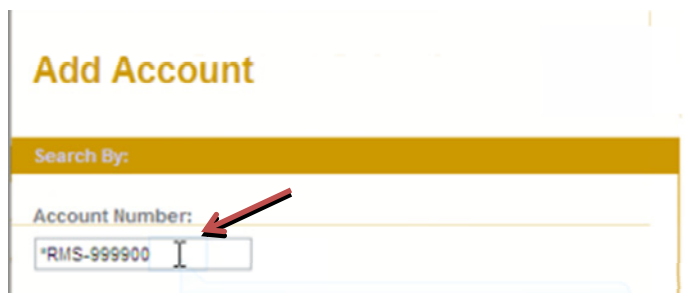
Select one of the following options:

☒ Account

☐ Static Account Group

Back OK

12. Search for the account by entering the account number into the **Account Number** search field. If you would like to bring up multiple accounts numbers you can use an asteric \* as a wildcard. By entering **\*RMS-999900**, MGM Resorts BillDIRECT will find all of the individual resort account for the company.



**Add Account**

Search By:

Account Number: \*RMS-999900

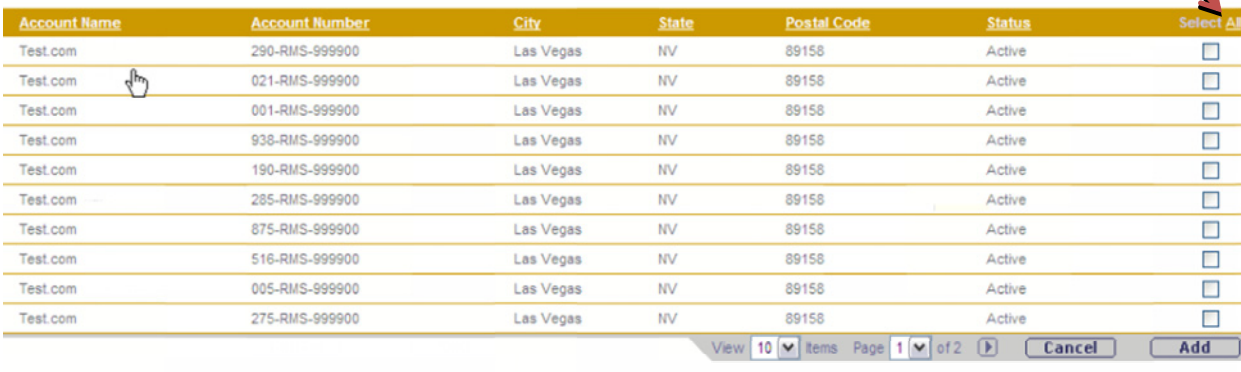
13. On the **Add Account Search Result** page you can select the accounts that will be associated to the ACH account. Select individual accounts by checking the box on the left. Or you can click **All** to automatically select all of the accounts.

14. Click **Add**.

The **Account Context Selection** page will display all of the accounts selected.

### Add Accounts Search Result

Please select the accounts to assign to the shared Payment Method and click the Add button.



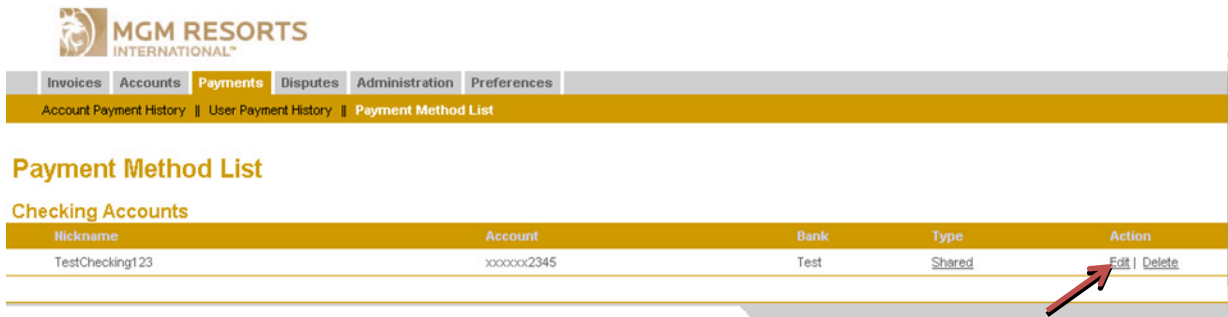
Account Name	Account Number	City	State	Postal Code	Status	Select
Test.com	290-RMS-999900	Las Vegas	NV	89158	Active	<input type="checkbox"/>
Test.com	021-RMS-999900	Las Vegas	NV	89158	Active	<input type="checkbox"/>
Test.com	001-RMS-999900	Las Vegas	NV	89158	Active	<input type="checkbox"/>
Test.com	938-RMS-999900	Las Vegas	NV	89158	Active	<input type="checkbox"/>
Test.com	190-RMS-999900	Las Vegas	NV	89158	Active	<input type="checkbox"/>
Test.com	285-RMS-999900	Las Vegas	NV	89158	Active	<input type="checkbox"/>
Test.com	875-RMS-999900	Las Vegas	NV	89158	Active	<input type="checkbox"/>
Test.com	516-RMS-999900	Las Vegas	NV	89158	Active	<input type="checkbox"/>
Test.com	005-RMS-999900	Las Vegas	NV	89158	Active	<input type="checkbox"/>
Test.com	275-RMS-999900	Las Vegas	NV	89158	Active	<input type="checkbox"/>

View 10 Items Page 1 of 2 **Cancel** **Add**

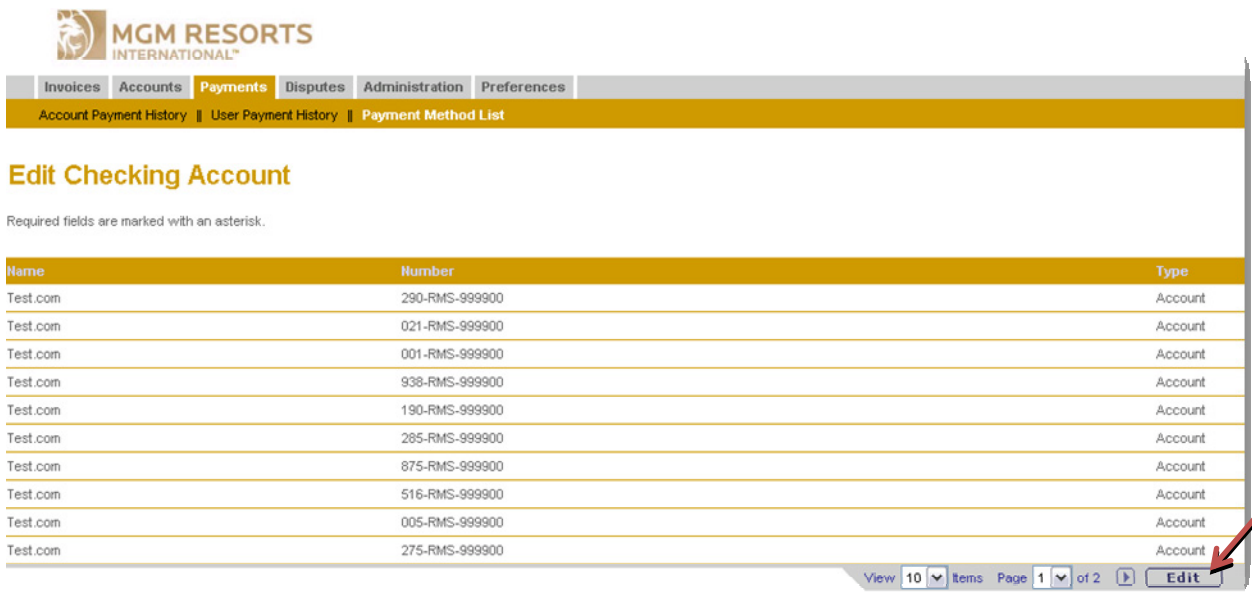
15. Click **Finalize**.
16. The **Verify Checking Account** page will appear. Verify all of the MGM Resorts BillDIRECT accounts displayed should be associated to the checking account shown.
17. Click **Verify**.

## MODIFY ACH ACCOUNT

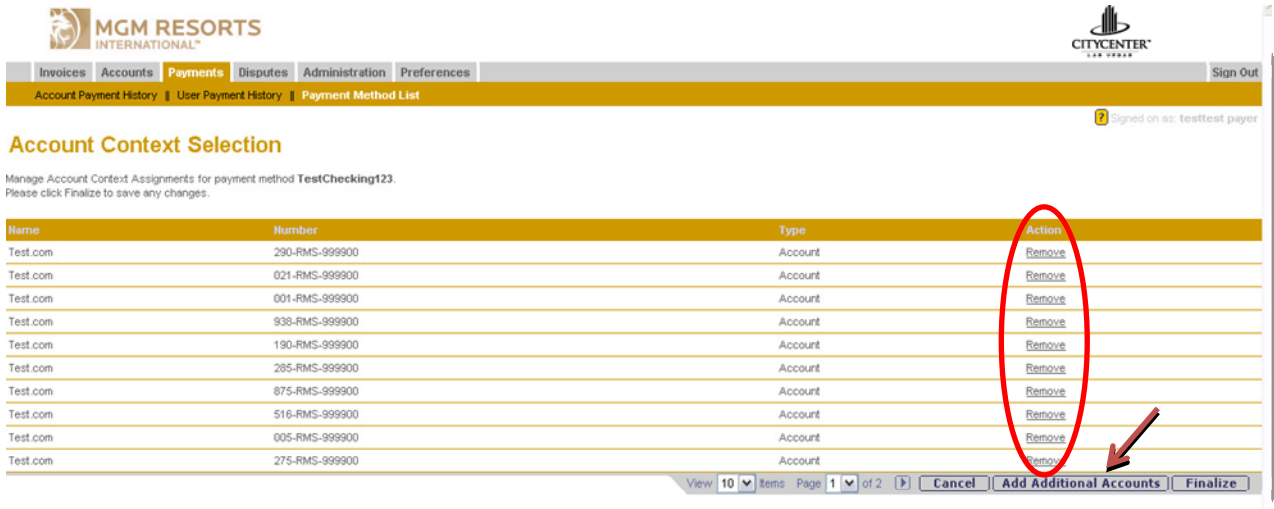
1. Click on Level 1 command **Payments**.
2. Click on Level 2 command **Payment Method List**.
3. You can chose to edit or delete ACH accounts
  - A. To delete the account click **Delete** and **Verify**
  - B. To edit the account click **Edit**



- C. The **Edit Checking Account** screen will display a list of all checking accounts associated to your account.
- D. Click **Edit** to edit the accounts associated with the checking account.



- E. From the **Account Context Selection** screen, click
- Remove** in the **Action** column to remove MGM Resorts BillDIRECT account from the checking account.
  - Add Additional Accounts**, select **Account** in the **Account Context Selection** screen, and search for the additional MGM Resorts BillDIRECT account you would like to associate to the checking account.
  - Finalize** when you are complete with account remove or add activity.



**MGM RESORTS INTERNATIONAL**

**CITYCENTER LAS VEGAS**

Invoices Accounts **Payments** Disputes Administration Preferences Sign Out

Account Payment History | User Payment History | Payment Method List

Signed on as: testtest payer

### Account Context Selection

Manage Account Context Assignments for payment method TestChecking123.  
Please click Finalize to save any changes.

Name	Number	Type	Action
Test.com	290-RMS-999900	Account	Remove
Test.com	021-RMS-999900	Account	Remove
Test.com	001-RMS-999900	Account	Remove
Test.com	938-RMS-999900	Account	Remove
Test.com	190-RMS-999900	Account	Remove
Test.com	285-RMS-999900	Account	Remove
Test.com	875-RMS-999900	Account	Remove
Test.com	516-RMS-999900	Account	Remove
Test.com	005-RMS-999900	Account	Remove
Test.com	275-RMS-999900	Account	Remove

View 10 Items Page 1 of 2 Cancel Add Additional Accounts Finalize

- F. Once an ACH account is removed it cannot be re-activated. If you remove an ACH account in error it will need to be re-created as a new ACH account.

## INVOICE REVIEW

Invoices will be released regularly on a weekly or monthly basis, depending on your company's agreement with MGM Resorts. Once an invoice has been completed and released for review an email will be sent notifying you that your invoice is available.

### INVOICE DETAIL VIEW

1. When you login to MGM Resorts BillDIRECT, the system will take you to your **Invoice Listing** screen (or click **Invoices** on Level 1 command to navigate to the screen). This screen will show you a list of invoices associated to your account.
  - A. Click the **Invoice Number** of the invoice you would like to view.
  - B. The **Property Invoice Summary** screen will display the line items on the invoice.
  - C. From this screen you can review the invoice, email the invoice, or download the invoice as a PDF or CSV file.

**MGM RESORTS INTERNATIONAL**

**CITYCENTER**

**Invoices** Accounts Payments Disputes Administration Preferences Sign Out

**Listing** Sources

**Property Invoice Summary**

Account Name: Test.com  
Account Number: 930-RMS-999900  
Address: 4852 Frank Sinatra Drive, Las Vegas, NV 89158, USA

Property: Aria  
Invoice Number: 1112VZKT  
Invoice Date: 12/15/2011  
Due Date: 1/6/2012  
Billing Period: 12/06/2011 - 01/06/2012

Check-in	Check-out	Guest Name	Confirmation Number	Booking Ref	Nights	Amount	Activity	Balance	Select	All
12/3/2011	12/6/2011	Devis Jonathan	205310265	15055461	3	\$341.60	\$0.00	\$341.60	<input type="checkbox"/>	<input type="checkbox"/>
12/4/2011	12/6/2011	Zhang Zheng	275733494	17953643	2	\$235.20	\$0.00	\$235.20	<input type="checkbox"/>	<input type="checkbox"/>
12/3/2011	12/6/2011	Glover Bobby	209612727	15702322	3	\$341.60	\$0.00	\$341.60	<input type="checkbox"/>	<input type="checkbox"/>
12/3/2011	12/6/2011	Barnes Ronnie	210061534	15962792	3	\$341.60	\$0.00	\$341.60	<input type="checkbox"/>	<input type="checkbox"/>
12/2/2011	12/6/2011	Sylvan Donald	210393323	16078946	4	\$481.60	\$0.00	\$481.60	<input type="checkbox"/>	<input type="checkbox"/>
12/2/2011	12/6/2011	Herzberg Donald	210393490	16084967	4	\$481.60	\$0.00	\$481.60	<input type="checkbox"/>	<input type="checkbox"/>
12/4/2011	12/6/2011	Darling Jayne	254004797	17362671	2	\$179.20	\$0.00	\$179.20	<input type="checkbox"/>	<input type="checkbox"/>
12/4/2011	12/6/2011	Hammer Joseph	275733396	17938896	2	\$266.00	\$0.00	\$266.00	<input type="checkbox"/>	<input type="checkbox"/>
12/4/2011	12/6/2011	Zhao Dachun	275733402	17953636	2	\$235.20	\$0.00	\$235.20	<input type="checkbox"/>	<input type="checkbox"/>
12/4/2011	12/6/2011	Li Zhiqiang	275733413	17953637	2	\$235.20	\$0.00	\$235.20	<input type="checkbox"/>	<input type="checkbox"/>

View 10 Items Page 1 of 2 Pay Lines Dispute Lines

Invoice Total: \$4,656.40  
Total Online Payments: \$0.00  
Total Online Disputes: \$0.00  
Total Credits: \$0.00  
Current Balance: \$4,656.40

Pay Dispute

## EMAIL INVOICE

1. On **Property Invoice Summary**, click **Email**. The **Email Invoice** screen will appear.
2. Enter the required information to email the invoice.
  - A. **E-mail(s):** Recipient email address. Multiple email address can be entered if they are separated by a comma.
  - B. **Subject:** Email subject
  - C. **Body:** Comments or notes you would like to include in the email.
  - D. Select an email invoice format: PDF or CSV.
  - E. If you would like to receive the invoice as a compressed, ZIP file, check the **Compress** box.
3. Click **OK** to send the email.
4. A confirmation screen will display after the email is sent.

**MGM RESORTS INTERNATIONAL™**

**Invoices** Accounts Payments Disputes Administration

**Listing** || Sources

### Email Invoice

Please select your preferred email attachment format:

**Email Options**

E-mail(s):

Enter one or more email addresses separated by ','

Subject:

From:

Receive BCC: ☐

Body:

**Select Email Invoice Format**

☐ PDF

☒ CSV

☐ Compress

**Back** **OK**

**Invoice(s)**

1112VZKT

**Back**

**DOWNLOAD INVOICE / REQUEST CSV REGENERATION**

1. From the **Property Invoice Summary**, you have the ability to download your invoice as either a PDF or a CSV file.
2. Click **Download**. The **Download** screen will appear.
3. Select the download format: PDF or CSV by clicking on the link. A screen will pop up and the request PDF or CSV file will be available for download.
  - A. PDF downloaded invoices will generate the original invoice. No activity will be represented on the PDF file.
  - B. CSV downloaded invoices will generate an invoice that is as recent as the last time a **Request CSV Generation** was processed. If a **Request CSV Generation** has not been processed it will provide the original invoice.
  - C. You can get a CSV invoice that includes recent line item activity by clicking on the link **Request CSV Generation**.

**Note: The re-generation process has an approximately 2 hour run time. After the time delay, return to this screen and download the CSV file.**

MGM RESORTS INTERNATIONAL™

Invoices Accounts Payments Disputes Administration Preferences

Listing || Sources

## Download

Invoice(s)

1112VZKT

Please select your preferred download format:

Select Download Format

[PDF](#)

[CSV](#)

[Request CSV Generation](#)

[Back](#)

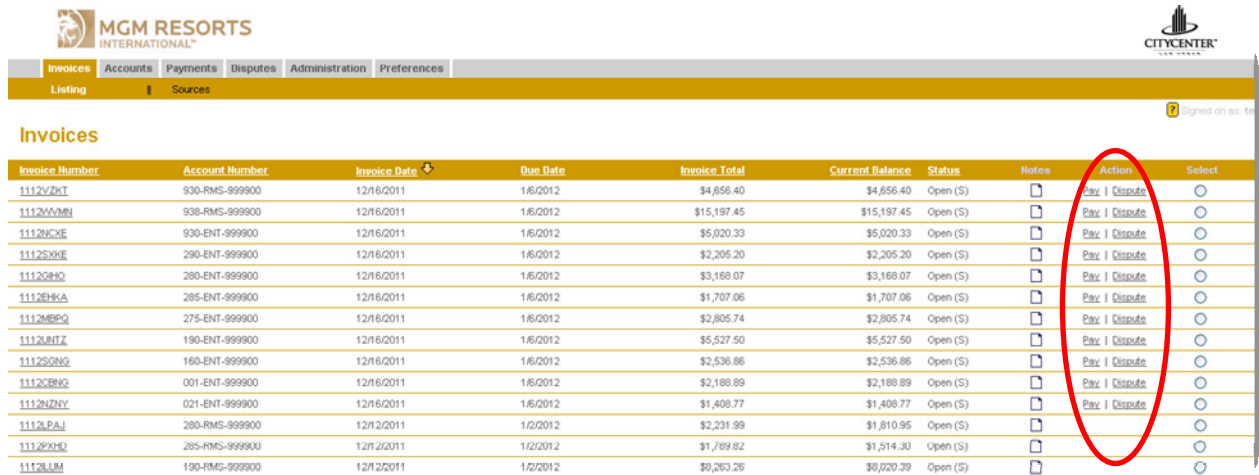
## INVOICE PAYMENT

This section will show you how to make payments on your invoices.

### PAY INVOICE IN FULL

When you login to MGM Resorts BillDIRECT, the system will take you to **Invoice Listing** screen. This screen will show you a list of invoices associated to your account.

1. If the **Action** column says **Pay | Dispute**, this means there is no line item activity associated to the invoice and you can perform invoice level transactions.
2. If there is no **Pay | Dispute** under **Action**, this means there are line item activities associated to the invoice and you can **ONLY** perform line level transactions.



Invoice Number	Account Number	Invoice Date	Due Date	Invoice Total	Current Balance	Status	Notes	Action	Select
1112VZKT	930-RMS-999900	12/16/2011	1/6/2012	\$4,656.40	\$4,656.40	Open (S)		Pay   Dispute	<input type="radio"/>
1112VAMN	938-RMS-999900	12/16/2011	1/6/2012	\$15,197.45	\$15,197.45	Open (S)		Pay   Dispute	<input type="radio"/>
1112NCKE	930-ENT-999900	12/16/2011	1/6/2012	\$5,020.33	\$5,020.33	Open (S)		Pay   Dispute	<input type="radio"/>
1112SXKE	290-ENT-999900	12/16/2011	1/6/2012	\$2,205.20	\$2,205.20	Open (S)		Pay   Dispute	<input type="radio"/>
1112GHHQ	280-ENT-999900	12/16/2011	1/6/2012	\$3,168.07	\$3,168.07	Open (S)		Pay   Dispute	<input type="radio"/>
1112BKA	285-ENT-999900	12/16/2011	1/6/2012	\$1,707.06	\$1,707.06	Open (S)		Pay   Dispute	<input type="radio"/>
1112MBPQ	275-ENT-999900	12/16/2011	1/6/2012	\$2,805.74	\$2,805.74	Open (S)		Pay   Dispute	<input type="radio"/>
1112UNTZ	190-ENT-999900	12/16/2011	1/6/2012	\$5,527.50	\$5,527.50	Open (S)		Pay   Dispute	<input type="radio"/>
1112SGHQ	160-ENT-999900	12/16/2011	1/6/2012	\$2,536.86	\$2,536.86	Open (S)		Pay   Dispute	<input type="radio"/>
1112CBHQ	001-ENT-999900	12/16/2011	1/6/2012	\$2,188.89	\$2,188.89	Open (S)		Pay   Dispute	<input type="radio"/>
1112NZHY	021-ENT-999900	12/16/2011	1/6/2012	\$1,408.77	\$1,408.77	Open (S)		Pay   Dispute	<input type="radio"/>
1112PAJ	280-RMS-999900	12/12/2011	1/2/2012	\$2,231.99	\$1,810.95	Open (S)			<input type="radio"/>
1112PXHQ	285-RMS-999900	12/12/2011	1/2/2012	\$1,789.82	\$1,514.30	Open (S)			<input type="radio"/>
1112LUM	190-RMS-999900	12/12/2011	1/2/2012	\$8,263.26	\$8,020.39	Open (S)			<input type="radio"/>



3. If the **Invoice Total** is correct and you would like to pay the balance from this screen, click **Pay** to continue to the **Make a Payment** screen.
  - A. From the **Make a Payment** screen use the drop down menu to select the ACH account you would like to use for this transaction.
  - B. Then enter the date you would like the payment to take place. If the date entered is a weekend or holiday the transaction will occur on the following business day.
  - C. If you have any additional notes you would like to leave on the payment transaction you can enter them in the optional **Notes** field.
  - D. Once these fields are complete click **OK**.

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Invoices Accounts Payments Disputes Administration Preferences Sign Out

Listing || Sources

Signed on as: testtest payer

### Make a Payment

Account Number	Account Name	Invoice Number	Amount Due
930-RMS-999900	Test.com	1112VZKT	\$4,656.40

Total Payment: \$4,656.40

Select a Payment Method

TestChecking123(S) ▼

Enter a Payment Date (mm/dd/yyyy)

Date: 1/6/2012

Enter a Note (optional)

Cancel OK

- E. Once the **Verify a Payment** screen appears, review all of the fields and confirm the information is correct.
- F. If any of the information is incorrect, click **Edit** to go back to the **Make a Payment** screen.
- G. If all information is correct and you are ready to process the payment, click **Confirm**.

### Verify a Payment

Please verify that you want to make the following payments.



Account Number	Account Name	Invoice Number	Amount Due
930-RMS-999900	Test.com	<u>1112VZKT</u>	\$4,656.40
			Total Payment: \$4,656.40

<b>Payment Method</b>  Payment Method: TestChecking123(S)	<b>Note (optional)</b>  This is a test
--	--

<b>Payment Date (mm/dd/yyyy)</b>  Date: 1/6/2012
---



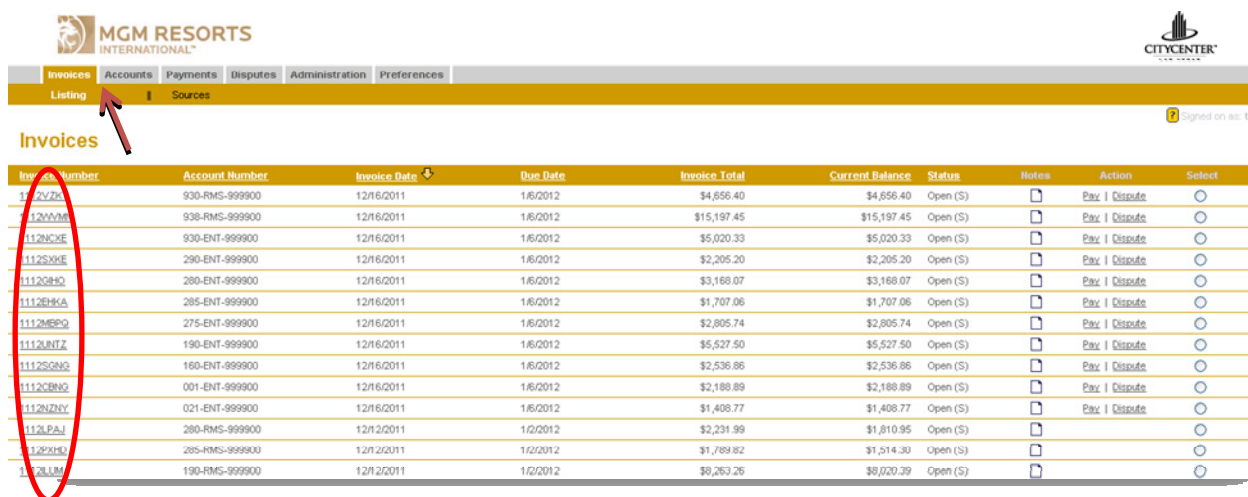
**Edit** **Confirm**

- H. When the confirmation screen appears your payment is complete.

### Confirm a Payment

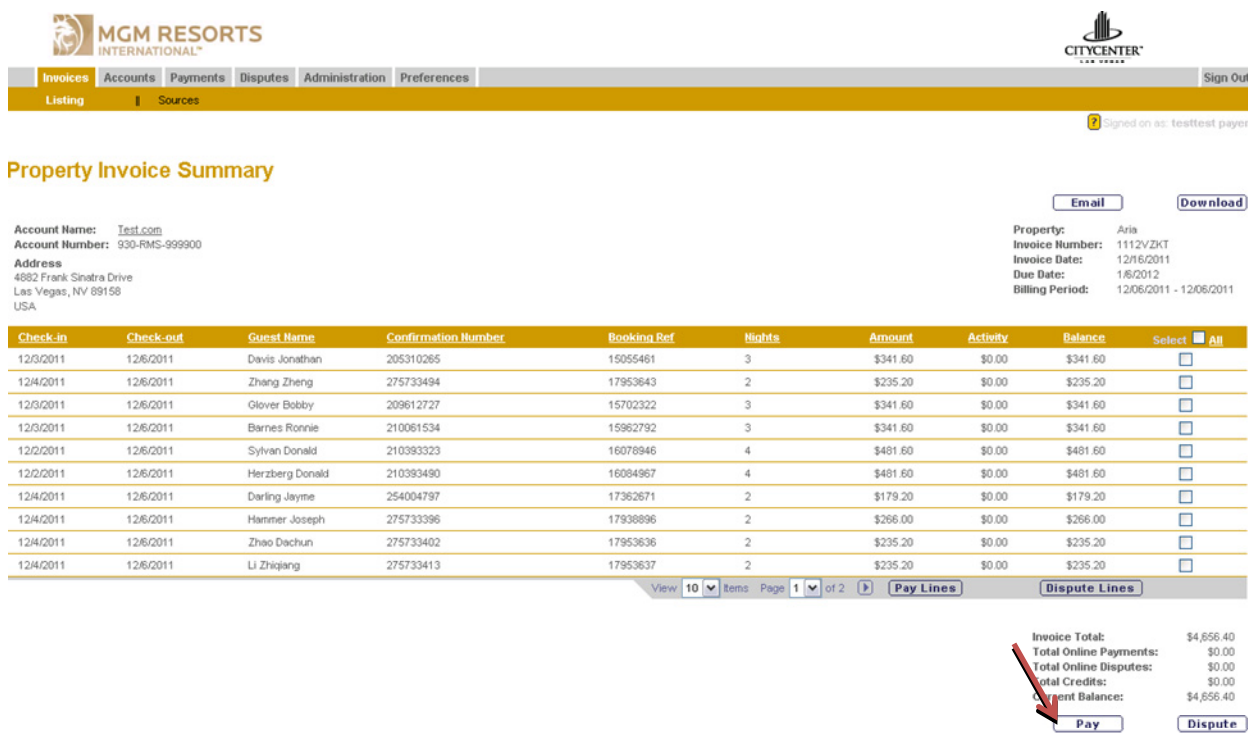
The following payment has been scheduled.

- After completing a transaction click the **Invoices** tab to return to the **Invoices** screen.



Invoice Number	Account Number	Invoice Date	Due Date	Invoice Total	Current Balance	Status	Notes	Action	Select
1112VZK	930-RMS-999900	12/16/2011	1/6/2012	\$4,656.40	\$4,656.40	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	930-RMS-999900	12/16/2011	1/6/2012	\$15,197.45	\$15,197.45	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	930-ENT-999900	12/16/2011	1/6/2012	\$5,020.33	\$5,020.33	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	290-ENT-999900	12/16/2011	1/6/2012	\$2,205.20	\$2,205.20	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	280-ENT-999900	12/16/2011	1/6/2012	\$3,168.07	\$3,168.07	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	285-ENT-999900	12/16/2011	1/6/2012	\$1,707.06	\$1,707.06	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	275-ENT-999900	12/16/2011	1/6/2012	\$2,805.74	\$2,805.74	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	190-ENT-999900	12/16/2011	1/6/2012	\$5,527.50	\$5,527.50	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	160-ENT-999900	12/16/2011	1/6/2012	\$2,536.86	\$2,536.86	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	001-ENT-999900	12/16/2011	1/6/2012	\$2,188.89	\$2,188.89	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	021-ENT-999900	12/16/2011	1/6/2012	\$1,408.77	\$1,408.77	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	280-RMS-999900	12/12/2011	1/2/2012	\$2,231.99	\$1,810.95	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	285-RMS-999900	12/12/2011	1/2/2012	\$1,789.82	\$1,514.30	Open (S)		Pay   Dispute	<input type="radio"/>
1112VZK	190-RMS-999900	12/12/2011	1/2/2012	\$8,253.26	\$8,020.39	Open (S)		Pay   Dispute	<input type="radio"/>

- When viewing the **Invoice** screen you can also view more detailed data for each invoice by clicking the **Invoice Number**.
- On the **Property Invoice Summary** screen you are able to view all of the individual transactions included on the invoice.



Account Name: Test.com  
Account Number: 930-RMS-999900  
Address: 4682 Frank Sinatra Drive, Las Vegas, NV 89158, USA

Property: Aria  
Invoice Number: 1112VZK  
Invoice Date: 12/16/2011  
Due Date: 1/6/2012  
Billing Period: 12/06/2011 - 12/06/2011

Check-in	Check-out	Guest Name	Confirmation Number	Booking Ref	Nights	Amount	Activity	Balance	Select
12/3/2011	12/6/2011	Davis Jonathan	205310265	15055461	3	\$341.60	\$0.00	\$341.60	<input type="checkbox"/>
12/4/2011	12/6/2011	Zhang Zheng	275733494	17953643	2	\$235.20	\$0.00	\$235.20	<input type="checkbox"/>
12/3/2011	12/6/2011	Glover Bobby	209612727	15702322	3	\$341.60	\$0.00	\$341.60	<input type="checkbox"/>
12/3/2011	12/6/2011	Barnes Ronnie	210061534	15962792	3	\$341.60	\$0.00	\$341.60	<input type="checkbox"/>
12/2/2011	12/6/2011	Sylvan Donald	210393323	16078946	4	\$481.60	\$0.00	\$481.60	<input type="checkbox"/>
12/2/2011	12/6/2011	Herzberg Donald	210393490	16084967	4	\$481.60	\$0.00	\$481.60	<input type="checkbox"/>
12/4/2011	12/6/2011	Darling Jayme	254004797	17362671	2	\$179.20	\$0.00	\$179.20	<input type="checkbox"/>
12/4/2011	12/6/2011	Hammer Joseph	275733396	17930896	2	\$206.00	\$0.00	\$206.00	<input type="checkbox"/>
12/4/2011	12/6/2011	Zhao Dachun	275733402	17953636	2	\$235.20	\$0.00	\$235.20	<input type="checkbox"/>
12/4/2011	12/6/2011	Li Zhigang	275733413	17953637	2	\$235.20	\$0.00	\$235.20	<input type="checkbox"/>

View 10 Items Page 1 of 2 [Pay Lines](#) [Dispute Lines](#)

Invoice Total: \$4,656.40  
Total Online Payments: \$0.00  
Total Online Disputes: \$0.00  
Total Credits: \$0.00  
Current Balance: \$4,656.40

[Pay](#) [Dispute](#)

- Review all transactions for accuracy and click **Pay** to pay the entire invoice.
- This will take you to the **Make a Payment** screen.
- Please follow steps [A-H in section 3](#) above to complete the payment.

## PAY LINE ITEMS

1. While viewing invoice detail in the **Property Invoice Summary** you can decide to only pay for some of the line items, without paying the total invoice.
  - A. On the **Property Invoice Summary** select the lines you would like to pay by checking the box on the right side of the screen.
    - i. Check the box in the orange heading bar to select all line items on the current screen.



- ii. Click the word **All** next to the box to select all line items on the invoice



- B. Then click **Pay Lines**.

### Property Invoice Summary

Account Name: [Test.com \(Show\)](#)  
 Account Number: 021-ENT-999900  
 Address:  
 4882 Frank Sinatra Drive  
 Las Vegas, NV 89158  
 USA

Property: New York-New York  
 Invoice Number: 1112NZNY  
 Invoice Date: 12/16/2011  
 Due Date: 1/6/2012  
 Billing Period: 12/06/2011 - 12/06/2011

[Email](#) [Download](#)

Account ID	Transaction Date	Guest Name	Event Description	Event Code	Seats	Booking Ref	Amount	Activity	Balance	Select	All
55790634	12/6/2011	Torres-Lastra Mariana	Zumanity	ZU20114E	2	46924654-55 140398266603	\$147.74	\$0.00	\$147.74	<input type="checkbox"/>	<input type="checkbox"/>
54900282	12/6/2011	Wilson Charles Bernard	Zumanity	ZU11209E	1	1T2100E5	\$73.87	\$0.00	\$73.87	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
55790188	12/6/2011	Menzie Terry Kevin	Zumanity	ZU11223E	2	E34MN004	\$166.44	\$0.00	\$166.44	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
55790717	12/6/2011	Menzie Terry Kevin	Zumanity	ZU11223E	2	E34MN004	\$166.44	\$0.00	\$166.44	<input type="checkbox"/>	<input type="checkbox"/>
55783589	12/6/2011	Colon Felipe	Zumanity	ZU11212E	2	91835740	\$173.80	\$0.00	\$173.80	<input type="checkbox"/>	<input type="checkbox"/>
55823385	12/6/2011	Reid Gary	Zumanity	ZU11227L	2	3RH100E5	\$166.44	\$0.00	\$166.44	<input type="checkbox"/>	<input type="checkbox"/>
55783324	12/6/2011	Martinez Derek	Zumanity	ZU11212L	2	91850036	\$173.80	\$0.00	\$173.80	<input type="checkbox"/>	<input type="checkbox"/>
55783498	12/6/2011	Kantarovich Anatoly	Zumanity	ZU11212E	2	91860271	\$173.80	\$0.00	\$173.80	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
55823328	12/6/2011	Boster Bruce	Zumanity	ZU11225E	2	X2K59004	\$166.44	\$0.00	\$166.44	<input type="checkbox"/>	<input type="checkbox"/>

View 10 Items [Pay Lines](#) [Dispute Lines](#)

Invoice Total: \$1,408.77  
 Total Online Payments: \$0.00  
 Total Online Disputes: \$0.00  
 Total Credits: \$0.00  
 Current Balance: \$1,408.77

[Pay](#) [Dispute](#)

C. On the **Pay Line Items** screen you have the opportunity to set how much you want to pay on each line item.

**Note:** Every line item will default to pay the total amount due.

D. Set the **Payment Date**, the **Payment Method** and add **Notes** if necessary.

E. Click **OK**.

**Pay Item Detail**

Account ID	Transaction Date	Guest Name	Event Description	Event Code	Seats	Booking Ref	Amount	Current Balance	Pay amt	Amount
54900282	12/6/2011	Wilson Charles Bernard	Zumanity	ZU11209E	1	1T2100E5	\$73.87	\$73.87	\$	73.87
55790717	12/6/2011	Menzie Terry Kevin	Zumanity	ZU11223E	2	E34MN004	\$166.44	\$166.44	\$	166.44
55783498	12/6/2011	Kantarovich Anatoly	Zumanity	ZU11212E	2	91860271	\$173.80	\$173.80	\$	173.80

Total Pay Amount: \$414.11

Due Date: \* 1/6/2012 (mm/dd/yyyy)

Payment Method: None

Note:

Cancel Recalculate OK

F. Click **Verify** to complete the transaction.

**APPLY CREDIT TO INVOICE**

1. If your account has existing credits, you will have the opportunity to apply the credits to invoices when making a payment.
2. Existing credits will be displayed on the **Make a Payment** screen.
3. In order to apply the credit(s) to the current invoice check the box next to the credit you would like to apply.
4. Set the amount you would like to apply in the **Applied Credit Amount** box.

**Note:** The **Applied Credit Amount** cannot be greater than the **Amount Due** on the invoice.

**Make a Payment**

Account Number	Account Name	Invoice Number	Amount Due
021-ENT-999900	Test.com (Show)	1112NZNY	\$1,408.77

Total Payment: \$1,408.77

**Credit Item Detail**

Reference 1	Reference 2	Category	Total Credit Amount	Available Credit Amount	Applied Credit Amount	Series
Wilson Charles Bernard		Credit	\$73.87	\$73.87	73.87	<input type="checkbox"/>

Total Credit Amount: \$0.00  
Total Due Today: \$1,408.77

Select a Payment Method

TestChecking123(S) ▼

Enter a Payment Date (mm/dd/yyyy)

Date: 1/8/2012

Enter a Note (optional)

Cancel OK

- When verifying the payment you will see the total amount due, total credit being applied and the new balance to be paid minus the credit, which is labeled **Total Due Today**.
- Complete the payment as described above in steps [A-H in section 3](#).

### Verify a Payment

Please verify that you want to make the following payments.

Account Number	Account Name	Invoice Number	Amount Due
021-ENT-999900	Test.com (Show)	<a href="#">1112NZNY</a>	\$1,408.77
			Total Payment: \$1,408.77

### Credit Item Detail

Reference 1	Reference 2	Category	Total Credit Amount	Available Credit Amount	Applied Credit Amount
Wilson Charles Bernard		Credit	\$73.87	\$73.87	\$73.87

Total Credit Amount: \$73.87  
Total Due Today: \$1,334.90

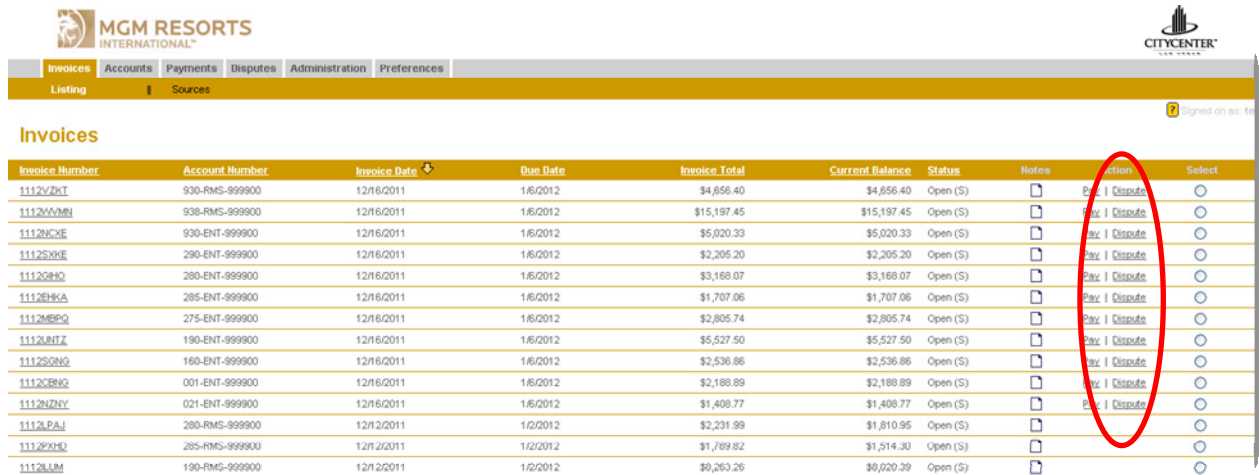
<b>Payment Method</b> Payment Method: TestChecking123(S)	<b>Note (optional)</b> <div></div>
<b>Payment Date (mm/dd/yyyy)</b> Date: 1/6/2012	
<div>Edit</div> <div>Confirm</div>	

## DISPUTES

This section will show how to dispute an invoice in full or specific line items on an invoice.

**DISPUTE ENTIRE INVOICE**

1. If there is **Pay | Dispute** under **Action**, this means there is no line item activity associates to the invoice and you can perform invoice level transactions.
2. If there is no **Pay | Dispute** under **Action**, this means there are line item activities associate to the invoice and you can ONLY perform line level transactions.



Invoice Number	Account Number	Invoice Date	Due Date	Invoice Total	Current Balance	Status	Notes	Action	Select
1112VZKT	930-RMS-999900	12/16/2011	1/6/2012	\$4,656.40	\$4,656.40	Open (S)		Pay   Dispute	<input type="radio"/>
1112VVMN	938-RMS-999900	12/16/2011	1/6/2012	\$15,197.45	\$15,197.45	Open (S)		Pay   Dispute	<input type="radio"/>
1112NCME	930-ENT-999900	12/16/2011	1/6/2012	\$5,020.33	\$5,020.33	Open (S)		Pay   Dispute	<input type="radio"/>
1112SOME	290-ENT-999900	12/16/2011	1/6/2012	\$2,205.20	\$2,205.20	Open (S)		Pay   Dispute	<input type="radio"/>
1112QH2	280-ENT-999900	12/16/2011	1/6/2012	\$3,168.07	\$3,168.07	Open (S)		Pay   Dispute	<input type="radio"/>
1112BKKA	285-ENT-999900	12/16/2011	1/6/2012	\$1,707.06	\$1,707.06	Open (S)		Pay   Dispute	<input type="radio"/>
1112MEPO	275-ENT-999900	12/16/2011	1/6/2012	\$2,805.74	\$2,805.74	Open (S)		Pay   Dispute	<input type="radio"/>
1112ANIZ	190-ENT-999900	12/16/2011	1/6/2012	\$5,527.50	\$5,527.50	Open (S)		Pay   Dispute	<input type="radio"/>
1112SGH2	160-ENT-999900	12/16/2011	1/6/2012	\$2,536.86	\$2,536.86	Open (S)		Pay   Dispute	<input type="radio"/>
1112CBH2	001-ENT-999900	12/16/2011	1/6/2012	\$2,188.89	\$2,188.89	Open (S)		Pay   Dispute	<input type="radio"/>
1112N2LY	021-ENT-999900	12/16/2011	1/6/2012	\$1,408.77	\$1,408.77	Open (S)		Pay   Dispute	<input type="radio"/>
1112LPAJ	280-RMS-999900	12/12/2011	1/2/2012	\$2,231.99	\$1,810.95	Open (S)		Pay   Dispute	<input type="radio"/>
1112PXH2	285-RMS-999900	12/12/2011	1/2/2012	\$1,789.82	\$1,514.30	Open (S)		Pay   Dispute	<input type="radio"/>
1112LUM	190-RMS-999900	12/12/2011	1/2/2012	\$0,263.25	\$0,020.39	Open (S)		Pay   Dispute	<input type="radio"/>

3. To dispute the entire invoice;
  - A. Identify the invoice line you would like to dispute in its entirety.
  - B. Click **Dispute** in the **Action** column.



- C. On the **Dispute Invoice** page you can review all of the details of the disputed invoice.

### Dispute Invoice

Account Name:	Test.com (Show)	Invoice Number:	1112CBNG
Account Number:	001-ENT-999900	Due Date:	1/6/2012
		Invoice Date:	12/16/2011

Summary of Charges	
	USD
Current Charges:	\$2,188.89
Invoice Balance:	\$2,188.89
Current Active Payments:	\$0.00
Current Active Disputes:	\$0.00
Current Balance:	\$2,188.89

Dispute Information	
Invoice Total:	\$2,188.89
Reason:	<div> <div>Incorrect Amount</div> <div></div> </div>
Enter Comments (up to 100 characters):	<div></div>

- D. Use the drop down menu to select the reason for the dispute.  
 E. Use the **Notes** section to enter comments explaining the reason for the dispute to MGM Resorts.  
 F. Click **OK**.

Dispute Information	
Invoice Total:	\$2,188.89
Reason:	<div> <div>Incorrect Amount</div> <div> <div>Incorrect Amount</div> <div>Incorrect Reference Number</div> <div>Duplicate</div> <div>No Show</div> <div>Incorrect Date</div> <div>Incorrect Event Code</div> <div>Incorrect Guest Name</div> </div> </div>

G. Verify all the invoice information and dispute reason and click **Confirm**.

### Dispute Invoice

Account Name:	Test.com (Shew)	Invoice Number:	1112CBNG
Account Number:	001-ENT-999900	Due Date:	1/6/2012
		Invoice Date:	12/16/2011

Summary of Charges	
	USD
Current Charges:	\$2,188.89
Invoice Balance:	\$2,188.89
Current Active Payments:	\$0.00
Current Active Disputes:	\$0.00
Current Balance:	\$2,188.89

Dispute Information	
Invoice Total:	\$2,188.89
Payment Amount:	\$0.00
Reason:	Incorrect Amount
Enter Comments:	

4. You can also dispute an entire invoice after reviewing the invoice detail on the **Property Invoice Summary**.
  - A. After reviewing all of the individual line items on the **Property Invoice Summary** click **Dispute** in the bottom, left corner of the page to dispute the invoice in full.

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**CITYCENTER**

**Invoices** Accounts Payments Disputes Administration Preferences Sign Out

Listing Sources

Signed on as: testtest payer

### Property Invoice Summary

Account Name: Test.com  
Account Number: 930-RMS-999900  
Address: 4882 Frank Sinatra Drive, Las Vegas, NV 89158, USA

Property: Aria  
Invoice Number: 1112VZKT  
Invoice Date: 12/16/2011  
Due Date: 1/6/2012  
Billing Period: 12/06/2011 - 12/06/2011

Check-in	Check-out	Guest Name	Confirmation Number	Booking Ref	Nights	Amount	Activity	Balance	Select	All
12/3/2011	12/6/2011	Davis Jonathan	205310265	15055461	3	\$341.60	\$0.00	\$341.60	<input type="checkbox"/>	
12/4/2011	12/6/2011	Zhang Zheng	275733494	17953643	2	\$235.20	\$0.00	\$235.20	<input type="checkbox"/>	
12/3/2011	12/6/2011	Glover Bobby	209612727	15702322	3	\$341.60	\$0.00	\$341.60	<input type="checkbox"/>	
12/3/2011	12/6/2011	Barnes Ronnie	210061534	15962792	3	\$341.60	\$0.00	\$341.60	<input type="checkbox"/>	
12/2/2011	12/6/2011	Sylvan Donald	210393323	16078946	4	\$481.60	\$0.00	\$481.60	<input type="checkbox"/>	
12/2/2011	12/6/2011	Herzberg Donald	210393490	16084967	4	\$481.60	\$0.00	\$481.60	<input type="checkbox"/>	
12/4/2011	12/6/2011	Darling Jayme	254004797	17362671	2	\$179.20	\$0.00	\$179.20	<input type="checkbox"/>	
12/4/2011	12/6/2011	Hammer Joseph	275733396	17936896	2	\$266.00	\$0.00	\$266.00	<input type="checkbox"/>	
12/4/2011	12/6/2011	Zhao Dachun	275733402	17953636	2	\$235.20	\$0.00	\$235.20	<input type="checkbox"/>	
12/4/2011	12/6/2011	Li Zhiqiang	275733413	17953637	2	\$235.20	\$0.00	\$235.20	<input type="checkbox"/>	

View 10 Items Page 1 of 2 Pay Lines Dispute Lines

Invoice Total: \$4,656.40  
Total Online Payments: \$0.00  
Total Online Disputes: \$0.00  
Total Credits: \$0.00  
Current Balance: \$4,656.40

Pay Dispute

- B. Complete the dispute process as described in steps [A-D in section 3](#) above.

## DISPUTE BY LINE ITEM

1. Disputes can also be applied to individual line items on an invoice.
2. After individual line items are disputed from an invoice the invoice will remain active for review and payment with an updated **Balance Due**, while the dispute is researched.
3. Line item disputes will be applied in the **Property Invoice Summary** screen.
  - A. Identify all of the individual lines you would like to dispute.
  - B. Check the boxes on the right of the screen.
  - C. In order to dispute only the selected line you must click **Dispute Lines**.

### Property Invoice Summary

Account Name: [Test.com \(Show\)](#)  
 Account Number: 021-ENT-999900  
 Address:  
 4882 Frank Sinatra Drive  
 Las Vegas, NV 89158  
 USA

Property: New York-New York  
 Invoice Number: 1112NZNY  
 Invoice Date: 12/16/2011  
 Due Date: 1/6/2012  
 Billing Period: 12/06/2011 - 12/06/2011

[Email](#) [Download](#)

Account ID	Transaction Date	Guest Name	Event Description	Event Code	Seats	Booking Ref	Amount	Activity	Balance	Select	All
55790634	12/6/2011	Torres-Lastra Mariana	Zumanity	ZU20114E	2	46924654-55 140398266603	\$147.74	\$0.00	\$147.74	<input type="checkbox"/>	<input type="checkbox"/>
54900282	12/6/2011	Wilson Charles Bernard	Zumanity	ZU11209E	1	1T2100E5	\$73.87	\$0.00	\$73.87	<input checked="" type="checkbox"/>	<input type="checkbox"/>
55790188	12/6/2011	Menzie Terry Kevin	Zumanity	ZU11223E	2	E34MN004	\$166.44	\$0.00	\$166.44	<input checked="" type="checkbox"/>	<input type="checkbox"/>
55790717	12/6/2011	Menzie Terry Kevin	Zumanity	ZU11223E	2	E34MN004	\$166.44	\$0.00	\$166.44	<input type="checkbox"/>	<input type="checkbox"/>
55783589	12/6/2011	Colon Felipe	Zumanity	ZU11212E	2	91835740	\$173.80	\$0.00	\$173.80	<input type="checkbox"/>	<input type="checkbox"/>
55823385	12/6/2011	Reid Gary	Zumanity	ZU11227L	2	3RH100E5	\$166.44	\$0.00	\$166.44	<input type="checkbox"/>	<input type="checkbox"/>
55783324	12/6/2011	Martinez Derek	Zumanity	ZU11212L	2	91850036	\$173.80	\$0.00	\$173.80	<input type="checkbox"/>	<input type="checkbox"/>
55783498	12/6/2011	Kantarovich Anatoly	Zumanity	ZU11212E	2	91860271	\$173.80	\$0.00	\$173.80	<input checked="" type="checkbox"/>	<input type="checkbox"/>
55823328	12/6/2011	Boster Bruce	Zumanity	ZU11225E	2	X21K58004	\$166.44	\$0.00	\$166.44	<input type="checkbox"/>	<input type="checkbox"/>

View **10** Items [Pay Lines](#) [Dispute Lines](#)

Invoice Total: \$1,408.77  
 Total Online Payments: \$0.00  
 Total Online Disputes: \$0.00  
 Total Credits: \$0.00  
 Current Balance: \$1,408.77

[Pay](#) [Dispute](#)

- D. When disputing line items you must select a single, common reason for the disputes. On the next screen you will be able to change the reason on the individual items.
- E. Use the drop down menu to choose the reason most of the line items are being disputed.
- F. Click **OK**.

### Dispute Line Items

Reason: Incorrect Amount ▼

- Incorrect Amount
- Incorrect Reference Number
- Duplicate
- No Show
- Incorrect Date
- Incorrect Event Code
- Incorrect Guest Name

Account Name: Test.com (Show)      Invoice Number: 1112SGNG  
Account Number: 160-ENT-999900      Invoice Date: 12/16/2011

Cancel OK

- 4. Definition for different dispute **Reason**:
  - A. **Incorrect Amount** – rate/price code variance
  - B. **Incorrect Reference Number** – voucher/reference missing or incorrect
  - C. **Duplicate** – reservation appears more than once
  - D. **No Show** – guest did not attend show
  - E. **Incorrect Date** – date variance from booking list to wholesaler list
  - F. **Incorrect Event Code** - incorrect show booked
  - G. **Incorrect Guest Name** - reservation booked under incorrect guest

H. The **Disputed Line Items** screen will allow you to assign different reasons to each disputed item.

**Note:** Every item will default to the common reason selected on the previous screen.

I. Edit the **Payment Amount** field to set what you should pay for each item. If the item is being disputed due to incorrect amount, enter the correct amount in this field. If you should not pay for the item at all due to duplicate or other reasons enter “0.00”.

J. Use the **Notes** section to enter comments explaining the reason for the dispute to MGM Resorts.

K. Click **OK**.

### Dispute Line Items

Reason: Incorrect Amount

Account Name: Test.com (Show) Invoice Number: 11126IHD  
Account Number: 280-ENT-999900 Invoice Date: 12/16/2011

Account ID	Transaction Date	Guest Name	Event Description	Event Code	Seats	Booking Ref	Amount	Current Balance	Payment Amount	Requested Dispute Reason
55790659	12/6/2011	Davidson Ian	Criss Angel Believe	BE11206E	3	1681763	\$158.61	\$158.61	100.00	Incorrect Amount
55791103	12/6/2011	difrancesco david	Menopause The Musical	MP11206E	2	1681242	\$50.02	\$50.02	0.00	Incorrect Amount

Total Requested Dispute Amount: \$208.63

Note:

Cancel OK

L. Click **Verify**.

### Dispute Line Items

Reason: Incorrect Amount

Account Name: Test.com (Show) Invoice Number: 11126IHD  
Account Number: 280-ENT-999900 Invoice Date: 12/16/2011

Account ID	Transaction Date	Guest Name	Event Description	Event Code	Seats	Booking Ref	Amount	Current Balance	Payment Amount	Requested Dispute Reason
55790659	12/6/2011	Davidson Ian	Criss Angel Believe	BE11206E	3	1681763	\$158.61	\$158.61	\$100.00	Incorrect Amount
55791103	12/6/2011	difrancesco david	Menopause The Musical	MP11206E	2	1681242	\$50.02	\$50.02	\$0.00	Incorrect Amount

Total Requested Dispute Amount: \$108.63

Note:

Edit Verify

- M. You will receive a confirmation of the disputes.
- N. You can now re-enter the invoice and view the updated current balance due.

## **Dispute Line Items**

Dispute Created Successfully.



- O. Once a dispute is entered it will be sent to an MGM Resorts representative for review. The MGM Resorts will do the appropriate research and either Approve or Reject the dispute. You will receive an email notifying you of the status.
  - i. If the dispute is Approved the amount will be adjusted off and the amount will not appear on the invoice.
  - ii. If the dispute is Rejected the amount will be placed back on the invoice for payment.

**APPENDIX*****COMPANY REFERENCE NUMBERS***

Each resort in the MGM Resorts family has a unique reference number. Most notably these numbers will appear in the account numbers for each of your MGM Resorts BillDIRECT accounts. There are two parent Companies under which individual resort accounts are housed. The two parent companies are 516-MGM Resorts International and 875-CityCenter. When viewing a MGM Resorts BillDIRECT account with 516 or 875, the balance will be a sum of the balances on all sub accounts. Account numbers for each resort and their association to a parent account are below.

**516 – MGM Resorts International**

- 001 – MGM Grand LV
- 005 – The Signature
- 021 – New York-New York
- 102 – Circus Circus LV
- 160 – The Mirage
- 190 – Bellagio
- 275 – Mandalay Bay
- 280 – Luxor
- 285 – Excalibur
- 290 – Monte Carlo

**875 – CityCenter**

- 930 – ARIA
- 938 – Vdara

***INVOICE TYPES***

Account numbers will also contain a three letter invoice type following the Company Reference Number. The three letter invoice type will identify the type of transactions appearing on the invoice. Invoice Types and their associated three letter codes are below.

- ENT – Entertainment
- RMS – Hotel Rooms
- TMS – Timeshare