

Hotel Factsheet

Virtual Cards

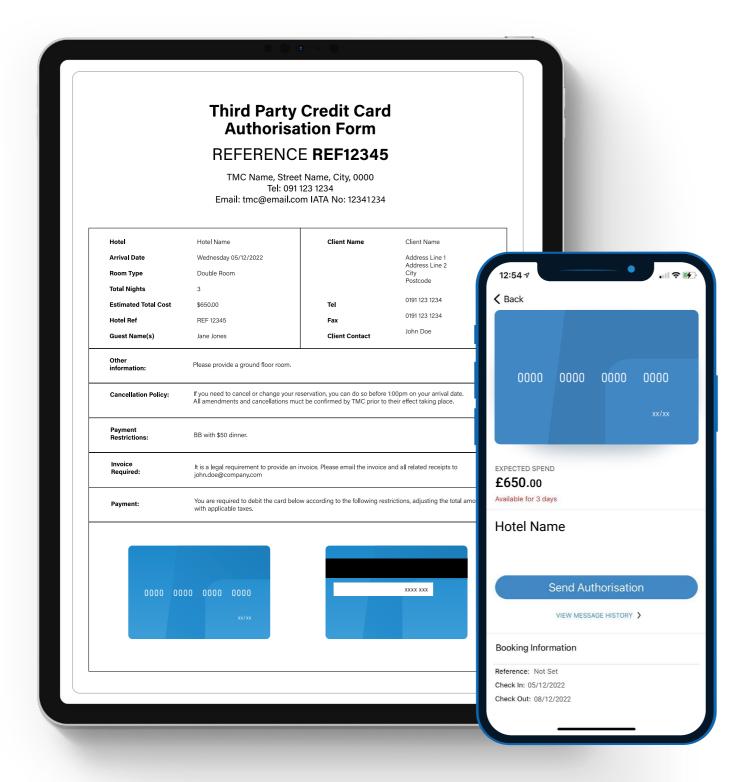


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Hotel payment for business travellers with virtual cards

Corporate travel managers love using virtual cards for booking hotels for business. A virtual card is just like any other payment card. The only difference is that it is not a card that a guest can carry in their physical wallet.

Every reservation is booked and paid for with a unique card number and payment details. Once your hotel receives these details via a form, you can use them to complete payment.



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Seamless payment in 3 steps



Receive the form

When a reservation is made, you'll receive a Third Party Credit Card Authorisation Form that contains the payment details.

Find the form in your reservations inbox/email, faxes or in your Sertifi portal.

Note:

- Review the information you need including reservation amount, card details, authorised incidentals, company name, address and email to send the folio to on check-out.
- Update the reservation in your PMS with these details.



Charge the card

When it's time to settle the bill, check the Third Party Credit Card Authorisation Form.

Charge the virtual card as a card-not-present transaction. This is done the same way as you'd charge for a no-show.

Note:

- Don't forget to review the Payment Restrictions section as this tells you
 what services you are authorised to charge for. For any other incidentals
 you should ask the guest for an alternative method of payment.
- In most cases you will also receive the CVV number but if you don't and it
 is required, please contact your guests' travel agency. You will find their
 details at the top of the form.



Send the bill

Once the card is charged, ensure you send the invoice/folio to the specified email address on the Third Party Credit Card Authorisation Form.

Note:

 Make sure you use the specified email address to avoid being chased for documentation by the traveller's finance team.

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Third Party Credit Card Authorisation Form

Find this form in your hotel reservation emails, faxes or in your Sertifi portal. It carries all the necessary payment information for charging a virtual card:



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How to:

Charge a virtual card: Virtual cards are charged as a card-not-present transaction. Process it just like you would process a no-show.

Troubleshoot when you can't find the Third Party Credit Card Authorisation Form: If you have checked your emails, faxes or Sertifi portal and can't locate the form, please contact your guests' travel agency and request they resend the form for you. If the guest has the Conferma Pay app they can trigger a form to be resent by clicking the: "Send Authorisation" button in the app.

Find the CVV: In most cases you will receive the CVV number in the Third Party Credit Card Authorisation Form but if you don't and it is required, please contact your guests' travel agency. You will find their details at the top of the form.

Send folio/invoice details: Send the folio/invoice to the email address specified on the Third Party Credit Card Authorisation Form.

Check-in guests using the Conferma Pay app: Guests can display their virtual card details, or resend the authorisation form to your hotel email address directly from the app. Find the Third Party Credit Card Authorisation Form: Find it in your hotel emails, faxes or in your Sertifi portal.

Check if incidentals are covered by the virtual card: See the payment restrictions section in the Third Party Credit Card Authorisation Form. If the card covers room rate only, ask the guest for another payment method for incidentals.

Avoid a card decline/Troubleshoot a card decline:

- Charge incidentals only if they are included. See the Payment Restrictions section in the Third Party Credit Card Authorisation Form, charge only what is included to avoid a card decline.
- Pre-authorised charges could exceed the card limit. Be aware that pre-authorisation charges will reduce the spend available on the card for a period of time and therefore may exceed the card limit at point of sale.



Learn more:

About Conferma Pay

We are a virtual payment technology company working with travel companies.

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About Conferma Pay Connect

This is Conferma Pay's proprietary payment communication service.

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