

# American Express® vPayment with Conferma for hotel booking

## Frequently Asked Questions

### What is Conferma?

Conferma is a Company offering secure travel settlement technology. Their suite of online tools provides a full booking capability. This enables Companies to select and reserve hotels; centrally settle for charges and identify the best value when selecting hotels.

### How does vPayment work with Conferma?

vPayment is integrated into Conferma. The solution automatically allocates a vPayment account number for each transaction resulting in the hotel booking data fully matched to the payment transactions.

### How do I implement vPayment?

No technical expertise is required as Conferma can be implemented as a stand alone online tool, or integrated into the booking systems and processes via system-to-system calls. If your Travel Management Company is already a Conferma Client, it simply needs to be configured for your specific expense management requirements, for example, to match your reconciliation requirements and statement cycle date. This process normally takes 2-3 weeks. If not, our Relationship Manager would work with your travel management Company Account Manager to introduce Conferma into your end-to-end solution.

### What contracts do I need to sign?

You will need to sign the vPayment application form and agree to the terms & conditions. You may be required to sign an addendum to any existing commercial relationship you may have with American Express.

### Do hotels accept vPayment?

All hotels which accept American Express can accept vPayment without any change to contract, terminals or technical requirements. American Express is widely accepted in the hotel industry.

### How easy is it for hotels to process?

A hotel simply follows the same procedure as they would for a "Cardholder not present" transaction. Key in the vPayment account number, this is exactly the same format as an American Express Card or BTA number, and the expiry date and security code which are provided.

### How do we ensure the invoice is received?

Conferma logs which invoices have been matched to which combination of booking and payment. It can automatically generate hotel communications to request any missing invoices.

### How are statements reconciled?

The Conferma provides online reporting, or alternatively supplies data files, which link each statement line with the booking. Optionally, you can add invoice data to complete a full match between booking, payment and invoice. This enables you to easily identify and allocate invoice data from the references on the payment

### How do I find out more?

vPayment complements our existing products of our portfolio of products for central travel settlement. For more information contact your Relationship Manager.