



# Virtual Cards Hotel Factsheet



## Hotel Factsheet

# 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.

The image shows a tablet and a smartphone displaying a 'Third Party Credit Card Authorisation Form' and a virtual card interface. The tablet screen shows the form with the following details:

Third Party Credit Card Authorisation Form Reference: REF1234			
<b>Hotel</b>	<b>Hotel Name</b>	<b>Client</b>	<b>Client Name</b>
Arrival Date	Tue, 08/03/2023	Address Line 1	
Room Type	Double Room	Address Line 2	
Total Nights	3	City	
Total Cost	650.00 GBP	Postcode	
Hotel Ref	REF 12345	Tel	0161 447 1234
Guest Name(s)	Jane Jones	Fax	0161 447 1234
	<small>This is for demo purposes only</small>	Client Contact	John D.

  

<b>Other Information:</b>	Please provide a ground room floor.
<b>Cancellation Policy:</b>	If you need to cancel or change your reservation, you can do so by... All amendments and cancellations must be confirmed by TMC prior to...
<b>Payment Restrictions:</b>	BB with £50 dinner.
<b>Invoice Required:</b>	It is a legal requirement to provide an invoice. Please email the invoice to john.doe@company.com
<b>Payment:</b>	You are required to debit the card below according to the following amount with applicable fees.

The smartphone screen shows a virtual card interface with the following details:

- Card Number: 1234 1234 1234 1234
- CVV: XX/XX
- Expected Spend: 650.00 GBP
- Available for 5 days
- Hotel Name: [Redacted]
- Buttons: View message history, Send authorisation
- Booking Information: Reference: Not Set, Check in: 08/03/2023, Check Out: 22/03/2023

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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.

# 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:

### Third Party Credit Card Authorisation Form

Reference: **REF1234**

<b>Hotel</b>	Hotel Name	<b>Client</b>	Client Name
Arrival Date	Tue, 08/03/2023	Address Line 1	
Room Type	Double Room	Address Line 2	
Total Nights	3	City	
Total Cost	650.00 GBP	Postcode	
Hotel Ref	REF 12345	<b>Tel</b>	0161 447 6100
Guest Name(s)	Jane Jones	<b>Fax</b>	0161 428 5830
	<small>This is for demo purposes only</small>	<b>Client Contact</b>	John Doe

  

<b>Other Information:</b>	Please provide a ground room floor.
<b>Cancellation Policy:</b>	If you need to cancel or change your reservation, you can do so before 1:00pm on your arrival date. All amendments and cancellations must be confirmed by TMC prior to their effect taking place
<b>Payment Restrictions:</b>	BB with £50 dinner.
<b>Invoice Required:</b>	It is a legal requirement to provide an invoice. Please email the invoice and all related receipts to john.doe@company.com
<b>Payment:</b>	You are required to debit the card below according to the following restrictions, adjusting the total amount with applicable fees.

  

0000 0000 0000 0000

Valid Thru: xx/xx/xx

XXXX X XX

## 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 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 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-authorization 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**

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

### **About Conferma Connect**

This is Conferma's proprietary payment communication service.

