



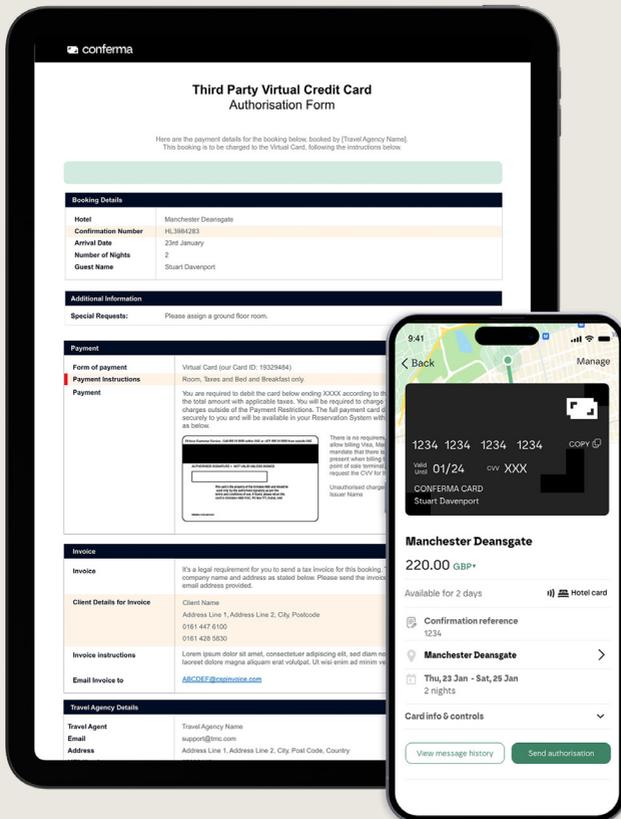
Virtual Cards Hotel Factsheet



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 a virtual card won't be found in a guest's physical wallet

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



Seamless payment in 3 steps



Receive the form

When a reservation is made, you'll receive a Third Party Virtual Credit Card Authorisation Form that contains the payment details. Find the form in your reservations inbox/email, faxes or in your Sertifi or Canary 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.
- Virtual cards are pre-loaded with a specific value for the cost of the stay. If you need to take a pre-authorisation charge on the card, we recommend doing so before check-in and/or only charging a nominal amount so that there is no risk of the card declining at check-out.
- If you are registered to receive email communications, you will receive a daily dashboard reminding you of any guest check-ins or check-outs for that day.



Charge the card

When it's time to settle the bill, check the Third Party Virtual Credit Card Authorisation Form. Charge the virtual card as a card-not-present transaction.

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.
- You typically won't need a CVV number to charge the card. If a CVV number is required, and you haven't received one already, please contact your guest's travel agency. You will find their details at the bottom of the Third Party Virtual Credit Card Authorisation Form.



Send the bill

Once the card is charged, ensure you send the invoice/folio to the specified email address on the Third Party Virtual 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.
- Take care and attention to address the invoice to the company named on the Third Party Virtual Credit Card Authorisation Form.

Third Party Virtual Credit Card Authorisation Form

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

conferma

Third Party Virtual Credit Card Authorisation Form

Here are the payment details for the booking below, booked by [Travel Agency Name]. This booking is to be charged to the Virtual Card, following the instructions below.

Booking Details	
Hotel	Manchester Deansgate
Confirmation Number	HL3984283
Arrival Date	23rd January
Number of Nights	2
Guest Name	Stuart Davenport

Additional Information	
Special Requests:	Please assign a ground floor room.

Payment	
Form of payment	Virtual Card (our Card ID: 19329484)
Payment Instructions	Room, Taxes and Bed and Breakfast only
Payment	You are required to debit the card below ending XXXX according to the Payment Restrictions, adjusting the total amount with applicable taxes. You will be required to charge the guest directly for any additional charges outside of the Payment Restrictions. The full payment card details may have already been sent securely to you and will be available in your Reservation System with the last four digits and expiry date as below.  <p>There is no requirement for an actual card to be present to allow billing Visa, MasterCard and American Express mandate that there is no requirement for a CVV number to be present when billing the card number for hotel spend. If your point of sale terminal requires a CVV please contact us to request the CVV for this card number.</p> <p>Unauthorized charges will be disputed with support from Card Issuer Name</p>

Invoice	
Invoice	It's a legal requirement for you to send a tax invoice for this booking. The invoice must include the company name and address as stated below. Please send the invoice in PDF, JPG or PNG format to the email address provided.
Client Details for Invoice	Client Name Address Line 1, Address Line 2, City, Postcode 0161 447 6100 0161 429 5830
Invoice Instructions	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.
Email Invoice to	ABCDEF@csinvoice.com

Travel Agency Details	
Travel Agent	Travel Agency Name
Email	support@trmc.com
Address	Address Line 1, Address Line 2, City, Post Code, Country

Reservation details

Special Requests

Payment Details

Invoice Requirements

Travel agency details

How to:

Charge a virtual card: Virtual cards are charged as a card-not-present transaction. The same virtual card can be charged more than once if needed until the overall spending limit for the reservation has been reached.

Troubleshoot when you can't find the Third Party Virtual Credit Card Authorisation Form: If you have checked your emails, faxes or Sertifi or Canary 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: CVVs are typically not required, however if one is required and you haven't received it already, please contact your guest's travel agency. You will find their details at the bottom of the Third Party Virtual Credit Card Authorisation Form.

Send folio/invoice details: Send the folio/invoice to the email address specified on the Third Party Virtual Credit Card Authorisation Form. The invoice should contain the company name, address and where applicable the tax number, which can be found on the Third Party Virtual Credit Card Authorisation Form.

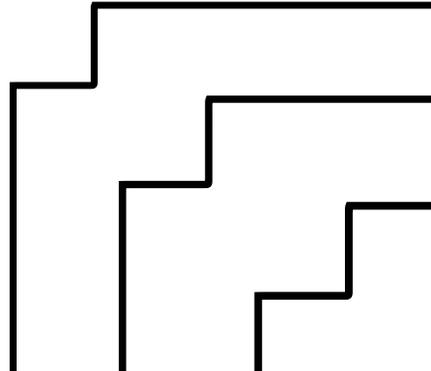
Check-in guests using the Conferma app: Guests can display their virtual card details, or resend the authorisation form to your hotel email address directly from the app.

Find the Third Party Virtual Credit Card Authorisation Form: Find it in your hotel emails, faxes or in your Sertifi or Canary portal.

Check if incidentals are covered by the virtual card: See the payment restrictions section in the Third Party Virtual 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 Virtual 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. To avoid this, we recommend making pre-authorization charges before check-in and/or only charging a nominal amount.





Learn more:

About Conferma Connect

Opt-in to Conferma Connect to register your communication preferences.

Speak to our team

To update your communication preferences contact our dedicated Hotel Engagement Team

