

# Virtual Payments

## Key Facts For Hotels



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### What are Virtual Payments?

American Express® Virtual Payments is a secure payment method for hotels which uses a Virtual Account Number.

### Why use it?

American Express Virtual Payments offers rapid settlement of charges compared to the invoicing process. It allows corporate clients to settle hotel charges on one central Account, backed by a fully reconcilable statement of charges, together with control over the value and date of stay if expense policy so mandates.

### Can I accept Virtual Payments?

Virtual Payments is included in your current acceptance contract with American Express, no additional enablement or activation is required from your side.

### How do I accept Virtual Payments?

You should simply key the Account number and expiry date, as you would for a standard Cardholder-not-present transaction. There is no need to view a Card.

### How do I get paid?

You are paid in the same process and timescale as all American Express transactions.

### What are the differences to a standard American Express payment?

- There is no physical piece of plastic associated with this payment, and you do not need to ask the traveller or Travel Management Company to produce one.
- Unique Virtual Account Number is generated for each transaction and will be set for maximum value and expiry date as set out in corporate client travel policy. American Express will approve all charges up to the value and parameters set by the client.

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### Where do I get the Virtual Account Number?

The Virtual Account Number is sent within each reservation record and used as a guarantee.

- It is valid for one reservation.
- It is already pre-authorized for the amount as per reservation confirmation.
- It is valid for any charges as specified in the reservation, i.e. room only, B&B, etc.

Depending on your preferred channel, you will receive a supplier notification including the booking and payment details via secure email, fax or API.

### What can I charge to the Virtual Account Number?

- The Virtual Account Number is valid only for charge outlined within the reservation confirmation. All other charges should be settled directly by the traveller's own Card.
- For example, if the reservation covers a two-night stay including tax, breakfast and any extras, then the total amount on checkout should be billed to the Virtual Account. If the reservation covers only the stay and breakfast, then this is the only amount to be billed to the Virtual Account Number, and any additional expenses will have to be settled by an alternative payment method presented by the traveller.

### How do I pre-authorise a Virtual Account Number?

- You should authorise and settle on check-out as usual.
- There is no need to pre-authorise a Virtual Account Number before check-in, as it has been specifically generated for the value and date shown on the reservation confirmation.
- If you require pre-authorization on check-in, ensure the authorisation code is used for the subsequent presentation of the charge. If you authorise on check-in, you should not authorise again on check-out, as this will be a double-authorization and will decline.

### What name and address should I use on the reservation?

Use the name and address of the corporate client, as specified on the reservation confirmation. If none is stated, then you should use the American Express address.

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### How do I process the Virtual Account Number at check-in?

You should follow the standard check-in procedure and prepare two payment folios:

- **Folio A** to be settled via the corporate Virtual Account Number, for the rate and services specified on the reservation confirmation.
- **Folio B** to be settled by the traveller, covering any charges not specified on the reservation confirmation, including overstays, mini-bar charges, and upgrades.

### How do I process the Virtual Account Number at check-out?

- **Folio A** authorise and present the charge to the corporate Virtual Account, by keying the American Express Virtual Account Number and expiry date. Charges for a greater amount than the reservation confirmation will be declined. Print the invoice and either give to the traveller, send to corporate client, or send to American Express, as specified on the reservation confirmation.
- **Folio B** request settlement for all charges not specified on the reservation confirmation, by requesting any of your accepted means of payment from the traveller, including American Express personal Cards and Corporate Cards.

### Do I need a CVV code to process the Virtual Account Number at check-out?

No, American Express mandates that there is no requirement for a CVV number to be present when billing the Virtual Account Number. However, if your Point of Sale terminal does require a CVV, please contact the Payment Facilitator that provided you with the Virtual Account Number and ask them to send it to you.

### What if the authorisation is declined?

Confirm you are charging the right amount, as specified on the reservation confirmation, and that you are using the correct Account as used on the reservation confirmation.

### What if the charge is declined?

Confirm that you are using the approval code that was transmitted on authorisation. Confirm you are charging the right amount, as specified on the reservation confirmation, and that you are using the correct Account as used on the reservation confirmation.

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### How do I handle cancellations?

You should charge the Virtual Account Number with the appropriate penalty charge as per your contract. The Account's pre-authorised amount will be changed to reflect this.

### How do I handle a revised reservation?

You should charge the Virtual Account Number as instructed on the revised reservation confirmation. The permitted charge value will have been adjusted to reflect the changes requested. If the traveller changes the reservation or upgrades their room without authorisation, then the traveller should settle any difference themselves.

### How do I refund a transaction?

You should process the refund as standard, using the Virtual Account Number provided with the original reservation confirmation.

### Who can I contact to discuss Virtual Payments?

You can contact the Virtual Payments support team on **+44 (0) 203 027 3252** between 9am – 5pm GMT Mon – Fri.



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