



**Meeting customer needs.
Without exceptions.**

Virtual Cards: Accepted!

Go for it! Start accepting Virtual Cards.

Customer satisfaction and loyalty is what we are striving for. We want our guests leave with a smile.

Payment at check-out is usually the last contact a traveler has with your hotel. Declining a customer's payment method means stress and dissatisfaction for your guest and for you. And this impression will last.

When it comes to payment, business travelers often do as advised by their company and policies. Of course, they prefer having their stay paid through their company's account. Lately there has been increasing usage of a new means of corporate payment. Experts call them virtual cards – meaning card details such as the card number, expiry date and CVC security code – just without the plastic.

How can a payment be made with a virtual card?

As there is no plastic available, handling a virtual card means a change in processes. Guests will either ask you to use the credit card number on file that was used for booking, or they may present you with a print-of the card details or a mobile app displaying the card image.

Another option is that card information with payment instructions is sent to you by email or fax.

All of the above options are possible and you can do it! Virtual Cards: Accepted.

Simply follow these steps to initiate payment:

1. Enter the sale amount in your terminal and confirm
2. Instead of swiping the card, enter the card number manually – if it is not already stored in your system and ready for use
3. Now follow the instructions on the terminal
If the expiry date is required, enter the expiry date shown on the document provided by the traveler.
4. Information runs through the network just as with any plastic card. If there is an issue with the card number, it will be displayed on the terminal.
5. Print a receipt for the customer and hand it over together with the hotel invoice

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