



| | |
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The aim of this manual is to describe the different options available in 3C Portal in order to provide the information necessary to the front office teams for Hotels which are working with TMS forPay.

In 3C portal all the transactions that have been processed in TMS forHotels via TMS forPay module are displayed.

It is really important to make a daily review (at least one review for each front office shift) of all the transactions displayed in 3C portal in order to review that Credit Card transactions are balanced with the transactions displayed in TMS forHotels.

All the Hotels will have two users available to access to 3C Portal which will be provided by 3C:

- **Basic User:** Only for consultations, and daily Credit Card reconciliations
- **Advanced User:** Basic + Reversal/Refund option through the website for wrong transactions. This manual movement, always with confirmation in a JIRA ticket that must be done.

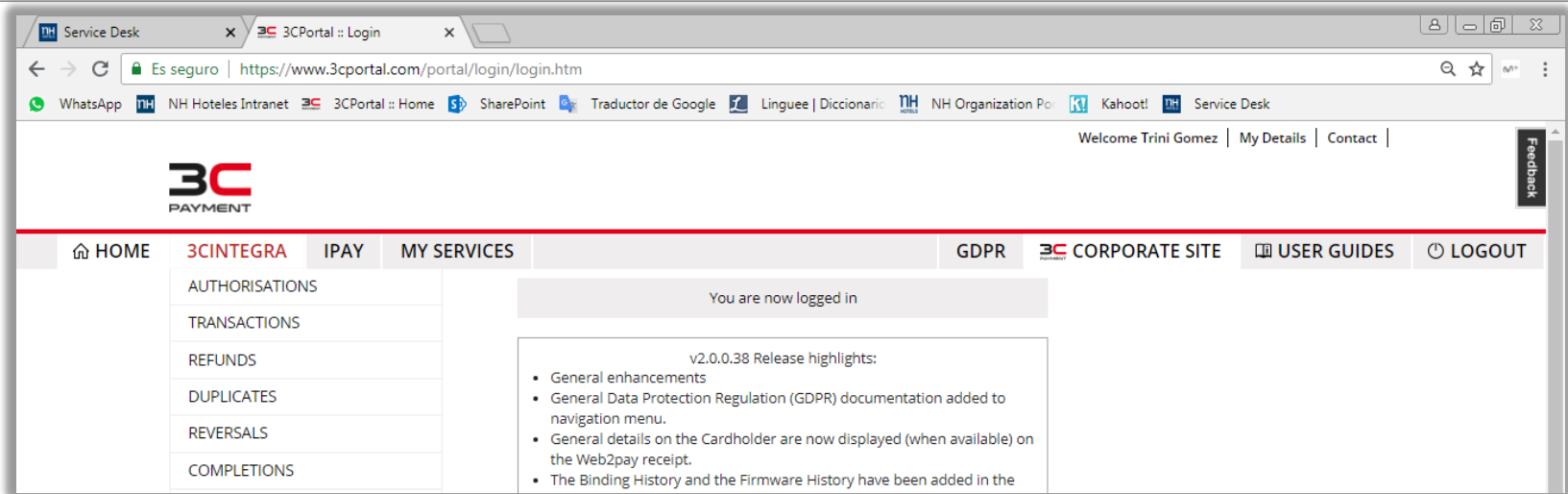
The option to reset password is available in the web.

This is the URL to access to 3C portal:

Website: <https://www.3cportal.com/portal/login/login.htm>

Helpdesk + 34 901 666 221 (24Hx7D) / E-MAIL: : support@3cpayment.com

Tabs summary



COMPLETIONS

Real movements approved displayed nearly at the same time of making them. This tab will be used to verify the daily shift balance.

AUTHORISATIONS

All movements sent from TMS4P, including preauthorizations, denied movements, refunds, sales, etc.

TRANSACTIONS

Movements (charges & Refunds) sent daily to the bank. You can consult them only after the Night Audit.

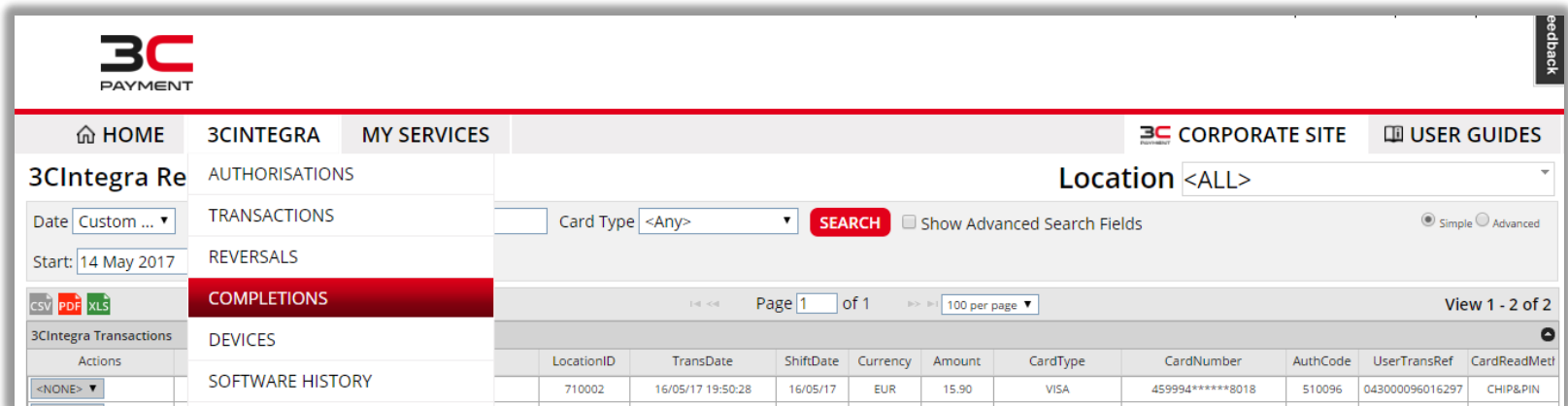
REVERSALS

Manual Releases of Preauthorizations made directly in the portal. Can only be consulted after the night audit.

REFUNDS

Manual refunds of Sales made directly in the portal. Can only be consulted after the night audit.

Completions



In this tab you will be able to check transactions completed but not yet batched for settlement.

This is the tab that has to be used for the Credit Card reconciliation made by the Hotel in every daily shift.

It is important that the totals displayed in TMS balance with the ones displayed in 3C portal. If any difference is detected, a full review of all the transactions (3C portal transactions Vs TMS transactions) has to be made in order to identify the differences and solve them.

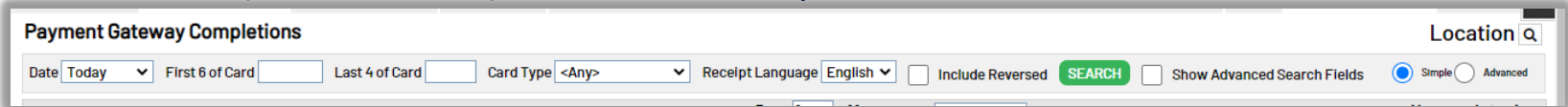
In this report all the transactions will be displayed in nearly real time.

*See notes:

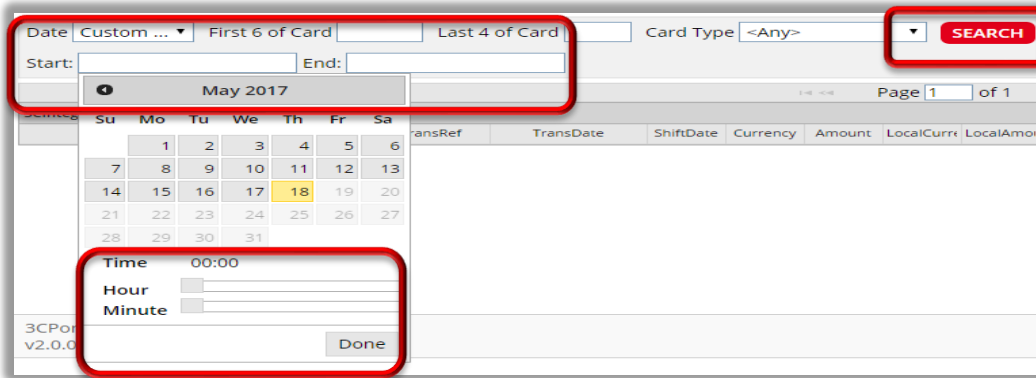
Slide 19 – Reversal True movements.

Slide - Duplicates

Natural real date (not hotel date) will be selected by default.



But it is possible to select a different period of time to review all the transactions.



- Click in the “Date” field and select the “Custom” option.
- Click in the “Start” field and a Calendar will be displayed. In this calendar you will be able to select the start date of the period of consultation.
- Do not forget to press “Done” to be able to continue.
- Same criteria for the “End” field.

Finally, click the “Search” button to display transactions made in that period.

E.g: You need to review all the transactions made for day May 11th and the Night Audit has been executed at 1.30 am. Previous date Night Audit was executed at 1.00 am.

Start date: Select May 11th, and in the “Hour” and “Minute” filter select 1.00 am

End date: Select May 12th, and in the “Hour” and “Minute” filter select 1.30 am

Completions (Credit Card reconciliation TMS Vs 3C)

At the end of the report there is a summary of all the transactions grouped by Credit Card type, and separated by different currencies. It is only necessary to add up these different totals by currency on each credit card type as displayed in TMS to balance all the daily Credit Card transactions.

| | | | | | | | | | | | | | | | |
|-------------|--------|----------|-------------------|----------|-----|-----------|------------|-----------|------------|-----------------|-----------|---------------|-----|-------------|----------|
| NH Nacional | 735348 | 17403 | 18/06/18 04:22:17 | 18/06/18 | EUR | 115.03 | EUR | 115.03 | MASTERCARD | 555246*****0073 | 03/21 | HE | | | |
| NH Nacional | 735348 | 17402 | 18/06/18 04:21:02 | 18/06/18 | EUR | 284.23 | EUR | 284.23 | MASTERCARD | 555246*****9816 | 05/21 | HE | | | |
| NH Nacional | 735348 | 17401 | 18/06/18 04:19:48 | 18/06/18 | EUR | 284.23 | EUR | 284.23 | MASTERCARD | 555246*****0905 | 05/21 | HE | | | |
| NH Nacional | 735348 | 17400 | 18/06/18 04:18:13 | 18/06/18 | EUR | 119.75 | EUR | 119.75 | MASTERCARD | 555246*****6982 | 03/21 | HE | | | |
| NH Nacional | 735348 | 17399 | 18/06/18 04:16:58 | 18/06/18 | EUR | 271.37 | EUR | 271.37 | MASTERCARD | 555246*****5469 | 04/21 | HE | | | |
| NH Nacional | 735348 | 17398 | 18/06/18 04:15:55 | 18/06/18 | EUR | 122.81 | EUR | 122.81 | MASTERCARD | 555246*****8507 | 05/21 | HE | | | |
| Location ID | 735348 | Location | NH Nacional | Currency | USD | Card Type | VISA | No. Trans | 2 | Amount | 142.89 | LocalCurrency | EUR | LocalAmount | 118.44 |
| Location ID | 735348 | Location | NH Nacional | Currency | MXN | Card Type | VISA | No. Trans | 2 | Amount | 11,036.85 | LocalCurrency | EUR | LocalAmount | 444.06 |
| Location ID | 735348 | Location | NH Nacional | Currency | JPY | Card Type | VISA | No. Trans | 1 | Amount | 49,353.00 | LocalCurrency | EUR | LocalAmount | 368.80 |
| Location ID | 735348 | Location | NH Nacional | Currency | GBP | Card Type | VISA | No. Trans | 1 | Amount | 891.70 | LocalCurrency | EUR | LocalAmount | 976.44 |
| Location ID | 735348 | Location | NH Nacional | Currency | EUR | Card Type | VISA | No. Trans | 6 | Amount | 843.72 | LocalCurrency | EUR | LocalAmount | 843.72 |
| Location ID | 735348 | Location | NH Nacional | Currency | EUR | Card Type | MASTERCARD | No. Trans | 18 | Amount | 4,368.70 | LocalCurrency | EUR | LocalAmount | 4,368.70 |
| Location ID | 735348 | Location | NH Nacional | Currency | EUR | Card Type | AMEX | No. Trans | 2 | Amount | 205.43 | LocalCurrency | EUR | LocalAmount | 205.43 |

Vs.

| Saldo totales a fecha 18.06.2018 | | | | | | |
|----------------------------------|--------|------------|-----------------|---------------|------------------|----------------------|
| Saldos | | | | | | |
| Forma de Cobro | Moneda | Movimiento | Total Acumulado | Saldo Inicial | Total de Entrada | Total de las Salidas |
| AMEX | EUR | | 205,43 | 0,00 | 205,43 | 0,00 |
| CASH | CHF | | 0,00 | 0,00 | 0,00 | 0,00 |
| CASH | EUR | | 1.516,14 | 1.500,00 | 16,20 | 0,06 |
| CASH | GBP | | 0,00 | 0,00 | 0,00 | 0,00 |
| CASH | JPY | | 0 | 0 | 0 | 0 |
| CASH | USD | | 0,00 | 0,00 | 0,00 | 0,00 |
| MC | EUR | | 4.368,70 | 0,00 | 4.485,75 | 117,05 |
| VISA | EUR | | 2.751,46 | 0,00 | 2.777,31 | 25,85 |

Authorisations

3C PAYMENT

HOME 3CINTEGRA MY SERVICES GDPR 3C CORPORATE SITE USER GUIDE

3Cintegra Authorisations **AUTHORISATIONS** Location (3 selected)

Date: Today Card Type: <Any> **SEARCH** ☐ Show Advanced Search Fields ☒ Simple ☐ Advanced

Page 1 of 20 100 per page

| TransactionID | UserTransRef | TransDate | Currency | Amount | Method | CardType | CardNumber | AuthCode | Response |
|---------------|--------------|-------------------|----------|----------|-------------------|-------------|-----------------|----------|-------------|
| 10166 | 000104914676 | 15/06/18 13:36:54 | EUR | 2,544.16 | Pre-Authorisation | MASTERCARD | 548133*****6656 | 438353 | GOEDKEURING |
| 10167 | 000104914677 | 15/06/18 13:36:52 | EUR | 80.00 | Authorisation | MAESTRO INT | 673703*****7012 | 50B5W0 | GOEDKEURING |
| 10129 | 000104914675 | 15/06/18 13:36:44 | EUR | 37.00 | Authorisation | MAESTRO INT | 670331*****6045 | 181680 | GOEDKEURING |

If bank/acquirer is via ELAVON (Santander):

For ELAVON only the online approvals of amounts can be found in this screen in real-time, the “online” transactions you can find in “Method” field are:

- **Authorisation** = amount of an online sale
- **Pre-Authorisation** = amount blocked online
- **Authorisation (Tip / top) or top-up** = additional blocked amount online

Refund and Completion cannot be found in this tab as these are processed offline to ELAVON.

These can be found under the Tab “Completions” during same day, or under the tab “Transactions” the next day.

| TransactionID | UserTransRef | TransDate | Currency | Amount | Method | CardType | CardNumber | AuthCode | Response |
|---------------|--------------|-------------------|----------|--------|---------------|------------|-----------------|----------|--------------------|
| 35353 | 000104914729 | 15/06/18 13:47:43 | EUR | 48.0 | Sale | VISA | 416081*****2014 | 149889 | ACCEPTED OPERATION |
| 35353 | 000104914306 | 15/06/18 12:53:40 | EUR | 184.4 | Authorisation | AMEX | 374293*****2009 | 135777 | APPROVAL |
| 35353 | 000104914274 | 15/06/18 12:47:47 | EUR | 411.0 | Sale | MASTERCARD | 552898*****1834 | 387113 | ACCEPTED OPERATION |

If bank/acquirer is via REDSYS (BBVA):

For REDSYS, all type of transactions are “online”; these can be found real-time and identified in the field “Method”:

- **Pre-Authorisation** = amount blocked online
- **Authorisation (Tip / top) or top-up** = additional amount blocked online
- **Authorisation** = pre-authorization on Amex card
- **Completion** = final online posting of previous blocked amount
- **Reversal** = pre-authorization reimbursed online (see next page).
- **Sale** = direct charge online
- **Refund** = amount reimbursed online

Authorisations / Hotels working with REDSYS (BBVA)

Related operations will appear “together” with a + symbol.

If you made a Pre-Authorization and then this authorized amount is charged/posted in an invoice, you would be able to see two transactions in the “Authorisations” tab, but guest will receive only one charge:

* One with the status “Pre-Authorisation” * One with the status “**Completion**” (charge)

| Payment Gateway Authorisations | | | | | | | | | | | | | | |
|--------------------------------|--------------|------------|--------------|-------------------|----------|----------|--------|---------------|------------|-----------------|----------|------------------------|----------------|--|
| Actions | Location | LocationID | UserTransRef | TransDate | LocCurre | Currency | Amount | Method | CardType | CardNumber | AuthCode | Response | PosEnvironment | |
| + New Pay | NH Malaga FO | 735488 | 000120957270 | 09/04/21 09:36:00 | | EUR | 115.52 | Completion | MASTERCARD | 535876*****7309 | 880279 | Accepted communication | Attended POS | |
| Payment Gateway Authorisations | | | | | | | | | | | | | | |
| Actions | Location | LocationID | UserTransRef | TransDate | LocCurre | Currency | Amount | Method | CardType | CardNumber | AuthCode | Response | PosEnvironment | |
| - New Pay | NH Malaga FO | 735488 | 000120957270 | 09/04/21 09:36:00 | | EUR | 115.52 | Completion | MASTERCARD | 535876*****7309 | 880279 | Accepted communication | Attended POS | |
| L Reverse | NH Malaga FO | 735488 | 000120957270 | 07/04/21 17:37:59 | | EUR | 192.24 | Authorisation | MASTERCARD | 535876*****7309 | 880279 | ACCEPTED OPERATION | Attended POS | |

The same occurs with **Top ups**:

* One with the status “Pre-Authorisation” * One (or more) with the status “Authorisation(Tip/Top up)”

| Payment Gateway Authorisations | | | | | | | | | | | | | | |
|--------------------------------|---------------------|------------|--------------|-------------------|----------|----------|--------|----------------------------|----------|-----------------|----------|----------|----------------|--|
| Actions | Location | LocationID | UserTransRef | TransDate | LocCurre | Currency | Amount | Method | CardType | CardNumber | AuthCode | Response | PosEnvironment | |
| + Reverse | NH Schiphol Airport | 710196 | 000120964315 | 12/04/21 13:08:31 | | EUR | 144.15 | Authorisation (Tip/Top-up) | VISA | 453220*****7675 | 247312 | APPROVAL | Attended POS | |
| Payment Gateway Authorisations | | | | | | | | | | | | | | |
| Actions | Location | LocationID | UserTransRef | TransDate | LocCurre | Currency | Amount | Method | CardType | CardNumber | AuthCode | Response | PosEnvironment | |
| - Reverse | NH Schiphol Airport | 710196 | 000120964315 | 12/04/21 13:08:31 | | EUR | 144.15 | Authorisation (Tip/Top-up) | VISA | 453220*****7675 | 247312 | APPROVAL | Attended POS | |
| L Reverse | NH Schiphol Airport | 710196 | 000120964315 | 11/04/21 11:43:15 | | EUR | 107.76 | Authorisation (Tip/Tc | VISA | 453220*****7675 | 142196 | APPROVAL | Attended POS | |
| L Reverse | NH Schiphol Airport | 710196 | 000120964315 | 08/04/21 21:22:41 | | EUR | 292.24 | Pre-Authorisation | VISA | 453220*****7675 | 876962 | APPROVAL | Attended POS | |

And with **Reversals**: * One with the status “Pre-Authorisation” * One with the status “Pre-Authorisation”

| Payment Gateway Authorisations | | | | | | | | | | | | | | |
|--------------------------------|-----------------|------------|--------------|-------------------|----------|----------|--------|-------------------|----------|-----------------|----------|----------|----------------|--|
| Actions | Location | LocationID | UserTransRef | TransDate | LocCurre | Currency | Amount | Method | CardType | CardNumber | AuthCode | Response | PosEnvironment | |
| + New Pay | NH Wien Airport | 710282 | 000120945155 | 06/04/21 01:27:03 | | EUR | 100.00 | Reversal | VISA | 490473*****7920 | | APPROVAL | Attended POS | |
| Payment Gateway Authorisations | | | | | | | | | | | | | | |
| Actions | Location | LocationID | UserTransRef | TransDate | LocCurre | Currency | Amount | Method | CardType | CardNumber | AuthCode | Response | PosEnvironment | |
| - New Pay | NH Wien Airport | 710282 | 000120945155 | 06/04/21 01:27:03 | | EUR | 100.00 | Reversal | VISA | 490473*****7920 | | APPROVAL | Attended POS | |
| L Reverse | NH Wien Airport | 710282 | 000120945155 | 04/04/21 18:57:12 | | EUR | 100.00 | Pre-Authorisation | VISA | 490473*****7920 | 085558 | APPROVAL | Attended POS | |

Transactions

The screenshot shows the 3C Payment system interface. The top navigation bar includes 'HOME', '3CINTEGRA', 'MY SERVICES', 'CORPORATE SITE', and 'USER GUIDES'. The left sidebar lists various options: '3CIntegra Re', 'AUTHORISATIONS', 'TRANSACTIONS' (highlighted), 'REVERSALS', 'COMPLETIONS', 'DEVICES', 'SOFTWARE HISTORY', and 'EMV TERMINALS'. The main area displays a search filter for 'Location' set to '<ALL>'. Below the search bar, there's a table with columns: LocationID, TransDate, ShiftDate, Currency, Amount, CardType, CardNumber, AuthCode, UserTransRef, and CardReadMet. The table shows two transactions. A red box highlights the 'TRANSACTIONS' tab in the sidebar.

- **Transactions:** Payments sent to the bank for settlement.
- **Duplicates:** Payments blocked by 3C duplicate checker. Same credit card number, amount and date transactions are not submitted to the acquirer for settlement. Customer was not double charged.
- **Reversals:** Payments not finally approved. They are not part of the settlement process.

The screenshot shows the planet Payment Gateway Transactions interface. The top navigation bar includes 'HOME', 'PAYMENT GATEWAY', 'VIRTUAL TERMINAL', 'MY SERVICES', 'GDPR', and 'CORPORATE SITE'. The left sidebar lists various options: 'Payment Gateway Transactions', 'TransactionStatus', 'Location', 'LocationID', 'TransDate', 'ShiftDate', 'Currency', 'Amount', 'CardType', 'CardNumber', 'AuthCode', 'UserTransRef', and 'CardReadMethod'. The main area displays a search filter for 'Transaction Status' with a dropdown menu showing 'Select', 'Duplicates', 'Transactions', and 'Reversals'. Below the search bar, there's a table with columns: Actions, TransactionStatus, Location, LocationID, TransDate, ShiftDate, Currency, Amount, CardType, CardNumber, AuthCode, UserTransRef, and CardReadMethod. The table shows four transactions. A red box highlights the 'TransactionStatus' dropdown menu, and another red box highlights the 'TransactionStatus' column in the table.



In the “Transactions” Tab, settled transactions of previous shifts are displayed , so you can only search on previous dates (after Night Audit). In this tab, charges and refunds are available.

Reversals (Preauthorizations)

Reversals (Pre-Authorisations)

“Reversal” method is the release of Pre-Authorizations or Top-up In Authorisations Tab.

The selected Pre-authorization will be reversed to the account of the client, using this action:

3CIntegra Authorisations Location 1 selected

Date First 6 of Card Last 4 of Card Card Type ☐ Show Advanced Search Fields

CSV PDF XLS Page 1 of 1 100 per page

| Actions | Location | LocationID | UserTransRef | TransDate | Currency | Amount | Method |
|--------------------|-----------------------------|------------|--------------|-------------------|----------|--------|-------------------|
| <div>Reverse</div> | NH Duesseldorf City Nord FO | 710102 | 000098696276 | 19/09/17 08:53:16 | EUR | 92.00 | Pre-Authorisation |

IMPORTANT! Reverse operation over “Sale” or “Authorisation” transaction won’t refund any amount.

Although the option REVERSAL is also visible as “Actions” available, no operation will happen.

Sales have to be Refunded under the Transactions tab, from the day after (for further information see page 15).

3CIntegra Authorisations Location 1 selected

Date First 6 of Card Last 4 of Card Card Type ☐ Show Advanced Search Fields

CSV PDF XLS Page 1 of 1 100 per page

| Actions | Location | LocationID | UserTransRef | TransDate | Currency | Amount | Method |
|--------------------|-----------------------------|------------|--------------|-------------------|----------|--------|---------------|
| <div>Reverse</div> | NH Duesseldorf City Nord FO | 710102 | 000098698462 | 19/09/17 12:05:00 | EUR | 91.60 | Authorisation |



Reminder! Reversals and refunds need to be processed via TMS forPay, never directly in the portal unless approved by JIRA due to an incident.

In this tab we can see the Pre-authorizations reversed manually through the action “Reverse” in the portal. This data appears only one day later and not in real time of the same day.

HOME

3CINTEGRA

MY SERVICES

3C CORPORATE

3CIntegra Au

Date Today

3CIntegra Authorisations

Actions

AUTHORISATIONS

TRANSACTIONS

DUPLICATES

REVERSALS

COMPLETIONS

DEVICES

Location <ALL>

Card Type <Any> **SEARCH** ☐ Show Advanced Search Fields

Page 1 of 1 100 per page

| LocationID | UserTransRef | TransDate | Currency | Amount | Method | CardType | CardNumber |
|------------|--------------|-----------|----------|--------|--------|----------|------------|
|------------|--------------|-----------|----------|--------|--------|----------|------------|

3CIntegra Reversal Transactions

Location

Date Custom ...

First 6 of Card

Last 4 of Card

Card Type <Any> **SEARCH** ☐ Show Advanced

Start: 1 Sep 2017 End: 19 Sep 2017

CSV PDF XLS

Page 1 of 1 100 per page

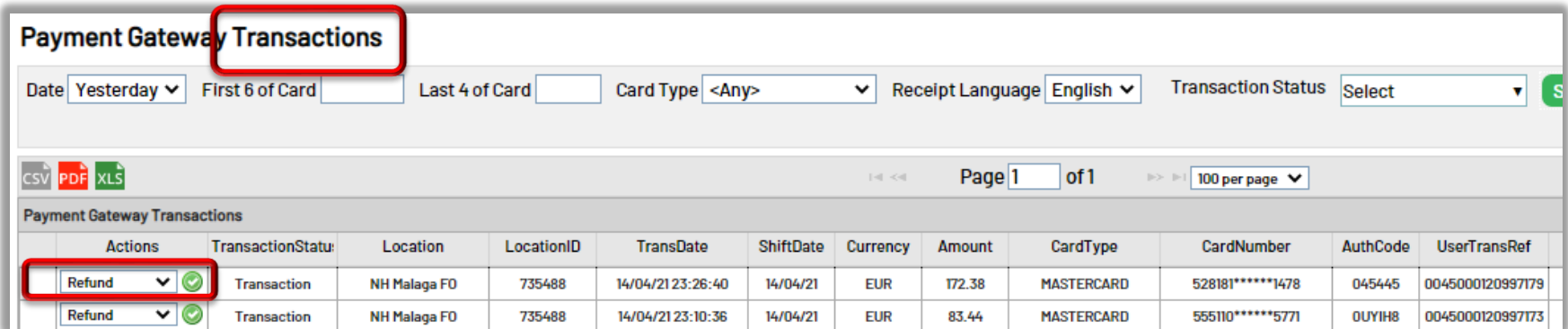
3CIntegra Transactions

| Actions | Location | LocationID | TransDate | ShiftDate | Currency | Amount |
|---------|-----------------|------------|-----------|---------------|----------|--------|
| <NONE> | NH Wiesbaden FO | 710060 | 2713 | 06/09/17 09:2 | 06/09/17 | EUR |

Refunds (Sales - Charges)

“Refund” method is the return of a Sale in Transactions Tab.



The selected movement will be refunded to the account of the client, using this action:



Payment Gateway Transactions

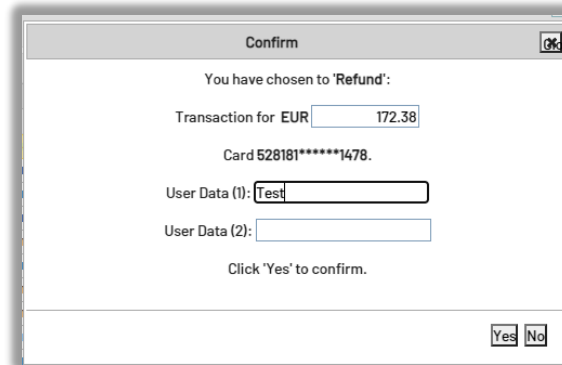
Date: Yesterday ▼ First 6 of Card: Last 4 of Card: Card Type: <Any> ▼ Receipt Language: English ▼ Transaction Status: Select ▼

CSV PDF XLS Page 1 of 1 100 per page ▼

| Actions | TransactionStatus | Location | LocationID | TransDate | ShiftDate | Currency | Amount | CardType | CardNumber | AuthCode | UserTransRef |
|--|-------------------|--------------|------------|-------------------|-----------|----------|--------|------------|-----------------|----------|------------------|
| Refund ▼  | Transaction | NH Malaga FO | 735488 | 14/04/21 23:26:40 | 14/04/21 | EUR | 172.38 | MASTERCARD | 528181*****1478 | 045445 | 0045000120997179 |
| Refund ▼  | Transaction | NH Malaga FO | 735488 | 14/04/21 23:10:36 | 14/04/21 | EUR | 83.44 | MASTERCARD | 555110*****5771 | 0UYIH8 | 0045000120997173 |

Only Advanced users will be able to make refunds following these steps:

- Open 3C Portal and go to Transactions tab.
- Search the charge.
- Select "Refund" in the row + OK (green button).
- Add your name + press Yes.



Confirm

You have chosen to 'Refund':

Transaction for EUR 172.38

Card 528181*****1478.

User Data (1): Test

User Data (2):

Click 'Yes' to confirm.

Yes No

In the “Transactions” Tab, you can only search on previous dates (after Night Audit). So, refunds can’t be done on the same day.



Reminder! Reversals and refunds needs to be processed via TMS forPay, never directly in the portal unless approved by JIRA due to an incident.

Refunds

In this tab we can see the sales refunded through the Transactions tab.
This data appears only from the past and not in real time of the same day.

HOME

3CINTEGRA

MY SERVICES

3CINTEGRA Transactions

Authorisations

TRANSACTIONS

REFUNDS

Duplicates

Reversals

COMPLETIONS

DEVICES

SOFTWARE HISTORY

EMV TERMINALS

CORPORATE SITE

USER GUIDES

LOGOUT

Date Custom ...

5933

Card Type <Any>

SEARCH

Show Advanced Search Fields

Simple

Advanced

Location <ALL>

Start: 28 Sep 2017 0

Page 1 of 1

100 per page

View 1 - 2 of 2

| LocationID | TransDate | ShiftDate | Currency | Amount | CardType | CardNumber | AuthCode | UserTransRef | CardReadMethod |
|------------|-------------------|-----------|----------|--------|----------|-----------------|----------|------------------|----------------|
| 710085 | 28/09/17 07:52:20 | 28/09/17 | EUR | 534.28 | VISA | 414905*****5933 | 557480 | 0274000098953510 | ICC |
| 710085 | 28/09/17 07:52:20 | 28/09/17 | EUR | 534.28 | VISA | 414905*****5933 | 080767 | 0274000098953504 | ICC |

3CIntegra Refunds

Date Custom ...

First 6 of Card

Last 4 of Card

Card Type <Any>

SEARCH

Show Advanced Search Fields

Start: 9 Apr 2018

End:

CSV

PDF

XLS

Page 1 of 1

100 per page

3CIntegra Refunds

| Location | LocationID | TransRef | TransDate | ShiftDate | Currency | Amount | CardType | CardNumber | ExpDate | UserTransRef | UserRef |
|---|------------|----------|-------------------|-----------|----------|---------|-------------|-----------------|---------|------------------|-----------|
| NH Collection Grand Hotel Krasnapolsky FB | 710193 | 8748 | 09/04/18 20:23:40 | 10/03/18 | EUR | -79.80 | MAESTRO INT | 673703*****3013 | 01/23 | 0218000103506802 | HNLKRASNP |
| NH Collection Grand Hotel Krasnapolsky | 710192 | 18702 | 09/04/18 17:28:21 | 14/02/18 | EUR | -50.00 | MAESTRO INT | 673703*****8006 | 12/21 | 0218000103169855 | HNLKRASNR |
| NH Mechelen | 710127 | 2554 | 09/04/18 13:55:43 | 08/04/18 | EUR | -121.55 | VISA | 497288*****8904 | 09/20 | 0408000103931835 | HBEMECHER |

FAQs & Issues



What does it happen if in the Authorisations tab we have a sale and a Reversal of the same movement?

It occurs in some cases due to PINPAD disconnection or communication failure.

The payment in these situations is not correctly closed.

E.g.:

Authorisations

Location (1 selected)

▼

First 6 of Card

Last 4 of Card

1615

Card Type

<Any>

▼

SEARCH

☐

Show Advanced Search Fields

8

End: 5 Apr 2018

Simple

Advanced

Page 1 of 1

100 per page

View 1 - 2 of 2

| | Location | LocationID | UserTransRef | TransDate | Currency | Amount | Method | CardType | CardNumber | AuthCode | Response |
|---|-------------|------------|--------------|-------------------|----------|--------|----------|----------|-----------------|----------|--------------------|
| ✓ | NH Alcorcon | 735393 | 000103895580 | 05/04/18 08:38:09 | EUR | 102.91 | Reversal | VISA | 474843*****1615 | 914417 | Accepted |
| ✓ | NH Alcorcon | 735393 | 000103895580 | 05/04/18 08:37:20 | EUR | 102.91 | Sale | VISA | 474843*****1615 | 914417 | ACCEPTED OPERATION |

How can we see the reversal explained in the previous question in the Completions tab?

If you click include reversed operations, you will see Yes in the Reversal column.

Payment Gateway Completions

Date Custom ...

First 6 of Card

Last 4 of Card 2401

Card Type <Any>

Receipt Language English

☒ Include Reversed

SEARCH

☐ Show Advanced Search

Start: 24 Mar 2021 00:00

End: 26 Mar 2021 00:00

CSV

PDF

XLS

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100 per page

| Location | Location | Transl | Transl | TransR | TransDate | ShiftDate | Currency | Amount | LocalC | LocalAmc | CardTyp | CardNumber | ExpDate | MID | UserTra | UserRef | UserDat | UserDa | AuthCo | CardRead | Revers | tern |
|-------------|----------|--------|---------|--------|-------------------|-----------|----------|--------|--------|----------|---------|----------------|-----------|-----------|----------|-----------|------------|--------|--------|----------|--------|------|
| NH Nacional | 735348 | | Integra | 0494 | 25/03/21 08:07:25 | 24/03/21 | EUR | -4.00 | EUR | -4.00 | VS | 466203*****240 | 75CF5CF1A | 06359271I | 00190001 | HESNACIOF | III/001900 | | 048198 | Contacte | Yes | 353 |



What does it happen with operations that do not appear in 3C after the Night Audit?

When we make the NA in TMS, in 3C begins a process of updating and closing that is not immediate.

It is recommended to wait 30 minutes after the NA to start making charges in TMS forPay, because there is a possibility that these movements do not appear in Completions tab.

It does not mean that they have not been loaded correctly, but they will not appear until the next day which might be misleading.

Does the clients have doubts with DCC operations (REDSYS hotels) in PINPAD?

If the customer has a credit card with a different currency than the hotel, this screen appears in the terminal.

As you see, the difference between **Yes** and **No** is not very clear:



- If the customer selects YES, the payment will made in their currency (COP in this example)
- If the customer selects NO, the payment will made in local currency (EUR in this example)



Movements in Transactions / Authorisations but not in Completions (JIRA NHSD-199860)

In some cases, an issue is occurring in the portal: an operation doesn't appear in Completions tab although it is correctly approved in TMS.

3CIntegra Completions

Date: Custom ... First 6 of Card: Last 4 of Card: Card Type: <Any> **SEARCH** ☐ Show Advanced Search Fields

Start: 23 Mar 2018 13:00 End: 23 Mar 2018 22:00

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| Location | LocationID | TransRef | TransDate | ShiftDate | Currency | Amount | LocalCurri | LocalAmoi | CardType | CardNumber | ExpDate | UserTransRef |
|--------------|------------|----------|-------------------|-----------|----------|--------|------------|-----------|------------|-----------------|---------|--------------|
| NH Atlantico | 735400 | 2409 | 23/03/18 20:24:11 | 23/03/18 | EUR | 72.00 | EUR | 72.00 | MASTERCARD | 548913*****9307 | 06/22 | |
| NH Atlantico | 735400 | 2407 | 23/03/18 15:29:39 | 23/03/18 | EUR | 73.70 | EUR | 73.70 | VISA | 413266*****7011 | 05/22 | |

We can see it during the day in Authorisations tab with response Accepted or after night audit process in Transactions tab. In both cases indicate that the charge is processed correctly but it produces a “visual” unbalance between TMS and Completions tab:.

3CIntegra Authorisations

Date: Custom ... First 6 of Card: Last 4 of Card: 9031 Card Type: <Any> **SEARCH** ☐ Show Advanced Search Fields

Start: 22 Mar 2018 End: 23 Mar 2018

CSV PDF XLS Page 1 of 1 100 per page View 1 - 1 of 1

| Actions | Location | LocationID | UserTransRef | TransDate | Currency | Amount | Method | CardType | CardNumber | AuthCode | Response |
|---|--------------|------------|--------------|-------------------|----------|--------|--------|----------|-----------------|----------|--------------------|
| New Pay <input checked="" type="checkbox"/> | NH Atlantico | 735400 | 000103717866 | 23/03/18 16:11:01 | EUR | 65.00 | Sale | VISA | 453954*****9031 | 859163 | ACCEPTED OPERATION |

3CIntegra Transactions

Date: Custom ... First 6 of Card: Last 4 of Card: 9031 Card Type: <Any> **SEARCH** ☐ Show Advanced Search Fields

Start: 23 Mar 2018 00:00 End:

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| Actions | Location | LocationID | TransDate | ShiftDate | Currency | Amount | CardType | CardNu |
|--|--------------|------------|-------------------|-----------|----------|--------|----------|-----------------|
| Refund <input checked="" type="checkbox"/> | NH Atlantico | 735400 | 23/03/18 16:10:43 | 23/03/18 | EUR | 65.00 | VISA | 453954*****9031 |

Please, open your ticket to quantify the problem!



Why is the Refund option not appearing in some operations (Redsys hotels)?

Currently, a refund of a DCC operation, has to be done by support 3C since from the hotels this option is not available (open a JIRA ticket in order to help you with this issue).

| Payment Gateway Transactions | | | | | | | | | | | | |
|------------------------------|-------------------|--------------|------------|-------------------|-----------|----------|--------|------------|-----------------|----------|------|--|
| Actions | TransactionStatus | Location | LocationID | TransDate | ShiftDate | Currency | Amount | CardType | CardNumber | AuthCode | Us | |
| New Pay | Transaction | NH Malaga FO | 735488 | 03/04/21 15:16:57 | 03/04/21 | GBP | 19.48 | VISA | 446291*****9768 | 006848 | 0045 | |
| Refund | Transaction | NH Malaga FO | 735488 | 01/04/21 07:42:44 | 01/04/21 | EUR | 787.87 | MASTERCARD | 553108*****1357 | 192159 | 0045 | |
| Refund | Transaction | NH Malaga FO | 735488 | 01/04/21 07:42:48 | 01/04/21 | EUR | 17.48 | MASTERCARD | 553108*****1357 | 014876 | 0045 | |

THANKS!

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