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INDEX

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.
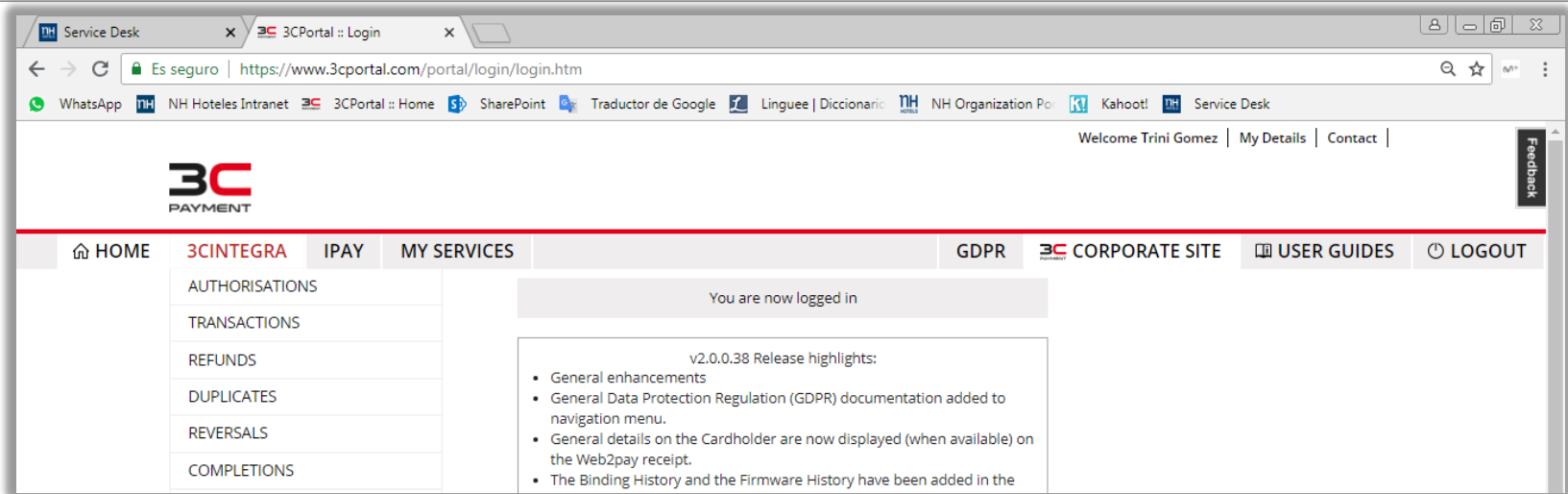
The option to reset password is available in the web.

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

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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

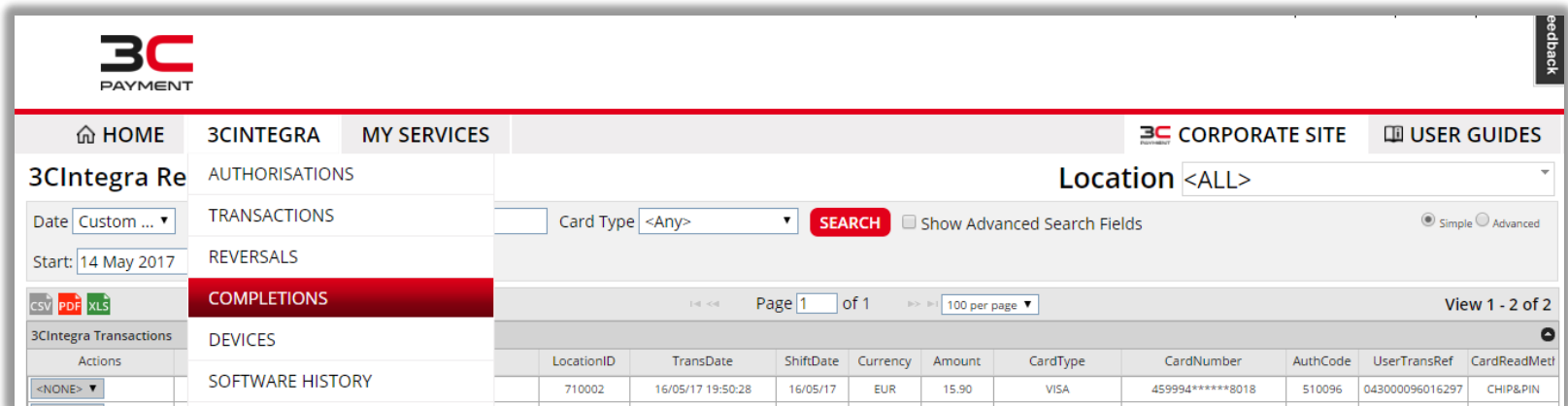Movements (charges & Refunds) sent daily to the bank. You can consult them only after the Night Audit.

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.
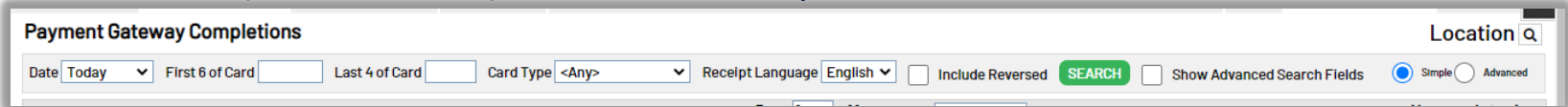
In this report all the transactions will be displayed in nearly real time.
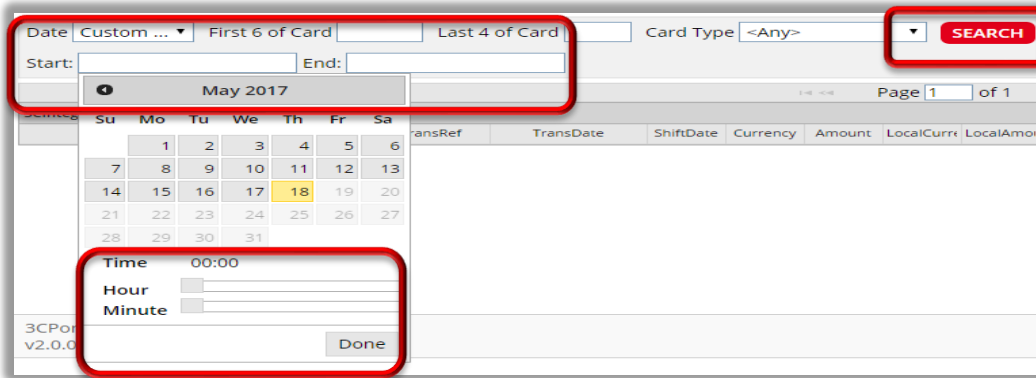
*See notes:
    Slide 19 – Reversal True movements.
    Slide - Duplicates

Completions

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	HES
NH Nacional	735348	17402	18/06/18 04:21:02	18/06/18	EUR	284.23	EUR	284.23	MASTERCARD	555246******9816	05/21	HES
NH Nacional	735348	17401	18/06/18 04:19:48	18/06/18	EUR	284.23	EUR	284.23	MASTERCARD	555246******0905	05/21	HES
NH Nacional	735348	17400	18/06/18 04:18:13	18/06/18	EUR	119.75	EUR	119.75	MASTERCARD	555246******6982	03/21	HES
NH Nacional	735348	17399	18/06/18 04:16:58	18/06/18	EUR	271.37	EUR	271.37	MASTERCARD	555246******5469	04/21	HES

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

Authorisations / Hotels working with ELAVON (Santander)

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.

Authorisations / Hotels working with REDSYS (BBVA)

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)

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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)

The same occurs with **Top ups**:
* One with the status "Pre-Authorisation"   * One (or more) with the status "Authorisation(Tip/Top up)"

And with **Reversals**: * One with the status "Pre-Authorisation" * One with the status "Pre-Authorisation"

Transactions

- **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.

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 (Preathorizations)

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:

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).

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

16

Reversals

In this tab we can see the <u>Pre-authorizations</u> 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.

Refunds (Sales - Charges)

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

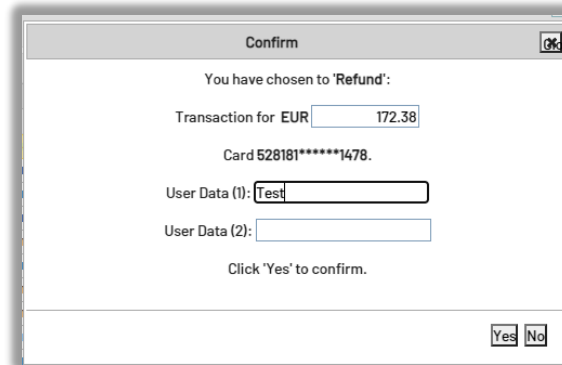The selected movement will be refunded to the account of the client, using this action:

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.

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.

FAQs & Issues

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.:

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.

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 Lo

Location	LocationID	TransRef	TransDate	ShiftDate	Currency	Amount	LocalCurre	LocalAmo	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	H
NH Atlantico	735400	2407	23/03/18 15:29:39	23/03/18	EUR	73.70	EUR	73.70	VISA	413266******7011	05/22	H

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 Location (1 selected)

Actions	Location	LocationID	UserTransRef	TransDate	Currency	Amount	Method	CardType	CardNumber	AuthCode	Response
New Pay	NH Atlantico	735400	000103717866	23/03/18 16:11:01	EUR	65.00	Sale	VISA	453954******9031	859163	ACCEPTED OPERATION

3CIntegra Transactions Location

Actions	Location	LocationID	TransDate	ShiftDate	Currency	Amount	CardType	CardNu
Refund	NH Atlantico	735400	23/03/18 16:10:43	23/03/18	EUR	65.00	VISA	453954******9031 859163 0020000103717866

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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