How the Program Works

The Expedia® Virtual Card (EVC) is a payment solution available for our hotel partners. An electronic single-use credit card number is generated for every transaction. An EVC can be processed at check-out right through a hotel's existing Point of Sale (POS) credit card terminal, providing you and your guests a smooth and secure experience.

- When you charge the virtual card, the payment automatically transfers to your bank account after being processed by your bank. No invoice needed.
- *All incidentals and resort fees must be charged to the guest's credit card.*
- Exchange rates are automatically calculated. The charge is processed in the Partner Central currency using the exchange rate active at the time you charge.

Retrieving the EVC Details

Important: Expedia Virtual Cards deactivate within 180 days after the check-out date shown in Partner Central.

Partner Central

To access virtual cards in PC, login and go to the Reservations page. Search for the guest reservation. Click on the guest's name displayed in blue on the search results page to view the details needed to charge the card including the card details, and the amount to charge card.

EVC Look Up Tool

You can use the EVC Look Up Tool which is found on the Partner Central page before you log in. By entering some information about the reservation, you can access the details required to charge or find more information on the charges already made against the card. This may require periodic log in requests for security purposes.

Payment Information

| | 9742 | Expires | CVV | Billing address
1111 Expedia Group Way W
Seattle, WA, 98119, USA |

ℹ Expedia Virtual Card is activated from the time of check-in **Feb 25, 2022**

Date	Description	Amount
02/25/2022	Daily Rate	USD 262.65
02/26/2022	Daily Rate	USD 322.15
	Sub Total	**USD 584.80**
	Daily Taxes	USD 70.18
Amount Hotel agreed not to charge.	Hotel Waived Fee	USD -141.28
Amount to Charge	**Total booking amount**	**USD 513.70**

Amount to Charge the EVC

In Partner Central you can look up the reservation to see the correct amount to charge.

- Charge the booking amount
- Charging more than the booked amount could result in an overcharge
- Charge in your contracted currency

Overcharges

If the EVC Contact at the hotel receives an overcharge email from Expedia, please complete the intake form and respond back to us with one of the following options:

1. Issuing Credit
2. Need More Information
3. Not issuing Credit

Not responding to our email and/or not issuing credit may result in a chargeback with the bank.

If you receive a chargeback from your bank, and you disagree with it, please respond to your bank.

***If you need to update your EVC Contact, please reach out to your Market Manager or Service Operations.

Examples of some Decline Codes you could receive.

Mastercard Decline Reasons

Decline code	Description	Actions
620	Not enough available money.	Contact Expedia
49	Excessive declined authorizations today.	Notify partner to batch out authorization.
617	Exceeds amount of authorizations for the day.	Make sure you are charging the correct amount.
619	Invalid expiration date.	Retry with the correct expiration date, in the correct format.
703	Valid authorization only, invalid MCC. MCC is blocked.	Contact Expedia
704	Invalid authorization only, invalid MCC. MCC is blocked.	Contact Expedia
705	Invalid MCC. MCC is blocked.	Contact Expedia
802	Card not effective. Partner is attempting to charge the card before arrival.	Charge the card at the guest's departure. You can't charge it before they arrive.
803	MCC group range excluded at individual account level. MCC is blocked.	Contact Expedia

AMEX Decline Reasons

Decline Code	Description	Actions
2	Closed account	Contact Expedia
7	Card expired	Contact Expedia
48	Not enough available money	Contact Expedia
125	Invalid CVV/CVC	Check the CVV and try again
207	Card not effective	Hotel should retry with the correct expiration date, in the correct format
705	Invalid MCC (Merchant Category Code)	Contact Expedia
840	Pre-auth not in variance range	Hotel is charging too much; recharge with the correct amount

Find the Expedia Virtual Card Authorization Code

To find the existing authorization code, use the Expedia Virtual Card (EVC) Lookup tool in Partner Central.

· Go to the Expedia Virtual Card Lookup tool.

· Enter the guest's last name and check-in date.

· Select **Expedia Reservation ID** or **EVC** from the Identification Number drop-down menu.

· Enter the Identification Number.

· Select **Submit**.

The authorization code will appear on the Authorizations/Declines and Posted Transactions tabs along with the Expedia Virtual Card (EVC) Information.

Best Practice Tips

* Charge card at check-out

* Only charge for the booked amount

* Make sure your Hotel contacts are up to date

* Respond to overcharge emails from Expedia

Thank you for your partnership.