

PCI BUBBLE

Business Processes – Operations
July 2024

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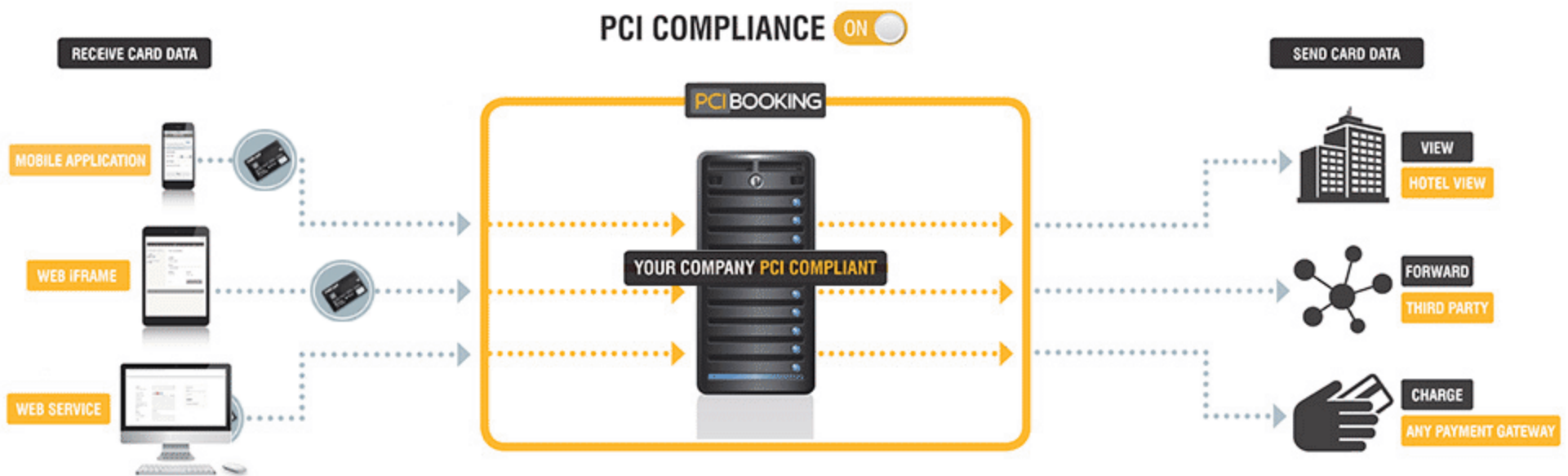
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HOTELS

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Safeguarding Credit Card Information

PCI Bubble, also known as **PCI DSS** (Payment Card Industry Data Security Standard), is a robust technological solution designed to manage sensitive information, specifically credit card data. Its primary objective is to ensure the protection and privacy of credit card details once they are registered within a system.



This mandatory process strictly prohibits storing credit card data in any system other than PCI Bubble. As a result, both the TMS and any connected channels are impacted by this essential functionality.

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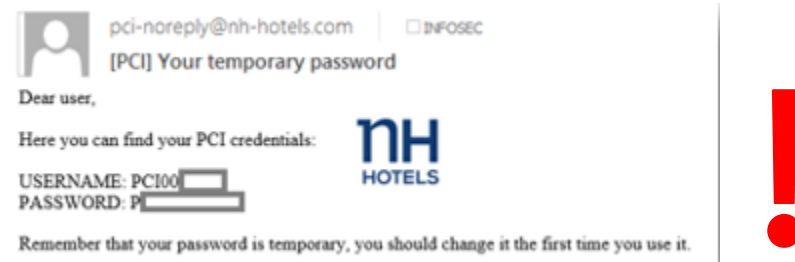




User management for PCI Bubble access

- **Access Request:** Open a JIRA ticket with the category “SAP Business Suite → PCI User Management.” In the ticket, include the following details:
 - Head of Department/Area Manager/Hotel Manager
 - Employee number
 - PCI user
- **Granting of credentials:** If the user has a nominal mail account, the credentials will be sent via email. If the user does not have a nominal email account assigned, the credentials will be copied into the JIRA ticket.

The email will have the following format (please do not delete it):



The initial password is temporary (valid for 30 days). Users must change it upon first login, and it will expire every 90 days.

- **Password requirements:**
 - ✓ Minimum length of seven characters
 - ✓ Combination of numeric and alphabetic characters (capital and small letters)
 - ✓ Last 4 passwords history
 - ✓ User lock after 6 failed access attempts



User management for PCI Bubble access

- **Blocking Your PCI Bubble User:** If you accidentally block your PCI Bubble user, open a JIRA ticket. Remember that your employee number and PCI user are mandatory and ensure your head of department (Hotel Manager/Area Manager) are added as a participant.
- **Changing Hotels:** You do not need to request a new user if you change hotels. The PCI user remains valid across all hotels within the company.
- **Access for “Outside Labor”:** If your hotel employs external contractors (“outside labor”), open a JIRA ticket. Include the employee’s name and the external company name.

MINOR HOTELS EUROPE &... / NH Service Desk

PCI User Management

Raise this request on behalf of

Category

Please select

New External User

New Internal User

Reset Password

Description (optional)

B I U A- [Rich Text Editor Icons]



Credit cards management - TMSforHotels

How to add a new credit card in TMS?

The “Card Information” field will be blocked. To add a new credit card, use the “Registration credit cards in payment gateway” button:

The screenshot displays the TMSforHotels interface for credit card management. The main window has tabs for General Data, *Billing Information, *Additional data, *Statistics, Deposits, and Guar. The *Billing Information tab is active, showing fields for Client information (Receiver, Holder, Payer, Company Resp.) and Card information (Credit card N°, Holder, Expiry date, CVV, Class, Type). The Card information fields are blocked with a large red X. A green box highlights the 'Add Card' button in the 'Extra credit' section. A curved arrow points from this button to a smaller window titled 'Manage credit card in PCI'. This window has a toolbar with buttons for Add Card, Delete Card, Display Card, and Save. The 'Add Card' button is highlighted with a red box. Below the toolbar is a table titled 'Cards in PCI' with columns: Status, Type, Concealed cred. card, Card holder, Channel identifier, Description, and Rema.

Credit cards management - TMSforHotels



Clicking the "Add card" button in TMS will open a direct link to PCI Bubble, where you can enter the corresponding credit card data.

To access PCI Bubble, use your nominal username and password previously received (which you received previously; refer to the [user management section](#) for details).

The diagram illustrates the process of adding a credit card. It starts with a window titled "Gestionar tarjetas de crédito en PCI" (Manage credit cards in PCI) with a "Log in" button highlighted in red. An arrow points from this button to a second window titled "Manage credit card in PCI". This second window is the "PCI Bubble: Enter Card Data" form, which contains fields for Card Number*, Card Holder*, Date* (mm/yy), and CVW. The "Send Card" button at the bottom of this form is also highlighted in red.



If the "Login" field is pre-filled with your user number (XXXXX), entering the password will autocomplete the rest of the data (PCI00XXXXX).

Credit cards management - TMSforHotels



The platform will validate that the credit card algorithm is valid and that the expiry date is within the reservation dates. Following these steps, the credit card information will be stored in PCI Bubble.

The screenshot shows a window titled "Manage credit card in PCI". Inside, there's a section titled "PCI Bubble: Enter Card Data". A red box highlights a green checkmark icon and the text "Your card details has been sent successfully!". Below this, the card details are listed:

Card Holder:	TEST
Card Number:	4111 1111 1111 1111
Date:	03/2020
CVV:	373



The CVV (Card Verification Value) field is not compulsory in the tool.

For most cards, CVV works with a maximum of 3 digits, except for AMEX cards, which use 4 digits.

Credit cards management - TMSforHotels



How to add credit cards from the /CCSHT/CRS (Call Center) transaction?

Ensure that the reservation is saved before proceeding. Once the localizer exists, look for the “Card information” block and click on the icon to register credit cards as explained before.

The screenshot displays the TMSforHotels interface. At the top, a reservation is shown with details: Reserv. 45481021, Client 1003 REWARDS, NH, Departure 10.01.2019, MealPlan RO, Room 1, Reserv.amou 522,50 EUR, Total price 522,50 EUR. The reservation status is Confirmed. Below this, there are fields for contact person, phone, fax, e-mail, voucher, language, guarantee, prepay condition, and external reference. A 'Guests' table lists one guest: TEST PCI CALL CENTER. To the right, there are statistics data, remarks, and a list of features. A 'Card information' block is visible, showing fields for number, holder, expiration date, and class. A green box highlights an icon in the 'Card information' block. A red box highlights the 'Add Card' button in the 'Manage credit card in PCI' dialog box. The dialog box also contains buttons for 'Delete Card', 'Display Card', and 'Save'. A 'Save' button is also highlighted in a red box in the bottom right corner of the main interface.

Reserv. 45481021

Client 1003 REWARDS, NH

Contract NHREWARDS Rate NHR_BAR

Departure 10.01.2019

MealPlan RO

Room 1

Reserv.amou 522,50 EUR

Total price 522,50 EUR

Reserv. Status Confirmed

Contact person REWARDS, NH

Phone: Fax:

E-Mail nh@nh-hotels.com

Voucher

Language ES Spanish

Guarantee 12. 18 Hours

Prepay.Cond.

External Ref.

Confirmation letter

Guests

O. Code Guest Name

1 TEST PCI CALL CENTER

Card information

Number: 0

Holder:

Expiration date:

Class:

Manage credit card in PCI

Add Card Delete Card Display Card Save

Save



Credit cards Management - TMSforHotels



When credit card information is stored in PCI Bubble and associated with a booking, here's how it will be displayed:

In the “Holder” field, you’ll see a message indicating that the credit card details are saved on PCI.

Card information

Credit card N°

Holder: Credit card details in PCI

Expiry date

CVV

Class MC

Type

Manage credit card in PCI

Cards in PCI

Status	Type	Concealed cred. card	Card holder	Channel identifier	Description	Remarks	Created on	Time	Created by	Reservation
✓	VISA	*****1111	TEST	HOTEL			01.12.2017	09:38:29	E00000100450	38887629

Once the appropriate button is activated, you’ll be able to view the encoded credit card data.

The “Channel identifier” field is completed by default. The “Description” and “Remarks” fields allow for free-text input.



Credit cards management - TMSforHotels

How to display a credit card number from TMS to PCI Bubble?

Ensure that the functionality for displaying credit card information is activated.

Choose the specific credit card you want to display and click the “Display card” button to log into the PCI Bubble tool.

The screenshot illustrates the workflow for displaying a credit card number from TMS to PCI Bubble. It shows three main components:

- Card information form:** A form with fields for Credit card N°, Holder, Expiry date, CVV, Class, and Type. A red box highlights the 'Display Card' button (represented by a plus icon) in the top right corner.
- Cards in PCI table:** A table listing credit cards. A red box highlights the first row, which is selected. The table has columns: Ex, Status, Type, Concealed cred. card, Card holder, Channel identifier, Description, and Remarks.
- PCI Bubble: See Card Data window:** A login window that appears after clicking the 'Display Card' button. It contains fields for Login* and Password*, and a red box highlights the 'Log in' button at the bottom.

A curved arrow indicates the flow from the 'Card information' form to the 'Cards in PCI' table, and then to the 'PCI Bubble' login window.

Ex	Status	Type	Concealed cred. card	Card holder	Channel identifier	Description	Remarks
		VISA	*****1111	TEST			this is to test

PCI Bubble: See Card Data

Enter your login details to access to PCI Bubble:

Login*
Example: PCIXXXXXXX

Password*

Log in



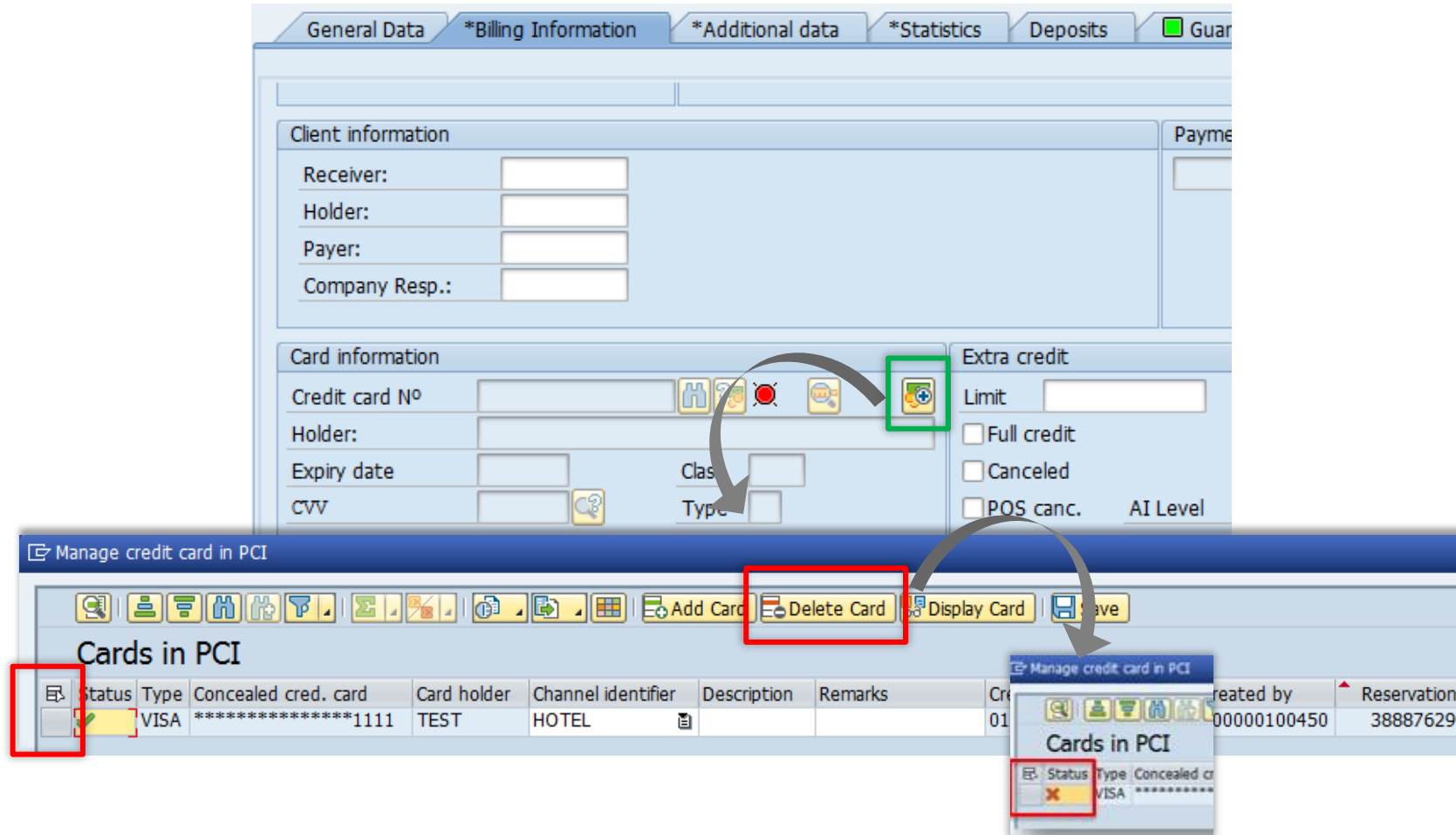
Note that for every query, PCI will prompt you to enter your personal login credentials again.

Credit cards management - TMSforHotels

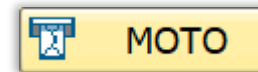


Is it possible to delete credit card details recorded in PCI Bubble manually?

Yes, along with adding and viewing credit card details, the option to “Delete card” is also available within the implemented functionality in PCI Bubble.



Credit cards management – Landing page to register CC



The PCI landing page is a secure and **mandatory** method for collecting guests' credit card details when they are not physically present. It serves to guarantee reservations or facilitate payment for prepaid rates or events (payment will not be charged automatically! You must ensure compliance with the current prepaid management procedure).

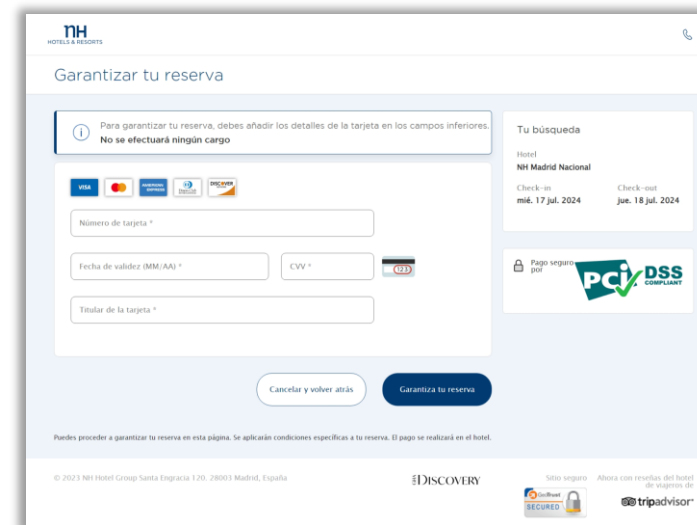
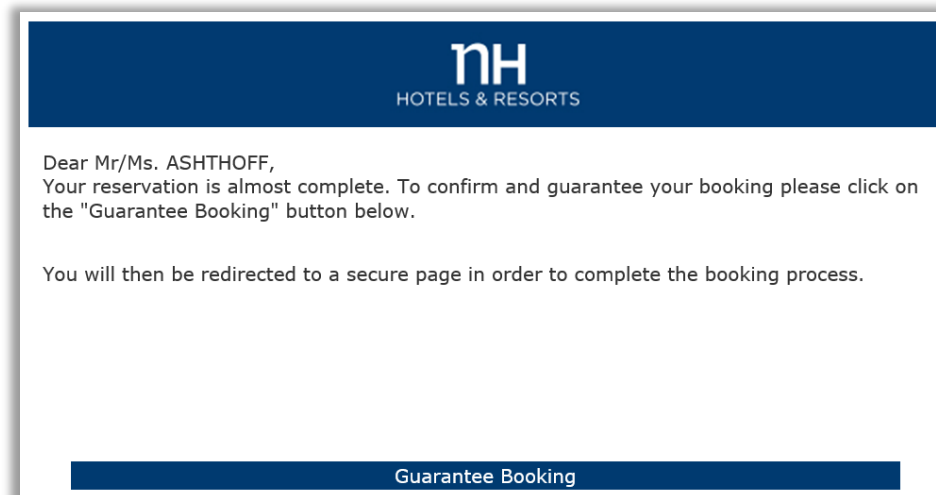
How does it work? After making a reservation, guests receive a link to a web page. There, they securely enter their credit card information. This card is then added to TMS via PCI.

To send the email, click the “MOTO” button. The email address of the contact person and the reservation's indicated language will appear (you can modify them).

Where to find the “MOTO” button: Look for the “MOTO” button in Call Center transaction, hotel individual reservations, Day Guest Billing, Convention & Family Groups, and Events.

To access the detailed guide for the PCI landing page to register credit cards, click the button below:

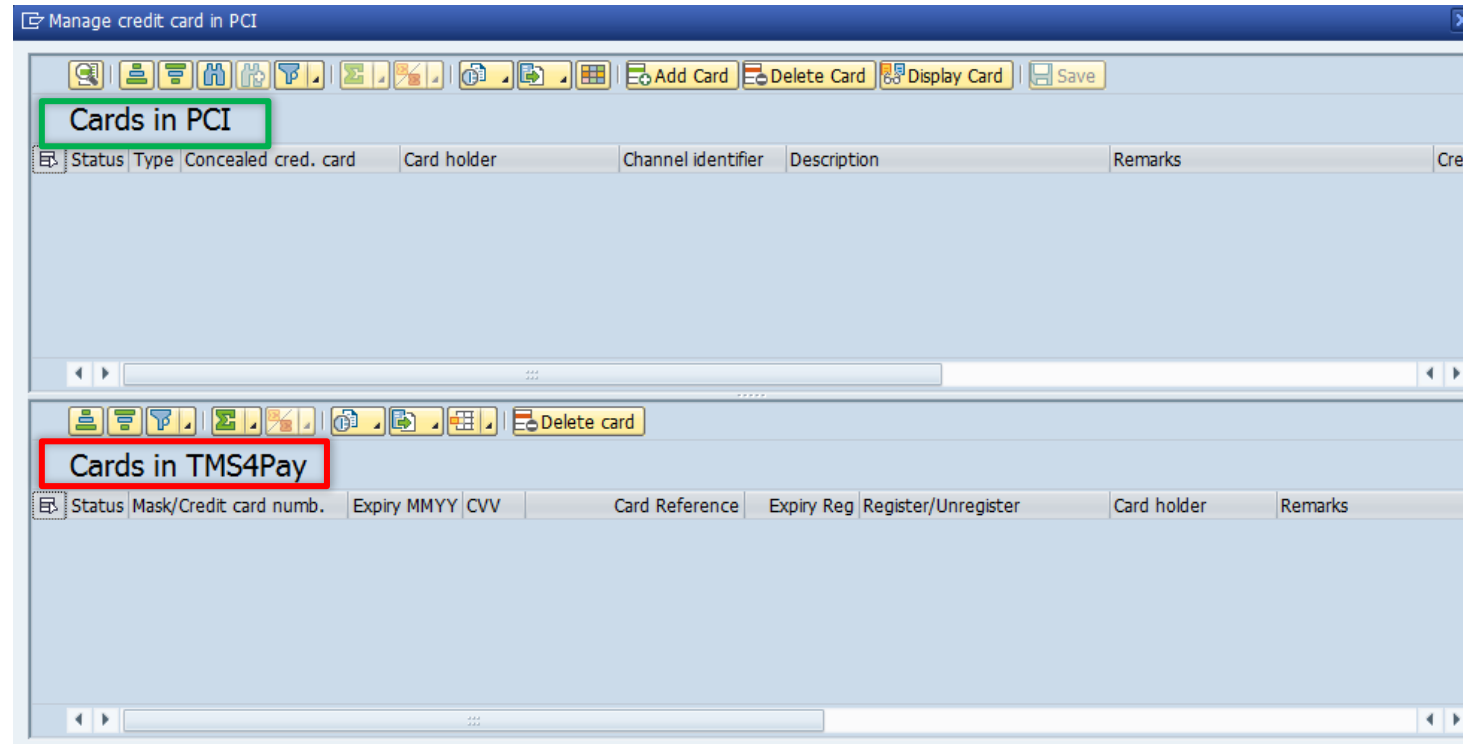
PCI LANDING PAGE TO REGISTER CC



Credit cards management - TMSforPay



In hotels with TMSforPay, the access to PCI Bubble will be organized as follows:



Both TMSforHotels and TMSforPAY will have different sections within the same interface. The storage system for credit card information remains consistent across both versions.



A registered card in PCI cannot be automatically charged by the PINPAD unless it has been used in an invoice or preauthorization.

Credit cards management - TMSforPay



When a hotel obtains pre-authorizations or charges through the gateway for credit cards, these cards will automatically appear in the PCI Bubble card management interface. If needed, they can be unregistered from there.

Manage credit card in PCI

Tools: Add Card, Delete Card, Display Card, Save

Cards in PCI

Status	Type	Concealed cred. card	Card holder	Channel identifier	Description	Remarks	Crea
--------	------	----------------------	-------------	--------------------	-------------	---------	------

Tools: Delete card

Cards in TMS4Pay

Status	Mask/Credit card numb.	Expiry MMY	CVV	Card Reference	Expiry Reg	Register/Unregister	Card holder	Remarks
	401550xxxxx1736			4792644551761736	1309	Unregister	Registrada autom...	Registrada automática



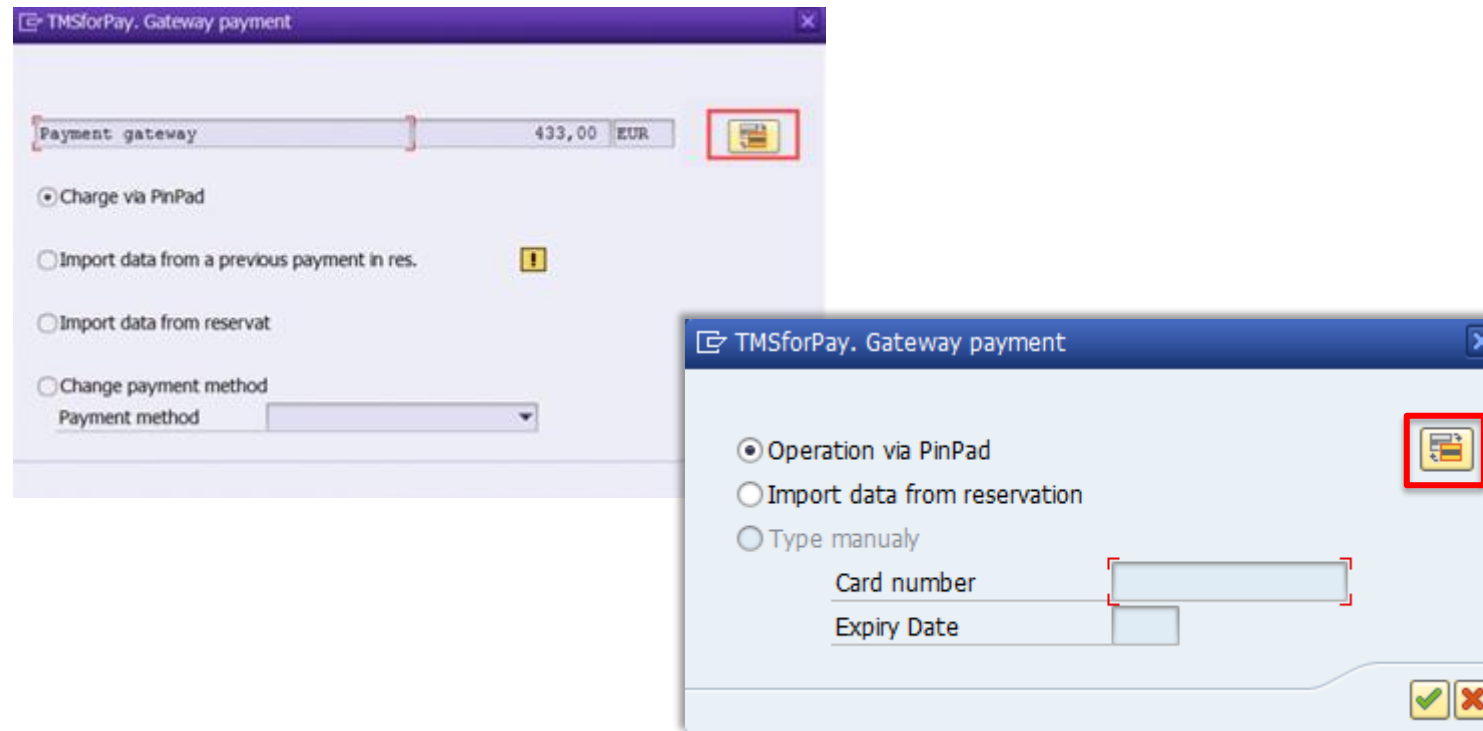
Credit cards management - TMSforPay

When you encounter a collecting operation in TMSforPay, you can directly access PCI Bubble information related to the booking.

Look for the shortcut within the payment screen of the gateway.

By activating this shortcut, you'll be able to view credit card details stored in PCI Bubble.

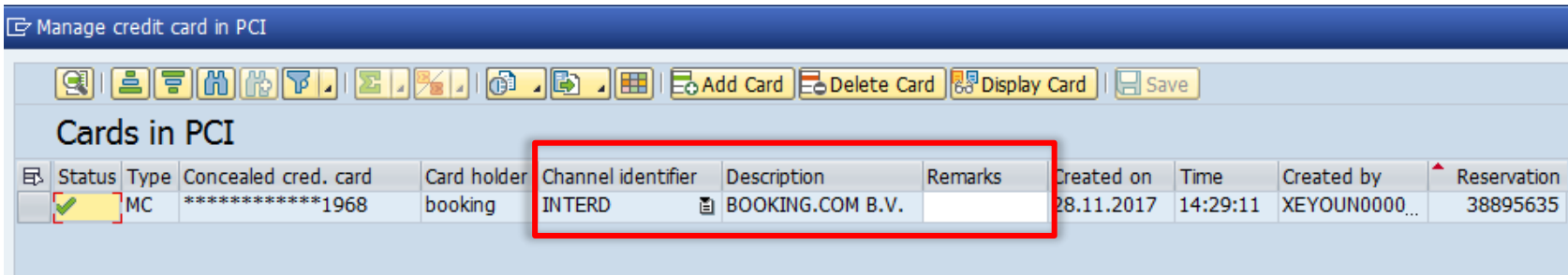
This option is also available when you execute a preauthorization.



How to distinguish between credit cards informed by the hotel and those informed by channels?

For reservations created through TMS4C, the following fields will be completed and blocked by default:

- **Channel Identifier:** Indicates the code of the channel.
- **Description:** Provides additional context related to the channel.
- **Remarks:** Allows for free-text input.



Status	Type	Concealed cred. card	Card holder	Channel identifier	Description	Remarks	Created on	Time	Created by	Reservation
✓	MC	*****1968	booking	INTERD	BOOKING.COM B.V.		28.11.2017	14:29:11	XEYOUN0000...	38895635



- **Modified credit cards:** If a credit card is modified from a channel, only the most recent version will be displayed (i.e., the current one).
- **Failovers:** In cases where the codification process fails and the reservation cannot be downloaded to TMS, a failover notification will be sent, indicating the failure.

Credit card status TMSforHotels



Manage credit card in PCI

Tools: Add Card, Delete Card, Display Card, Save

Cards in PCI

Status	Type	Concealed cred. card	Card holder	Channel identifier	Description
✓	VISA	*****1111	Self	HOTEL	

→ 1. Credit card stored correctly in PCI DSS

The credit card is saved and available in PCI.

Manage credit card in PCI

Tools: Add Card, Delete Card, Display Card, Save

Cards in PCI

Status	Type	Concealed cred. card	Card holder	Channel identifier	Description
✗	VISA	*****1111	Test	CRO COLOMBIA	

→ 2. Credit card deleted manual or automatically in PCI DSS

Automatic deletion will occur after **120 days** from the departure date (night audit).

Manage credit card in PCI

Tools: Add Card, Delete Card, Display Card, Save

Cards in PCI

Status	Type	Concealed cred. card	Card holder	Channel identifier	Description
!	MC	*****0005	test test	HOTEL	

→ 3. CVV Digits deleted

Due to legal requirements, this field will be removed from all bookings with a **departure date equal or before the night audit date**.



In the latter scenario, credit card numbers or PAN (Primary Account Numbers) will remain accessible in the reservations during the period specified in point number 2.

Doubts or issues related with PCI users?



MINOR HOTELS EUROPE &...
NH Service Desk

What do you need help with?

Search

Search help

SAP Business Suite

Other NH Applications

Office 365

NH Employee Services

Software

Hardware (IT Equipment)

Communications

Login & Access

Security

Web

Robots

Business Intelligence-BO

PCI User Management
New User, Reset Password

SAP User Management
New User, Reset Password, User Blocked, Request Access, Delete User, TMS codes, Upselling and cancellations.

SAP Logon
Install Program & Connections Settings.

TMS for PAY
Integration solution with payment gateways.

SAP Hybris
Hybris

SAP Fiori
SAP Fiori

Duetto
Revenue Strategy System



When opening a JIRA ticket for TMS incidences, it is essential to include the following data in the description field:

- Name of the person reporting the incident.
- Clear problem details.
- Reservation number, affected invoice or example.
- IP address and telephone number.
- Relevant transactions or processes related.

To easily identify the incident owner, place the **hotel code** at the beginning of the summary field.

Ensure that all necessary information is included, as missing data may result in the rejection of the incidence.

By following these guidelines, you'll help streamline the management of TMS incidences effectively.

Thank you!

Doubts or issues related with PCI credit cards management?



MINOR HOTELS EUROPE &... / NH Service Desk

SAP TMS (Tourism Management Suite)

Raise this request on behalf of

Category

PCI Credit Cards Management

Subcategory

No Category Level 4

IMPORTANT: To create the **Promotion** properly, read before the process where you will find all the information necessary to create the promotion.

TMS4M PROMOTION: <https://nhorganization.nh-hotels.com/content/tms4m-promotions>

Summary

Description (optional)



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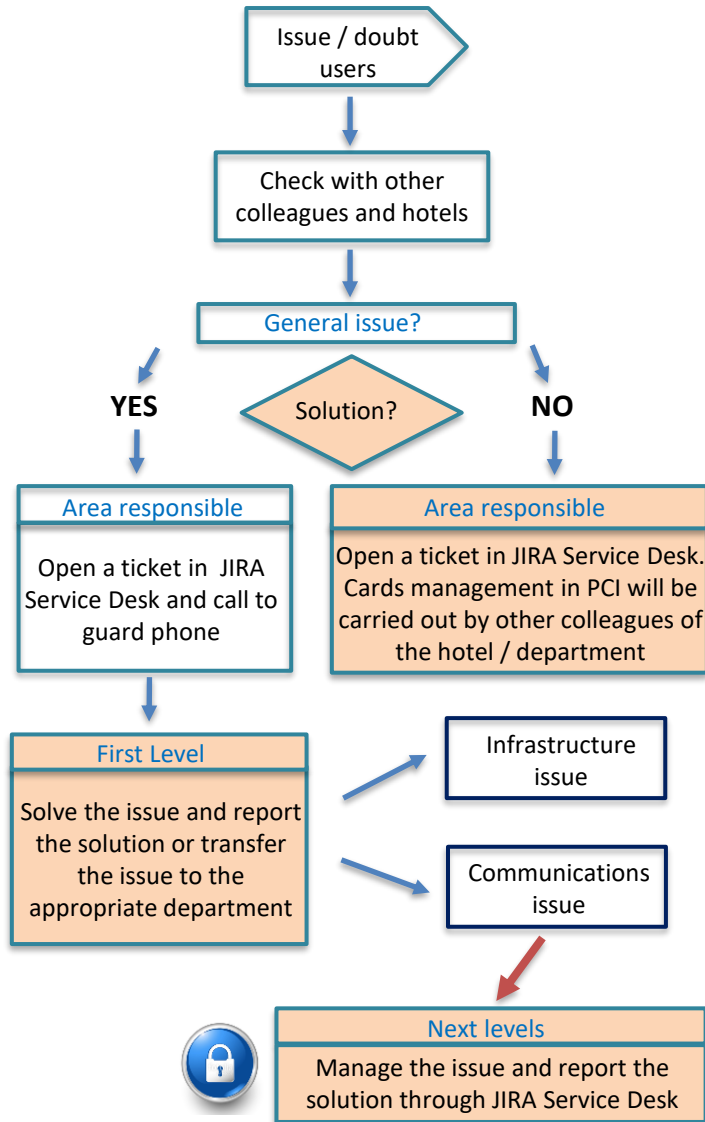
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By following these guidelines, you'll help streamline the management of TMS incidences effectively.

Thank you!

Critical Issues Management: Users



- 1 The user detects that PCI login does not work (see errors on the next page). He or She will check if the rest of the PCs are affected and will consult with their colleagues and/or other hotels if they are also in the same situation.
- 2 If it isn't a general issue and there are employees in the hotel / department working normally, credit cards management will be done through them. In parallel, the user will open a ticket to solve the connection problems, adding the responsible person as participant in any case.

If the problem is general or all PCs in the hotel / department are affected, it is necessary to contact to **EMERGENCY PHONE +34 91 082 28 65.**

In addition to the call, the user will open an issue in Support Portal (do not forget to add the responsible person to approve the request and follow up): <https://nhservicedesk.nh-hotels.com/servicedesk/customer/portals>

- 3 If the first level can solve the problem, they will report the solution through the Support Portal (JIRA Service Desk). Otherwise, the issue will be transfer to the next level to be managed.
- 4 When the issue is solved in next levels, the resolution will also be informed in the JIRA ticket.

During the time that it is not possible to access PCI DSS due to a critical issue, it will be necessary to prepay or pre-authorize the reservation plus the amount defined by hotel for extras to ensure the payment of the stay. In case of a telephone call / CRO, the customer must be suggested to call again later to guarantee the storage of this sensitive information.

Under no circumstances the credit cards (PAN and CVVs) can be stored in any TMS field or document other than the platform.

Remember that PCI users are nominal and untransferable.

An issue will NOT be processed as critical if at least one user of the hotel or department has access to the platform normally.

Critical Issues Management: Users



Issues with PCI login

Manage credit card in PCI

PCI Bubble: Enter Card Data

Enter your login details to access to PCI Bubble:

Login*
Example: PCIXXXXXXXX

Password*

Login error

Log in

PCI DSS

Manage credit card in PCI

PCI Bubble: Enter Card Data

Enter your credit card details:

Card Number*

Card Holder*

Date* (mm/yy)

CVV

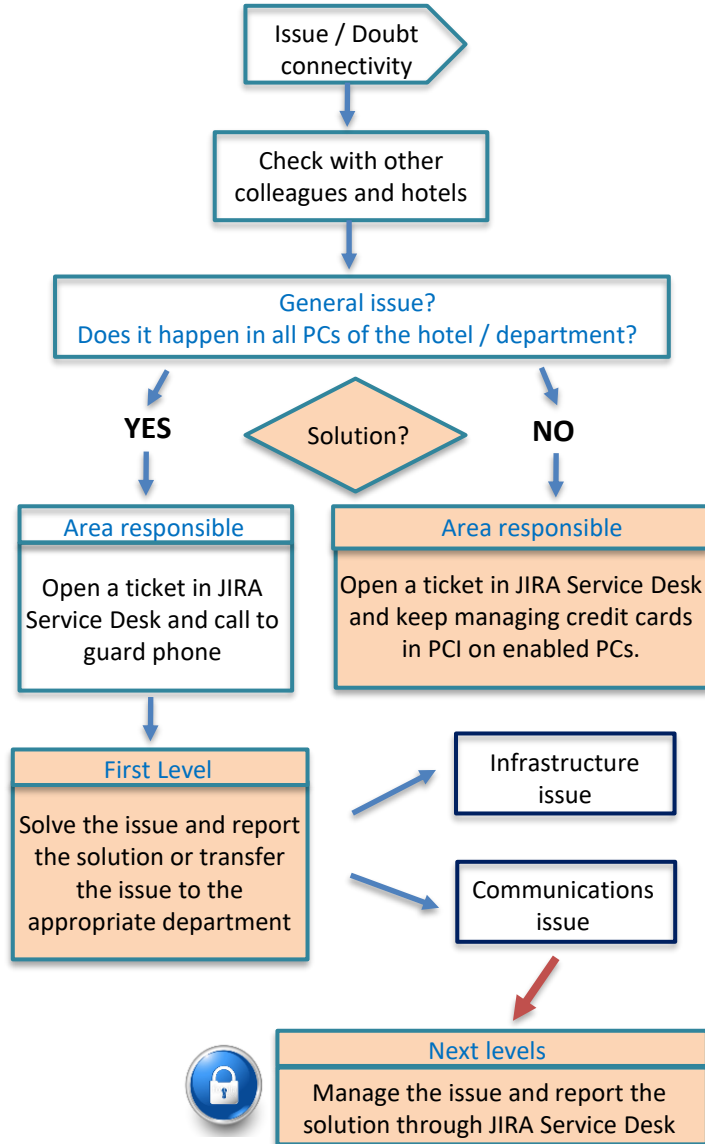
Error sending tokens to WS

Send Card

PCI DSS



Critical Issues Management: Connectivity



- 1 The user detects that PCI access does not work on the PC (see errors on the next page). He or She will check if the rest of the PCs are affected and will consult with their colleagues and/or other hotels if they are also in the same situation.
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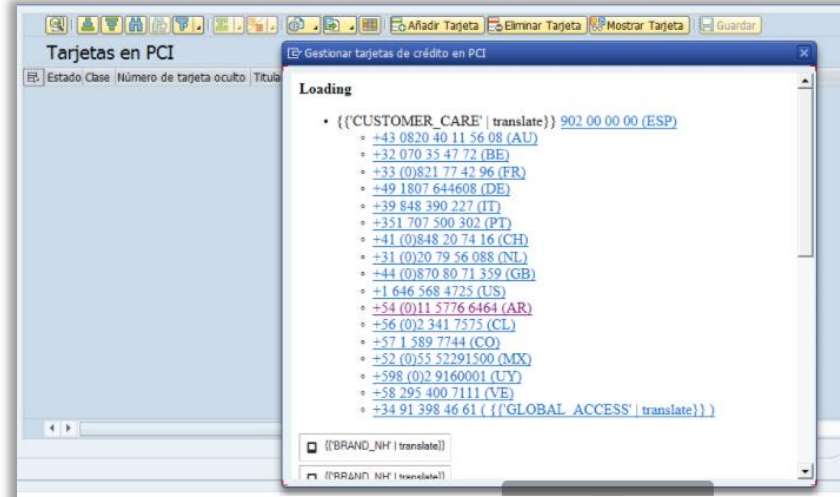
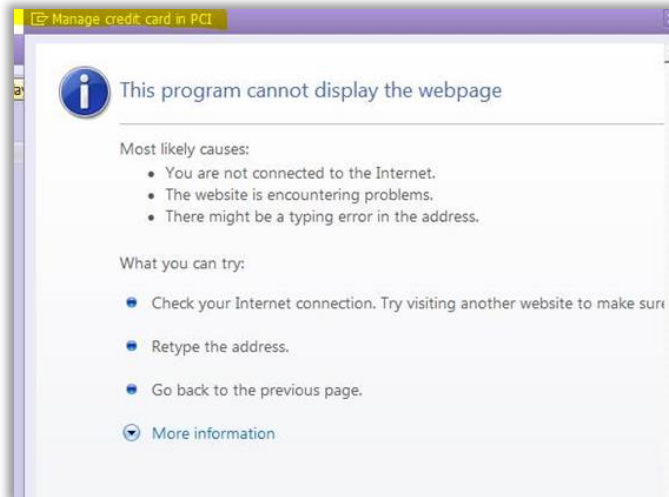
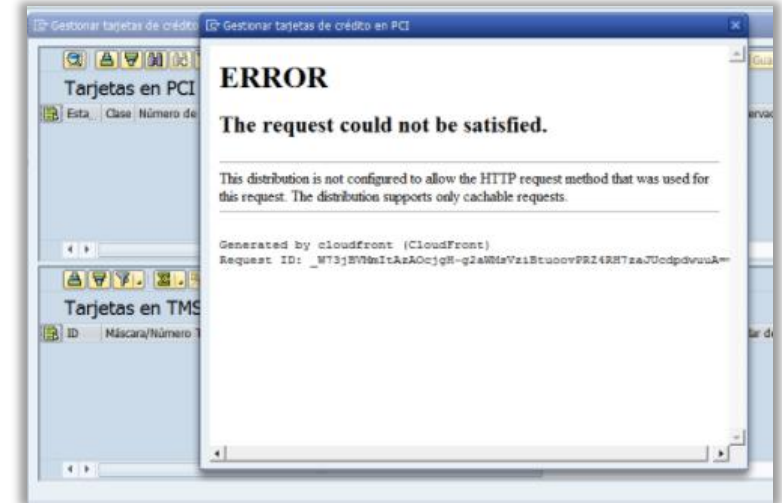
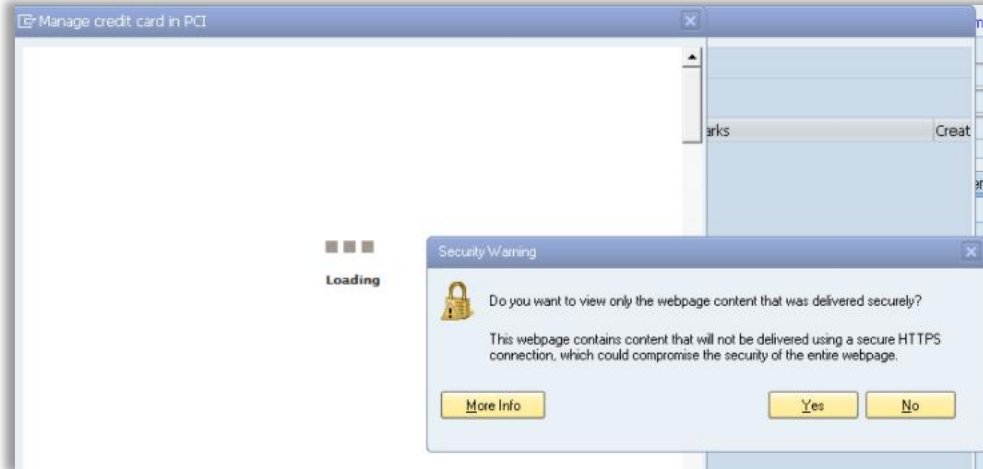
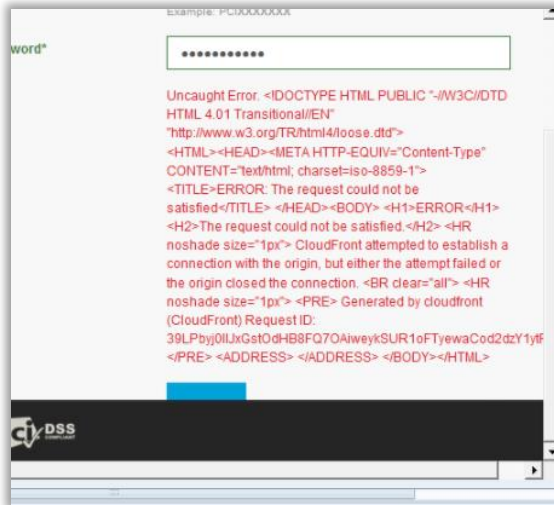
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Critical Issues Management: Connectivity

Issues connectivity



THANKS!

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