

# Pay by link (PBL)

## BUSINESS PROCESSES – OPERATIONS

### July 2025

**MINOR**  
HOTELS

  
**ANANTARA**  
HOTELS & RESORTS

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# Pay By Link

Main objective: prevent frauds & chargebacks



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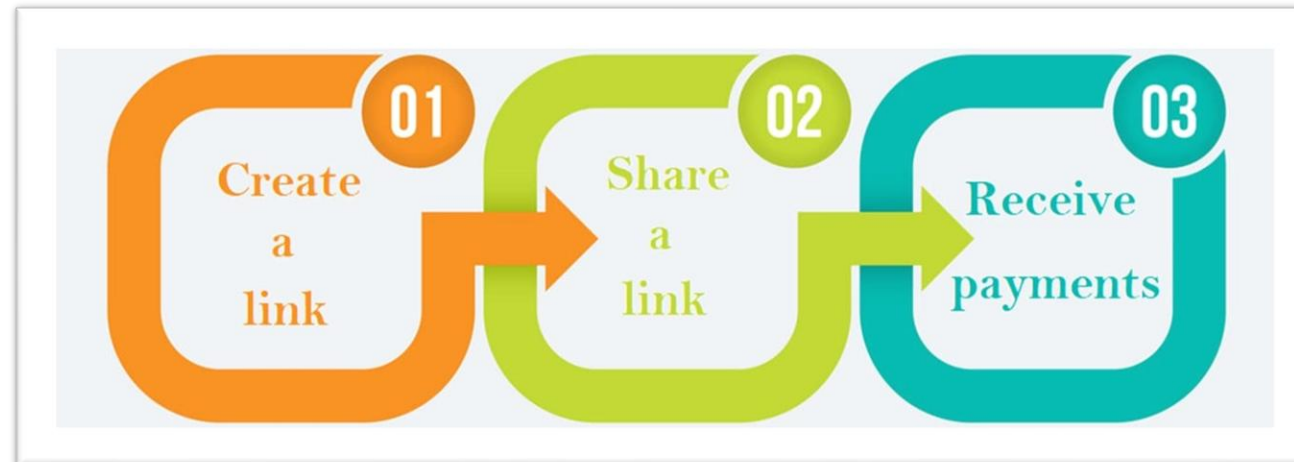
# Overview

# Overview

*The Pay By Link feature offers a convenient way to collect payments remotely through a secure web link. During the booking process, a unique payment link (URL) can be generated from TMS when the guest is not present. This link can be sent through the TMS confirmation letter or by copying and pasting it into another preferred communication channel, such as an email or text message. When the customer clicks the link, they are directed to a secure payment page where they can enter their credit card details to complete the payment.*

Therefore, the “Pay By Link” tool will eliminate the problematic non-presential credit cards transactions, implementing a new secure payment process to avoid any credit card data processing in our site and ensuring all the security guaranties to be supported against fraud and chargebacks.

Fast, easy and convenient for the hotel and the customer:



# Overview

Here are some key points & advantages of using PBL, among many others:

- Ensure all the security guaranties to be supported against fraud and chargebacks.
- Prepayments, or any payments requests through non presential credit cards, must be done with the PBL (not to be used in case of VCC and Adyen). Therefore, take into account that all payment transactions in the meantime that are being made with the pinpad/backup terminal with non presential credit cards, you run the full risk of suffering chargebacks.
- It is not necessary to send the Authorization Form when requesting a payment by credit card when using this new tool, so you will save time as well.
- You can more easily detect possible fraudulent bookings in your OTB in advance, ensuring more accurate occupancy.
- You can use it also for a request payment in case of paid outs: shipping costs when sending any package of a forgotten item by courier service or for special requests from customers at the time of booking like gifts, flowers, tickets, Live local (Experiences) etc





**Create a payment link for  
individual reservations**

# Create a payment link for individual reservations

Steps to follow:

- 1- Access the individual reservation.
- 2- Click on *Mail confirmation letter* icon.
- 3- Type the email and click on Pay by link flag.
- 4- Review the amount and the language and change if necessary.
- 5- Remarks can be included, they will travel to User data 1 at Planet portal.
- 6- Click on Generate link:
  - 6.1- Click on Copy URL
  - or
  - 6.2- Click on green flag to send the email to the guest.

The screenshot displays the 'ESBA.CALDE. Individual Res. - Gomez Fernandez, Maria Trinidad' window. The top bar shows reservation details: Reservation 137455950, Client 1003, DISCOVERY, NH, and Amount 308,94 EUR. A 'Select e-mail' dialog box is open, showing the reservation number 137455950 and the email address mt.gomez@minor-hotels.com. On the left, there are checkboxes for 'Hide payer of the charges', 'Hide prices per room and room-night', 'Hide prices', 'Hide external remarks', and 'Hide commissions' (which is checked). The 'Language' is set to ES. In the 'Pay by link' section, the 'Pay By Link' checkbox is checked. Below this, fields for 'Amount' (301,51), 'Movement currency' (EUR), 'Language' (ES), 'Remarks' (Test), and 'Expiry days' (999) are visible. A 'Generate Link' button is located to the right of the 'Expiry days' field. Below the 'Pay by link' section, a 'Link' section shows the URL: https://web2payuat.3cint.com/iPage/Service/\_201... and a 'Copy URL' button. At the bottom right, there is a green flag icon with a checkmark and a red 'X' icon, both highlighted with red boxes.



# Create a payment link for individual reservations

Result on TMS and Planet portal:

**ESBA.CALDE. Individual Res. - Gomez Fernandez, Maria Trinidad**

ESBA.CALDE NH Collection Gran Hotel    Reservation: 137439900    Client: 1003    DISCOVERY, NH    Amount: 106,43 EUR

Arrival: 15.05.2025 Thursday    RoomType: Standard Single    Show Subtypes    Meal Plan: RO    RF  
Nights: 1    Guests: AD 1 JU 0 CH 0 BB 0    Currency: EUR    First service:    Last service:  
Depart.: 16.05.2025 Friday    Room:    No move    GDPR    HK STA    HISTOR

General Data    \*Billing Information    \*Additional data    \*Prices and Commissions    \*Conditions    Deposits    Routing charges    Fixed charges    Loaned items    \*Preferences    Actions    Notices for Reception

Contact person:    Phone:    E-Mail: mt.gomez@minor-hotels.com    Voucher:    Reservation type:    Registrat. date: 15.04.2025    Language: EN English    CUT-OFF date:

Observaciones

EXTERNAL REMARKS FOR RESERVATION

Please click on the following link to securely complete your payment  
[https://web2payuat.3dint.com/IIPage/Service/\\_2015\\_12\\_v1\\_1\\_0/StorePayment.aspx?eMID=EYNHPBL&id=81EBEBC9-D549-4C1E-ACC5-4C42616AE18F](https://web2payuat.3dint.com/IIPage/Service/_2015_12_v1_1_0/StorePayment.aspx?eMID=EYNHPBL&id=81EBEBC9-D549-4C1E-ACC5-4C42616AE18F)

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX Type	Meal pla...	Gender	VIP	Voucher	Arrival date
1	4984270	Gomez Fernandez, Maria Trinidad	MINOR_DISCOVERY	TITANIUM			RO	Adult		Male	VIP 02		15.05.2025

External remarks will be filled in automatically.

Please note!  
If you create multiple links for the same reservation they will appear in the confirmation letter, so remove them before creating a new one.

**planet**

HOME    PAYMENT GATEWAY    ONLINE PAYMENTS    MY SERVICES

**Pay By Link**

CSV    PDF    XLS

Online Payments

Actions	eMerchantID	PayByLinkID	Type	Status	Currer	Amou	Template	RequesterRefNo	Userdata1	Userdata2
<a href="#">Edit</a>	EYNHPBL	81EBEBC9-D549-4C1E-ACC5-4C42616AE18F	Single	Active	EUR	99	MinorHotels.xml	0137439900	Test	

Reservation number is always the RequesterRefNo and Remarks will appear in Userdata1.

# Create a payment link for individual reservations

Confirmation letter including PBL:

Your reservation 0151170034

Minor Hotels <noreply@minor-hotels.com>  
To MARIA TRINIDAD GOMEZ FERNANDEZ

ma. 13/05/2025 15:37

Summarize

Reply Reply All Forward

Room Details

Room 1

Occupancy:  
2 adults , 0 children , 0 babies

Reservation ID  
0151170034

Guest details  
MARIA TRINIDAD GOMEZ FERNANDEZ  
Not informed

Bed type  
No preference selected

Information

Please click on the following link to securely complete your payment  
[https://web2pay.3cint.com/iPage/Service/ 2015\\_12\\_v1\\_1\\_0/StorePayment.aspx?eMID=ESBANUMANNH3antsBarcelona&id=91DA8972-88B9-47E1-B140-27D41331B6B9](https://web2pay.3cint.com/iPage/Service/ 2015_12_v1_1_0/StorePayment.aspx?eMID=ESBANUMANNH3antsBarcelona&id=91DA8972-88B9-47E1-B140-27D41331B6B9)

Guest Details

Booker:  
Guest

Email:  
[mf.gomez@minor-hotels.com](mailto:mf.gomez@minor-hotels.com)

Room Details

Room 1

Occupancy:  
2 adults , 0 children , 0 babies

Reservation ID  
0151170034

Guest details  
MARIA TRINIDAD GOMEZ FERNANDEZ  
Not informed

Bed type  
No preference selected

Information

Por favor, haga clic en el siguiente enlace para completar el pago de manera segura  
[https://web2pay.3cint.com/iPage/Service/ 2015\\_12\\_v1\\_1\\_0/StorePayment.aspx?eMID=ESBANUMANNH3antsBarcelona&id=91DA8972-88B9-47E1-B140-27D41331B6B9](https://web2pay.3cint.com/iPage/Service/ 2015_12_v1_1_0/StorePayment.aspx?eMID=ESBANUMANNH3antsBarcelona&id=91DA8972-88B9-47E1-B140-27D41331B6B9)

Price Summary

Rooms	145.27EUR
VAT	14.54EUR
Total price	159.81EUR
VAT included. Additional City Tax applies	
City Tax	12.54EUR

Make Another Booking

See reservation terms and conditions

Payment conditions

You will pay directly at the hotel.

Ask the hotel which extra services you can pay for with your DISCOVERY Dollars (D\$).

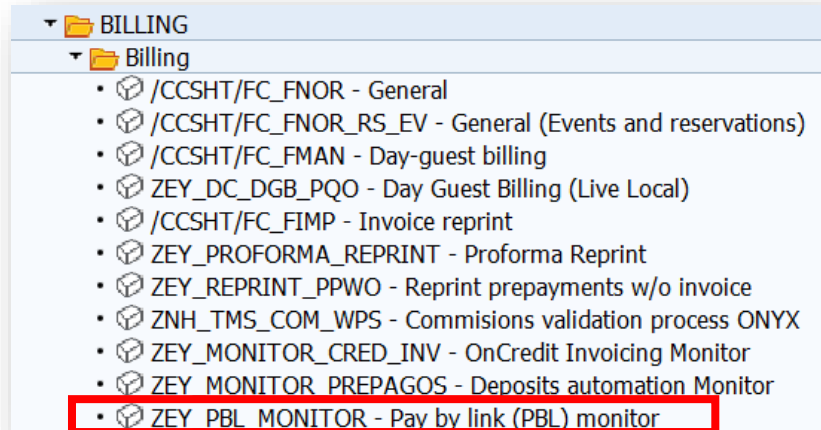
**MINOR**  
HOTELS

**TMS Monitor**

# TMS Monitor

Record of all links created from TMS.

Location on the menu TMSforHotels → Billing → Billing → Pay by link (PBL) monitor:



Filter screen:

(default, departure date ≥ today)

A screenshot of the 'Pay By Link Monitor' interface. It features a header bar with the title 'Pay By Link Monitor' and a search icon. Below the header is a table of filter criteria. The 'Departure date' field is pre-filled with '10.05.2025' and has a green icon to its left. To the right of the filter table is a vertical column of yellow icons. At the bottom, there are three status filters: 'Completed' (checked), 'Active' (checked), and 'Not active' (checked).

Filter	Value	to	Value
Hotel	ESBA.CALDE	to	
Reservation		to	
Event		to	
Creation date		to	
Arrival date		to	
Departure date	10.05.2025	to	
Expiry date		to	
Main customer		to	
Contract		to	
Rate		to	
Amount		to	
Creation user		to	

Status: ☒ Completed ☒ Active ☒ Not active

# TMS Monitor

Results and options:

Pay By Link Monitor																	
New Link            Regenerate            Refresh																	
Status	Link status	Reservation	Event	Nº link	Arrival Date	Main Customer	Guest ID	Guest name	Amount	Pay m...	Copy URL	Creation date	Creation...	Expiry date	Contact email	Creation user	Link remarks
	Payment made	135496322	EV02994106	1	11.05.2025	TWICE MICE GBR			10,00	VISA		15.04.2025	12:24:52	09.01.2028	nadine.thuerasch@tw...	E00000050726	reserva eve...
	Payment made		EV02994106	2		TWICE MICE GBR			20,00	VISA		15.04.2025	12:27:23	09.01.2028	nadine.thuerasch@tw...	E00000050726	segundo pa...
	Link sent		EV02994106	3		TWICE MICE GBR			10,00			28.04.2025	11:35:28	22.01.2028	nadine.thuerasch@tw...	XEYOUN000178	
	Link sent	135860228	EV03003906	1	10.05.2025	HOSMARK HOT...			1,00			15.04.2025	12:45:17	09.01.2028	amy@kinlondon.co.uk	E00000050726	ejemplo 1
	Link sent		EV03003906	2		HOSMARK HOT...			2,00			15.04.2025	12:45:46	09.01.2028	amy@kinlondon.co.uk	E00000050726	ejemplo 2
	Link sent	135978189		1	06.06.2025	Buonomo, Marco	67202198		1.083,61			15.04.2025	11:44:24	09.01.2028	buonomo_marco@ya...	E00000050726	Italiano
	Expired link	137412722		1	17.10.2025	NH DISCOVERY		Xavier Cabrera	364,24			17.10.2024	18:29:12	22.10.2024	NO E-MAIL	XEYOUN000001	137412722
	Payment made			2		NH DISCOVERY		Xavier Cabrera	350,00	VISA		17.10.2024	18:30:38	22.10.2024	NO E-MAIL	XEYOUN000001	137412722
	Payment made			3		NH DISCOVERY		Xavier Cabrera	1,00	VISA		09.04.2025	13:07:20	03.01.2028	NO E-MAIL	E00000024306	
	Link sent			4		NH DISCOVERY		Xavier Cabrera	356,81			15.04.2025	12:00:33	09.01.2028	NO E-MAIL	E00000050726	
	Link sent			5		NH DISCOVERY		Xavier Cabrera	356,81			15.04.2025	12:00:46	09.01.2028	NO E-MAIL	E00000050726	
	Link sent			6		NH DISCOVERY		Xavier Cabrera	364,24			10.05.2025	16:36:40	15.05.2025	NO E-MAIL	E00000050726	137412722
	Expired link	137426654		1	02.08.2025	GUEST DIRECT			100,00			04.03.2025	16:46:59	09.03.2025	test111@gmail.com	E00000022126	137426654
	Expired link			2		GUEST DIRECT			100,00			04.03.2025	16:47:34	09.03.2025	test111@gmail.com	E00000022126	137426654
	Expired link	137431921		1	03.03.2025	MARIO SAMANI...	190406	MARIO SAMANI...	1.000,00			04.03.2025	16:50:16	11.03.2025		E00000022126	137431921...
	Expired link	137431922			03.10.2025	GUEST DIRECT			50,00			04.03.2025	16:51:24	04.03.2025	test111@gmail.com	E00000022126	137431922...
	Link sent			2		GUEST DIRECT			50,00			10.05.2025	16:35:27	10.05.2025	test111@gmail.com	E00000050726	137431922...
	Link sent			3		GUEST DIRECT			50,00			10.05.2025	16:35:50	10.05.2025	test111@gmail.com	E00000050726	137431922...
	Link sent			4		GUEST DIRECT			50,00			10.05.2025	16:36:00	10.05.2025	test111@gmail.com	E00000050726	137431922...
	Payment made	137439853		1	15.05.2025	GUEST DIRECT			300,00	VISA		15.04.2025	10:51:57	09.01.2028	test111@gmail.com	E00000050726	grupo famil...
	Link sent	137439854	EV03044362			GUEST DIRECT			0,50			15.04.2025	10:52:46	09.01.2028	test111@gmail.com	E00000050726	Evento
	Link sent	137439900				NH DISCOVERY	4984270	Gomez Fernande...	99,00			10.05.2025	15:35:35	03.02.2028	mt.gomez@minor-ho...	E00000050726	Test
	Link sent	137441338			25.04.2025	NH DISCOVERY	1003	NH DISCOVERY	50,00			30.04.2025	08:06:08	24.01.2028		E00000050726	test DGB
4.769,21*																	

Colors/Link status:



Link sent



Payment made



Expired link

Copy URL: in case you need to forward it  
or insert it in an email or OTA.



**Create a payment link for  
groups, events and DGB**

# Create a payment link for groups, events and DGB

Steps to follow:

1- Access to the *Pay by link (PBL) monitor*.

2- Click on *New Link*.

3- Type the *Reservation* number or the *Event* code and the amount to be requested.

4- Review the language and change if necessary.

5- Remarks can be included, they will travel to User data 1 at Planet portal.

6- Click on *Generate link*.

7- Copy the link to add it to your own template or contract.

8- Click on check mark to finish.

The screenshot displays the 'Pay By Link Monitor' application. At the top, there are buttons for 'New Link' (highlighted with a red box), 'Regenerate', and 'Refresh'. Below these is a toolbar with various icons. A table lists reservation details with columns: Status, Link status, Reservation, Event, N° link, Arrival Date, Main Customer, Guest ID, Guest name, Amount, Pay method, Copy URL, Creation date, and Creation time. The 'Generate new link' dialog box is open, showing fields for 'Reservation' (137455804), 'Event' (EV03045422), and 'Amount' (100,00), all highlighted with a red box. There is a 'Modify reservation' button next to the Event field. Below these fields are 'Movement currency' (EUR), 'Language' (ES), 'Remarks' (a text area with a placeholder), and 'Expiry days' (999). A 'Generate Link' button (highlighted with a red box) is at the bottom right of the form. Below the form, the 'Link' section shows the generated URL: 'https://web2payuat.3cint.com/Page/Service/\_201...'. A 'Copy URL' button (highlighted with a red box) is next to the URL. At the bottom right of the dialog, there is a green checkmark icon (highlighted with a red box) to confirm the action.

Please note!

You can also create links from the Monitor for individual reservations too, but confirmation letter will not be sent via this option.

# Create a payment link for groups, events and DGB

Result on TMS and Planet portal:

**ESBA.CALDE. Events data**

Revenue detail | Event revenue | Function Diary

ESBA.CALDE NH Collection Gr   Reservat.: 137310717   Client: 2200853769   Hogan Lovells International LLP   Amounts   Curr.: European Euro

Id	EV03040478	Version	1	<input checked="" type="checkbox"/> Active	Description	HOGAN LOVELLS INTERNATIONAL LLP X NHC CA		HOGAN LOVE
Start	08.05.2025	13:18	<input checked="" type="checkbox"/> Pending Budget	Event type	MEETS	Meetings		MO
End	10.05.2025	13:28	<input checked="" type="checkbox"/> Pending Contract	Status	Optional		Deadline	06.08.2024
Voucher			<input checked="" type="checkbox"/> Pending BEO	Follow Up	LOW	<input type="checkbox"/> Tax incl.	Follow up d	09.08.2024

Event's status: ☐ Lost ☐ Rejected ☐ Cancelled   ☐ Check in ☐ Check out

Managers: Sales, Venue Rep, Hotel rooms, Lim.bill.day: 7 Day 17.05.2025

Observaciones: External Remarks for Reservations \*   General remarks only 250 characters  
Bitte klicken Sie auf den untenstehenden Link, um die Zahlung sicher abzuschließen  
[https://web2payuat.3cint.com/!Page/Service/\\_2015\\_12\\_v1\\_1\\_0/StoredPayment.aspx?eMID=EYNHPBL&id=057DE7D7-ABE2-46E2-ACEC-2B87BB61A56F](https://web2payuat.3cint.com/!Page/Service/_2015_12_v1_1_0/StoredPayment.aspx?eMID=EYNHPBL&id=057DE7D7-ABE2-46E2-ACEC-2B87BB61A56F)

\*Function rooms   \*Hotel Reservations   \*Clients   \*Additional Info.   \*Statistics   Commissions   Deposits   Actions   Packages   Routing and Charges   Fixed charges   Discount

Ord.Pac	St...	Section	No ...	Function Rooms	No ...	Start date	Start...	End date	End ...	GST	Total cost	Total sale	F..	Tas	Res	Men	Set	Rmk	Service	T
			<input type="checkbox"/>	Sicilia + R...	<input type="checkbox"/>	08.05.2025	14:00	08.05.2025	19:00	80	0,00	997,00								

External Remarks field will be automatically filled for Events and Groups reservations.

Please note!  
In case of DGB the created link only appears on the monitor.

**planet**

HOME | PAYMENT GATEWAY | ONLINE PAYMENTS | MY SERVICES

**Pay By Link**

CSV PDF XLS

Online Payments

Actions	eMerchantID	PayByLinkID	Type	Status	CurrencyID	Amount	Template	RequesterRefNo	Userdata1	Userdata2
Edit	EYNHPBL	057DE7D7-ABE2-46E2-ACEC-2B87B	Single	Active	EUR	1000	MinorHotels.xml	0137310717	1st prepayment event	

Reservation number is always the RequesterRefNo and Remarks will appear in Userdata1.





**Inform the payment in TMS**

# Inform the payment in TMS

Choose the correct payment method: PBL AMEX or PBL VI MC.

Remember that “Capture Submitted/Queued” in 3C Portal is the status that means payment is done and you receive the PBL confirmation payment e-mail. This is the only status that allows us to bill the deposit in TMS.



Till operations

Till identifier: RECEPTION

Reservation: 137436841

Amount: 1.000,00

Movement: ☐ Prepayment w/o bill ☒ Prepayment with bill

Folio: ☐ Prepayment w/o bill ☒ Prepayment with bill

Concept: PPWI

Tax classificat.: 2

Paym. Method: PBL VI MC

Remarks: Pre-payment PBL

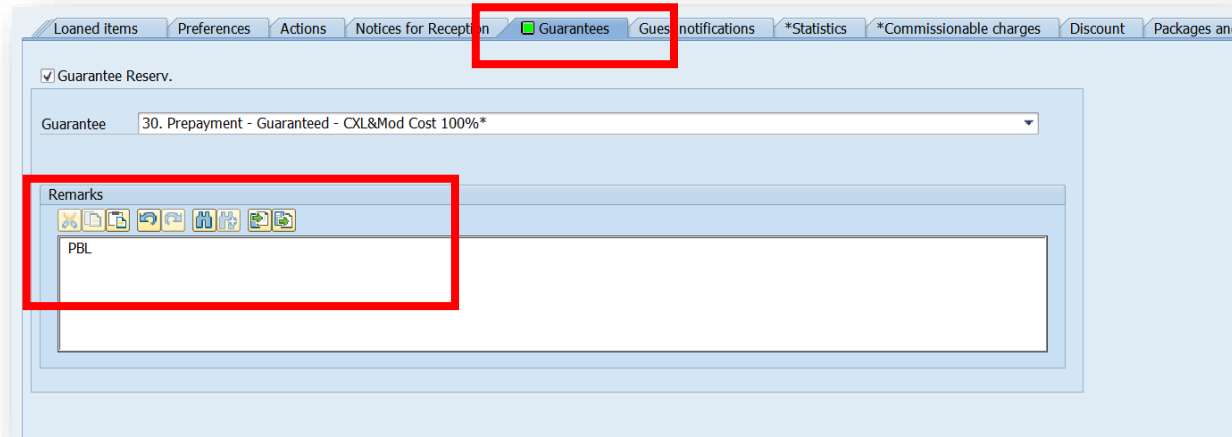
Payment method code (1) 8 Entries found

Pay.method	Description
CASH	CASH
GIFT CARD	GIFT CARD
P. GATEWAY	PAYMENT GATEWAY
PBL AMEX	PAY BY LINK AMEX
PBL VI MC	PAY BY LINK VISA MASTER CARD
PPADYEN	PREPAYMENT WEB ADYEN
PPAMEX	PREPAYMENTS WEB AMEX
TRANSFER	BANK TRANSFER

Holder:

- ☒ Folio's holder
- ☐ Main client
- ☐ Main guest
- ☐ Other holder

# Inform the payment in TMS



Loaned items Preferences Actions Notices for Reception **Guarantees** Guest notifications \*Statistics \*Commissionable charges Discount Packages and

☒ Guarantee Reserv.

Guarantee 30. Prepayment - Guaranteed - CXL&Mod Cost 100%\*

Remarks

PBL



Tip: in the “Guarantees tab” of the reservation, you can write “PBL” on the remarks field.

ESBA.CALDE NH Collection Gran Hotel Calderón COLLECTION

**From:** 03/06/2025  
**Until:** 03/08/2025  
**Currency:** EUR

Section	Arrival Date	Reserv. Type	Reserv.	Voucher	Book. Date	Guest n...	Client Id.	Main...	Guarantee	Gar. Obs:	Reserv. sta
14.06.2025	Conference Group header	129301496		15.02.2024	3N PRE...	1100002635	SHE ...				Tentative
15.06.2025	Group line	133598786		15.02.2024		1100002635	SHE ...				Tentative
07.06.2025	Conference Group header	55738320		23.07.2018	423490...	2011777335	BAR...				Rejected
09.06.2025	Conference Group header	55739989		23.07.2018	423490...	2011777335	BAR...				Rejected
04.07.2025	Conference Group header	65360382		11.02.2019	787703...	2011777335	BAR...				Cancelled
03.06.2025	Individual reservation	137240441	290397208	31.07.2024	Adams...	1016882287	EXPE...		PBL		Confirmed
19.06.2025	Individual reservation	136133583	448171787	08.07.2024	Andrea ...	1019386086	AGO...				Cancelled
19.06.2025	Individual reservation	136134203	102-17551323	08.07.2024		1008949566	HOT...				Cancelled
04.06.2025	Individual reservation	134636362	56955E015415	06.06.2024	ARIAD...	1018554470	CTRI...				Cancelled
24.06.2025	Conference Group header	135680665		28.06.2024	AZAMA...	1100023144	TUI ...				Cancelled
24.06.2025	Conference Group header	135676209		28.06.2024		1100023144	TUI ...				Tentative
06.06.2025	Individual reservation	135978189		04.07.2024	Buono...	0000001003	DISC...				Confirmed

/CCSHT/RS\_o6\_6o\_ALV - Guarantees Status

From this report, you can identify and track the “PBL” remark in the “Gar.Ob” column and create your own layout.

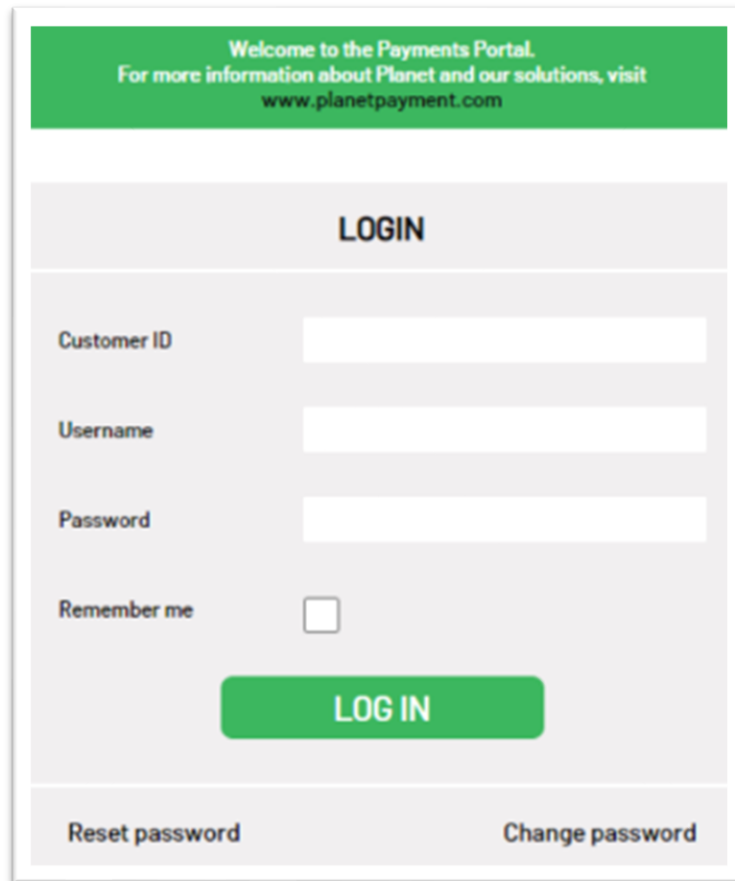


**Accessing Planet portal**

# Accessing Planet portal

Login URL: <https://www.3cportal.com/>

Once logged in, click on the Online Payments tab and scroll down to the Transactions section:



Welcome to the Payments Portal.  
For more information about Planet and our solutions, visit [www.planetpayment.com](http://www.planetpayment.com)

**LOGIN**

Customer ID

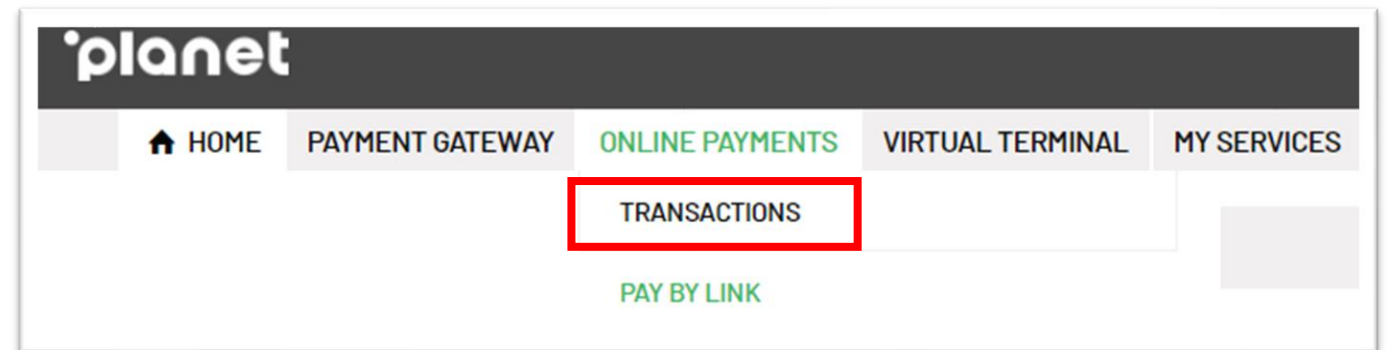
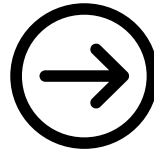
Username

Password

Remember me ☐

**LOG IN**

[Reset password](#) [Change password](#)



**planet**

[HOME](#) [PAYMENT GATEWAY](#) [ONLINE PAYMENTS](#) [VIRTUAL TERMINAL](#) [MY SERVICES](#)

**TRANSACTIONS**

[PAY BY LINK](#)



**Payment completion**

# Payment completion (Customer process)

Once the customer has clicked on the payment link, they will arrive to a payment screen in order to fill up all the payment details for completing the payment.

**Pay for your order**

**Order details**

Description	Price
101579530	1.00 EUR
<b>Total to pay</b>	<b>1.00 EUR</b>

**Payment details**

Card type: Visa

Credit card number:

Expiry date: C 20 123

CVV code:

**Billing address**

Email:

Address line 1:

Address line 2 (optional):

Postcode:

City:

**When you click submit payment you may be directed to the payment card verification from Verified by Visa, Mastercard ID Check or Amex Safekey.**

Secure payment page

**VERIFIED by VISA** **mastercard ID Check** **SafeKey**

**Pay in EUR**

**CaixaBank**

**VISA SECURE**

06:34

Autoriza tu compra en tu banca digital:

Para finalizar tu compra accede a CaixaBankNow (app o web) o a imagen app y autoriza tu compra. También puedes autorizarla en CaixaBankNow > "Mensajes" o "MailBox" > "Operaciones pendientes".

Está realizando un pago en NH Ciudad Zaragoza - PBL por la cantidad de 1.0 EUR el 05/05/2022

Si tras autorizar la compra esta ventana permanece abierta, pulse aquí para continuar

**Thank you for your order**

An email confirmation was sent to j.baro@nh-hotels.com

If you have any questions about your order, please contact us at [nhciudaddezaragoza@nh-hotels.com](mailto:nhciudaddezaragoza@nh-hotels.com)

**Order #.0c29bdb4-58a2-4a4c-8647-79331dab487b**

Description	Price
101579530	1.00 EUR
<b>Total to pay</b>	<b>1.00 EUR</b>

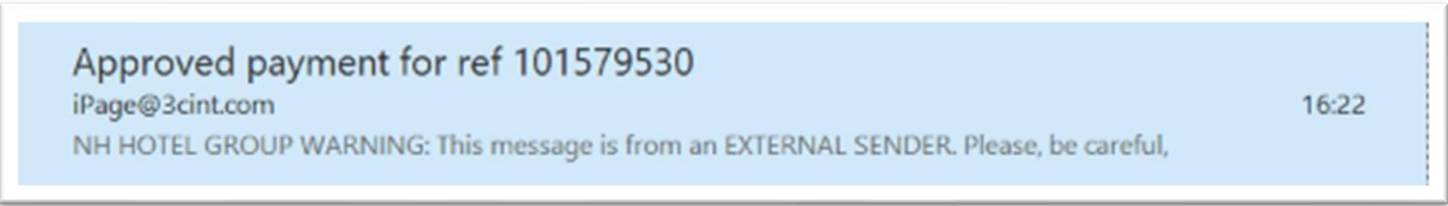
Secure payment page

**VERIFIED by VISA** **mastercard ID Check** **SafeKey**

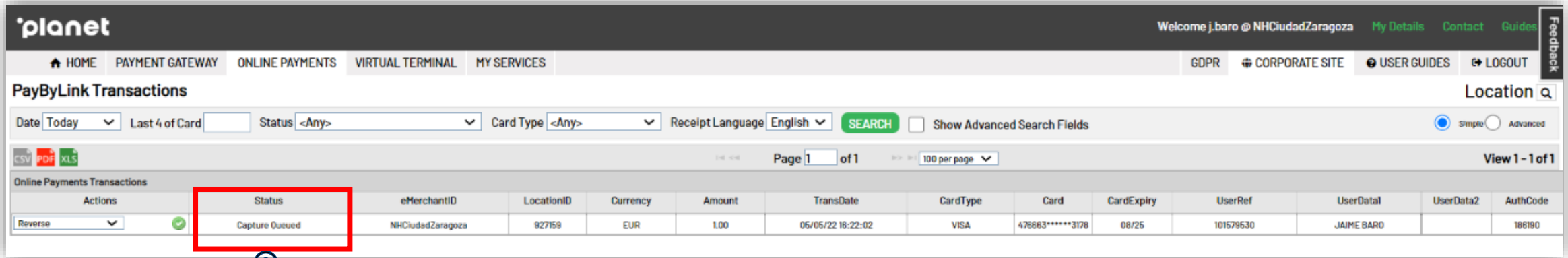
# Payment completion (Hotel process)

Once the transaction has been completed, the hotel will receive an email confirmation to the generic account, whether successful or declined.

The payment appears in the Online Payments -Transactions tab, so always check the status in order to verify the payment and for creating afterwards the invoice in TMS. The status “Capture Submitted/Queued” in 3C Portal means that the payment is done.



In this example, “Ref.101579530” is the TMS reservation number, that is, the “RequesterReferenceNo/ “UserRef” data field of the PBL detail.

A screenshot of the planet online payments interface. The top navigation bar includes links for HOME, PAYMENT GATEWAY, ONLINE PAYMENTS, VIRTUAL TERMINAL, and MY SERVICES. The main section is titled "PayByLink Transactions" and features search filters for Date, Last 4 of Card, Status, Card Type, and Receipt Language. A table of transactions is displayed below, with columns for Actions, Status, eMerchantID, LocationID, Currency, Amount, TransDate, CardType, Card, CardExpiry, UserRef, UserData1, UserData2, and AuthCode. The first transaction is highlighted with a red box around the Status column, which shows "Capture Queued".

Actions	Status	eMerchantID	LocationID	Currency	Amount	TransDate	CardType	Card	CardExpiry	UserRef	UserData1	UserData2	AuthCode
Reverse	Capture Queued	NHCludadZaragoza	927159	EUR	1.00	06/05/22 16:22:02	VISA	476863*****3178	08/25	101579530	JAIME BARO		168190



You can have a look about the different transaction status in [page 28](#).





# Reversal & Refund

# Reversal & Refund

To initiate a refund or a reversal, from a previously processed transaction, select Transactions → Online Payments tab.

If the transaction is still in the 'Capture Queued' status, select Reverse from the drop-down menu, click the green tick and then click Yes on the pop-up screen.

Reversals can only be performed on the same day as the transaction (until mid-night).

For a Refund, ensure that the transaction status is 'Capture Submitted'. Then select 'Refund' from the drop-down menu, click the green tick and it will initiate the refund of the amount.

The image displays two screenshots of the 'planet' system interface, illustrating the steps to initiate a reversal or refund.

**Top Screenshot (Reverse):** The 'PayByLink Transactions' table shows a transaction with status 'Capture Queued' and eMerchantID 'NH Ciudad Zaragoza'. The 'Actions' column has a dropdown menu with 'Reverse' selected, highlighted by a red box. A confirmation pop-up is displayed, stating: 'You have chosen to 'Reverse': Transaction for EUR 1.00. Card 476663\*\*\*\*\*3178. Click 'Yes' to confirm.' The pop-up has 'Yes' and 'No' buttons.

**Bottom Screenshot (Refund):** The 'PayByLink Transactions' table shows a transaction with status 'Capture Submitted' and eMerchantID 'NH Ciudad Zaragoza'. The 'Actions' column has a dropdown menu with 'Refund' selected, highlighted by a red box. A confirmation pop-up is displayed, stating: 'You have chosen to 'Refund': Transaction for EUR [amount]. Card 476663\*\*\*\*\*3178. User Data (1): [field]. User Data (2): [field]. Click 'Yes' to confirm.' The pop-up has 'Yes' and 'No' buttons.



Only Advanced users (FOM) will be allowed to make refunds and reversals.

Don't forget to make the invoice correction in TMS to adjust and match everything.

# Reversal & Refund

To process a partial refund, enter the corresponding amount manually and click “Yes” to confirm it.  
In case of an amount with decimals, write it with a decimal point “.” (do not use comma “,”).

HOMEPAYMENT GATEWAYONLINE PAYMENTSVIRTUAL TERMINALMY SERVICES

Online Transactions

Date Custom ...Last 4 of Card 3625Status <Any>Card Type <Any>Receipt Language EnglishSEARCHShow Advanced Search FieldsSearch In L

Start: 6 Oct 2024End: 29 Oct 2024

CSVPDFXLSPage 1 of 1100 per page

Actions	Status	eMerchantID	LocationID	Currency	Amount	TransDate	CardType	Card	CardExpiry
Refund	Capture Submitted	ESZZCIUZANHCludaddeZaragoza	927159	EUR	130.83	10/28/24 12:07:20	VISA	427730*****3625	04/28
New Pay	Authorise Declined	ESZZCIUZANHCludaddeZaragoza	927159					*3625	04/24

Payments Portal © 2024 Planet  
v2.0.0.76

Confirm

You have chosen to 'Refund':

Transaction for 20.50

Card 427730\*\*\*\*\*3625.

User Data (1):

User Data (2):

Click 'Yes' to confirm.

YesNo

Confirm

You have chosen to 'Refund':

Transaction for EUR 49.52

Card 431401\*\*\*\*\*5010.

User Data (1):

User Data (2):

Click 'Yes' to confirm.

YesNo

The following special characters are not allowed in User Data fields:  
!"#\$%&'()\*+,-./:;<=>?@[ ]^\_`{|}~



Only 1 partial refund can be made on the same transaction. If you would like to make a second partial refund it is not possible and must be done via bank transfer following the official “[Refunds and Credit request process](#)”.





# Transaction status in 3C Portal

# Transaction status in 3C Portal

Payment successfully processed

”Capture Submitted/Queued” which is the status that means payment is done and you receive the PBL confirmation payment e-mail. This is the only status that allows us to bill the deposit in TMS.

PayByLink Transactions

DateCustom ...Last 4 of CardLast 4 of CardStatus<Any>Card Type<Any>Receipt LanguageEnglishSEARCHShow Advanced Search Fields

Start:1 Aug 2022End:2 Aug 2022

CSVPDFXLS

Page1of1100 per page

Online Payments Transactions

Actions	Status	eMerchantID	LocationID	Currency	Amount	TransDate	CardType	Card	CardExpiry	UserRef
Refund	Capture Submitted	NhowAmsterdamRaiPBL	927125	EUR	473.28	08/01/22 10:23:15	VISA	406711*	02/23	105120776
Refund	Capture Submitted	NhowAmsterdamRaiPBL	927125	EUR	60.75	08/01/22 15:41:58	AMEX	376750	11/26	102762910
Refund	Capture Submitted	NhowAmsterdamRaiPBL	927125	EUR	658.00	08/01/22 15:47:05	VISA	456355	10/25	MB0002983218
Refund	Capture Submitted	NhowAmsterdamRaiPBL	927125	EUR	811.40	08/01/22 21:13:35	MASTERCARD	556397	10/26	104164704



# Transaction status in 3C Portal

Payment not processed/declined

“3DS Authenticate Confirmed”, is that the cardholder was enrolled in 3DS, but some problems happened related to the authentication process (customer does not complete the authentication or fails). So, no payment/transaction is done, and you will not receive any PBL confirmation payment e-mail.

PayByLink Transactions

DateCustom ...Last 4 of Card1000Status<Any>Card Type<Any>Receipt LanguageEnglishSEARCHShow Advanced Search Fields

Start: 29 Jul 2022End: 31 Jul 2022

CSVPDFXLS

July 2022

Page 1 of 1100 per page

Online Payments Transactions


Actions	Status	eMerchantID	LocationID	Currency	Amount	TransDate	CardType	Card	CardExpiry	UserRef	
Refund		Capture Submitted	NHCollectionGranHotelCalderon	927161	EUR	90.00	07/29/22 19:04:55	AMEX	376913*****1000	08/24	103653948
New Pay		3DS Authenticate Confirmed	NHCollectionGranHotelCalderon	927161	EUR	90.00	07/29/22 19:04:14	AMEX	376913*****1000	06/24	103653948
New Pay		3DS Authenticate Confirmed	NHCollectionGranHotelCalderon	927161	EUR	90.00	07/29/22 19:03:08	AMEX	376913*****1000	06/24	103653948



# Transaction status in 3C Portal

Apart from “3DS Authenticate Confirmed”, all the following status also mean that payment was **declined**.

“3DS Authenticate Declined”:

Online Payments Transactions								
Actions		Status	eMerchantID	LocationID	Currency	Amount	TransDate	CardType
New Pay		3DS Authenticate Declined	NLNH-WAMST-Nhow Amstersdam Rai	927125	EUR	5,046.00	11/09/22 17:41:50	AMEX

“3DS Error”:

New Pay	✓	3DS Error	FR06.NICE-NH Nice	927145	EUR	387.60	12/05/22 16:42:24	VISA
---------	---	-----------	-------------------	--------	-----	--------	-------------------	------

“3DS Authenticate Not Required”:

New Pay	✓	3DS Authenticate Not Required	ESBA.CALDE-NH Collection Barcelona Gran Hotel Cald	927161	EUR	3,743.96	12/20/22 13:58:45	VISA
---------	---	-------------------------------	--	--------	-----	----------	-------------------	------

“Rejected Request”:

View Online Payment	✓	Rejected Request	ITRM.CINQU-NH Collection Roma Palazzo Cinquecento	927143	EUR	152.00	11/14/22 11:11:22	VISA
---------------------	---	------------------	---	--------	-----	--------	-------------------	------

“Authorise Declined”:

New Pay	✓	Authorise Declined	NLNH.CCAMS-NH City Centre Amsterdam	927126	EUR	3,050.22	11/24/22 19:14:04	AMEX
---------	---	--------------------	-------------------------------------	--------	-----	----------	-------------------	------

You can have a look about the possible declined reasons in page 42, FAQ section.



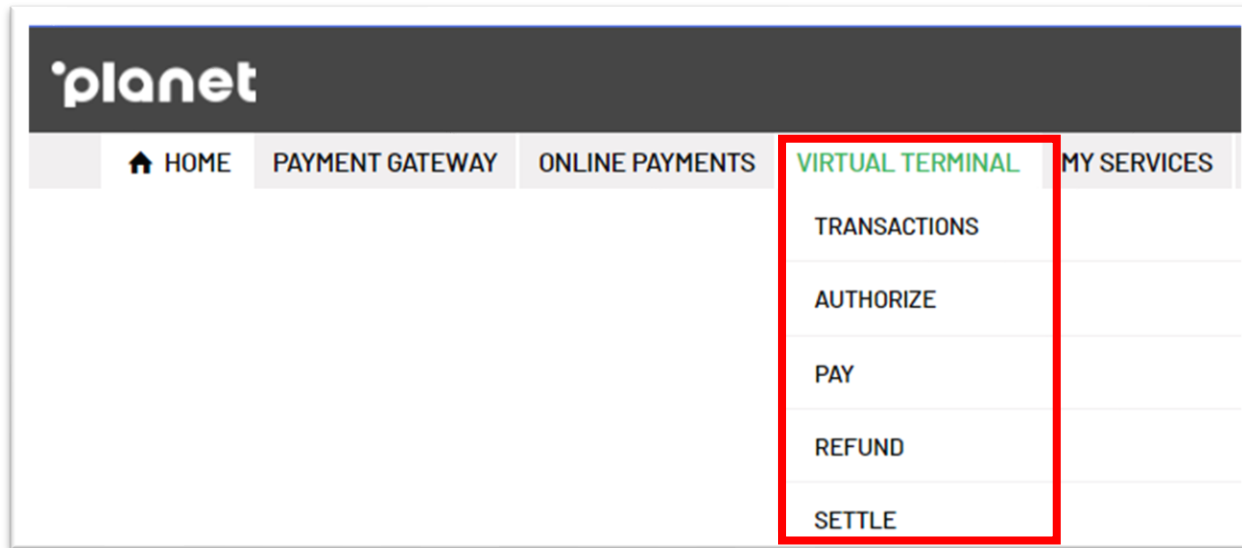
**MINOR**  
HOTELS

**Virtual terminal**



# Virtual terminal

Virtual terminal allows you to create a charge. There are different types of tabs and actions:  
Transactions/Authorize/Pay/Refund/Settle



Only Advanced users (Front Office Managers) have access to this tab.



If you use the Virtual terminal, you are not protected from chargebacks.  
Virtual terminal will be only used for very specific situations and actions, for example No show reservations, guests who leave pending invoices.  
TMS4P and the backup terminal should always be the first choice.

# Virtual terminal

## Transactions tab

From here you check all the payments and make some actions through the dropdown button.

**Virtual Terminal Transactions**

Date:  Last 4 of Card:  Status:  Card Type:  Receipt Language:

CSV PDF XLS Page 1 of 1 100 per page

iPay Transactions

Actions	Location	LocationID	TransRef	TransDate	Currency	Amount	Method	CardType	CardNumber	AuthCode
New Refund <input type="button" value="✓"/>	NH Ciudad Zaragoza - PBL	927159	000000000013	05/11/22 10:46:48	EUR	1.00	Authorise.R	VISA	427368*****7158	067189
New Pay <input type="button" value="✓"/>	NH Ciudad Zaragoza - PBL	927159	000000000012	05/06/22 14:22:00	EUR	1.00	3CPortal.Re	VISA	427368*****7158	SALE
View Receipt <input type="button" value="✓"/>	NH Ciudad Zaragoza - PBL	927159	000000000011	05/06/22 14:20:38	EUR	1.00	Pay.Reques	VISA	427368*****7158	499296

- ❖ New Pay – Create a new transaction based on existing transactions. Once you have selected New Pay from the drop-down, click on the green check mark and you will be redirected to a payment screen.
- ❖ New Refund: Create a refund from a particular transaction. After you select New Refund and click on the green check mark it will initiate the refund and take you to a payment screen.
- ❖ View Receipt: By selecting View Receipt from the drop-down you have the ability to view the original receipt that was issued for this transaction, and you can send it by email.

# Virtual terminal

Authorize



If the hotel has a payment gateway (TMS4Pay) it will carry out the pre-authorizations in TMS, it will never use this option in the portal.

It can be used when you wish to hold an amount available for capture later without actually charging the cardholder.

Once you have completed the Authorization you can capture the amount by going into the Transaction menu and selecting Capture from the dropdown menu.

The screenshot displays the 'planet' Virtual Terminal interface. The top navigation bar includes links for HOME, PAYMENT GATEWAY, ONLINE PAYMENTS, VIRTUAL TERMINAL, and MY SERVICES. A user is logged in as 'j.baro @ NHCiudadZaragoza'. The main section is titled 'Authorize' and shows a 'Location' dropdown set to 'NH Ciudad Zaragoza - PBL'. The 'Credit Card' section contains fields for Card No., Expiration Date (MM/YY), Start Date (MM/YY), Issue No., Security Code, and Amount (1.00 EUR). The 'Card Holder' section includes fields for First Name, Last Name, Address, City, and State. A 'Reference Data' section shows 'User Data (1)' as '101579530'. A modal window titled 'Result' is open, displaying a yellow background with the text: 'Authorization Approved', 'Authorization Code: 984687', and 'Authorise Approved'. At the bottom of the modal are 'View Receipt' and 'OK' buttons. In the background, there are 'RETURN TO TRANSACTION LIST' and 'SUBMIT' buttons.

# Virtual terminal

## Settle

Allows you to complete a payment on a preauthorization previously made, using a valid Authorization Code obtained separately. Enter the required fields (full credit card number as well) including the Authorization Code number and click Submit.

The screenshot displays the Planet Virtual Terminal interface. The top navigation bar includes links for HOME, PAYMENT GATEWAY, ONLINE PAYMENTS, VIRTUAL TERMINAL, and MY SERVICES. A red arrow points to the 'VIRTUAL TERMINAL' link. Below the navigation bar, the 'Virtual Terminal Transactions' section shows a table of transactions. The table has columns for Actions, Location, LocationID, TransRef, TransDate, Currency, Amount, Method, CardType, CardNumber, AuthCode, Status, and Response. The first transaction is highlighted with a green checkmark in the 'Reverse' column. Below the table, the 'Settle' form is visible. The form includes fields for Card No., Expiration Date (MM/YY), Start Date (MM/YY), Issue No., Amount, and a red-bordered box for the Authorization Code. The 'Authorization Code' field contains the value '098290'. At the bottom of the form, there are buttons for 'RETURN TO TRANSACTION LIST' and 'SUBMIT'.

Actions	Location	LocationID	TransRef	TransDate	Currency	Amount	Method	CardType	CardNumber	AuthCode	Status	Response
Reverse	NH Ciudad Zaragoza - PBL	927159	000000000007	05/06/22 12:22:16	EUR	1.00	Pay.RequestNoCardRead	VISA	476663*****3178	098290	Capture Queued	APROBACI?N
New Pay	NH Ciudad Zaragoza - PBL	927159	000000000005	05/06/22 11:07:52	EUR	1.00	3CPortal.Reverse	VISA	427368*****7158	SALE	Reverse Approved	
New Pay	NH Ciudad Zaragoza - PBL	927159	000000000004	05/06/22 11:02:55	EUR	1.00	Authorise.RequestNoCardRead	VISA	427368*****7158	984687	Authorise Reversed	APROBACI?N

**Settle**

**Credit Card**

Card No. [REDACTED]  
Expiration Date (MM/YY) 06/24  
Start Date (MM/YY) [REDACTED]  
Issue No. [REDACTED]  
Amount 1.00

**Authorization Code**

Authorization Code 098290

**Reference Data**

User Data (1) [REDACTED] User Data (2) [REDACTED]

RETURN TO TRANSACTION LIST SUBMIT

# Virtual terminal

Pay



If the hotel has a payment gateway (TMS4Pay) it will carry out the payments in TMS, it will never use this option in the portal.

**Virtual Terminal Transactions**

Date: Custom ... Last 4 of Card: Status: <Any> Card Type: <Any> Receipt Language: English **SEARCH**

Start: 1 May 2022 End: 7 May 2022

CSV PDF XLS Page 1 of 1 100 per page

Actions	Location	LocationID	TransRef	TransDate	Currency	Amount	Method	CardType	CardNumber	AuthCode	Status
New Pay	NH Ciudad Zaragoza - PBL	927159	000000000012	05/06/22 14:22:00	EUR	1.00	3CPortal.Re	VISA	427368*****7158	SALE	Reverse Approved

There are 3 mandatory fields to process a credit card transaction, the full card number, expiration date, and the amount. Once you have filled in the data click Submit to initiate the transaction. A window will pop up once the transaction is completed.

HOME PAYMENT GATEWAY ONLINE PAYMENTS VIRTUAL TERMINAL MY SERVICES GDPR CORPORATE SITE USER GUIDES LOGOUT

Pay Location: NH Ciudad Zaragoza - PBL

Credit Card	Card Holder
Card No. <input type="text"/>	First Name <input type="text"/>
Expiration Date (MM/YY) <input type="text"/>	Last Name <input type="text"/>
Start Date (MM/YY) <input type="text"/>	Address <input type="text"/>
Issue No. <input type="text"/>	City <input type="text"/>
Security Code <input type="text"/> What's this?	State <input type="text"/>
Amount <input type="text"/> EUR	Zip Code <input type="text"/>

**Reference Data**

User Data (1)  User Data (2)

RETURN TO TRANSACTION LIST **SUBMIT**

# Virtual terminal

Refund



If the hotel has a payment gateway (TMS4Pay) it will carry out the refunds in TMS, it will never use this option in the portal (only in exceptions validated in JIRA by an analyst).

**Virtual Terminal Transactions**

Date  Last 4 of Card  Status  Card Type  Receipt Language

CSV PDF XLS Page 1 of 1 100 per page

Actions	Location	LocationID	TransRef	TransDate	Currency	Amount	Method	CardType	CardNumber	AuthCode
<input type="button" value="New Refund"/> <input checked="" type="checkbox"/>	NH Ciudad Zaragoza - PBL	927159	000000000013	05/11/22 10:46:49	EUR	1.00	Authorise.R	VISA	427368*****7158	067189

The “New Refund” function allows you to refund the processed payment to the credit card, completing all the mandatory credit card details.

By default, the full transaction amount is populated, for partial one simply enter new amount and click Submit.

Choose always the correct “Location” in order to process the refund.

**planet** Welcome j.baro @ NH Ciudad Zaragoza My Details Contact Guides

HOME PAYMENT GATEWAY ONLINE PAYMENTS VIRTUAL TERMINAL MY SERVICES

GDPR CORPORATE SITE USER GUIDES LOGOUT

**Refund**

**Credit Card**

Card No. 478663\*\*\*\*\*3178  
Expiration Date (MM/YY) 08 / 25  
Start Date (MM/YY) /  
Issue No.  
Security Code What's this?  
Amount 1.00

**Card Holder**

First Name  
Last Name  
Address  
City  
State  
Zip Code

**Reference Data**


User Data (1) TEST User Data (2)



# Daily summary (Balance)

# Daily summary (Balance)

In order to do your daily Portal vs TMS balance, go to the Online Payments > Transactions and click on the XLS icon in order to export the report to an excel file.



HOME

PAYMENT GATEWAY

ONLINE PAYMENTS

VIRTUAL TERMINAL

MY SERVICES

GDPR

CORPORATE SITE

USER GUIDES

LOGOUT

PayByLink Transactions

TRANSACTIONS

Location

Date Custom ...

Last 4 of Card

PAY BY LINK

Card Type <Any>

Receipt Language English

SEARCH

Show Advanced Search Fields

Simple

Advanced

Start: 5 May 2022

End:

CSV

PDF

XLS

Page 1 of 1

100 per page

View 1 - 3 of 3

Actions	Status	eMerchantID	LocationID	Currency	Amount	TransDate	CardType	Card	CardExpiry	UserRef	UserData	UserData2	AuthCode
New Pay	✓	Capture Submitted	NH Ciudad Zaragoza	927159	EUR	0.00	05/06/22 12:16:58	VISA	476663*****3178	08/25	TEST		170019
New Pay	✓	Capture Submitted	NH Ciudad Zaragoza	927159	EUR	-1.00	05/05/22 16:22:03	VISA	476663*****3178	08/25	101579530	JAIME BARO	186190
New Pay	✓	Capture Submitted	NH Ciudad Zaragoza	927159	EUR	1.00	05/05/22 16:22:02	VISA	476663*****3178	08/25	101579530	JAIME BARO	186190

For past dates:

My services > My reports tab > Daily summary & detail:

Provides a daily summary of transactions processed, broken down by location, card type and currency. It also includes a separate page showing each individual transaction per location.

Take into account that you will have 2 more transactions tabs apart from the Payment Gateway:

Online payments- Transactions

Virtual terminal- Transactions



HOME

PAYMENT GATEWAY

ONLINE PAYMENTS

VIRTUAL TERMINAL

MY SERVICES

My Reports / Management / Daily Summary & Detail

Management

Card Present

Card Not Present

Utility

Customer NH Ciudad Zaragoza

Location [ALL]

Query InvoiceDate

Date Today

Color

VIEW REPORT

1 of 3

Find | Next

3C PAYMENT

Part of 'planet'

Transaction Summary

Location: ShiftDate & CC

Grouped By: Curr

Detailing: NoTrans & Amount

			EUR	
			NoTrans	Amount
927159: NH Ciudad Zaragoza - PBL	2022-05-05	VS 2101475204	1	1.00
		Subtotal (Per ShiftDate)	1	1.00
		Subtotal (Per Location)	1	1.00
NH Ciudad de Zaragoza FO	2022-05-05	AX 9560290629	4	497.99
		MA 0570066878	1	126.89
		MC 0570066878	29	2,642.62
		VS 0570066878	26	2,793.44
		Subtotal (Per ShiftDate)	60	6,060.34
		Subtotal (Per Location)	60	6,060.34
	GrandTotal	61	6,061.34	



**MINOR**  
HOTELS

**FAQ**

# FAQ

## Payment methods accepted

VISA, MCARD and AMEX.

## DCC operations

Pay in another currency is not yet allowed.

## Supported languages

The languages supported by TMS on the template/payment page are: English, Spanish, Italian, French, Dutch, German and Portuguese.

## Default amount proposed by TMS (always modifiable)

For individual reservations, the amount shown in PBL will be the outstanding amount, excluding city taxes. For group, event, and DGB reservations, there will be no default amount.

## Expiry date PBL

Once creating the PBL, you can set a date from when the payment link will no longer be valid. By default it will be 999 days.

## What happened if the PBL Expiry date has been reached?

In case the payment has not been made yet, the link will not work, and the status will not change, still appearing as Active. You can also update and postpone it to a new future date by editing the PBL to make it usable again.

## Who receives the confirmation of completed/refused payment email

If the PBL has been created through the generic user, the generic email of the hotel will receive it.

If it has been created through a personal user, both will receive it (hotel's generic account and nominative account).

## Reversal and Refunds

The advanced user (Front Office Manager), is the one that is allowed to make reversal and refunds through the Online Payments → Transactions tab in the Portal.

# FAQ

Can I use the PBL for Booking.com reservations or other OTA's that may apply?

Of course, through the extranet you can send the link to request and process the booking payment. attempt, save time, it is highly recommended to use a text template.

If the payment has been declined, the link will work?

Yes, the link will continue to work, and the status will not change, still appearing as Active.

If the payment has been declined, the guest can try again or use another credit card?

Absolutely, they can still use the same link to make a new attempt, and the payment can be made with any of the accepted payment methods.

What is the best way to search a PBL in Planet portal?

Go to the Online Payments tab → Pay By Link, and in the filter fields you can type the TMS reservation number on the RequesterRefNo. That is why it is so important and mandatory to type the TMS reservation number in that field when creating the link.

Actions	eMerchantID	PayByLinkID	Type	Status	CurrencyID	Amount	Template	RequesterRefNo	Userdata1
	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]
<a href="#">Edit</a>	NHCludadZaragoza	64575CF4-6A82-4FAB-80F4-31E9F7A57CE2	Single	Active	EUR	101.54	PlanetNHCludaddeZaragoz	101828769	JAIME BARO
<a href="#">Edit</a>	NHCludadZaragoza	53745ECA-764D-4AEE-92F1-E7E0E3D48B35	Single	Complete	EUR	1	PlanetNHCludaddeZaragoz	101579530	JAIME BARO

Which username appears on the portal when the link has been created from TMS?

The user is *service*:

Actions	eMerchantID	PayByLinkID	Type	Status	CurrencyID	Amount	Template	RequesterRefNo	Userdata1	Userd:	Userd:	Userd:	Userd:	Username	ExpiryDat	Active
	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]	^ [input type="text"]
<a href="#">Edit</a>	ESBANUMANNHsantsBarcelona	8982E41A-5606-4851-BFFE-080FFC	Single	Active	EUR	1428.13	NHsantsBarcelona.xn	139989444	Dougherty, Craig					nhsantsbarcelona		true
<a href="#">Edit</a>	ESBANUMANNHsantsBarcelona	91DA8972-88B9-47E1-B140-27D41331	Single	Complete	EUR	1.5	MinorHotels.xml	0151170034	Trini#%test					service	05 Feb 2021	true

# FAQ

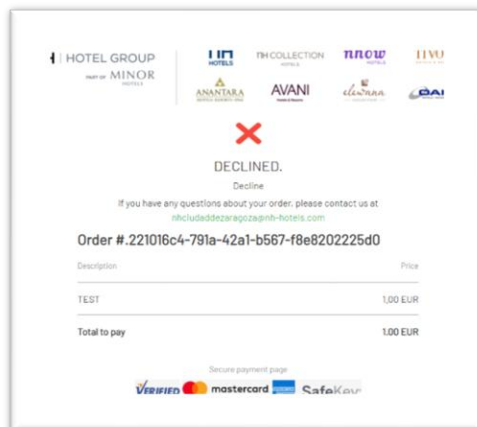
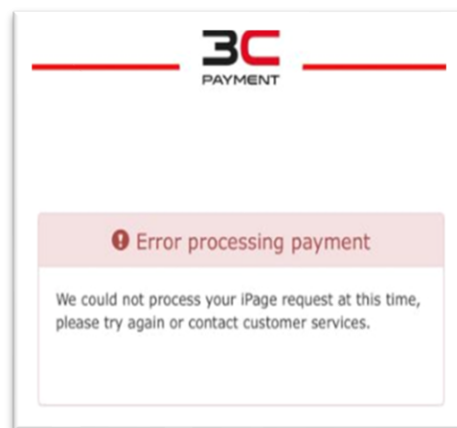
Is PBL only used for prepaid reservations?

You should use it also for any payment requests through non presential credit cards, so it is also great for: Groups & Events, payments of paid outs, payments of third parties (which are usually prepaid, but if during stay or at check-out a company, Travel agency or a guest want to pay for some reason).

Possible reasons for denial or payment error on the PBL

The card or its issuing bank has yet to participate in 3DS or failed because the client closed the payment page, or it could mean that the cardholder hasn't entered their details correctly. A 3D secure authentication error could be due to everything from a mistyped card number to an incorrect expiration date or could be insufficient funds. Or the customer does not complete the process authentication with his bank through its App (the double verification step). The acquirer, the card merchant or the customer's issuing bank rejects the payment for security reasons or because maximum transaction limit has been exceeded.

2 examples of what the customer sees when payment is declined



Hotel receives an e-mail about that declined payment



Declined payment for ref TEST

iPage@3cint.com

NH HOTEL GROUP WARNING: This message is from an EXTERNAL SENDER. Please, be careful,



Can I send 1 PBL for several reservations?

If the guest has more than 1 reservation and he/she wants to pay all of them, you can send 1 PBL with the total amount and afterward post the invoice accordingly in TMS.

# FAQ

On prepaid bookings made from the CRO, what remarks will you see on the TMS booking?

The process will be the same as the one carried out by the hotel, so the reservation will have the external comments with the link. The line will also be displayed on the PBL monitor.

With the text of the external remarks, this way the customer when receiving the booking confirmation letter will be able to see the text and access the PBL to process the payment.

**ESBA.CALDE. Individual Res. - Gomez Fernandez, Maria Trinidad**

ESBA,CALDE NH Collection Gran Hotel    Reservation 137439900    Client: 1003    DISCOVERY, NH    Amount 106,43 EUR

Arrival: 15.05.2025 Thursday    RoomType: Standard Single    Show Subtypes    Meal Plan RO    RF  
Nights: 1    Guests: AD 1 JU 0 CH 0 BB 0    Currency EUR    First service:    GDPR HK STA  
Depart.: 16.05.2025 Friday    Room    No move    Last service:    MOTO HISTO

General Data    \*Billing Information    \*Additional data    \*Prices and Commissions    \*Conditions    Deposits    Routing charges    Fixed charges    Loaned Items    \*Preferences    Actions    Notices for Reception

Contact person:    Observaciones  
Phone:    GENERAL Only 250 characters  
E-Mail: mt.gomez@minor-hotels.com  
Voucher:    External Remarks for Reseva...  
Reservation type:    Please click on the following link to securely complete your payment  
Registrat. date: 15.04.2025    Language: EN English    [https://web2payuat.3cint.com/iPage/Service/\\_2015\\_12\\_v1\\_1\\_0/StorePayment.aspx?eMID=EYNHPBL&id=81EBEBC9-D549-4C1E-ACC5-4C42616AE18F](https://web2payuat.3cint.com/iPage/Service/_2015_12_v1_1_0/StorePayment.aspx?eMID=EYNHPBL&id=81EBEBC9-D549-4C1E-ACC5-4C42616AE18F)  
CUT-OFF date:   

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX Type	Meal pla...	Gender	VIP	Voucher	Arrival date
1	4984270	Gomez Fernandez, Maria Trinidad	MINOR_DISCOVERY	TITANIUM			RO	Adult		Male	VIP 02		15.05.2025

What the customer sees on the confirmation letter



**Room Details**

**Room 1**

Occupancy: 2 adults , 0 children , 0 babies    Reservation ID: 0151170034

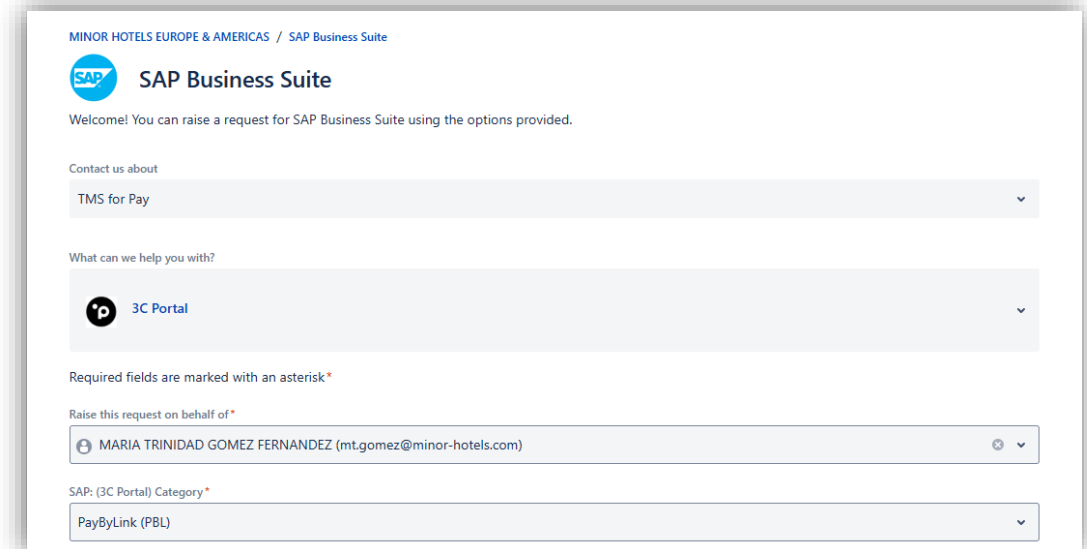
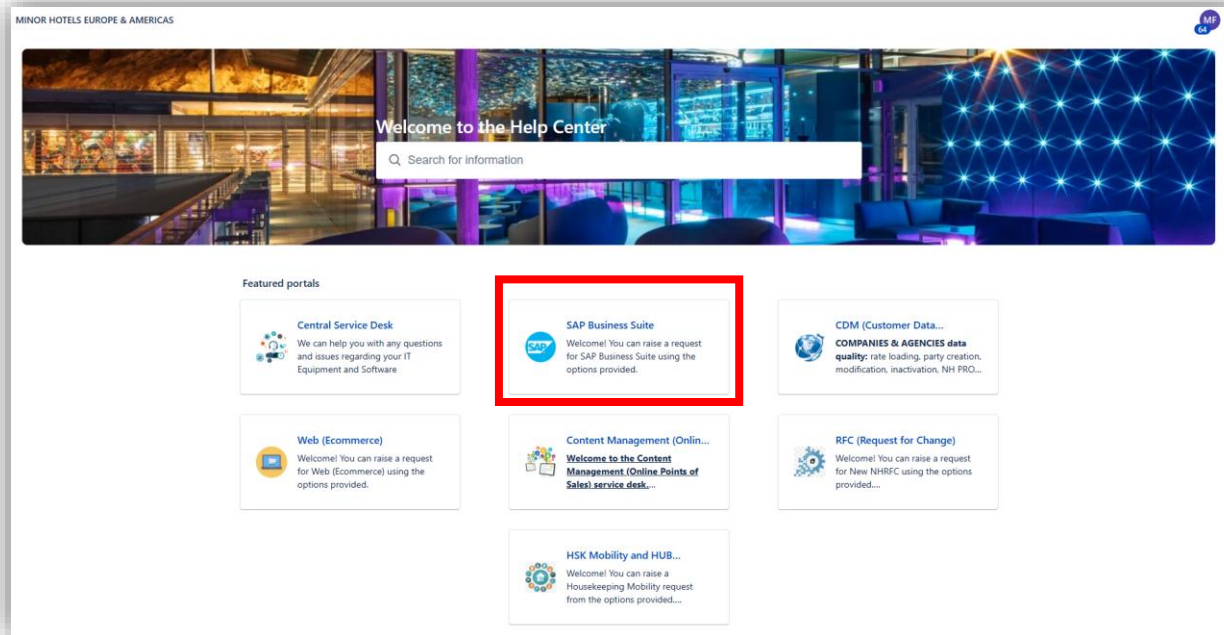
Guest details: MARIA TRINIDAD GOMEZ FERNANDEZ    Bed type: No preference selected

Not informed

Information  
Please click on the following link to securely complete your payment  
[https://web2pay.3cint.com/iPage/Service/\\_2015\\_12\\_v1\\_1\\_0/StorePayment.aspx?eMID=ESBANUMANNHSantsBarcelona&id=91DA8972-88B9-47E1-B140-27D41331B6B9](https://web2pay.3cint.com/iPage/Service/_2015_12_v1_1_0/StorePayment.aspx?eMID=ESBANUMANNHSantsBarcelona&id=91DA8972-88B9-47E1-B140-27D41331B6B9)

# FAQ

If you have any question or issue...



Please be so kind to open a JIRA with the corresponding categories:

TMS for Pay → 3C Portal → Pay By Link (PBL)

# FAQ - Configuration

Please, double-check that everything is configured and working properly in the 3C Portal:

- When creating the PBL, you can select and load the e-merchant (hotel name) + template etc
- Check that you have only the option of “3DSPay”, as your first and only option when creating the PBL.
- Generic user (basic) + advanced user (FOM) with the corresponding tabs and permissions.
- Once the PBL is created, check that the link works and you see the payment screen.
- Once the payment is completed or declined, confirm the transaction is processed in the portal + the approved/declined e-mail arrives.
- The e-mail contact and the hotel name appears correctly in the Payment order (Payment screen).



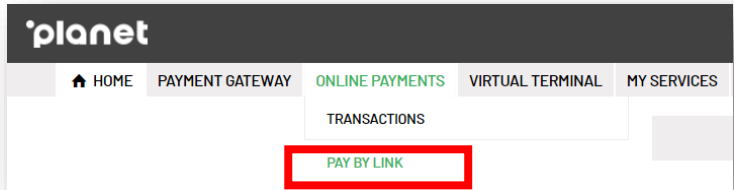


# **Backup method for PBL creation**



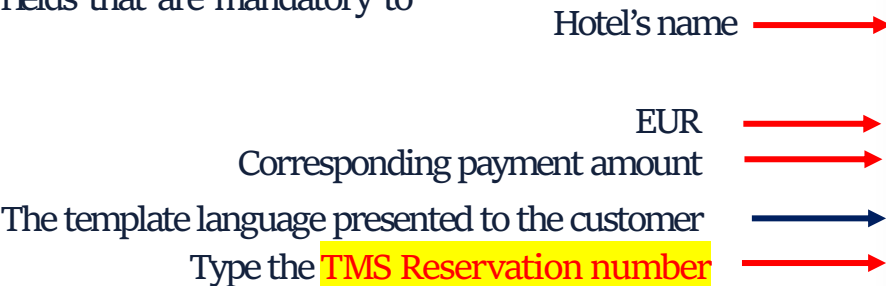
# Create a payment link

In case of any technical issues with the system, you can still create a payment link through the Planet portal by following these steps:



Enter the data/details of the payment in the form at the bottom of the screen.

Red arrows indicates the fields that are mandatory to create the link.



Minor official template that will be used to process the payment  
Date from when the payment link will no longer be valid

**Pay By Link Detail**

PayByLinkID:

URL:

eMerchant:

Type:

Status:

Currency:

Amount:

Service Action:

Language:

RequesterReferenceNo:

User Data 1:

User Data 2:

User Data 3:

User Data 4:

User Data 5:

Option Flags:

Template:

Expiry Date:

Active: ☒


**ADD UPDATE DELETE CANCEL**

# Create a payment link

Once all the mandatory fields are completed, click on the *Add* button in order to get the link:

### Pay By Link Detail

PayByLinkId:

URL:  

eMerchant:

Type:

Status:

Currency:

Amount:

Service Action:

Language:

RequesterReferenceNo:

User Data 1:

User Data 2:

User Data 3:

User Data 4:

User Data 5:

Option Flags:

Template:

Expiry Date:

Active: ☒

**ADD** **UPDATE** **DELETE** **CANCEL**

### Pay By Link Optional Configuration

Name	Value
Post URL Success	<input type="text" value="URL to send data in case of success"/>
Post URL Fail	<input type="text" value="URL to send data in case of failure"/>
Redirect Approved	<input type="text" value="URL to redirect in case of payment approved"/>
Redirect Declined	<input type="text" value="URL to redirect in case of payment declined"/>
Redirect Error	<input type="text" value="URL to redirect in case of error"/>
Merchant email	<input type="text" value="j.baro@nh-hotels.com"/>
Merchant Script Data 1	<input type="text"/>
Merchant Script Data 2	<input type="text"/>
Merchant Script Data 3	<input type="text"/>
Merchant Script Data 4	<input type="text"/>
Merchant Script Data 5	<input type="text"/>
Merchant Script Data 6	<input type="text"/>
Merchant Script Data 7	<input type="text"/>
Merchant Script Data 8	<input type="text"/>
Merchant Script Data 9	<input type="text"/>
Merchant Script Data 10	<input type="text"/>
Merchant Script Data 11	<input type="text"/>
DCC Allowed	<input type="checkbox"/>

# Create a payment link

Once the payment link is generated, it will appear in a pop-up box (as below). The link must be copied into an email and sent to the customer – this will be a manual process to be completed by the hotel.

The screenshot displays the 'Pay By Link' configuration interface, divided into two main sections: 'Pay By Link Detail' and 'Pay By Link Optional Configuration'.

**Pay By Link Detail:**

- PayByLinkId: [Empty field]
- URL: [Empty field with copy icon]
- eMerchant: [Empty field with dropdown arrow]
- Type: Single [Dropdown arrow]
- Status: Active [Dropdown arrow]
- Currency: [Empty field with dropdown arrow]
- Amount: [Empty field]
- Service Action: 3DSPay [Dropdown arrow]
- Language: [Empty field]
- RequesterReferenceNo: [Empty field]
- User Data 1: [Empty field]
- User Data 2: [Empty field]
- User Data 3: [Empty field]
- User Data 4: [Empty field]
- User Data 5: [Empty field]
- Option Flags: [Empty field]
- Template: [Empty field with dropdown arrow]
- Expiry Date: [Empty field]
- Active: ☒

**Pay By Link Optional Configuration:**

Name	Value
Post URL Success	URL to send data in case of success
Post URL Fail	URL to send data in case of failure
Redirect Approved	URL to redirect in case of payment approved
Redirect Declined	URL to redirect in case of payment declined
Redirect Error	URL to redirect in case of error
Merchant email	j.baro@nh-hotels.com
Merchant Script Data 1	[Empty field]
Merchant Script Data 10	[Empty field]
Merchant Script Data 11	[Empty field]
DCC Allowed	<input type="checkbox"/>

**Response Pop-up:**

Pay By Link added successfully.

Pay By LinkID: [https://web2pay.3cint.com/!Page/Service/\\_2015\\_12\\_v1\\_1\\_0/StoredPa](https://web2pay.3cint.com/!Page/Service/_2015_12_v1_1_0/StoredPa) [Copy icon]

OK

A red arrow points to the copy icon next to the generated payment link in the response pop-up.

Buttons: ADD, UPDATE, DELETE, CANCEL

# Create a payment link

Online Payments					
Actions	eMerchantID	PayByLinkID	Type	Status	CurrencyID
<a href="#">Edit</a>	NH Ciudad Zaragoza	3F7181AA-F837-462B-B287-A4271C1FD14D	Single	Active	EUR
<a href="#">Edit</a>	NH Ciudad Zaragoza	C94F052D-7BF7-4183-914B-AC16AA6BC13D	Single	Active	EUR
<a href="#">Edit</a>	NH Ciudad Zaragoza	1A8EC113-30F6-44AB-9DF7-8FCFD950BA8	Single	Active	EUR
<a href="#">Edit</a>	NH Ciudad Zaragoza	A1327C1A-20D1-4398-933E-9C43F3045374	Single	Active	EUR
<a href="#">Edit</a>	NH Ciudad Zaragoza	F4F01213-FB4C-4FD4-8086-7B190E88814D	Single	Complete	EUR
<a href="#">Edit</a>	NH Ciudad Zaragoza	E88D427F-6F4B-4E35-8D31-C58B37F52918	Single	Active	EUR
<a href="#">Edit</a>	NH Ciudad Zaragoza	53745ECA-764D-4AEE-92F1-E7E0E3D48B35	Single	Complete	EUR
<a href="#">Edit</a>	NH Ciudad Zaragoza	C7A17005-380B-4F98-A78F-D9D1A91E0DA3	Single	Active	EUR
<a href="#">Edit</a>	NH Ciudad Zaragoza	AE921D6A-ACDC-4501-95E9-895CC9535EA5	Single	Complete	EUR

Whenever you want to check the link, you can go to the Pay By Link tab, search the corresponding link and click on the *Edit* button.

At the bottom of the screen, you can *Update* the link.  
Please do not use Delete option to avoid inconsistencies for the customer.

### Pay By Link Detail

PayByLinkID:

3F7181AA-F837-462B-B287-A4271C1FD14D

URL:

https://web2pay.3cint.com/iPage/Service/\_21

eMerchant:

NH Ciudad Zaragoza

Type:

Single

Status:

Active

Currency:

EUR

Amount:

0,1

Service Action:

Language:

English

RequesterReferenceNo:

test 3

User Data 1:

test 3

User Data 2:

User Data 3:

User Data 4:

User Data 5:

Option Flags:

Template:

PlanetNH Ciudad de Zaragoza.xml

Expiry Date:

Active:

☒

ADD

UPDATE

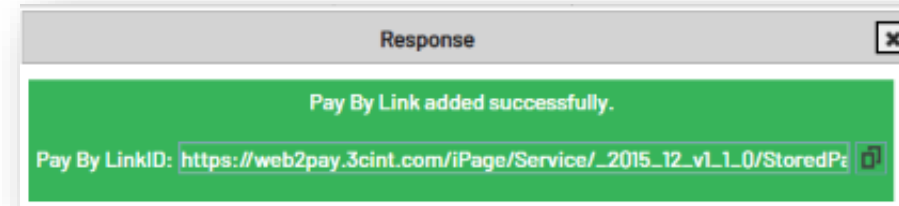
DELETE

CANCEL

# Workaround if necessary

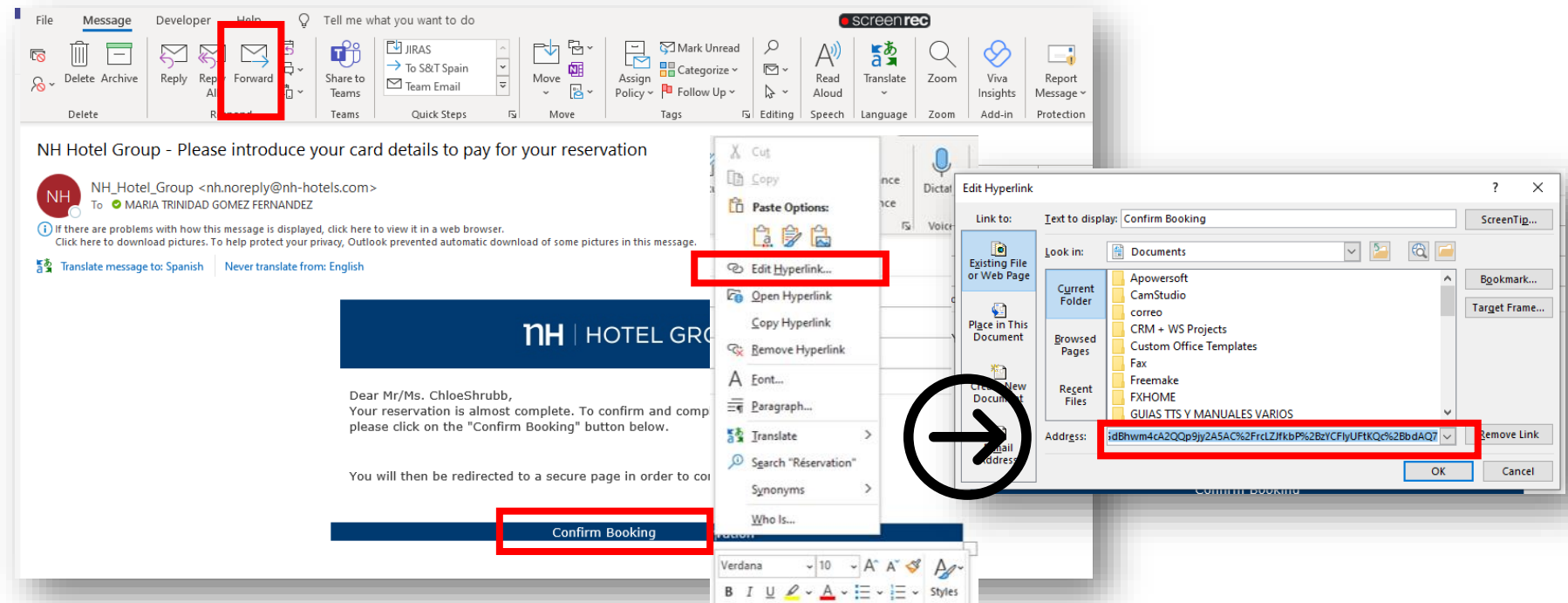


Corporate prepayment email.



Steps to follow:

- 1 – Send the MOTO email to your own email.
- 2- Click Forward.
- 3- Click on “Confirm Booking” icon with the right button of the mouse and select Edit Hyperlink.
- 4- Delete the Address and paste the one copied in PBL.
- 5- Complete the receiver (TO) with the guest email and send it!



Tip: To request payments for groups or event, you can create your own template including the contract with the PBL to proceed with the payment.

**MINOR**  
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**Thank You**

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