# Pay by link (PBL)

## BUSINESS PROCESSES – OPERATIONS

July 2025

MINOR HOTELS | ANANTARA HOTELS & RESORTS | AVANI Hotels & Resorts | elewana COLLECTION | OAKS HOTELS • RESORTS • SUITES | nh HOTELS & RESORTS | nh COLLECTION HOTELS & RESORTS | nhow HOTELS & RESORTS | TIVOLI HOTELS & RESORTS

# Pay By Link

Main objective: prevent frauds & chargebacks

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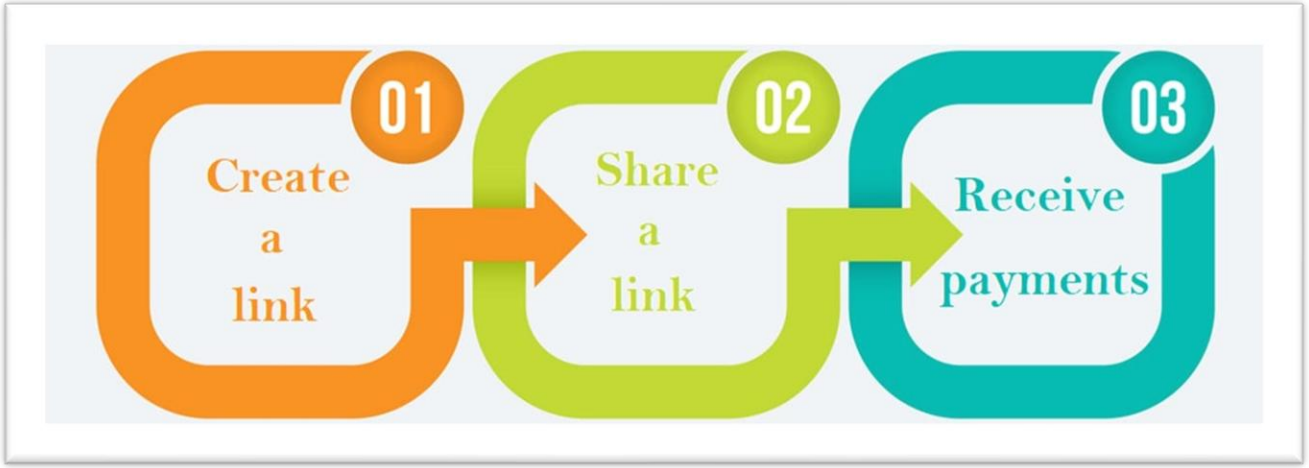
# Overview

# 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

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# 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.

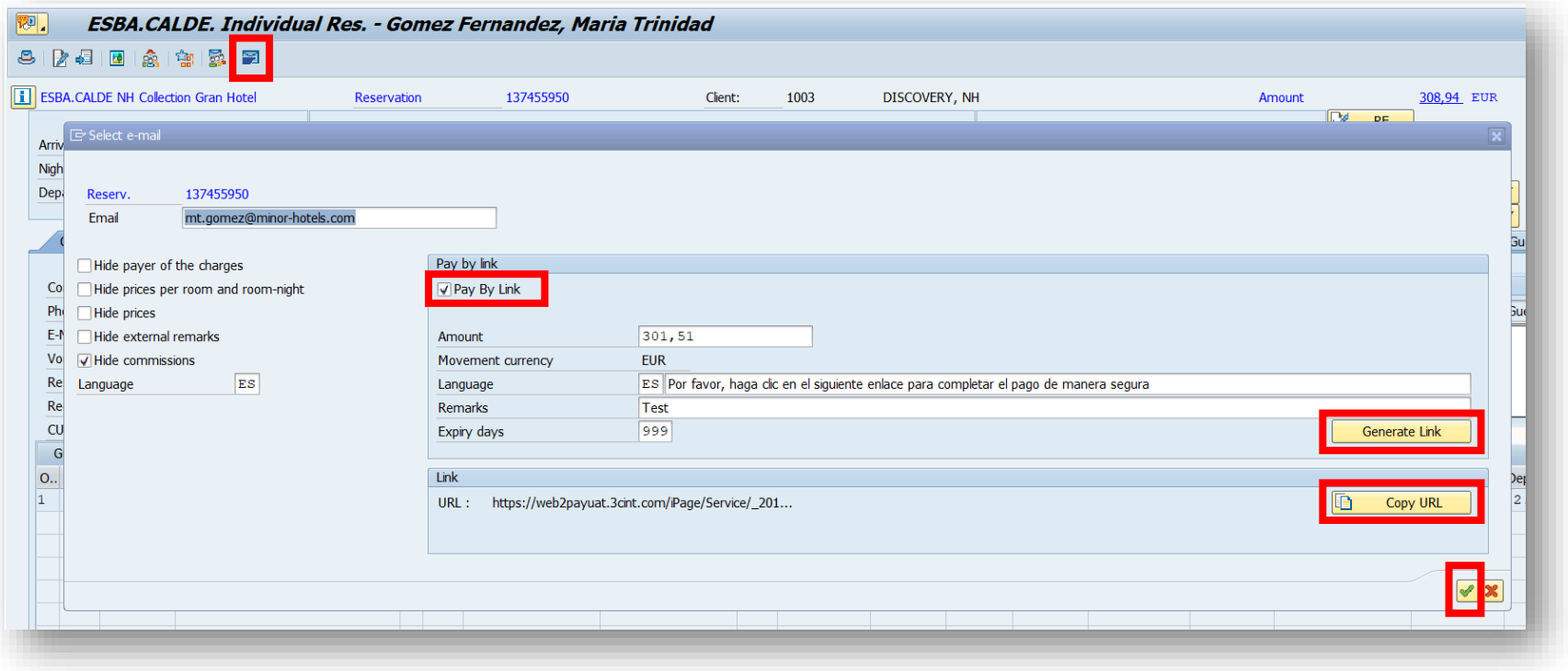
5- Remarks can be included, they will travel to User data 1 at Planet portal.

6- Click on Generate link:

6.1- Click on Copy URL

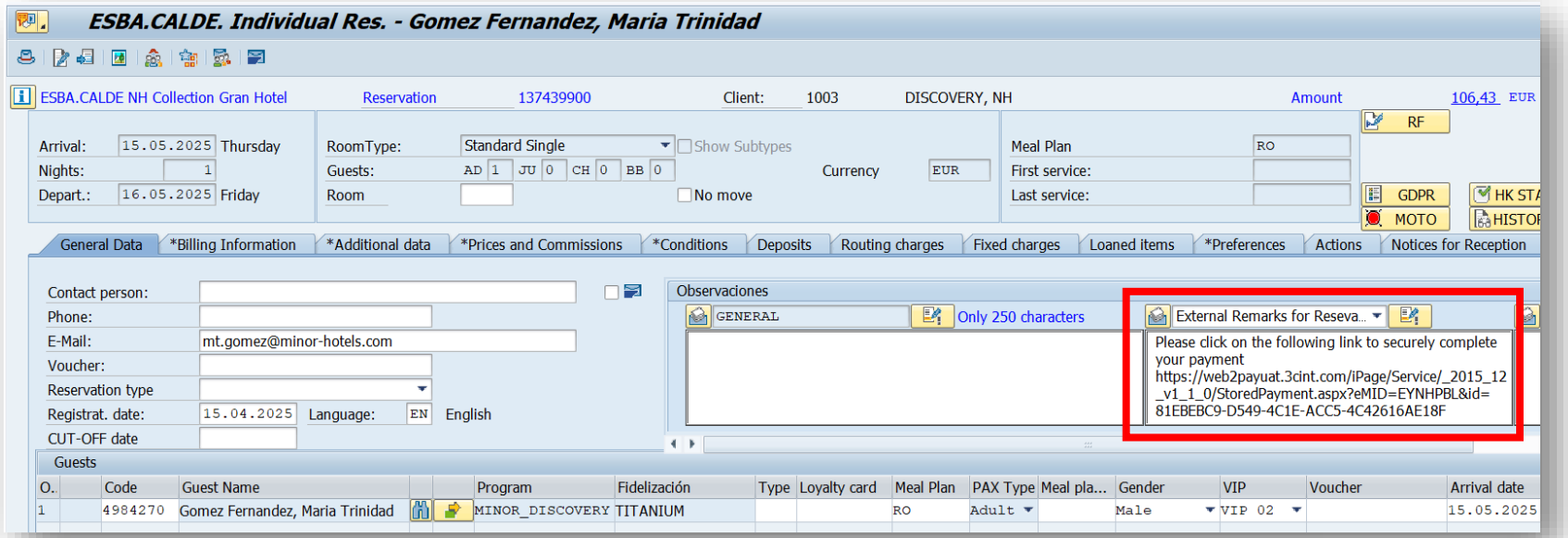
or

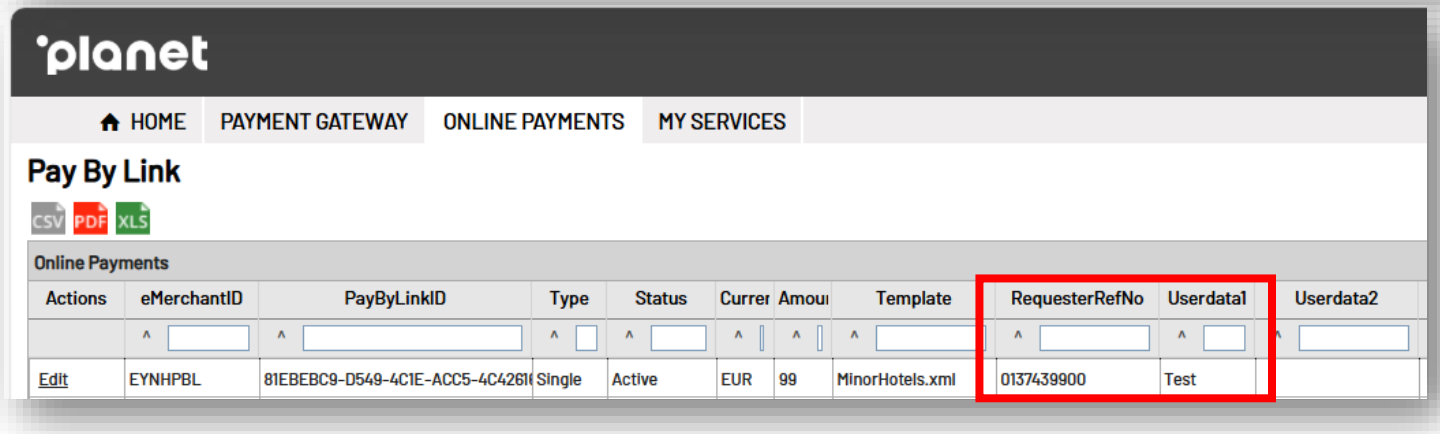
6.2- Click on green flag to send the email to the guest.



# Create a payment link for individual reservations

Result on TMS and Planet portal:



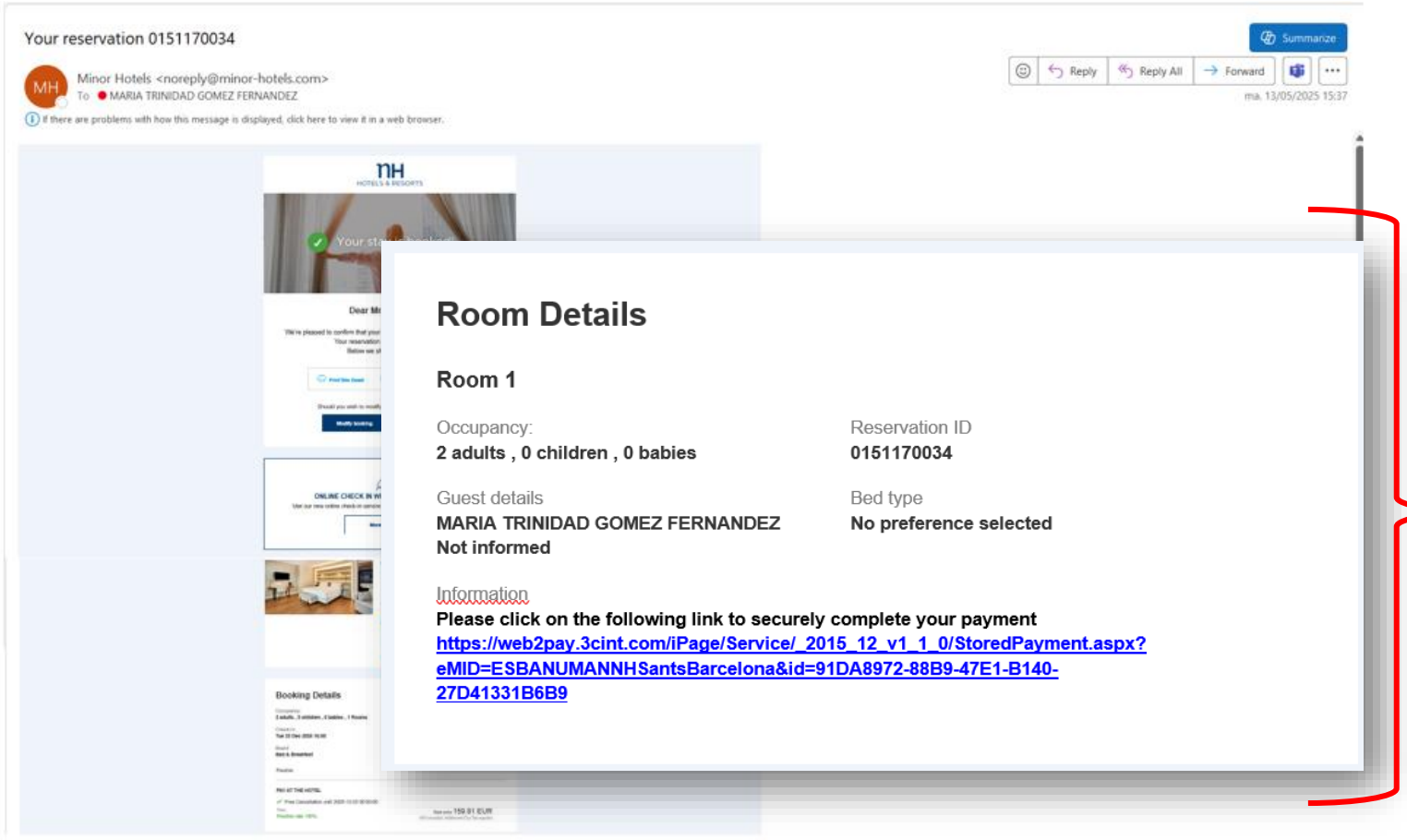

External remarks will be filled in automatically.

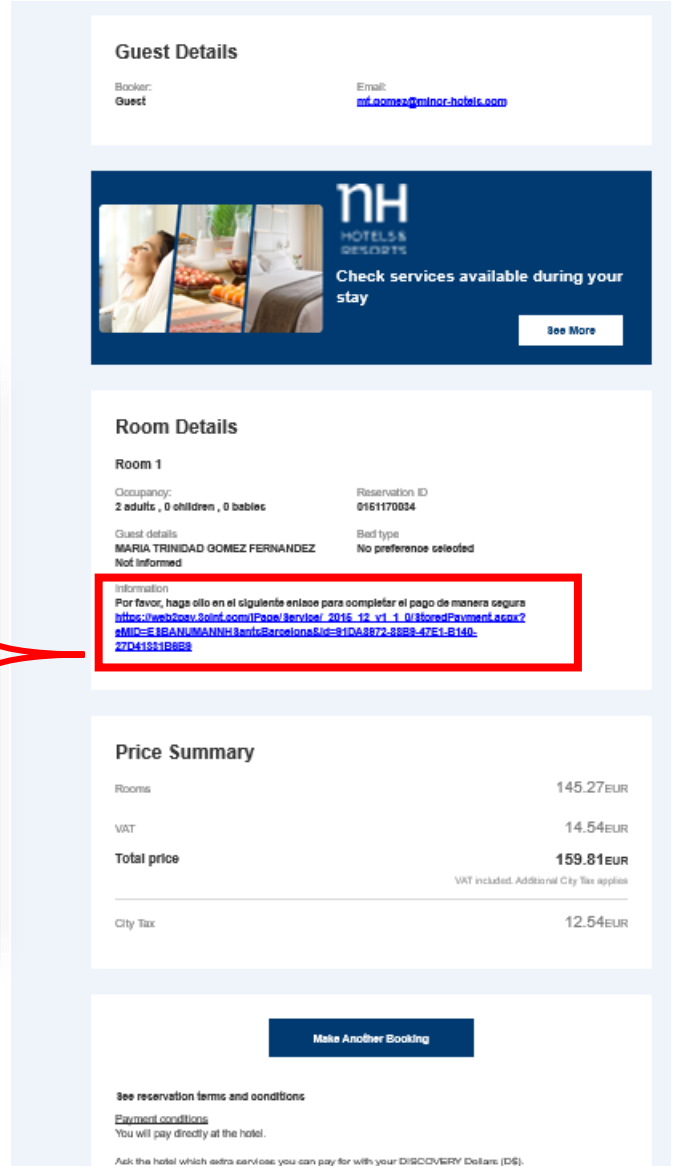
Please note!
If you create multiple links for the same reservation they will appear in the confirmation letter, so remove them before creating a new one.

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

# Create a payment link for individual reservations

Confirmation letter including PBL:



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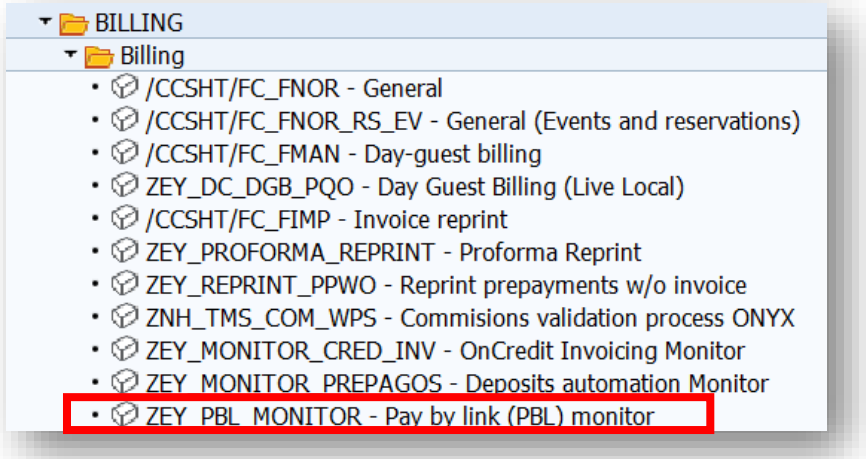
# TMS Monitor

# TMS Monitor

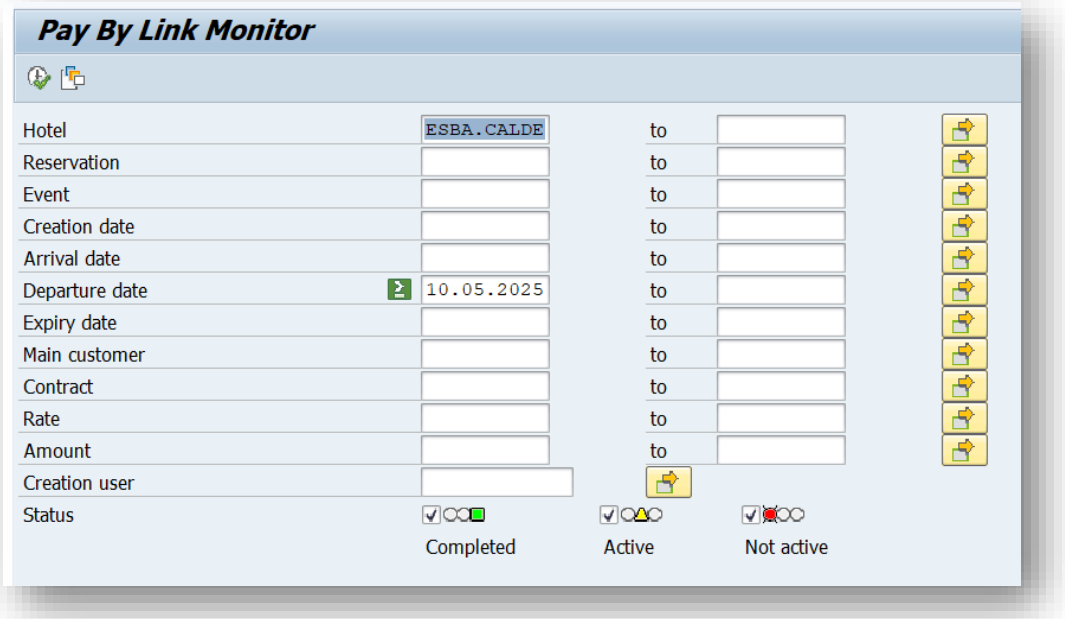
Record of all links created from TMS.

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



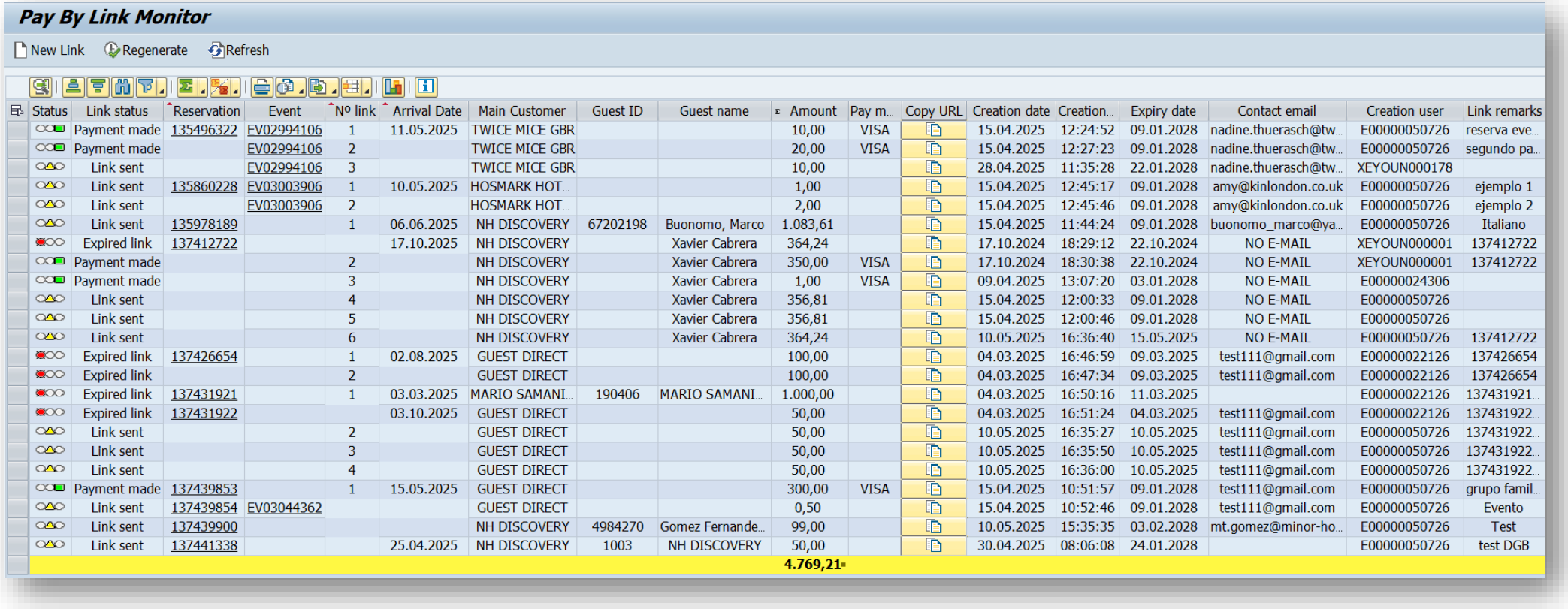

Filter screen:

(default, departure date ≥ today)



# 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 | NH DISCOVERY | 67202198 | Buonomo, Marco | 1.083,61 | | | 15.04.2025 | 11:44:24 | 09.01.2028 | buonomo_marco@ya... | E00000050726 | Italiano |
| | Expired link | 137412722 | | | 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.

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# 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.

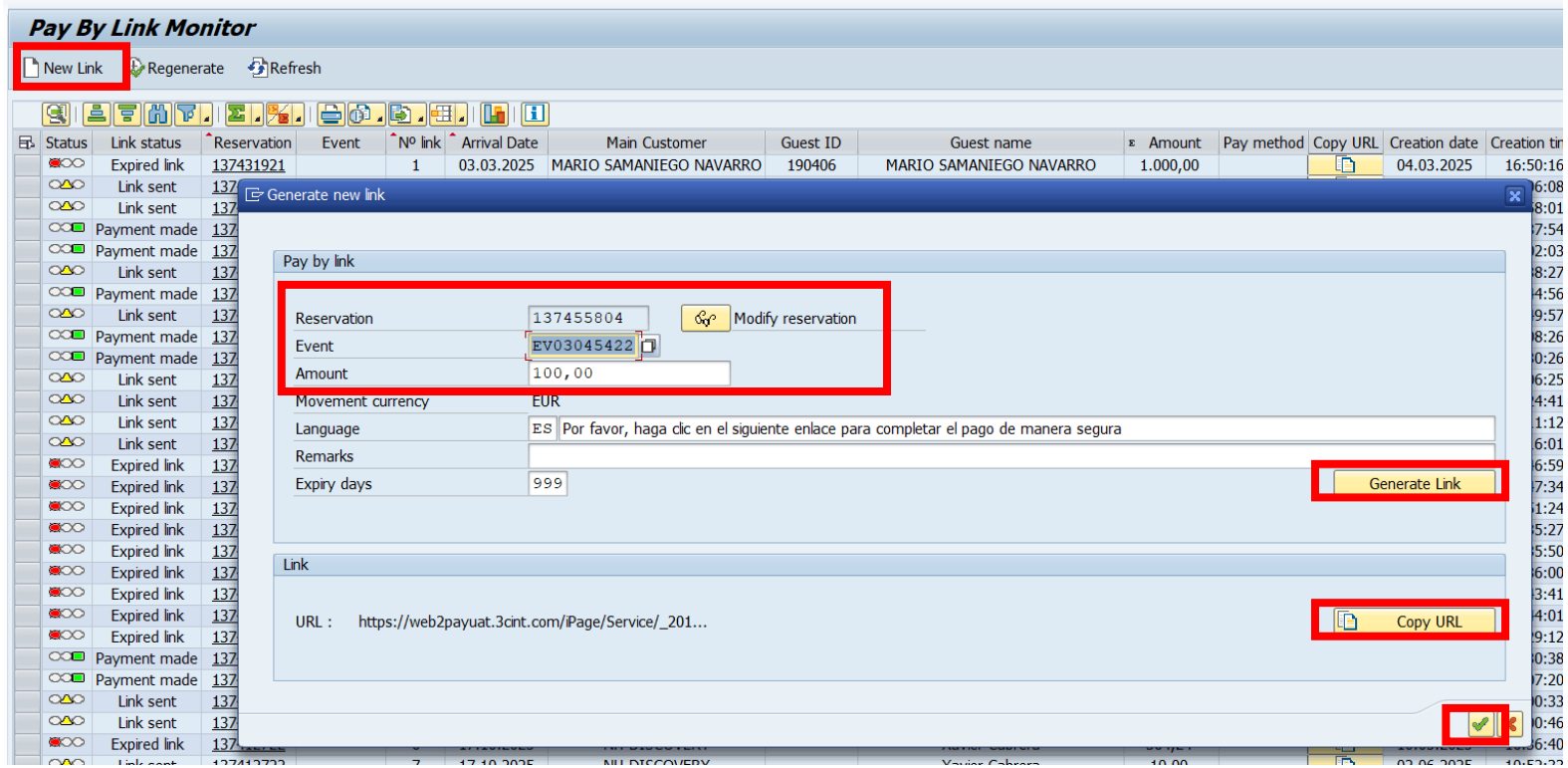
4- Review the language and change if necessary.

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.

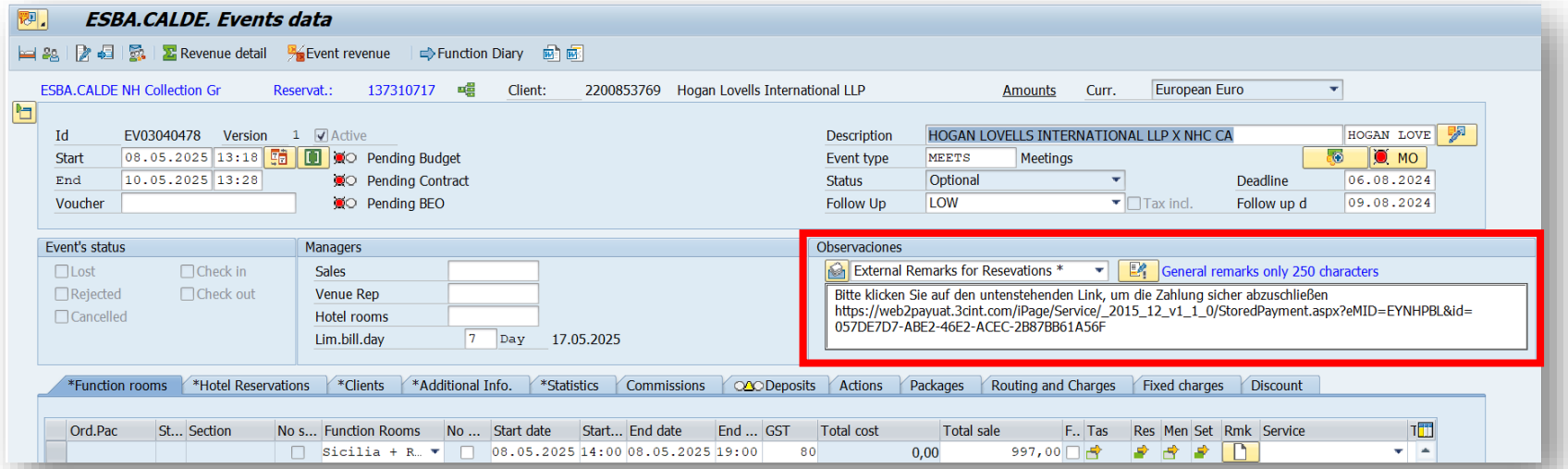


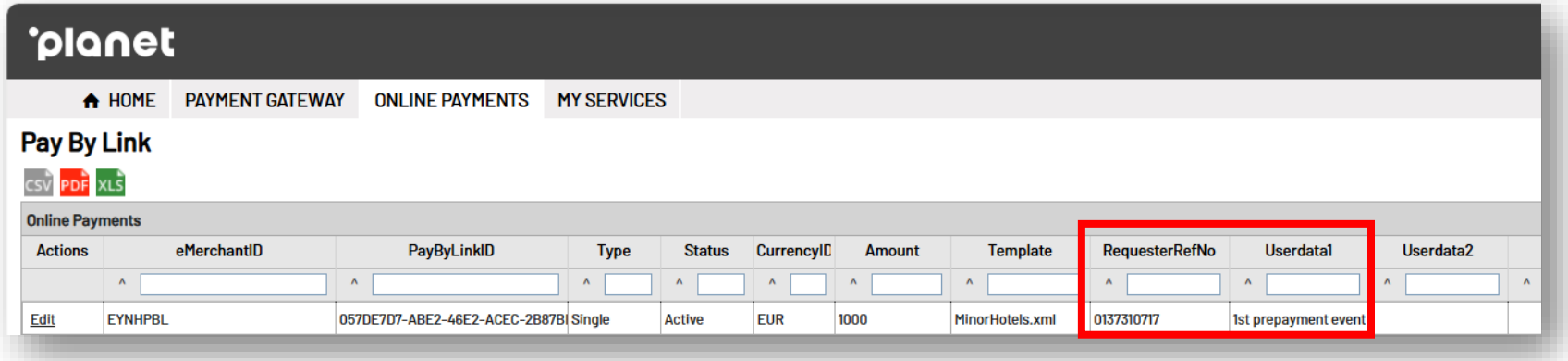

Please note!

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:




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.

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

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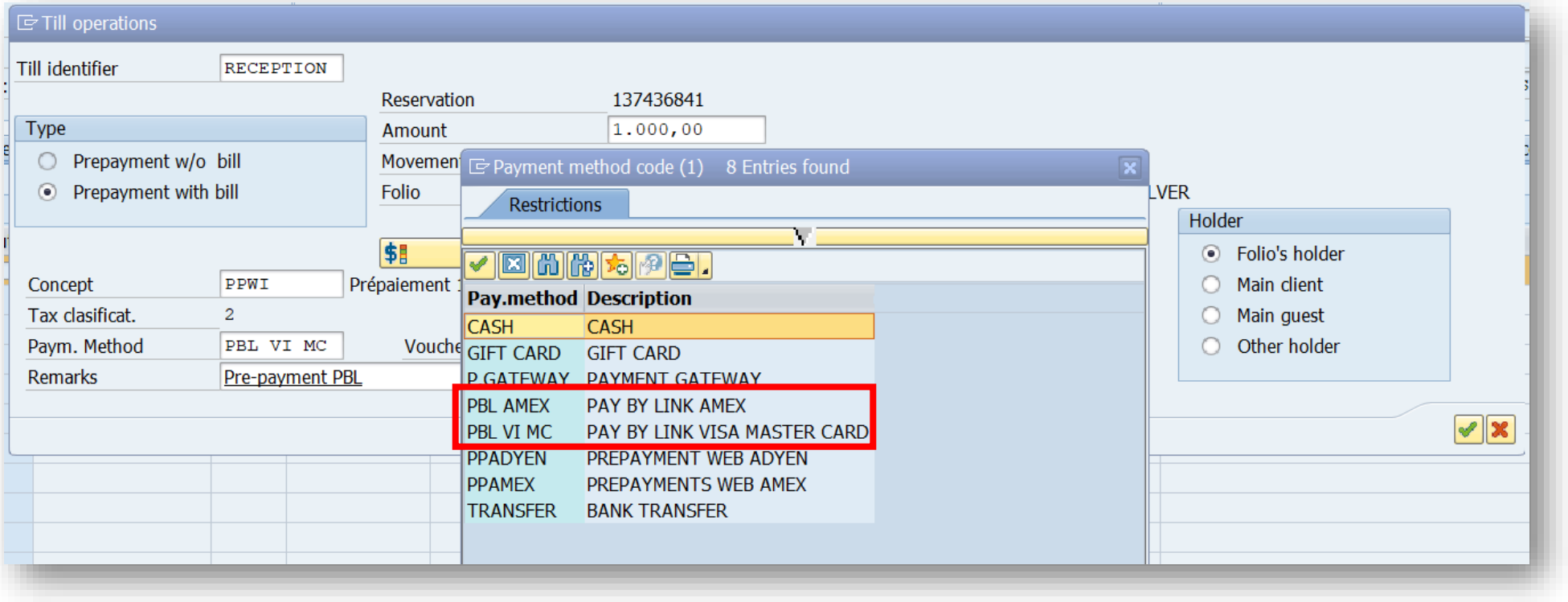
# Inform the payment in TMS

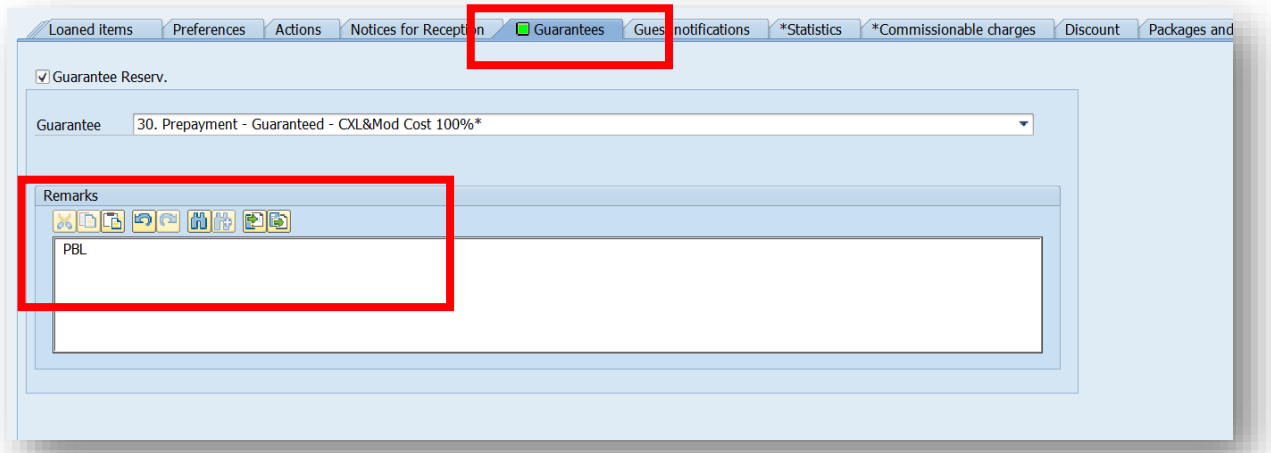
# Inform the payment in TMS

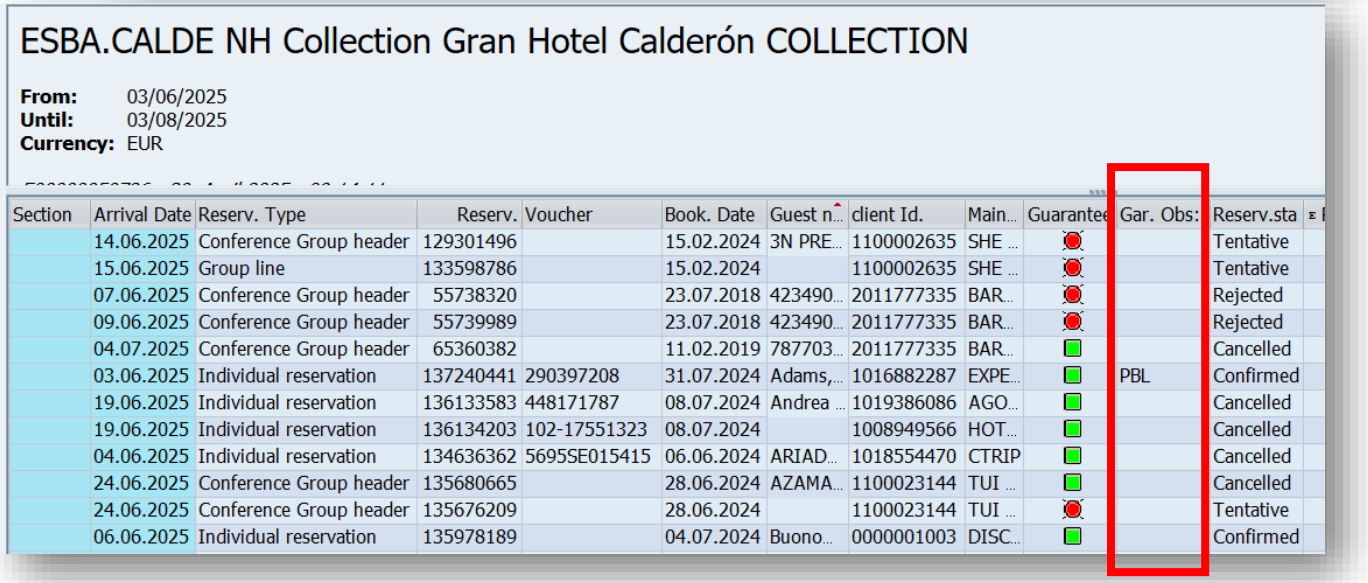
Choose the correct payment method: PBL AMEX or PBL VI MC.

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.



# Inform the payment in TMS



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 | 5695SE015415 | 06.06.2024 | ARIAD... | 1018554470 | CTRIP | | | 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 |

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

/CCSHT/RS_06_60_ALV - Guarantees Status

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

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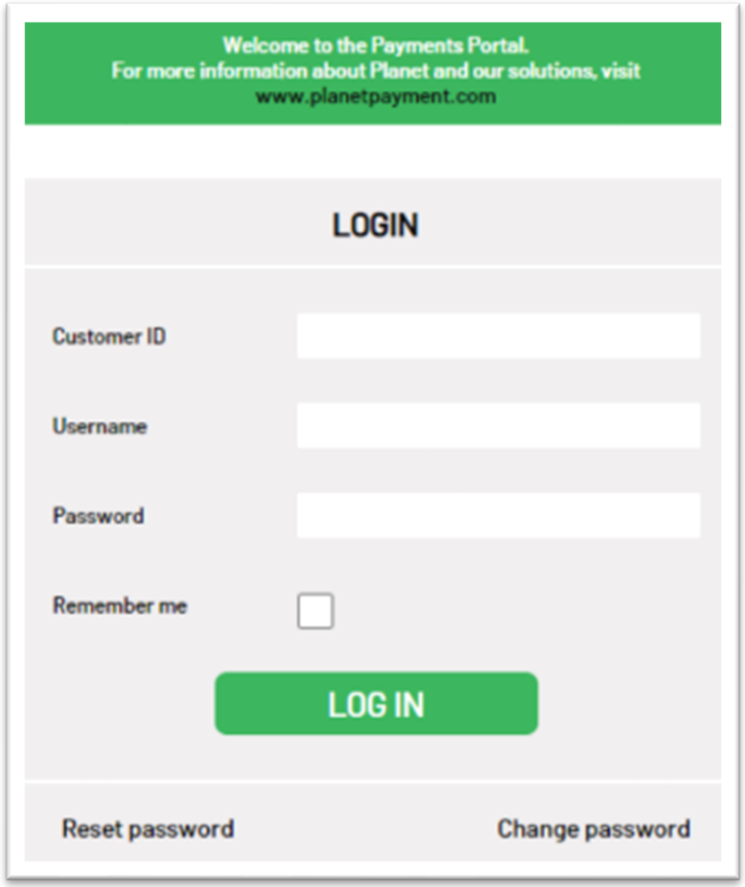
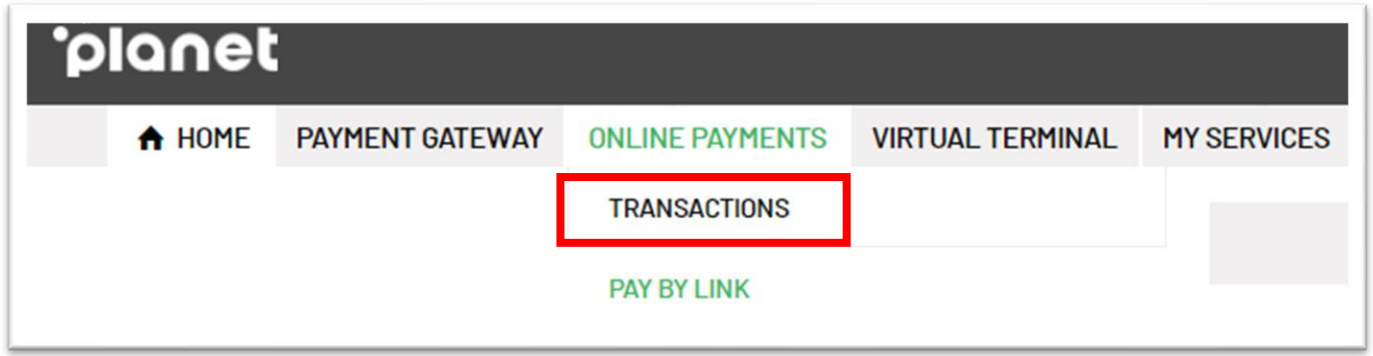
# Accessing Planet portal

# 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:



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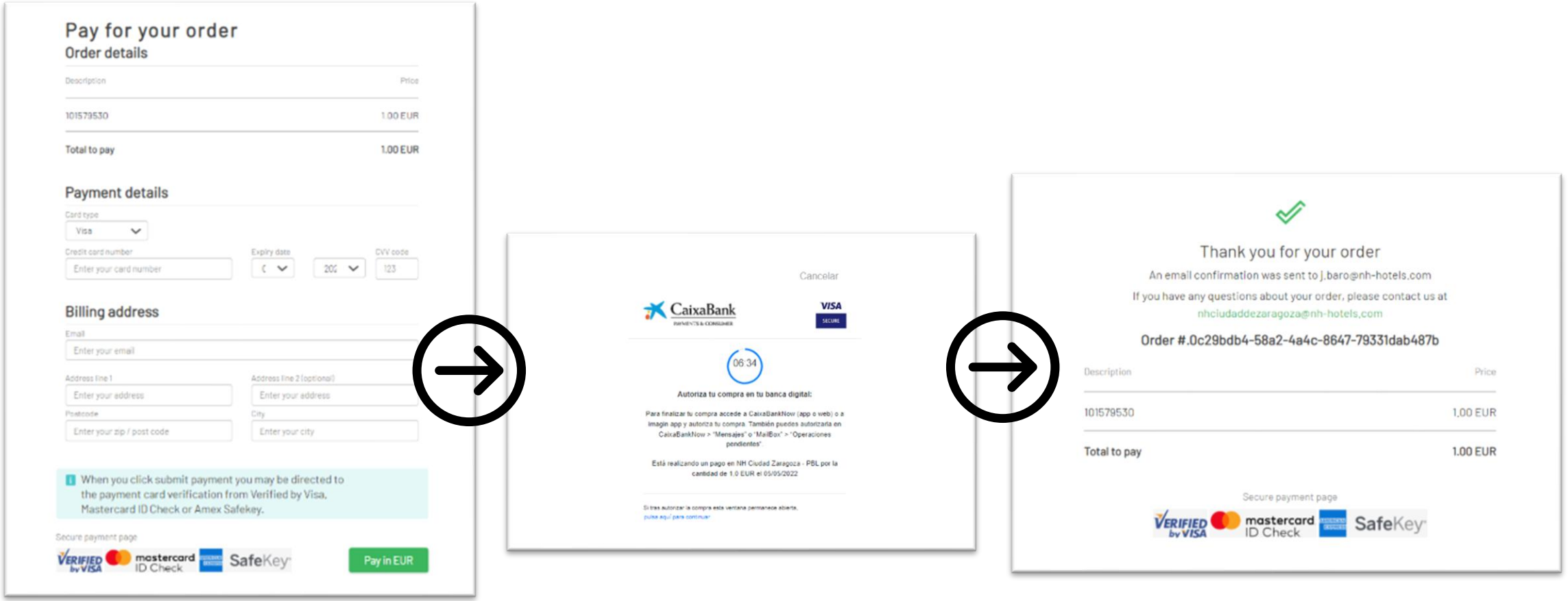
# Payment completion

# Payment completion (Customer process)

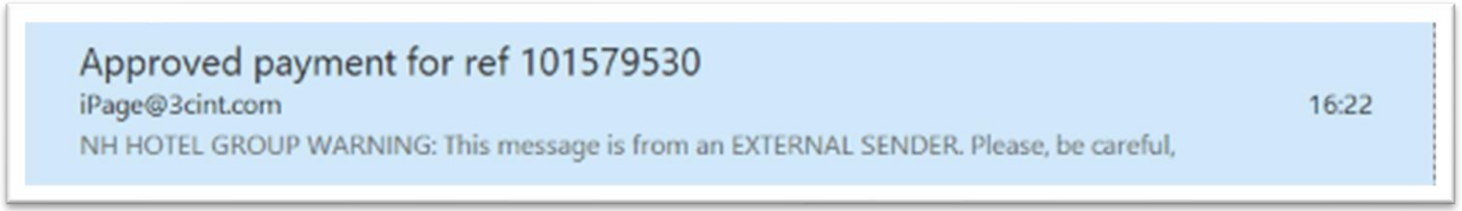
Once the customer has clicked on the payment link, they will arrive to a payment screen in order to fill up all the payment details for completing the payment.



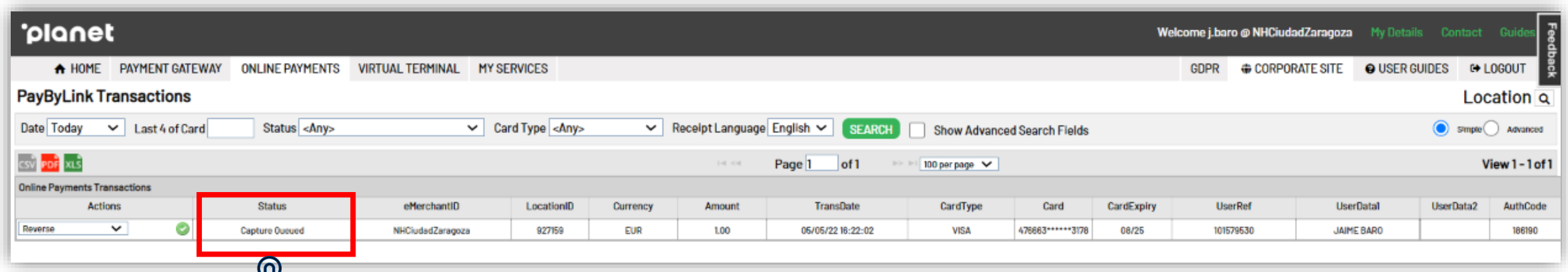
# Payment completion (Hotel process)

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.




You can have a look about the different transaction status in page 28.

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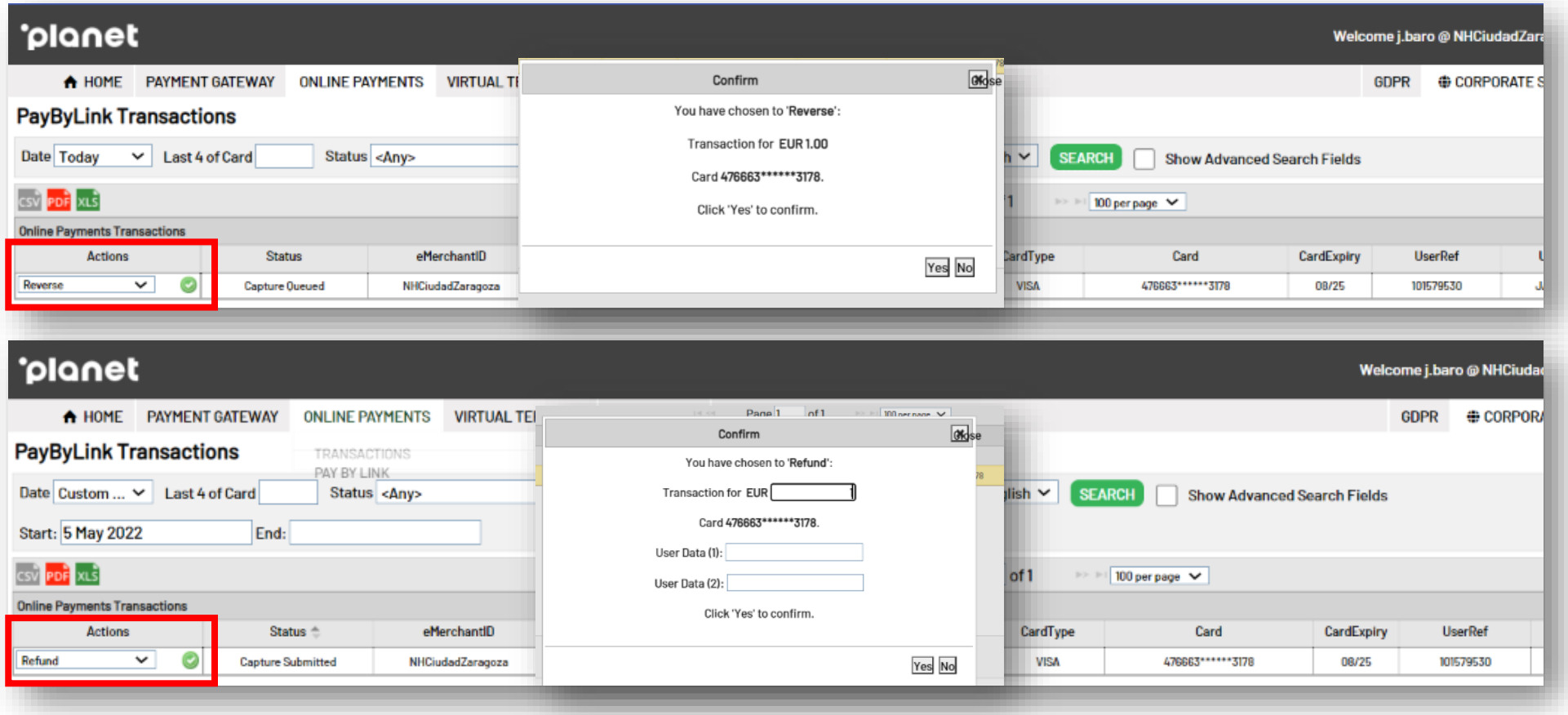
# Reversal & Refund

# Reversal & Refund

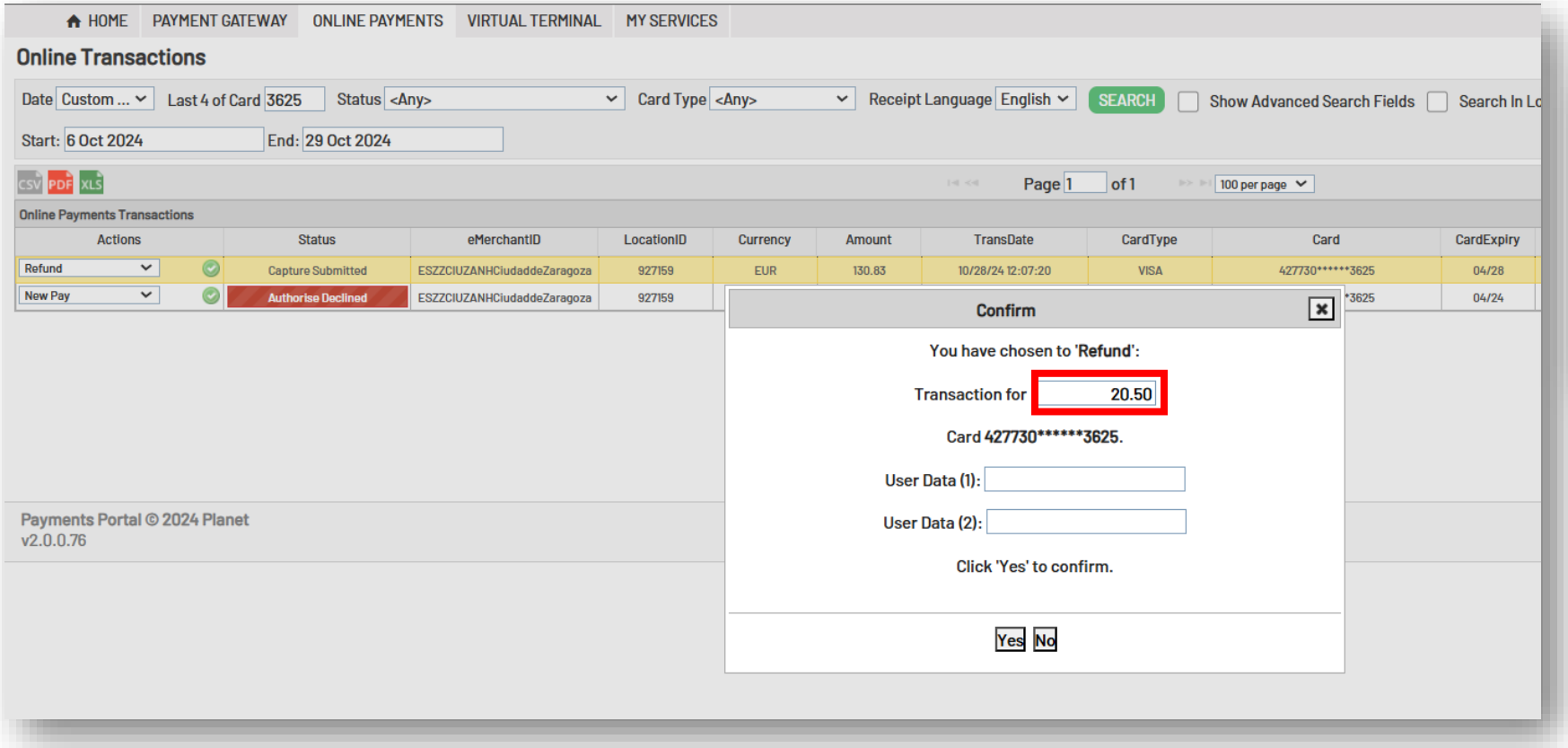
To initiate a refund or a reversal, from a previously processed transaction, select Transactions → Online Payments tab.
If the transaction is still in the 'Capture Queued' status, select Reverse from the drop-down menu, click the green tick and then click Yes on the pop-up screen.
Reversals can only 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.

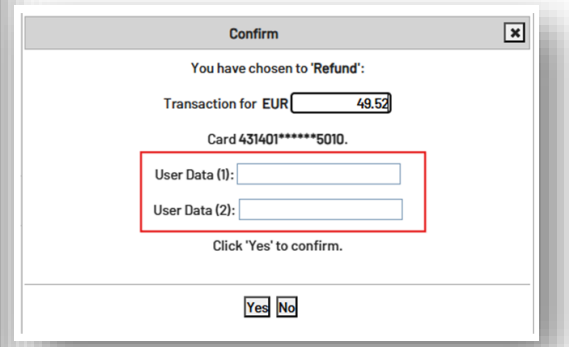



Only Advanced users (FOM) will be allowed to make refunds and reversals.
Don't forget to make the invoice correction in TMS to adjust and match everything.

# 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 “,”).




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”.

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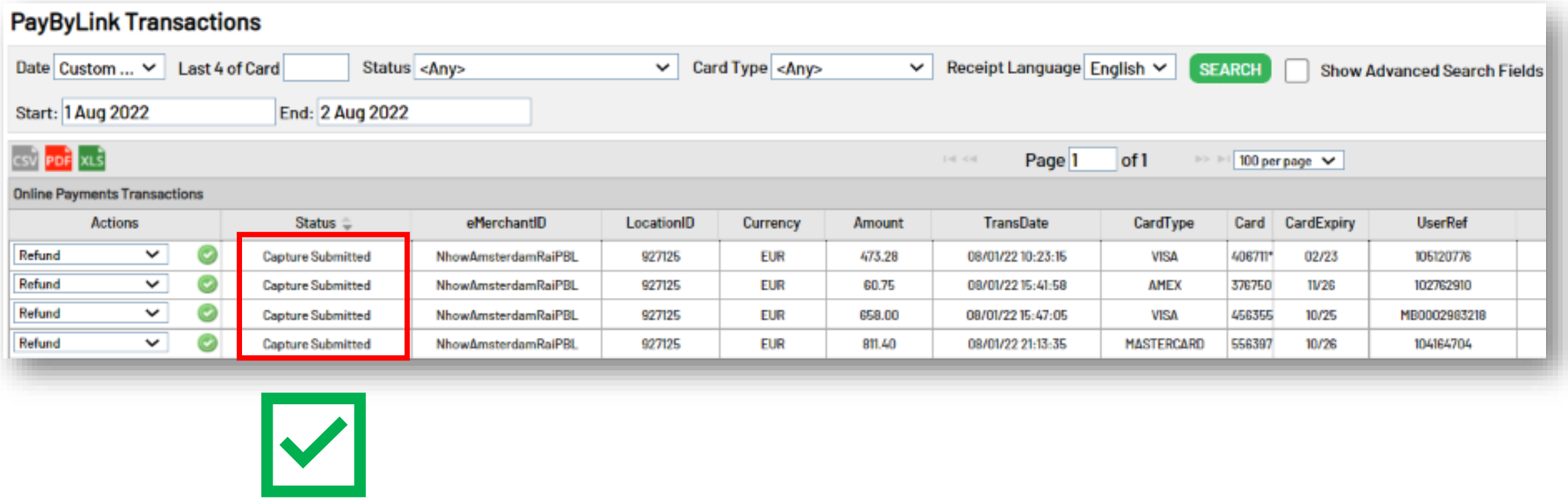
# Transaction status in 3C Portal

# Transaction status in 3C Portal

Payment successfully processed

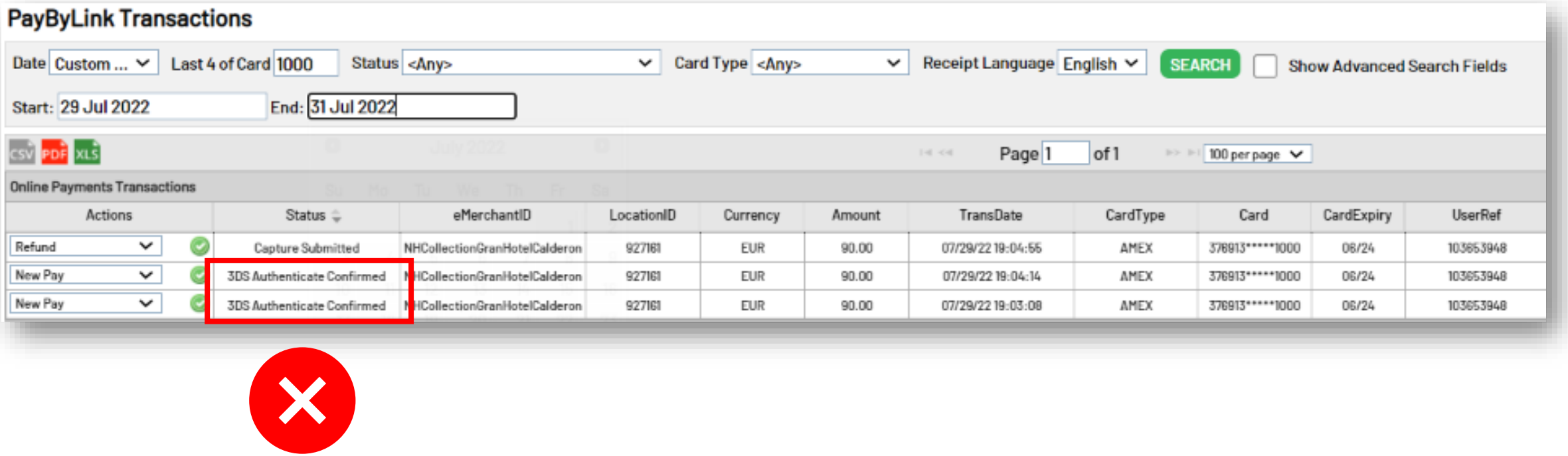
”Capture Submitted/Queued” which is the status that means payment is done and you receive the PBL confirmation payment e-mail. This is the only status that allows us to bill the deposit in TMS.



# 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.



# 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.

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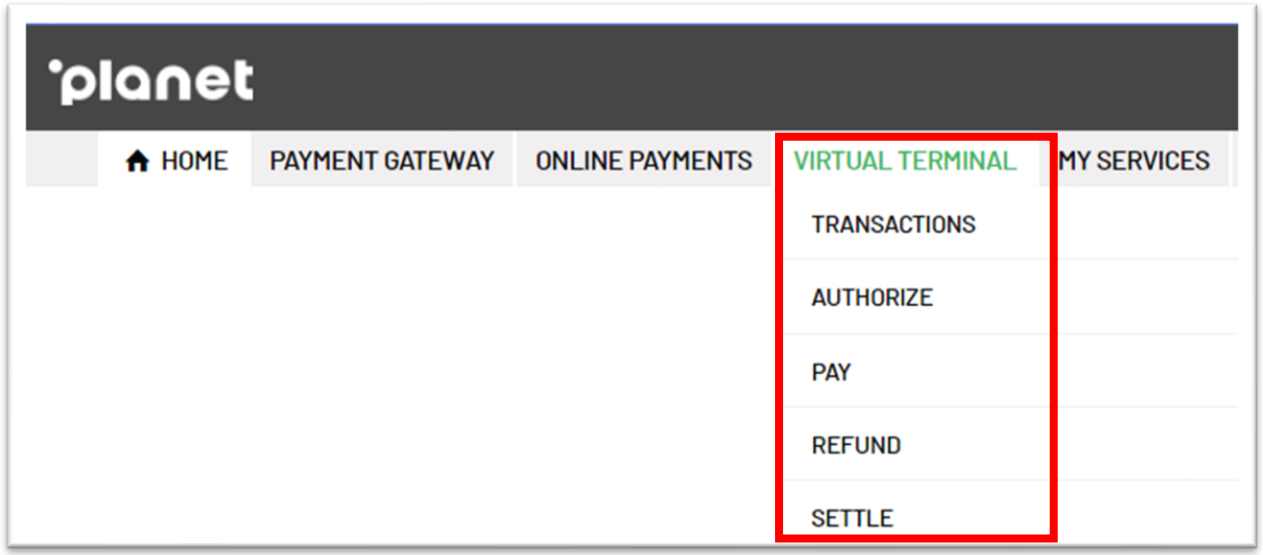
# Virtual terminal

# Virtual terminal

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



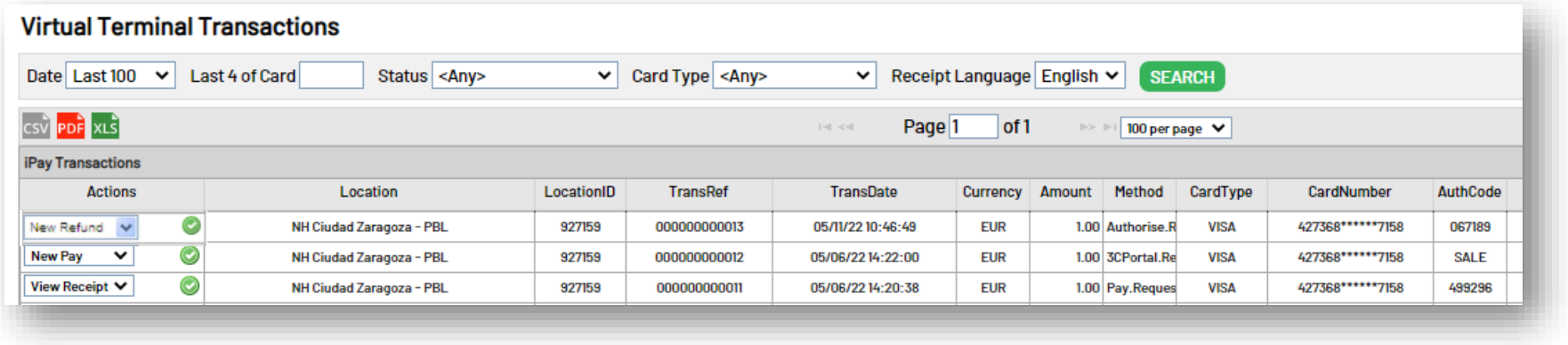

Only Advanced users (Front Office Managers) have access to this tab.

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.



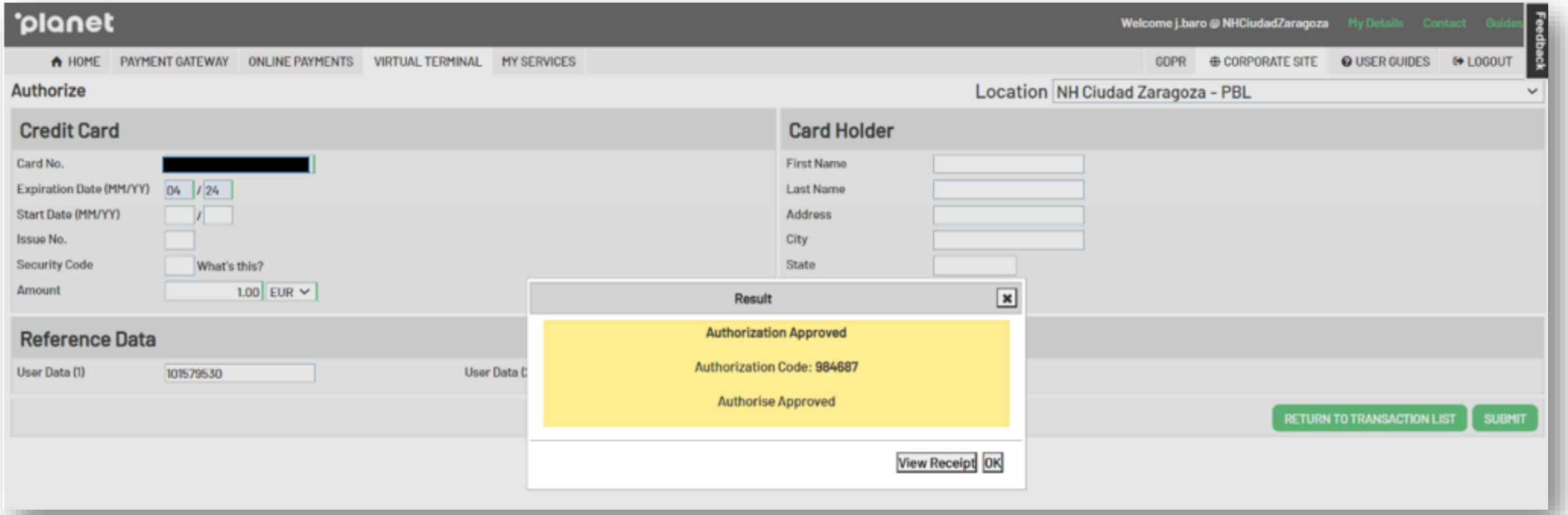

- New Pay – Create a new transaction based on existing transactions. Once you have selected New Pay from the drop-down, click on the green check mark and you will be redirected to a payment screen.
- New Refund: Create a refund from a particular transaction. After you select New Refund and click on the 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.

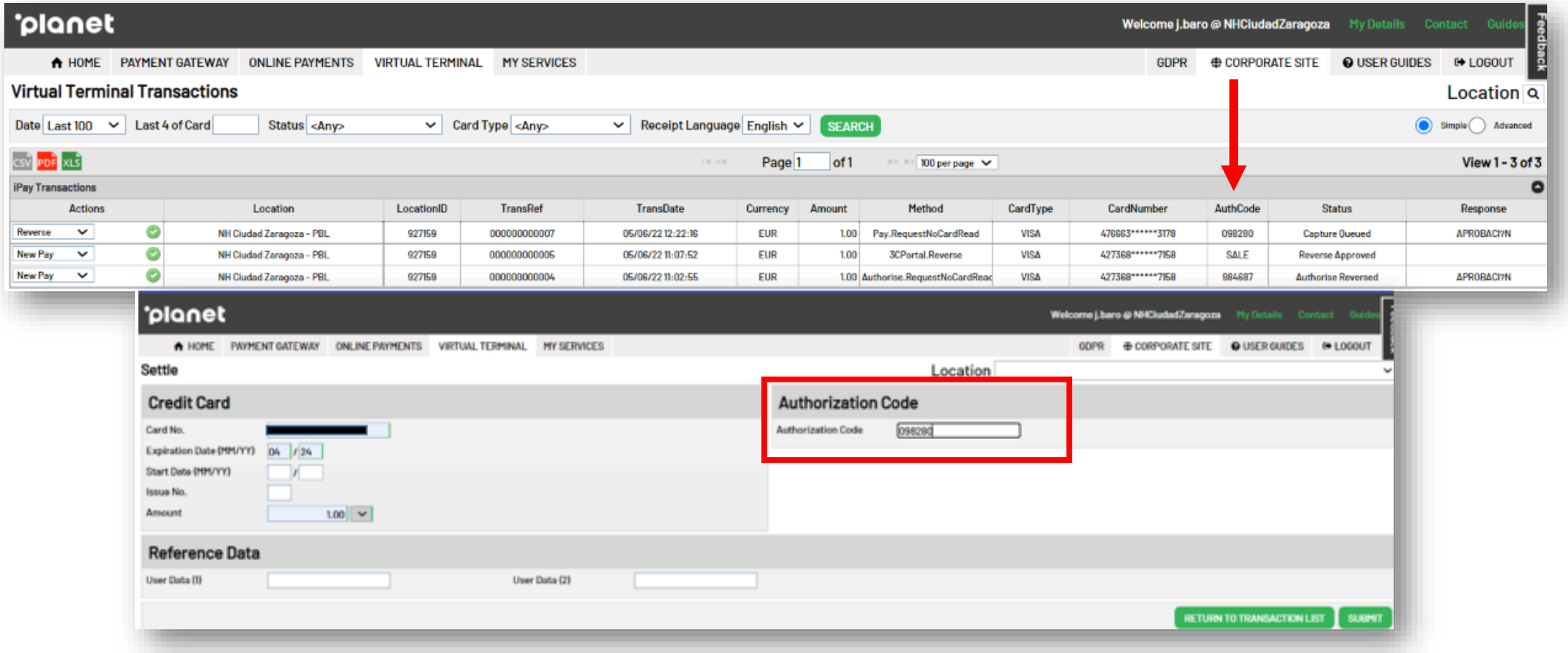
It can be used when you wish to hold an amount available for capture later without actually charging the cardholder.
Once you have completed the Authorization you can capture the amount by going into the Transaction menu and selecting Capture from the dropdown menu.



# Virtual terminal

Settle

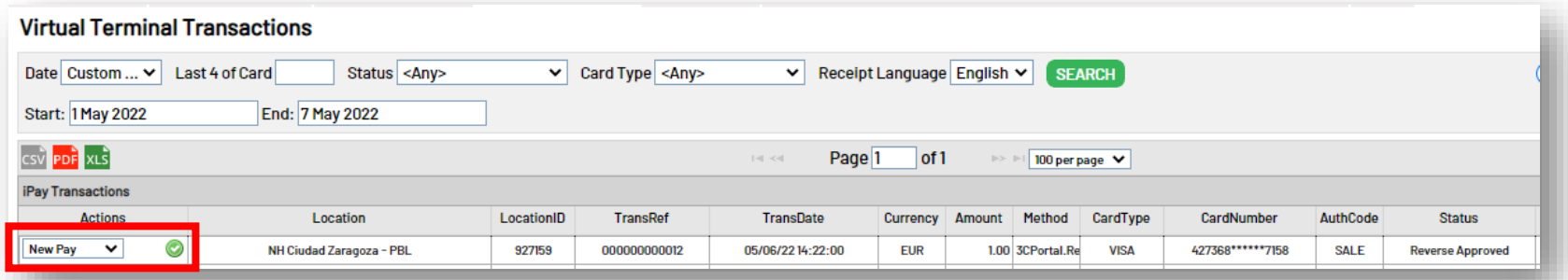
Allows you to complete a payment on a preauthorization previously made,  using a valid Authorization Code obtained separately.
Enter the required fields (full credit card number as well) including the Authorization Code number and click Submit.



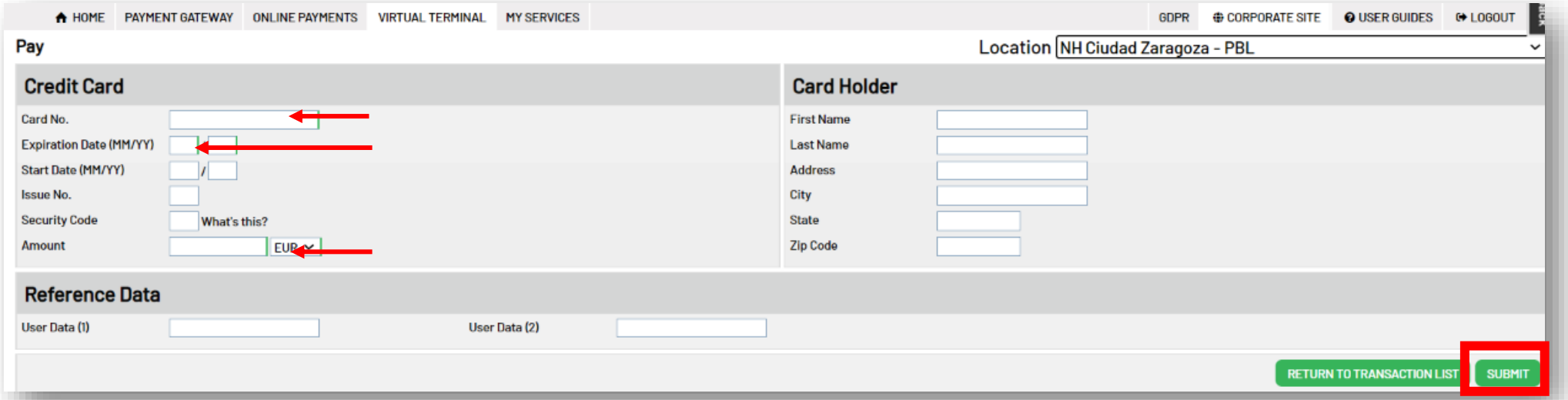
# Virtual terminal

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.



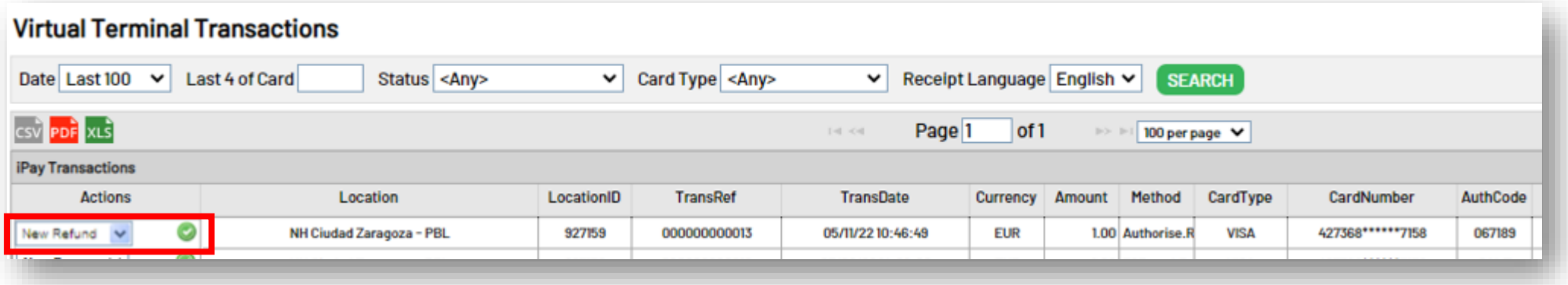

There are 3 mandatory fields to process a credit card transaction, the full card number, expiration date, and the amount.
Once you have filled in the data click Submit to initiate the transaction. A window will pop up once the transaction is completed.



# Virtual terminal

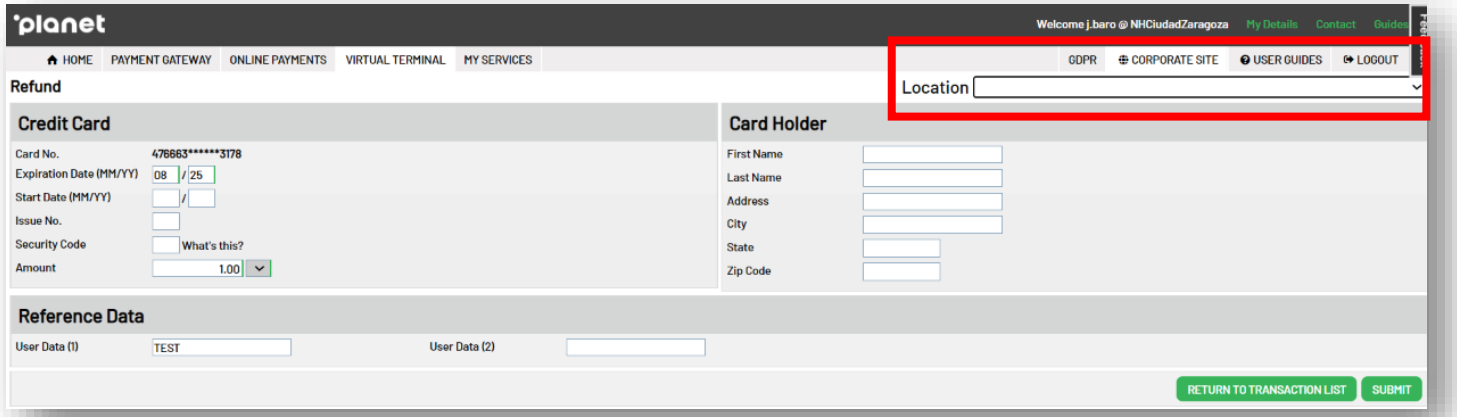
Refund

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).




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.



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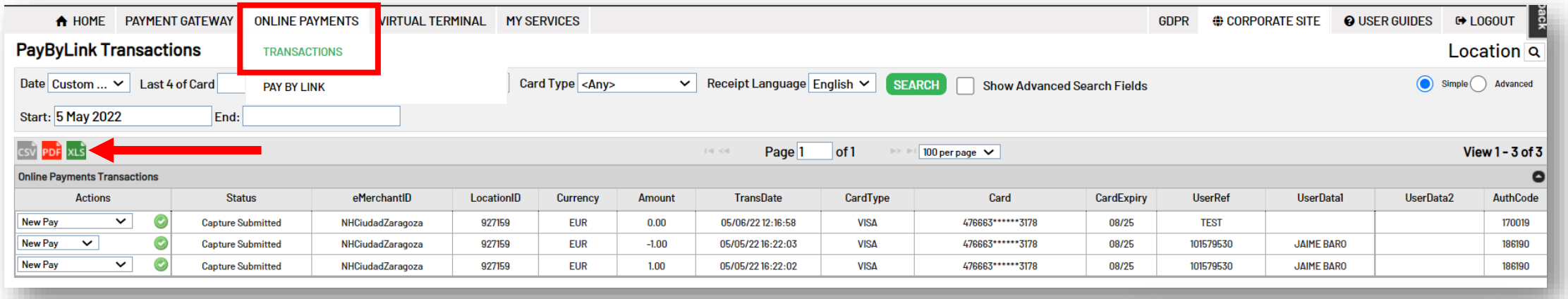
# Daily summary (Balance)

# Daily summary (Balance)

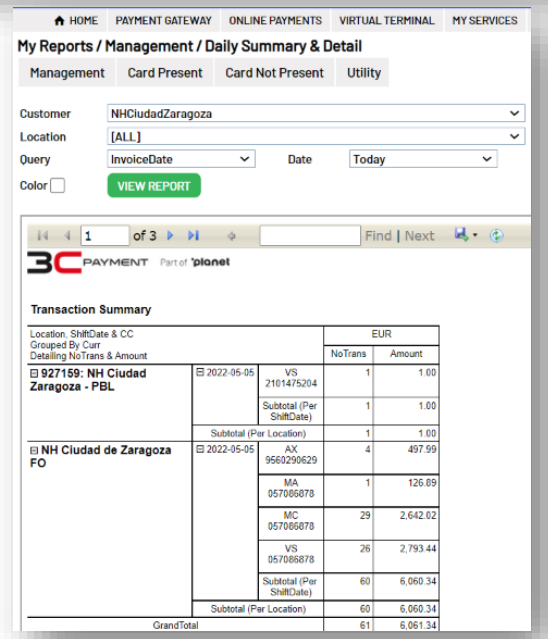
In order to do your daily Portal vs TMS balance, go to the Online Payments > Transactions and click on the XLS icon in order to export the report to an excel file.




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

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# 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 |
|---|---|---|---|---|---|---|---|---|---|
| | ^ | ^ | ^ | ^ | ^ | ^ | ^ | ^ 1 | ^ |
| Edit | NHCiudadZaragoza | 64615CF4-6A82-4FAB-80F4-31E9F7A57CE2 | Single | Active | EUR | 101.54 | PlanetNHCiudaddeZaragoz | 101828769 | JAIME BARO |
| Edit | NHCiudadZaragoza | 53745ECA-764D-4AEE-92F1-E7E0E3D48B35 | Single | Complete | EUR | 1 | PlanetNHCiudaddeZaragoz | 101579530 | JAIME BARO |

Which username appears on the portal when the link has been created from TMS?
The user is *service*:

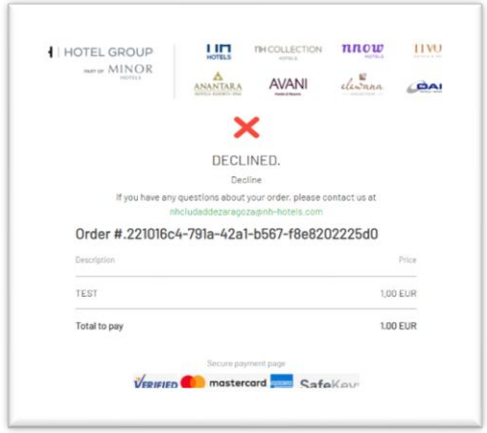
| Actions | eMerchantID | PayByLinkID | Type | Status | CurrencyID | Amount | Template | RequesterRefNo | Userdata1 | Userda | Userda | Userda | Userda | Username | ExpiryDat | Active |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | ^ ESBANUMAN | ^ | ^ | ^ | ^ | ^ | ^ | ^ | ^ | ^ | ^ | ^ | ^ | ^ | ^ | ^ |
| Edit | ESBANUMANNHSantsBarcelona | 8982E41A-5606-4851-BFFE-080FFC | Single | Active | EUR | 1428.13 | NHSantsBarcelona.xn | 139989444 | Dougherty, Craig | | | | | nhsantsbarcelona | | true |
| Edit | ESBANUMANNHSantsBarcelona | 91DA8972-88B9-47E1-B140-27D41331 | Single | Complete | EUR | 1.5 | MinorHotels.xml | 0151170034 | Trini#$%test | | | | | service | 05 Feb 202 | true |

# FAQ

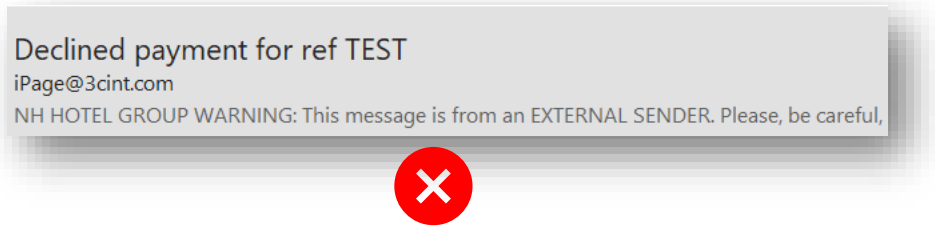
Is PBL only used for prepaid reservations?
You should use it also for any payment requests through non presential credit cards, so it is also great for: Groups & Events, payments of paid outs, payments of third parties (which are usually prepaid, but if during stay or at check-out a company, Travel agency 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



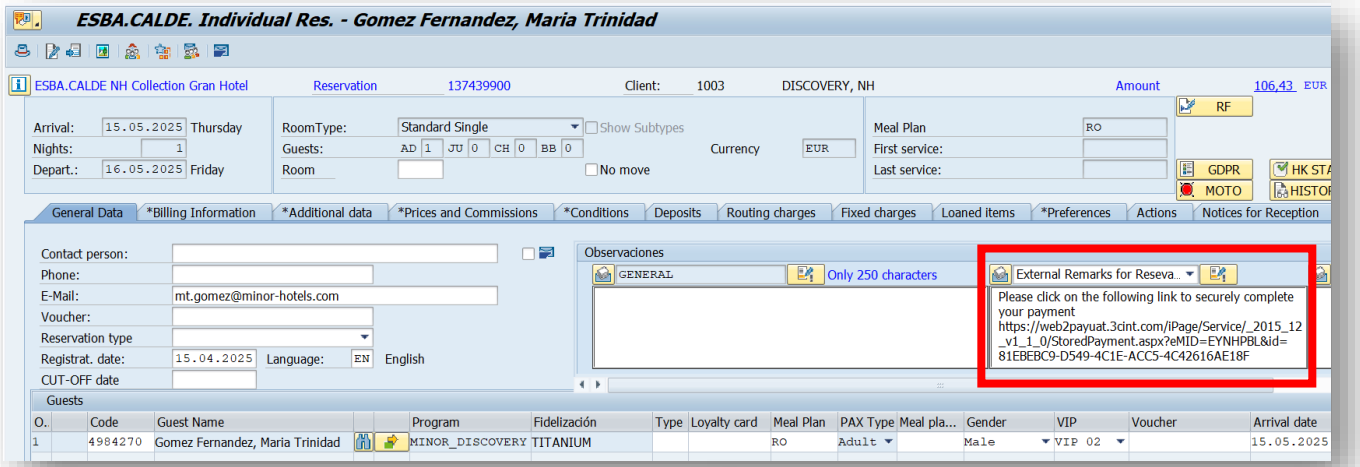

Hotel receives an e-mail about that declined payment



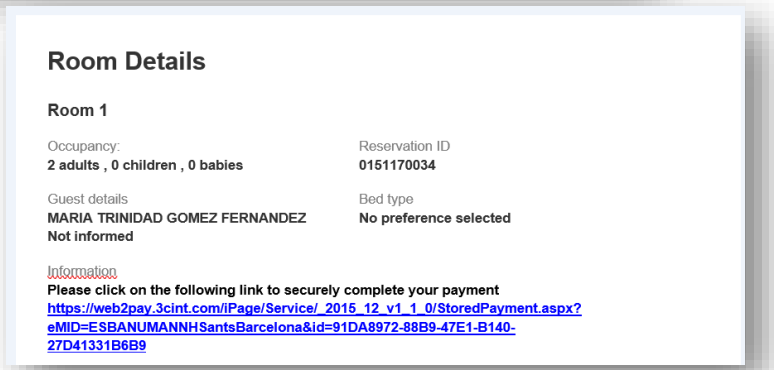

Can I send 1 PBL for several reservations?
If the guest has more than 1 reservation and he/she wants to pay all of them, you can send 1 PBL with the total amount and afterward post the invoice accordingly in TMS.

# 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.

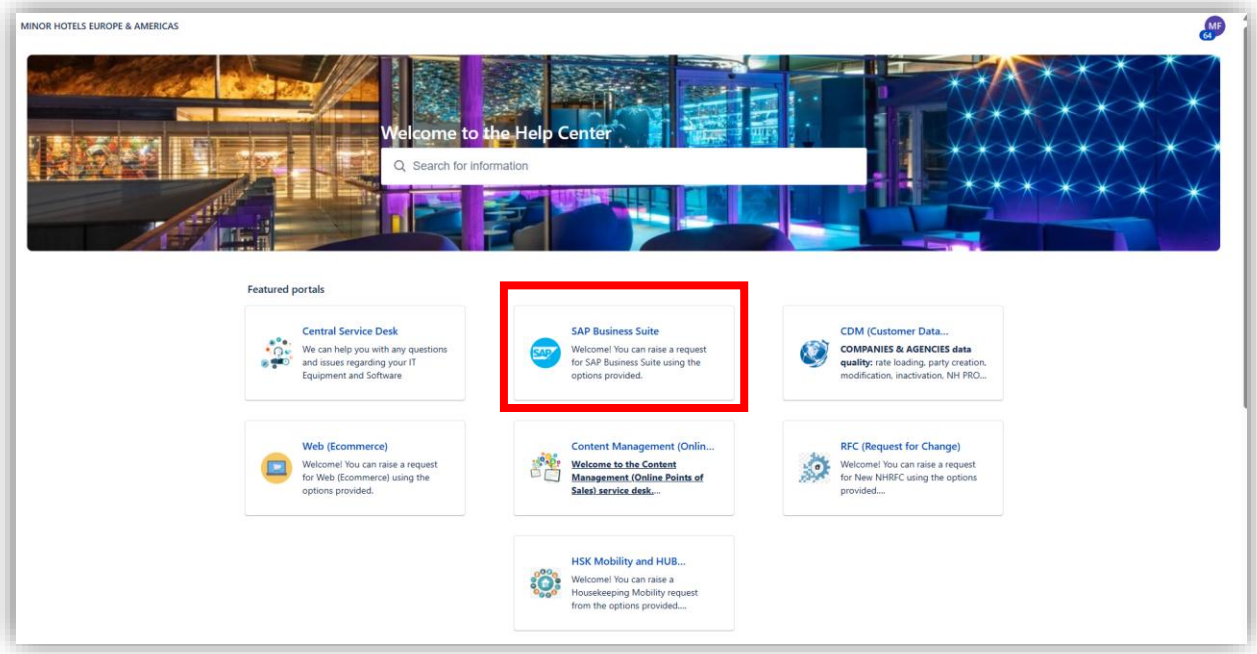


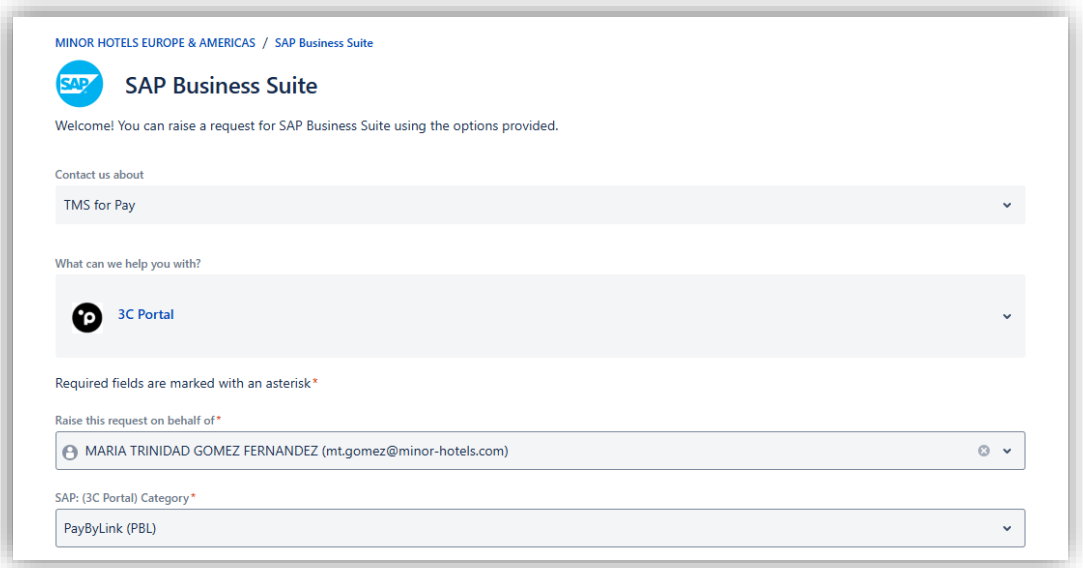

What the customer sees on the confirmation letter



# 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).

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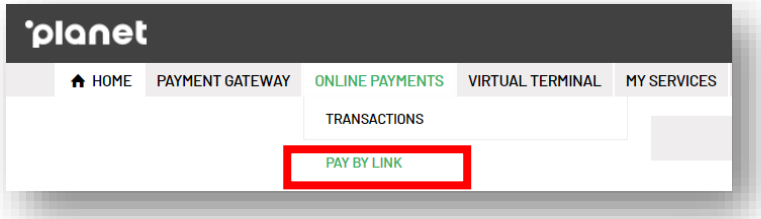
# Backup method for PBL creation

# 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.

Hotel's name

EUR

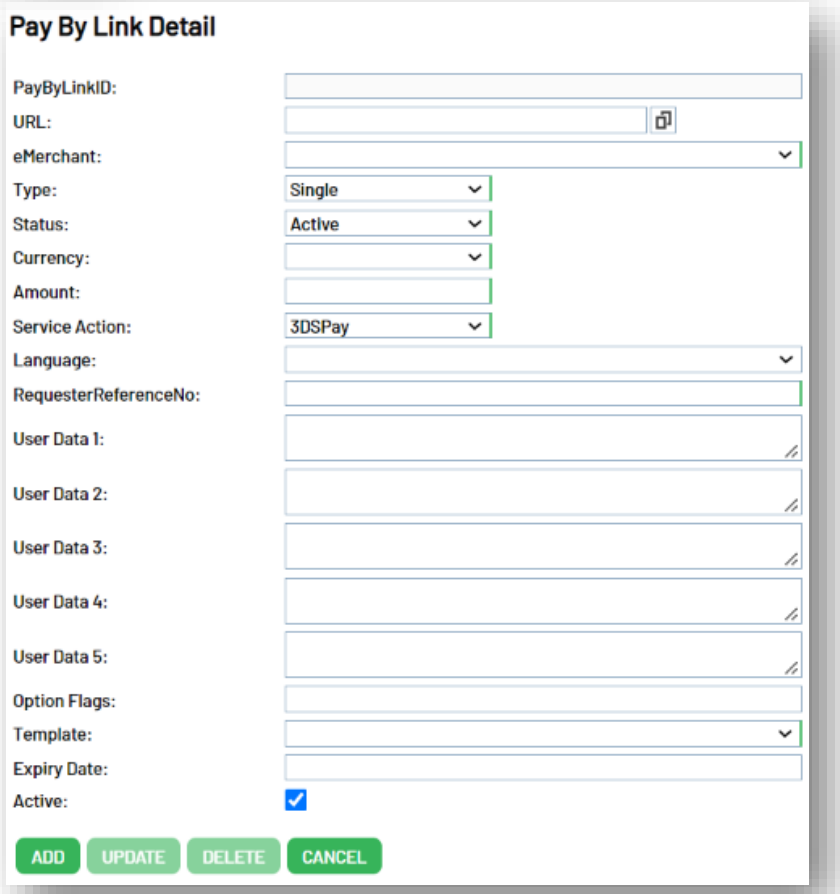
Corresponding payment amount

The template language presented to the customer

Type the TMS Reservation number

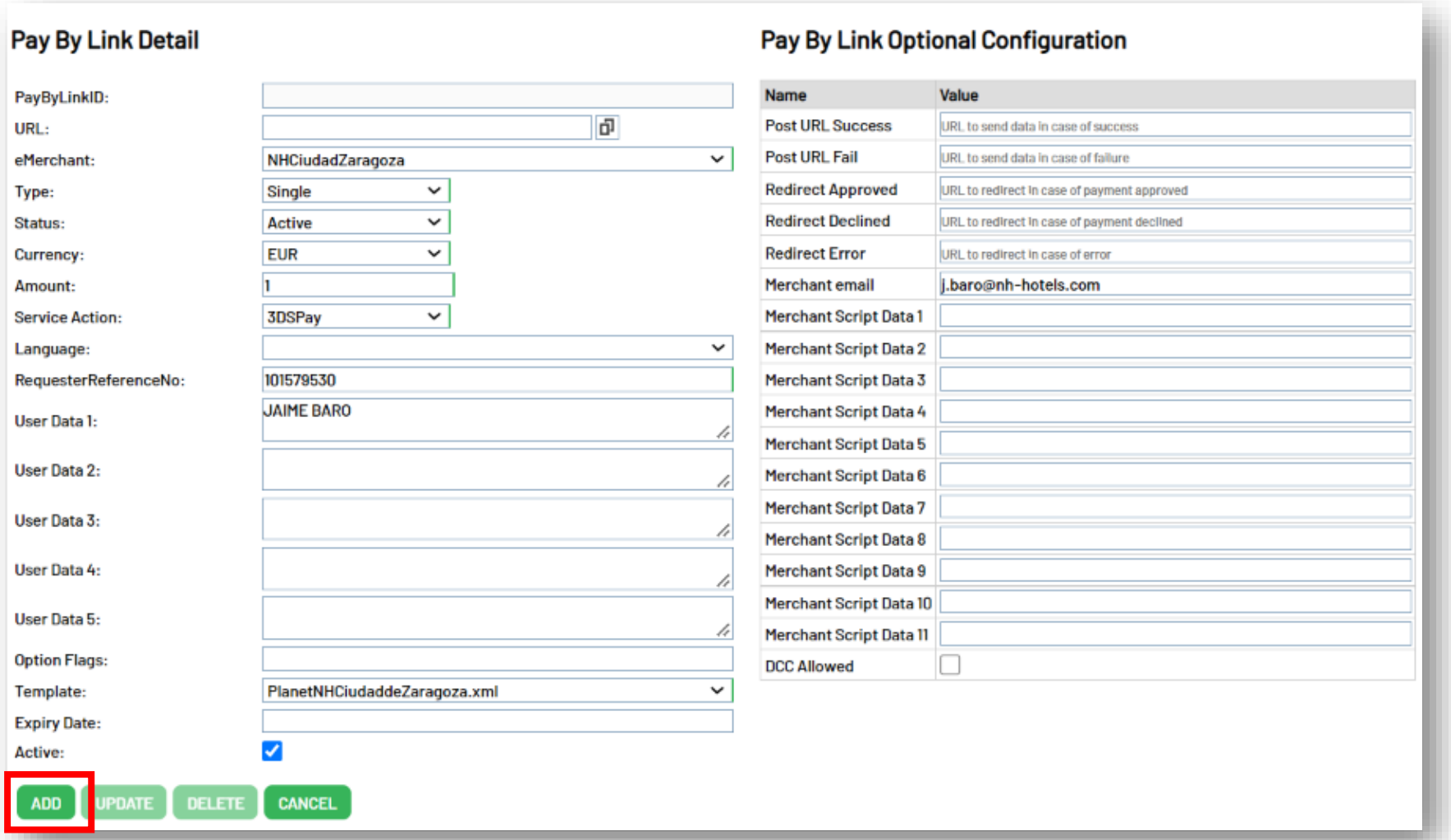
Minor official template that will be used to process the payment

Date from when the payment link will no longer be valid



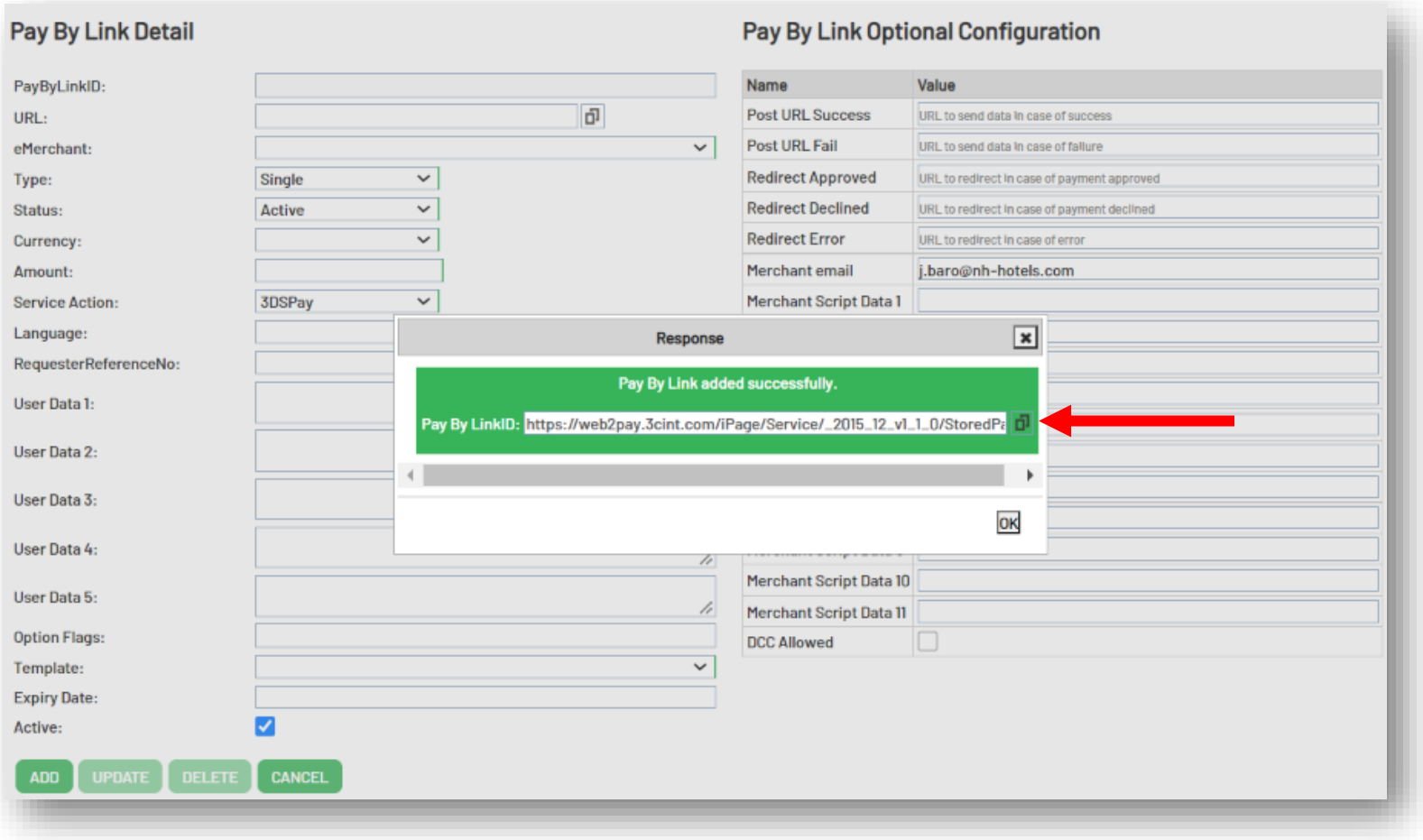
# Create a payment link

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

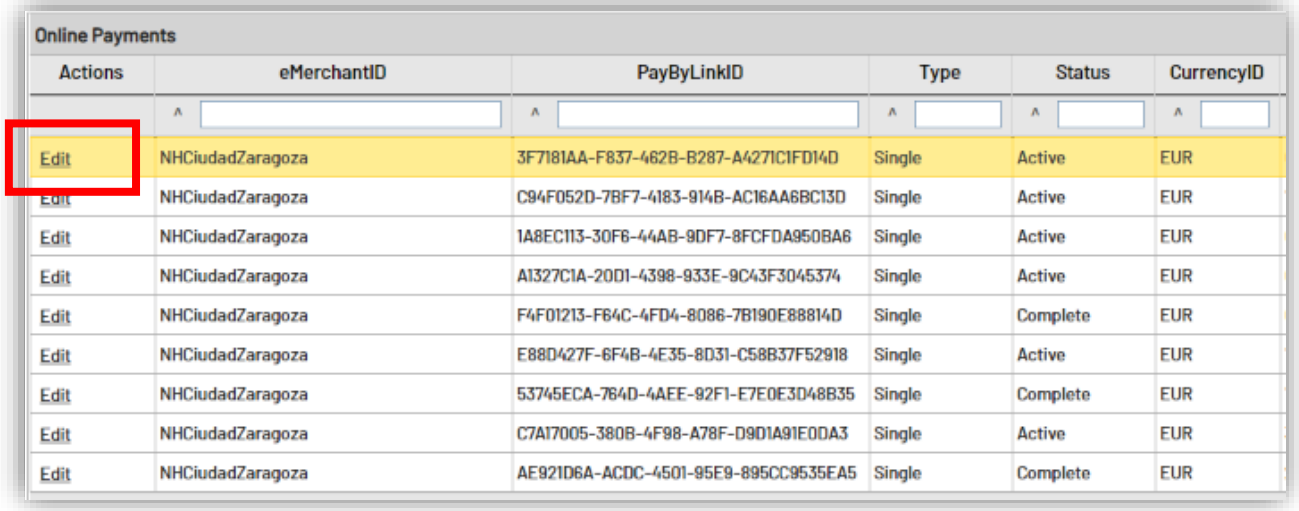


# Create a payment link

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.

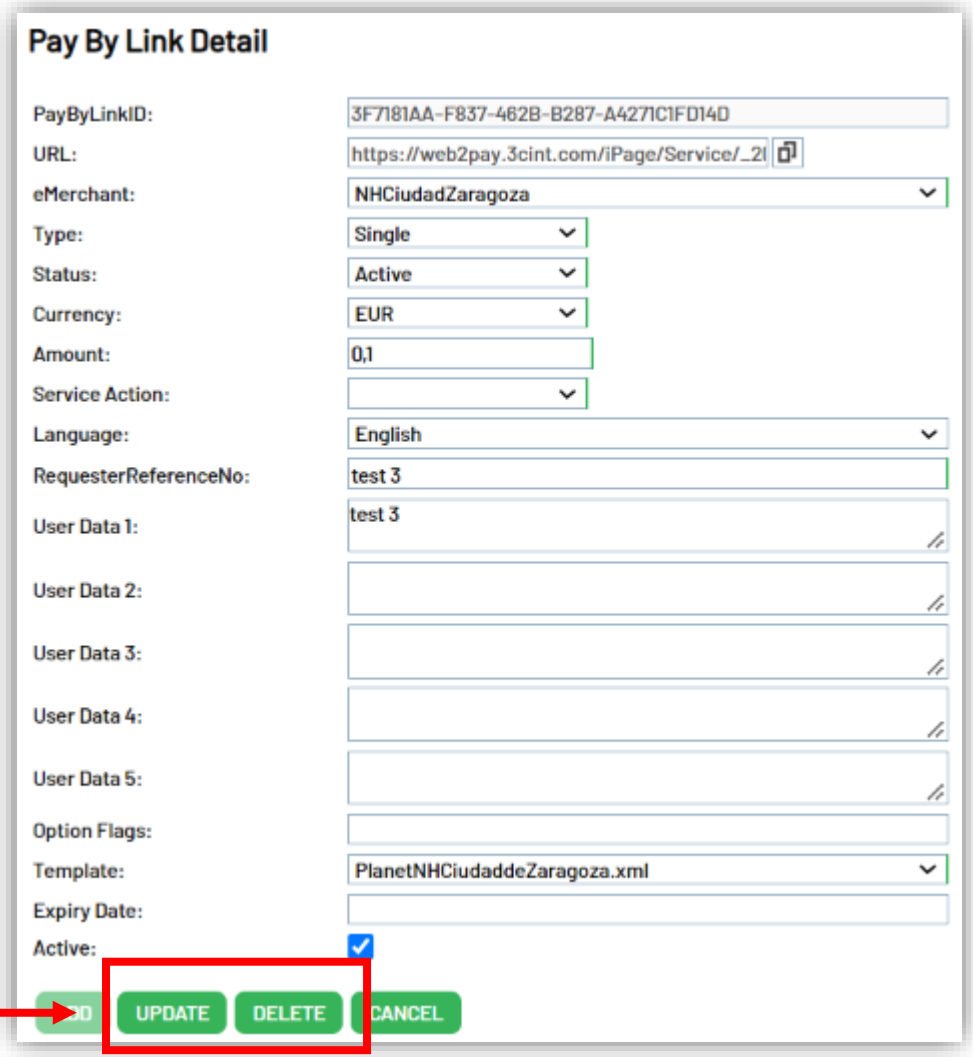


# Create a payment link



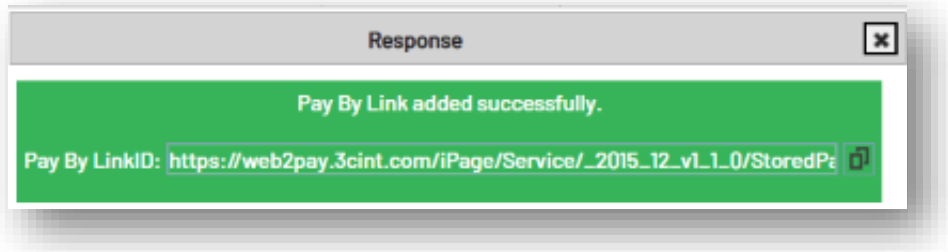

Whenever you want to check the link, you can go to the Pay By Link tab, search the corresponding link and click on the *Edit* button.

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



# Workaorund if necessary

Corporate prepayment email.




Steps to follow:

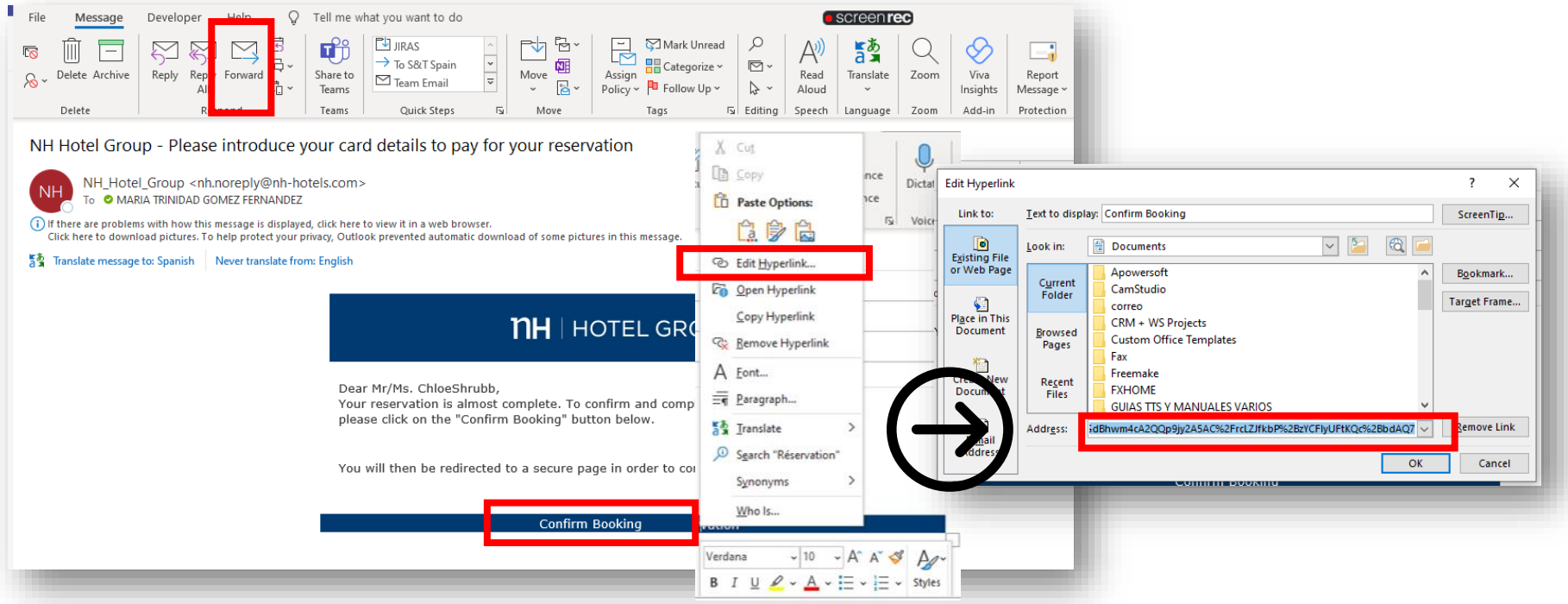
1 – Send the MOTO email to your own email.

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.

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# Thank You

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