Request and Management of Credit Card Payment Terminals

Requesting additional terminals

▸ Hotels using **TMS4Pay**, must follow the established process to request additional terminals (pin pads). Submit your request via the following link:

👉 [TMS4P 3C Planet Order for Additional Terminals](#)

Technical issues with terminals

▸ For issues such as terminal request, error messages, malfunctioning or completely damaged devices, **do not contact Planet support directly at first**. Instead, **open a JIRA ticket** describing the issue.

▸ Only after opening a JIRA ticket and if further assistance is needed, contact 3C Planet support at KeyAccountSupport@planetpayment.com

Requesting backup terminals

▸ The process for requesting backup terminals depends on the acquiring bank or payment provider. **No JIRA ticket is required** for backup terminal requests.

For hotels working with Elavon:

▸ **Hotels in Europe**: send email to queries@elavon.com

▸ **Hotels in the USA**: send email to PremierServices@elavon.com

▸ When submitting your request, please include hotel name, contact details, MID and terminal details (e.g., model, serial numbers, issue if applicable).

For hotels working with BBVA:

▸ Send email to g013999d@bbva.com

▸ **For new terminal requests,** include the MID (Merchant ID number) and the type of terminal requested.

▸ **For withdrawal requests**, include the terminal number and the MID. Physically return the terminal to:

BBVA Banca Corporativa

Paseo de Recoletos, 10

Ala Sur – Planta baja

28001 Madrid

▸ **For technical issues, contact BBVA support directly at: +34 91 224 98 07**

For hotels working with Banco Santander:

▸ Send email to premier@gruposantander.es

▸ **For both new and withdrawal terminal requests,** include the hotel name, contact information, terminal details and MID (Merchant ID number).

▸ **For technical issues, contact Banco Santander directly at: +34 91 050 34 04**