

Adyen payments Management

Business Processes – Operations | July 2025























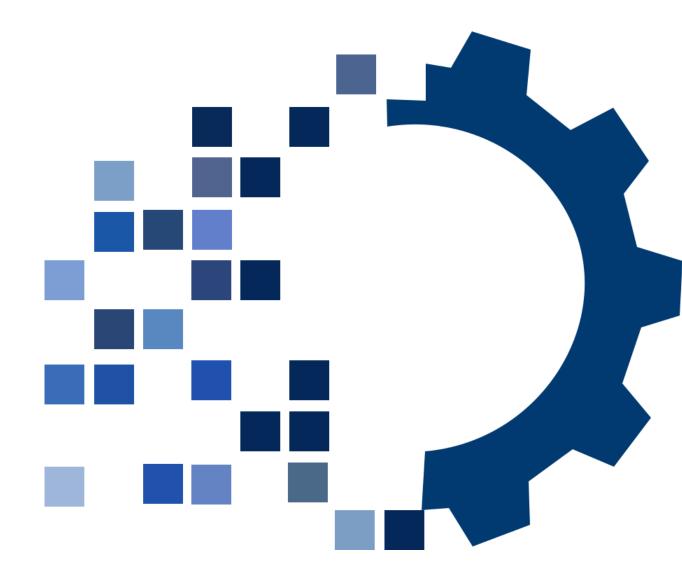


Objective & scope

This manual explains the standard process for managing prepayments collected via the **Adyen** virtual payment gateway, for all countries using this platform.

It provides step-by-step guidance for recording prepayments from website reservations in TMSforHotels. These payments are collected automatically through Adyen, hotel team members only need to record them under the guest's booking in the system – no collection at Reception is needed.

Countries not using Adyen should refer to the <u>Prepayment</u> <u>Guarantee Management</u> manual.



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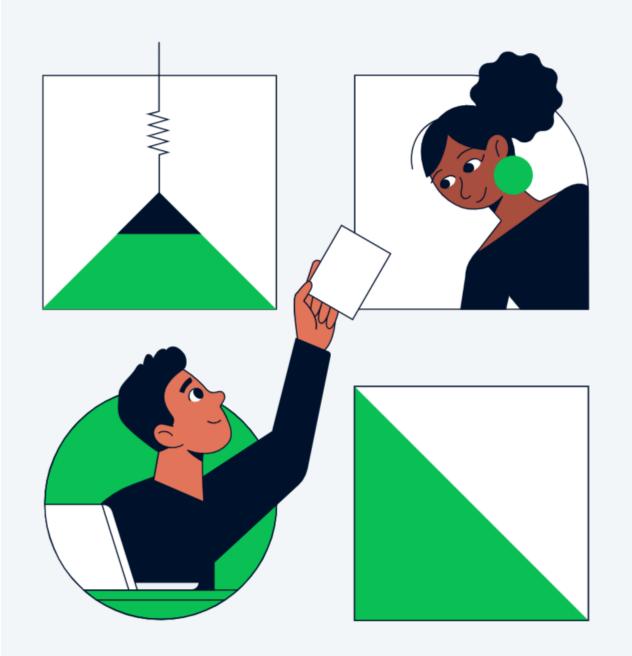
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Adyen web - Login

Login URL:

https://ca-live.adyen.com/ca/ca/login.shtml

Username:

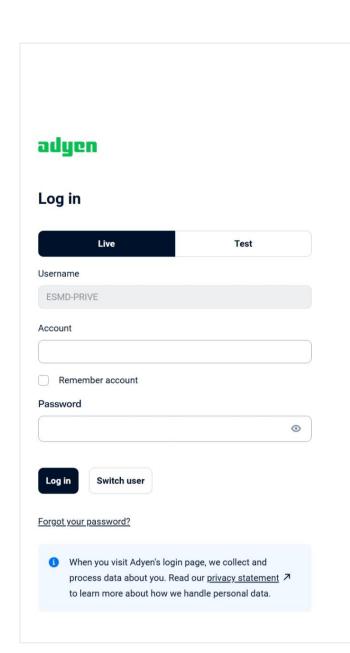
Use the hotel abbreviation format (ESMD-PRIVE, ARCC-TANGO)

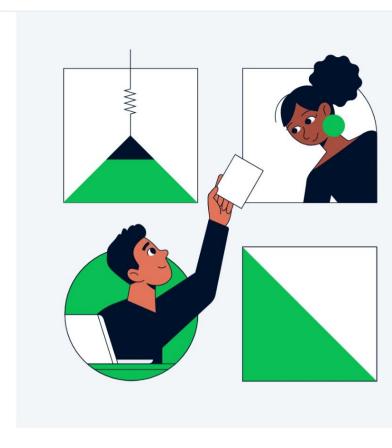
Account:

Always use **NHHotels** (the same for all users and hotels)

Password:

Use the password provided in the hotel's **generic email account**.



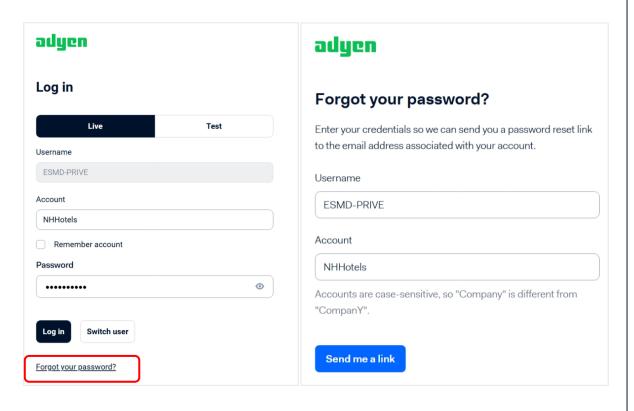




Adyen web - Login

Forgot your password?

Click "Forgot your password" on the login page. A new password will be sent to your hotel's generic email account.

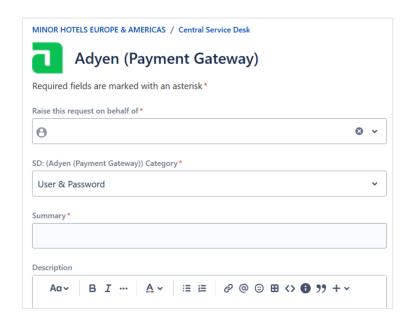


Multi-Factor Authentication (MFA)

Adyen uses MFA to enhance account security. After entering your login credentials, you will be prompted to verify your identity using an authenticator app installed on the **hotel's dedicated mobile device.**

Login issues?

For login or MFA-related issues, open a **Jira ticket** under the category: *Adyen > User & password* or consult the <u>Central Service Desk MFA guide</u>.





Adyen web – Payment methods

In Adyen, we process different types of payments that must be registered correctly in **TMS4H** using the appropriate payment codes:

Payment method code

PPAMEX → Adyen payments made via AMEX

PPADYEN → All other Adyen payments

Make sure to select the correct code in TMS4H to ensure accurate reconciliation and reporting.

PSP reference	Merchant reference	Account	Date ▼	Amount ▼	Payment method	Status	Risk score
F7BBFJTDS42T3VW3	5SWR8GU3	ITMI-TOURI	Jul 14, 2025, 10:32:57	EUR 365.90	UnionPay UnionPay	 Authorised 	0
SF3F3RZ6CSN7QRQ9	WS2875U5	ITMI-FIERA	Jul 14, 2025, 10:32:55	EUR 222.03	Mastercard	 SettledBulk 	0
W584R8XJZ3J7QRQ9	5SW28WU3	ESMD-CIBEL	Jul 14, 2025, 10:32:15	EUR 699.46	VISA Visa	 Refused 	0
H3K33KT9NBQ9MJQ9	SWX58UK4	DEBE-WBERL	Jul 14, 2025, 10:32:11	EUR 113.77	American Express	 SentForSettle 	0
KW63GFS382C7XVF6	40WU58S6	ESMD-NACIO	Jul 14, 2025, 10:31:11	EUR 544.36	€Pay Apple Pay - Visa	 SettledBulk 	0
FQPJQ4VNBNRT5FH6	UO65WS88	ITBO-BOGAR	Jul 14, 2025, 10:28:17	EUR 108.90	iDeal	 SettledBulk 	0
P74K5J6VJVNF4MF3	5SW282U3	DEBE-KUFUR	Jul 14, 2025, 10:27:34	EUR 150.78	PayPal	 SentForSettle 	0
L5469WV26T6T3VW3	SW558UY4	ITVE-LAGUN	Jul 14, 2025, 10:26:17	EUR 249.74	Google Pay - Visa	 SettledBulk 	0
M37928JXJGKL6NF3	S5MU8ZW7	DEHE-NIEDE	Jul 14, 2025, 10:26:17	EUR 121.50	Google Pay - American Expre	Refused	0
DRPDS7TG685W68Z3	8QSEUS52	DEBE-FRALL	Jul 14, 2025, 09:53:33	EUR 207.18	Sofort (by Klarna)	SettleScheduled	0
VQSLM3LJRKBTX8G3	EJQU58S6	ESMD-PARAV	Jul 14, 2025, 09:51:18	EUR 396.62	器 ■ Alipay	 Refused 	0
NWBQPMCQXP5C9KQ9	8QMWUS52	ITBO-BOVIL	Jul 14, 2025, 09:50:33	EUR 76.95	Discover Discover	 SettledBulk 	0
XHDLW5JFZMTPKXF3	5SQ28EU3	ESMD-PARAV	Jul 14, 2025, 09:50:03	EUR 286.50	① Diners	 SettledBulk 	0
RCRXP3LQ28FX2PD3	QSJ885U5	CHGE-GENAI	Jul 14, 2025, 09:49:43	EUR 639.91	VISA Visa	 SettledBulk 	0
Z2XJJ53BXM68XVF6	P5UQS8P9	ITPR-PARMA	Jul 14, 2025, 09:45:28	EUR 90.72	Klarna Pay Over Time	 SettledBulk 	0
ZSSX5KSX8PDBKTF3	5SQR8LU3	DESN-LEZEN	Jul 14, 2025, 09:41:17	EUR 141.68	Klarna Pay Now	SettleScheduled	0



Adyen web – Status

Adyen uses a series of statuses to track the lifecycle of a payment. Here is a summary of each status and what it means for your payment flow:

- Received: the payment attempt has been successfully registered and validated. This is the starting point for all transactions.
- **Authorised**: the payment has been approved by the financial institution. At this stage, you can proceed with delivering goods or services.
- SentForSettle: Adyen has sent a request to the financial institution to transfer the funds. Once in this state, the payment can no longer be cancelled—only refunded.
- SettleScheduled: the net transaction amount will be paid out to you with a delay, in line with your Sales Day Payout schedule. This status applies only to Sales-Day Payout transactions and appears as *Settled* in reports
- **Settled**: the financial institution has completed the transfer of funds to Adyen.
- SentForRefund: a refund request has been sent to the financial institution. Refunds are only possible after a payment reaches SentForSettle and cannot be reversed once initiated.
- RefundScheduled: the net transaction amount of the refund will be debited from your account with a delay, according to your Sales Day Payout schedule. This status applies only to Sales-Day Payout transactions.
- Refunded: the financial institution has completed the refund to the

PSP r	Merch	Account	Date ▼	Amount ▼	Payment method	Status
1516438	UC6IJK28	DEHH-HAHOR	Feb 2, 202	484.75 EUR	visa Visa	Refused
1529438	UZVIJK28	ESCR-CREAL	Feb 2, 202	288.87 EUR	American Express	SettledExternally
1749438	KILU2QJ7	ESCU-CUENC	Feb 2, 202	587.16 EUR	visa Visa	SettledBulk
6149438	IKJR29U3	ESMD-SANVY	Feb 2, 202	291.42 EUR	Mastercard	SettledBulk
1819438	KJ9I2UY4	NLZH-DHAAG	Feb 2, 202	124.27 EUR	iDeal	SettleScheduled

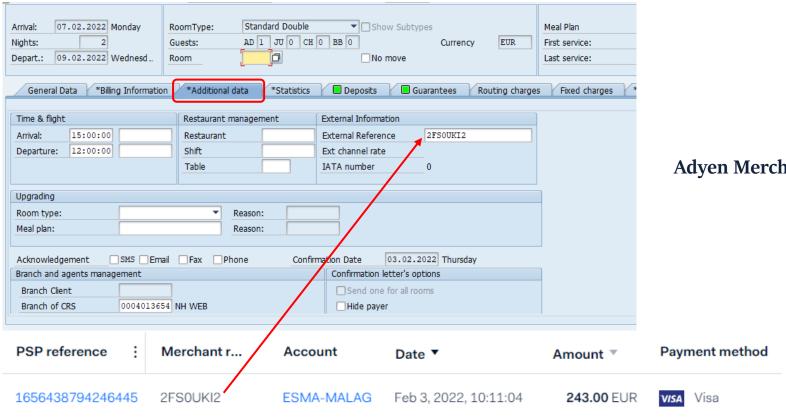
- **Refused**: the payment was declined by the financial institution, either due to standard rejection or a fraud score exceeding 99. This is a final status.
- Error: the payment was received and validated, but an error occurred during communication with the financial institution. This is a final status.
- Expired: if an authorised payment remains not captured and not cancelled for 4 weeks, it automatically expires. Once expired, it can no longer be <u>captured</u>. This is a final status.
- Cancelled: the payment was cancelled before reaching SentForSettle, preventing the transfer of funds. This is a final status.
- SettledBulk: a combined status that replaces SentForSettle and Settled for Visa and Mastercard transactions.
- RefundedBulk: a combined status that replaces SentForRefund and Refunded for Visa and Mastercard transactions.



Adyen refunds

When a prepayment for a non-refundable reservation qualifies for a refund, follow these steps to process it in Adyen:

- 1. Locate the reservation in TMS4H that needs to be cancelled.
- 2. Find the corresponding transaction in the Adyen portal before initiating the refund. Use the **External Reference** from TMS4H to identify the transaction in Adyen, where it appears as the **Merchant Reference**.



Adyen Merchant Reference = TMS External Reference

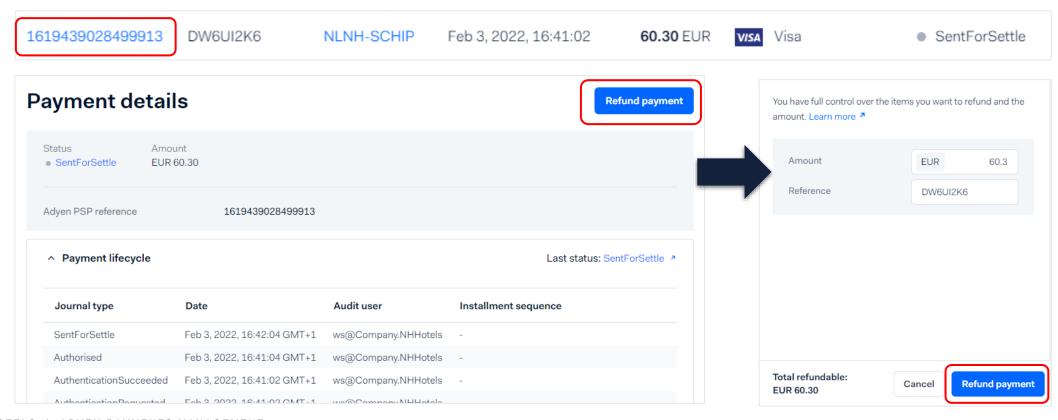


Adyen refunds: "Settled" status

When a payment has reached one of the following statuses:

SentForSettle, *SettledBulk*, or *Settled/SettledExternally*, follow these steps to issue a refund:

- **1. Identify the transaction** to be refunded in the Adyen portal.
- **2. Click on the reference number** to open the transaction details.
- 3. Select "**Refund payment**", then confirm by clicking "**Refund payment**" again to proceed.

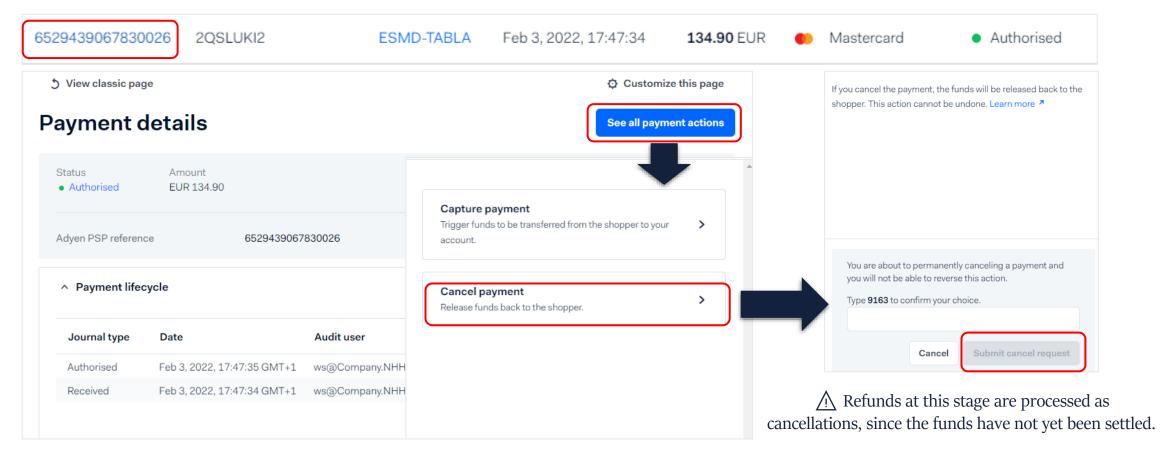




Adyen refunds: "Authorised" status

When a payment is in the *Authorised* status, follow these steps to cancel and refund it:

- **1. Identify the transaction** to be refunded in the Adyen portal.
- **2. Click on the reference number** to view the transaction details.
- 3. Go to "See all payment actions", enter the amount or reference, and click "Send cancel" to initiate the refund.





Adyen refunds: "SentforRefund" status

- When a payment is in the *SentForRefund* status, the refund request has been sent and is currently being processed by the financial institution.
- When the status is *Refunded*, *RefundedBulk*, or *RefundedExternally*: the prepayment has been successfully refunded. You can now proceed to make the necessary updates in TMS₄H.

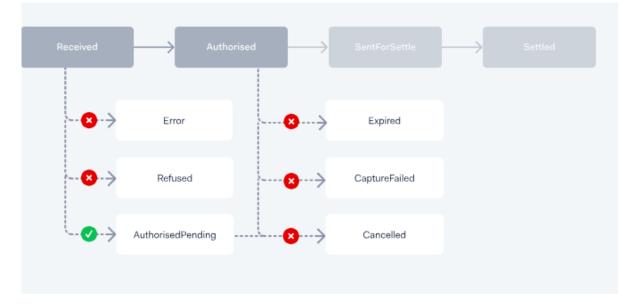
PSP reference	Merchan	Account	Date ▼	Amount [▽]	Payment method	Status Risk sc
1516431097842739	UP0IKA28	DEBY-NEUME	Jan 25, 2022, 12:23:46	109.80 EUR	iDeal	Refunded
1526438393548868	420UI2K6	AT09-VIEAI	Feb 2, 2022, 23:02:46	239.40 EUR	visa Visa	RefundedBulk
4716438077106847	KIKU2ZN7	PT11-SINSE	Feb 2, 2022, 14:15:38	2,133.17 EUR	visa Visa	 SentForRefund
1829436292402074	20X2UUI2	BEBR-BRUAI	Jan 31, 2022, 12:40:51	445.77 EUR	American Express	 SentForRefund
1616438110320717	IKNN2ZU3	NLZH-LEEUW	Feb 2, 2022, 15:10:50	132.05 EUR	Mastercard	 RefundedExternally



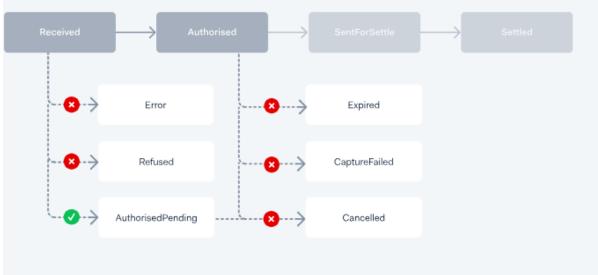
Adyen payments lifecycle

This is the standard flow a payment follows in Adyen, from initiation to final status. Each stage reflects a specific point in the transaction process and determines what actions can be taken (e.g., cancellation, refund).

Successful payment



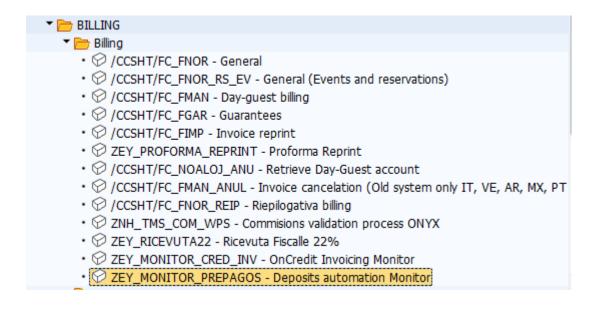
Unsuccessful payment





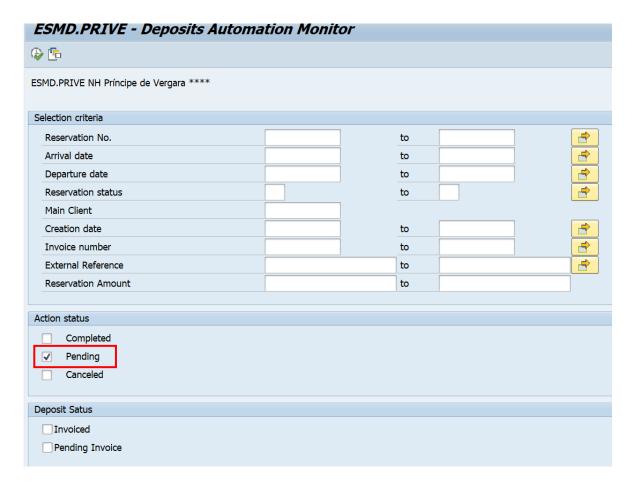
TMS4H - Deposits automation monitor

This tool helps manage and automate deposit invoicing. Transaction is in the TMSforHotels menu > Billing folder:



Multiple filters are available to customize your view.

By default, the variant shows **only pending actions**, which should correspond to **pending deposits**.



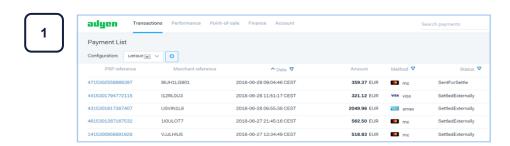


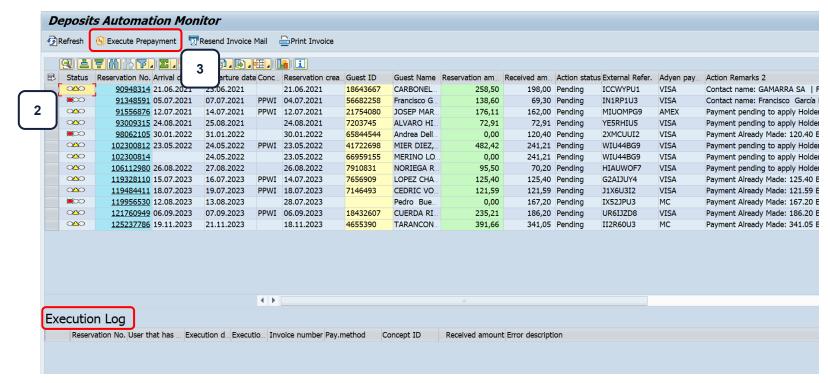
TMS4H - Deposits automation monitor

Steps to Issue Invoices

- 1. Confirm that the prepayment has been successfully processed in **Adyen**.
- 2. To register the payment in TMS, **select the lines** for invoicing.
- 3. Execute prepayment.
- 4. Invoices will be generated with the correct amount and payment method. The action status will automatically update to *Completed*.

⚠ If there are issues, details will appear in the **Execution Log**.







TMS4H - Deposits automation monitor

Results screen / Monitor



- Pending to execute.
- Deposit could not be executed. Errors will be shown in the log. If the issue can be corrected manually, you can retry the execution.
- Deposit executed successfully.

Exe	cution Log						
	Reservation No. User that has	Execution d	Executio	Invoice number	Pay.method	Concept ID	Received amount Error description
	133141758 HESPRIVEREC2	07.05.2024	07:00:09	4043224187	PPAMEX	PPWI	1.433,54 Till movement created successfully and action completed

Execution details will be displayed: flag, user, date and time, invoice number...

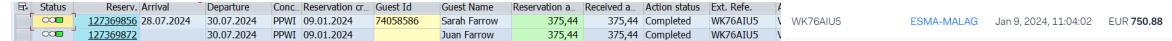
TMS4H - Deposits automation monitor FAQs

Billing logic

- ☐ If the **Guest ID** is **provided** in the reservation, the system will invoice using it as the holder.
- ☐ If the **Guest ID is missing**, the invoice will be issued to **the generic CPD Customer (6000000040)**, using the guest's name.



☐ For **multi-room reservations**, the prepayment is automatically distributed across rooms.



Special billing instructions

- ☐ If the guest has filled in billing details, they will appear in **Actions Remarks 2**, starting with "**Contact name**".
- ☐ In these cases, do **not execute** the deposit automatically. Instead, **generate the invoice manually** using the correct data.
- Remember to **complete the action** afterward to ensure proper tracking.

Status	Reservation No.	Arrival date	Departure	Conc	Reservatio	Guest ID	Guest Name	Reservation	Received am	Action status	External Refer.	Adye	Action Remarks 2
040	90948314	21.06.2021	23.06.2021		21.06.2021	18643667	CARBONELL	258,50	198,00	Pending	ICCWYPU1	VISA	Contact name: GAMARRA SA Fiscal ID: A01001296 Ad
※	<u>91348591</u>	05.07.2021	07.07.2021	PPWI	04.07.2021	56682258	Francisco G	138,60	69,30	Pending	IN1RP1U3	VISA	Contact name: Francisco García Montoya Fiscal ID : NHVI

TMS4H - Deposits automation monitor FAQs



Agency credit reservations

- Reservations made through **Minor PRO by agencies with approved credit** will appear in the monitor without a payment method, as they are paid via **voucher/credit**.
- ☐ Coming soon: A message saying "Reservation paid by agency credit" will appear in the remarks to clarify this.

E	3	Status	Reserv.	Arrival	Departure	Conc	Reservation cr	Guest Id	Guest Name	Reservation a	Received a	Action status	Ext. Refe.	Adyen pay	Action F
		040	<u>130165196</u>	05.03.2024	07.03.2024		04.03.2024	4934026	ZABALA AROSTEGUI, I	345,82	362,00	Completed	41YUIQA		Contact
		_													

Common error messages & actions

Action status is different from Pending

If errors appear in the *Execution Log*, take the following actions:

- □ Client 0000192862 flagged as deleted for every company code
 □ A deposit invoice already existed and the action has not been updated
 □ Deposit amount does not match the one informed in the deposits tab
 □ Reservation status is different from Confirmed
- → Guest ID can't be used: change or delete the Guest ID.
- → Review and complete the existing deposit action.
- → Review or delete the deposit entered in the reservation.
- → Check the reservation status and act accordingly.
- → Review the action status and proceed ad needed.

✓ Important:

Always ensure actions are marked as *Completed* before the arrival date. Otherwise, the default filter (Pending Actions) will not reflect accurate results.

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Need help?

For doubts, issues, or suggestions, please open a JIRA ticket under: SAP Business Suite > TMS for Hotels > Front Office > Billing > Massive Deposits



Cash reconciliation

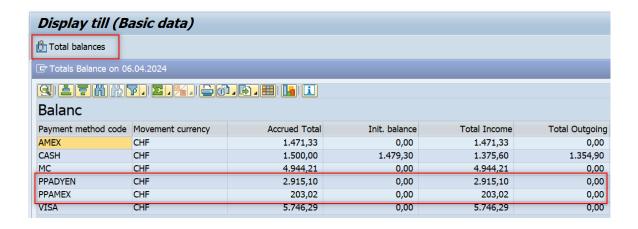
Prepayment web till movements in TMS

When you register prepayments received via the Adyen virtual payment gateway in TMS, the system generates balancing entries based on the type of charge received.

These entries are visible in TMS alongside other cash movements by navigating to **Display Tills (/CCSHT/FC_CAo3) Total Balances**

To reconcile these entries, include them in the <u>Cash Count template</u>, in the designated cells for these types of charges.

<u>∧</u> The invoiced amounts must always match the information shown in the Adyen portal. You should never register a payment with a prepayment method that does not appear in the Adyen gateway.



CREDIT CARDS RECONCILIATION												
PAYMENT METHOD	Total Adyen Website	Total Pay By Link	Total 3C Planet Portal	Total Manual Terminal	Total TMS	Difference	Payments on Hold					
PREPAYMENT WEB AMEX	0.00€				0.00€	0.00€						
PREPAYMENTS WEB ADYEN	0.00€				0.00€	0.00€						
PAY BY LINK AMEX		0.00€			0.00€	0.00€						
PAY BY LINK VISA MASTERCARD		0.00€			0.00€	0.00€						
AMEX			0.00€	0.00€	0.00€	0.00€	PENDING					
CHINA UNIONPAY (CUP)			0.00€	0.00€	0.00€	0.00€	PENDING					
DINERS			0.00€	0.00€	0.00€	0.00€	PENDING					
JCB			0.00€	0.00€	0.00€	0.00€	PENDING					
MAESTRO			0.00€	0.00€	0.00€	0.00€	PENDING					
MASTERCARD			0.00€	0.00€	0.00€	0.00€	PENDING					
VISA			0.00€	0.00€	0.00€	0.00€	PENDING					
Others - change description	0.00€	0.00€	0.00€	0.00€	0.00€	0.00€	PENDING					
Others - change description	0.00€	0.00€	0.00€	0.00€	0.00€	0.00€	PENDING					
Others - change description	0.00€	0.00€	0.00€	0.00€	0.00€	0.00€	PENDING					
	0.00€	0.00€	0.00€	0.00€	0.00€	0.00€						

