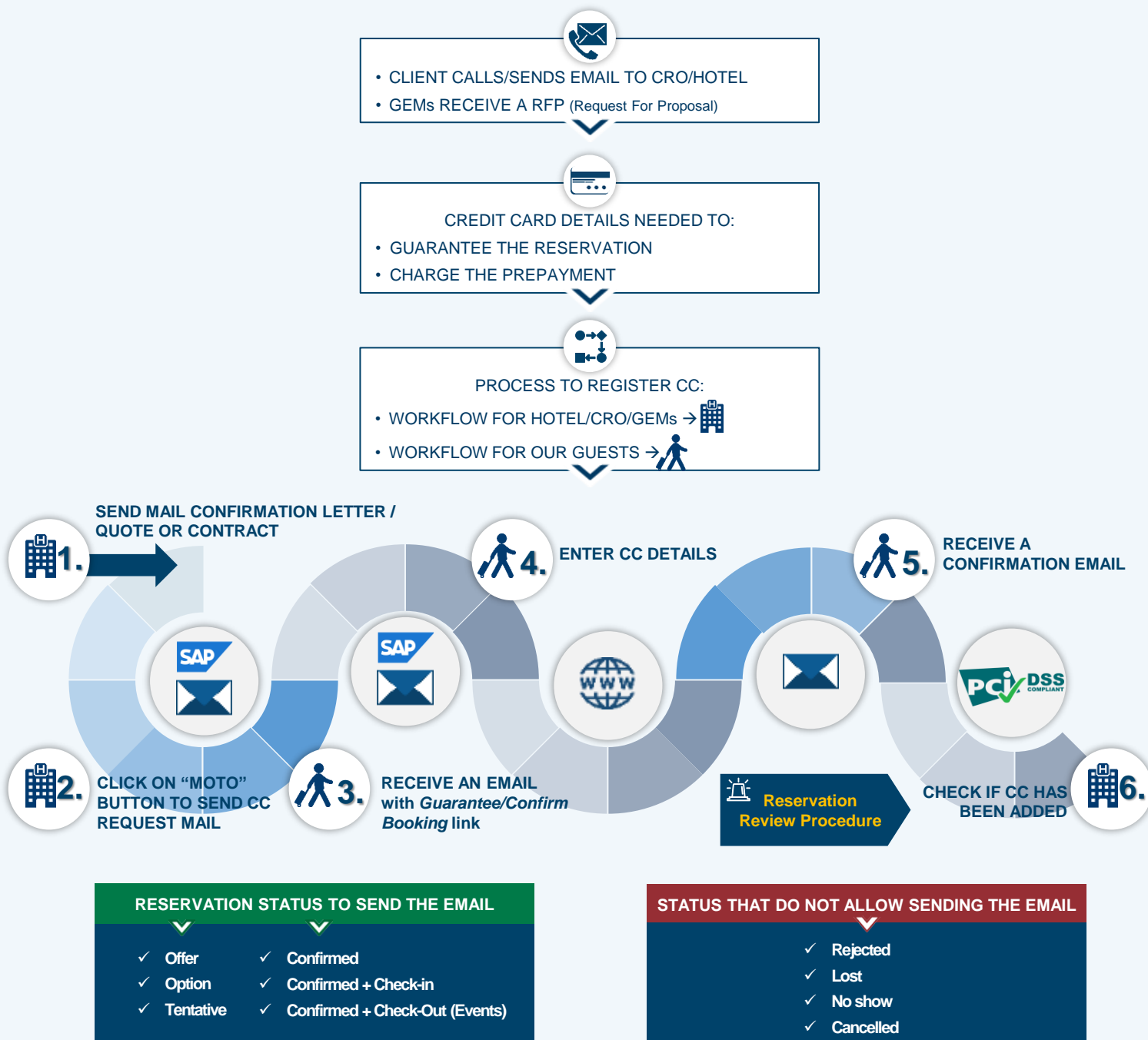


What is it? A secure and **mandatory** way to ask our guests for the details of their Credit Card when they are not present (phone call or email) to guarantee a reservation or as a payment method for prepaid rates or events (it will not be charged automatically! You must follow the current prepaid management procedure).

How does it work? Once the reservation is made, a link to a web page will be provided to the clients so that they can enter their Credit Card details in a secure way. This card will be added in TMS via PCI.

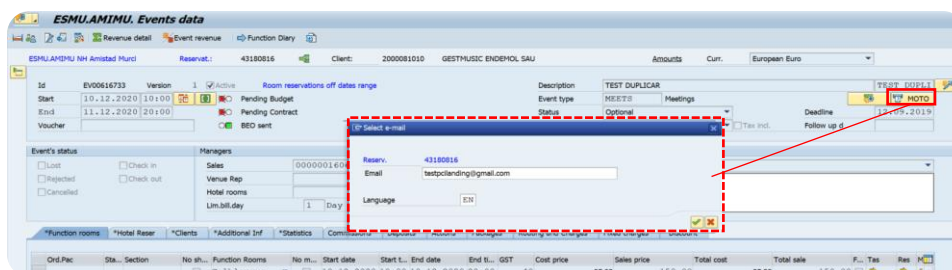
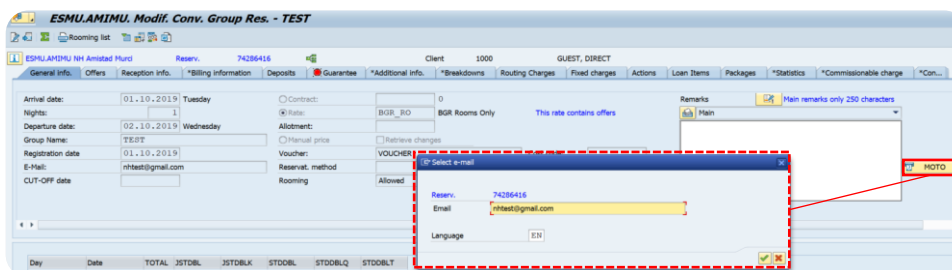
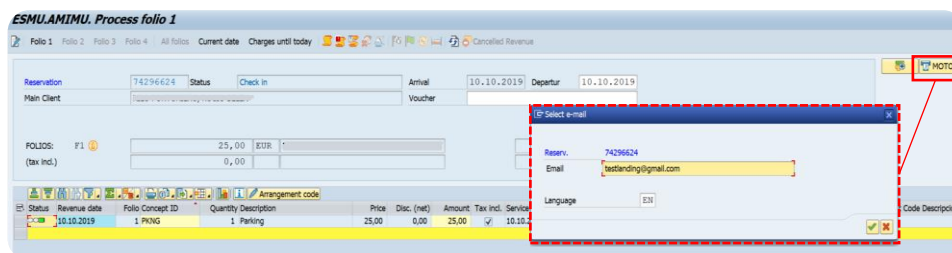
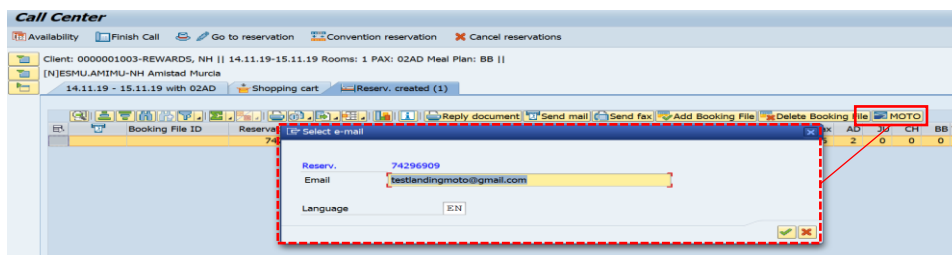
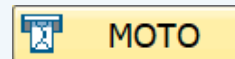


PLEASE NOTE:

- **Multiple emails** can be sent to request the CC details and all links remain active.
- If the customer enters **more than one card**, all are added to the reservation.
- The hotel must check within the usual **reservation review tasks** if the card has been registered.
- Inform the client that **the credit card used for the reservation will be requested at check in** to verify that the cardholder matches the guest staying at the hotel. **If the reservation will be paid by a 3rd party** (travel agency, company...), **do NOT accept authorization forms: request prepayment by bank transfer** and inform the client that, in case of not receiving it before arrival date, the guest will be asked to pay at check in.

How to send the email? You must click on the **“MOTO” button**, and the email address of the contact person and the language indicated in the reservation will appear (it is possible to change them).

Where can you find the “MOTO” button? See the screenshots below:



TIP:

If you need to include any **clarification in the request email**, you can use the "MOTO" button to **send it to the hotel email account** and then, from Outlook, add what you need and send it to the client.



Email that the client will receive:

Guarantee reservation

NH | HOTEL GROUP

Dear Mr/Ms. LandingMoto ,
Your reservation is almost complete. To confirm and guarantee your booking please click on the "Guarantee Booking" button below.

You will then be redirected to a secure page in order to complete the booking process.

[Guarantee Booking](#)

Prepaid Rate reservation

NH | HOTEL GROUP

Dear Mr/Ms. LandingMoto,
Your reservation is almost complete. To confirm and complete the payment for your booking please click on the "Confirm Booking" button below.

You will then be redirected to a secure page in order to complete the booking process.

[Confirm Booking](#)



- To send the prepaid request, the type of guarantee in the reservation must be 30. Prepayment - Guaranteed - CXL&Mod Cost 100%
- The rest of guarantees will only allow to send the guarantee request.
- Event and DGB reservations will always send a prepaid request (if you need to send other information, follow TIP 1).



Landing Page

By clicking on the *Guarantee/Confirm Booking* link on the email, the clients open the landing page where they can add their Credit Card details.

Guarantee reservation

NH | HOTEL GROUP

Guarantee your reservation

To guarantee your reservation, you must enter your credit card details below.
No charges will be made.

* The fields marked with an asterisk (*) are mandatory.

Card Number*

4111 1111 1111 1111

Card Holder*

Test Landing Moto

Expiration date*

07/25

CVV*

[Cancel](#)

[Guarantee your booking](#)

Your search

NH Ciudad de Zaragoza

From 08/08/2019 to 04/09/2019 (1)

night - 1 adult, 1 room

Prepaid Rate reservation

NH | HOTEL GROUP

Payment information

* The fields marked with an asterisk (*) are mandatory.

Card Number*

4111 1111 1111 1111

Card Holder*

Test Landing Moto

Expiration date*

10/24

CVV*

666

[Cancel](#)

[Confirm your booking](#)

Your search

NH Ciudad de Zaragoza

From 08/07/2019 to 04/07/2019 (1)

night - 1 adult, 1 room



Confirmation

Once the guests enter their Credit Card, they will get a confirmation message and you will see the CC in PCI.

NH | HOTEL GROUP

The reservation process has been completed successfully. You will receive a confirmation email shortly.

[Done](#)

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Now with travelers' hotel reviews from **tripadvisor**



Manage credit card in PCI

Cards in PCI

Status	Type	Concealed credit card number	Card holder
✓	MC	*****7922	ROCIO BE