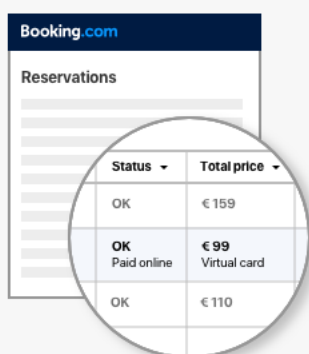


A step-by-step guide

1 Check if your guest has paid online

When a customer chooses to pay online, Booking.com facilitates their payment on your behalf.

2 Find reservations with online payment



Status	Total price
OK	€ 159
OK Paid online	€ 99 Virtual card
OK	€ 110

Reservation email

If your guest has paid online, you'll see this information mentioned in the reservation confirmation email.

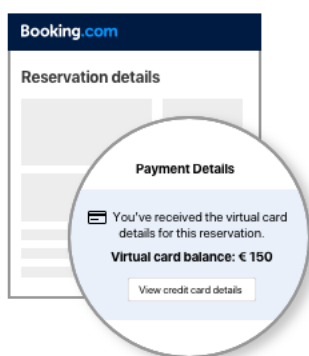
Extranet

In your extranet, go to the 'Reservations' page and filter by 'paid online'.

Your Property Management System (PMS)

In the reservation's payment details section, look for virtual credit card details mentioning 'Booking Agent BV'. You can also find information about online payment in the comments section.

3 Charge the virtual credit card



Click on 'View credit card details'.

Enter the virtual card details in your POS machine to charge the card.


Please note: virtual cards differ slightly from customer cards

- Virtual cards are guaranteed payouts from Booking.com and don't need to be pre-authorized or validated.
- Virtual cards have an activation date tied to the reservation policy. Always make sure the card is active before you charge it.


Having trouble charging virtual cards?

There are a few reasons why this can happen:


The card is not yet active

 The charge did not go through because the virtual card isn't active yet. Please try again after it's been activated.


The card has insufficient funds (overcharge)

 The charge did not go through because the virtual card was overcharged. Please check the amount you're charging matches the available balance.


The CVC code entered is incorrect


 The charge did not go through because of an invalid CVC. Please check that you're using the correct number.

The expiration date entered is incorrect

 The charge did not go through because of an invalid expiration date. Please double-check that you're using the correct expiration date.

Your POS machine merchant code is invalid

 The charge did not go through because of your merchant code. Tip: It's possible to have your code changed.

 If you get an error when trying to charge a virtual card, wait 30 minutes and go back to the 'Reservation details' page for information on what went wrong.