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1 Agodapay

Now in beta testing. Contact us if you are interested in this payment option

This page is about the menu SETTINGS->PAYMENTS->PAYMENT GATEWAYS->AGODAPAY

Agoda offers their customers the use of a payment engine to collect credit card payments for.

1.1 Contents

1.2 Sign up

Send us a wupport ticket with your Agoda hotel ID.

If you do not yet have an Agoda hotel ID you can register here: https://ycs.agoda.com/en-us/kipp/public/home

We will forward your request to Agoda. Agoda will then:

- send you an e-contract to sign.
- confirm your bank account details.
- sets your property up internally for pay-in?s and pay-outs.
- send your client ID, api key and public key.

1.3 Setup

You need:

- Agoda Pay client ID
- Agoda Pay API key
- Agoda Pay public key

Enter these into the settings in Beds24 and change the setting for "Enable".

Then press SAVE.

1.4 Functionality

1.5 Collect deposit for direct bookings at time of the booking

Use this instruction to set up deposit collection from your booking page.

1.6 Send payment request

Use this instruction to create payment requests.

1.6.1 Coming Soon: Send credit card details to Agoda Pay

Save all cards to Agoda Pay.

1.6.2 Coming Soon: Automatic payment collection

1.6.3 Coming Soon: Collect payment manually

1.6.4 Coming Soon: Auto Charge Virtual Cards from OTAs

1.6.4.1 Error when charging Booking.com and Expedia Virtual Cards

- **Missing CVC**: Booking.com and Expedia do not always send a CVC for virtual cards. Ask the channel to povide a CVC for the virtual card and manually reenter it. For Expedia virtual cards you can try to add the generic CVC codes:
    - ♦ Visa/Mastercard: 469
    - ♦ American Express: 2469

- **Incorrect amount**: Double-check you charge the exact amount sent by the channel from the booking.

1.7 Refund of Payments in Agoda Pay

Payments can be manually refunded from within the Agoda Pay account. You will also need to enter them manually into the booking.

1.8 Notes

By using Agoda Pay you agree to Agodas Terms and Conditions and Privacy Policy which are:

Agoda Terms and Conditions

For the payment transactions from the hotes website and/or mobile applications handled and processed by Agoda Company Pte. Ltd. , Agoda will assist the hotel with customer support for issues related to payments such as dispute management, refunds, cancellations and returns if applicable. Except to the extent that the applicable laws and regulations of your jurisdiction mandate otherwise, this hotels transaction and any dispute or claim arising out of or in connection with this hotel transaction will be governed by the law of the hotels governing law jurisdiction.?

Agoda Privacy Policy

For the payment transactions from the hotels website and/or mobile applications handled and processed by Agoda Company Pte. Ltd., Agoda will assist the hotel in adherence to this Privacy Policy.

1.9 Troubleshooting and Issues

2 Asiapay

This page is about the menu SETTINGS->PAYMENTS->PAYMENT GATEWAYS->ASIAPAY

To use this payment option you will need an account with the payment provider.

To connect you will need to enter the specified information from your payment system account. Ask Asiapay for the values if you do not have them.

2.1 Set up

- Enter the providers credentials in the respective fields.
- Change the setting for "Enable".

If you allow more than one payment option the number sets the order in which the payment option will be shown on your booking page. If you allow only one payment option you can use any number for activation.

2.2 Collect deposit for direct bookings at time of the booking

Use this instruction to set up deposit collection from your booking page.

2.3 Send payment request

Use this instruction to create payment requests.

3 Authorize.net

This page is about the menu SETTINGS->PAYMENTS->PAYMENT GATEWAYS-->AUTHORIZE.NET

To use this payment option you will need an account with the payment provider.

Register here for an Authorize.Net account.

3.1 Set up

- Enter the providers credentials in the respective fields.
- Change the setting for "Enable".

If you allow more than one payment option the number sets the order in which the payment option will be shown on your booking page. If you allow only one payment option you can use any number for activation.

3.2 Collect deposit for direct bookings at time of the booking

Use this instruction to set up deposit collection from your booking page.

3.3 Send payment request

Use this instruction to create payment requests.

3.4 What we send

We send the following to Authorize.Net which you should find in your Authorize.Net account:

1) invoice number: this is the beds24 booking number

2) description: this is the property name and the booking number.

3.5 Notes

Authorize.net can generate an error if used in conjunction with a booking redirect url on booking completion.

4 Bitpay

This page is about the menu SETTINGS->PAYMENTS->PAYMENT GATEWAYS->BITPAY

Collect Bitcoin deposit payments.

4.1 Set up

- Using your Bitpay.com account, create an API key and enter it.
- Change the setting for "Enable".

If you allow more than one payment option the number sets the order in which the payment option will be shown on your booking page. If you allow only one payment option you can use any number for activation.

4.2 Collect deposit for direct bookings at time of the booking

Use this instruction to set up deposit collection from your booking page.

4.3 Send payment request

Use this instruction to create payment requests.

4.4 How it works

At the time of booking the system will communicate the deposit amount in your local currency to Bitpay.

Bitpay will convert this amount to Bitcoins and ask the guest for payment.

Once paid the Bitcoins will appear in your Bitpay account.

Bitpay offer the ability to instantly convert the Bitcoins into your local currency so you are not exposed to Bitcoin value fluctuations.

5 Card Number Collection

This page is about the menu SETTINGS->PAYMENTS->CREDIT CARD COLLECTION
If you want to automatically collect a payment go to SETTINGS -> PAYMENTS -> PAYMENT COLLECTION

5.1 Collect Credit Card Details for Bookings from your own Website

Go to SETTINGS > ACCOUNT > PREFERENCES > BOOKINGS and set Credit Card Security = 'Email CCV' otherwise the system will not store or pass any credit card details.

When you activate this option guests will be asked to enter their credit card details with their details.

 view large

Credit card collection rules can be set for automatically confirmed or request only booking status.

Set your general booking rule in **SETTINGS -> PROPERTIES -> BOOKING RULES** or if you want to collect credit card details only for certain rates in **RATES** to "Request CC" or "Collect CC".
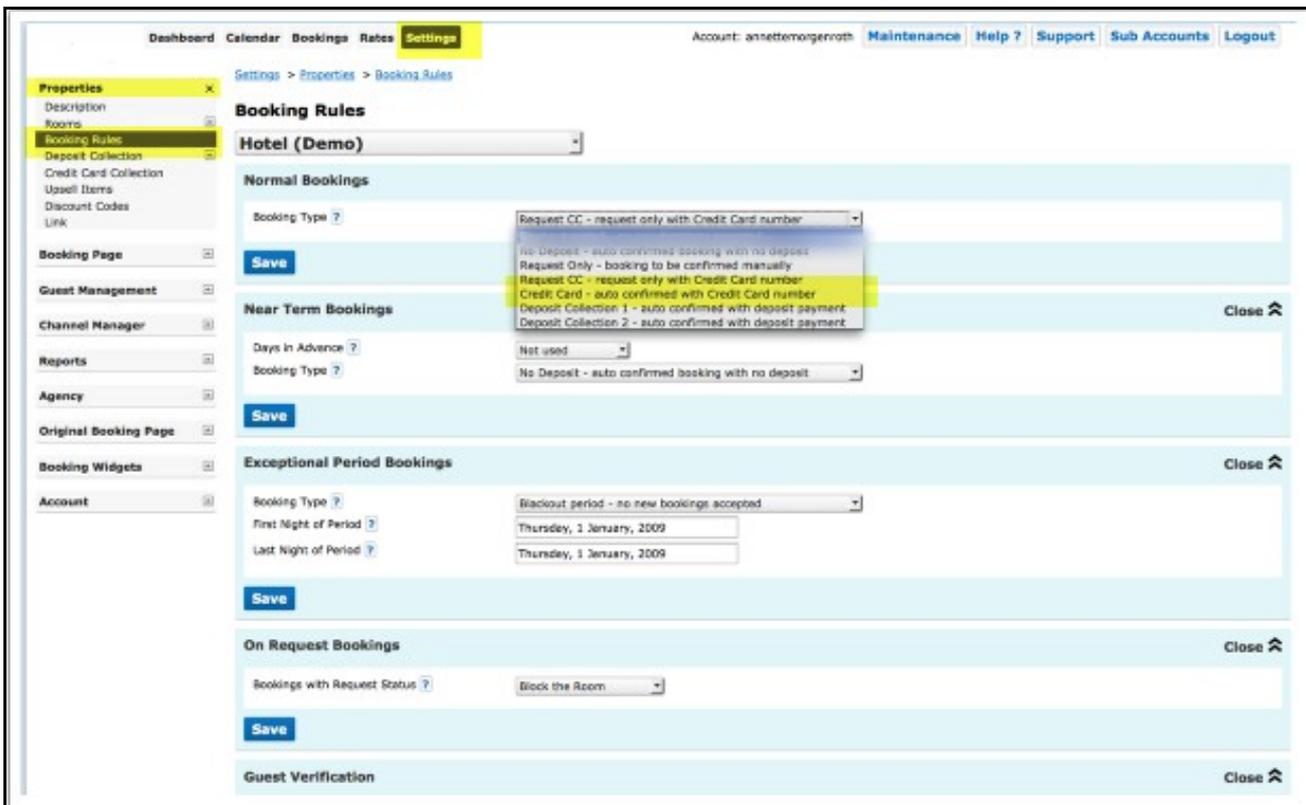
Set which cards you accept. You also have the option to require the Credit Card Security Number to be entered.
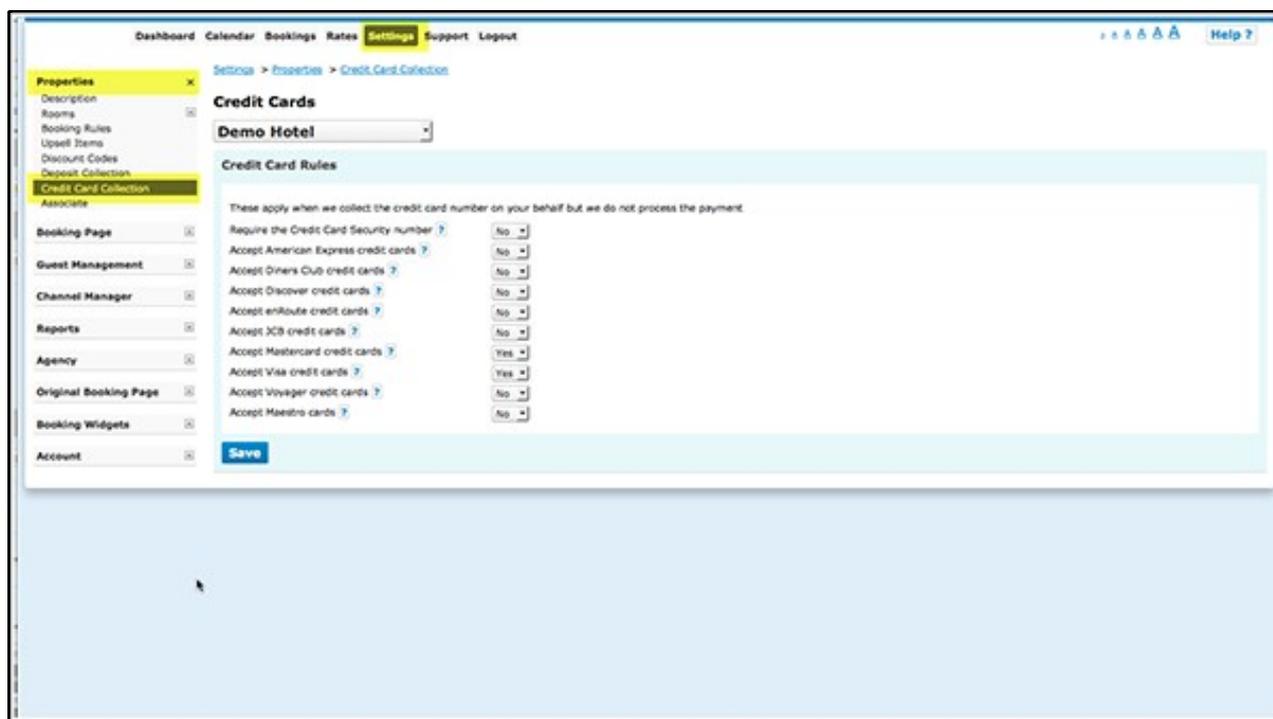
When guests make a booking he will have to enter their credit card details to complete a booking. With the number you can process payments in your merchant account.

Credit card details are stored in the system until the guest checks out. They will be deleted a few days after check-out.

If you want to you can add a message on how you use the card:

- SETTINGS->BOOKING PAGE->PAGE DESIGN->CONTENT "Guest Details Header" - content will appear only on the booking page showing the upsell items and guest booking questions. It will appear at the top of the page under the property header information.
- SETTINGS->BOOKING PAGE->PAGE DESIGN->CONTENT "Confirm Booking Button Message" - Text entered in this field will appear on the booking page in the area above the Confirm Booking button.

5.2 Credit Card Details from Channels

Some channels send credit card details to Beds24. If they do we make them available to you. If the channel did not send credit card details for one booking or all bookings contact the channels support team and ask them to only accept bookings with credit card details and always send these to Beds24.

5.3 Request Guests to Submit Credit Card Details

You can set up an Auto Action with a request to submit credit card details. Guests will be able to submit their card details on a secure form.

To use this option you need to

- activate credit card collection in SETTINGS->PAYMENTS->PAYMENT GATEWAYS-> CREDIT CARD
- set which credit cards you accept SETTINGS->PAYMENTS-> CREDIT CARD COLLECTION

- Go to SETTINGS->GUEST MANAGEMENT->AUTO ACTIONS and create an Auto Action. Use the context help (?Icons) and the help page (click on HELP in the top right menu) for general instructions.

Template variables are used to link to the form.

In the "Email" tab click on "Edit" and enter your text. Template variables are used to specify the requested amount:

- The template variable [PAYLINK:NA:CC] creates link to the form where guest can securely enter their credit card details.
- The template variable [PAYURL:NA:CC] creates URL for the form where guest can securely enter their credit card details.
- The template variable [PAYBUTTON:NA:CC] creates button with a link to the form where guest can securely enter their credit card details.

You can show a custom message in header section of the payment request and in the confirmation which the guest sees after they have entered their details. The settings are SETTINGS->PAYMENTS->PAYMENT COLLECTION " Payment Request Header" and "Payment Request Confirmation".

You can also use a direct link. The link uses the booking number plus the parameter &g=cc

https://www.beds24.com/bookpay.php?bookid=1234567&g=cc

https://www.beds24.com/bookpay.php?bookid=[BOOKID]&g=cc

5.4 Access Credit Card Details

For security reasons we never send credit card details via email. Owner accounts can always access the credit cards information of a property. Sub accounts can view credit cards when this is activated in the property settings in sub accounts.

There are following restrictions to view cards:

1) The user must login with the primary account password (your Beds24 password), the additional secondary password can not view cards.

2) The login must be using secure https: not http:

3) Credit card details can only be viewed if the password has been changed in the last 90 days. To change the password to to SETTINGS->ACCOUNT->ACCOUNT ACCESS.

4) Viewing credit card details will require your password entry.

View CVC

The encrypted CVC code is in the booking notification email sent to the host. It is a line that looks like this:

Security Code = SBPA

1. Open the Email booking confirmation for this booking

2. In the booking confirmation you will find the code: Security Code= ---

3. Copy the code

4. Go to BOOKINGS in your control panel

5. Open the booking and click on the tab "Charges and Payments"

6. Cick on "Show" and if asked enter your password

7. Click on "Show"

8. Enter the code in the CVC field for decoding

```
Note for bookings from OTAs: If there is no code for the ccv in the email the channel did not send the ccv to  Beds24.
```

5.4.1 Allow sub accounts to view credit card information

You can allow sub accounts to view credit card details on a per property basis.

Go to SUB ACCOUNTS (top right menu) then

- click on "Manage Account" for the account which owns the property to open the property lis
- click on "Manage Property" and set "View Credit Cards" = Owner and Linked Accounts

NOTE: If you allow sub accounts to access to view credit card details accounts with the roles "Admin", "Read Only", "Back Office" and "Front Desk" will be able to access credit card details. To prohibit credit card access enter the word *creditcard* in "Hide menu pages" in SUB ACCOUNT "Manage Account".

We perform a Luhn check which mathematically checks for typos in the card number, it does not check the date except that it is in the future and there is no way to check the CVV except with your bank at processing time.

5.5 Trouble Shooting

```
If credit card details are not collected check booking rules are correct:
SETTINGS->PROPERTIES->BOOKING RULES "Booking Type" = Request CC or Collect CC
SETTINGS->PROPERTIES->ROOMS -> OFFERS "Booking Type"= Default or  Request CC or Collect CC
Setting for "Booking Type" set in the "Summary" tab of your rates = Default or Request CC or Collect CC

Credit card collection is not visible on the booking page :
SETTINGS->PROPERTIES->BOOKING RULES "Booking Type" = Request CC or Collect CC
SETTINGS->PROPERTIES->ROOMS -> OFFERS "Booking Type"= Default or  Request CC or Collect CC
Setting for "Booking Type" set in the "Summary" tab of your rates = Default or Request CC or Collect CC

Credit cards are not visible in the booking :
SETTINGS > ACCOUNT > PREFERENCES > BOOKINGS and set Credit Card Security = 'Email CCV'

NOTE
Payment Collection and Credit Card Collection are two different methods. You can use both but not at the same time. With credit card collecti
*SETTINGS->BOOKING PAGE->PAGE DESIGN->CONTENT "Guest Details Header" - content will appear only on the booking page showing the upsell items
*SETTINGS->BOOKING PAGE->PAGE DESIGN->CONTENT "Confirm Booking Button Message" - Text entered in this field will appear on the booking page i
```
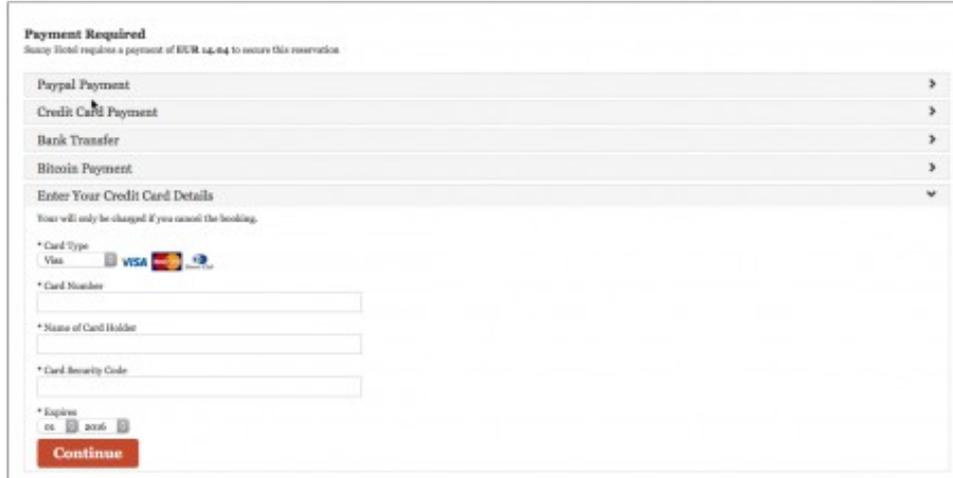
Key words: credit card, credit card collection, collect credit cards

6 Cardcollectpayment

This page is about the menu SETTINGS->PAYMENTS->PAYMENT GATEWAYS->CREDIT CARD

If you want to give your guests the option to pay a deposit or leave their credit card details you can activate this option.

 view large

1. Enable the card you accept in SETTINGS -> PAYMENTS -> CREDIT CARD COLLECTION.

2. Go to SETTINGS->PAYMENTS->PAYMENT GATEWAYS->CREDIT CARD

- Activate this option setting the Enable / Priority selector to a number.
- Enter the information how their card will be used in the "Instructions" settings. This message will also be shown to the guest as part of the confirmation message on the screen and will be included in the Email confirmation message to the guest.

If you use this method Beds24 will not charge the card. If required your can charge the card manually through your bank or merchant account and enter the payments manually in the "Charges and Payments" tab of the booking.

If leaving credit card details is the only option you want to give to your guests go to SETTINGS -> PROPERTIES -> CREDIT CARD COLLECTION and

We do not charge a deposit collection fee for this option.

7 Custom Gateway

This page is about the menu SETTINGS->PAYMENTS->PAYMENT GATEWAYS->CUSTOM GATEWAY

Required skills: html, programming

You can create an interface to an external (not integrated) payment gateway.

The booker will be shown a button which will take them to the specified URL with the value from "Post Data" included as an HTML POST.

Both the URL and POST fields can contain template variables to include values from the booking.

A special template variable [PAYMENTAMOUNT] will contain the value of the deposit when booking and the value of the payment request when used for payment requests.

`i.e. deposit=[PAYMENTAMOUNT]&bookid={BOOKID} will post fields deposit and bookid to the external gateway.`

A notify URL is available for the external gateway to report a successful collection of the deposit.

The notify will add the deposit to the booking invoice and trigger updates to booking status and email notifications to guest and host.

The notify must post a key field with a value that matches to setting and contain at least 6 characters.

Notify URL https://api.beds24.com/custompaymentgateway/notify.php

```
The notify should contain the following POST fields:
key = value in custom gateway key setting
bookid = the bookid of the booking

These POST fields are optional:
status = booking status, 0 (cancelled), 1 (confirmed), 2 (new), 3 (request)
amount = amount of the deposit collected
description = description of payment for invoice item
payment_status = status of payment for invoice item
txnid = unique id for this payment to prevent false duplicates
```

7.1 Payment gateways with specific requirements

The payment values can be first posted to your server. Your server can process the data and convert it into the format required by the payment gateway. Finally redirecting the guest to the payment gateway with the data in the required format.

8 Offline Payments

This page is about the menu SETTINGS->PAYMENTS->PAYMENT GATEWAYS->OFFLINE PAYMENTS

If you want to ask your guests to pay a deposit via bank transfer or post a cheque you can use this option.

Enter the instructions for your guest in the "Instructions" settings. This message will also be shown to the guest as part of the confirmation message on the screen and will be included in the Email confirmation message to the guest.

Enabling this option will add a payment button that shows your message when clicked.

Beds24 will not be notified if a guest made a payment. If you use this method you will need to enter the payments manually in the "Charges and Payments" tab of the booking.

We do not charge a deposit collection fee for this option.

To remove this option from your booking page, then set 'Enable / Priority' = Not Used.

9 Paymill

This page is about the menu SETTINGS->PAYMENTS->PAYMENT GATEWAYS->PAYMILL

To use this payment option you will need an account with the payment provider.

Register here for a PAYMILL account.

9.1 Set up

- Enter the providers credentials in the respective fields. You need to use Paymill Live keys. Paymill test keys will only work with test credit card numbers, they cannot be used to collect funds.
- Change the setting for "Enable".

If you allow more than one payment option the number sets the order in which the payment option will be shown on your booking page. If you allow only one payment option you can use any number for activation.

9.2 Collect deposit for direct bookings at time of the booking

Use this instruction to set up deposit collection from your booking page.

9.3 Send payment request

Use this instruction to create payment requests.

10 Paypal

This page is about the menu SETTINGS->PAYMENTS->PAYMENT GATEWAYS->PAYPAL

10.1 Contents

10.2 Setup

To use this payment option you will need an account with Paypal.

10.2.1 In Beds24

- Change the setting for "Enable / Priority"
- Enter you Paypal Email account which should receive the funds. If you have multiple Emails in Paypal make sure you use the primary one.

10.2.2 In your Paypal Account

To fully automate the payment collection you must go to your profile in your PayPal account and enter https://www.beds24.com/api/paypal/paypal.php as notification URL in "Instant payment notifications" (IPN) and set IPN messages to enabled. If you do not do this we will not be notified if payments are successful. The Instant Payment Notification settings is usually in your Paypal Profile in the "Seller Preferences" menu.

If you have the Deposit Collection Non Payment Booking Status setting set to Cancel non paid bookings, New bookings will have the status cancelled until we receive IPN notification from Paypal that the payment succeeded. Notification emails confirming the booking will also only be sent once IPN notification of a successful payment is received.

Note: If the booking page is used within an Iframe or in Wordpress it cannot redirect the user to PayPal due to the security settings in browsers. To fix you can allow the the paypal page to open in a new window.

Go to SETTINGS -> BOOKING PAGE -> PAGE DESIGN -> BEHAVIOR and set Open in New Window to On secure payment

10.3 Functionality

10.4 Collect deposit for direct bookings at time of the booking

Use this instruction to set up deposit collection from your booking page.

10.4.1 Send payment request

Click here for instructions how to set up an Auto Action with a payment request.

10.5 Troubleshooting

```
Guest made a payment but booking shows cancelled
This happens when you have set SETTINGS->PAYMENTS->PAYMENT COLLECTION ?Non Payment Booking Status? = Cancelled and the system does not know a
Possible Reasons:
*The IPN is not or not correctly set up in your Paypal account
*You have entered the wrong email address. If you have multiple Emails in Paypal make sure you enter the primary one in SETTINGS->PAYMENTS->P
Go to SETTINGS->PAYMENTS->PAYMENT GATEWAYS->PAYPAL and click on HELP for more instructions.
For this booking you will need to manually set it to ?Confirmed? and enter the payment in the booking.
```

10.6 Payment Disputes

Paypal allows buyers to dispute their purchase and may refund the funds to the buyer if the buyer opens and wins a dispute case.

11 Realex

This page is about the menu SETTINGS->PAYMENTS->PAYMENT GATEWAYS->REALEX

To use this payment option you will need an account with the payment provider.

Register here for a Realex account.

Realex supports credit cards and country specific alternative payment options (see list) if these are set up in your Realex account and are available in the guests country.

11.1 Set up

- To connect you will need to enter the specified information from your payment system account.
- Change the setting for "Enable".

If you allow more than one payment option the number sets the order in which the payment option will be shown on your booking page. If you allow only one payment option you can use any number for activation.

Depending on the types of credit card you accept Realex might need two connections.

Alternate payment methods may be available in your location, contact Realex for details.

Please email the details to support@realexpayments.com or to a member of the Realex support desk. The connection type from Beds24 to Realex is "Redirect. Please note that all changes must be submitted by email by an authorised contact on your account. Please allow 24 hours for any account configuration changes at Realex.

11.2 Collect deposit for direct bookings at time of the booking

Use this instruction to set up deposit collection from your booking page.

11.3 Send payment request

Use this instruction to create payment requests.

12 Send Paypal Payment Request

This page explains how to create an Email template with a payment request.

12.1 Contents

You can use an Auto Action email to send a Paypal payment request.

12.2 Paypal Link

- Go to SETTINGS->PAYMENTS->PAYMENT GATEWAYS->PAYPAL and enter the Paypal email address to which you want the payment to go.

- Go to SETTINGS->GUEST MANAGEMENT->AUTO ACTIONS and create an Auto Action. Use the context help (?Icons) and the help page (click on HELP in the top right menu) for general instructions.

In the "Email" tab click on "Edit" and enter your text. The template variable [PAYPALLINK] creates a clickable Paypal payment link (HTML A Tag) for the amount in the booking deposit field if non zero, otherwise the outstanding balance.

[PAYPALLINK:25%] - Creates a Paypal payment link (HTML A Tag) for a percentage of the outstanding balance. Use 100% to specify the full outstanding balance.

[PAYPALLINK:200] - Creates a Paypal payment link (HTML A Tag) for a fixed amount. A zero amount will cause paypal to provide a field to enter an amount.

The template variable [PAYPALURL] - Creates a Paypal payment url for the amount in the booking deposit field if non zero, otherwise the outstanding balance.

[PAYPALURL:25%] - Creates a Paypal payment url for a percentage of the outstanding balance.

[PAYPALURL:200] - Creates a Paypal payment url for a fixed amount. A zero amount will cause paypal to provide a field to enter an amount.

12.3 Paypal Button and Custom Paypal Payment Form

Note: Some Email programmes deactivate the button so that the payment screen can not open.

12.3.1 Auto Action Email with Paypal Button

- Go to SETTINGS->PAYMENTS->PAYMENT GATEWAYS->PAYPAL and enter the Paypal email address to which you want the payment to go.

- Go to SETTINGS->GUEST MANAGEMENT->AUTO ACTIONS and create an Auto Action. Use the context help (?Icons) and the help page (click on HELP in the top right menu) for general instructions.

In the "Email" tab click on "Edit" and enter your text. [PAYPALBUTTON] creates a Paypal payment button for the amount in the booking deposit field if non zero, otherwise the outstanding balance. Not recommended for emails.

[PAYPALBUTTON:25%] - Creates a Paypal payment button for a percentage of the outstanding balance. Not recommended for emails.

[PAYPALBUTTON:200] - Creates a Paypal payment button for a fixed amount. A zero amount will cause paypal to provide a field to enter an amount. Not recommended for emails.

12.3.2 Custom Paypal Payment Form

When you use this method the system can automatically calculate the deposit amount from the price of the booking.

Requires: Knowledge of HTML

Go to SETTINGS->GUEST MANAGEMENT->AUTO ACTIONS and create an Auto Action. Use the context help (?Icons) and the help page (click on HELP in the top right menu) for general instructions.

In the "Email" tab click on "Edit" then "Source code".

This is an example code for a request to pay a 50% deposit:

The deposit amount is € [INVOICEBALANCENUM:50%]

The remaining balance of € [INVOICEBALANCENUM:50%] can be paid at your arrival at - [PROPERTYNAME].

<form action=" https://www.paypal.com/cgi-bin/webscr" method="post "> <fieldset>

<input name="cmd" type="hidden" value="_xclick" />

<input name="business" type="hidden" value="paypal@myemail.com" />

```
<input name="lc" type="hidden" value="US" />

<input name="item_name" type="hidden" value="Payment" />

<input name="item_number" type="hidden" value="[BOOKID]" />

<input name="custom" type="hidden" value="[BOOKID]" />

<input name="currency_code" type="hidden" value="EUR" />

<input name="button_subtype" type="hidden" value="services" />

<input name="no_note" type="hidden" value="0" />

<input name="cn" type="hidden" value="Comments" />

<input name="no_shipping" type="hidden" value="1" />

<input name="rm" type="hidden" value="1" />

<input name="return" type="hidden" value="http://myurl.com/confirm" />

<input name="cancel_return" type="hidden" value="http://myurl.com/cancel" />

<input name="bn" type="hidden" value="PP-BuyNowBF:btn_paynowCC_LG.gif:NonHostedGuest" />

<table> <tbody> <tr> <td style="padding:0 5px 5px 0;">Amount €</td> <td style="padding:0 5px 5px 0;"><input maxlength="250" name="amount"
type="text" value="[INVOICEBALANCENUM:50%] "</td> </tr> <tr> <td style="padding:0 5px 5px 0;"><input name="on0" type="hidden"
value="reference" />Reference</td> <td style="padding:0 5px 5px 0;"><input maxlength="250" name="os0" type="text" value="[BOOKID]" /></td> </tr>
<tr> <td> </td> <td style="padding:0 5px 5px 0; text-align: right;"><input alt="PayPal. The safer, easier way to pay online." name="submit"
src="https://www.paypalobjects.com/en_US/i/btn/x-click-but6.gif" style="background:#ffffff; border:0;" type="image" /> <img alt="" height="1"
src="https://www.paypalobjects.com/en_AU/i/scr/pixel.gif" style="border:0;" width="1" /></td> </tr> </tbody> </table> </fieldset> </form>
```

Exchange following information:

- [INVOICEBALANCENUM:50%] - with the percentage or amount you want to collect
- paypal@myemail.com - with the the email address of your Paypal account
- EUR - with your currency e.g. USD,, CAD, AUD, GBP
- http://myurl.com/confirm - with the link to the URL where the guest is sent after the payment was made
- http://myurl.com/cancel - with the link to the URL where the guest is sent if he did not complete the payment

13 Stripe

This page is about the menu SETTINGS->PAYMENTS->PAYMENT GATEWAYS->STRIPE

13.1 Contents

13.2 Setup

To use this payment option you will need an account with the payment provider.

To connect your Stripe Account click on the "Connect to Stripe" button, you will be prompted to log into Stripe and accept the connection for Stripe Payment Processing.

If you do not already have a Stripe account, click on the "Connect to Stripe" button and follow the on screen instructions to create one.
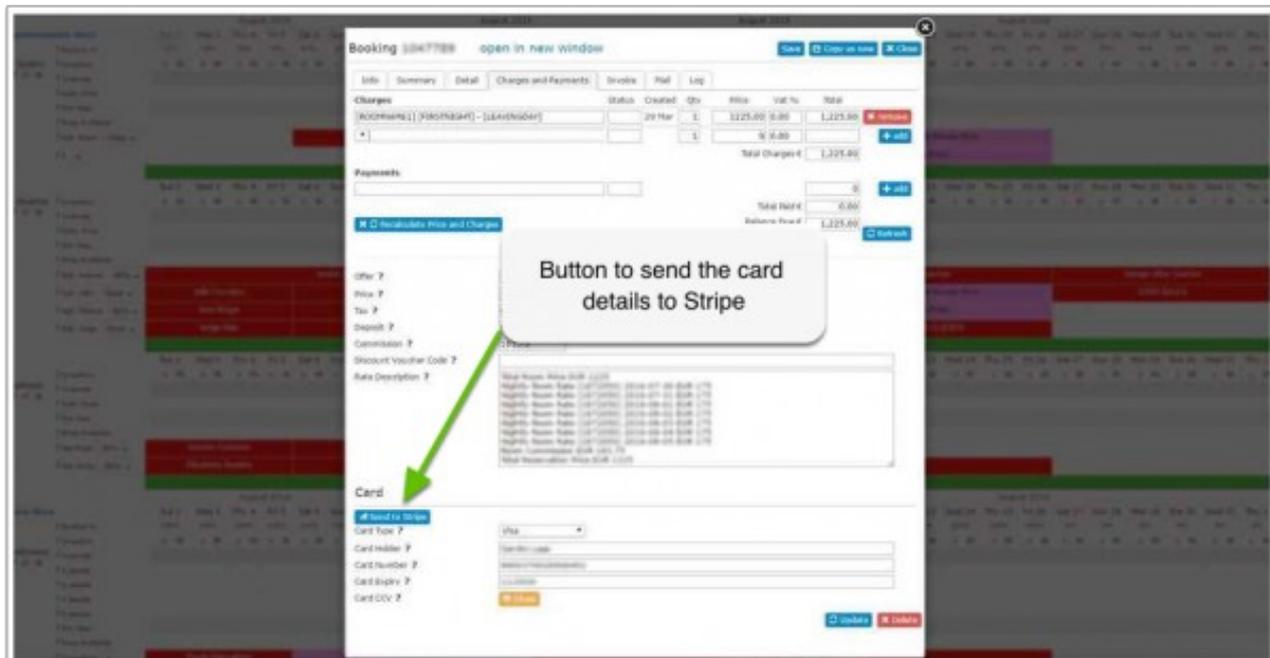
Stripe will display the booking reference in a data field called "data-description".

13.3 Functionality

13.3.1 Send credit card details to Stripe

If you set "Save all cards to Stripe" = Yes all credit cards including cards supplied by all channels will be sent directly to Stripe and not stored at Beds24.

Credit card details can also be sent manually to Stripe.

view large

The card will be saved as a new customer in Stripe with the booking number as a reference. Once the new customer is created in Stripe the card can be charged.

Stripe will only accept valid cards. If Stripe reject the card, it's details will still be visible at Beds24.

You can choose to automatically report invalid cards to Stripe. The setting is available in SETTINGS->CHANNEL MANAGER.

13.3.2 Collect deposit for direct bookings at time of the booking

Use this instruction to set up deposit collection from your booking page.

13.3.3 Send payment request

Use this instruction to create payment requests.

13.3.4 Automatic payment collection

Payments for bookings with deposit collection on the Beds24 booking page will be automatically collected.

How to automatically collect pending payments from other sources is explained here. Please note that his option is only available for customers who connect via Stripe Connect. If you connected your Stripe account via keys please remove them and connect via the "Connect to Stripe" button.

13.3.5 Collect payment manually

view large

You will see the paid amount in the "Charges and Payments" and "Invoice" tabs of the booking.

You can choose if the card is

- immediately charged (Capture=Yes)
- if you want to make sure that the amount is available for later capture (Capture=No) .

13.3.6 Auto Charge Virtual Cards from OTAs

Some channels send virtual cards which are often virtual cards are only valid for a certain period. Virtual cards can be charged automatically when they become valid. This is how you activate this option:

- Go to SETTINGS->CHANNEL MANAGER and set "Channel Collect Invoice" = Charges and Pending Payments
- Go to the channel settings (for example SETTINGS->CHANNEL MANAGER->BOOKING.COM) and set "Virtual Cards" = Yes

Please note that his option is only available for customers who connect via Stripe Connect. If you connected your Stripe account via keys please remove them and connect via the "Connect to Stripe" button.

13.3.6.1 Error when charging Booking.com and Expedia Virtual Cards

When charging Booking.com and Expedia Virtual Cards with Stripe you may receive this this error: **An error occured while processing this card**

Possible reasons:

- **Merchant Code**: The merchant code reflects your type of business (hotel, restaurant, grocery shop etc.). You can only charge a virtual card for a booking if you merchant code category (MCC) is relating to accommodation ? 7011. Contact Stripe support and ask them to let your MCC code to reflect 7011.

- **Missing CVC**: Booking.com and Expedia do not always send a CVC for virtual cards. Ask the channel to povide a CVC for the virtual card and manually reenter it. For Expedia virtual cards you can try to add the generic CVC codes:
    - Visa/Mastercard: 469
    - American Express: 2469

- **Incorrect amount**: Double-check you charge the exact amount sent by the channel from the booking.

13.4 Refund of Payments in Stripe

Payments can be manually refunded from within the Stripe account. You will also need to enter them manually into the booking.

13.5 Troubleshooting and Issues

It has been reported that Browser IE 11 does not show the Stripe payment form when the booking page (and Stripe form) is in an iFrame unless
`<meta http-equiv="x-ua-compatible" content="IE=edge">`

Accept Cards without CVC
Log into your Stripe account and go to "Radar". You should be able to process charges without the CVC once you turn off that requirement in R