



PREFERRED HOTELS & RESORTS Internal Support Tips for Synxis CR and PMS Credit Card Number Retrieval

Please find below a helpful guide on dealing with missing credit cards for failed PMS integrated reservations in the Synxis CR.

HELPFUL TIPS

As mentioned in the Sabre FAQ document, PMS integrated hotels have 3 options for delivering credit card numbers to the PMS reservation. If your property is set to deliver the numbers directly to the PMS and making the number in the CR, there are instances where the reservation will fail to integrate and thus retrieving the credit card number will require some action.

In these cases, the best recommended course of action would be:

1. Go directly to the Interface Health Center: *Manage > Interface Health Center*, retrieve the reservation and read the failure reason.
2. If the failure reason is something that can be corrected in the PMS (rate code mismatch for example), fix the change in your PMS and then resend the reservation via the interface. If it is successful the credit card number should appear in your PMS reservation.
3. If the reservation was redirected via email, the credit card number can unfortunately no longer be retrieved. In this case, it is important to check the interface frequently to catch integration errors in a timely manner. Normally there is adequate time to resolve, however, in certain cases, i.e. the arrival date is within a few days, the reservation may redirect to email sooner.

There may be instances when a card can no longer be retrieved for a reservation in either system (PMS or CR). Note that the need for this is likely low – typically the percentage of integration failures your property receives on a daily is low, and of the failures that occur, few of those bookings result in a no show or late cancellation. At time of check-in, the guest should then be able to present his card for full payment as dictated in the reservation.

Advance Purchase Rates

Advance purchase rates will not be available to process until the guest presents his card. We recommend the guest should be advised that this is being done as to not cause any confusion or dispute with the guest.

Virtual Credit Cards

For most channels that use Virtual credit cards (VCC) it is recommended that a separate incidental folio is created in the PMS for the guest and the original VCC is stored in the original reservation folio.