

Virtual Credit Card (VCC)- as a payment method

Payment Method

- Identify payment method
 - billback via Virtual Credit Card or
 - Credit Card or
 - Virtual Credit Card
- Inform agent of any additional surcharges

VCC

- Virtual Credit Card generates a unique reference number assigned to a specific booking
- VCC's have a limited validity period
- Commission to be deducted from VCC payment only when agreed by both parties

Restrictions

- Fraud prevention protection – shown on the agent's confirmation ***if parameters*** are set e.g.
 - Number of transactions allowed
 - Maximum charge including prebooked value and allowances
 - X% tolerance level e.g. 5% of the maximum charge

Card Fails Hints & Tips

- Pre-authorisations **MUST NOT** be charged to a VCC
 - Pre-authorization affects the credit on the VCC
 - If this has happened simply charge the balance and not the full amount (balance equals pre-authorized amount deducted from total amount)
- Check if commission deduction has been agreed, and therefore exceeding maximum amount to be charged to the VCC
- For large values, try taking multiple payments using smaller amounts
- Download images, you may need to enable cookies or ask for assistance from your IT department
- Double check the number and the expiry date
- Phone the agent for further support
 - Be aware of data protection when taking copy details over the phone

VAT Receipt

- Venue is responsible for generating the VAT receipt
- To be sent to the originating booker email

Virtual Credit Card
Is **UNIQUE** to a specific
booking

**DO NOT TAKE
PRE-
AUTHORISATION**

**DO NOT TELL THE CLIENT
THE CARD HAS FAILED. Tell
the client you are seeking
AUTHORISATION**



We're partners, communication is key to achieve prompt payments