

Booking.com

Connectivity Partner Handbook:

Payments Clarity Package

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What is the Payments Clarity Package?

The Payments Clarity Package enables properties to retrieve additional information about Virtual Credit Cards (VCCs) so they can correctly charge and process payments on their side.

Why is the Payments Clarity Package important?

It's what your properties need

If properties aren't exposed to information from the Payments Clarity Package, they may have trouble knowing when to charge a Virtual Credit Card (VCC) and by how much.

Being connected to a Connectivity provider that provides this Payments Clarity Package information can reduce charge failures by up to **65%**.

It's good for business

When properties have all the right information, they enjoy more seamless operations, produce fewer inbound requests for you (and for us), and are able to provide a superior guest experience.

In addition, properties that use our payment solutions experience fewer cancellations, higher conversions and, in the end, achieve higher revenue on our platform.





How does it work?

The **Payments Clarity Package** is a feature that you can turn on for the Reservations API that includes this additional information about a reservation:

- Current balance of the VCC
- Activation date of the VCC
- Expiration date of the VCC and
- Price details (taxes and charges)

Technical overview of the information

OTA

```
<OTA_HotelResNotifRQ>
  <HotelReservations>
    <HotelReservation>
      <RoomStays>
        <RoomStay>
          <Total>
            <Taxes>
              ...
            </Taxes>
          </Total>
        </RoomStay>
      </RoomStays>
      <ResGlobalInfo>
        <Comments>
          ...
        </Comments>
        <Guarantee>
          <GuaranteesAccepted>
            <GuaranteeAccepted>
              <PaymentCard CardCode="MC"
                CardNumber="5555444433331111"
                ExpireDate="1121"
                SeriesCode="123"
                CurrencyCode="EUR"
                CurrentBalance="10000"
                DecimalPlaces="2"
                EffectiveDate="2020-11-27"
                VCCExpirationDate="2021-11-27">
                <CardHolderName>Bookingcom Agent</CardHolderName>
              </PaymentCard>
            </GuaranteeAccepted>
          </GuaranteesAccepted>
        </Guarantee>
        <Total AmountAfterTax="10000" CurrencyCode="EUR" DecimalPlaces="2"/>
      </ResGlobalInfo>
    </HotelReservation>
  </HotelReservations>
</OTA_HotelResNotifRQ>
```

B.XML

```
<reservations>
  <reservation>
    <currencycode>EUR</currencycode>
    <customer>
      <cc_cvc>123</cc_cvc>
      <cc_expiration_date>12/2021</cc_expiration_date>
      <cc_name>Bookingcom Agent</cc_name>
      <cc_number>5555444433331111</cc_number>
      <cc_type>MasterCard (virtual credit card)</cc_type>
      <cc_current_balance>100</cc_current_balance>
      <currencycode>EUR</currencycode>
      <cc_activation_date>2020-11-27</cc_activation_date>
      <vcc_expiration_date>2021-11-27</vcc_expiration_date>
      <remarks>...</remarks>
    </customer>
    <room>
      <price_details>...</price_details>
    </room>
    <totalprice>100</totalprice>
  </reservation>
</reservations>
```

Benefits for your properties



Reduced friction

Up to 65% reduction in VCC charge failures



Seamless payment operations

Enable properties to use machine readable Payments Clarity Package information to automate the payments process on their side.



Better property performance

Properties using our payments models have less cancellations, higher conversions and achieve higher revenue on our platform.

Benefits for you



Less inbound from your properties

Knowing all the information from the Payments Clarity Package can reduce the number of questions you receive from properties about the payment process.



Better service to your properties

Enrich your platform to provide all of the information properties need to run their payment process better.



Exclusive benefits

By implementing the Payments Clarity Package, you earn points in the Connectivity Partner Programme, which leads to exclusive benefits like greater business exposure and priority support.

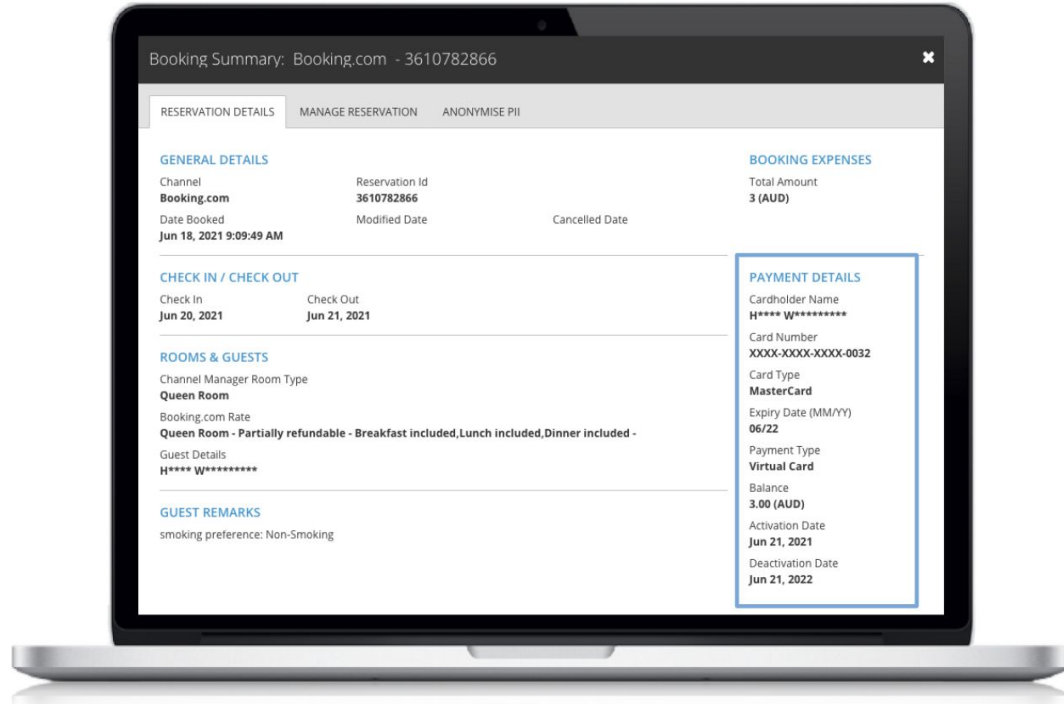


Implementation recommendations

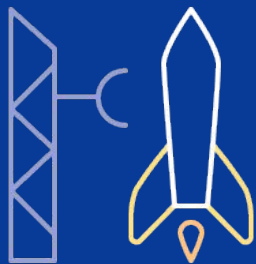
- 1** **You are a ‘Channel Manager and PMS-in-one’ solution:** In such cases, the best option is to show the Payments Clarity Package information directly in the PMS part of your system, in a prominent ‘reservation overview’ place, where the property can see and use the information.
- 2** **You are a Channel Manager solution:** We recommend connecting with the PMSs you work with and encouraging them to display the Payments Clarity Package on their platform as well. Another option: transition the information into the comment field for the PMS.

We always recommend that you implement the Payments Clarity Package feature so that it can be automatically read by a Payment Service Provider (PSP) system.

Example of a Payments Clarity Package implementation



Siteminder shows properties the payment information they need to make informed actions.



Getting started

- 1 **Understand the feature** by reading through the information located in the Provider Portal (Provider Portal > Administration > Feature Management).
- 2 **Plan for the implementation on your side by** making sure the information will have good visibility and will provide clarity for end users.
- 3 **Turn on the feature** in the Provider Portal so we can start sending you this additional information alongside your reservations.

Thank You!