

Book Now button bookings & Booking.com bookings without a Virtual Credit Card (VCC).

All Book Now Button Bookings and Booking.com bookings received should have a Virtual Credit Card for the Motel to take the guest payment. Motels are guaranteed of payment on arrival of the guest and guaranteed of payment of cancellation fees, in line with the Motel's individual cancellation policy.

Bookings may still be received without a VCC and will have a guest credit card attached, which has failed payment at the time of booking, due to insufficient funds, incorrect or invalid details, expired or stolen card.

Bookings without a VCC should be flagged by Motel operators and staff as a potential concern, especially in the event that the guest cancels or fails to arrive and the Motel is entitled to a cancellation fee. If the card could not be charged at the time of booking and a VCC generated, it is unlikely that the credit card details will work in the future to take a cancellation fee.

For bookings received without a VCC, ARRA Accommodation Group advises the following:

Booking.com Bookings

1. Log into the Booking.com Extranet using your Motel ID & Password.
2. Click on the "XML Bookings" tab
3. Enter Guest name in 'Search by keyword' bar
4. Below 'Search bar' – drop down tab to be on date of arrival
5. Enter date of arrival and press 'Search'
6. When the booking has been located, click on the 'Mark the card as invalid' (the grey box on right hand side of the booking) as shown below.

#	Reservation number	Book date	Guest comments	Guest name(s)	Booker name	Arrival	Departure	Status	Total	Commission	Action	Print
1	46	2014-06-30 13:15:33		John	John	Thursday, 08 January 2015	Sunday, 11 January 2015	Cancelled	AUD 450	0		
2	236	2015-01-04 03:42:00	Guest comment double bed please	Jen	Jen	Friday, 09 January 2015	Saturday, 10 January 2015	OK	AUD 105	AUD 12.60	Mark credit card as invalid	
3	434	2014-11-18 06:06:28		Alfred	Alfred	Friday, 09 January 2015	Monday, 12 January 2015	OK	AUD 450	AUD 54	Mark credit card as invalid	
4	687	2014-12-21 14:10:48	Guest comment 3 separate beds if available?	Sleven	Sleven	Friday, 09 January 2015	Sunday, 11 January 2015	OK	AUD 250	AUD 30	Mark credit card as invalid	
5	84	2015-01-05 04:28:43		Frances	Frances	Saturday, 10 January 2015	Sunday, 11 January 2015	OK	AUD 105	AUD 12.60	Mark credit card as invalid	

7. A box will appear as below – click on the blue 'Yes, mark credit card as invalid'

Mark credit card as invalid ✕

Are you sure you want to report this credit card as invalid?

Reporting an invalid credit card often leads to booking cancellations.

The guest may have an alternate form of payment. If you're not fully booked, we recommend keeping this reservation to avoid potentially losing revenue.

[Yes, mark credit card as invalid](#)

[Close](#)

8. A second box will appear as below – Copy the guest credit card number provided, card holder name and expiration date provided from UseROSS, click on the reason for marking card as invalid. If unsure, click on insufficient funds/credit and then scroll down and press submit.

Mark credit card as invalid

Reservation number	443796730
Booker name	Nicole
Confirm Credit Card number:	<input type="text"/>
Confirm Credit Card holder name:	<input type="text"/>
Confirm Credit Card expiration date:	<input type="text" value="01"/> / <input type="text" value="2015"/>

You are about to report this reservation as having an invalid credit card.

Why are you reporting this credit card as invalid?

- expiration date before arrival date
- message: "call card company"
- debit card

Close

9. Booking.com will send an email to the guest requesting that they provide new credit card details within 24 hours and informing guest that failure to do so, may result in their booking being cancelled.
 - a. If the guest provides new credit card details within the 24 hours, the Motel Operator has the right to charge the credit card in full, as per the terms and conditions on Booking.com
 - b. If the guest fails to provide new credit card details within, the Motel Operator has the choice to keep the booking or cancel the booking through the extranet and not be charged the commission fees by booking.com.