Self Check-in | Payment Options

The Self Check-in process can automate payments via policies you establish. The method for acquiring an authorization or payment requires **either** Traditional MyCard **or** EMV MyCard. Or, you can offer a **mix of payment options,** with some bookings paying via an EMV terminal (what we call 'EMV MyCard') while others manually manage credit cards (what we call 'Traditional MyCard'). Self Check-in via Mobile and/or Kiosk support these payment options:

- **None** : Is this is chosen, Self Check-in will not attempt any payment event for the booking, just allow it to proceed. The Self Check-in Criteria then governs any financial rules during check-in for the booking. The Log with show:
- **One Night** : This will authorize and 'pay' for the amount of the 1st night's rate, with the Tax policy (to include tax on deposits or not) as set in the PMS | Setup area. Failure to authorize a card for the First Night's Rate will present a message back to the guest with the error from the processing network, and request the guest to use another card. You will notice that the booking 'manage credit cards' area will have the authorization saved for the booking, with the folio showing the Payment. The Guest will see a message they are *required* to 'click confirm' in order to proceed with the payment and check-in: "Click to charge your card (Visa ******4242.) one night deposit of <currency><amt>". The Log with show: "<Kiosk Agent> Paid <amt> as one night deposit."
- **Percent Amount** : This will authorize and 'pay' for the %, set as the Policy, the Projected Income amount, with the Tax policy (to include tax on deposits or not) as set in the PMS | Setup area. Failure to authorize a card for the Amount will present a message back to the guest with the error from the processing network, and request the guest to use another card. The booking's 'manage credit cards' records the authorization used for the payment, with the folio showing the Payment. The Guest will see a message they are *required* to 'click confirm' in order to proceed with the payment and check-in: "Click to charge your card (Visa ******4242.) a <%> deposit of <currency><amt>". The Log with show: "<Kiosk Agent> Paid <amt> as <x> percent of the Booking."
- **Flat Amount** : This will authorize and 'pay' for the flat amount, set as the Policy, *disregarding* the Tax policy to include tax on deposits or not. Failure to authorize a card for the Amount will present a message back to the guest with the error from the processing network, and request the guest to use another card. The booking's 'manage credit cards' records the authorization used for the payment, with the folio showing the Payment. The Guest will see a message they are *required* to 'click confirm' in order to proceed with the payment and check-in: "Click to charge your card (Visa ******4242.) a deposit of <currency><amt>". The Log with show: "<Kiosk Agent> Paid <amt> as Flat amount of the Booking."
- **Full Payment** : This option will issue a payment to the Folio of the Booking for the full amount ('Projected Income' + Folio Charges), less any payments already taken for the booking. Failure to authorize a credit card (ie, a *decline*) presents a message to the guest with the error from the processing network, and request the guest to use another card. The folio will show the 'advance' payment just made. The Guest will see a message they are *required* to 'click confirm' in order to proceed with the payment and check-in: "Click to charge your card (Visa ******4242.) the full amount of your stay <currency><amt> ". The Log with show: "<Kiosk Agent> Paid <amt> as Full amount of the Booking."
- **Auth Amount:** This enables an authorization to the card for the 'Auth at Checkin' settings a property defines in the 'PMS Setup' area (see section "**Authorization**" for details). The authorization is not a payment, and the property/merchant has no control over how long this authorization will persist. Properties who choose this setting must be aware of the limits of authorizations to collect eventual payments. Properties cannot use both "Auth On Check-in" for PMS operations and "Auth Amount" for Self Check-in - they can use one or the other, as using both would attempt to perform *two identical auths* in back-to-back sequence causing errors with many Guest credit cards. The Guest will see a message they are *required* to 'click confirm' in order to proceed with the payment and check-in: "The Log with show: "<Kiosk Agent> Authorized Amount: <amt>."

The guest will have 15 minutes to make full payment for the booking (which is reserving 'room inventory' as the booking is set as status: INCOMPLETE) before the bookings is cancelled and the Guest will have to start over.

The actual method for acquiring the authorization or payment requires **either** Traditional MyCard **or** EMV MyCard. If using an EMV terminal, it is required that the Kiosk and the EMV device be on the same subnet of your IP network, and the EMV device secured and powered-up to work. Directing a Guest to identify and use a 'tap/dip/swipe' EMV device can be a challenge, thus you can use either an EMV device or have the guest enter their credit card manually in when booking or managing their booking. Either way is secure and offers PCI compliance.

Self Check-in