

FAQs regarding AirPlus virtual credit cards used for settling hotel expenses

AirPlus offers its corporate customers a number of options for settling their business-related travel expenses. In addition to a lodged card or a corporate card, customers can book and pay for hotel services through **AirPlus' virtual credit card**.



What are virtual credit cards?

Virtual credit cards are digital versions of plastic credit cards and are offered by all major card issuers including Visa and MasterCard. Every virtual credit card issued by AirPlus is assigned a number through MasterCard and is valid for one booking and a maximum of three authorizations. After being used for one booking, these card numbers become invalid and cannot be used again.

In what way do companies benefit from using virtual credit cards?

More and more companies are opting to use virtual credit cards because of the two key benefits they combine: Services can be paid for directly and centrally which lightens the workload of staff members, and full transparency of all travel expenses is ensured. In addition, virtual credit cards can be customized for specific purposes, for example, by defining a maximum amount, an expiry date, or a maximum number of permitted transactions for each individual card.

Can I accept virtual credit card numbers as means of payment?

Yes. You can accept virtual credit cards if you have entered into an acceptance agreement with MasterCard. To accept virtual cards, your terminal must be equipped with a *card-not-present* function because you will not be provided with a physical card and must enter the card number into your terminal manually.

In what forms can I receive virtual credit cards?

In general, you will receive virtual credit cards via the declaration regarding cost assumption and/or as a printout from your guests. Travelers also can show you the number in an app saved on a smartphone.

In what ways does my hotel benefit from accepting virtual credit cards?

Business travelers use virtual credit cards as an alternative solution for paying their bills. Compared to issuing invoices, virtual credit cards offer your hotel faster payments with enhanced security. In addition, virtual credit cards help you support your business customers' processes and, thus, increase their loyalty.

How do I charge a payment to a virtual credit card?

You can enter the virtual credit card number manually (*card-not-present*) into your authorization terminal just as you would a regular MasterCard number.

Your guest does not have to provide a physical card because virtual credit card numbers are official virtual MasterCard products. In addition, third-party authorization no longer is required because the identity of the person making the booking is verified when the card number is generated.

What types of services can I charge to virtual credit cards?

Because AirPlus' virtual credit cards are digital versions of MasterCard credit cards, they can be charged in the same way regular corporate cards are charged.

If during a booking you receive a form for the declaration regarding cost assumption stating the types of services your hotel can charge to virtual card numbers (e.g., accommodations, meals, taxes), you should observe the information set out on this form. If a guest uses services not covered by the booking (e.g., minibar, parking), you cannot charge the respective amounts to the virtual credit card but must ask your guest to settle them through a separate card.

What do I do to authorize virtual credit cards?

The authorization process is identical to that for regular MasterCard transactions, the only difference being that the number must be entered into your terminal manually because the guest will not provide a physical card. By default, AirPlus' virtual credit cards can be authorized three times – at the time of booking, at check-in, and at check-out.

How do I use a virtual card number during check-in?

At check-in, you authorize the virtual credit card for the cost of the services indicated at the time of booking. To do so, you must enter the number assigned to the virtual card into your terminal manually because the guest will not provide a physical card.

What do I have to do at check-out?

When the guest checks out, you use the same card number authorized at check-in to initiate a monetary transaction. The traveler can request that you give him/her the bill or that you send it to his/her company. If you provide your guest with the bill at check-out, please ask him/her to remember to submit the bill with his/her travel expense report.

How do I receive payment?

You will receive payment in the same way and within the same timeframe as you do for any other MasterCard transaction. For more information, please refer to the contract between you and your acquirer or payment services provider.

What if my authorization is rejected?

If an authorization is rejected, verify the data you entered (card number, expiry date, amount) for accuracy. If a second attempt at authorization also fails, please call your local AirPlus Customer Service team. The phone numbers are listed at the end of this document.

What if a charge I requested is rejected?

In this case, please verify whether you entered the authorization number provided to you by AirPlus when the credit card number was authorized. Also, please verify whether the amount charged exceeds the amount authorized.

What if I authorize and charge an incorrect amount?

If the amount you charged to the virtual card number is higher than the original amount, you can credit the difference to the credit card number. If the amount is lower, simply charge the difference to the card number in the second step.

Who do I contact if I have a problem with AirPlus' virtual credit card?

Please call the AirPlus Customer Service if you have any questions:

Africa	+49 (0) 6102 204 333
Americas	+49 (0) 6102 204 444
Australia	+61 (0) 2 8324 5670
Austria	+43 (0) 193 135 15
Belgium	+32 (0) 702 230 15
Denmark	+45 (0) 436 821 26
Germany	+49 (0) 6102 204 444
France	+33 (0) 143 123 636
Hong Kong	+852 (0) 2525 1400
Italy	+39 (0) 514 389 330
Luxembourg	+32 (0) 702 230 15
Netherlands	+31 (0) 20 795 2300
Sweden	+46 (0) 851 761 628
Switzerland	+41 (0) 43 210 37 50
United Kingdom	+44 (0) 20 8994 4725

Alternatively, you can call our central service team:

German-speaking support	+49 (0) 6102 204 444
English-speaking support	+49 (0) 6102 204 333