

Why did stored credit card details expire before the card expiry date?

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HOW-TO:



An issue can occur because of the credit card vault expiry date, especially if you've changed your event date. If the vault has expired too early, you can ask attendees to re-enter their credit card details (for example, via an interactive site).

Also, adding Credit Card Guarantee to websites will only store details if the Credit Card Vault is correctly enabled — see below.

Setup Panel

Navigate to Accommodation -> Preferences



When Enable Credit Card Vault and Store CCV Number are selected, you'll see "Keep Credit Card Number in the vault for [number of days] days after the event".



IMPORTANT: The vault expiry date is fixed for each card the moment they're submitted, based on the above settings in Accommodation Preferences. For PCI compliance reasons, this expiry date will NOT update, even if you change your event end date or accommodation preferences.

After the credit card vault expiry date, all credit card details are permanently deleted and can't be retrieved (again, for PCI compliance). The card details need to be re-added by your attendees.

CCV numbers are stored separately, and this information expires 24 hours after hotel check-out.