

How can an attendee update their credit card details on a hotel booking?

Last Modified on 11/25/2024 8:48 pm EST

HOW-TO:


 You probably already have Credit Card Vault enabled, but if not, here's how to do that:

In Setup panel

1. Accommodation
2. Preferences
3. Options, *Enable Credit Card Vault*

Then in Online Panel

4. Go to the Interactive Site with Accommodation module

 You can make a dedicated interactive site just for updating credit card details

5. Add *credit card guarantee* under Accommodation module

 _____Updating Details_____

To ask attendees to update their own details, you can send them their personalized Auto login token and brief instructions (such as “On the Summary page, look under Accommodation and select ‘Edit’, then ‘Replace card details’, make your changes, then save”).

Attendee panel

1. Locate ID
2. Copy Auto login token for the Interactive site with Accommodation module
3. Send to attendee to update, with brief instructions



Alternative method

While it's recommended that attendees update their own details, you may choose to use the following method if they give their written permission and details.

Attendee panel

1. Locate ID
2. Select relevant accommodation booking
3. Scroll down to

Retrieve card detail

4. Enter your login details
 5. Select *Edit* to change card details
 6. *Update Vault*
-