



Sertifi

e-Confirmations FAQ

How is my property notified of new e-confirmations received in our Sertifi portal?

Sertifi sends email notifications 1) when new e-confirmations are received 2) on Sunday evening providing a summary of the week's arrivals 3) the evening before arrival date when the payment information in the e-confirmation has not been accessed.

Add the email addresses of recipients in the portal at the bottom of the page here: Administration > Integrations > e-confirmations.

What does the Process button do?

The process button changes the status from "Active" to "Processed." Process clears it from the Active queue and doesn't do anything with the card, e.g., the card is not charged or saved to other systems. Admins should only put the e-confirmation in processed status after copying the reservation and credit card information to the PMS.

My hotel is receiving email or faxes with credit card information from an e-confirmations provider. What can I do to start receiving e-confirmations?

Please respond to either your TMC or e-confirmations provider with your Sertifi property ID and ask them to update their database with your preferred communication method as "Sertifi e-confirmations via API." You can find your property ID in your portal at Administration > Integrations > e-Confirmations.

- Alternatively, you may notify Sertifi at support@sertifi.com.

My property is receiving e-Confirmations from other providers, but not from Conferma. What can I do?

We will need you to contact support@conferma.zendesk.com to have "Sertifi API ID" listed as your preferred communication method for receiving credit card payment information. Conferma is the only e-Confirmations provider that has this requirement; for the rest, you will appear on their respective lists as an eligible recipient of e-Confirmations. Please include the Sertifi Property ID with your request. You can find the Property ID in your portal by going to Administration > Integrations > e-confirmations.

My hotel is receiving e-confirmations meant for a different property. What can I do?

Please respond to the e-confirmations provider with your Sertifi property ID and ask them to update their records. Find the property ID in your portal at Administration > Integrations > e-Confirmations.

- Alternatively, you may notify Sertifi at support@sertifi.com with the e-confirmations transaction ID or confirmation number. A Sertifi representative will ask the e-confirmations provider to update their information.

Does the hotel pay to receive e-confirmations?

The cost to send the e-confirmations is borne by the e-confirmations provider and not the hotel. It benefits the hotel to reduce guest friction at time of check-in, decrease processing time, and to receive the credit card information in a secure, PCI-compliant manner.

How do hotels sign up for Sertifi portals?

Hotels may sign up for a free Sertifi e-confirmations portal [here](#).

How do e-confirmations providers identify hotels that they can send to?

e-Confirmations providers have access to a list of hotels they can send to from the API /portal endpoint. API stands for Application Programming Interface, it is how technical systems can communicate directly with one another.

The response includes the hotel information saved in the portal at Account Settings > Payment Settings > Payment Form & Receipt Settings and the Property ID from the Integrations > e-confirmations page. The hotel address {Location} is the primary matching key for hotels and would appreciate your help verifying your information. Your help with adding GDS codes and the STR number to the portal is appreciated as this will help e-Confirmations providers identify your property.

Does the e-confirmations capability include a fraud score like authorizations?

The hotels set their own risk tolerance for credit card processing. The fraud score feature is not part of e-confirmations like with authorizations. Virtual credit cards are generated on an as-needed basis with allowable charges specified and other security features.