Processing Payments with Sertifi

Sertifi Payments Overview

[Sertifi](#) provides a complete contracting, payment, and authorization platform for the hospitality and travel industry. As an online payment solution, Sertifi can be used to process credit card and ACH/eCheck transactions. With greater ease of use, security, and regulatory compliancy, you can complete more transactions faster, reduce your risk of chargebacks, and reduce payment fees.

What can Sertifi's payment solution be used for?

1. Groups and events
2. Reservation deposits (first night stay)
3. Guest amenities
4. Invoicing

Note: Processing deposit payments through the Property Management System (PMS) using a lodging Merchant Account will downgrade transactions, increasing card fees around .5% or more per transaction.

Getting the Most Out of Sertifi

Once your Sertifi payment interface is boarded and tested, Sertifi will provide training for sales and finance users. It's especially important that finance and accounting users attend training. If needed, we can schedule training with finance teams individually to address changes to your order to cash/revenue recognition processes. This guide has been created to help with those processes.

Setting Up the PMS

Payments collected by Sertifi will need to be posted to the financial system of record (the PMS in most cases). PMS systems are usually configured with a credit card posting code for posting off-line payments collected outside the PMS system. Different PMS have different terminology but often a label such as off-line payments or eCommerce exists and at a minimum, there should be Check, ACH or Wire posting codes which may be sused. Determine which posting codes you will use for Sertifi payments or create new posting codes for this purpose, if desired.

The posting code used should be configured to **NOT** charge the card when entered. Cards will be charged by Sertifi so posting to the PMS is simply to note that payment has been completed and received outside the PMS.

Sertifi implementation representatives can direct you to appropriate resources at the property management group or Marriott help desk if you need help with this step.

Note: Integration to automate this process is available for Oracle Opera PMS systems through the OWS/kiosk interface.

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Collecting Payments

Send customers signature documents and payment requests from your Sertifi portal, or integrated system like Amadeus Delphi.fdc, when they are not present at your property and need to make a payment. The guest will receive an email which, when opened, will allow them to sign orders and pay invoices. The guest will submit their credit card or eCheck (ACH) payment information for an authorization or payment.

- **Sertifi accepts Visa/Mastercard, American Express, Discover and other major credit and debit cards.**
- eCheck (ACH) processing is available for some customers at up to 80% savings over card payment fees.
- In communications to your customers and internal staff, we recommend making it clear that their credit card will be charged immediately for the amount displayed and applied to their stay or event. The amount charged for a stay should be posted to the Group Master and transferred to their account upon arrival.

Confirming Payments

Sertifi provides several reports to help hotel finance teams reconcile payments received through the Sertifi platform. From the Home area of the portal, simply select the reports icon in the lower left (Sertifi Next Generation users will find the Reports link in the blue navigation ribbon at the top of the page). Three reports are provided:

- **End of Day Report:** Provides a real-time view into payments that have been accepted or refunds processed throughout the day. Line items are provided for each payment and a daily total at the bottom of each section. This report is helpful for monitoring payments in real-time to understand which deposits are coming and can help team members determine which clients may need additional follow-up.

- **Settlement Report:** Provides information on transactions that have been captured or settled with the card processor. Transactions are grouped by day including total daily amount and line-item detail within the batch. Timing can vary by processor, but generally, you should expect a deposit corresponding to the daily total to be deposited to your bank in 2 business days.

  Note: Depending on the time of day your processor settles to the card networks, some transactions could be contained in the previous or subsequent days batch, causing the daily total to be slightly off from the bank deposit. This is outside Sertifi's control for most processors.

- **Batch Settlement Report:** A unique report available only to SertifiPay (Stripe) users. Like the Settlement report, it will be available after transactions have been captured or settled and the deposit has been initiated. It can be extremely helpful in reconciling bank deposits. This report will display the "Available On" date, which is the day Stripe will post the deposit to your bank account. Unlike the generic Settlement report above the batch Total in yellow will always **match exactly** to the bank deposit for easy matching.

A sample of the Batch Settlement report is included below:

Sertifi Pay Batch Settlement Report 9/1/2022 to 1/4/2023

AvailableOn	Payment Method	Date Processed	Folder	Payment Name	Amount	Fee	Total	Order #	Last 4 of Account #	Status	Payer	Cardholder Name	Cloned
12/21/2022	AmericanExpress	12/19/2022 9:59:58 AM	Incidentals of Ms. Aniskina	Incidentals for Ms. Aniskina	674.03	23.89	650.14	20221219090734122	1127	Paid	finance@rocketonecapital.com	Michael Shvartsman	
				Card Total	674.03	23.89	650.14		**Count**		1		
	Visa	12/18/2022 8:18:55 PM	HOPE gala remaining balance	Remaining Balance - HOPE	4,493.25	130.6	4362.65	20221216090957489	7758	Paid	liz@hopepatientconcierge.com	GLORIA E HARRIS	Cloned
				Card Total	4,493.25	130.6	4362.65		**Count**		1		
	Total		**Daily Total**		5,167.28	154.5	5012.79		**Count**		2		
12/20/2022	AmericanExpress	12/16/2022 12:27:43 PM	3316179717 - Troilo/ Steven	3316179717, 18-22 December	750.32	26.56	723.76	20221216105133355	2007	Paid	s.troilo@hanagroup.us	Tina Tandean	
				Card Total	750.32	26.56	723.76		**Count**		1		
	Total		**Daily Total**		750.32	26.56	723.76		**Count**		1		
12/19/2022	AmericanExpress	12/15/2022 12:13:26 PM	H90- HALLANDALE PHARMACY	H90- HALLANDALE PHARMACY	9,900.00	346.8	9553.2	20221214170801940	1001	Paid	jmaman@hallandalerx.com	David Rabbani	
				Card Total	9,900.00	346.8	9553.2		**Count**		1		
	Total		**Daily Total**		9,900.00	346.8	9553.2		**Count**		1		
12/6/2022	AmericanExpress	12/2/2022 2:39:27 PM	Genesis Holiday Party	Genesis Holiday Party 1/4 Pmt	747.15	26.45	720.7	20221129170441533	1006	Paid	lpacin@ebmedsolutions.com	Lisa pacin	
		12/2/2022 3:09:08 PM	911 Restoration Pty, 12-17-22	911 Restoration Pty, 17th Dec, 50% Deposit	4,500.00	157.8	4342.2	20221202134311164	9006	Paid	tomas@911restoration.com	tomas lelczuk	
				Card Total	5,247.15	184.3	5062.9		**Count**		2		
	Visa	12/2/2022 3:30:40 PM	4-9 Dec , 2 guests of John Bria	3324011528-Childress/Joe	1,135.64	33.23	1102.41	20221202140722411	1526	Paid	jbria@chefswarehouse.com	John Bria	
		12/2/2022 3:31:01 PM	4-9 Dec , 2 guests of John Bria	3324011528 - Scott/ Elexis	1,135.64	33.23	1102.41	20221202141005313	1526	Paid	jbria@chefswarehouse.com	John Bria	
				Card Total	2,271.28	66.46	2204.82		**Count**		2		
	Total		**Daily Total**		7,518.43	250.7	7267.72		**Count**		4		
12/2/2022	AmericanExpress	12/2/2022 5:34:42 PM	Stays of RocketFinancial	3308902330	494.94	0	-494.94	20221202173435134	1127	Refunded	finance@rocketonecapital.com	Michael Shvartsman	
				Card Total	(494.94)	0	-494.94		**Count**		0		
	Total		**Daily Total**		(494.94)	0	-494.94		**Count**		0		

Reading the Batch Settlement Report:

- **Available-On:** The date that the funds from a batch will be deposited in the funding bank account. Some banks will make funds available the same day, others the following business day, but it will be consistent. Funds will be deposited with the descriptor **Stripe – Sertifi**.
- **Payment Method:** Will display the payment type (either the card brand or ACH/eCheck).
- **Date Processed:** The date the cardholder made the payment.
- **Folder Name:** should contain the name of the event. We highly recommend using an agreed upon naming convention that will allow all users to match the folder name in Sertifi to the group or event in OnQ, e.g., Smith Wedding, Microsoft Sales meeting, etc.
- **Payment Name:** Each payment must be given a name when creating payments. It is recommended that the payment name reference the event name and where it falls in the cycle: Smith 1ST Deposit, Microsoft 2nd Deposit, final payment, payment in full, etc.
- **Amount:** Gross amount due/received for that payment. This amount is what gets posted against the event in OnQ.
- **Fee:** Credit card fees billed by the card brands. Some users account for these daily or weekly to save a step during month-end. Most users will wait until month end, run the batch report for the month and apply all card fees for the period as a debit to the general ledger.
- **Total:** This column shows the net amount deposited to your bank account. The yellow highlighted row totals all the transactions from the batch and will match the amount deposited into the bank. Use this to match to daily deposits from **Stripe – Sertifi**.

Identifying Payments Received:

- When deposits are received from Sertifi, they may be deposited in aggregate including American Express if using SertifiPay. The Batch report will display batch totals broken out by transaction and grouped by each card brand.
- Review Sertifi reports regularly to identify payments that have been completed or enable email notifications in the Sertifi portal to be notified automatically.
- Some users may choose to post payments received to the PMS Group Master immediately after the card has been authorized using the **"End of Day"** report. Others may wish to wait until the **"Batch Settlement"** report is available or the deposit has hit the bank account.
- The SertifiPay Batch report will display the "available on" date before the deposit hits and provide the gross and net amounts for the batch. The **"Total"** column highlighted in yellow will match the net amount deposited in your bank account. Each transaction in the batch is detailed for posting to the PMS using the gross number in the **"Amount"** column.

Email notifications may also be configured in the Account Settings section of the portal to be sent to finance or management staff for each signature and payment request completed, if desired.

Applying a Payment

Deposits will be posted to the deposit bank account roughly 48 hours after the guest completes payment. Timing will vary by processor and individual account.

Note: *The first payment for new accounts may take up to 7 business days to post for fraud prevention reasons.*

- Ensure all Sertifi completed payments are mapped to the group master for the event/stay.
- Most PMS will have several options of posting codes off-line credit card, ecommerce, ACH, wire or check are often available. Others may have created unique posting codes for Sertifi or eCommerce. Property management groups may have the ability to create unique posting codes or the brand or PMS provider help desk may be able to assist as well.
- When the event concludes, charges can be made using a physical card at the front desk if possible. Otherwise, you can clone the original transaction in Sertifi for any remaining charges. Credits or additional charges not completed at the front desk should be posted to the PMS as with pre-stay charges.
- Please note that credit card fees will be netted against daily postings for SertifiPay.
- Sertifi is set up to limit the credits that can be processed against a specific card. Credits may not exceed the amount originally charged to the card.

Please visit our website for more information, including support and video how-to guides: https://corp.sertifi.com/resources/