1. Description

1.1 This solution is an end-to-end web-based interface software that tracks and reconciles indirect sales, from booking to capture and settlement.

2. How does the solution work?

2.1 This solution collects and matches information from various sources: booking data (for example, PNR or Order Management), capture files (for example, the HOT file) and the settlement files.

2.2 This solution shows the payment status of each booking (including payment record ID, transaction date, office ID, booking reference, acquirer, card number, currency and amount, etc.), sales and refunds, and chargebacks.

2.3 This information can be found in our Merchant Portal – Essential XPP or Merchant Portal – Premium XPP, where Customer can download reconciliation reports (CCV file).

3. Key features

3.1 This solution supports payment card transactions, including virtual credit cards.

3.2 This solution can reconcile transactions in different currencies, even if booking and capture are completed with one currency and settled with another currency.

3.3 The reconciliation is completed as soon as we receive the information (booking, capture and settlement information) from the relevant Third-Party Providers.

3.4 Customer will receive an alert if the reconciliation fails for any of the following reasons: file not received from Third-Party Provider, empty files, corrupted files, duplicated file name, duplicated content, and partial content.

3.5 The settlement file shared by Third-Party Providers may show the settlement fees charged by the relevant acquirers.

4. Dependencies

4.1 Customer must subscribe to our Merchant Portal - Essential XPP or Merchant Portal - Premium XPP.

4.2 This solution does not work if the relevant Third-Party Provider does not share the relevant files (settlement file, capture file, and/or booking files).

4.3 Third-Party Providers must use our API or SFTP link to exchange the relevant files (settlement file, capture file, and/or booking files).

5. Disclaimers and limitations

5.1 The quality and accuracy of this solution depend on the level of integration with Amadeus:

　5.1.1 Full payment flow within Amadeus: Customer contracts the Amadeus PSS, Premium Authorization and Capture with us.

　5.1.2 Partial payment flow within Amadeus: Customer has contracted the Amadeus PSS and Premium Authorization with us. However, capture is performed by a Third-Party Provider.

　5.1.3 No payment flows within Amadeus: Customer has contracted the Amadeus PSS. However, authorization and capture are performed by Third-Party Providers.

5.2 This solution cannot be provided if Third-Party Providers reject our secure connection (API or SFTP link).

5.3 The quality and accuracy of this solution relies on the accuracy of the settlement file, capture file, and/or booking files provided by Third-Party Providers (such as acquirers and PSPs).

5.4 Customer instructs us to share the relevant data with Third-Party Providers, as independent Data Processors following the instructions of a mutual customer (the Customer).

5.5 No data will be shared with Bespoke Providers until Customer provides the relevant terms of use signed by the relevant Bespoke Provider.

6. Disclaimers and limitations

6.1 This solution can be integrated into the Amadeus GDS.

6.2 Other integrations with Customer's front and back ends may be available, subject to further scoping.