



Epayers – Hotels (JIRA)

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INTRODUCTION

Jira, the new platform for payments enquiries, requesting refunds and other queries in regards bookings made through **Barcelo.com** and **Call Center**.

1. ACCESING THE TOOL

Once you access the platform, having previously validated the petition as an ePayments consult or issue, the following screen will be displayed:

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ePayments - Hotels

Here you can consult payments, request refunds and other questions related to reservations made through Barcelo.com and Call Center

The screenshot displays the 'ePayments - Hotels' interface. At the top, there is a search bar with a magnifying glass icon. Below the search bar, a sidebar on the left lists three main categories: 'Payments', 'Refunds', and 'Other queries'. The 'Payments' category is currently selected and expanded, showing four sub-items with corresponding icons and descriptions:

- Booking payments** (Icon: document with dollar sign): Related to verification, reception, queries and incidents of booking payments
- Payment without associated locator** (Icon: crossed-out card): Related to payments which are not associated to any reservation (failed reservations due to a system error)
- Chargeback/Reversed on booking payments** (Icon: dollar sign with arrow): Related to a chargeback of a carried out prepayment. It is requested by the customer
- Other queries** (Icon: plus sign): Other queries related to payments which go through the Global Collect payment gateway

Hence, the petitions can be classified as:

- Payments.
- Refunds.
- Other queries.

Payments and refunds are related to any consult on payments and reimbursements. Other queries however, is related to petitions that cannot be associated to the previous categories.

Every petition will create a ticket with the alphanumeric code **EH-xxxx**.

PAYMENTS

By clicking on the Payments section, a drop-down list appears on the page:

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ePayments - Hotels

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- Payments**
- Refunds
- Other queries

-  **Booking payments**
Related to verification, reception, queries and incidents of booking payments
-  **Payment without associated locator**
Related to payments which are not associated to any reservation (failed reservations due to a system error)
-  **Chargeback/Reversed on booking payments**
Related to a chargeback of a carried out prepayment. It is requested by the customer
-  **Other queries**
Other queries related to payments which go through the Global Collect payment gateway

In this section, you must open tickets that might be categorized as:

1. BOOKING PAYMENTS.

Category related to tickets asking for the verification of a payment, its reception or to consult or communicate an error in regards the payment of a reservation.

2. PAYMENT WITHOUT ASSOCIATED LOCATOR.

Mainly to communicate any failed reservation⁽¹⁾.

3. CHARGEBACK⁽²⁾/REVERSED ON BOOKING PAYMENTS.

Any matter related to the dispute of a chargeback, this being the state of the dispute, provide information or any other consult of the sort.

(1) Failed reservation: The client tries to book a room but there is an error during the process. It implies a charge to the client but no booking number associated to this payment.

(2) *Chargeback*: The client asks his/her bank to claim a charge. All the disputes are handled by the ePayments team.

4. OTHER QUERIES.

Other queries related to payments which go through the payment console, Global Collect.

2. REFUNDS.

The refund section is destined for any ticket that requests the reimbursement of the amount paid by the client. This quantity can vary from the 100% of the total booking value, only a prepayment or a specific quantity that you, the hotel, might decide on.

Besides, you can apply for an update on the state of a refund, among other things (discussed further below).

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ePayments - Hotels

Here you can consult payments, request refunds and other questions related to reservations made through Barcelo.com and Call Center

- Payments
- Refunds**
- Other queries

**Request for refund (authorized by the hotel)**
Request the refund of a payment, it requires sending the authorization form

**Request for refund due to an incident**
Request the refund of the payment of a reservation due to an incident

**Status of a refund**
Regarding refunds already made or requested

**Other queries**
Other queries related to refunds made through the Global Collect payment gateway

There are two kinds of reimbursements:

1. REQUEST FOR REFUND (AUTHORIZED BY THE HOTEL)

The hotel authorizes to refund the client and files a petition. A **REFUND FORM** (authorization form) filled and signed (by the director) must be attached for these kinds of requests.

2. REQUEST FOR REFUND DUE TO AN INCIDENT

Tickets requesting the refund of the payment of a reservation due to an incident during the process of the booking, a system error or any other kind of issue.

Other enquires will be consulted in the form of the following tickets:

3. STATUS OF A REFUND.

Applying for an update on the status of a refund.

4. OTHER QUERIES.

Any other kind of query related to a refund processed through Global Collect. An example would be asking the reason behind a reimbursement or applying for a ARN Code.

3. OTHER QUERIES.

[Go back to the Help Center](#)

ePayments - Hotels

Here you can consult payments, request refunds and other questions related to reservations made through Barcelo.com and Call Center



- Payments
- Refunds
- Other queries**

-  **Access to the Global Collect console**
Request the access to the payment console, access problem, doubts related to Global Collect
-  **Information about payment methods**
Related to matters of payment methods
-  **Other queries**
Any other consultation related to Epayments



There is also the possibility of applying for the following:

1. ACCESS TO THE GLOBAL COLLECT CONSOLE.

Request the access to the payment console as well as reporting accessing problems or asking for doubts related to Global Collect.

2. INFORMATION ABOUT PAYMENT METHODS.

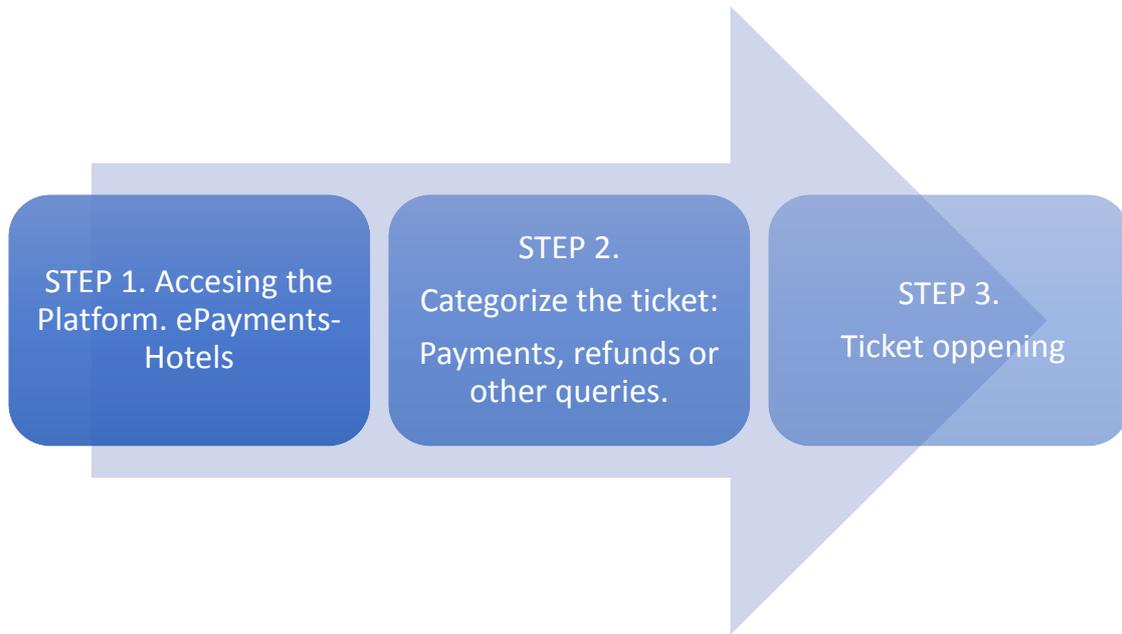
Enquire for information in regards the payment methods.

3. OTHER QUERIES.

Finally, any other consultation related to Epayments but uncategorizable in the previous sections.

Any ticket opened at the JIRA platform will receive the following alphanumeric code EH-xxx, as mentioned before.

To sum up, opening a ticket conceives the following steps:



STEP 3 ¿How do we create a ticket?

By clicking on any of the previous sections (Booking payments, Request for a refund authorized by the hotel...), the following form/application form will appear:

Related to verification, reception, queries and incidents of booking payments

Summary

Description



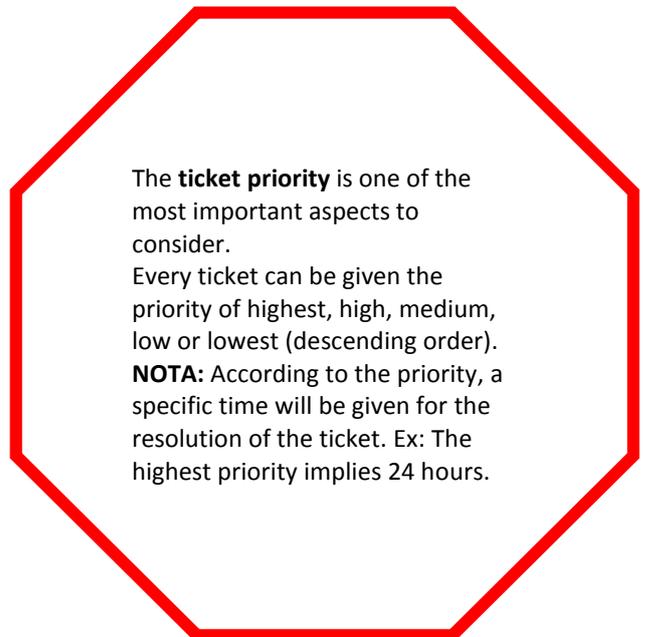
Priority

Order ID or Locator

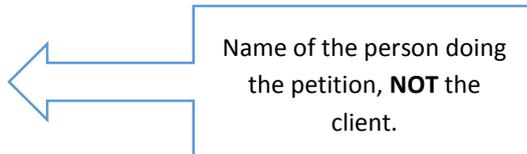
Booking e-mail (opcional)

Attachment (opcional)


Arrastre y suelte archivos, pegue capturas de pantalla, o [navegar](#)



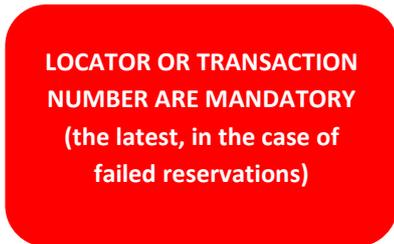
Full name



Division & Hotel's Name

Type of hotel

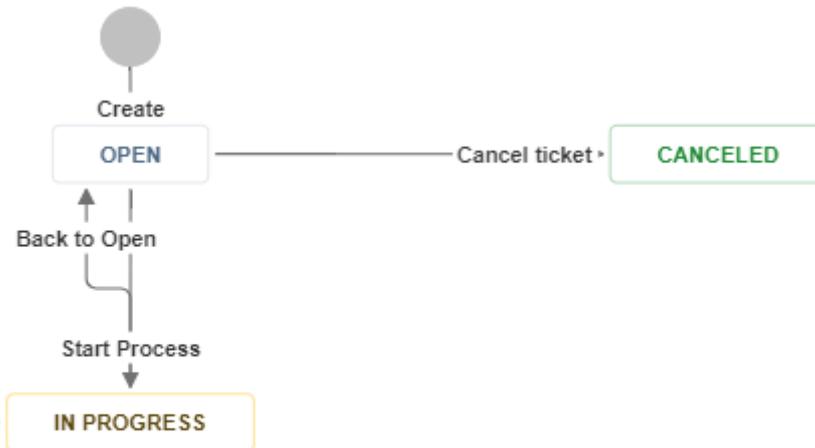
Crear Cancelar



4. TICKET STATUS

A ticket might go through different stages:

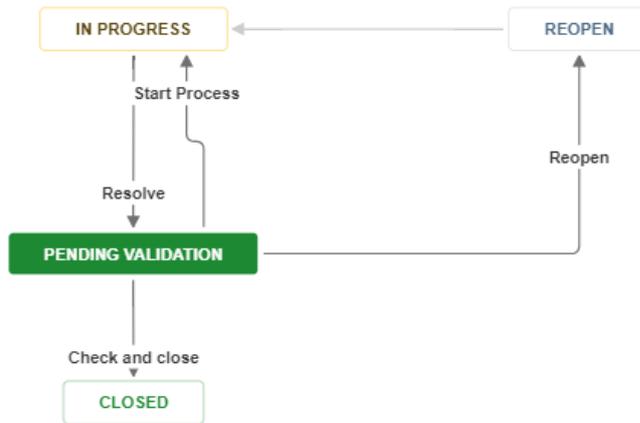
1. **OPEN.** A ticket has been opened. If the ePayments team initiates the process of answering the petition, the ticket will change to IN PROGRESS whether if they decide not to because of some circumstances that will be specified, it will change to CANCELLED.



2. **IN PROGRESS.** A ticket IN PROGRESS can develop into three different states: pending validation, on hold or feedback pending.



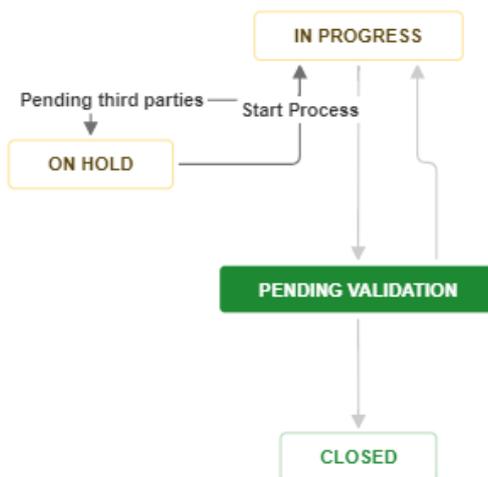
- **PENDING VALIDATION.** The Epayments team has concluded the petition and awaits for a confirmation of the hotel or the agent that opened it. The petitioner must validate the petition by closing it or opening it again.



- **FEEDBACK PENDING.** The Epayments team requires additional information that you (the hotel) will have to submit so the consult can be answered (a refund form, for example). The ticket will remain in this state until this information is provided and you must do so by clicking on the bottom Provide Information.



- **ON HOLD.** When a ticket is put ON HOLD, it means that the Epayments team requires the assistance of third parties (Global Collect, IT Team...) in order to answer the petition. Hence, it will remain like this until they are provided such information/assistance.



PLEASE BE AWARE THAT IF YOU WOULD LIKE TO COMMENT ON A TICKET YOU MUST ALWAYS TAG/MENTION THE PERSON IN CHARGE OF THE TICKET (THE ONE THAT ANSWERED IT). AN EXAMPLE: EPAYMENTS → @epayments.