

# Checklist for hotel and resort payments

## Omnichannel payment options

- Do you offer multiple payment methods and channels (e.g., card schemes, local payment methods, mobile POS payments, and online payments)?
- Do you offer the same payment methods on-premise and online?
- Do you accept prepayments and automatically link them to your property management system when taking direct bookings?
- Can you capture payments for no-shows and late cancellations?
- Do you offer multiple check-in options for guests (e.g., check-in before arrival, mobile check-in, self-check-in kiosks, and front desk)?
- Do you offer dynamic currency conversions to international guests?

## Data-driven personalisation

- Do you have a consolidated view of the payments made across all channels and locations?
- Can you recognise your guests' buying patterns?
- Can you identify repeat guests?
- Can you recognise your guests by country, age, preferences, purpose of stay (e.g., leisure, business, bleisure), and so on?
- Do you use payments data to customise your loyalty programs and offer targeted promotions?

Use this checklist to evaluate your current payments framework and identify any gaps. The more checkboxes you're able to tick, the better positioned you are to utilise payments as a strategic business tool to help drive growth.

If you have any questions, don't hesitate to contact our payment experts [here](#).

## Security and compliance

- Do you automatically and securely capture guest information from POS terminals and call centres?
- Do you avoid processing mail and telephone order (MOTO) transactions via manual key entry?
- Do you steer clear of collecting credit card information?
- Do you send secure payment links to guests that don't reveal card data?
- Do you work with PCI-compliant partners, whether on-premise or external (e.g., property management systems, booking engines, and channel managers)?
- Do you work with a payment service provider that offers PCI-compliant processing?
- Do you securely store payment information for subsequent authorised transactions (card-on-file transactions)?
- Do you use any solutions for data security, like tokenisation or encryption?
- Is your guest wifi network secure and separate from your hotel's internal network?
- Do you have strong password policies and regular security assessments?
- Do you constantly update your operating system?

## Reporting and reconciliation

- Can you predict your settlements for all the different payment methods you offer?
- Do you perform payment reconciliation and does it match your sales revenue to your bank settlements?
- Do you understand your average revenue across payment channels for better pricing strategies?

© The 2023 Hospitality Guide

Adyen (AMS: ADYEN) is the financial technology platform of choice for leading companies. By providing end-to-end payments capabilities, data-driven insights, and financial products in a single global solution, Adyen helps businesses achieve their ambitions faster. With offices around the world, Adyen works with the likes of Oracle, Infor, Shiji, Agilysys, Yotel, citizenM, Four Seasons, mk | hotels, and Raffles Hotel.

**adyen**

engineered  
for ambition