

Payment Technology Committee
Wednesday 9th December, 2009
Las Vegas, Nevada
Minutes

- I. Introduction and Welcome – Chairman Patrick Glories with Moneydirect welcomed all those present and reviewed the agenda, along with Board Liaison Keith Cotton.
- II. Highlights of Last Committee Meeting – Chair Patrick Glories reviewed the highlights of the last meeting and provided the following recap:
- Organisation reminder :
Three Co-Chairs :
 - EMEA : Rajesh Vohra (Sarova)
 - America's : Kevin Furlong (Hyatt)
 - ASPAC : Oliver Fasching (Jumeirah)
 - Accomplishments
 - Work refocused on CVV limitations for Pre-Paid
 - Workgroup proposed to run Pre-Payment survey
 - Results to be presented and discussed with Card Schemes
 - White Paper on “Alternate Forms of Payment” issued
 - Problem statement on Bill Back made by HBAA / GTMC
 - Next topics Identified
 - Prepayment survey and Credit Card schemes
 - Bill Back workgroup
 - Virtual Credit Cards
- III. Customer Not Present: Collection of Credit Cards –
- Prepayment Survey - Patrick Glories indicated that this remains a problem, especially in Europe. He reported that at the Budapest meeting a workgroup had been formed (Pierre Cherprenet – Accor; Oliver Fasching – Jumeirah; Kevin Furlong – Hyatt; Alfonso Guerrero Sanches – WPS; Christian Urvat – IHG) to develop a survey to assess from members the size of pre-paid business by target channels, processes and practices, planned evolution, and problems experienced. Mr. Glories reviewed the survey with the attendees for distribution to the membership. There was discussion, but all agreed the survey looked good and should be distributed. It was also noted that the survey should also go to rep companies, and all agreed. It is the goal to have the survey sent out, and results discussed in Prague.
 - Update on Card Schemes contacts – Patrick Glories reported that while VISA had provided a document, it was primarily focused on the European market, and focused on prepaid. He indicated that it would be most helpful to the HEDNA membership to have a VISA contact in the US as well, or perhaps a global contact. He indicated also that contacts at the other cards i.e. Master Card and

AMEX would be helpful, and asked that if anyone had any contacts to please forward to him. Mike Carlo of Global Collect mentioned the Global Airline Acquiring Program, and volunteered to learn more about this for presentation to the membership at the next meeting.

- IV. The Bill Back Problem – Mr. Glories reminded those present that the problem statement had been made by GTMC/HBAA at the Budapest meeting. He indicated there is a growing need for recovering, reconciliation information and invoice information. Mr. Glories reported that the EU had changed VAT information, and potentially corporations may not be able to recover their VAT, although this was still in debate.

He also mentioned that the reconciliation problem is a global one that had been confirmed by HEDNA members. Many initiatives were underway in different countries, including the UK, France, and Australia. Mr. Glories recommended that these pilots should be standardized and a dedicated group from HEDNA should be following this progress, and be able to provide feedback. Mike Durazo from Best Western noted that there are several pilot programs out there, and not one has yet emerged at the best solution. He further indicated that there are a number of things that should be thought of collectively. Doug Carr of Fairmont noted that HEDNA's focus should be on the booking portion and what fields are needed on the CRS level or by the property, and recommended working with the GDS's to develop a standard, and then as an education piece, develop best practices with regard to invoices and reconciliation. Keith Cotton volunteered to follow-up with the attendees to put together a task group to look more closely at this issue, and move it forward. Mike Durazo requested that the task group be as broad-based as possible for all hotels that support different CRSs.

- V. Other Critical Issues to be Addressed – Virtual credit cards remain an issue, and more information is still needed to understand how they are used. Rajesh Vohra volunteered to take this project on for the next meeting.
- VI. Alternative Forms of Payments White Paper – Mike Carlo of Global Collect briefly recapped his white paper presented in Budapest by noting that alternative methods of payment are increasingly being sought after for payment, giving both the customer and the hotel more flexibility, and in some cases more security. He concluded by noting some of the benefits of moving to pre-paid methods: cash flow up front offers benefit; the end to the 'no-show' problem; fraud reduction, increased conversions, and cost savings.
- VII. Adjournment – With no further business to discuss, the meeting was adjourned.