

# Book Better Payment Options

Move More Profit to Your Bottom Line.



**Elavon's hospitality-focused professionals address your payments needs with innovative solutions and give you the confidence to do your job well.**

## **Move More Profit to Your Bottom Line**

The hospitality, travel, tour, and entertainment (T&E) industry is highly competitive, leveraging service as the key differentiator among competitors. Retain your competitive edge by focusing on the operational concerns that equate to overall customer satisfaction and brand loyalty by letting Elavon manage payment processing for you.

Elavon can streamline the entire payment process across your enterprise with the industry's only tailored solutions that maximize your operational and financial efficiencies.

Elavon's cost-saving products and solutions and unequalled service and support complement your needs. If you're looking to take your business places, book with Elavon today.



# Solutions to Benefit Your Bottom Line

Elavon provides services to 70 of the top 100 property management companies. Through innovative time- and cost-saving products, specialized solutions and first-class service, Elavon helps you maximize the benefits of payment processing.

## Dynamic Currency Conversion

If you do significant business with foreign travelers, Elavon's Dynamic Currency Conversion (DCC) can generate a new revenue stream for your business while helping your customers understand their true cost. DCC converts international Visa® and MasterCard® credit card purchases to the cardholder's home currency – while at the same time rebating a portion of the conversion fee back to you.

## Electronic Check Service

Elavon's Electronic Check Service (ECS) simplifies your check handling and substantially reduces your costs by converting paper checks into electronic transactions. This minimizes risk, reduces back-office labor and speeds access to funds. What's more, ECS works with business as well as personal checks, helping streamline payments from your convention and group business.

## Prepaid & Electronic Gift Card

Elavon's Prepaid and Electronic Gift Card (EGC) solutions reduce the fraud and labor associated with paper gift certificates and help attract new business, especially for restaurants, spas and entertainment venues. Gift cards increase your sales and profits, lower operational costs, and attract new customers while encouraging repeat business. Elavon's simple, cost-effective solution can be tailored to meet business needs across your entire enterprise.

## Smarter Payment Solutions

All payment solutions are not created equal. What works well for grocery or department stores cannot begin to meet the diverse needs of highly specialized organizations found in the hospitality and T&E industries. Having a significant global presence, coupled with a need to process payments across multiple entities, creates unique challenges that require specialized solutions.

Hotel groups may manage a variety of flags with hundreds or even thousands of properties under the same umbrella. Destination resorts accept payments from point-of-sale (POS) locations across a single property – at the front lobby, various restaurants, retail shops, a spa, golf course, rentals vendor, ticket office, even on a casino floor. Each of these entities may rely on a different property management or POS system for accepting card- and check-based payments, creating a disparate acceptance environment.

## Realize the Savings

Imagine the operational and financial efficiencies you could create by consolidating the payments process, whether across multiple points of service at a single property or throughout your entire enterprise.

Elavon delivers far more than any other payments provider. Elavon's tailored solutions package for hospitality and T&E businesses provides everything you need to consolidate the payments process, maximize efficiencies and realize the bottom-line benefit of smarter payment solutions. We even provide multi-currency processing to enable global commerce benefits for your business.

## Flexible, Secure & Easy-to-Use

Elavon's innovative payment solutions interface seamlessly with the vast majority of property management systems used by major hotel groups, as well as POS systems used by restaurants or retail shops, and individual countertop terminals. And, in addition to the flexibility you receive to handle a growing volume of payments efficiently and securely across your enterprise, you also can rely on Elavon's solutions to meet the latest payment industry standards and financial regulatory requirements, such as PCI-PED, PCI-DSS and Sarbanes-Oxley.

End-to-End Payment Solutions  
and Highly Responsive Service,  
Tailored to Meet Your Needs.

## Tailored to Your Unique Requirement

Whatever payment or reporting function you need, count on Elavon to deliver real bottom-line results, backed by proactive relationship management teams who respond quickly and efficiently.

### Unsurpassed Connectivity

Seamlessly connect a wide range of disparate point-of-sale (POS) and property management systems (PMS), and streamline transaction processing, through Elavon's secure and robust hosted or on-premise gateway solutions. Reduce location-level upgrades and network certifications by leveraging Elavon's one-to-many connectivity between your organization's PMS software provider and your payments processor/acquirer.

### End-to-End Processing

Utilize Elavon for end-to-end control of the entire payments process – from gateway services to authorization, settlement, funding, and all customer support functions. You'll not only reduce costs by eliminating foreign network processing fees, but also eliminate unnecessary finger-pointing when troubleshooting problems.

### Reduce Chargebacks & Manage Interchange Expenses

Elavon provides a wide variety of powerful reporting tools to help effectively manage your interchange expenses, reduce chargebacks, and monitor the mix of cards your guests present. You can also access aggregate data through enterprise-level reporting provided through MerchantConnect Premium. Elavon's flexible reporting solutions include interchange qualification reports that provide insight as to why transactions are downgraded, while also offering flexible search criteria to help you "drill down" to authorization information and other transaction details.

### Service You Can Trust

To ensure that you receive the support you need, Elavon offers customized service-level options and, for larger clients, a dedicated client relations team. An experienced client executive becomes your lead resource and helps you with critical processes such as:

- Reviewing statements
- Monitoring interchange status to maximize financial benefits
- Addressing chargeback issues
- Providing information about emerging payment initiatives

Through our proactive approach, customers come to view us as an extension of their company. Whatever you require – from fraud management to custom reporting services – trust Elavon's people to deliver highly responsive service.

## Uncompromising Service & Support

Count on Elavon to deliver the same high level of service your guests expect of you.

- Unsurpassed connectivity through end-to-end transaction processing consolidates the payment process across your enterprise.
- Sophisticated reporting and management tools reduce internal operational and administrative expenses.
- Knowledgeable, proactive relationship teams employ a proactive, consultative approach. Team members seek to identify issues and concerns early and address them before they can impact your business.
- Service and support are provided by Elavon – not by an outsourced vendor – so you have a single, reliable point of contact.
- Periodic reviews with your executives analyze chargebacks and other performance indicators. These reviews often identify under-performing properties and even individuals, so you can take appropriate action.





## A World of Reasons to Choose Elavon

Elavon is committed to providing you a world of services anywhere you do business. Elavon's products and services provide you the agility you need to keep pace on a constantly changing world stage.

Whether you do business in a handful or a hundred markets worldwide, Elavon's robust and secure international processing platform and ultra-reliable network deliver payment solutions and services with unsurpassed security and dependability. Elavon maintains operations centers in Europe and North America, staffed by multilingual professionals, to provide voice authorization and customer service assistance – regardless of when your business day starts and ends.

Elavon knows that if you run a global enterprise in the hospitality, travel or entertainment industry the sun never sets on your business, and we never leave you in the dark.

