

CREDIT CARD PROCESSING

ARE YOU IN COMPLIANCE?
WE'RE HERE TO HELP!

Applicable for hotels in the U.S., Canada and the Caribbean.
Existing and new hotels are required to meet Brand Standard #100.04.05, "Property Management System Technology Requirements" by September 30, 2023.



1 What are My Brand Standard Requirements?

Our Brand Standard requirements aim to streamline the approved payment acquirers to two options to help provide simple and secure card payments. **By September 30, 2023, all hotels must set up merchant services through Chase or Elavon.**

BRAND STANDARD # 100.04.05 – PROPERTY MANAGEMENT SYSTEM TECHNOLOGY REQUIREMENTS:
After September 30, 2023, all WH&R hotels located in North America are required to enter into an agreement for PMS integrated credit card processing including both Gateway Service (Payment Gateway) and Acquiring Service (Merchant Services) with select designated Wyndham Hotels & Resorts-approved suppliers: Chase and/or U.S. Bank/Elavon.

2 How Do I Set Up Merchant Services?

To set up Merchant Services, contact Wyndham Hotels & Resorts-approved suppliers, Chase or Elavon.

Benefits <ul style="list-style-type: none">• Secure Payment Processing• Specially Negotiated Rates & Bundles• 24/7/365 Support• Fraud Prevention Tools• Dispute Management• Online Reporting	Chase  (888) 849-2058 wyndham.franchise@chase.com Chase.com/Wyndham <i>Currently servicing U.S. (including U.S. territories).</i>  Wyndham Responsible Supplier	U.S. Bank Elavon (866) 868-3391 enterprisefranchisesales@elavon.com https://join.paymentstart.com/wyndham <i>Servicing the U.S., Canada and the Caribbean*.</i> <i>*Acquiring services are not available in the Caribbean.</i>
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Wyndham Hotels & Resorts negotiated pricing is only available direct from the above suppliers.
Independent Sales Organizations (ISO) and Merchant Service Providers (MSP) are not approved suppliers for distribution or resale.

3 Action Required: Upgrade Your Credit Card Processing Equipment.

In addition to setting up Merchant Services with either Chase or Elavon, hotels must also ensure they are using the latest credit card processing equipment. Many hotels are using old card readers (terminals) that are no longer eligible for technical or replacement support. Should these old card readers (terminals) break, hotels might be unable to process credit cards. Hotels using old Ingenico Telium models (iSC250, iSC480 and iPP320) should upgrade their card readers (terminals) immediately to the newer Ingenico Tetra models.

To upgrade to an Ingenico Tetra card reader, contact Elavon for assistance: phone: (866) 868-3391, email: enterprisefranchisesales@elavon.com or visit <https://join.paymentstart.com/wyndham>.

For questions and support please contact our Hotel Technology Client Support (HCS) team: complete the [Technology Implementation Request Form](#). For request type, select Tetra Credit Cards. Additionally, you can refer to our Frequently Asked Questions document [here](#).