RCM Integration with Payment Express (DPS)

Jan 2018

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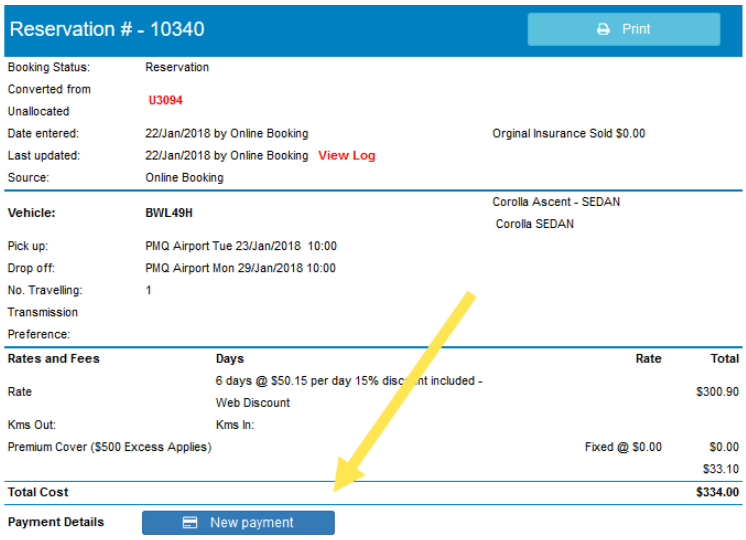
Overview

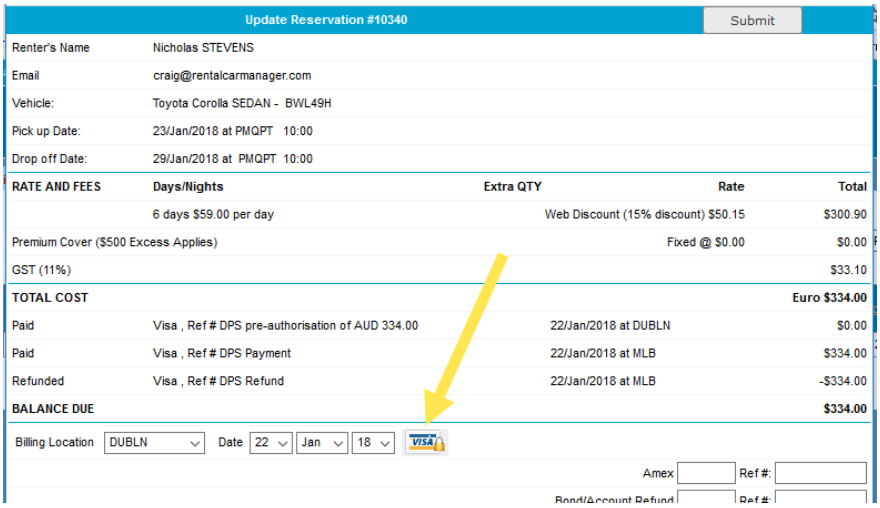
Rental Car Manager integrates with Payment Express to allow you create payments and refunds from within RCM.

Payments can be created from the Booking Details page or from the Update Reservation page:

From the Booking Details page:



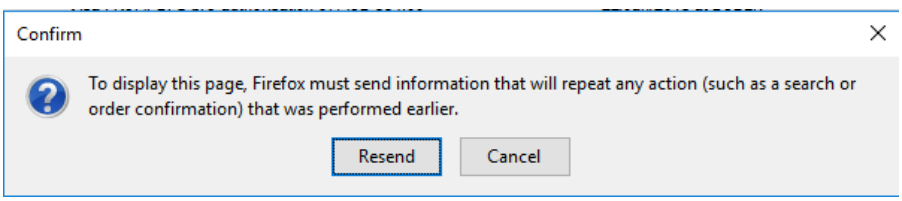
From the Update Reservation page:



Please note:

When you close the payment window using the "Close Window" button, the Booking Details page or Update Reservation page will refresh to show the updated payment transaction.

You may see a popup message like this (depending on your browser):



It is OK to click “Resend” to refresh the page.

Setup

If you are not already using Payment Express then this feature will need to be setup by the Rental Car Manager support team. Please send an email to support@rentalcarmanager.com to have this feature installed.

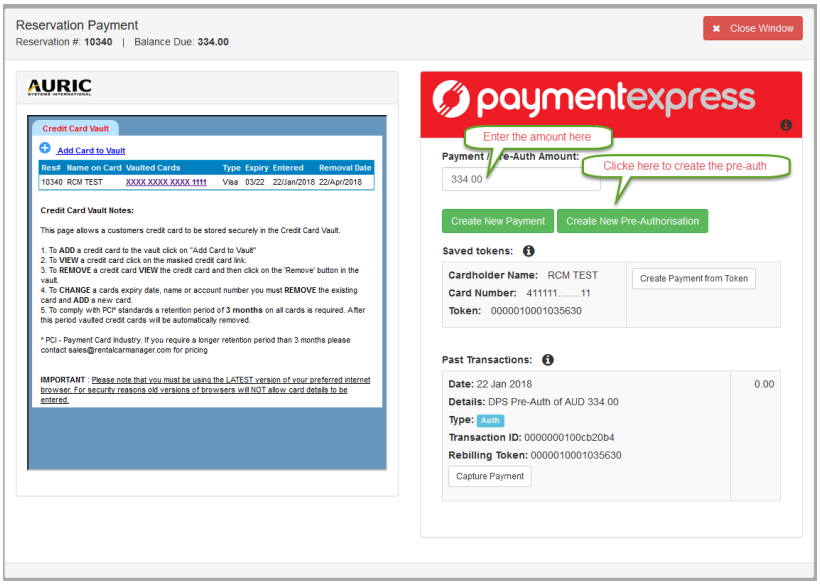
View reservations with balances owing

The Vehicle Activity Report will display the balance owing for each reservation for a selected period. From this report you can click on a reservation and process a payment through Payment Express.

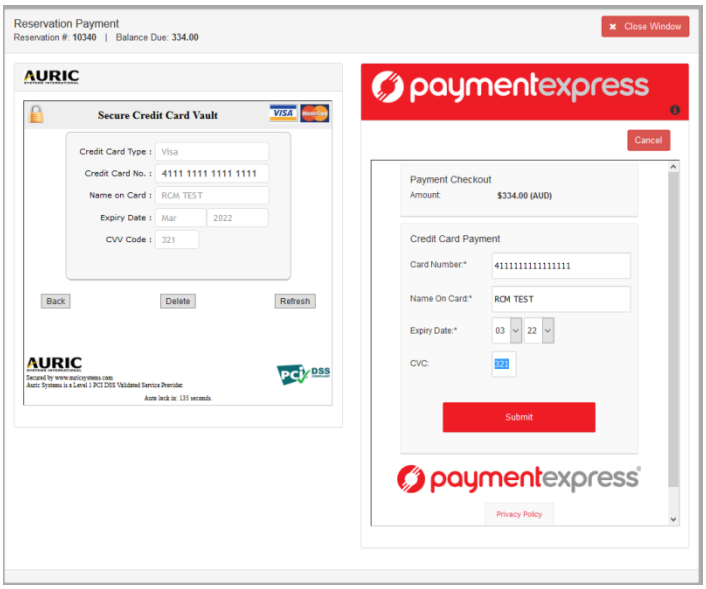
Pre-Authorisations

Authorisation transactions validate the card and guarantee the funds will be approved for the amount and ties the funds up for seven days. If you do not wish to take money from the client you literally do nothing, and the hold on the money will expire after 7 days. If you wish to take payment you can complete it within 7 days.

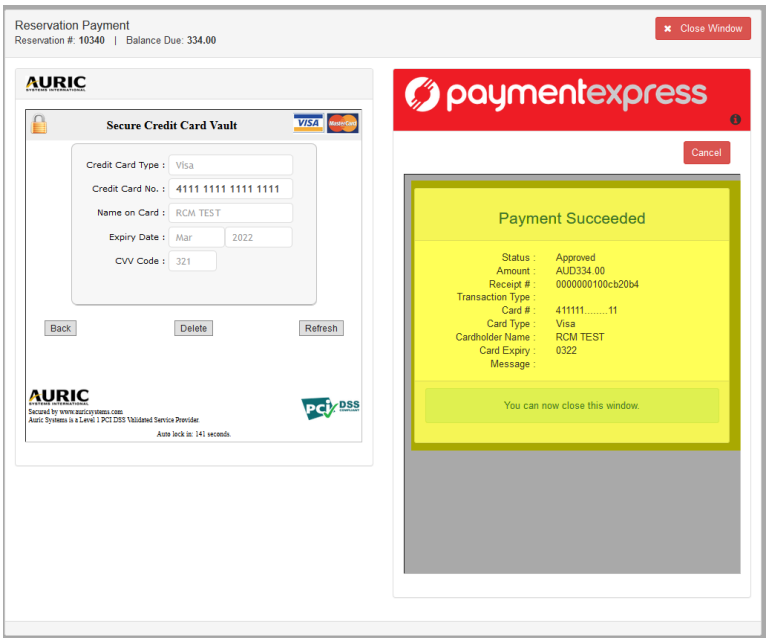
To create a pre-authorisation, create a new payment from the Booking Details or Update reservation page, enter the amount and click the “Create New Pre-Authorisation” button.



Follow the payment steps in the Payment Express window that opens:

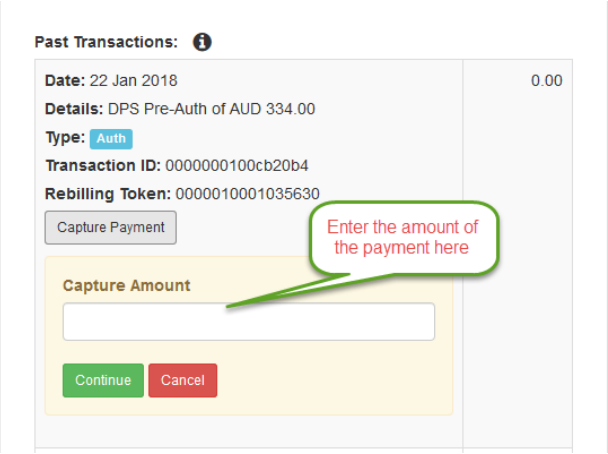


Make sure that you get all the way to this screen before you close the window, otherwise the pre-auth won't be saved in RCM.

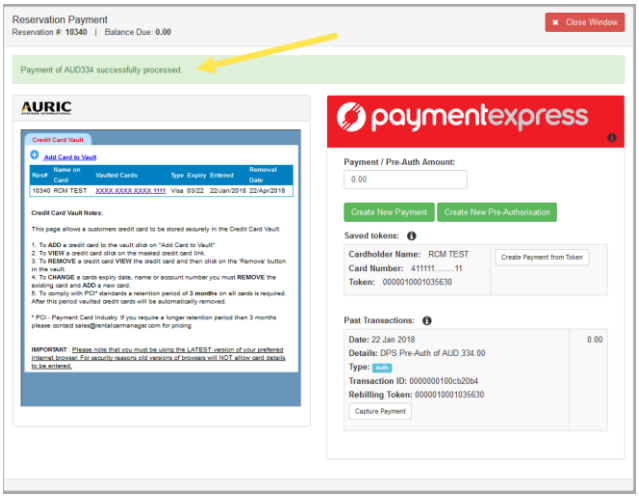


When you are ready to process the payment, you need to "Capture" the payment instead of creating a standard payment.

Find the Auth transaction in the Past Transactions list, click "Capture Payment", enter the payment amount and click continue. Note: a pre-auth can only be captured once.

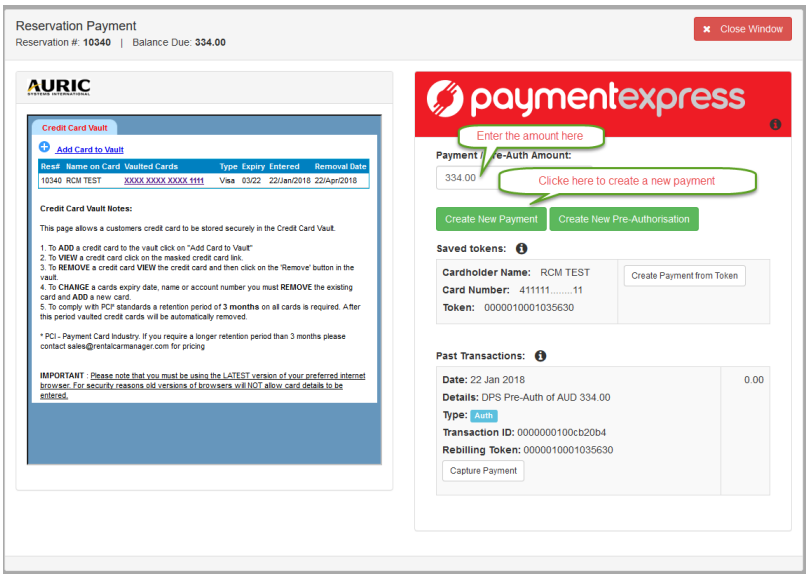


The transaction is processed immediately (no need to re-enter card details) and you will see a success (or failure) message at the top of the screen:

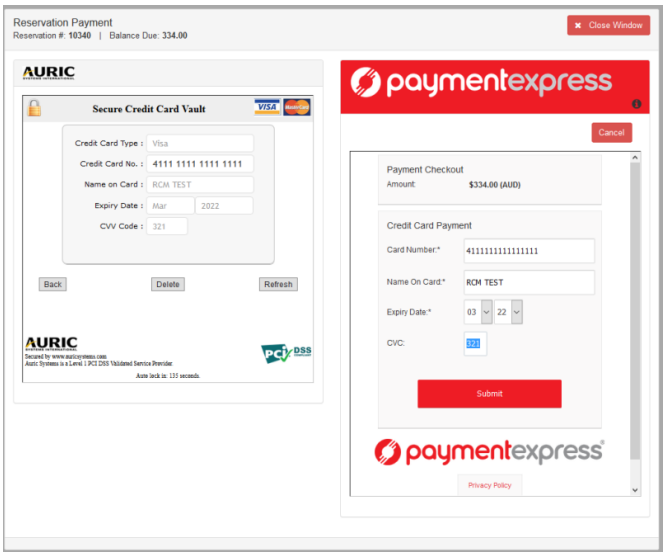


Payments

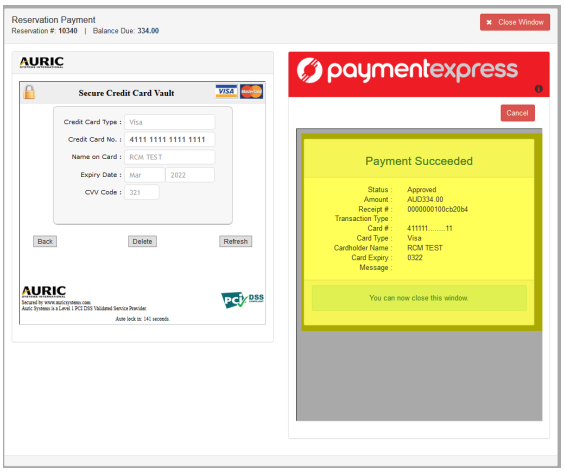
To create a payment, create a new payment from the Booking Details or Update reservation page, enter the amount and click the “Create New Payment” button.



Follow the payment steps in the Payment Express window that opens:



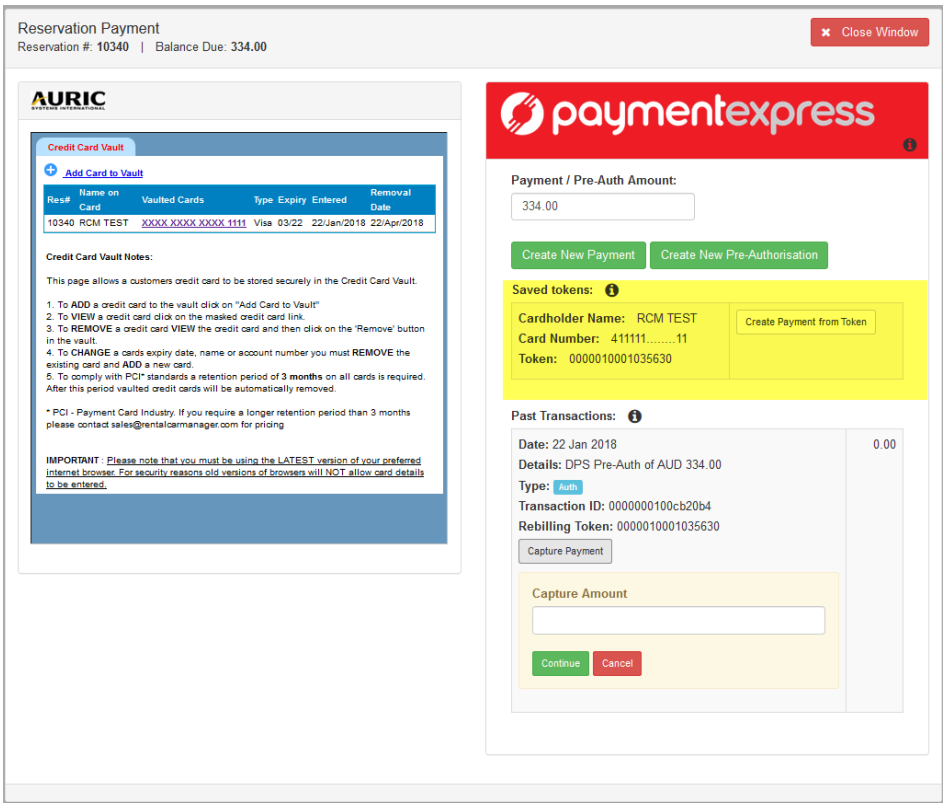
Make sure that you get all the way to this screen before you close the window, otherwise the payment won't be saved in RCM:



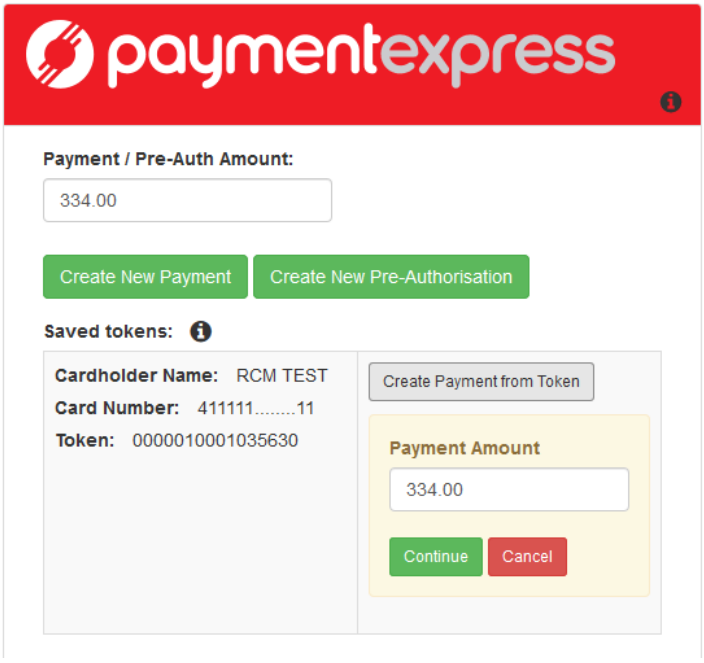
Rebilling using tokens

When you first create a standard payment through Payment Express, the customer card details are saved with Payment Express. A token is provided that allows you to create a new payment using those saved card details.

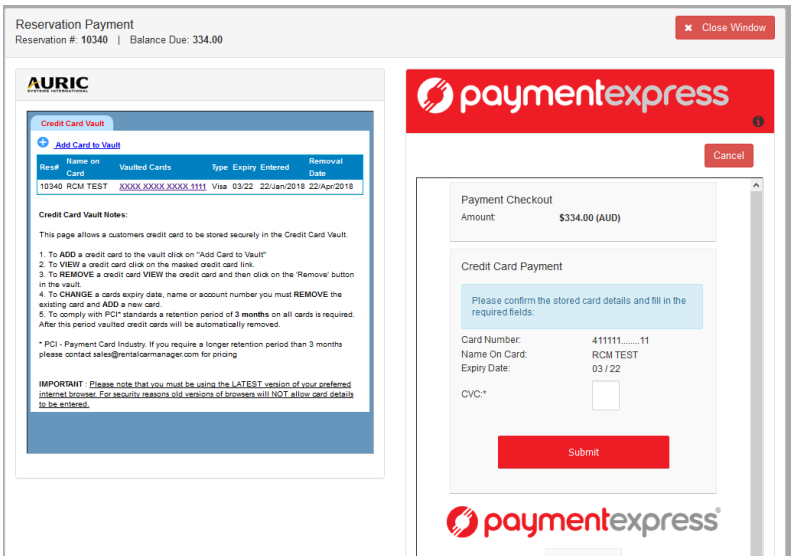
If there are saved tokens for a booking, you will see them listed when you open the payment page:



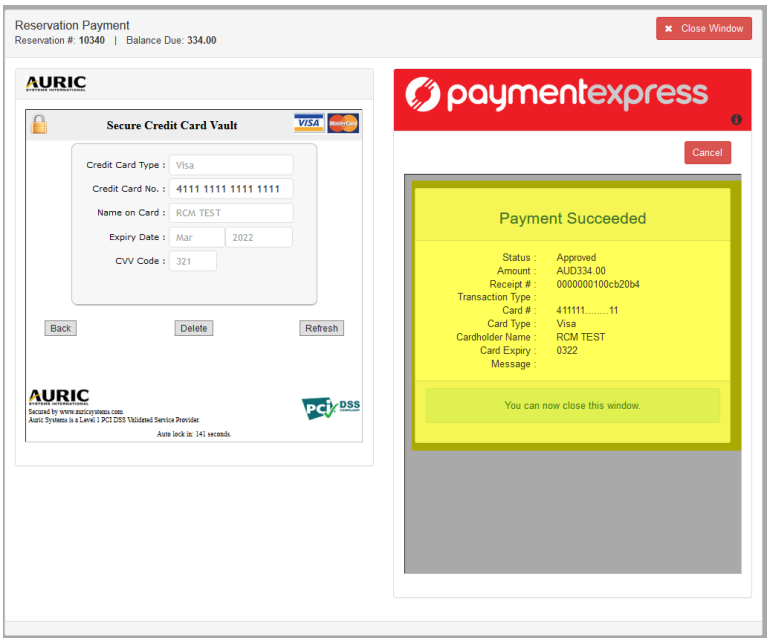
To create a payment from a token, click the “Create Payment from Token” button, enter the payment amount and click continue:



Follow the payment steps in the Payment Express window that opens:

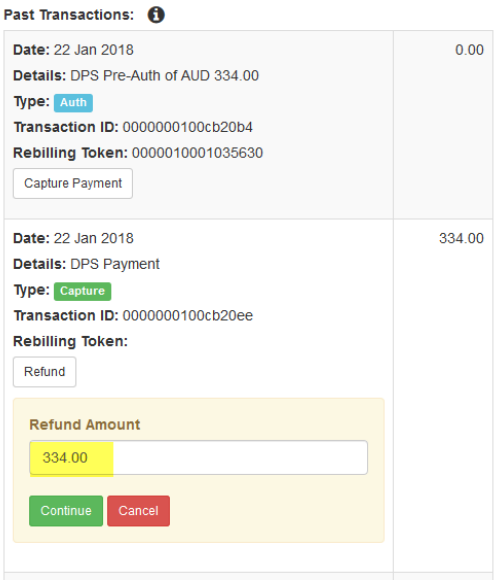


Make sure that you get all the way to this screen before you close the window, otherwise the payment won't be saved in RCM:

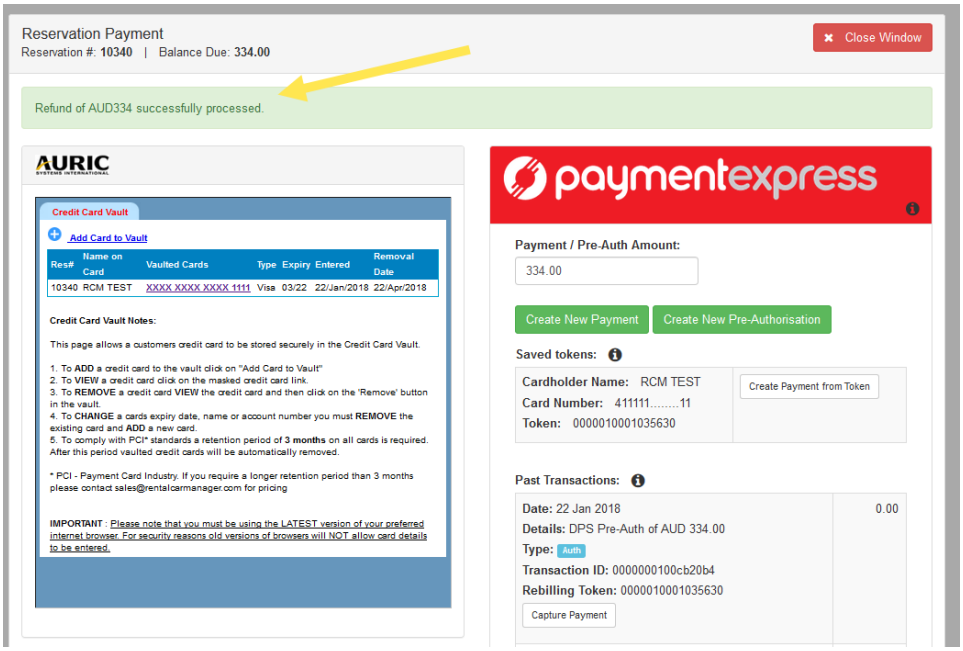


Refunds

You can only refund a payment that you have previously created via RCM. To create a refund, find the payment (or capture) in the Past Transactions that you want to refund and click the Refund button. Enter the refund amount and click continue:



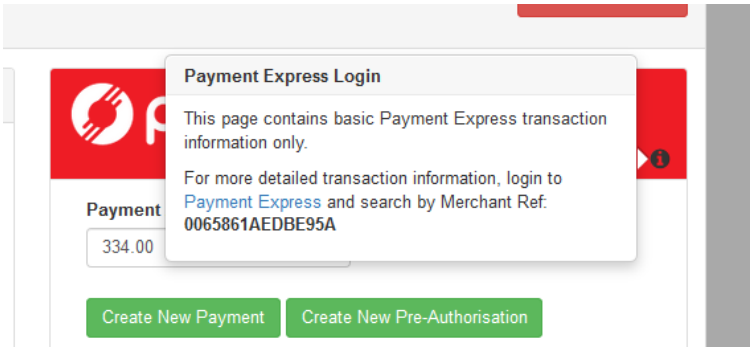
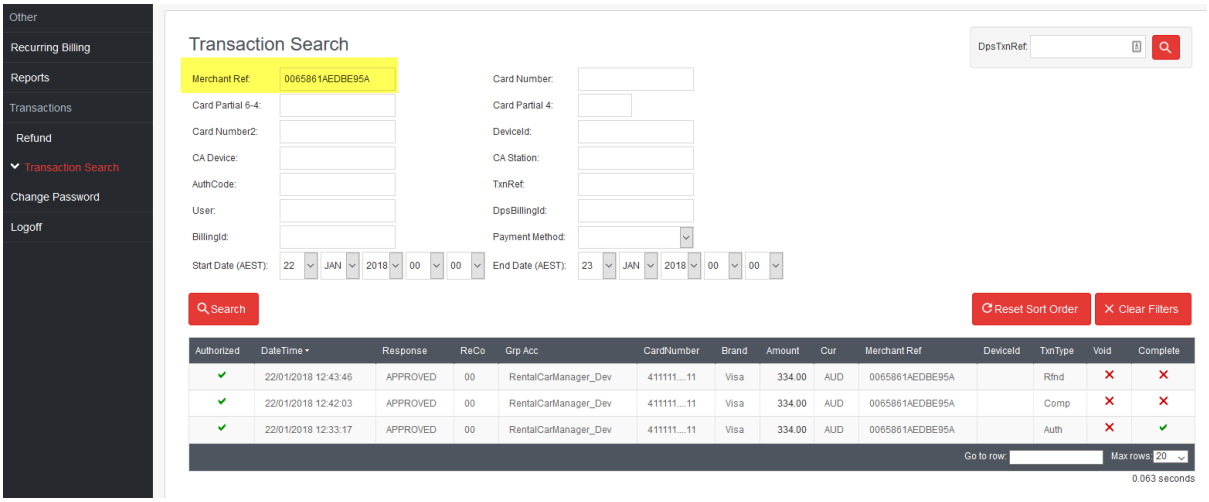
The transaction is processed immediately (no need to re-enter card details) and you will see a success (or failure) message at the top of the screen:



You can create multiple refunds for a transaction but the total amount of the refunds must be less than or equal to the original payment amount.

Finding Transactions in Payline

To search for all transactions for a booking in Payline, login to Payline and search using the booking reference number or reservation number (depending on how your system is configured). The link to the Payline login page and the booking reference number can be found by clicking the information icon under the Payment Express logo.



From the Transaction Search page, enter the booking reference number in the Merchant Ref field and click search: