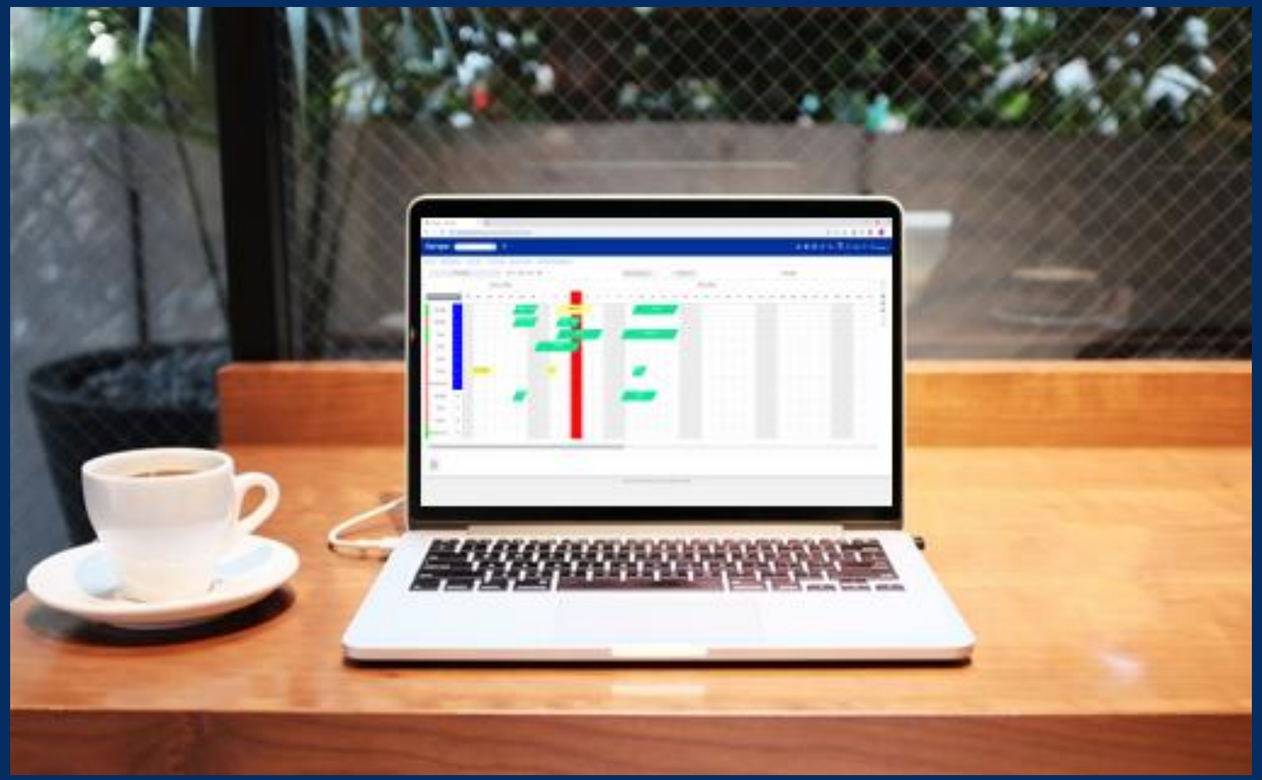
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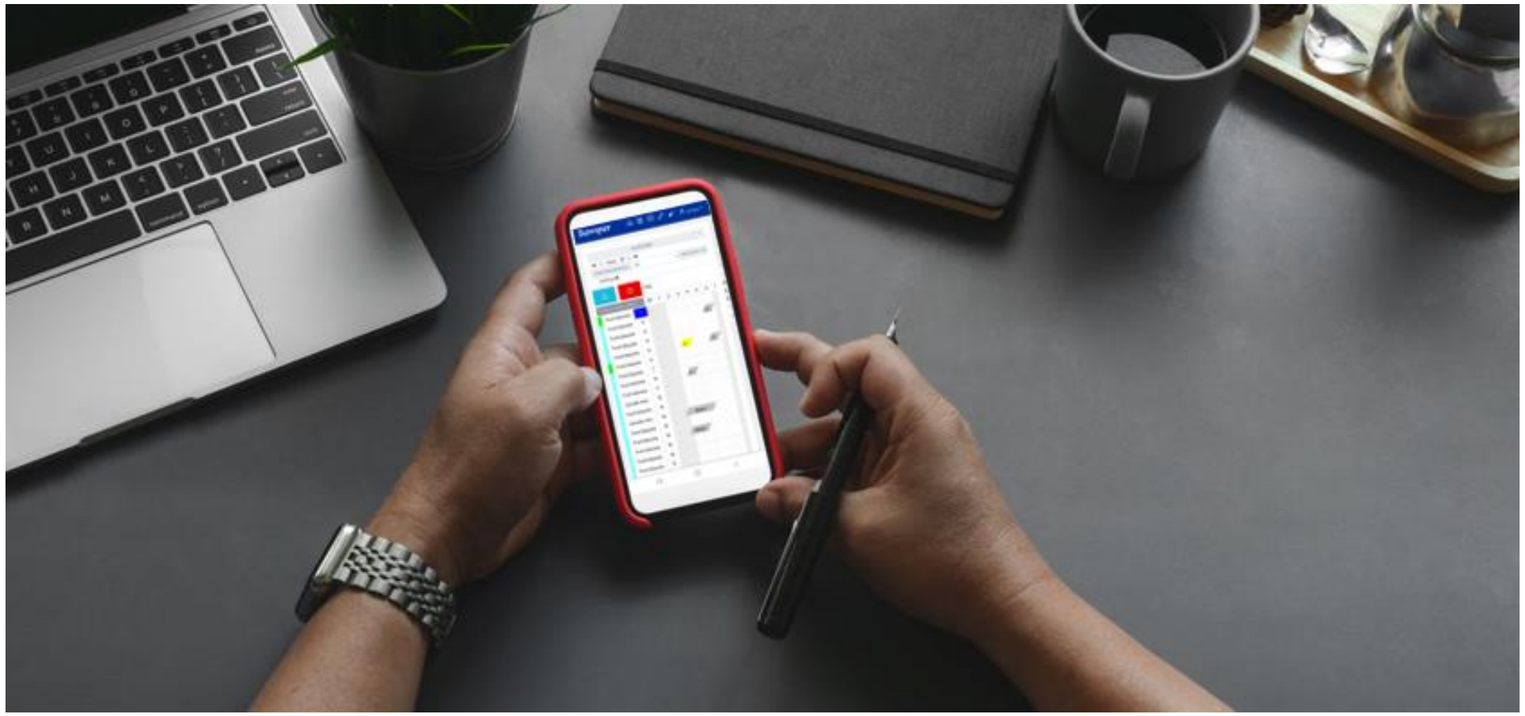
AUTOMATED SERVICES

TO REDUCE THE WORKLOAD WHEN MANAGING RESERVATIONS BY AUTOMATING THE PROCESS



THE OBJECTIVE

Automated services include the automation of payments (reservations and debtor accounts), cancellations, confirmations, eGuest and refund



THE BENEFITS FOR YOU

Click here to view the video

- ✓ Greatly reduce the workload of managing reservations
- ✓ Eliminate the monitoring of your bank statements for payments
- ✓ Ensure accurate recording of payments within the correct reservation
- ✓ Ensure confirmations are emailed with a professional look and feel in a customized document
- ✓ Greatly reduce the effort of processing refunds
- ✓ Ensure unwanted reservations are cancelled in time to open the system for more reservations
- ✓ Eliminate fraudulent banking transactions by enforcing 3D secure payments
- ✓ Reduce training of staff as the process is automated with no intervention required
- ✓ Improve guest experience and service by:
  - ➢ Collecting guest information before they arrive enhancing your ability to improve their experience
  - ➢ Deliver professional and great looking documents instantly to guests for confirmations etc.



HOW DOES RESERVATION MANAGEMENT WORK?

Bookings are created in Semper manually or from online channels such as Own website, Booking.com etc.

↓

Deposit invoices are automatically created and emailed to the guest or company which includes credit payment link



↓

The guest or company processes the payment using 3D secure technology to credit card information remains private to the user and eliminates fraud



↓

Confirmation is received by Semper from the bank and Semper auto records the payment transaction in the Semper system within the reservation or debtors account



The venue will be notified by the Semper notification system



The status of the reservation will automatically change to confirmed once the payment has been recorded



A confirmation document will automatically be generated and emailed to the guest



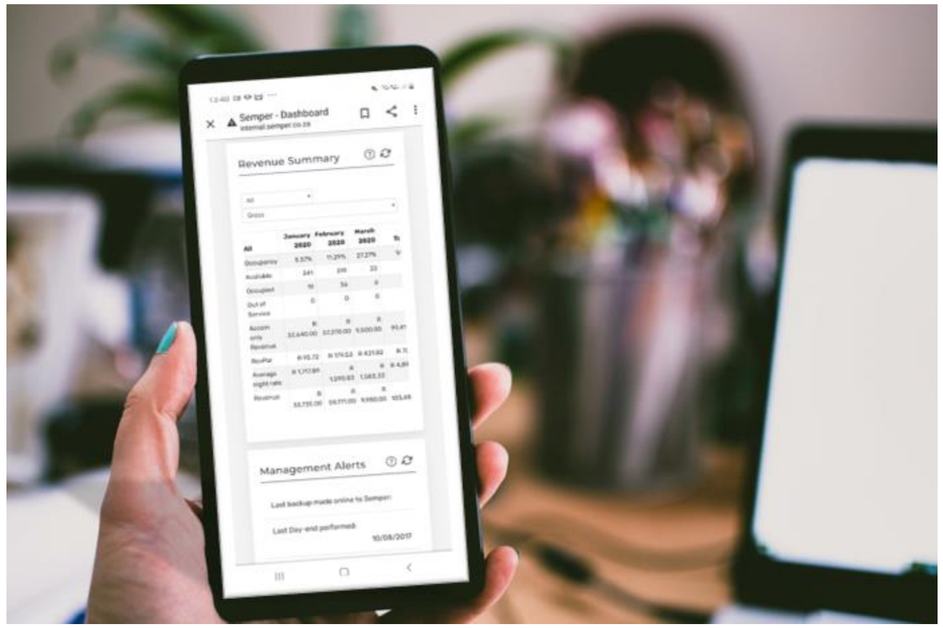
If your eGuest system is active, it will be included on the confirmation document enabling your guest to provide you with additional information such as arrival times, travel companions, dietary requirements etc. with the ability to purchase products such as meals, activities and transfers



Debtor accounts

On debtors' statements (or invoices), a payment link is inserted enabling the debtor to pay using 3D secure payment technology where credit card information remains private to the user

Confirmation is received by Semper from the bank and Semper auto records the payment transaction in the Semper system on the debtor account eliminating the need to monitor and manually record the payment

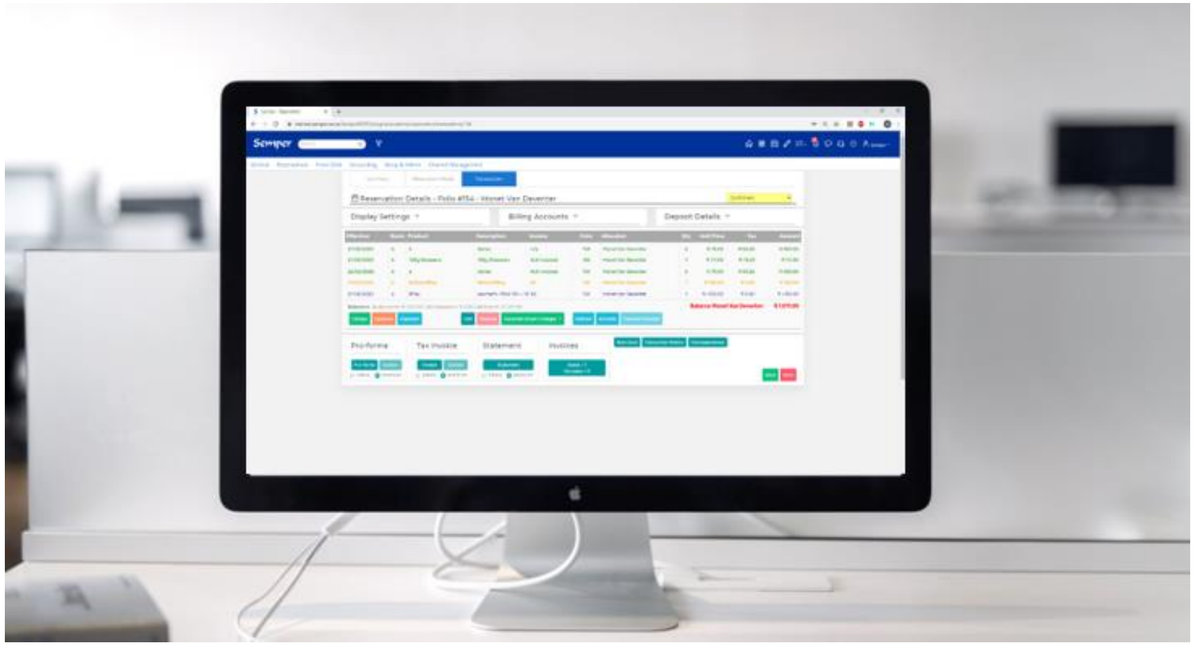


Refunds

Credit and Debit Card Payments processed via the system (3D secure) can be refunded from within your Semper system



The refund is auto recorded within your Semper system and processed to the guest or company card. No further action is required



Auto Cancellations

Auto cancellation an optional function designed to monitor and cancel reservations if deposits are not received within a specified period



A warning email is generated to the guest before the final cancellation is activated.
The venue has the ability to manually extend the cancellation date

A **Booking.com** reservation is integrated into the auto cancel. When the warning email is generated by Semper, Booking.com is informed and will email a separate warning of impending cancellation
On final cancellation, Semper cancels the reservation and notifies Booking.com which will result in the reservation being cancelled within Booking.com

The cancellation generates an email to the guest as well as notification to the venue

PRICING:

FREE setup which includes the following:

- ✓ Setup of merchant account
- ✓ Customization of documents
- ✓ Training on Automated payments

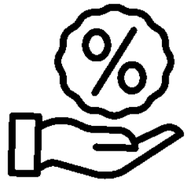
Merchant fees

2.6% for all Visa, MasterCard (Foreign and local) plus R99 PM and 50c a transaction

The account is owned by the venue and money deposited directly into your account

Optional facility is to use the Semper corporate account (used as interim measure while application is processed)

Cost is 3.5% for all Visa, MasterCard (Foreign and local)



WOULD YOU LIKE TO IMPLEMENT?



Send an email to payments@semper.co.za

OR



Phone our support office on +27 (0) 21 300 3222

OR



Send a WhatsApp message to +27 (0) 76 298 5636

Click here to view the video