

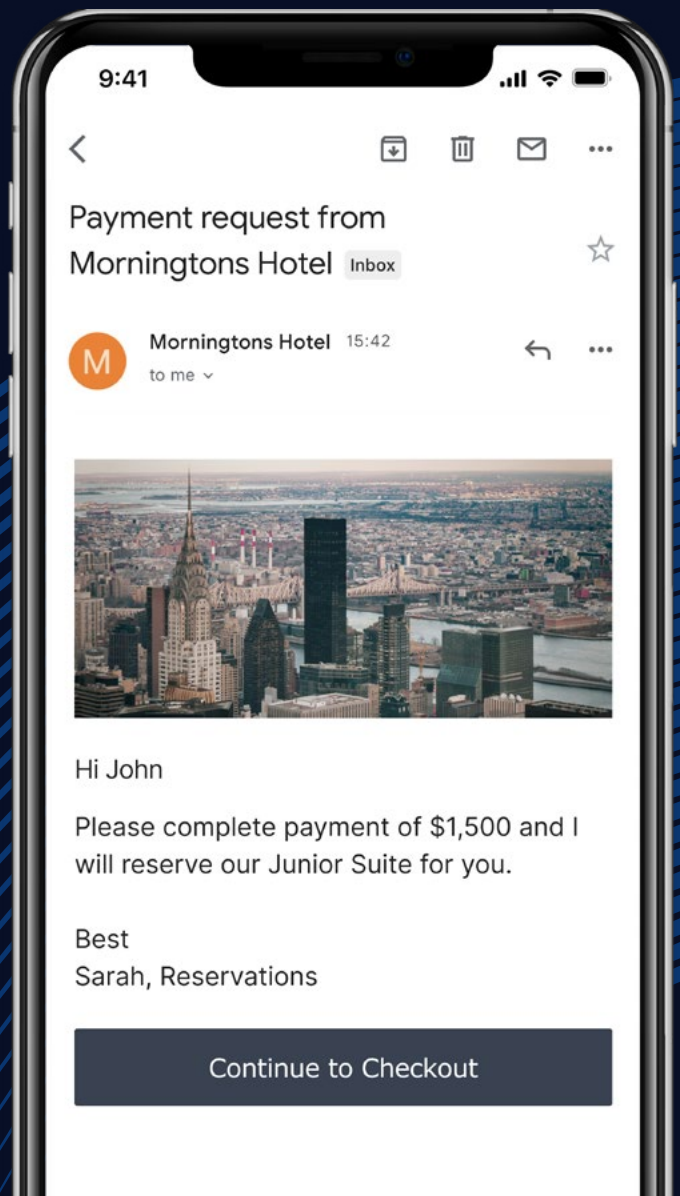


Payment Requests from OPERA. Made Easy.

A growing number of the world's leading hotels and resorts are choosing Prommt to enable them to collect reservation and event payments safer, faster, easier and more cost effectively.

Prommt integrates with Oracle OPERA V5 and Cloud (OHIP), enabling hotel staff to send a payment request for reservations, events and blocks directly from the PMS.

The request can be sent by email, SMS or via a paylink within a chat app. Prommt will automatically update the payment status in OPERA and staff will receive an email notification as soon as the payment is processed. All while delivering a frictionless, elegant payment journey to the payer.



The necessity of Prommt

- We reduce costs. Prommt replaces the need to take payments over the phone.
- We solve compliance headaches. We ensure compliance with PCI, Data Privacy and other regulations, ensuring no mishandling of sensitive card data.
- We help reduce chargebacks, card fraud, payment operations and time spent chasing payments.
- We reflect the hotel's brand identity throughout the entire payment journey, building confidence and trust to pay.

What makes Prommt's OPERA integration different?

Prommt makes the collection of payments via Oracle OPERA easy. Why?

- No manual copying and pasting of guest details
- Automatic posting of the payment status update back to the PMS
- Automatic email notification to staff when payment has been received
- An elegantly styled hotel branded payment request, embedded to the hotel's website for additional confidence and trust
- Features such as Group Send, Autocharge, Recurring Payments, Refunds, Reporting and more can be accessed via the Prommt web app

Fraud Prevention & Brand Reputation

The rise in online bookings and evolving fraud tactics has given scammers more opportunities to steal payment details and personal information from unsuspecting card holders. Many well-known hotel chains have faced high-profile data breaches, leading to the theft of guest information. Besides immediate financial setbacks and erosion of trust, these breaches cause lasting damage to the reputation of the affected brand.

Nearly one-third of hotels reported a data breach in 2023, of which 89 percent experienced multiple breaches within the year. The average cost of a breach in the industry stands at approximately 3.4 million USD.

With Prommt, hotels can ensure guest data is handled in compliance with local regulatory standards. Insecure phone transactions are converted into an online and safe payment process. The risk of compromised customer information is minimised because sensitive personal data is not directly exchanged between guests and hotel staff. Guests card details are tokenised and stored with the payment gateway, there is no need to view or store card data locally.

Prommt offers peace of mind with a platform built with security top of mind:

- PSD2 & SCA Compliant
- PCI-DSS Level 1 Certified
- Consent Token Management
- Consumer Privacy Acts, TCPA, UK Data Protection Act 2018, EU GDPR Compliant and other local regulations



OTA originated bookings

Prommt enables hotels to automatically send a payment request to guest bookings via OTAs, based on the agent and rate code, helping to reduce card fraud originating from OTA bookings. Again, Prommt makes it easy:

- Guest makes a hotel room booking via an online travel agent site
- The booking is automatically reserved in the hotel's Oracle Opera PMS and assigned a rate and/or agent code associated with that OTA site
- Prommt polls the Opera Reservations API, identifying any booking made against that code and automatically sends a payment request, requesting full or partial payment (again based on the hotel's determined setting)
- The PMS is updated once payment has been made and booking can be confirmed with the guest

Prommt is trusted by many of the world's finest hotels and resorts.
Here is a sample of our clients using Prommt through OPERA.



MyMILLENNIUM



THE ROCK
HOTEL
GIBRALTAR



STRAND PALACE
EST. 1868 LONDON



1172
CLONTARF CASTLE
HOTEL



THE ATHENAEUM
HOTEL & RESORTS



LIMEWOOD



THE DUNLOE
HOTEL & GARDENS



ARTHAUS
HOTEL



THE EUROPE
HOTEL & RESORT

Secure. Trusted. Branded.
Payment Requests.