



myPortal

Cancel reservation guide

December 2021

Intro

Reservation feature

Use the reservation feature in myPortal to cancel reservations you made on your terminal or via IVR*

From this guide you will learn:

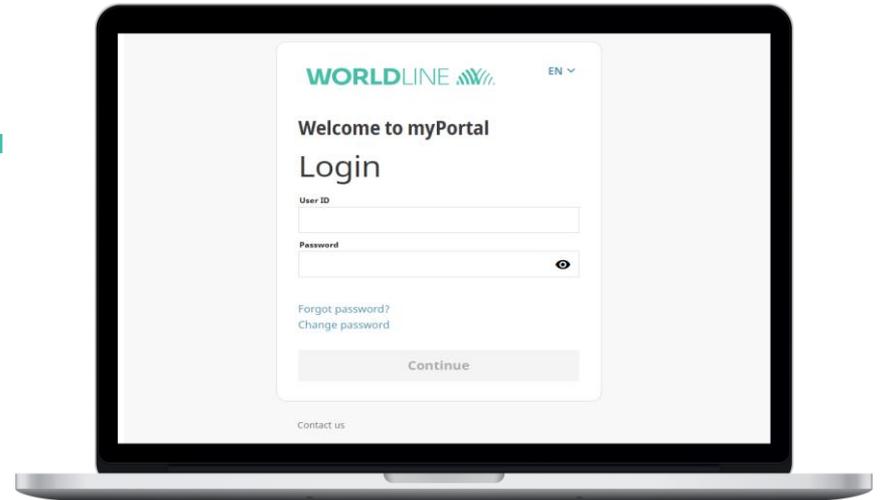
- How to access reservations
- How to cancel reservations
- What you need to pay attention to

This feature is only accessible if the “Reservations” feature in myPortal was activated.

If you don't have access, please contact your local Customer Services team:

Premium Customer Service: Premium.ch@worldline.com

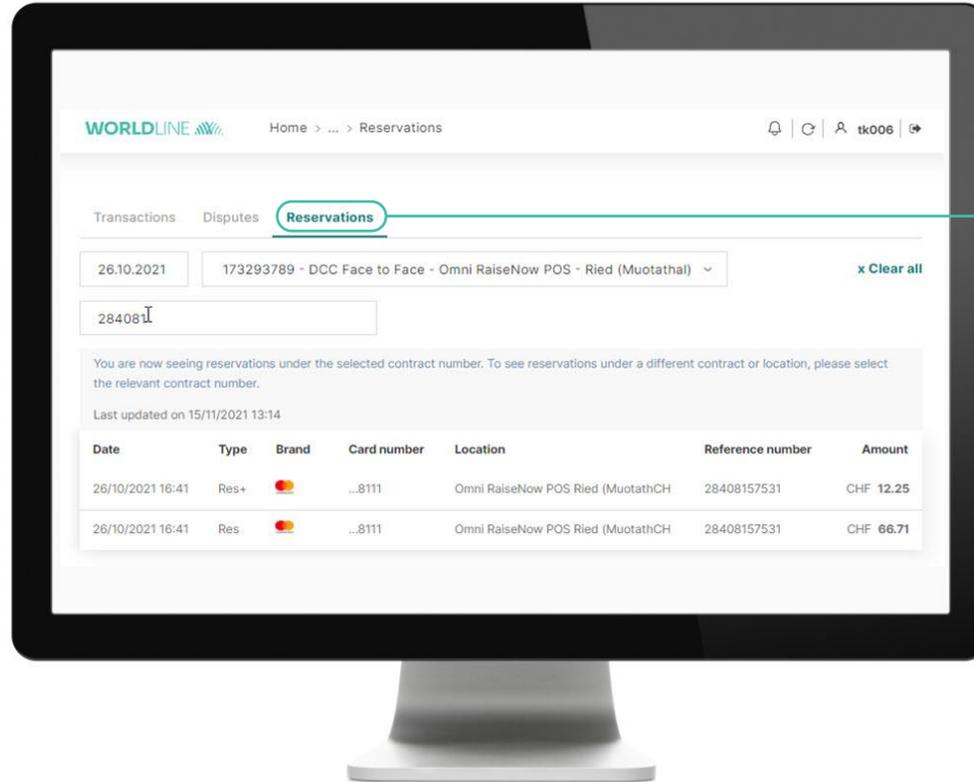
Others: customerservices@worldline.com



*Please note that you are only able to see Worldline Acquired Brands

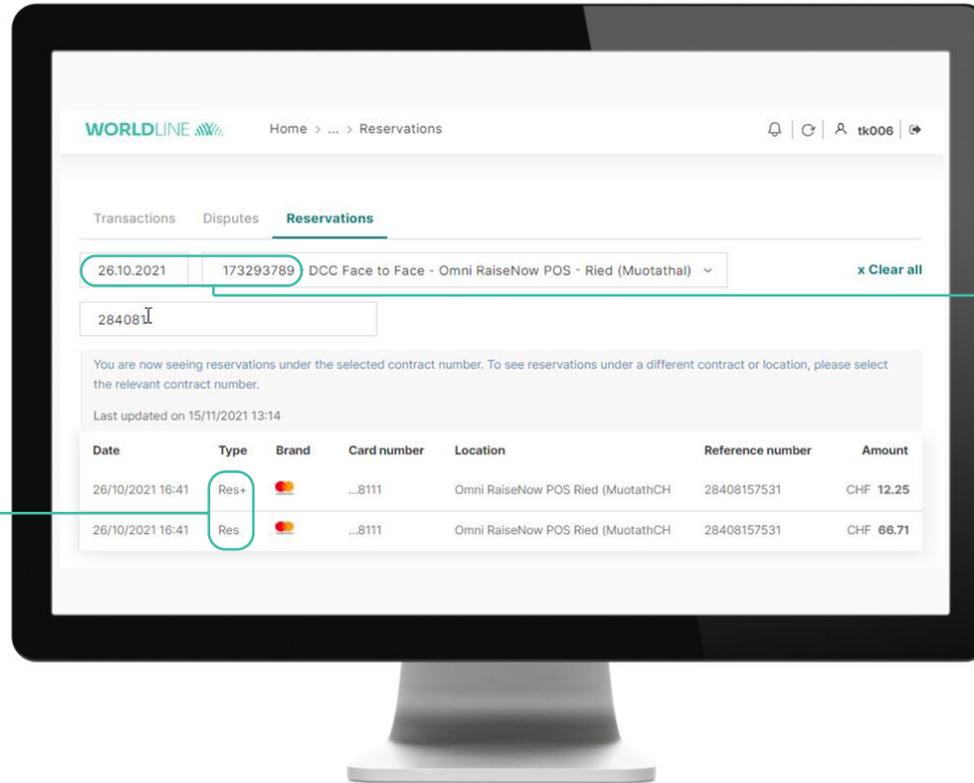
How to access reservations

In myPortal, go to **“Transactions”** and you will find **“Reservations”** in the menu



“Reservation” is a new section that was added to **“Transactions”**

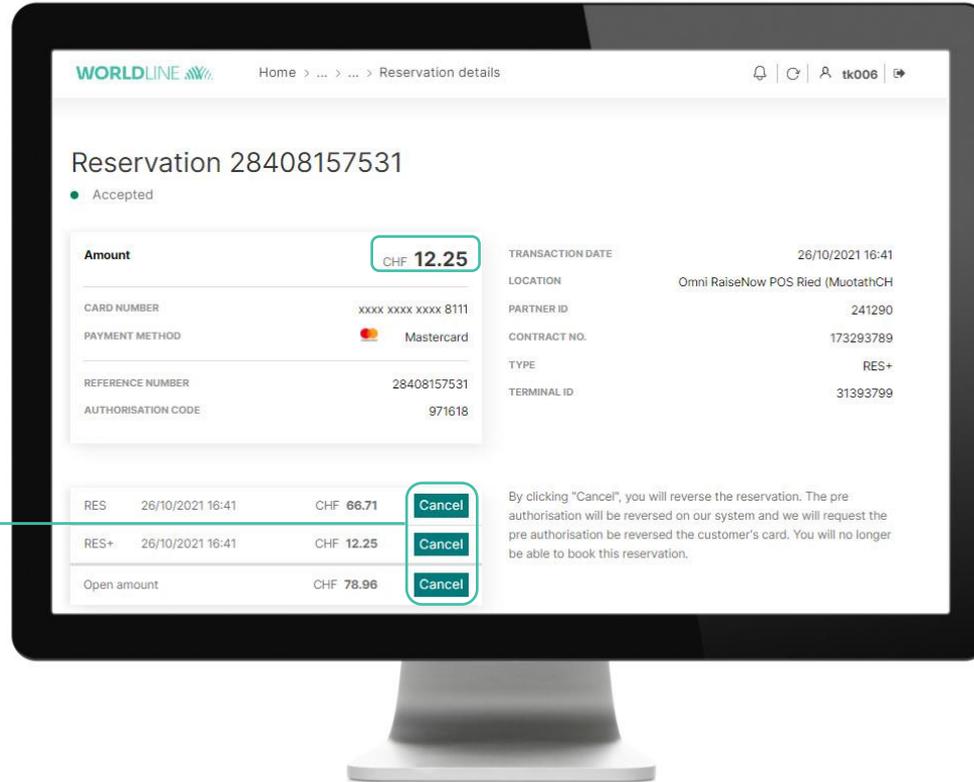
How to access reservations



Select the exact date and correct MID to find the reservation

Res+ -> Reservation increase
Res -> Original reservation

How to cancel reservations



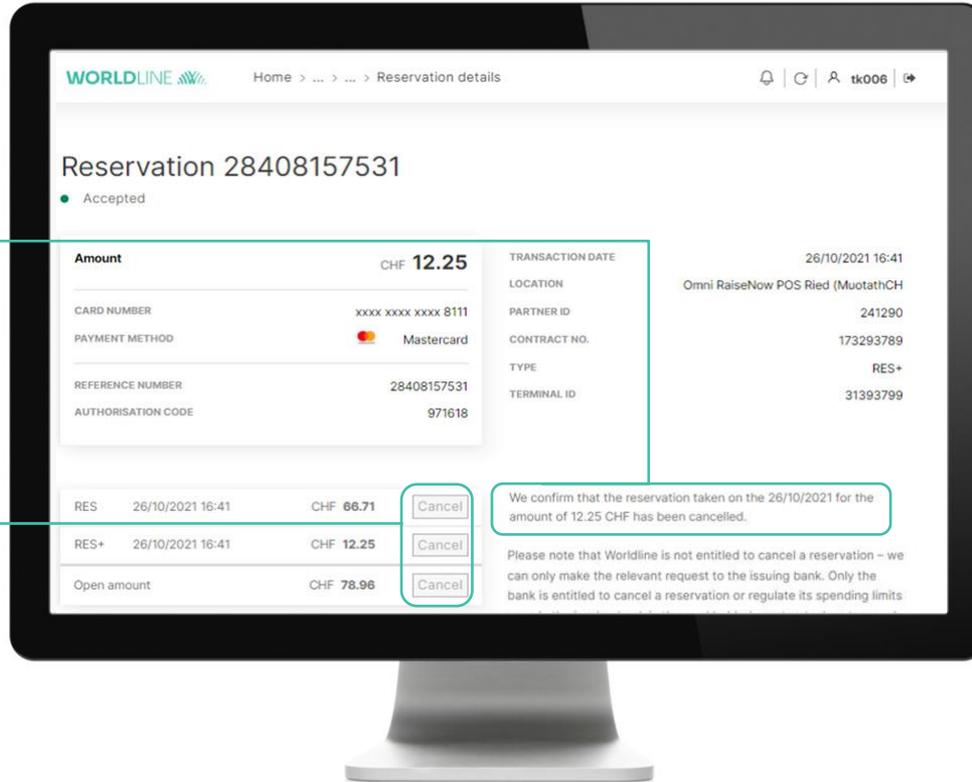
You can reverse a part of the reservation by clicking the “Cancel” button next to “Res” (e.g. CHF 66.71) or “Res+” (CHF 12.25). If you want to cancel the entire reservation, click the button next to “Open amount” (CHF 78.96).



Please note:

It can take several seconds until you see the „Cancel“ button on the screen.

How to cancel reservations



You will see a confirmation here on the right side

Once the reservation is cancelled, the “Cancel” button will be disabled



Please note:

Once you cancel a reservation, it is NOT shown in myPortal immediately. You need to go back to the “Reservations” overview and click on the reservation again.

How to cancel reservations

If you get this message, please fill out the linked PDF form. Our Customer Services team will then check why the cancellation could not be processed.

The screenshot shows the 'Reservation details' page for reservation 28408157531. The reservation is marked as 'Accepted'. The page displays transaction details, including the amount (CHF 66.71), card number (xxxx xxxx xxxx 8111), payment method (Mastercard), and transaction date (26/10/2021 16:41). A table at the bottom lists reservations with 'Cancel' buttons. A message box at the bottom right states: 'Unfortunately, it was not possible to cancel this reservation. Please fill out the "Cancellation of Pre-Authorisations/Reservations" form to cancel the reservation or to get more information about why the cancellation was unsuccessful.'

RES	Transaction Date	Amount	Action
RES	26/10/2021 16:41	CHF 66.71	Cancel
RES+	26/10/2021 16:41	CHF 12.25	Cancel
	15/11/2021 13:17	CHF -12.25	