

# Unlocking the Power of Payments in Track

Kelly McNeil

**NEXT**  
SERIES

The **Heart** of Hospitality

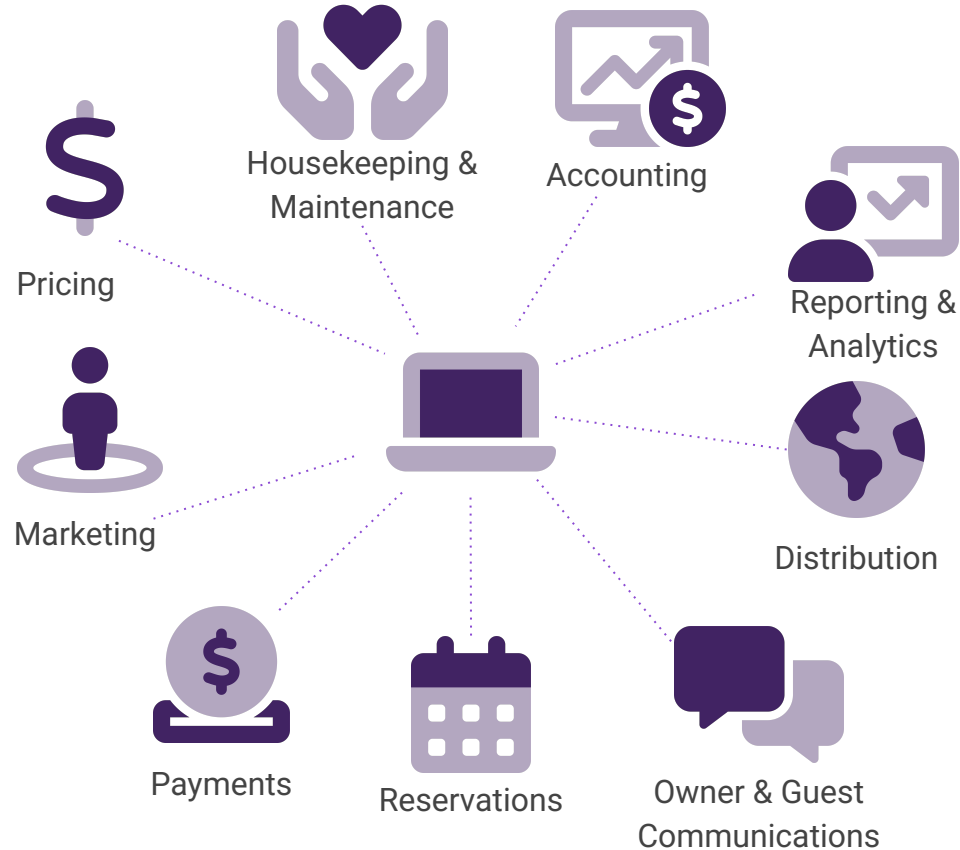


**How many of you are still  
using NACHA files to pay  
your owners?**

# Why would payments live outside your PMS?



# TrackPayments



# A Secure Solution

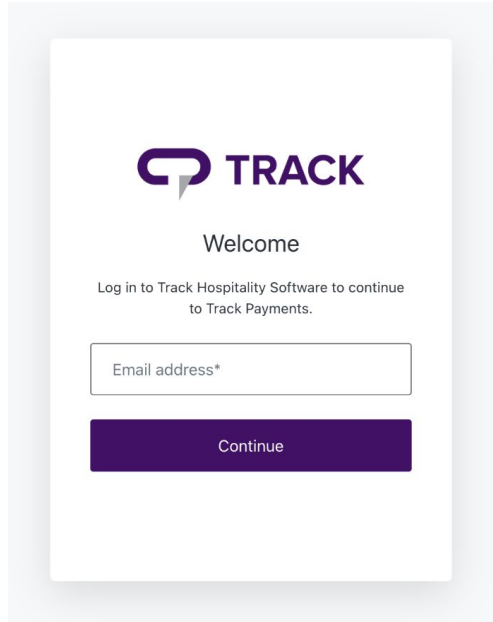
Peace of mind that your payments are processed securely.

- Transaction Monitoring
- Merchant Fraud Authentication Measures
- Fraud Detection Algorithms
- Card Verification Codes
- Address Verification System (AVS)
- Tokenization
- Encryption
- Regulatory Compliance
- Geolocation and IP Address Verification



# Single Login

Eliminate the hassle of logging into multiple systems.

A screenshot of a login page for 'TRACK'. The page has a white background with a purple logo at the top left consisting of a stylized 'T' and the word 'TRACK'. Below the logo, the word 'Welcome' is centered. Underneath, a message reads 'Log in to Track Hospitality Software to continue to Track Payments.' There is a text input field with the placeholder 'Email address\*' and a purple 'Continue' button below it.

**TRACK**

Welcome

Log in to Track Hospitality Software to continue to Track Payments.

Email address\*

Continue

- SSO through Auth0
- No Track-stored passwords
- Parent / Child Org structures
- Franchise and contractor login permissioning

# Permission Controls

Designate who in your organization needs access.

Login Options

Enable Login

☒ Yes

Username

Platform Admin

☐ Yes

If enabled, user will have admin access to all connected products

Role

Housekeeping User

☐ Yes

Portal Role

Maintenance User

☐ Yes

Portal Role

# Familiar Interface

Friendly, easy-to-use interface that looks like the rest of Track.

☰

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⚙️

👤 Vacation Rental Company

⌵

🏠

📅

💰

📄

🔍

⚙️

Transactions

Download

Organization

Start Date

End Date

Amount

From

To

Status

Warning

Payment Method Type

Search

Apply Filter

Clear All

Transaction ID	Organization	Cardholder	Payment Method	Reference	Transaction Date	Amount	Status
266975	Vacation Rental Company	Koda Williams	Amex 1003	Folio #123456	1/20/2025	\$1,104.45	Approve
266974	Vacation Rental Company	Elliot Nakata	Visa 6006	Folio #123456	1/20/2025	\$500.00	Approve
266970	Vacation Rental Company	Harper Ramirez	Discover 2004	Folio #123456	1/20/2025	\$122.54	Approve
266971	Vacation Rental Company	Chris Perez	Mastercard 0636	Folio #123456	1/20/2025	\$1,676.91	Approve
266972	Vacation Rental Company	Quinn Nguyen	Visa 7852	Folio #123456	1/20/2025	\$285.58	Approve
266973	Vacation Rental Company	Avery Costa	Visa 5880	Folio #123456	1/20/2025	\$928.42	Approve
.....	Vacation Rental	.....	.....	.....	.....	.....	.....



# Payments Data Throughout Track

Get the payments info you need in the context of your business.

Vacation Rental Company

+ TaskTrack PMS ↓Matt Raab

Res #8476857

+ Tag

Guest PortalModifyDocumentsCheck-In

GeneralFolio

Bob SmithConfirmed

2 BR / 2 BA / 6 PPL

Door CodeNone

Feb 8, 2025 - Feb 15, 20257 Nights

ChannelWebsite

Adults4

Children0

Pets2

Check-inNormal / 04:00 PM MST

CheckoutNormal / 10:00 AM MST

Reservation MadeJan 18, 2025

Alt. Conf. NumberNone

Reservation TypeWebsite

Agreement StatusReceived

Guest Portal StatusInvited

Rate TypeRack Rate

Payment MethodCredit - MC / 0963

Tax ExemptNo

CancellationStandard Cancellation Policy

Master FolioSet Master

Folio RuleNo Rule/Guest Pay

ReservationGuestNotesE-SignAttachmentsHousekeepingAudit LogsPayment Logs

Show100 rows

Transaction ID	Date	Payment Type	Amount	Status	Error Message	Sub Reason	
288521	Jan 19, 2025 5:21:16 AM	Credit - MC / 0963	\$200.00	Success	--		<a href="#">View Transaction</a>
288514	Jan 18, 2025 9:38:20 PM	Credit - MC / 0963	\$2,292.09	Success	--		<a href="#">View Transaction</a>

Name:

Street Address:

Extended Address:

Locality:

Region:TN

Postal:

Country:US

Gateway Name:Track Payments - Non-Visa

Gateway Id:

Transaction Type:sale

Is Auth Only:No

Is Virtual:No

User Agent:

IP Address:

Check fraud indicators and troubleshoot discrepancies without navigating between multiple systems.

**NEXT** 2025

# Flagged Transactions

Quickly and easily take care of issues.

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Vacation Rental Company

Transactions

Download

Organization

Start Date

End Date

Amount

From

To

Status

x Chargeback x AVS Mismatch x CVV Mismatch

Payment Method Type

Search

Apply Filter

Clear All

Transaction ID	Organization	Cardholder	Payment Method	Reference	Transaction Date	Amount	Status
266932	Vacation Rental Company	Harper Young	Visa 5084	Folio #123456	1/20/2025	\$236.17	Approve
266933	Vacation Rental Company	Taylor Rodriguez	Visa 7562	Folio #123456	1/20/2025	\$1,994.57	Approve
266934	Vacation Rental Company	Jesse White	Mastercard 8668	Folio #123456	1/20/2025	\$10.38	Approve
266926	Vacation Rental Company	Skyler Thompson	Visa 0595	Folio #123456	1/20/2025	\$87.35	Approve
266923	Vacation Rental Company	Emerson Nguyen	Visa 1880	Folio #123456	1/20/2025	\$288.74	Approve
266908	Vacation Rental Company	Yamato Rodriguez	Visa 5474	Folio #123456	1/20/2025	\$75.00	Approve

# View Deposits at the Transaction Level

Know exactly where your money is coming from.

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Deposit ID 33300

Processed

Back to Deposits

Previous

Next

Transaction Details

Amount

\$6,819.82

Transactions

6

Deposit Date

Jan 19, 2025, 6:05 PM

Deposit Breakdown

Credit

\$8,813.58

Type

# of Transaction

Amount

Payments

5

\$8,813.58

Debit

(\$1,993.76)

Type

# of Transaction

Amount

Refunds

1

(\$1,993.76)

Others

\$0.00

List of Transactions

Transaction ID	Type	Cardholder	Payment Method	Reference No.	Transaction Date	Transaction Amount
264748	Sale	Lanny Smith	Visa 9969	Folio #12345	Jan 17, 2025, 11:02 PM	\$1,446.31

NEXT

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## Route events to the correct personnel.

2025-01-09 12:03, 7.8 KB

To: <beernamp114@yahoo.com>

[Show Headers](#)

There is a chargeback in Track Payments that requires your attention. Please log into [Track Payments](#) to view the chargeback. The chargeback details are as follows:

**Chargeback:**

- **Status:** Open
  - **Cycle:** First
- Start the first transaction Chargeback.
- **Reason for Chargeback:** 13.3 - NOT AS DESCRIBED/DEFECTIVE
  - **Disputed Amount:** \$3,091.75
  - **Decision By:** 2/4/2025
  - **Created on:** 1/9/2025

**Original Transaction:**

- **Payment Method:** Visa 0437
- **Transaction Amount:** \$3,091.75
- **Transaction Date:** 12/19/2024
- **Source:** Folio # [REDACTED]

[Manage chargeback on Track Payments](#)

© 2014 - 2025 Track Hospitality Software, Inc. This email is being sent to you as a user of the Track Platform.

**Track Hospitality Software**  
9900 Hemingway Ave S  
Cottage Grove, MN 55016  
[www.trackhs.com](http://www.trackhs.com)

# Chargeback Management

Manage chargebacks directly from Track.

Transaction ID 123456

Settled

← Back to Transactions

< Previous

Next >

Transaction Details

Type

Sale

Status

Settled

Payment Method

Amex 6007

Transaction Amount

\$1,635.60

Transaction Date

Dec 9, 2024, 9:45 AM

Deposit

#11111 - Dec 10, 2024, 7:06 AM

Source

--

Show More

▼

Cardholder Details

Cardholder Name

Bob Smith

Address

--

Email

--

Phone Number

--

Chargeback Details

Reason for Chargeback

Misrepresentation of goods or services

Disputed Amount

\$1635.60

Status

Won

Cycle

Retrieval  
The process of gathering initial documentation.

Reason Code

Initial Transaction Amount

\$1635.60

Response Submitted

The customer signed a rental agreement indicating they understood and agreed to the policies cited.

more

Response Documents

Card Brand Documents

Accept Chargeback

Respond to Dispute

No additional info is available for this transaction.

Linked Refund Details

# Chargeback Management

Upload supporting documentation directly from Track.

The screenshot displays a web application for chargeback management. A modal titled "Respond to Dispute" is open, allowing a user to respond to a chargeback for Transaction ID 83872942. The modal includes sections for "Amount" (with radio buttons for "Full Amount" at \$400.00 and "Partial Amount" with a text input), "Dispute Comment" (with a text area), and "Supporting Documents (Optional)" (with a file upload area and a list of documents). The background shows the transaction details and history.

**Transaction ID 83872942** Needs Response

**Transaction Details**

Transaction Status	Chargeback - Needs Response
Reconciliation Status	Statement Reconciled
Payment Method	Visa 1234
Transaction Amount	\$12,539.00
Fee	(\$376.17)
Deposit Amount	\$12,162.83
Transaction Date	02/25/2023 08:44
Deposit Date	02/27/2023
Deposit ID	1345
Source	Reservation

Show More

**Transaction History**

Transaction Date	Amount	Transaction Status
Feb 25, 2023 08:44	\$12,539.00	Authorized
Feb 26, 2023 10:12	\$12,539.00	Funded
Feb 27, 2023 14:40	\$12,162.83	Deposited
Mar 1, 2023 11:59	\$400.00	Chargeback Inquiry
Mar 3, 2023 18:10	\$400.00	Initial Chargeback

**Respond to Dispute**

**Amount**

☒ Full Amount \$400.00

☐ Partial Amount \$

**Dispute Comment**

Enter dispute comment.

**Supporting Documents (Optional)**

Drag and drop files or [Browse](#)

Supported file types: JPG, JPEG, GIF, PNG, PDF, TIFF, and TIF  
Maximum upload file size: 1 MB  
Maximum number of files: 7

1 Rental Agreement.pdf  
OF Document

Save Draft Respond

**Reason Code** 4837

**Initial Transaction Amount** \$12,539.00

**Decision By** 03/10/2023

Accept Chargeback Respond to Dispute

**Folio Breakdown**

Rent	\$10,482.00
Discounts	\$0.00
Fees	\$450.00
Taxes	\$1,607.00
Reservation Guarantee	\$12,539.00

# Transparent, Easy-to-Read Statement

Know exactly how much you're paying, without the hidden fees.

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Vacation Rental Company

Statement ID 6086

Statement Summary

Statement Date

Transaction Amount\$714,724.01

Credit Card Fees \$17,082.91

ACH Fees \$0.00

Other Fees \$110.99

Total Fees \$17,173.90

Net Amount \$697,550.11

Fee Breakdown

Visa Transactions

Credit Card Fees				Other Fees			
Type	Volume	Rate	Total	Type	Volume	Rate	Total
Assessment	\$440,626.61	Varies	\$639.58	Chargeback	1	\$20.000000	\$20.00
Transaction	202	\$0.400000	\$80.80				
Processing	\$384,345.97	0.400000%	\$1,537.38				
Interchange	\$369,315.51	Varies	\$8,156.14				

Non Visa Transactions

Credit Card Fees				ACH Fees			
Type	Volume	Rate	Total	Type	Volume	Rate	Total
Assessment	\$268,149.67	Varies	\$512.78				
Transaction	120	\$0.400000	\$48.00				
Processing	\$260,459.56	0.400000%	\$1,041.84				
Interchange	\$256,759.04	Varies	\$5,026.39				

Other Fees

Type	Volume	Rate	Total
Assessment	\$0.00	Varies	\$9.52
Transaction	0	\$0.000000	\$0.40
Processing	\$0.00	0.000000%	\$11.57
Chargeback	0	Varies	\$20.00
Interchange	\$0.00	Varies	\$69.50

Other Processing Fees

Type	Volume	Rate	Total
Assessment	\$0.00	Varies	\$9.52
Transaction	0	\$0.000000	\$0.40
Processing	\$0.00	0.000000%	\$11.57
Chargeback	0	Varies	\$20.00
Interchange	\$0.00	Varies	\$69.50

Transactions

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Vacation Rental Company

Interchange \$0.00 Varies \$69.50

Transactions

Transaction ID	Date	Payment Method	Transaction Amount	Interchange R	Interchange F	Assessment F	Processing F	Transaction F	Other Fee
245164	12/31/2024	Credit Card - Visa	(\$1,360.09)	2.35% + \$0.00	\$31.96	(\$0.02)	--	--	--
244826	12/30/2024	Credit Card - Visa	\$1,251.38	2.5% + (\$0.10)	(\$31.39)	(\$1.77)	(\$5.01)	(\$0.40)	--
244823	12/30/2024	Credit Card - Visa	\$2,418.49	2.4% + (\$0.10)	(\$58.17)	(\$3.41)	(\$9.68)	(\$0.40)	--
245069	12/30/2024	Credit Card - Visa	\$0.00	0% + \$0.00	--	(\$0.04)	--	(\$0.40)	--
245068	12/30/2024	Credit Card - Visa	\$0.00	0% + \$0.00	--	(\$0.04)	--	(\$0.40)	--
245066	12/30/2024	Credit Card - Visa	\$0.00	0% + \$0.00	--	(\$0.04)	--	(\$0.40)	--
244577	12/30/2024	Credit Card - Visa	\$2,691.72	2.4% + (\$0.10)	(\$64.71)	(\$3.79)	(\$10.77)	(\$0.40)	--
245054	12/30/2024	Credit Card - Visa	\$0.00	0% + \$0.00	--	(\$0.04)	--	(\$0.40)	--
244553	12/30/2024	Credit Card - Visa	\$247.50	0.05% + (\$0.22)	(\$0.35)	(\$0.34)	(\$0.99)	(\$0.40)	--
244584	12/30/2024	Credit Card - Visa	(\$1,360.09)	2.35% + \$0.00	\$31.96	(\$0.02)	--	--	--
244578	12/30/2024	Credit Card - Visa	(\$2,691.72)	1.76% + \$0.00	\$47.37	(\$0.02)	--	--	--
244393	12/30/2024	Credit Card - Visa	\$1,355.00	2.4% + (\$0.10)	(\$32.62)	(\$1.92)	(\$5.42)	(\$0.40)	--
243841	12/30/2024	Credit Card - Visa	\$2,522.47	2.65% + (\$0.10)	(\$66.95)	(\$3.55)	(\$10.09)	(\$0.40)	--
243843	12/30/2024	Credit Card - Visa	\$1,601.17	1.85% + \$0.00	(\$29.63)	(\$25.50)	(\$6.40)	(\$0.40)	--
243842	12/30/2024	Credit Card - Visa	\$981.15	2.4% + (\$0.10)	(\$23.65)	(\$1.40)	(\$3.92)	(\$0.40)	--



# ACH Payouts to Owners

A faster, hassle-free way to pay your owners.

Distribution Engine Demo

+ Task

Track PMS ↓

Ma

ACH Batch

Batch Date

08/2

Batch Type

Select a Type

Bank

Select a Bank

Company Entry Description / Memo

Company Entry Description /

Company Discretionary Data

Company discretionary data.

Reference Code

Reference code.

Travelnet Solutions

mraab@resortsandlodges.com

ACH Transfers

Download

MERCHANT BALANCE ALERT

\$0.00

Florida

Start Date

End Date

Amount

From

To

Status

Funding Source

Search

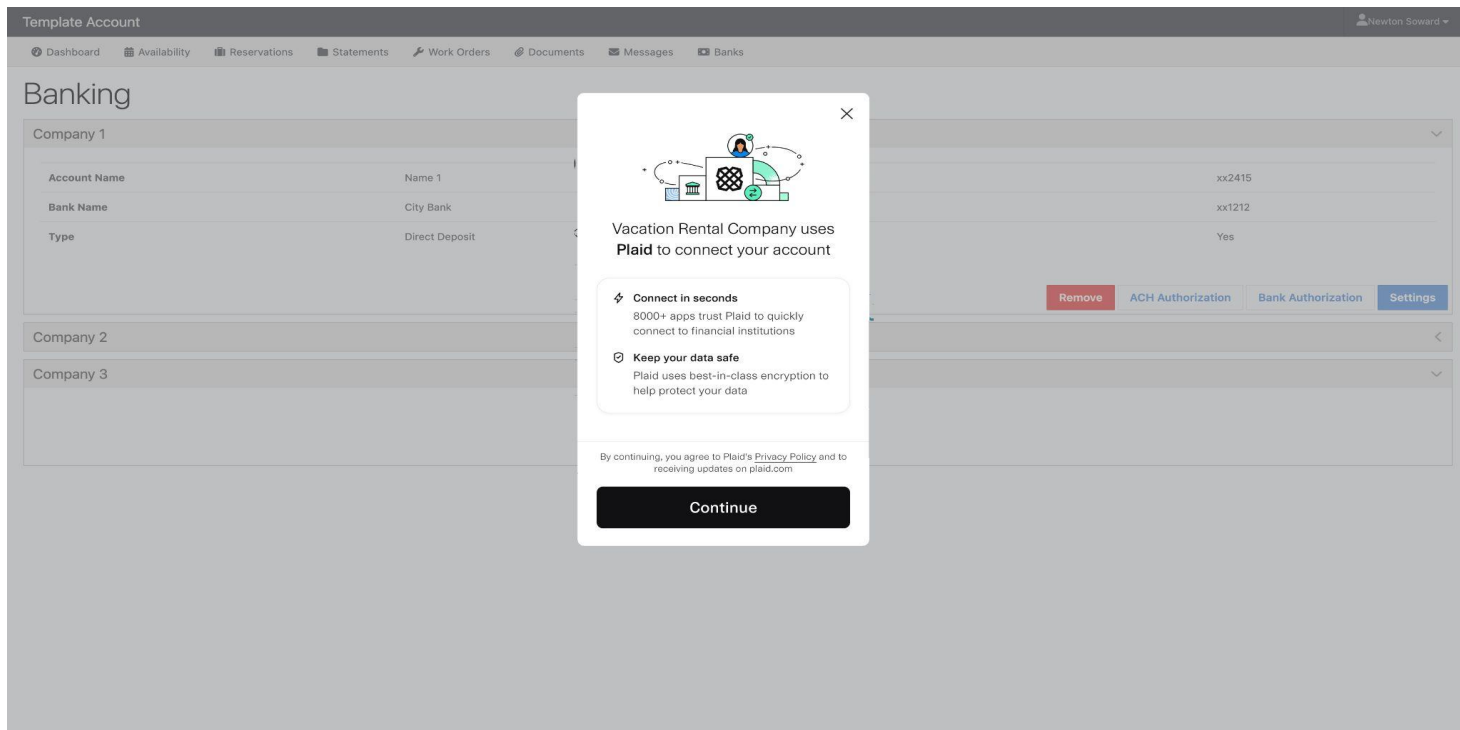
Apply Filter

Clear All

Transaction ID	Organization	Recipient	Funding Source	Reference	Transaction Date	Amount	Status
241400	Florida	Jared	BOA 2039	Statement #4198	12/27/2024	\$919.80	Pending
238543	Florida	Spiro	BOA 2039	Statement #4227	12/22/2024	\$1,366.05	Settled
238218	Florida	Asita	BOA 2039	Statement #4226	12/22/2024	\$573.14	Settled

# Bank Account Validation

Property managers and owners can manage and validate their bank accounts through Plaid.



# Get expert help when you need it

Professionals with payments expertise



# Quick and Easy Onboarding

Get up and running with only a few minutes of your time.

## How it Works:

1. Agree to a legal addendum
2. Fill out a short form
3. We do the rest! You'll be onboarded to TrackPayments with no downtime.

## Requirements for Underwriting:

- Applicant needs financial authority
- 3 months of bank statements
- Applicant's ID
- If you're doing trust accounting, we'll need your second bank account
- Tell us if you don't accept credit cards

The screenshot shows a web form for manual bank account entry. At the top, a header reads "Get started by entering your bank account information manually" with a green checkmark icon. Below this is a button labeled "ENTER BANK INFO MANUALLY". A table displays the entered information: Account Type (Business Checking), Routing (123123123), Account Number (123123123), and Description. To the right of the table is a link to "+ ADD ADDITIONAL BANK ACCOUNT" and below the table is a link to "Edit Bank Details". Below the table is a "Document Upload" section with instructions: "Each document may not exceed 8 MB. Accepted document types: .jpg, .jpeg, .png, .pdf, .tif, .tiff". It lists required documents: "Personal Identification (DL, State Issued ID, Passport)", "Bank Statements (3 months)", and "Other Document(s) (optional)". There are three sections for document uploads: "Bank Statement", "Personal ID", and "General". Each section has a dashed box for file upload with the text "Drag and drop a file or Upload File", a "+ Add Note" link, and a "+ Add Note" link at the bottom of the section.

Account Type	Routing	Account Number	Description
Business Checking	123123123	123123123	

[Edit Bank Details](#)

[+ ADD ADDITIONAL BANK ACCOUNT](#)

**Document Upload**  
Each document may not exceed 8 MB. Accepted document types: .jpg, .jpeg, .png, .pdf, .tif, .tiff

Please add these documents: Personal Identification (DL, State Issued ID, Passport) Bank Statements (3 months) Other Document(s) (optional)

**Bank Statement \***

Drag and drop a file or [Upload File](#)

[+ Add Note](#)

**Personal ID \***

Drag and drop a file or [Upload File](#)

[+ Add Note](#)

**General**

Drag and drop a file or [Upload File](#)

[+ Add Note](#)

# The future of payments is TrackPayments!

Embedded payment processing was just the beginning...

## ACH Payouts to Owners



## Chargeback Response



## Auto-Reconciliation



## Opportunities to Shape the Future



**NEXT**  
STATION

Come chat with us!

**NEXT**  
STORY

Visit the **Insights & Innovation Lab**  
to learn more and get a demo.

A serene winter scene featuring a rustic wooden cabin with a snow-laden roof, nestled in a snowy field. Snow-covered evergreen trees stand to the left, and a steep, rocky mountain rises in the background under a hazy sky. The entire image is overlaid with a semi-transparent blue gradient.

# Questions?



# Thank You!





*The **Heart*** of Hospitality