

## Dear Picasso user

In order for you to get the most out of Picasso Digital's many functions, within this newsletter you'll find some of our technical solutions that can help you in your everyday use of Picasso. For example, easily sending money back to the customer via Picasso if the customer has purchased a stay on your Picasso online booking, or send emails from inside Picasso Digital without being caught by the recipient's spam filter. We hope these are of use.

Enjoy



## Credit card transaction refunds are now available directly through Picasso Digital

Imagine the customer has purchased a reservation through your online booking with their credit card. They then change their minds and wish to book another stay instead, on another day, or another room type for example. You may need to be able to pay money back on the customer's card.

It is now possible to fully or partially refund credit card amounts directly from Picasso to the original credit card. The refund is performed automatically through Picasso - It is no longer necessary to log in to Worldnet to perform the refund manually.

Refunds are possible on all payments made via Picasso ONL20, Mobile - and very soon also on Online Gold. It is worth noting that we can only charge back to the original Credit Card from which the amount has been deducted.

**Please note that you do not have to return the amount to your Worldnet account at the same time.**

It is also worth keeping in mind that it is not possible to use the direct refund on payments made via card terminal.

### Picasso support

between 9.00-12.00

Tel. +353 96 22907

For System errors and help  
operating the system

– Its free!

## What to do:

When you use Picasso and you need to send mails out using your own mail address as the sender, you need to make a so-called "SPF record", or add a text to the one you already have.

**SPF** means **Sender Policy Framework**, which roughly means :

A policy on who may use your domain/ website name to send an email.

When you make a SPF Record, it means that you include Techotel's mail server as an authorised sender of mails on your behalf.

This must take place where you have your DNS, ie where the names on your website are administered.

Here you have the option to create a txt record that contains either one of the information lines below, depending on whether you already have an SPF record.

If you do not already have an SPF record, use this:

`"v=spf1 Include:mail.techosting.dk -all"`

If you already have an SPF record, include this in the existing one:

`"Include:mail.techosting.dk"`

You can possibly find more [help and information about SPF records here](#)

Once you have done that, you will have ensured that everything you send to your customers is delivered. Failure to do so may mean that the security of your customers' mail servers may reject and not receive mail you send to them from Picasso.

With private customers, you can expect their email to be protected through their provider who are often ISPs; Microsoft (Hotmail, Outlook mail) and Google (Gmail), all of which have security turned on.

## Minimum requirements for your computer to run Picasso Digital

Picasso Digital is a comprehensive program with an infinite number of features.

Therefore, it requires a little bit of the computer it is running on. If you experience problems when using the program, it MAY be an issue with your computer or network capacity.

Check out the information on this link: [Picasso Digitals minimum requirements](#)

Yield Planet changes API / Integration before 1 Dec.

This can lead to instability on incoming reservations and outgoing prices and availability. Techotel provides a service for Via-System A/S and Yield Planet, and closely monitors traffic.

Please visit [Here](#) as Via-System will post information when the installation will start.

We wish you the very best of luck with your customers

**With Best regards,**

**AK Techotel**



Contact

**Techotel Hardware**

Tel: (+45) 36 19 21 20

[hardwaresupport@techotel.dk](mailto:hardwaresupport@techotel.dk)