Step by Step Guide to Tokenize

These instructions will take you through the simple process of tokenizing your credit cards (No Debit Cards Allowed), which is necessary to make bookings. Please be aware that booking systems will not be able to accept and confirm bookings where credit cards details are not updated & tokenized. **Workflow differs between myCWT profile users and Concur profile users.**
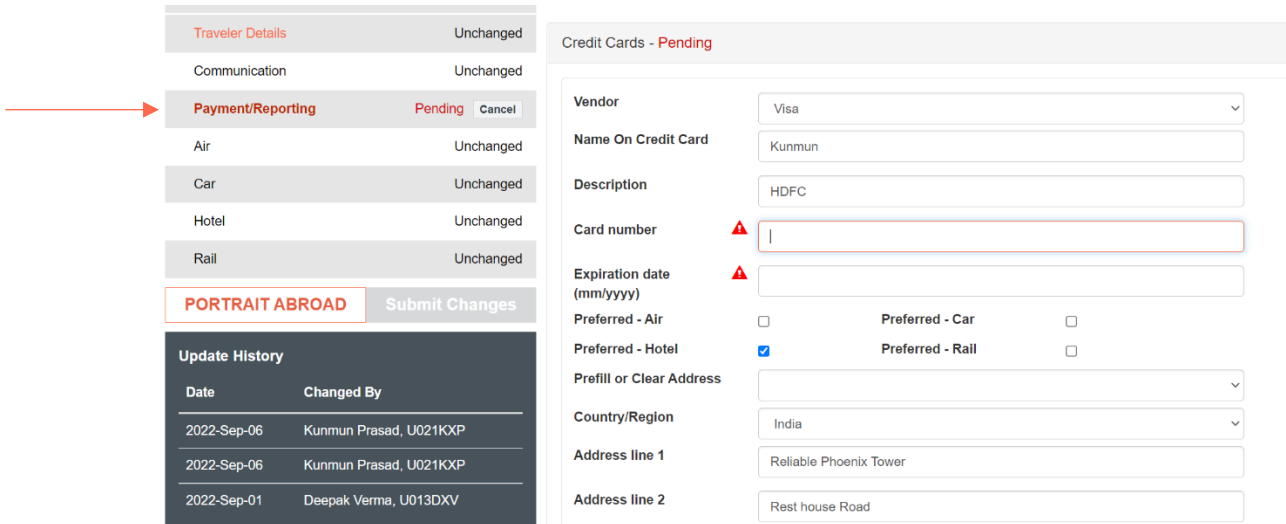
For myCWT profile users

Step 1: Please proceed to **myCWT** and login to myCWT via SSO or username and password

If you do not have a myCWT account, register an account using this link: **Sign Up** or the link at the bottom of the login page and follow the registration steps using your work email address

---

myCWT

Your anytime, anywhere travel services platform

Log in to your account

If this is your first time accessing this new travel website, you will need to activate your account first.

Work email / username

Forgot Username?

Enter your password

Forgot Password?

LOG IN

Don't have an account? **Sign up**

Help Center | Cookie Policy | Terms of Use | Global Privacy Policy | ©2020 CWT

Step 2: Proceed to **My Profile** and select **Edit Travel Profile** as shown below

myCWT BOOK A FLIGHT   BOOK A HOTEL   BOOK A CAR **NEW**   VIEW TRIPS   TRAIN SCHEDULE   ₹ (INR) ∨   **MY PROFILE** ∨

Edit Travel Profile
Contact details, credit card, loyalty programs, preferences

Account Settings
Edit user name, change password

Log Out

Step 3: Click on **Payment/Reporting** to add your credit card details which needs to be tokenized

Note: Do not use any special characters (,*-&#@/). Should an error prompt appear in any fields, please edit/update accordingly

Note: Please click on "**Submit Changes**" at the Top/bottom of the page to ensure card details are saved.

Step 4: Logout from myCWT and proceed to **Step 5** below

For Concur Users:

Step 1: Ensure that your credit card details are updated within your Concur Profile. If not updated already, log-into your Concur Profile and add the card number that is to be tokenized.

**Please note it may take up to 24 hours for the card details to be synced with MyCWT Profile.

Proceed to **Step 5** below

All Users:

Step 5: Please proceed to **CWT Payment Hub Card Registration** and login to myCWT with username and password

If you do not have a myCWT account, register an account using this link: **Sign Up** or the link at the bottom of the login page and follow the registration steps using your work email address

CWT

mycwt

Your anytime, anywhere
travel services platform

Log in to your account

If this is your first time accessing this new travel website, you will
need to activate your account first.

Work email / username

Forgot Username?

Enter your password

Forgot Password?

LOG IN

Don't have an account? **Sign up**

Step 6: After login, read and accept consent to the terms and conditions for CWT as merchant

mycwt

Credit Card Registration

Consent

I consent to CWT retaining my payment card information in secure tokenized form, to process travel transactions
where CWT is the merchant of record. Where the travel suppliers (e.g., airlines, car transportation, hotels, etc.)
are the merchant of record, I consent to my payment card information (PAN) being securely retained by CWT to
facilitate those bookings.

Note: By checking this box, you acknowledge that you have read and understood the Terms and Conditions

☑ **I have read the terms and conditions**

You are about to be redirected to CCAvenue to complete the credit card registration process.

Special instructions:1 Rupee charge will be immediately refunded.

REGISTER A CARD

© 2022 CWT

Step 7: You will be redirected to our payment provider, CC Avenue, to enter card details

The registration process will initiate a 2-factor authentication request (2FA) from your bank

Step 8: You will receive a two-factor authentication request (one time password, authenticator, etc.) request from your card issuer

Once you complete the 2FA, your card will be verified by the payment provider with a Re 1 transaction which will be refunded to the card immediately

Step 9: After registering with the payment provider, you will be directed to a screen indicating the success or failure of the card registration.

▭ Credit Card Registration

Success

Thank you.

Your credit card was successfully registered.

Registration details:

Order Number: xxxxxxxxx
Amount: xxxxxx
Success Message: xxxxxxxxxxxxxxxxx

(1 Rupee will not be charged)

▭ Credit Card Registration

Failed

Please try again.

Registration of this card has failed.

Try again: http:xxxxxxxxxxxxxxx.com

Need more help?
If a card error, contact your card issuer.
If a technical error, contact CWT support at xxx-xxx-xxxx.

CANCEL   TRY AGAIN

Note: If the registration fails, please reach out to your card issuing bank to rectify the error. If you face any technical error on the site, please reach out to indiaregistrationsupport@mycwt.com