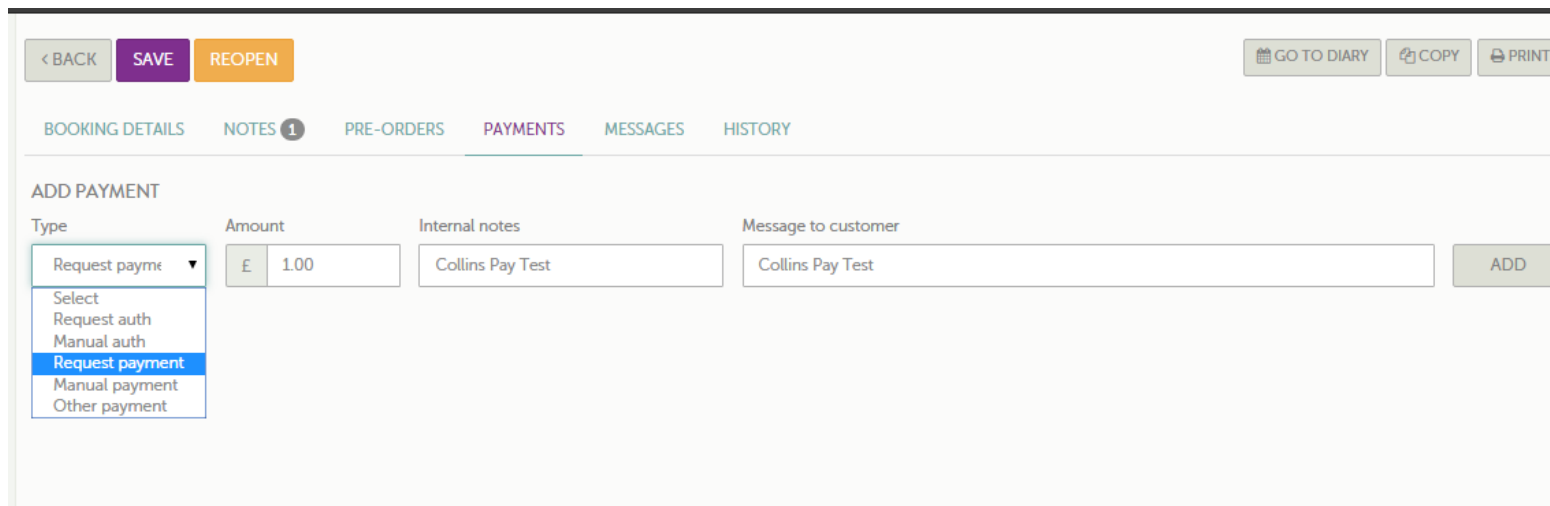
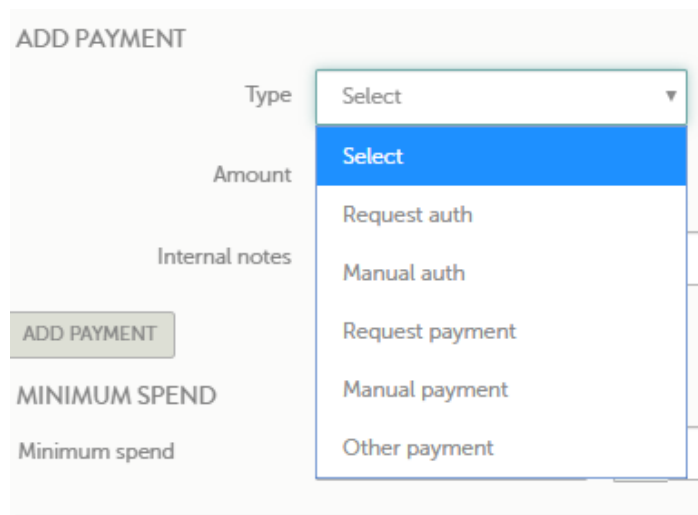


Booking Window – Payments

Along the top bar of the booking select the Payment tab. In the drop down menu select 'Request Payment'. This is the process we will use to request any form of deposit or payment via email. Please remember this is only possible to do if you have a valid email address in the booking for the customer. Enter the amount that you wish the customer to pay and add any internal notes or messages to customer that you wish to include.



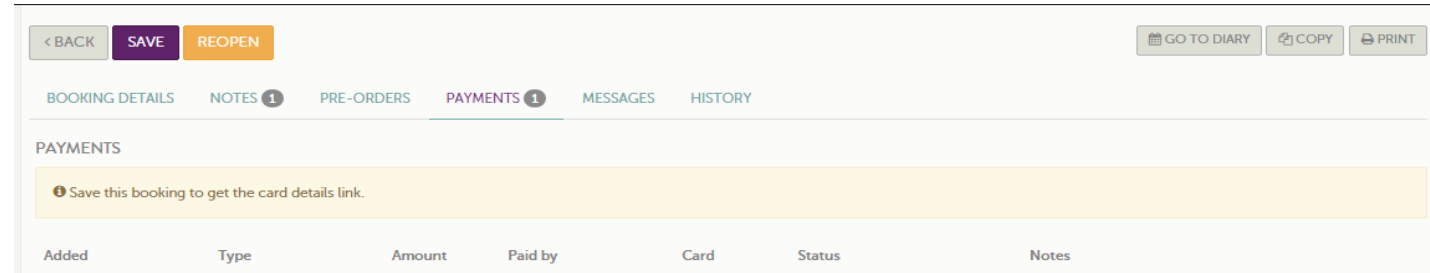
There are 5 different options when adding payments.



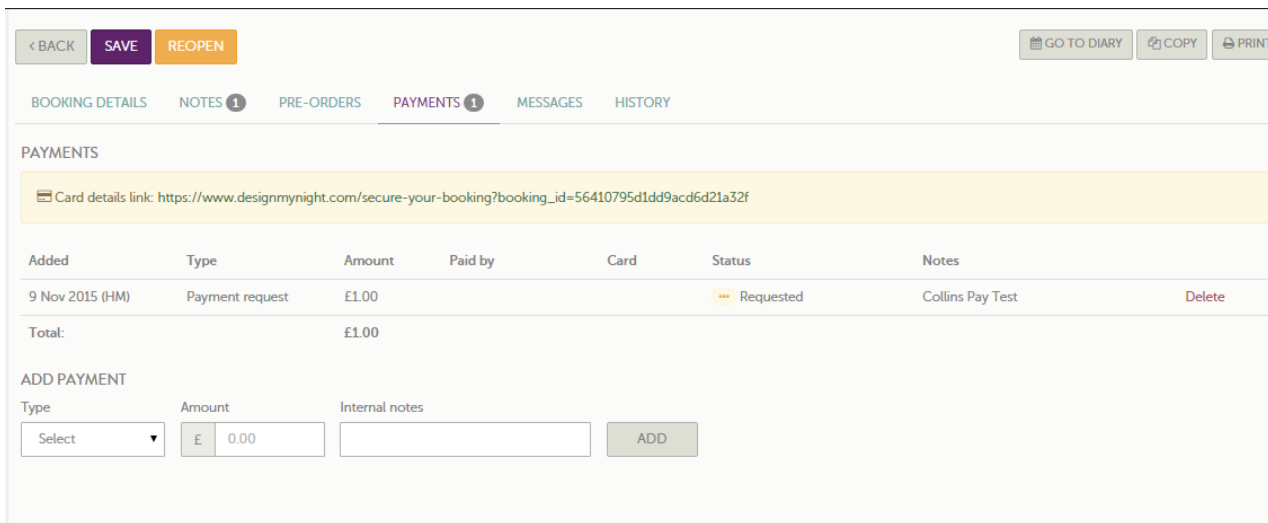
- Request Auth
 - This is where you can send a link to a guest, asking them to guarantee their card details for a certain amount. This does not take the payment or freeze the money in the guests account; only authenticate the card details.
- Manual Auth
 - This is similar to the above, however the generated link is for immediate use and will not be sent to the customer. This is only for use when the guest is in front of you, or if they want to auth their details over the phone.
- Request Payment
 - This sends a link to the guest, requesting a payment for any amount added by yourself.
- Manual Payment
 - This is similar to the above, however the generated link is for immediate use and will not be sent to the customer. This is only for use when the guest is in front of you.
- Other Payment
 - This is when a payment has been taken on Zonal and not via CollinsPay. This allows us to know the deposit has been made, even if it not on the system.

Booking Window – Payments

Once you hit 'add' the request has been added to the booking. It will not be sent to the customer until you 'save' the booking. The system reminds you of this in the yellow bar across the page



The screenshot shows the 'PAYMENTS' section of a booking window. At the top, there are navigation buttons: '< BACK', 'SAVE', and 'REOPEN'. On the right, there are 'GO TO DIARY', 'COPY', and 'PRINT' buttons. Below these are tabs for 'BOOKING DETAILS', 'NOTES 1', 'PRE-ORDERS', 'PAYMENTS 1', 'MESSAGES', and 'HISTORY'. A yellow bar with an information icon and the text 'Save this booking to get the card details link.' is displayed. Below the bar is a table with columns: Added, Type, Amount, Paid by, Card, Status, and Notes.



The screenshot shows the 'PAYMENTS' section with a yellow bar containing the text 'Card details link: https://www.designmynight.com/secure-your-booking?booking_id=56410795d1dd9acd6d21a32f'. Below this is a table with columns: Added, Type, Amount, Paid by, Card, Status, and Notes. The table contains one entry: '9 Nov 2015 (HM)', 'Payment request', '£1.00', 'Requested', 'Collins Pay Test', and a 'Delete' button. Below the table is a 'Total:' row showing '£1.00'. At the bottom, there is an 'ADD PAYMENT' section with a 'Type' dropdown menu (set to 'Select'), an 'Amount' field (set to '£ 0.00'), an 'Internal notes' text box, and an 'ADD' button.

The email will be sent to the customer with the subject line 'Secure Your Booking at'. The email includes the booking summary as well as a message from site and the button to carry out the payment process

Once you've saved the booking you will be given the same link that has been sent to the customer to access the secure booking system should you need it.



Dear Hannah

A payment of £1.00 has been requested by The Akeman Inn in order to secure your booking on . Please make your payment online using the secure link below.

Message from The Akeman Inn:
Collins Test

[PAY ONLINE NOW](#)

Booking summary

Booking reference: DMN-10536264773
Booking name: Hannah Milton
Email: hannah@oakmaninns.co.uk
Phone: 07788260373
Venue: The Akeman Inn
Date & time: Tuesday 10 November, 2015 12:00 - 14:00
Type of booking: Lunch
Number of people: 2

Booking Window – Payments

When the customer clicks on the 'Pay Online Now' button they will be taken to the secure trading webpage, Stripe, and asked to provide their card details

MAKE A PAYMENT

A payment of £1.00 has been requested by The Akeman Inn in order to secure your booking on 10 November. Please make this payment using the secure form below.

Message from The Akeman Inn:
Collins Test

VISA VISA Mastercard American Express

Cardholder name

Card number

Expiry CVC Postcode
 MM/YY CVC Postcode

PAY NOW

Once the customer has submitted their card details they will receive a message on screen to tell them the payment has been taken.

MAKE A PAYMENT

Thanks!
We have received your payment of £1.00.
You can now safely close this window.

Booking Window – Payments

The customer will then receive an email to confirm that they have paid the deposit with the subject of 'Payment Received'



Hi Hannah
Thank you - we have received your payment of £1.00.
Please note the transaction is on behalf of The Akeman Inn. Any payments taken will appear on your bank statement as DESIGNMYNIGHT, our booking system provider.

Booking summary
Booking reference: DMN-10536264773
Booking name: Hannah Milton
Email: hannah@akemaninns.co.uk
Phone: 07788260373
Venue: The Akeman Inn
Date & time: Tuesday 10 November, 2015 12:00 - 14:00
Type of booking: Lunch
Number of people: 2

Once a payment has been made it will show up in the Notification Centre on Collins under 'Payment Received'. You will also receive a new message to the booking to confirm that the payment has been processed. Again this will show under 'New Messages' in the Notification Centre. The symbols will also appear next to the booking in the system.

The screenshot shows a web interface for managing enquiries. On the left, a sidebar menu includes 'NEW ENQUIRY', 'Assigned to me', and a 'NOTIFICATION CENTRE' section with various categories and counts. The main area displays a table of enquiries with columns for User, Customer name, Guests, Date, Time, Type, Venue, and Labels. A 'Payment received' notification is visible in the sidebar menu.

	User	Customer name	Guests	Date	Time	Type	Venue	Labels
<input type="checkbox"/>	HM	Hannah Milton	2	10 Nov	12:00	Lunch	The Akeman Inn	Confirmed
<input type="checkbox"/>	HM	Hannah Milton	2	10 Nov	12:00	Lunch	The BH Beaconsfield	Confirmed
<input type="checkbox"/>	HM	Hannah Milton	2	10 Nov	12:00	Lunch	The BH St Albans	Confirmed
<input type="checkbox"/>	HM	Hannah Milton	2	10 Nov	12:00	Lunch	The Blue Boar	Confirmed
<input type="checkbox"/>	HM	Hannah Milton	2	10 Nov	12:00	Lunch	The Crown and Thistle	Confirmed
<input type="checkbox"/>	HM	Hannah Milton	2	10 Nov	12:00	Lunch	The Globe	Confirmed
<input type="checkbox"/>	HM	Hannah Milton	2	10 Nov	12:00	Lunch	The Kings Arms	Confirmed
<input type="checkbox"/>	HM	Hannah Milton	2	10 Nov	12:00	Lunch	The King's Head	Confirmed
<input type="checkbox"/>	HM	Hannah Milton	2	10 Nov	12:00	Lunch	The White Hart	Confirmed

Booking Window – Payments

Go into the booking and 'Confirm' the booking. Collins will not push the payment to the till if the booking is still 'In Progress'. Remember to also check off the open notifications to clear them from the Notification Centre.

The screenshot shows a booking window for DMN-10536296237, which is confirmed. The interface includes a sidebar on the left with a 'LABELS' dropdown, 'Assigned to:' field (Hannah Milton), 'Follow up:' field, and 'OPEN NOTIFICATIONS' section with checkboxes for 'Deposit-paid' and 'Message-received'. The main area has tabs for 'BOOKING DETAILS', 'NOTES', 'PRE-ORDERS', 'PAYMENTS', 'MESSAGES', and 'HISTORY'. Under 'CUSTOMER DETAILS', there are fields for First name (Hannah), Last name (Milton), Email (hannah@oakmaninns.co.uk), Phone (07788260373), Company, and Source. Under 'BOOKING DETAILS', there are fields for Venue (The King's Head), Type (Lunch), Guests (2), Date (10 Nov 2015), Time (12:00), and Duration (2 hrs). At the bottom, there are 'ASSIGN TO AREAS' and 'LOCK' buttons.

Please make sure that when a payment has been received that you are adding the correct booking label into the system as well so that we can easily filter to see payments that need to be taken.

The deposit will show on Zonal and on the till in exactly the same way as if you had taken the deposit through Zonal. The process to redeem the deposit is the same as you have always been used to.

The screenshot shows a booking window for DMN-16716521320, which is confirmed. The interface includes a sidebar on the left with a 'LABELS' dropdown, 'Assigned to:' field (Rhiannon Whitelock), 'Changes by (initials):' field (RW), and 'Follow up:' field. The main area has a 'COLLINS' header with 'Enquiries' and 'Diary' dropdowns. Below the header, there is a 'Received 1 Nov 2019 12:29' timestamp and two labels: 'Deposit Received x' and 'Booking Complete x'. The 'Assigned to:' field is set to Rhiannon Whitelock, and the 'Changes by (initials):' field contains RW. The 'Follow up:' field is empty.