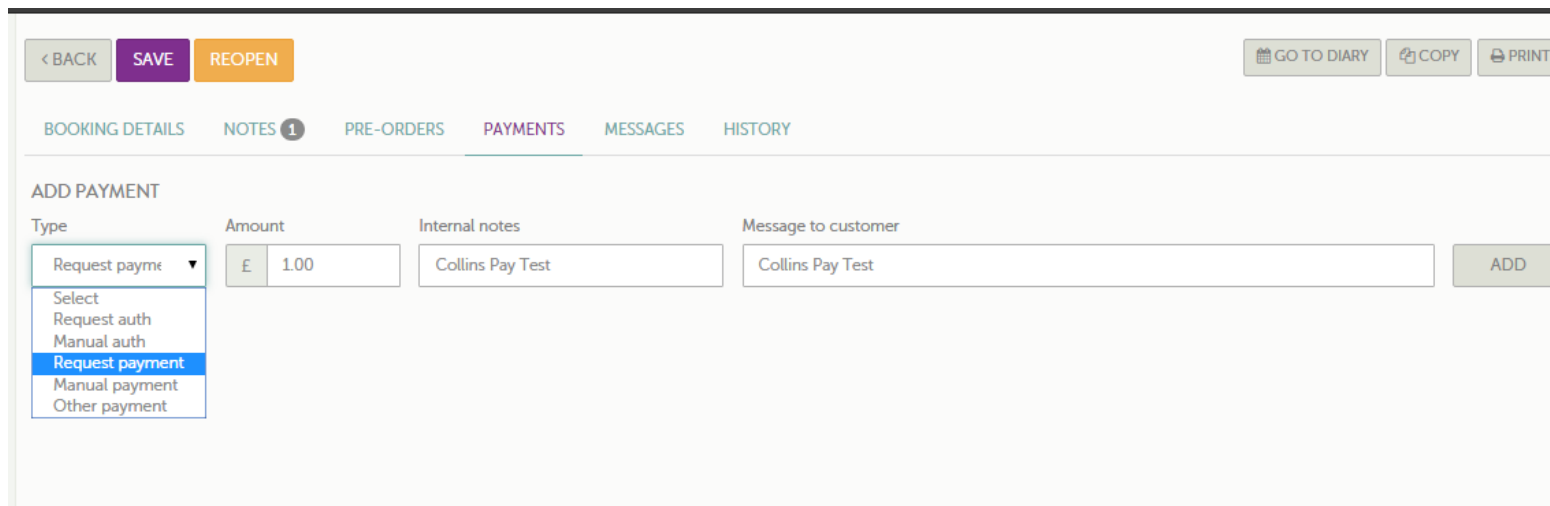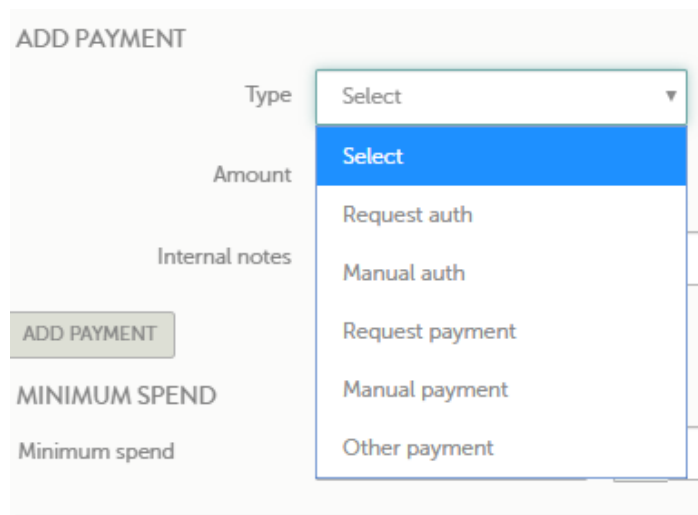# Booking Window – Payments

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.
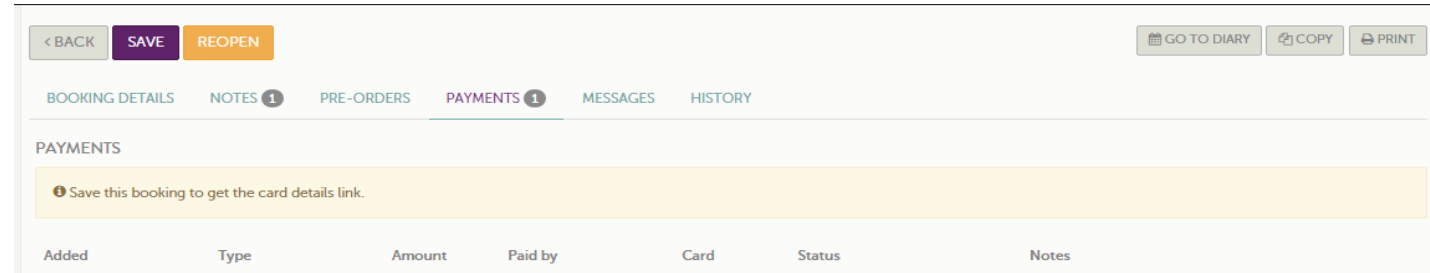

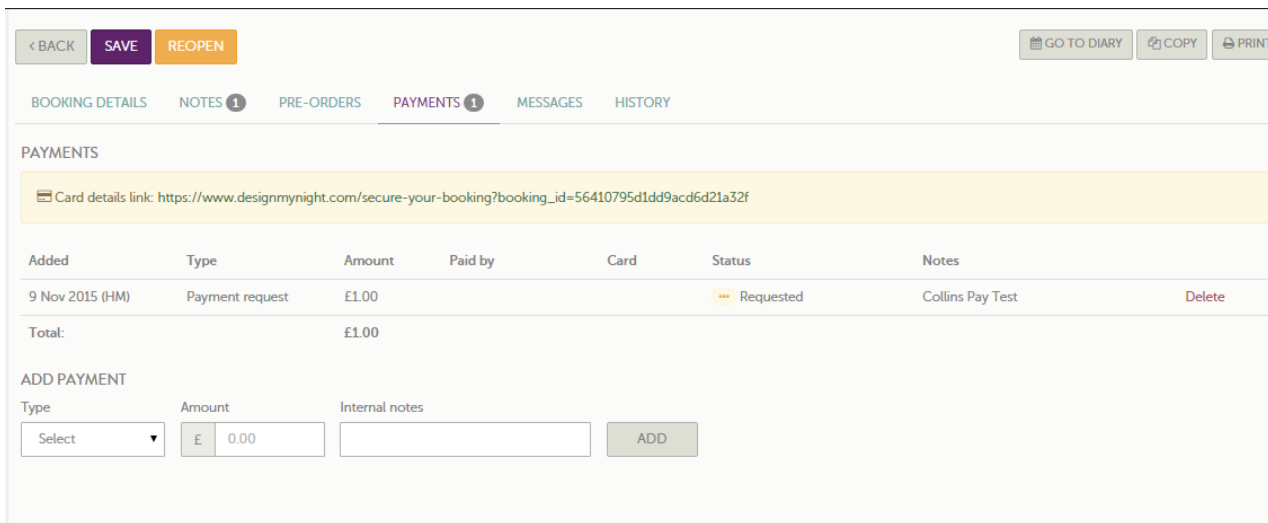There are 5 different options when adding payments.

- 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

| < BACK | SAVE | REOPEN | | 📅 GO TO DIARY | 📋 COPY | 🖨 PRINT |

BOOKING DETAILS   NOTES ❶   PRE-ORDERS   PAYMENTS ❶   MESSAGES   HISTORY

PAYMENTS

🛈 Save this booking to get the card details link.

Added	Type	Amount	Paid by	Card	Status	Notes

| < BACK | SAVE | REOPEN | | 📅 GO TO DIARY | 📋 COPY | 🖨 PRINT |

BOOKING DETAILS   NOTES ❶   PRE-ORDERS   PAYMENTS ❶   MESSAGES   HISTORY

PAYMENTS

💳 Card details link: https://www.designmynight.com/secure-your-booking?booking_id=56410795d1dd9acd6d21a32f

Added	Type	Amount	Paid by	Card	Status	Notes	
9 Nov 2015 (HM)	Payment request	£1.00			••• Requested	Collins Pay Test	Delete
Total:		£1.00					

ADD PAYMENT

Type	Amount	Internal notes	
Select ▾	£ 0.00		ADD

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.

THE
AKEMAN
INN

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 fromThe 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

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

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

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

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@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

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.

Booking Window – Payments

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

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.