



Secureholiday.net
System

Balance payment

This service allows you to automatically send an email asking customers to pay the balance of Secureholiday.net bookings.

How to activate this:

Connect to your Secureholiday.net administration page.
Go to the « *Modifications Menu* ».
Then « *Sales & Bookings* » and « *Balance payment* ».
Click on the « *Parameting balance payment* » button.

1 – Enter the number of days (regarding the date of arrival) for balance payment for all accommodation, type of accommodation or each separate accommodation.

* The email asking for balance payment will be send 10 days before due date.

Example :

Balance deadline : 14 days
Date of purchase : January 1st
Date of stay : July, 24th to July 31st
Date of mail asking for balance payment: June, 30th
Deadline for balance payment: July, 10th

* 100% of the amount of the stay will be asked to the customer if the date of purchase is between due date and arrival date.

2- Tick your means of payment of choice – for balance payment – among the means of payment you have already entered in Secureholiday.net system.

Click on « Save ».

Balance payment follow up :

The 3 menus « *Emails pending* », « *Emails sent (no answer)* » and « *Emails sent (Answered to)* » allow to follow up each booking's balance payment.

« *Emails pending (before time limit)* » :

Bookings whose email for balance payment has not been sent yet.
In this menu you can: change the amount of balance, cancel the demand or force the email.

« *Emails sent (no answer)* » :

Bookings whose e-mail for balance payment has been sent. The customer has not chosen means of payment yet.
In this menu you can: send the email for balance payment again.

« *Emails sent (answered to)* »:

Bookings for which the customer has chosen means of payment.
You are informed by e-mail.

Payment by credit card :

You get the credit card data on your balance payment email clicking on Get Payment or your administration page on the « *Balance pending* » menu.

If you can't receive payment due to terminal problems: return on your email or in the « *Sales & Bookings* » menu, « *Balance payment* », « *Emails sent (Answered to)* » and click on DISFUNCTION.

Payment can be refused for two reasons:

- Customer is not creditworthy.
- Expiration date or card security code is not valid.

Credit card number has been checked by the system it is then valid.

Balance payment is cancelled. The customer is warned by email that you have been unable to receive payment. The latter is cancelled and you ask him to proceed again.

This booking can be found in the « *Emails sent (no answer)* » menu again.

10,
place Alfonse Jourdain
F - 31000 Toulouse

tel. +33 5 61 47 23 53
fax. +33 5 34 40 84 77

www.
ctoutvert
.com

SARL AU CAPITAL
DE 56 312,05 €
SIREN : 433 265 618
APE / NAF : 6202 A