

# Instant Pay Feature: Client account process for Confirming a Provisional booking

Last Modified on 09/02/2021 2:55 pm GMT

This overall process is the same for Self-Service and Non-self-service clients. However, we have underlined parts of this article that only apply to self-service clients:

When a client is confirming a Provisional booking (Booking created by an administrator) with dates within the current or for previous calendar months, both a non-self-service client or a self-service client will need to pay for those dates upfront.

If the booking starts on a future date (i.e next calendar month) they will only need to confirm the booking, but will have the option to pay in full now if they choose.

Before paying, clients will be able to see a Summary and Pay as you go option. The Pay as you go option appears on bookings that either start in the current month and recur into next month, or start in the next month. This allows clients to tick to only need to pay for bookings within this month, or to not tick, in order to pay for all of the dates up-front.

The Summary below that will then show how much the booking costs, and how much they need to pay now, in order to confirm the booking.

Date	Space	Start Time	End Time	Status	Hourly Rate	Gross Cost	Payment Status
14/01/2021	AWP 4 (5 aside) - 7 aside Pitch B	17:00	18:00	Provisional	£20.00	£20.00	Unbilled
21/01/2021	AWP 4 (5 aside) - 7 aside Pitch B	17:00	18:00	Provisional	£20.00	£20.00	Unbilled
28/01/2021	AWP 4 (5 aside) - 7 aside Pitch B	17:00	18:00	Provisional	£20.00	£20.00	Unbilled
04/02/2021	AWP 4 (5 aside) - 7 aside Pitch B	17:00	18:00	Provisional	£20.00	£20.00	Unbilled

Pay as you go [?](#)

**Booking Summary**  
Amount: £80.00  
Vat: £0.00  
Total booking price: £80.00  
**Total payable now: £ 60.00**

[Confirm](#) [Back](#)

Once the client clicks to confirm they will see that the booking has changed to Tentative

[Dashboards](#) [Account](#) [Invoices](#) [Calendar](#) [Bookings](#) [Documents](#) [Help](#)

**Tentative booking in progress** This is a tentative booking and will be reserved until 17:17 on the 14/01/2021. Please make payment to secure this booking.

**Booking #520293**  
1. Grange Park School Demo

Where there are dates within this month, or if the client does not click to Pay As You Go, by clicking to pay via Stripe, a Tentative Invoice will be created and be due for payment.

The client will have 1 hour to make the payment.

While it is unbilled, Self-service clients will be able to Edit and Cancel items, however once they click to process the payment, a tentative invoice will be automatically created for this, and they will be unable to Edit or Cancel any items.

On clicking on the Stripe payment option they will be taken to a stripe payment page to be able to enter their card details.

### Pay with card

Email

Card information

1234 1234 1234 1234		VISA	MasterCard	Amex
MM / YY	CVC	123		

Name on card

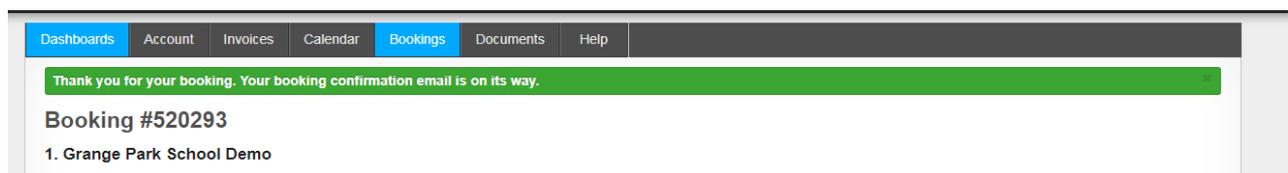
Country or region

United Kingdom ▼

Postal code

**Pay £60.00**

When the payment is made successfully, they will be taken back to their booking and will be informed that the booking is confirmed.



If the payment was unsuccessful or there was an issue with the card, Stripe will inform them on the payment page, and allow them to change their payment details. If they click back out of the Stripe page, they will see that their booking's Payment Status is Billed and can view the Tentative Invoice.

Date	Space	Start Time	End Time	Status	Hourly Rate	Gross Cost	Payment Status
14/01/2021	Astro Pitch (markings for 7aside, 9 aside & 11v11)	17:00	18:00	Tentative	£60.00	£60.00	Billed
21/01/2021	Astro Pitch (markings for 7aside, 9 aside & 11v11)	17:00	18:00	Tentative	£60.00	£60.00	Billed
28/01/2021	Astro Pitch (markings for 7aside, 9 aside & 11v11)	17:00	18:00	Tentative	£60.00	£60.00	Billed
04/02/2021	Astro Pitch (markings for 7aside, 9 aside & 11v11)	17:00	18:00	Tentative	£60.00	£60.00	Unbilled

Pay as you go [i](#)

#### Booking Summary

Amount: £240.00

Vat: £0.00

Total booking price: £240.00

**Total payable now: £ 180.00**

[Pay now with Stripe](#)

[Back](#)

Tentative Invoice:

## Booking not confirmed

Payment is required by 17:26 on the 14/01/2021 to confirm your booking.  
Please make payment to secure this booking.



### 1. Grange Park School Demo

12 Basset Court  
Loake Close, Grange Park  
Northampton  
Northamptonshire  
NN4 5EZ

John Smith

Invoice GP5064

14 January, 2021

Date	Description	Space	Time	Net Cost	VAT Rate	VAT Payable	Gross Cost
14/01/2021	Football	Astro Pitch (markings for 7aside, 9 aside & 11v11)	17:00 - 18:00	£60.00	0%	£0.00	£60.00
21/01/2021	Football	Astro Pitch (markings for 7aside, 9 aside & 11v11)	17:00 - 18:00	£60.00	0%	£0.00	£60.00
28/01/2021	Football	Astro Pitch (markings for 7aside, 9 aside & 11v11)	17:00 - 18:00	£60.00	0%	£0.00	£60.00
						<b>Net Total:</b>	<b>£180.00</b>
						<b>VAT:</b>	<b>£0.00</b>
						<b>Grand total:</b>	<b>£180.00</b>

#### Payment Terms

Payment due now please. Thank you for your cooperation.

Registered Office: Kajima Community, 55 Baker Street, London, W1U 8EW • Company Number: 123456 • VAT Number: 987654

**£180.00 outstanding**

[Pay now with Stripe](#)

[Print Invoice](#)

[Back](#)

After 1 hour if a Tentative invoice has not been paid it will automatically be voided, and the bookings contained within it will be returned to the Provisional status. The Voided invoice will display a message that the 'Instant payment was not received within 1 hour'. From the Bookings tab or Dashboard the client will now need to re-confirm the Booking in order to process the payment again.

Dashboards Account **Invoices** Calendar Bookings Documents Help

**Void** by Automation on 14 January, 2021 at 12:25  
Reason: Instant payment not received within 1 hour



**1. Grange Park School Demo**  
12 Basset Court  
Loake Close, Grange Park  
Northampton  
Northamptonshire  
NN4 5EZ

Once the booking has been processed, the client user that Confirmed the booking and any Client Users attached to the account with the email setting 'Booking' selected will receive a Booking confirmation email. The contents of the email will depend on what is populated in the Email template.

If at your venue you have the option selected to receive emails once the client confirms their booking, you will also receive an email notification. See our article on setting up instant pay at your venue for more information on checking this [here](#).

**Note regarding Self-service clients editing bookings:**

If a self-service client has a booking for a future month and Payment was not made when confirming, if they then they want to edit the booking to be in the current month, they will see a message instructing them that the changes will mean that they have to pay for the booking now. If they save the booking an invoice will be created, and be due for payment.

**Change Time:**

Date:

27/01/2021

From:

17:00

To:

18:00

Hourly rate:	£10.00
Net cost:	£10.00
VAT:	0.0%
Gross cost	£10.00

Booking description

test

**Total payable now: £10.00**

On clicking 'Save Changes', you will be required to pay for the booking in full now.

Save Changes

Cancel Booking

Discard Changes

If you would like to get more information on how to allow clients to self-book at your Venue, please contact our customer service team and they will more than happy to talk you through the set-up process: 01604 677764.