

Payments/Receipting

All Guides related to taking and receipting payments

- [Receipting a booking using the Online Payment Link in CustomLink](#)
- [How to: Make a take an Integrated - EFTPOS payment for a booking](#)

Receipting a booking using the Online Payment Link in CustomLinc

To receipt a booking over the phone inside of CustomLinc, the Online Payment Link is now the method to complete this.

The screenshot displays the CustomLinc software interface for a booking. The top bar shows the booking ID 781572 and the name TESTMITCH. The left sidebar contains navigation options like Sightseeing, Schedule, Check-in, Booking 1, Booking 2, Pickups, Manifests, Express, Services, Loadings, Check-in, Booking 1, Booking 2, Accommodation, Charter, Rostering, Roster, Staff Roster, Staff Shifts, Rental, and Maintenance. The main area shows booking details for a flight from Melbourne to Perth on 27/07/2023. The booking is for 1 adult return, with a total price of \$61.00. The booking is confirmed and has a status of 'Confirmed'. The booking is made by Mitch Fraser. The booking is for a flight from Melbourne to Perth on 27/07/2023. The booking is for 1 adult return, with a total price of \$61.00. The booking is confirmed and has a status of 'Confirmed'. The booking is made by Mitch Fraser.

Qty	Broch (pp)	Brochure	Price (pp)	Total (AUD)
1	\$61.00	\$61.00	\$61.00	\$61.00
Booking Total				\$61.00

Balance Owning	
Total Sales Tax - GST (10.00%)	\$6.71
Total Payable ex Sales Tax (10.00%)	\$54.29

Date/Time	Subject	From	To	Reason	Type	Method	Attach
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Additional Information	
Made on	14 Jun 2023 at 10:09
Made by	Mitch Fraser
Tax Rate	10.00%
Tax	Conventional Product
Revenue Gross	\$61.45
Revenue Net	\$55.45
Sales GL Code	00.00.1218.0
Revenue Split	1
FB8781572-170	(P2ACRAC) (0)

Inside the booking, Select Receipt

Receipt Booking # 781572

Receipt Details

Balance Owing61.00

New Balance Owing61.00

Price Adjustment0.00

1Adult Return

Cash

Rounded To

Amount Tendered

Change

Payment TypeMasterCard

Amount30

Other Receipt Type

AmountRef #

Receipt All

Split Pax >>

Print Receipt

Print Ticket

Set as Conf...

Auto Fill

OK

Cancel

☒ Process through Gateway

☐ Process on Pinpad

Pressing okay will prompt opening of the pending payment page

Pending Payment Window

i

Click OK to open a Pending Payment page in your web browser.

OK

Cancel

This page then presents details for payment, similar to the online site.

BOOKING DETAILS	
Party Name	TESTMITCH
Contact Details	mitch.fraser@pbr.org.au
Party Ref	1474090
Product	10:00am Belgrave departure / 12:45pm Lakeside Return
Date	27 Jul 2023 10:00
Booking Ref	781572
Payment Amount	\$30.00

10:00am Belgrave departure / 12:45pm Lakeside Return	27 Jul 2023 10:00
Total Owng	\$61.00

SELECT A PAYMENT METHOD



SELECT A PAYMENT METHOD



Card Holder Name

XXXX XXXX XXXX XXXX

Month

Year

SAVE AND PAY >

The screen will then update with the payment made, if partial payment this amount will be deducted. Note the \$30 payment

PENDING PAYMENT

BOOKING DETAILS

Party Name

TESTMITCH

Contact Details

mitch.fraser@pbr.org.au

Party Ref

1474090

Product

10:00am Belgrave departure / 12:45pm Lakeside Return

Date

27 Jul 2023 10:00

Booking Ref

781572

Total Owing

\$31.00

ORDER SUMMARY

10:00am Belgrave departure / 12:45pm Lakeside Return

27 Jul 2023 10:00

Total Owing

\$31.00

The booking will also update with the payment made

Description	Qty	Broch(pp)	Brochure	Price (pp)	Total (AU/D)
Adult Return	1	\$61.00	\$61.00	\$61.00	\$61.00
Booking Total			\$61.00		\$61.00
Receipt - MasterCard (Not Printed) -Approved: Payment successfully made. - Stefanie Straub					\$-30.00
Balance Owng					\$31.00
Total Sales Tax - GST (10.00%)				\$5.55	
Total Payable ex Sales Tax (10.00%)				\$55.45	

When the booking is fully paid off, the below message appears

PENDING PAYMENT		ORDER SUMMARY		
BOOKING DETAILS				
Party Name	TESTMITCH	10:00am Belgrave departure / 12:45pm Lakeside Return	27 Jul 2023 10:00	
Contact Details	mitch.fraser@pbr.org.au			
Party Ref	1474090			
Product	10:00am Belgrave departure / 12:45pm Lakeside Return			
Date	27 Jul 2023 10:00			
Booking Ref	781572			
		Total Owng	\$0.00	
Your payment has been received, thank you 				

And the booking updates with the payment received

TRAVEL PRICES					
Description	Qty	Broch(pp)	Brochure	Price (pp)	Total (AUD)
Adult Return	1	\$61.00		\$61.00	\$61.00
Booking Total			\$61.00		\$61.00
Receipt - MasterCard (Not Printed) -Approved: Payment successfully made. - Stefanie Straub					\$-30.00
Receipt - MasterCard (Not Printed) -Approved: Payment successfully made. - Stefanie Straub					\$-31.00
Balance Owing					\$0.00
Total Sales Tax - GST (10.00%)					\$5.55
Total Payable ex Sales Tax (10.00%)					\$55.45

Refunds work the same as normal bookings.

All issues with this system are to be directed to the IT Helpdesk (helpdesk@pbr.org.au) in the first instance.

How to: Make a take an Integrated - EFTPOS payment for a booking

The workstation you are trying to do this from needs to be setup to sell tickets via 'Quick Ticket' if the POS option in step 1 is not visible. Please contact IT and request for access.

Currently the booking made will not receive a Carriage Allocation. Please confirm there is room on a carriage prior to booking.

1. Make a booking.
2. Click Receipt and the Receipt Booking window will pop up.

The screenshot displays the 'Receipt Booking' window for booking # 182742. The window is titled 'Receipt Booking # 182742' and contains the following sections:

- Receipt Details:**
 - Balance Owning: \$1.50
 - New Balance Owning: \$1.50
 - Price Adjustment: 0.00
 - Qty: 1, Brech (pp): \$21.50, Brochure: \$51.50
- Payment Type:**
 - Amount: [input field]
 - Payment Type: **EFTPOS - Integrated** (selected)
 - Process on Pindpad (selected)
- Other Receipt Type:**
 - Amount: [input field]
 - Ref #: [input field]
- Buttons:** OK, Cancel, Receipt All, Split Box >>, Print Receipt, Print Ticket, Set as Conf...

A red arrow points to the 'Receipt' button in the main interface, which is located under the 'Receipt' tab. The main interface also shows a 'Booking Total' section with 'Total Sales Tax - GST (10.00%)' and 'Total Payable ex Sales Tax (10.00%)'.

3. Select Payment Type - **EFTPOS - Integrated** and confirm that Process on Pindpad is selected and click **OK**

Receipt Booking # 182616

Receipt Details

Balance Owing 264.00

New Balance Owing 264.00

Price Adjustment 0.00

4 Adults

Payment Type

Amount 264.00 ☐ Process through Gateway ☒ Process on Pinpad

Receipt All

Split Pax >>

Print Receipt

Print Ticket

Set as Conf...

Auto Fill

OK

Cancel

4. The connected EFTPOS terminal should now prompt for payment. Complete payment.

5. Once complete, click Ticket to Printer - **The ticket will NOT have a seating allocation on it.**