



## When a Guest Makes a Phone or Email Inquiry and Chooses to Pay Initial Payment By Check or Bank Wire Transfer

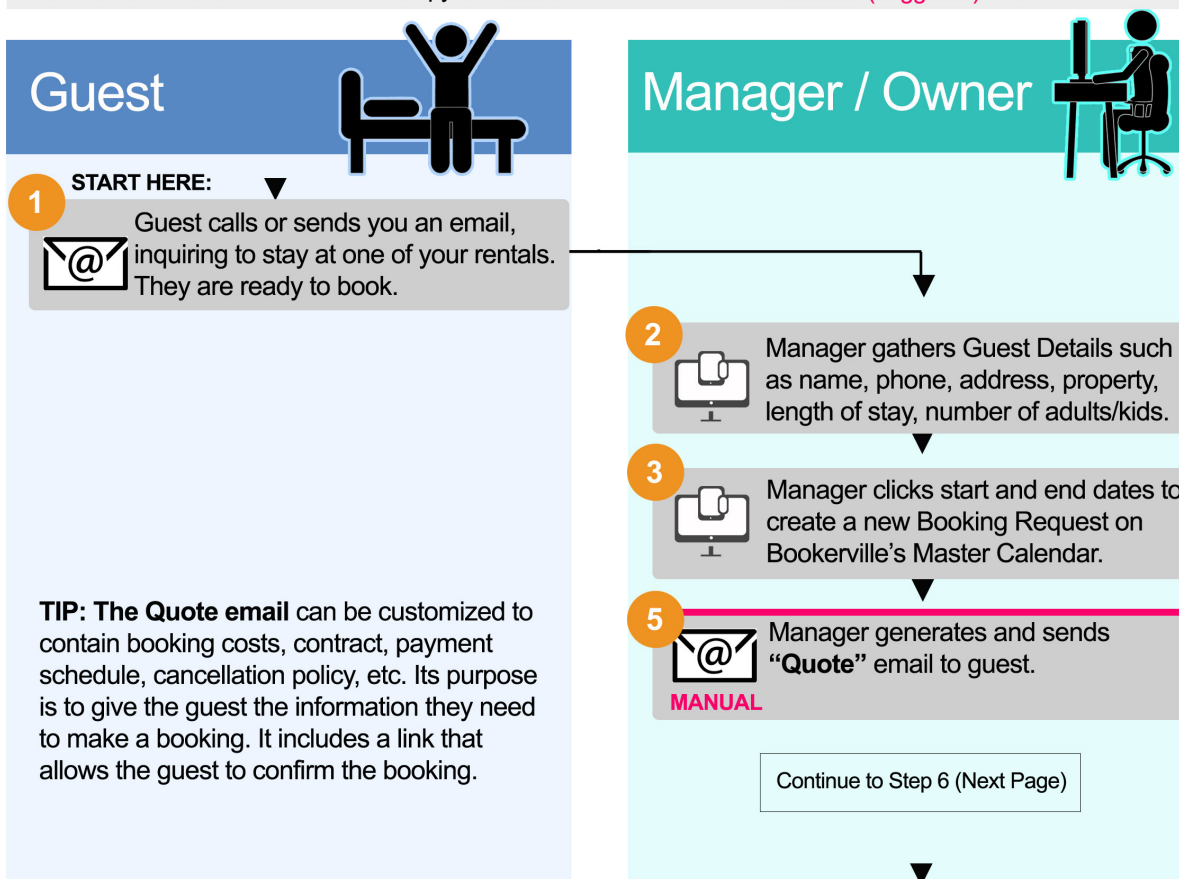


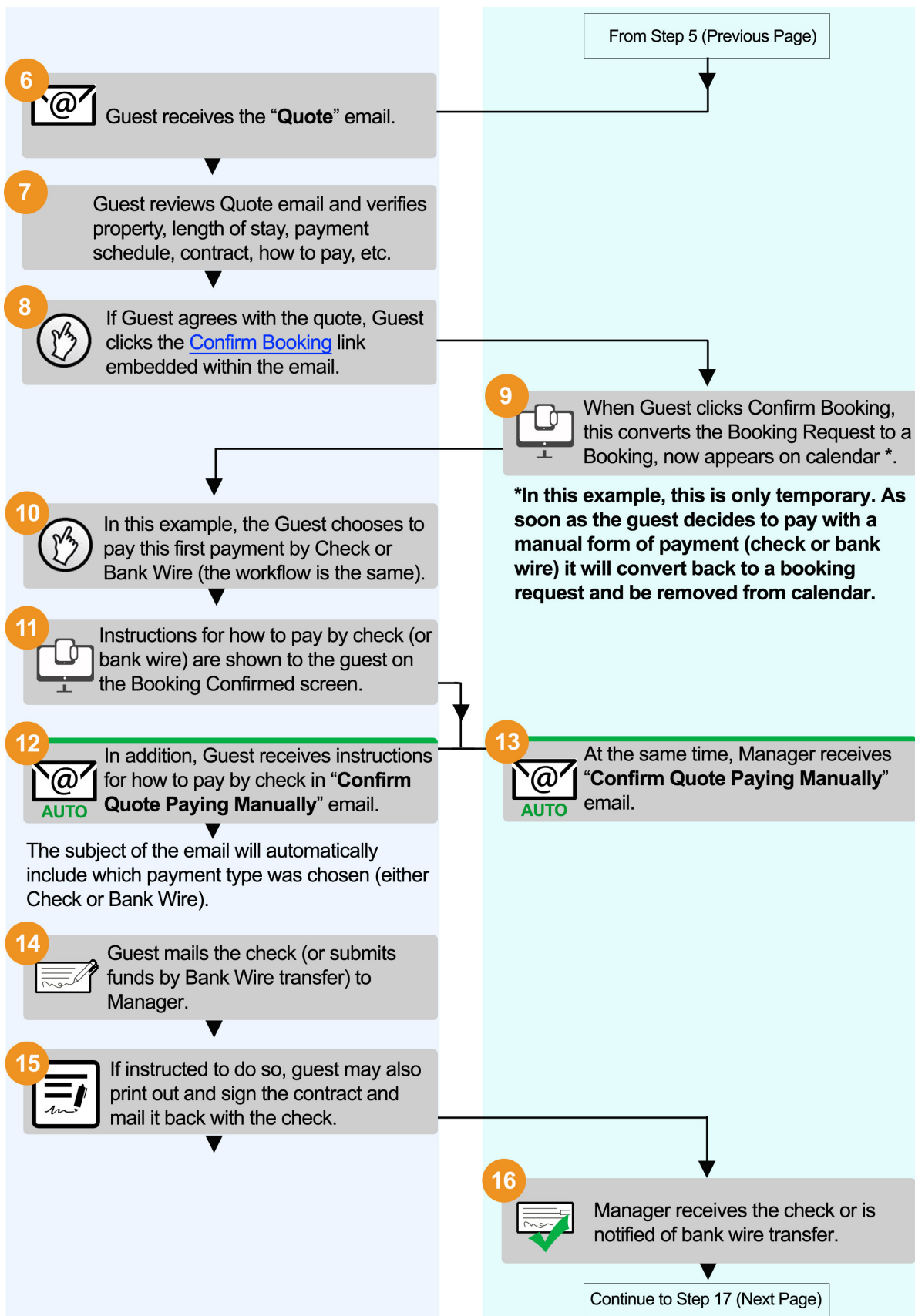
✓ Inquiry via Phone or Email ✓ **MANAGER/GUEST CENTRIC** Mode ✓ Paying by **Check or Bank Wire**

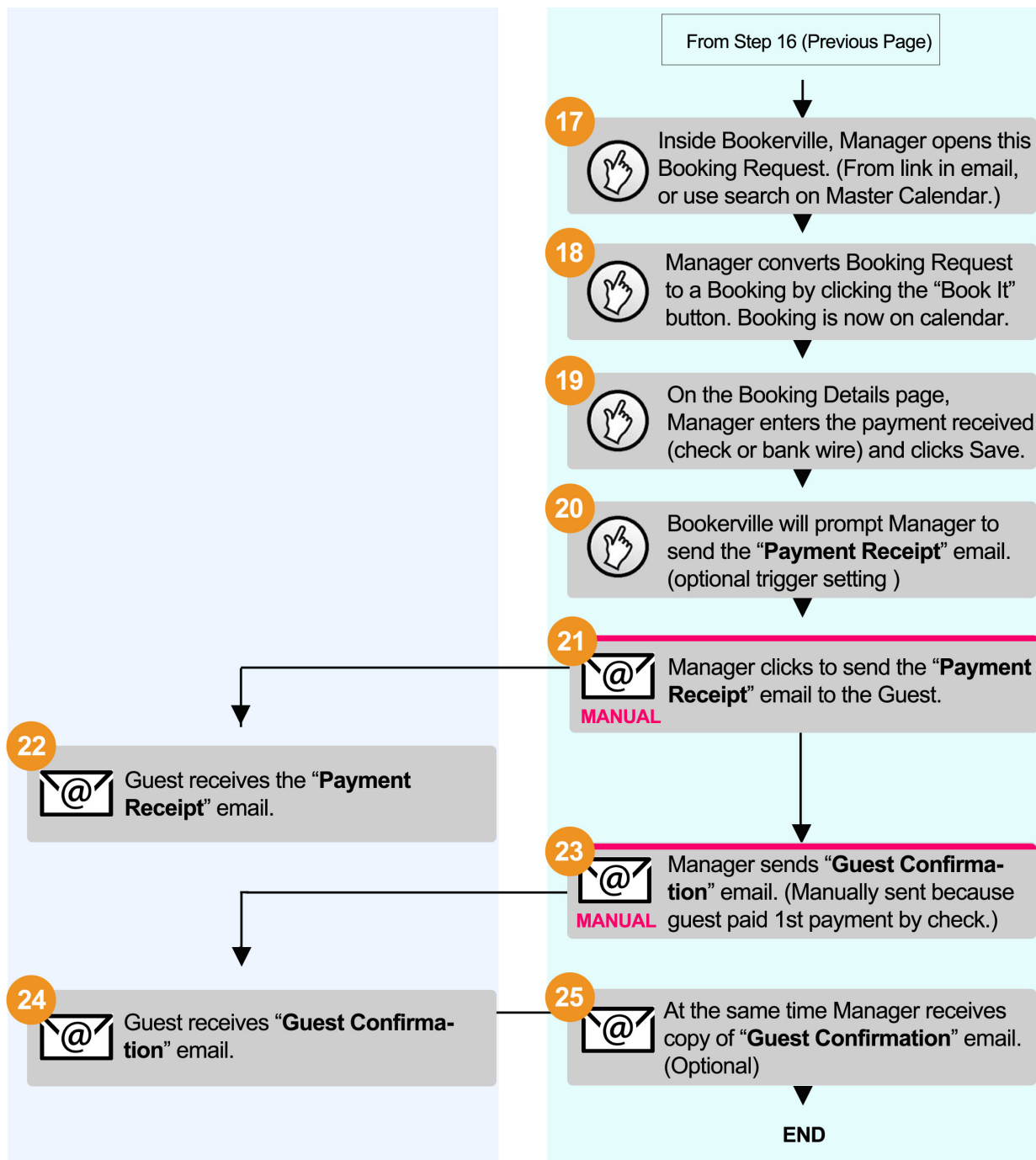
This workflow shows the interaction between a Guest and a Manager when a guest calls or emails with an inquiry, and the Manager sends a Quote email to get the Guest to confirm the booking. In this example, the Guest choose to pay the first payment by Check or Bank Wire Transfer. Whether you run in manager- or guest-centric mode, a Booking Request does not appear on the calendar until the Manager sends the Quote email, and the Guest confirms the quote and makes the first payment. Because checks and bank wire payments are considered manual, and you must record them in the booking, the Booking stays a Booking Request until payment is recorded. If you also accept online payments, taking manual payments can increase your changes for double-bookings, since the booking is not on the calendar until it's paid.

### Email Templates Sent to Guest and Manager During this Workflow

TO GUEST:	TO MANAGER:	HOW SENT:	CUSTOM?
1. Quote	1. Copy of Quote	Manual	Yes
2. Confirm Quote Paying Manually	2. Copy of Confirm Quote Pay Manually	Automatic	Yes (Guest part only)
3. Payment Receipt	3. Copy of Payment Receipt	Manual (Triggered)	Yes
4. Guest Confirmation	4. Copy of Guest Confirmation	Manual (Triggered)	Yes







At this point, the guest has confirmed the booking, agreed to the contract and paid the initial payment by Check or Bank Wire. The guest sent the monies to the Manager, and the Manager has recorded it in the booking. The Booking Request is now a Booking and appears on the calendar. The Payment Received and Payment Receipt email are recorded in Bookerville automatically. Subsequent emails to guests for additional payments, arrival instructions, etc. can be sent automatically.