



When a Guest Makes a Phone or Email Inquiry and Chooses to Pay Initial Payment By PayPal or Credit Card

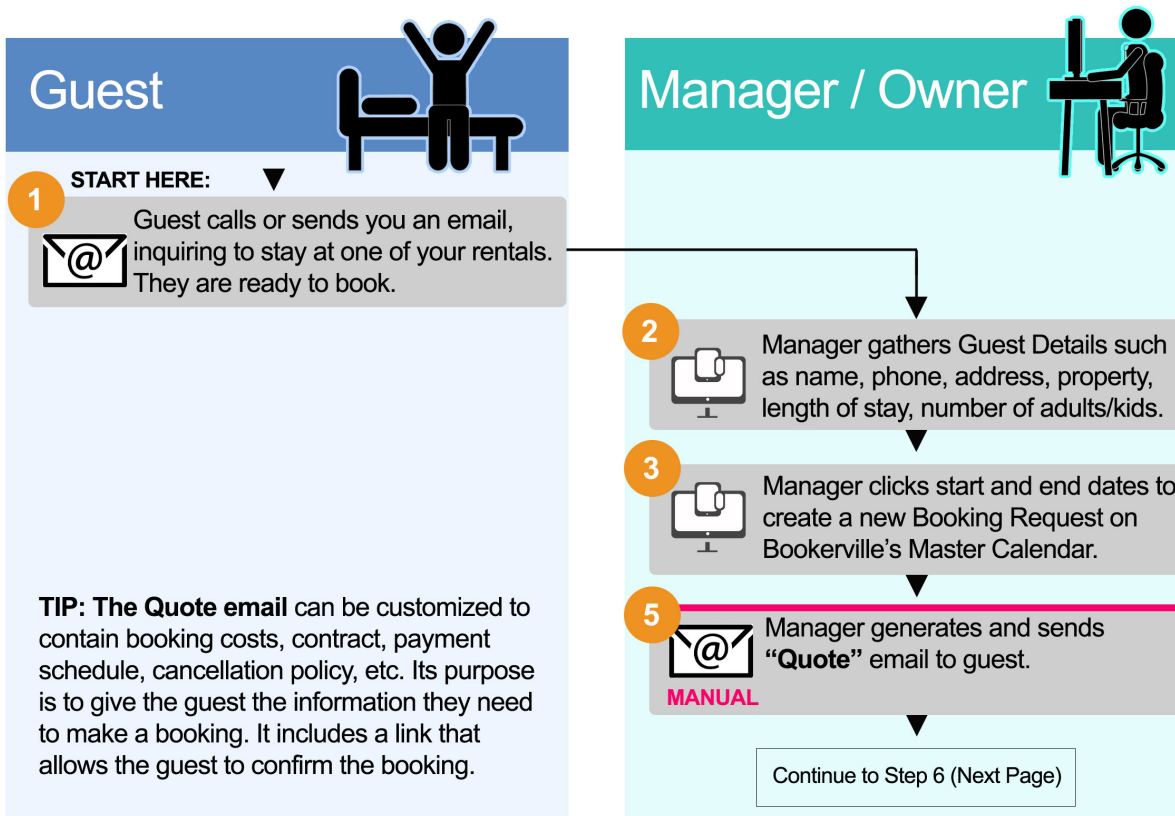


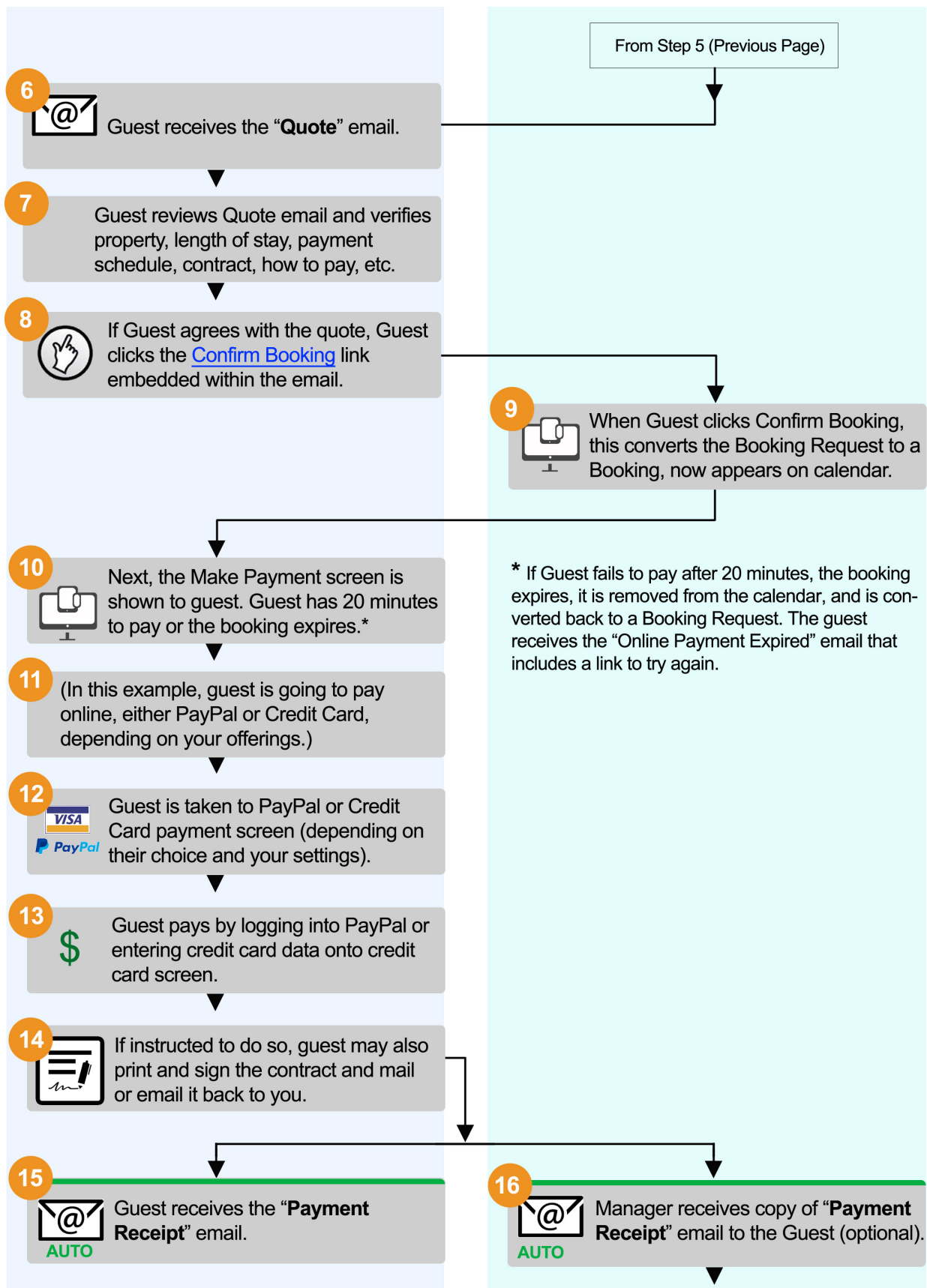
✓ Inquiry via Phone or Email ✓ **MANAGER/GUEST CENTRIC** Mode ✓ Paying by **PayPal/Credit Card**

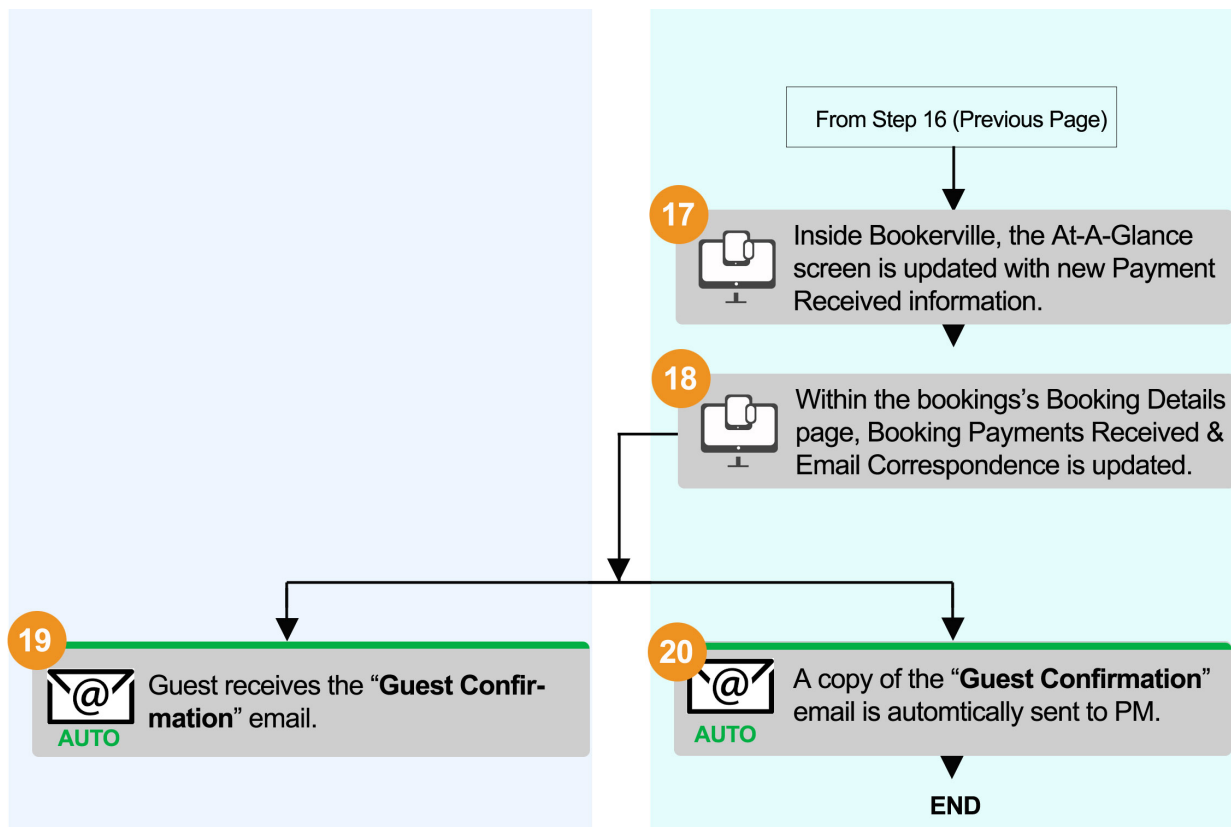
This workflow shows the interaction between a Guest and a Manager when a guest calls or emails with an inquiry, and the Manager sends a Quote email to get the Guest to confirm the booking. In this example, the Guest choose to pay the first payment by PayPal or Credit Card. Whether you run in manager- 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.

Email Templates Sent to Guest and Manager During this Workflow

TO GUEST:	TO MANAGER:	HOW SENT:	CUSTOMIZABLE?
1. Quote	1. Copy of Quote	Manual	Yes
2. Payment Receipt (or Booking Not Complete, if not paid)	2. Copy of Payment Receipt (or Booking Not Completed)	Automatic	Yes
3. Guest Confirmation	3. Copy of Guest Confirmation	Automatic	No
		Automatic	Yes







At this point, the guest has confirmed the booking, agreed to the contract and paid the initial payment by PayPal or Credit Card. 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.