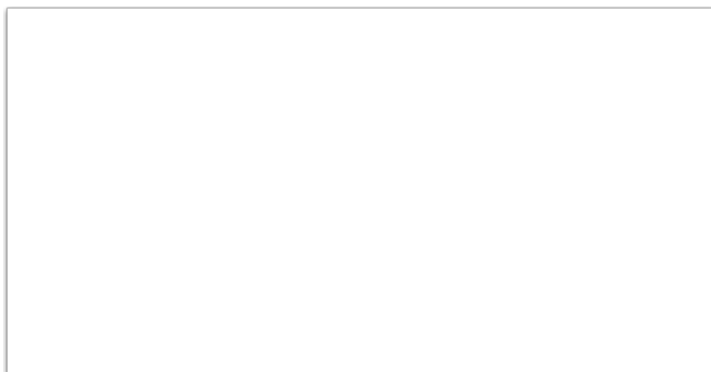




# How to process a guest payment for a Booking.com booking?



When you are processing the the guest's payments directly rather than Booking.com collecting the money, the guest is adding their card details on Booking.com.

The card details are being registered by Booking.com and then forwarded to SuperControl. In the booking you will see the anonymised card details in the customer payment tabs.



**Payment method**  
The following payment types are available for this booking:  
Opayo registered XXXX-XXXX-XXXX-2730  
Or select a new payment type:

**Payment method**  
The following payment types are available for this booking:  
  HolidayRentPayment repeat HolidayRentPayment registered Mastercard XXXX-XXXX-XXXX-2583  
Or select a new payment type:

**Payment method**  
The following payment types are available for this booking:  
  Trust Payments repeat Trust Payments registered Mastercard XXXX-XXXX-XXXX-8331  
Or select a new payment type:

To process a payment do the following:

1. Tick the box in front of either deposit or balance. Depending on which payment you want to process.
2. Select the payment method. This should be the card forwarded from Booking.com. You will see a list of all the payment methods you have set up in the drop down menu.

Trust Paymei ▾ GBP 134.06

Select

Trust Payments repeat Trust Payments registered Mastercard XXXX-XXXX-XXXX-1570

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Mastercard

MasterCard Debit Card

Visa

VISA Debit / Delta

Bank transfer

Cash

Cheque

UK Bank transfer

InternalTransfer

Voucher

3. Click Save.

Owner payments Financial

Cancel

Settings Save

3.

**Payment method**

The following payment types are available for this booking:

Or select a new payment type: Select ▾

Description	Date	Payment method	Due	Amount paid	Balance
<input checked="" type="checkbox"/> Deposit paid					
1. <input checked="" type="checkbox"/> Balance paid	Due now	2. Trust Paymei ▾	GBP 134.06		
Deposit payment [Trust Payments ref 55-70-14799210]	08 Jul 2021	Trust Payments registered Mastercard XXXX-XXXX-XXXX-1570		GBP 193.05	<a href="#">Delete</a> - <a href="#">Edit</a> - <a href="#">Trust Payments refund</a>
Balance payment [Trust Payments ref 58-70-15290732]	18 Jul 2021	Trust Payments repeat Mastercard XXXX-XXXX-XXXX-1570		GBP 450.45	<a href="#">Delete</a> - <a href="#">Edit</a> - <a href="#">Trust Payments refund</a>


**! Please note:**

With Opayo (SagePay) as your payment processor, a card cannot be registered, if the guest uses the quick checkout on Booking.com. We require the guest's full address

details to process the card details.

Should you find a payment cannot be processed and you receive an error message, please check, if the full guest name and address details are showing in the History & Correspondence tab in the booking.

If they are not, you might want to contact the guest for the missing information and then add the card details manually in the customer payment tab.

-  **Please note:**  
If there is no postcode, you can enter 0000 as a substitute into the postcode field and then click Save.  
Retry to take the payment.  
This does **only** work for Booking.com booking.