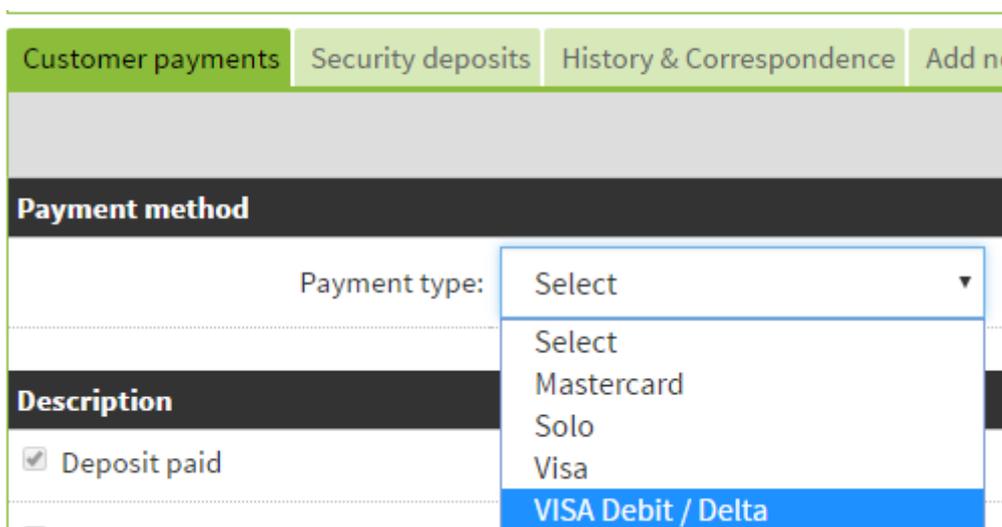


How do I take a payment via Trust Payments (Secure Trading)?

1. First you need to navigate to the booking. If you know the booking number you can enter this in the booking number search in the top right of the SuperControl pages.

You can also go to *Bookings > Grid view*. Once you load your grid you can click on the booking to take you into the main area for that booking OR you can go to *Bookings > Search bookings* and use the filter options to find your booking.

2. Ensure you have your guests address added in the booking then select your payment method.



The screenshot shows a web interface with a navigation bar at the top containing tabs: "Customer payments" (highlighted in green), "Security deposits", "History & Correspondence", and "Add new". Below the navigation bar is a section titled "Payment method" with a dark header. Underneath, there is a "Payment type:" label and a dropdown menu. The dropdown menu is open, showing options: "Select", "Mastercard", "Solo", "Visa", and "VISA Debit / Delta" (which is highlighted in blue). To the left of the dropdown menu, there is a "Description" section with a dark header and a checkbox labeled "Deposit paid" which is checked.

3. Enter your guests card details, tick the payment you wish to take (Deposit, Balance or both).

4. Select SECURETRADING on drop down menu next to Process online using Trust Payments (Secure Trading).

5. Click OK.

6. Click Save.

Customer payments Security deposits History & Correspondence Add notes or files Generate documents Add reminder Your reference Website & source Cancel

[Settings](#) Save

Payment method

Payment type: VISA Debit / Delta Process balance using this card

Card Number:

Name on card:

Card expiry: 11 2023

CSC: Note CSC is never saved. This is only for processing online payments.

Description	Date	Payment method	Due	Amount paid	Balance
<input checked="" type="checkbox"/> Deposit paid					
<input checked="" type="checkbox"/> Balance paid	Due now	VISA Debit / Delta		GBP 800.00	
			GBP 800.00	GBP 0.00	GBP 800.00
<input type="text" value="Enter custom payment"/>	<input type="text" value="2017-05-29"/>	VISA Debit / Delta		GBP <input type="text" value="0"/>	Payment

Process online using Secure Trading: SECURETRADING

7. You should receive a SUCCESS message, click OK. The payment will then be displayed within your Customer payments tab within the booking.

! Always ensure your online payments include a Trust Payments (Secure Trading) reference number. This proves the transaction is successful. If there is no reference number then you haven't completed the payment correctly. You can delete this and try again.