



# Bookable User Guide

GRC Programming and Operations

Program to be released on 1 August 2024





# Making Payments

## Summary

1. Login to Account
2. Click ' My Bookings' or Profile drop down list
3. Select confirmed booking
4. Scroll to '**Payment Due**'
5. Click '**Make Payment Now**'
6. Choose payment type and proceed with payment



# Finding your Booking for Payment

1. Access 'My Bookings'
2. Select the Booking Name you wish to pay for

Three dots: To access booking actions

Words with an underline can be selected  
i.e an action or opens a new window

## Note:

Payments can only be made on '**Confirmed**' bookings

My Bookings My Details My Organisation My Transactions

My Bookings All Bookings Outstanding : \$1,150.00 [Add Payment](#)

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
90	<u>Sports Organisation T...</u>	Evatt Park	Playing Field 3 (Modified)	10/Apr/25	22/Jul/24	\$180.00	Tentative
88	<u>Sports Organisation T...</u>	Olds Park	Mini Field 2 Playing Field 1 - Oval (Premium) Sports Ground Lighting	02/Apr/25	19/Jul/24	\$970.00	Confirmed
72	<u>naomi test EOI booking</u>	Anglo Square	Cricket Nets Grass Space (Middle Section)	09/Sep/24	18/Jul/24	\$0.00	Tentative

Send Invoice  
Download Invoice  
Download Confirmation  
Calendar URL  
Duplicate Booking

TEST Let's find your venue My bookings JH Jeremy

My Account

My Bookings My Details My Organisation My Transactions

My Bookings All Bookings Outstanding : \$1,150.00 [Add Payment](#)

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
90	<u>Sports Organisation T...</u>	Evatt Park	Playing Field 3 (Modified)	10/Apr/25	22/Jul/24	\$180.00	Tentative
88	<u>Sports Organisation T...</u>	Olds Park	Mini Field 2 Playing Field 1 - Oval (Premium) Sports Ground Lighting	02/Apr/25	19/Jul/24	\$970.00	Confirmed
72	<u>naomi test EOI booking</u>	Anglo Square	Cricket Nets Grass Space (Middle Section)	09/Sep/24	18/Jul/24	\$0.00	Tentative
70	<u>naomi test EOI booking</u>	Anglo Square	Cricket Nets Grass Space (Middle Section)		18/Jul/24	\$0.00	Cancelled by Applicant

Send Invoice  
Download Invoice  
Download Confirmation  
Calendar URL  
Duplicate Booking



# Making Payment

1. Scroll to find **'Payment Due'**
2. Select **'Make payment now'**
3. Go to online payment

## Note:

Tentative bookings will not show the 'Make payment now' button

### Confirmed Booking Example

My Account > Bookings > Sports Organisation Test (#88)

## Sports Organisation Test

Confirmed Booking #88

Olds Park

Starting Wednesday 2nd April 2025 [subscribe to calendar feed](#)

Booked by Jeremy Hasham

Documentation missing Required documentation needs to be uploaded for this booking

Manage your booking [Payment](#) [Information](#) [Dates](#) [Documentation](#) [Contacts](#)

Payment due	
Fees	\$970.00
Adjustments	\$0.00
Bonds	\$0.00
Total incl. GST	\$970.00
Paid	\$0.00
Payable now	\$0.00
Payable later	\$970.00

[Make payment now](#)

### Tentative Booking Example

Payment due

Fees	\$180.00
Adjustments	\$0.00
Bonds	\$0.00
Total incl. GST	\$180.00
Paid	\$0.00
Payable now	\$0.00
Payable later	\$180.00

Missing payment button →





# Making Online Payment

1. Choose your payment type
  - a) Select card type: Debit or Credit
2. Choose payment amount
3. Click '**Checkout**'
4. Input card details
5. Click '**Submit**' to finalise payment

**Note:**

*A merchant surcharge will be applied to all payments*

*Council prefers users to make online payments.*

*Other payment options like Cheque and Cash are accepted.*

**Booking ID must be provided as your payment reference**

Add Payment

1. Please choose payment type:  
Credit/Debit Card - TEST

VISA  Mastercard  American Express

2. Please choose payment amount:  
Amount Outstanding - \$970.00

**Booking 88 - Sports Organisation Test (Amount Due: \$970.00)**

Invoice	Outstanding	Due Date	Amount
[INVOICE] Olds Park Mini Field 2 02/04/2025 11:00 to 02/04/2025 13:00	\$330.00	26/03/2025	\$330.00
[INVOICE] Olds Park Playing Field 1 - Oval (Premium) 02/04/2025 11:00 to 02/04/2025 13:00	\$270.00	26/03/2025	\$270.00
[INVOICE] Olds Park Sports Ground Lighting 02/04/2025 11:00 to 02/04/2025 13:00	\$20.00	26/03/2025	\$20.00
[INVOICE] Olds Park Mini Field 2 17/04/2025 11:00 to 17/04/2025 13:00	\$330.00	10/04/2025	\$330.00
[INVOICE] Olds Park Sports Ground Lighting 17/04/2025 11:00 to 17/04/2025 13:00	\$20.00	10/04/2025	\$20.00

**Checkout** **Cancel**



### 3. Check if Payment was Successful

Fees	\$970.00
Adjustments	\$0.00
<hr/>	
Bonds	\$0.00
<hr/>	
Total incl. GST	\$970.00
<hr/>	
Paid	\$0.00
Payable now	\$0.00
Payable later	\$970.00
<hr/>	
<a href="#">Make payment now</a>	

Before payment

Fees	\$970.00
Adjustments	\$0.00
<hr/>	
Bonds	\$0.00
<hr/>	
Total incl. GST	\$970.00
<hr/>	
Paid	\$970.00
Payable now	\$0.00
Payable later	\$0.00
<hr/>	
<a href="#">Make payment now</a>	

After payment the balance is \$0.00



# Booking Invoice

Once payment is made, a system generated email will be sent confirming payment amount and booking reference

00 Tentative

- Send Invoice
- Download Invoice
- Download Confirmation
- Calendar URL
- Duplicate Booking

Details: Dear Jeremy

Please find attached invoice INV-17 for Booking Reference #90.

The total invoice amount is \$180.00.


Your outstanding balance is \$0.00.

Your bookings are available online through the [customer portal](#).

Go to 'My Bookings', click on three dots to find actions.

1. Select 'Download Invoice' to view or print
2. Successful payment will be shown

**TAX INVOICE - Confirmed**



Reference	Booking ID
INV-17	90
Customer ID	Date
900072	23/07/2024

Georges River Council TEST  
 PO Box 205  
 Corner MacMahon and Dora Streets  
 HURSTVILLE NEW SOUTH WALES 2220  
 P: (02) 93306400  
 W: www.georgesriver.nsw.gov.au  
 ABN: 57789014855

**Customer Details**  
 On behalf of: Sporting Org  
 Jeremy Hasham  
 ABN: 000000000000  
 P: 0400000000  
 E: Sportorg@test10.com

**Venue Address:** H.V Evatt Park 1116 forest road Lugarno New South Wales 2210 Australia  
**Booking Name:** Sports Organisation Test 2  
**Booking Status:** Confirmed

Details	GST Amt	Total (incl. GST)	Due Date	Outstanding
Evatt Park Playing Field 3 (Modified) 11/04/2025 08:00 to 11/04/2025 17:00	\$16.36	\$180.00	04/04/2025	\$0.00
<b>Total</b>	<b>\$16.36</b>	<b>\$180.00</b>		<b>\$0.00</b>

**Payments/Refunds**

Reference	Receipt Type	Surcharge (incl. GST)	Date	Amount
PAY-3	PAYMENT - Credit/Debit Card - TEST	\$0.81	23/07/2024	\$180.81

**Payments Due Schedule**

Due Date	Total (incl. GST)	Outstanding Amt	Applied Amt
04/04/2025	\$180.00	\$0.00	\$180.00



# My Transactions

## Summary

1. Login to Account
2. Click ' My Bookings' or Profile drop down list
3. Click ' My Transactions'
4. Filter Transaction to preference



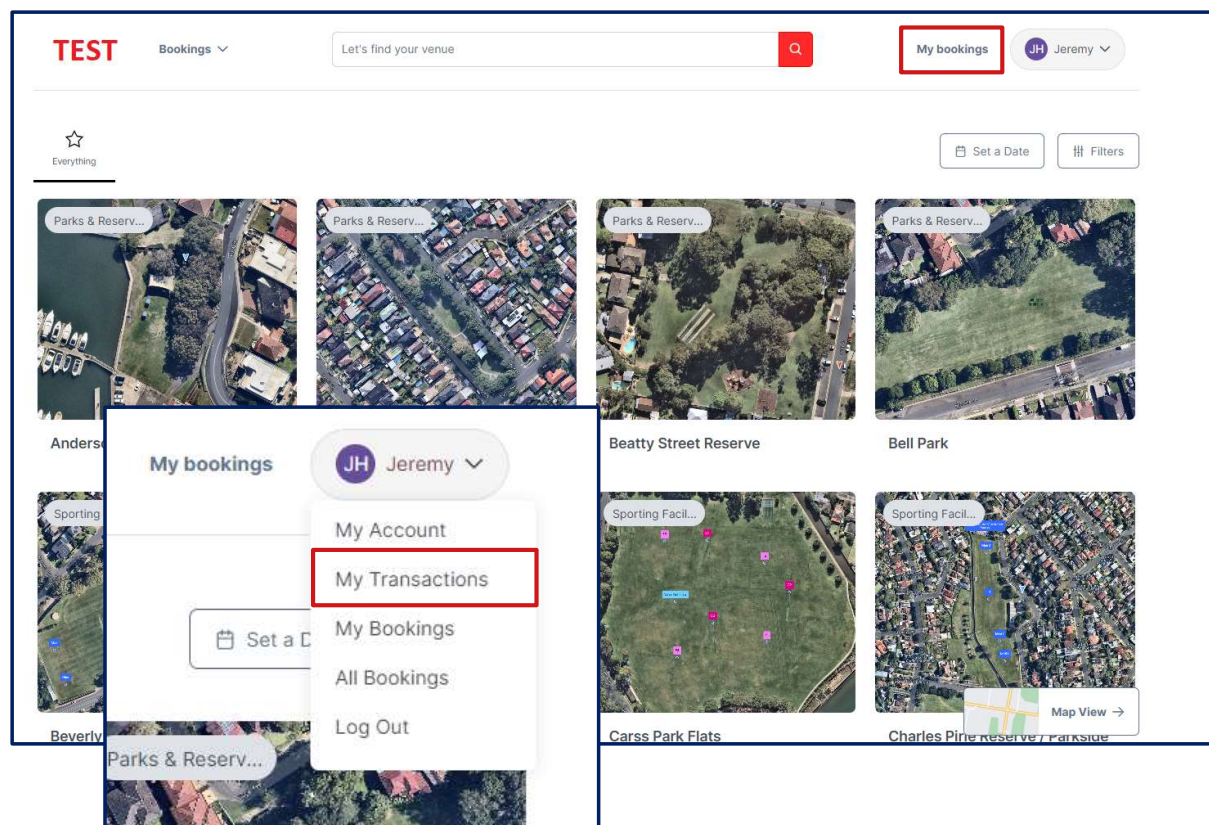


# 1. Access Transaction

## Purpose of My Transactions:

This page will display all booking fees and status.

If you are unsure which bookings are outstanding/paid, 'My Transactions' will display the fees.





## 2. My Transactions

1. Filter to quickly find Outstanding or Completed transactions

*Cancelled bookings will have an amount of \$0*

### **Note:**

*All transactions will show despite the status.*

### **Example**

*'Outstanding' Balance Type*

My Account > My Transactions

My Bookings My Details My Organisation My Transactions

My Transactions

**Filters**

**Balance Type:** All Balance Types (circled in red) **Transaction Type:** All Transaction Types **Date From:** 22/06/2024 **Date To:** 22/07/2024

Search Transaction Transactions Per Page: 25 50 100 All Search

Customer	Invoice	Date	Description	Transaction Type	Amount	Applied	Balance
Jeremy Hasham	INV-3	18/07/24	Anglo Square	INVOICE	\$0.00	\$0.00	\$0.00
Jeremy Hasham	INV-3	18/07/24	Anglo Square	INVOICE	\$0.00	\$0.00	\$0.00
Jeremy Hasham	INV-3	18/07/24	Anglo Square	INVOICE	\$0.00	\$0.00	\$0.00

My Account > My Transactions

My Bookings My Details My Organisation My Transactions

My Transactions

**Filters**

**Balance Type:** Outstanding **Transaction Type:** All Transaction Types **Date From:** 22/06/2024 **Date To:** 22/07/2024

Search Transaction Transactions Per Page: 25 50 100 All Search

Customer	Invoice	Date	Description	Transaction Type	Amount	Applied	Balance
Jeremy Hasham	INV-15	19/07/24	Olds Park	INVOICE	\$330.00	\$0.00	\$330.00
Jeremy Hasham	INV-15	19/07/24	Olds Park	INVOICE	\$270.00	\$0.00	\$270.00
Jeremy Hasham	INV-15	19/07/24	Olds Park	INVOICE	\$20.00	\$0.00	\$20.00
Jeremy Hasham	INV-15	19/07/24	Olds Park	INVOICE	\$330.00	\$0.00	\$330.00
Jeremy Hasham	INV-15	19/07/24	Olds Park	INVOICE	\$20.00	\$0.00	\$20.00
Jeremy Hasham	INV-17	22/07/24	Evatt Park	INVOICE	\$180.00	\$0.00	\$180.00



[www.georgesriver.nsw.gov.au](http://www.georgesriver.nsw.gov.au)



**Slide 44**

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**RP1**

**Final slide**

Reanne Potter, 17/02/2021