

QRG2 – QUICK REFERENCE GUIDE

Payment Card Registration



TR012



SETTING UP A NEW CARD PAYMENT

- Log into your *NHS Open Space* account and navigate to the My Account drop down in the top right hand corner of the screen.
- From the drop-down menu, select [BOOKINGS or ACCOUNTS].



PAYMENT MANAGEMENT

ADD NEV

Add New Payment Card

- On the Accounts screen, scroll to the Payment Management section and click on [ADD NEW].
- Next select 'Register a payment card', and click on [CONTINUE].
- Insert a unique name for your card.
- This will make it easier to find the card in your payment management list.
- Select "Organisation card" to make this the default payment method for your account (note this is overridden if you also have a service card)
- Select "Service card" and select the relevant service(s) if you want to make this the default payment method for one or more specific services
- Select [CONTINUE] button to proceed to the Payment details page.

Add new payment method Register a payment card Setup a direct debit CONTINUE Cancel

A	dd new Payment Card
Card	I name (to identify this card)
С	ard
0	Service card
	Organisation card - (see definitions on the right)
or p	lease select from services below:
	Activity – Baby (TEST SERV ID)
	Audiology (New ID) - Oldham CCG
	Balance / Dizziness
	Customer Services (Edited identifier)
	Meetings
	Psychiatry - South Lincolnshire CCG
3y p oor	roviding your card details you consent to them being used fo n bookings in line with our <u>Terms and conditions</u>
	CONTINUE
	<u>Go Back</u>



Insert Payment Details

- Input your card number, the cardholder's name, expiry date and security code found on the back of the card.
- Enter your billing address details.
- Select [Confirm Card Details] to authorise the card.
- At this point your card issuer may request you to provide additional authentication

The card registration process is now complete.

nuel summary						
Description	Card Registration					
Amount (GBP):	£0.00					
Payment Details						
Card Details						
Card Number *	Cards Accepted					
XXXX XXXX XXXX XXXX	VISA Mesercard	CINCELEX SI LECTURES	DISCOVER	Ministro		
Card Holder's Name *						
John Smith						
Expiry Date *						
MM ¥ YY ¥						
Security Code *						
XXX CVC Code 3 sights on the back of the card						

r card details will be saved		
ONFIRM CARD DETAILS	CLEAR ALL	CANCEL

Booking Cancellation & Refunds

- You may cancel a paid booking and automatically receive a refund once your payment has finished processing.
- Select the **[Bookings]** option and locate the individual booking you wish to cancel.
- Select the [Cancel] button to proceed.
- Enter your cancellation reason and select [Approve Cancellation].
- Please allow a few days for your refund to be processed.

Refund Status

- You may check the current refund status by selecting the [Accounts] option.
- In the invoices and credit notes section, you can see if a payment has been refunded.
- The refund will be made automatically to the same card the original payment was taken from.

Reasons why a booking may not be cancelled.

- Bookings cannot be cancelled within 48 hours prior to the start time.
- The payment is still processing and has not yet updated to the status 'Paid'.



CANCEL BOOKING

