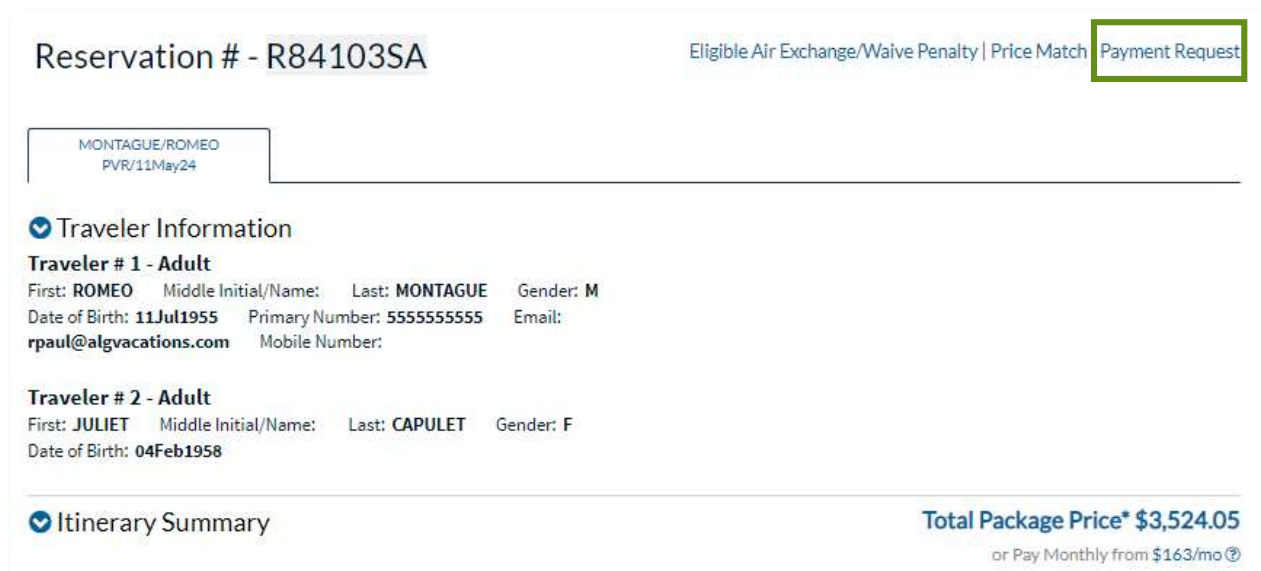


# Client Self-Payment Option

Payments may be applied to your clients' reservations at any time between the deposit and balance due dates. You can also send your clients a payment request that will allow them to apply payment to a reservation themselves and immediately receive a message to confirm the payment.

## Creating a Payment Request

1. Retrieve the reservation on [ALGVacations.com](https://algvacations.com) by hovering over the **Reservations** menu and clicking **Retrieve Reservation**. Enter the booking number to open the reservation.
2. At the top of the reservation, click the **Payment Request** link.



The screenshot shows a reservation page for reservation # R84103SA. At the top right, there are links for 'Eligible Air Exchange/Waive Penalty', 'Price Match', and 'Payment Request' (which is highlighted with a green box). Below this, there is a box containing the traveler's name 'MONTAGUE/ROMEO' and the reservation code 'PVR/11May24'. The 'Traveler Information' section lists two adults: Traveler #1 (ROMEO MONTAGUE, M, 11 Jul 1955) and Traveler #2 (JULIET CAPULET, F, 04 Feb 1958). The 'Itinerary Summary' section shows a 'Total Package Price\* \$3,524.05' with a note 'or Pay Monthly from \$163/mo'.

3. An email pop-up window will open.
  - a. Enter the recipient's email address in the *To* field. To add more recipients, click the **Add Another Recipient** button.
  - b. The *From* field will be populated with an un-editable address.
  - c. Enter your email address in the *Reply To* field.
  - d. Customize the *Subject Line*
  - e. Optional: Customize the default email body and closing texts. Your client's name and reservation number will auto-populate within the email body.

**Note:**

The email body text contains a payment link. Do not alter or edit the payment link in any way as it is coded to facilitate payment acceptance. It is best practice to avoid editing the email body text at all and just customize the closing text.

**Email Your Payment Link**

To:

[Add another recipient](#)

From: **travelinfo@fromyourtravelagent.com**

Reply To:

Subject:

VAX VACATION ACCESS TRAINING  
MILWAUKEE, WI XXXXXXXXXXXX  
(414)934-2900

[Preview](#)

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Email Body

Hello ROMEO MONTAGUE,

Payment is required on reservation R841035A. Please follow the link below to enter a credit card, gift card or travel credit payment.

On the entry screen, only enter the lead passenger's last name into the name field (this must match the reservation exactly).  
Also on the entry screen when asked for the departure/arrival date, enter date, first 2 letters of the month and

Closing:

4. Review the content of your email by clicking on the **Preview** button.
5. Click **Edit** to make any changes or click **Email** to deliver the payment request.

**Note:**

The payment link will only be active for 72 hours from the time the email is delivered. If no payment is received before the link expires, you will need to re-issue another payment request. If your client clicks the link after 72 hours, they will receive a message that the link is no longer valid and they should contact you for a new link.

If your agency's logo is loaded in VAX, it will appear at the top of your payment request.

## Applying Payment through a Payment Request

1. When your client clicks on the **payment link** within the body of the email, a reservation retrieval page will open. For added security purposes, your client will be required to enter their reservation number, lead passenger's last name, departure date, and CAPTCHA code.

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To add payment to your reservation, please fill out the fields below and click on the "Submit" button to retrieve your itinerary and add your payment(s).

Reservation Number:  Lead Passenger Last Name:  Arrival Date:

**DVAL7**

Enter the code shown: If you are having trouble reading the image, you may [reload it](#).

**Submit**

2. After clicking the **Submit** button, the client's reservation page will open. The page looks similar to an agent's Checkout page view, with itinerary details and fields to enter payment details.
3. Your client will complete the payment information fields, check that they agree to the terms and conditions, and then click the **Add Payment** button to complete the transaction.

### Note:

*Your client will not be able to navigate to any other page in VAX from the reservation retrieval page.*

Your clients' self-payment action will include the acceptance of the Terms & Conditions of the reservation to assist in providing protection from any future chargebacks.

Payments that are made through a payment request will be noted in the comments section of the Itinerary Tools panel within your client's reservation. A payment confirmation will be sent to the email stored within the reservation immediately following payment from their device.

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