



Standard Operating Procedure

On Site Event Payments – Consumption Tabs

Version 1.2
Last Edit: 10/15/2020

Overview

When consumption tabs are permitted at an event, the payment for the tabs will have to be processed at the end of the event. Payment can be in the form of check or credit card. Upon arrival to the event, collect a credit card, email address, and billing address from the event host. Use the On-Site Payment Information to write down the email and billing address, which you will use in case the client leaves without paying. We will process this at the end of the event. If they want to pay with a check, we will return the card to them upon receiving the check at the end of the event. This form will take the consumption tab amount, add tax and gratuity, and will provide the manager the means to collect payment on site. The online payment portal is intended to be used on a company iPad. If you do not have a company iPad on site, your smart phone will be permitted.

In certain rare instances, you may be instructed by the B&B Account Manager, not to collect payment on site from the client.

Link: www.beveragemgmt.com/barmanager/payment

Procedure

1. Visit the link above. If using a company iPad, the link should be in the form of an app on the home page labelled "Payment Portal".
 - a. In the event that you do not have WIFI, please proceed with using your mobile device.

2. Enter the event information page one:

Bar Manager: First & Last Name

Event Name: Event Name from BEO

Date of Event: Event Date

Account Manager: Acct Manager from BEO

State: State Event is Located

City in State: Select City where Event is Located

Remove Gratuity: This automatically selects "No". This is intentional and should only be changed to "Yes" if the client refuses to pay gratuity, which is very rare. Do not ask client if they want to pay gratuity. If Client does not want to pay gratuity, call the Account Manager and have them talk with the Client. Only change if told to do so by the Account Manager.

Consumption Tab Amount: Enter amount from tab on Square POS. **Guarantee that all devices are synced together and no devices that have an independent tab that didn't sync.

3. The Tax and Gratuity will automatically populate. Click Next.

- The total will appear and will show that taxes and gratuity are added. Turn the device over to the client and have them sign, where they agree "I agree to pay the above Total amount for charges incurred during my event".
- Have the client enter their email address.
- Select payment method of either Credit Card or Check. **CASH IS NOT ACCEPTED.**

On-Site Payments

Step 2 of 2 - Calculating Tab Amount



Fill out Page Two in front of Client.

Total

Total including taxes & gratuity.

\$12.70

Signature *

I agree to pay the above Total amount for charges incurred during my event.



Name of Customer Paying *

Please enter your name.

First: Bobby Last: Greenawalt

Email Address *

Please enter your email address.

Enter Email: bobby@beveragemgmt.com Confirm Email: bobby@beveragemgmt.com

Card

Once "Credit Card" is selected, click "Submit", which will then take you to the Stripe Secure Payment Site (Pictured Below).

Payment Method *

- Credit Card
- Check

When you click "Submit", you will be redirected to Stripe's secure payment site to process your card.

Previous Submit

Pay Greenawalt Hospitality, LLC B&B Bartending, LLC

\$12.70

Consumption Tab Amount	\$10.00
Tax	\$0.90
Gratuity	\$1.80

Powered by stripe | Terms Privacy

Pay with card

Email: bobby@beveragemgmt.com

Card information: 1234 1234 1234 1234

Name on card: [Empty]

Billing address: United States

Address line 1: [Empty]

Address line 2: [Empty]

City: [Empty] ZIP: [Empty]

State: [Empty]

Pay \$12.70

Check

Enter Check Number, Check Amount, and Name on Check. Select "Submit". Send the check back to the HQ Office to be processed. If you have to mail the check, you will be reimbursed for mailing expenses.

Payment Method *

- Credit Card
- Check

Check Number *

1234

Check Amount *

\$1,587.50

Name on Check *

Bobby T. Greenawalt

Previous Submit

- An on-screen confirmation will appear. Payment is not complete until the green checkmark appears. Client will receive an email confirmation from Stripe stating that their payment has been completed with an attached receipt. The Account Manager and Finance Department will receive email confirmation of payment.



Cocktail Delivery



Thank you for your payment!

A receipt for this transaction as been sent via email for your records. Please return this device to the Bar Manager.

Close this window if you are finished with on-site payments.

Submit Another Payment



Receipt from Greenawalt Hospitality, LLC
B&B Bartending, LLC

Receipt #1295-6535

AMOUNT PAID	DATE PAID	PAYMENT METHOD
\$1.27	October 15, 2020	AMERICAN EXPRESS – 2008

SUMMARY
Products: Consumption Tab Amount, Tax, Gratuity

Consumption Tab Amount × 1	\$1.00
Tax × 1	\$0.09
Gratuity × 1	\$0.18
Amount paid	\$1.27

- Send the Consumption Tab, from Square, to the Account Manager after payment has been submitted. Be sure to add the name of the event under “More Options” and “Invoice Title”. Ex. “Greenawalt Wedding”

Frequently Asked Questions

My Login to the website isn't working

Try resetting your password. If that doesn't work, call the Account Manager and they can manually take payment over the phone.

Do I still need to send the Consumption Tab to the Account Manager?

Yes. Send the tab to the Account Manager listed on your BEO. Be sure to add the name of the event under “More Options” and “Invoice Title”. Ex. “Greenawalt Wedding”

What if the Client wants to pay with Cash?

We do not accept cash as a form of payment for Consumption Tabs.

The Client has argued that they don't want to pay Gratuity. What do I do?

Call the Account Manager and have them talk with the Client. If advised to remove the gratuity by the Account Manager, select the “Previous” Button and change “Remove Gratuity” to “Yes”. Then select “Next” and proceed with payment.

The Client disappeared and left the event. What do I do?

Attempt calling the On-Site Contact listed in the BEO. You should have a card on hand that was given to you at the beginning of the event. Process that card if the client is not present and we will mail the card back to the client on the next business day. If you have troubles or questions, call the Account Manager and they will advise you on what to do.

← \$10.00 Invoice Send

CUSTOMER
Add Customer

PAYMENT SCHEDULE
Add Payment Schedule

INVOICE DETAILS

Invoice Method	Share Invoice by Email	>
Send	Immediately	>
Due	Upon Receipt	>
Payment Reminders	0 Scheduled	>

MORE OPTIONS

Invoice Title

Custom Invoice ID

Additional Email Recipients