**Payment:**

1. How Payment will be process?

There will be a dedicated Payment Summary Page which will be redirected from any booking screen. Like whenever user click on ‘Advance Book’ or ‘Complete Book’ button from any residence detail screen, it will redirect to a common page which is Payment Screen which will be developed by us. This Payment page needs some information from the previous page: Booking Residence, Location, Check out and check-in dates and times and also the net Payment amount including service tax.

There will be two buttons: ‘Payment’ and ‘cancel’. On clicking cancel it will redirect to previous screen and on click of payment it will redirect to third party for payment. Based on the response coming from third party we will show transaction successful or else transaction failure message on this screen. Each transaction will be unique and will be stored in database along with the user (customer), this is described in Transaction user stories document.

1. Cancellation and Refund :

If any Customer decides to cancel any booking then he can do it through GUI. In each customer’s personal account there will be a tab called ‘Booking History’. So Customer can see their already booked residence and their booking status inside this tab. For each booked residence there will be button, ‘Cancel Booking’. This button will be showing in enable mode only if this booking status is ‘Running’. On click this button the net calculated booking amount along with the booking details data will be rendered to the Payment Page. In that page again Customer has to confirm cancellation by clicking on cancel button and it will make a refund request to third party Payment Gateway. Then it will show a successful or failed cancellation message in that Payment summary screen.

1. Auto-Cancel :

There will a batch process in the system which will check in the entire system if any customer did advance payment already but failed to pay before 24 hours from the date of booking then their booking will be cancelled by the system automatically. Amount will be calculated and deducted accordingly. This batch job will process in every 1 hour in the system.

Payment Status :

In the Payment Summary Page, based on the user action and response of the action, Payment Status is categorized as below based on the current status of the payment :

Pmt\_Status\_0 : Payment is confirmed and successful.

Pmt\_Status\_1 : Payment is initiated after just clicking on the Payment button in the Payment summary page.

Pmt\_Status\_2 : Payment is pending due to no response from third party transaction or delay of the response.

Pmt\_Status\_3 : Payment is partially done which means not the correct amount has been deducted from customer account but third party transaction response comes as successful.

Pmt\_Status\_4 : Payment is not successful, some error occurred in third party transaction and it comes as unsuccessful.

Pmt\_Status\_5 : Payment is going to be cancelled and a refund request is initiated.

Pmt\_Status\_6 : Payment cancellation is not successful which means some error occurred in third party refund transaction and refund is unsuccessful.

Pmt\_Status\_7 : Payment cancellation successful which means refund has been successful.