Qommunity Manager
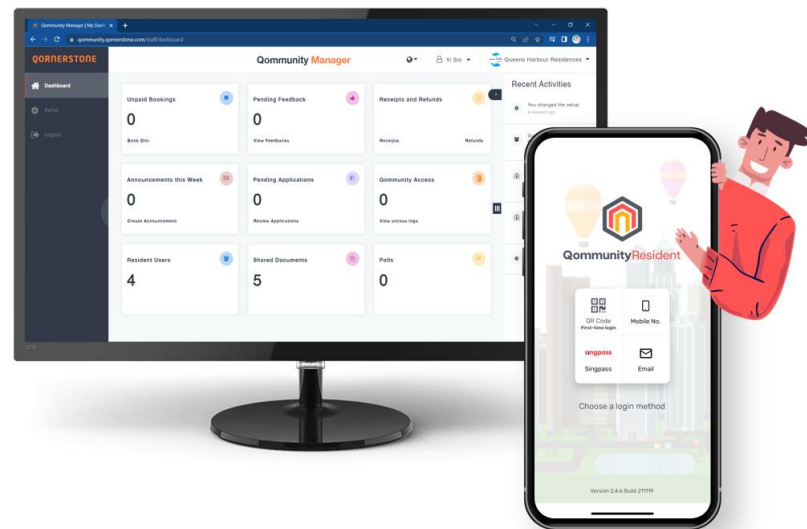
How to Book a Facility

Facility Booking Via Qommunity Manager

1. **For Properties on QuickPay**
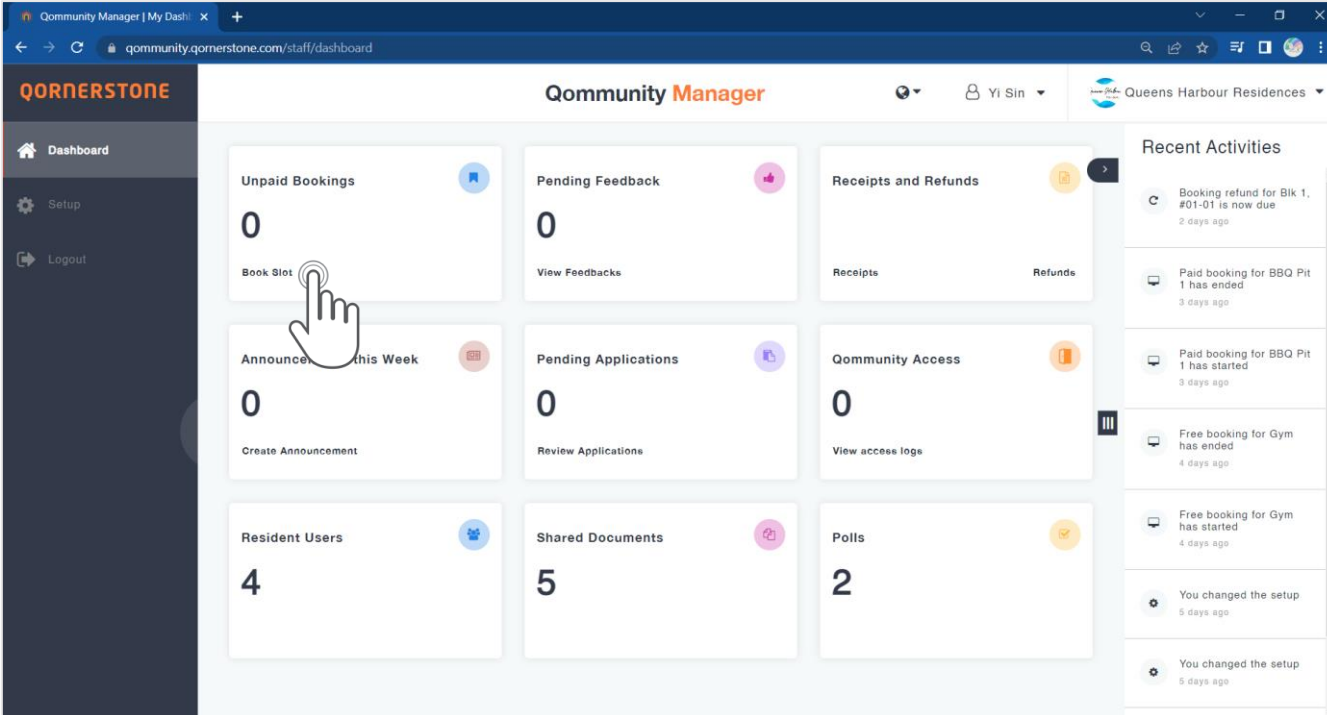
2. **For Properties not on QuickPay**

QuickPay refers to the digital payment service on Qornerstone platform.

*Real-time updates for Estate Credit balance is only available for Properties subscribed to QuickPay™

Book a Facility via Qommunity Manager

To book a facility, click on **Book Slot**
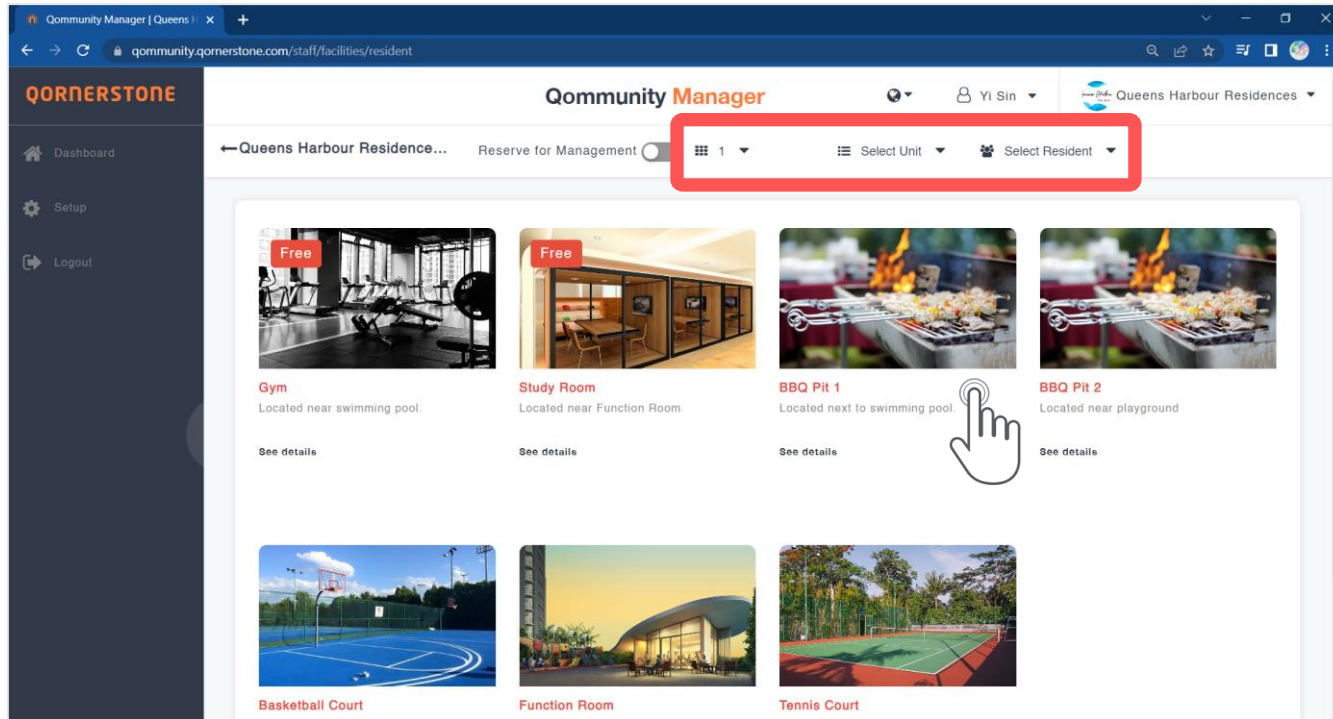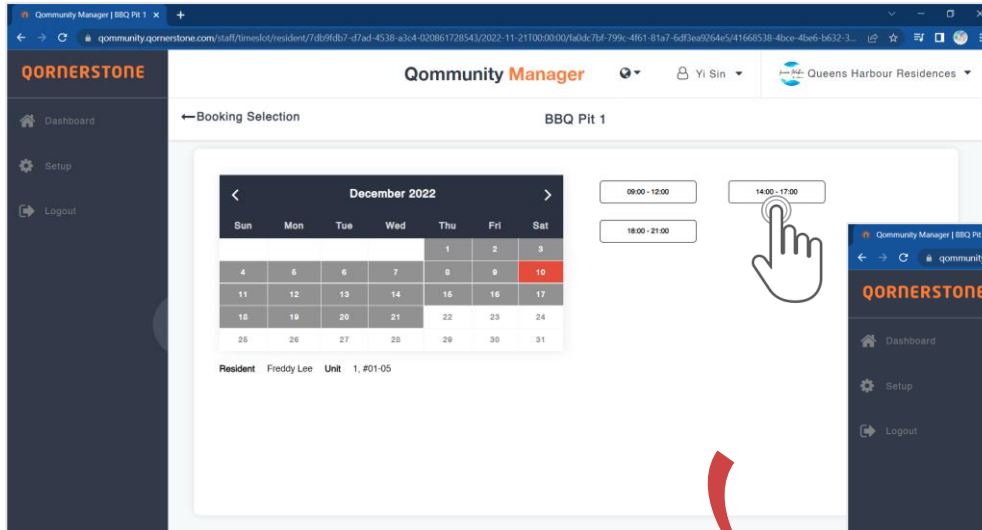*Unpaid Bookings states the number of Booking Reservations

Book a Facility via Qommunity Manager

- Select the Block, Unit, and Resident who is making the Booking
- The Resident List shows the Owner, Occupier and Tenant (if any)
- Next, select the Facility

Book a Facility via Qommunity Manager

- The available dates will be shown, which is according to the Advance Booking period setup
- Select the date, and the available timeslots will be shown. Proceed to select the preferred timeslot
- A summary of fees will be shown. Click on Continue to proceed

Book a Facility via Qommunity Manager

- Booking Details and the breakdown of payment will be shown
- Click Reserve to make a reservation, or select a payment method and click Confirm to pay & confirm the booking

Facility Booking Via Qommunity Manager

QORNERSTONE

1. **For Properties on QuickPay**

2. For Properties not on QuickPay

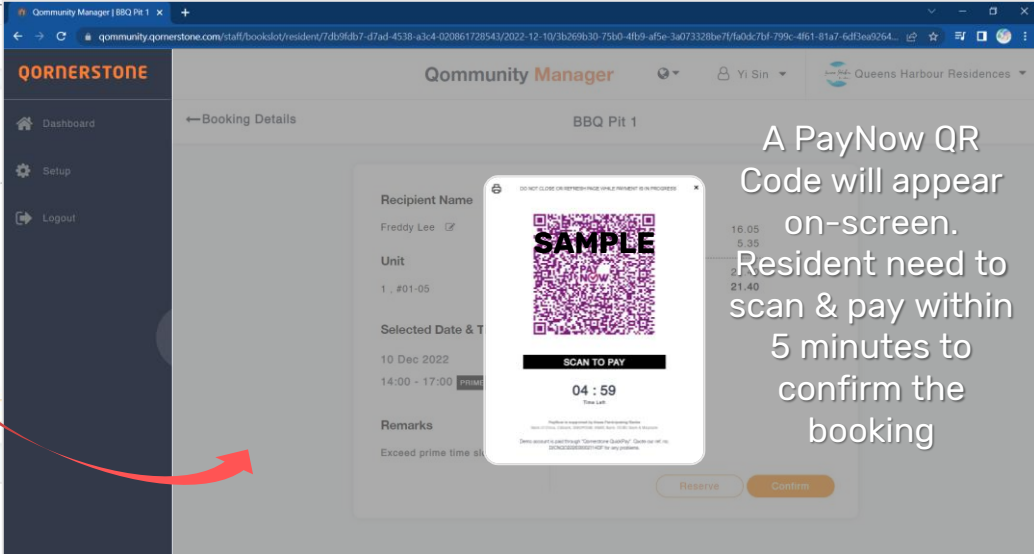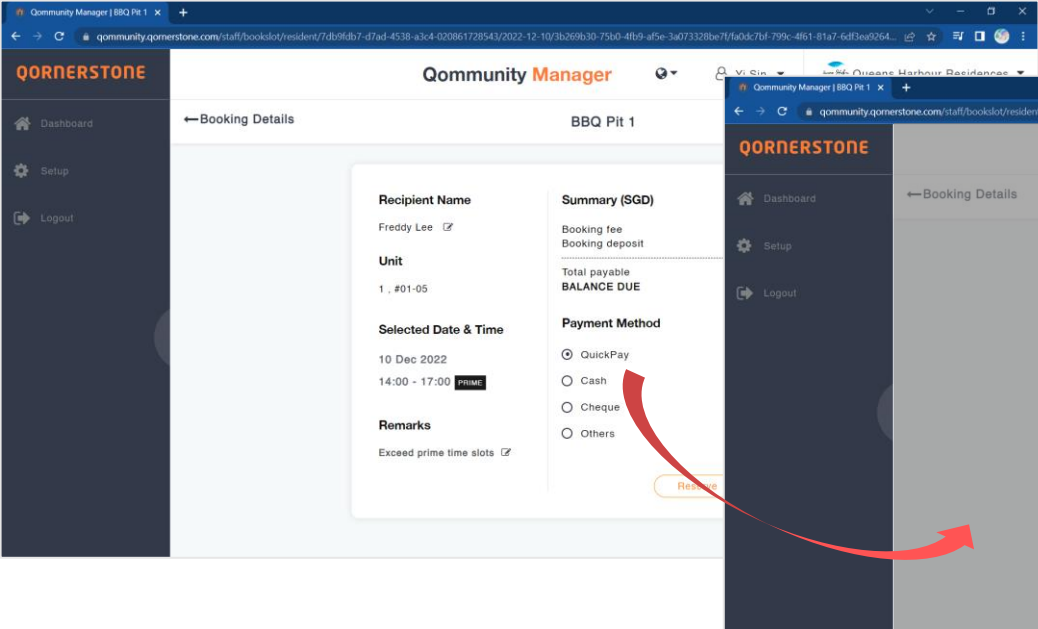*QuickPay refers to the digital payment service on Qornerstone platform.*

*Real-time updates for Estate Credit balance is only available for Properties subscribed to QuickPay™

Book a Facility via Qommunity Manager

For Properties on QuickPay

- **Residents can pay digitally via the PayNow QR Code generated by Qommunity**
- After a Booking is utilized, the paid-Booking Deposit will be converted to an Estate Credit for Resident to re-use & offset the Booking Deposit & Fee of the next Facility Booking
- If a paid booking is cancelled, the **full amount (Booking Fee & Deposit)** will be converted to an Estate Credit for Resident to re-use for future Facility Bookings*

*Estate Credit can only be used when Residents pay via QuickPay

A PayNow QR Code will appear on-screen. Resident need to scan & pay within 5 minutes to confirm the booking

Book a Facility via Qommunity Manager

For Properties on QuickPay

- **Residents can choose not to pay digitally via the PayNow QR Code generated by Qommunity**
- Residents will need to pay the full amount (Booking Fee & Deposit) via Cash, Cheque or other modes
- For Non-QuickPay payments, Residents cannot use their Estate Credit balance, if any*

Payment via QuickPay

Payment via Non-QuickPay

BBQ Pit 2

Recipient Name

Arissa Yeo

Unit

1 , #01-02

Selected Date & Time

3 Dec 2022

14:00 - 17:00   PRIME

Remarks

(none)

Summary (SGD)

Booking fee	16.05
Booking deposit	150.00
Total payable	166.05
Credit offset	-100.00
BALANCE DUE	66.05

Payment Method

- ⦿ QuickPay
- ○ Cash
- ○ Cheque
- ○ Others

Reserve   Confirm

BBQ Pit 2

Recipient Name

Arissa Yeo

Unit

1 , #01-02

Selected Date & Time

3 Dec 2022

14:00 - 17:00   PRIME

Remarks

(none)

Summary (SGD)

Booking fee	16.05
Booking deposit	150.00
Total payable	166.05
BALANCE DUE	166.05

Payment Method

- ○ QuickPay
- ⦿ Cash
- ○ Cheque
- ○ Others

Reserve   Confirm

Facility Booking Via Qommunity Manager

1. For Properties on QuickPay
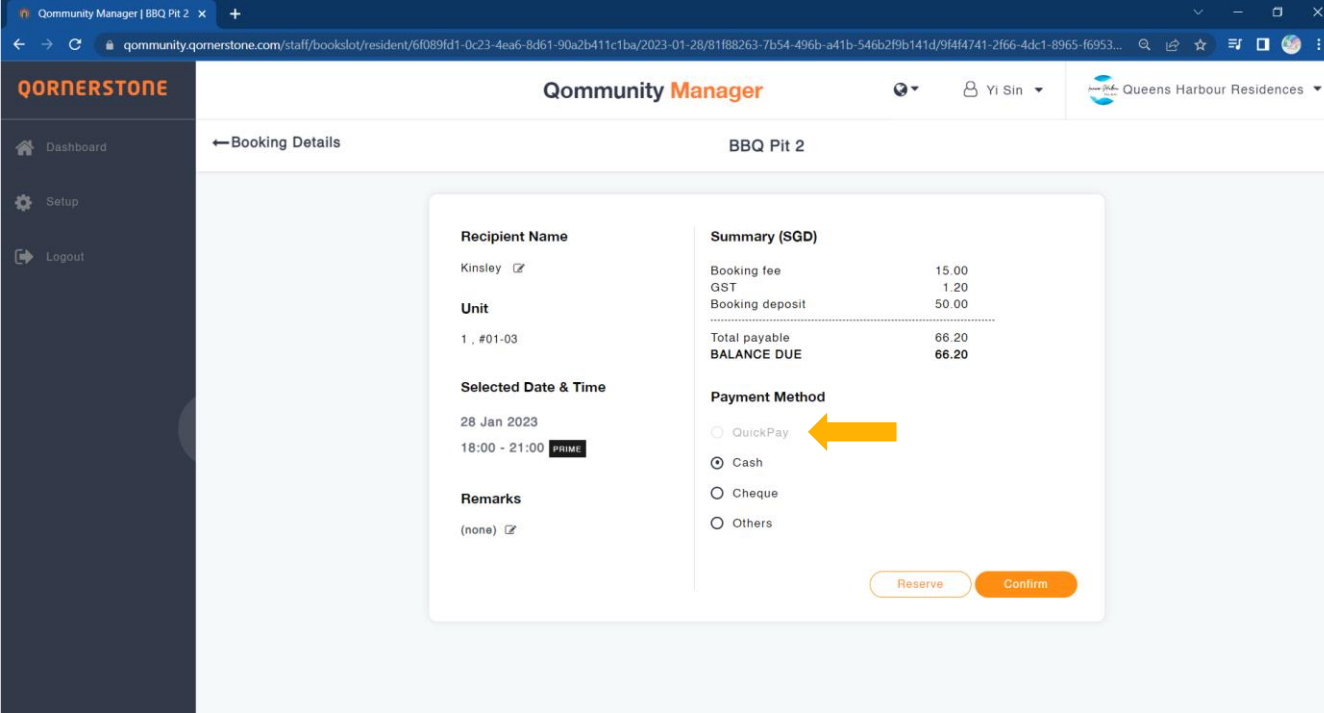
2. **For Properties not on QuickPay**

QuickPay refers to the digital payment service on Qornerstone platform.

*Real-time updates for Estate Credit balance is only available for Properties subscribed to QuickPay™

Book a Facility via Qommunity Manager

For Properties not on QuickPay
- QuickPay payment method is disabled

Book a Facility via Qommunity Manager

For Properties not on QuickPay
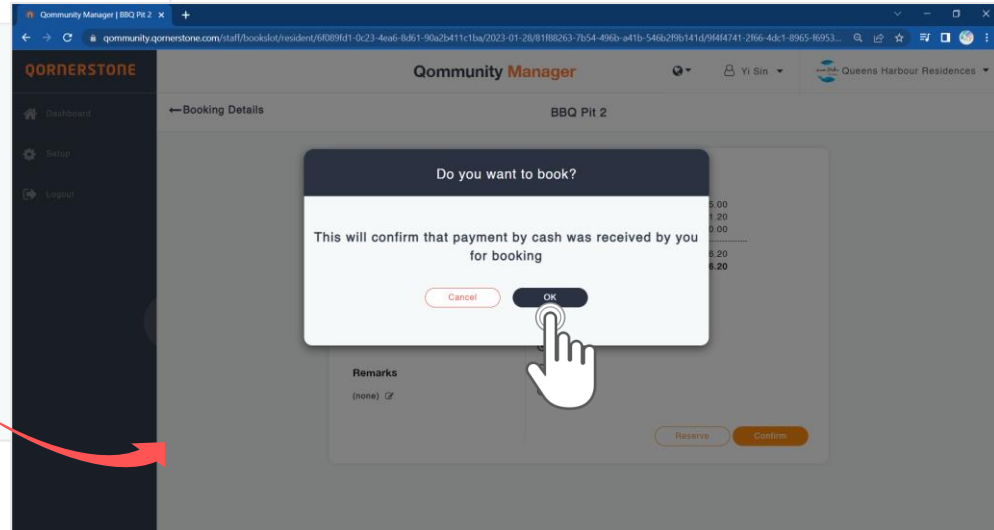
- Resident will need to pay the full amount (i.e. Booking Deposit + Booking Fee) via **Cash, Cheque or Other modes of payments**
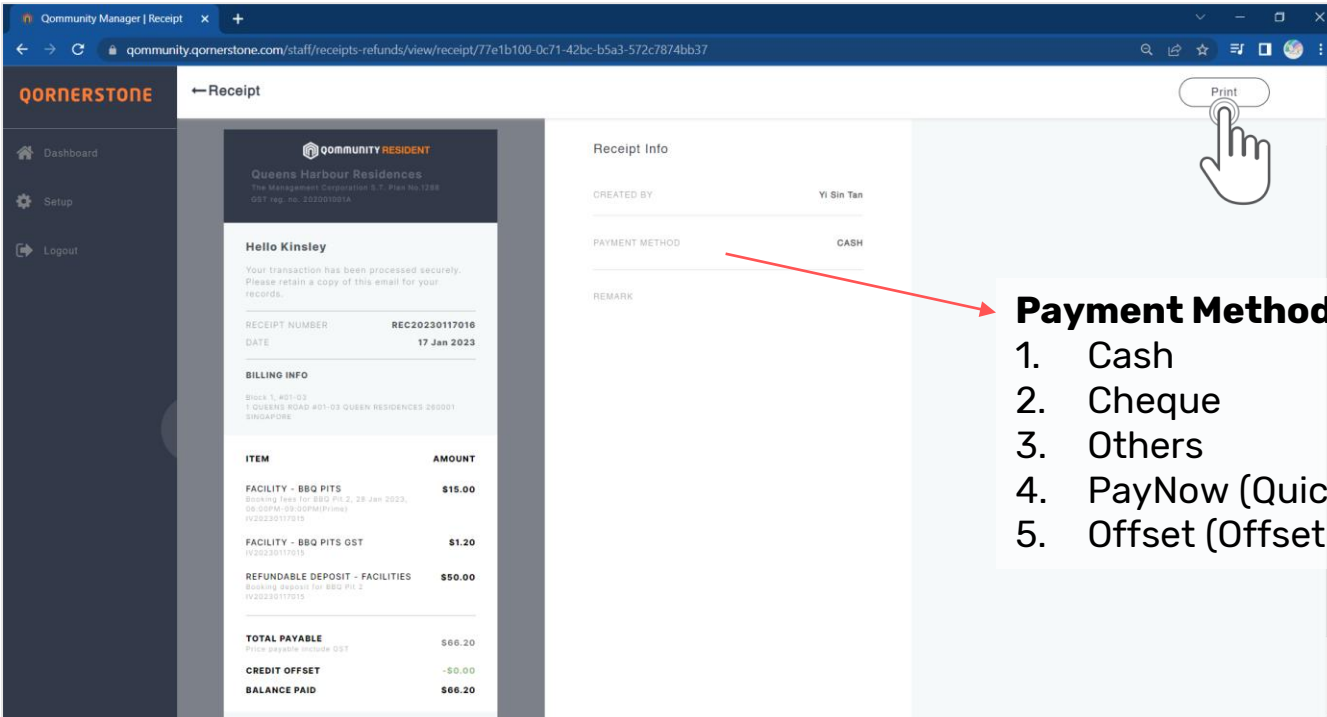
Facility Booking Via Qommunity Manager

After a Booking is Made

Book a Facility via Qommunity Manager

- A Receipt will be shown after payment is made
- Click on Print to print a receipt copy and give to the Resident, if required
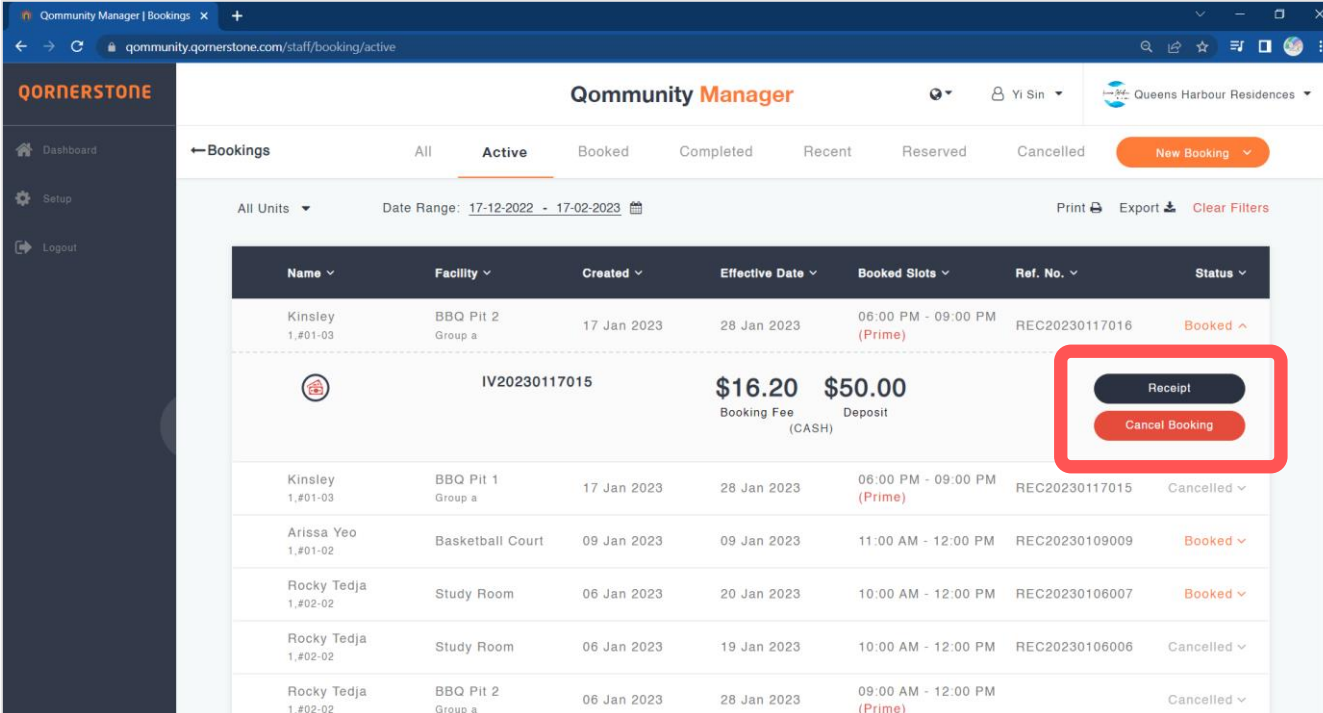
Payment Methods:
1. Cash
2. Cheque
3. Others
4. PayNow (QuickPay)
5. Offset (Offset from Estate Credit)

Book a Facility via Qommunity Manager

- The booking will be shown in the Bookings list
- Staff can either print a copy of the receipt, or perform a booking cancellation from this screen (if required)
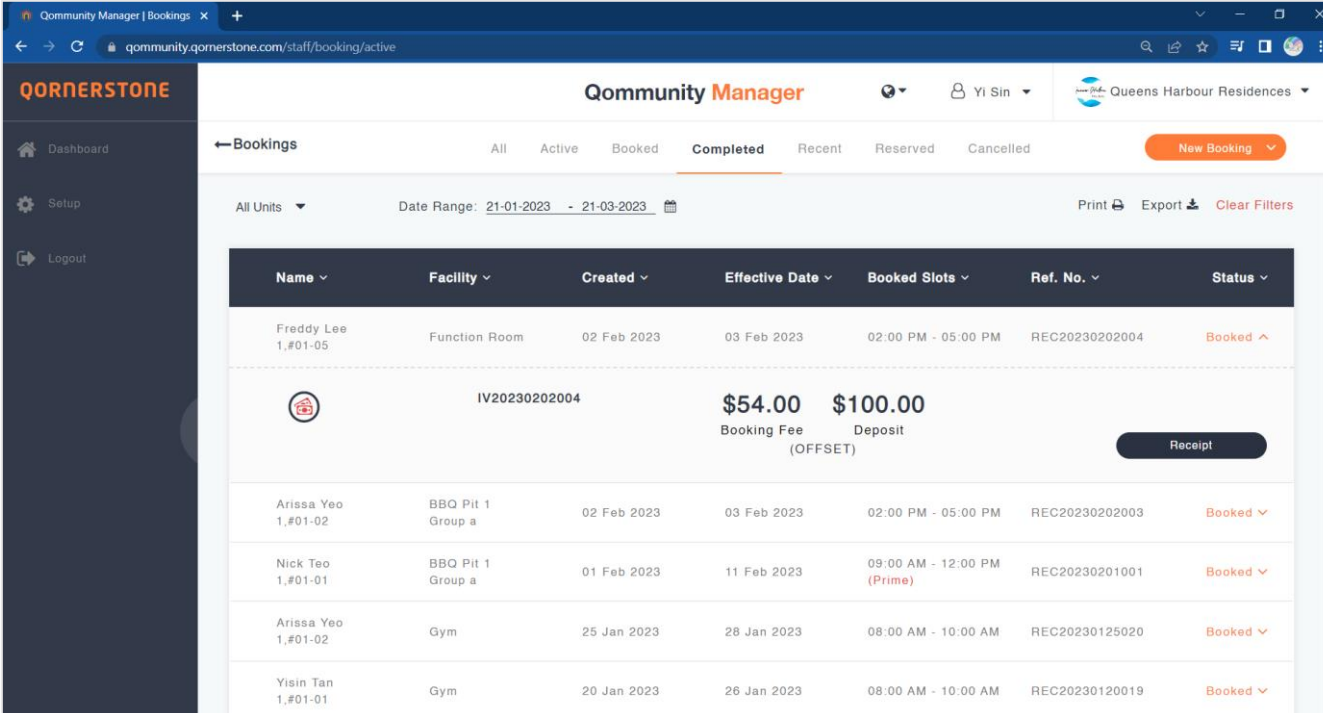
Facility Booking Via Qommunity Manager

After a Booking is Completed

Book a Facility via Qommunity Manager

For Bookings Made via QuickPay / Estate Credit Offset
- The Booking Deposit is transferred back to the Estate Credit balance for Resident to re-use & offset next Facility Bookings' Deposit and Fees
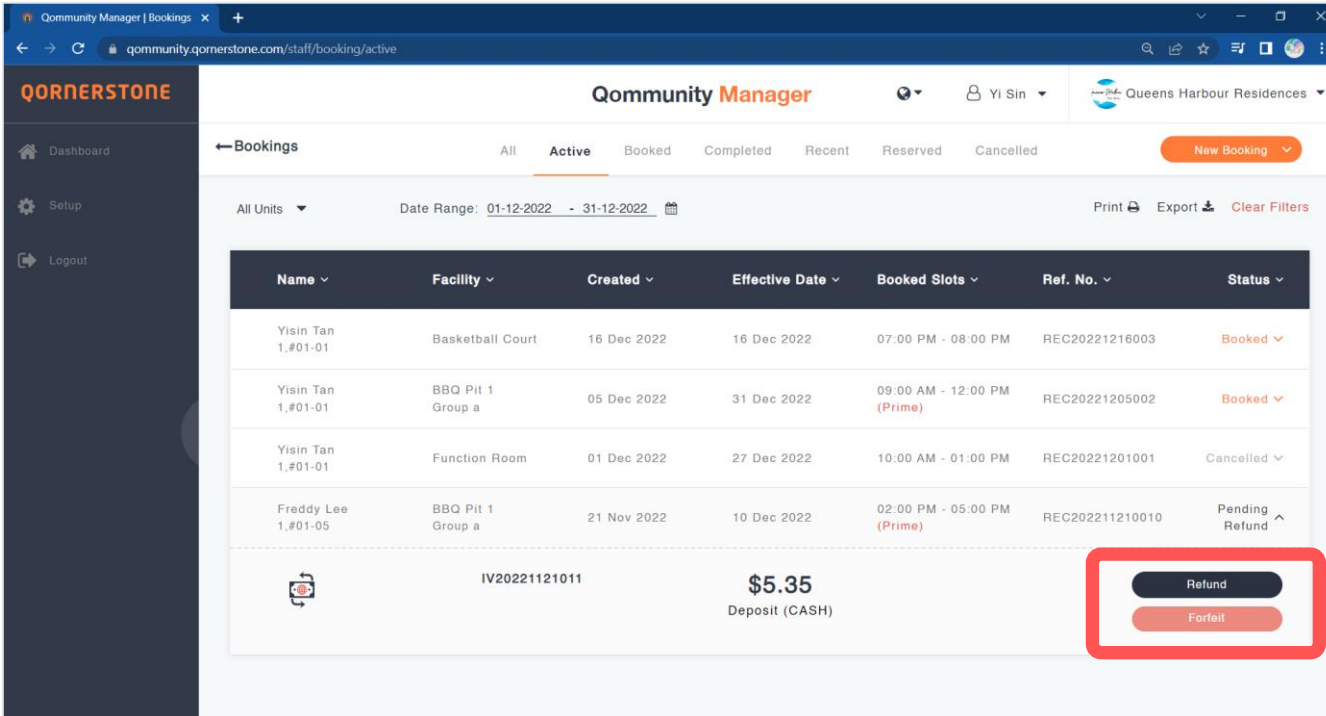- In the Bookings list, the status remains as 'Booked'

Book a Facility via Qommunity Manager

For Bookings Made via Non-QuickPay (i.e. Cash, Cheque or Others)
- Staff will need to go to Bookings list & search for the Booking under the tabs ''All'' or ''Active''
- The status states 'Pending Refund'
- Click on **Refund** to issue a Booking Deposit Refund to the Resident

***Note:
Forfeit function is not available currently. Pending for future enhancements.**