Taking Card Payments from Clients

Before calling the client, bring up the case on the relevant CRM and log into Payment Sense. There are two Payment Sense accounts, with separate logins. The below table shows which should be used.

Case Type	Brilliant Solutions Login	Brilliant Money Login
Brilliant Money		✓
Brilliant Loans		✓
Connections Case – Money as Broker		✓
Connections Case – Outside Broker	✓	

Payment Reference
You can enter the reference before you make the call if you wish. The reference must contain the following:

- Our case reference
- The case type; PK, SL, BRI, COM, DEV, RM, BTL
- Whether the case is regulated or unregulated; R, UR
- The client's surname
- The fee type

176543-SL-UR- Jones- Broker fee

4321-RM-R-Smith-Commitment fee

Check the fees to be taken
This should be detailed in the task to you but to confirm you can find details of the being charged to the client on the 'Fee & Commission' tab on the Money CRM.

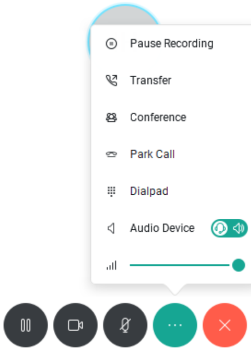
Call the Client
Run through security by confirming any of the following 3 things:

For Solutions
- Case ID
- Client Name
- Security Address (Check 'Property' tab on 'Case details' page)
- Advance
- Name of Lender

For Money
- Case ID
- Client Name (Check Applicant Tab)
- Security Address (Check 'Security Tab')
- Advance (Check Results Tab)
- Name of Lender (Check Results Tab)

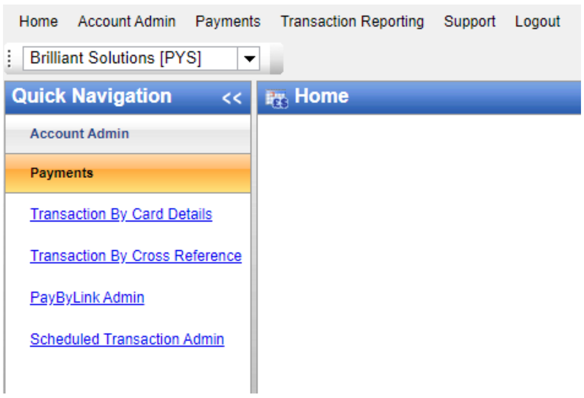
Request card details - Stop recording for card details and confirm to client recording has been paused for security

Once you are in a call click on the three dots icon, which will bring up the below options. This is how you pause and resume the recording.



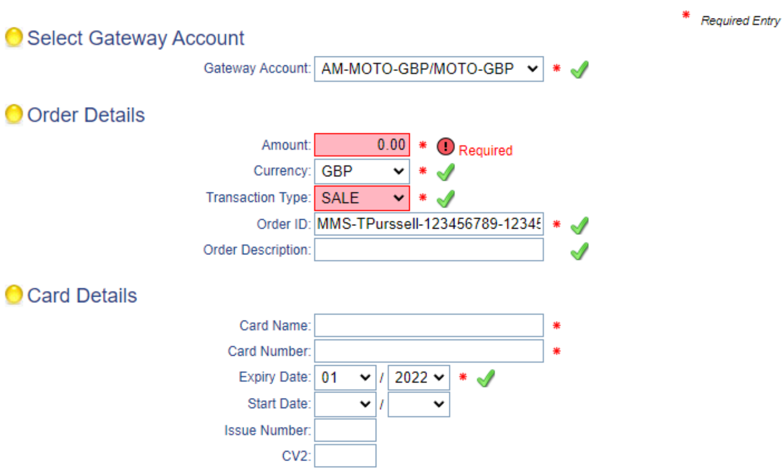
Take payment

Once you have logged onto Payment Sense, you will see the Quick Navigation bar on the left side of the screen. Select ‘Payments’, and then ‘Transaction by Card Details’.



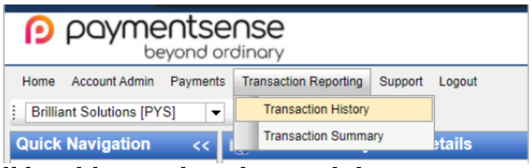
The payment reference should be entered in the ‘Order Description’ box. All information with a red star is required, you will also need to include the CV2 number (the 3-digit number on the back of the card) and the Billing address (the address which the card is registered at).

The Section titled ‘Line Item Details’ can be ignored.

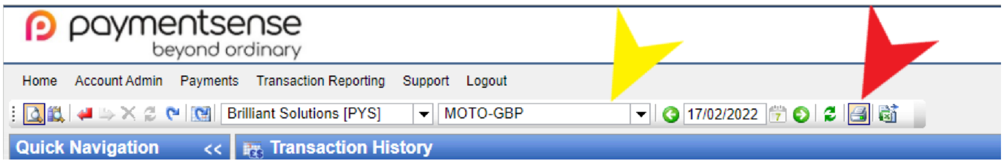


Resume Recording once card details have been entered and confirm to client recording has been resumed

Download Receipt from Payment Sense
Go to 'Transaction History'



From this page, you will be able to select date and the correct account (yellow arrow below). Select the transaction you have made, so that is highlighted blue, then click the printer icon (red arrow below). This will give you the option to Save the receipt as a PDF. Please use the payment reference and the date to name it.



Upload Receipt to Case
For Money cases – Upload to the File Checklist under 'Take Fees'

Send a copy of the receipt to the client
For money cases – Use the letter template 'Payment Receipt Confirmation' and attach the receipt before sending to the client.

Email Finance
Send an email to finance@brilliantmoney.co.uk the finance team and Lee Parkin have access to this account. Please include the following in your message.

- Subject - Payment Reference
- Amount
- Fee type