



City of Port Phillip Booking Portal

Managing your booking

City of Port Phillip ASSIST

📞 03 9209 6777 🌐 portphillip.vic.gov.au/contact-us



Managing your booking

The City of Port Phillip Bookings Portal is a great place to view all your past and upcoming events. It also allows hirers to:

- View Invoices;
- Make Payments;
- Add Extras to their booking (before confirmation);
- Upload and download files; and
- Request Cancellations.

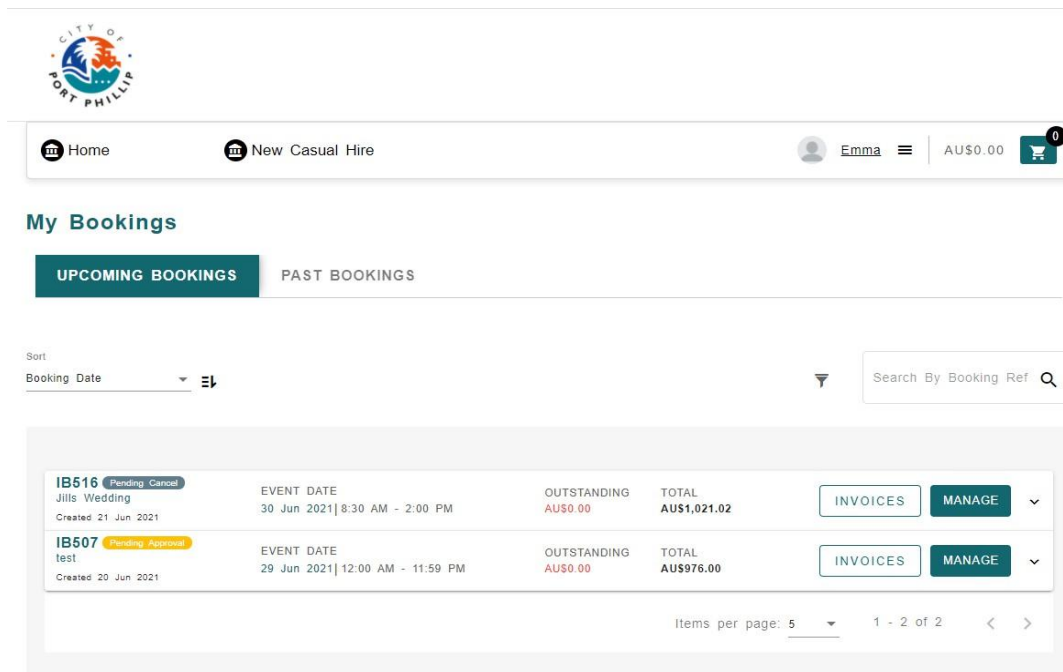
Hirers will still need to contact us directly should they wish to make a change to the date, time or add extras after the booking has been confirmed.

To manage your booking, log into the Bookings Portal and select **My Bookings** from the dropdown menu. You will need to be logged into the system to see this information.

The screenshot displays the City of Port Phillip Bookings Portal interface. At the top left is the City of Port Phillip logo. The user is logged in as Emma, with a balance of AU\$0.00. A search bar shows the date '29 Jun 2021' and time 'Any'. A dropdown menu is open, with 'My Bookings' highlighted by a red box and a red arrow. The main content area shows search results for 'Acland Street Plaza' with a 'BOOK NOW' button and a price range of AU\$515.00 - AU\$2,985.00. The interface also includes a 'PARTIALLY AVAILABLE' badge and a 'VIEW ALTERNATIVES' link.

My Bookings screen

The **My Bookings** screen lists all your bookings and categorizes them under Past Bookings and Upcoming Bookings. Here you will find basic information about your booking including the booking reference, status and account information.



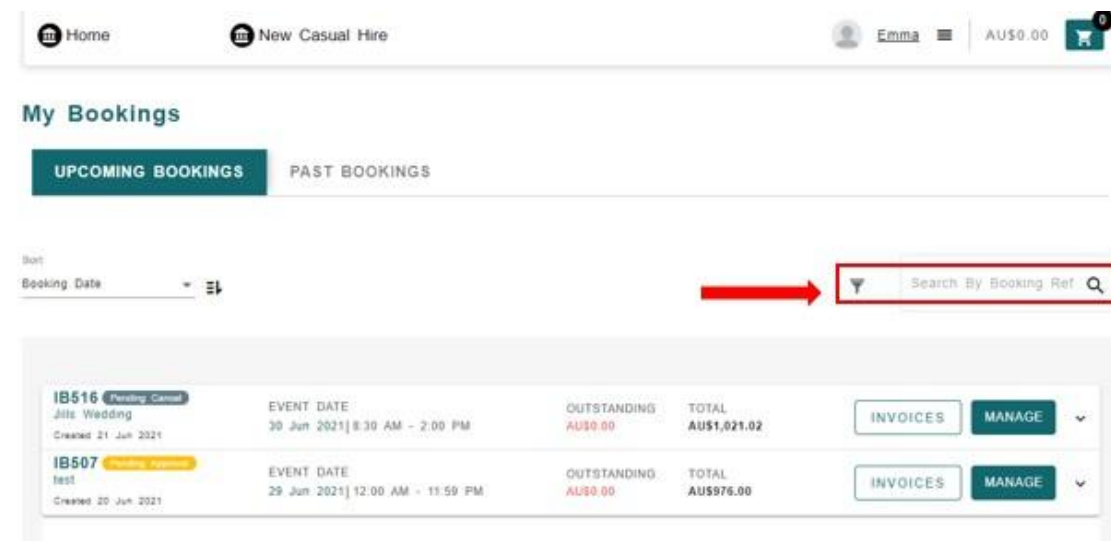
The screenshot shows the 'My Bookings' screen with the 'UPCOMING BOOKINGS' tab selected. The header includes the City of Port Phillip logo, navigation links for 'Home' and 'New Casual Hire', a user profile for 'Emma', and account details for 'AU\$0.00' and a shopping cart icon with '0' items. Below the header, there are tabs for 'UPCOMING BOOKINGS' and 'PAST BOOKINGS'. A 'Sort' dropdown is set to 'Booking Date'. A search bar labeled 'Search By Booking Ref' is present. The main content area displays a table of bookings:

Booking Reference	Status	Event Name	Event Date	Outstanding	Total	Actions
IB516	Pending Cancel	Jills Wedding	30 Jun 2021 8:30 AM - 2:00 PM	AU\$0.00	AU\$1,021.02	INVOICES MANAGE
IB507	Pending Approval	test	29 Jun 2021 12:00 AM - 11:59 PM	AU\$0.00	AU\$976.00	INVOICES MANAGE

At the bottom of the table, there is a pagination control showing 'Items per page: 5' and '1 - 2 of 2'.

Search for a booking

From the **My Bookings** screen you can filter or search for a booking by the Booking Reference, Status or Event date using the search bar.



This screenshot is identical to the one above, but with a red arrow pointing to the search bar labeled 'Search By Booking Ref'.

Viewing Invoices

To view your invoice, click on the **Invoices Button** next to your booking. The **Invoices Button** will only display if there are Invoices associated with a Booking.

The screenshot shows the 'My Bookings' section of the City of Port Phillip ASSIST portal. It features a navigation bar with 'Home' and 'New Casual Hire' links, and a user profile for 'Emma' with a balance of 'AU\$0.00'. Below the navigation, there are tabs for 'UPCOMING BOOKINGS' and 'PAST BOOKINGS'. A search bar is labeled 'Search By Booking Ref'. The main content area displays a table of bookings:

Booking ID	Event Name	Event Date	Outstanding	Total	Actions
IB516	Jills Wedding	30 Jun 2021 8:30 AM - 2:00 PM	AU\$0.00	AU\$1,021.02	INVOICES MANAGE
IB507	Test	29 Jun 2021 12:00 AM - 11:59 PM	AU\$976.00	AU\$976.00	INVOICES MANAGE

The 'INVOICES' button for booking IB507 is highlighted with a red box, and a red arrow points to it. At the bottom right, there is a pagination control showing 'Items per page: 5' and '2 of 2'.

Once **Invoices** has been selected, the following information will be shown:

- Invoice Reference (Click on it to open Invoice)
- Invoice Status
- Due Date
- Invoice Amount
- Invoice Outstanding Amount
- Pay Now (Enabled only if the Invoice is Unpaid)

The screenshot shows the 'My Bookings' section with the 'INVOICES' button for booking IB507 selected. This opens a detailed view of the invoice for booking IB507. The details are as follows:

INVOICE	DUE DATE	INVOICE AMOUNT	OUTSTANDING	DATE PAID	ACTION
INV10000081	22 Jun 2021	AU\$976.00	AU\$976.00		PAY NOW

The invoice details table is highlighted with a red box. At the bottom right, there is a pagination control showing 'Items per page: 5' and '1 - 2 of 2'.

Making a payment

Payments for bookings can be made in two ways:

1. **By Credit Card** – Using the **Pay Now** button from the invoice screen will take you to the secure Payment Gateway to pay by credit card



2. **By BPay** – paid through your bank using the Bpay details listed on your invoice.

For more information or a large print version

ASSIST 03 9209 6777

portphillip.vic.gov.au

How to pay your invoice



Billier Code : 356857

Ref : 100000819

ITelephone & Internet Banking – BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au



Pay online by credit card

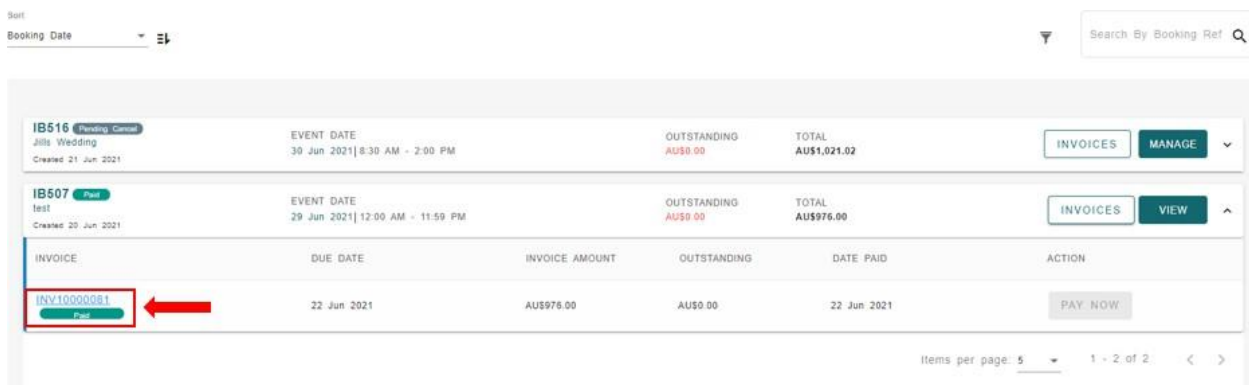
<https://portphilliponline.optimo.systems/portal/#/bookings>



Payments made by card (excluding BPAY) will incur a surcharge to recover merchant fees charged to Council. To view current surcharges please refer to <https://www.portphillip.vic.gov.au/card-fees>

Council will not be held responsible for transactions made to incorrect Biller Codes or Reference Numbers.

Once your payment is processed, your booking status will change to paid.



Adding resources

Before your booking is confirmed, you can add “extras” to your booking from your My Bookings screen. This option will only show resources or extras that are available with your booking venue.

To add extra resources, go to your booking and select the **Add Extras** button. This will take you to the **Add Extras** screen.

The screenshot shows the 'My Bookings' interface for a booking titled 'IB516 Jills Wedding' at 'Community Venues and Town Halls' on '30 Jun 2021'. The booking status is 'Pending Approval' with a total amount of 'AU\$1,021.02'. A yellow banner at the top states: 'Please click "Update Booking" to save your booking changes.' Below this, there are buttons for 'UPLOAD FILE', 'REQUEST CANCELLATION', and 'UPDATE BOOKING'. The main booking details section includes a red arrow pointing to the 'ADD EXTRAS' button, which is highlighted with a red box. Below the booking details is the 'Payment Information' section, which includes a 'Payment Summary' table.

Payment Summary			
BOOKING BALANCE	TOTAL INVOICED	TOTAL PAID	INVOICE BALANCE
AU\$1,021.02	AU\$0.00	AU\$0.00	AU\$0.00

From the **Add Extras** Screen, locate your preferred extras and click on 'Add' to add it to your booking

☆ Add Extras

Search for extras Item Category: All Search

26 Items available

Public Liability Insurance (Community Hire)
NO IMAGE
QTY: 1
AU\$31.00/Daily
AU\$31.00
ADD

Public Liability Insurance (Standard Hire)
NO IMAGE
QTY: 1
AU\$31.00/Daily
AU\$31.00
ADD

SKTH - Banquet Table (1.8m) - 2
NO IMAGE
QTY: 1
These tables seat 10 and there are 50 available to hire with your booking at this venue. This item is for a set of 25 tables only.
AU\$0.00
ADDED

The item will then appear separately in your booking. To save your selection, click **Update Booking**. **CLICK UPDATE BOOKING TO SAVE YOUR SELECTION.**

Upcoming Bookings > IB516

← BACK UPLOAD FILE REQUEST CANCELLATION UPDATE BOOKING

Please click "Update Booking" to save your booking changes.

IB516
Jills Wedding
Community Venues and Town Halls | 30 Jun 2021 Pending Approval **TOTAL AU\$1,021.02**

To add items to your booking such as AV Equipment and/or to specify the floor layout for seating please use the 'Add Extras/ Questions' buttons below. Please note that items vary based on venue selected. For all other changes such as changing your booking date or time, please contact us directly.

EXPAND ALL

SKTH Auditorium (Standard Hire)								ADD EXTRAS
Date	Start Time	End Time	Attendees	Rate	Default	Total		
30 Jun 2021 Wednesday	8:30 AM	2:00 PM	100	AU\$180.00 X 5.5 Hours	WPT	AU\$1,021.02		
1X				Public Liability Insurance (Standard Hire)	Rate AU\$31.00 X 1 Day	AU\$31.00		
1X				SKTH - Banquet Table (1.8m) - 2	Rate AU\$0.00 X 1 Session	AU\$0.00		
1X				SKTH - Chairs (10) - 1		AU\$0.00		

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Upload documents

To add new documents to your booking, navigate to the booking you wish to upload the documents to and select **View** for confirmed bookings or **Manage** for unconfirmed bookings.

The screenshot shows a user interface with a navigation bar at the top containing 'Home', 'New Casual Hire', a user profile for 'Emma', and a balance of 'AU\$0.00'. Below the navigation bar is a 'My Bookings' section with tabs for 'UPCOMING BOOKINGS' and 'PAST BOOKINGS'. A 'Sort' dropdown is set to 'Booking Date'. A search bar is labeled 'Search By Booking Ref'. The main content area displays a table of bookings:

Booking ID	Status	Event Name	Event Date	Outstanding	Total	Actions
IB516	Pending Cancel	Jills Wedding	30 Jun 2021 8:30 AM - 2:00 PM	AU\$0.00	AU\$1,021.02	INVOICES, MANAGE
IB507	Paid	fest	29 Jun 2021 12:00 AM - 11:59 PM	AU\$0.00	AU\$976.00	INVOICES, VIEW

At the bottom of the table, there is a pagination control showing 'Items per page: 5' and '1 - 2 of 2'.

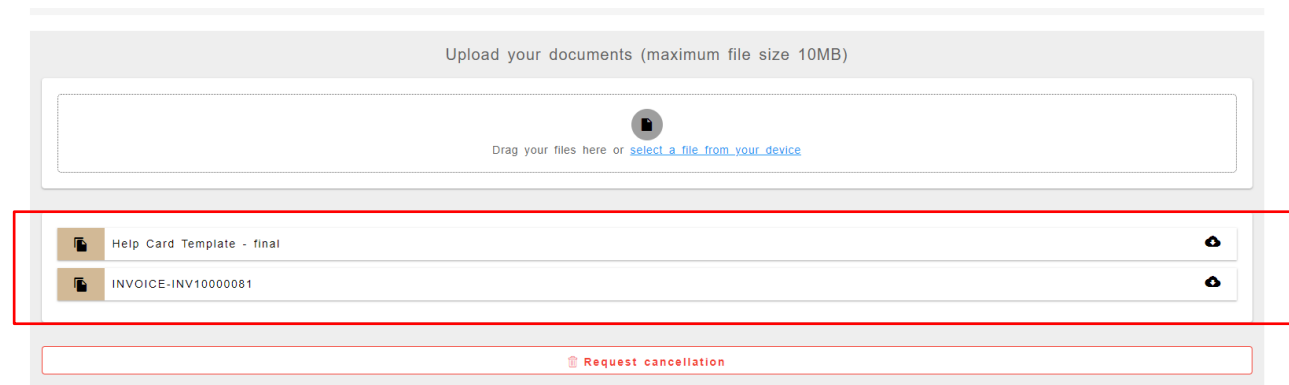
Scroll down to the **documents** section and either drag and drop or upload your files where prompted

The screenshot shows the 'Detailed Information' section. It contains a table with the following data:

INVOICE	DUE DATE	INVOICE AMOUNT	OUTSTANDING	STATUS	DATE PAID	ACTION
INV10000081	22 Jun 2021	AU\$976.00	AU\$0.00	Paid	22 Jun 2021	PAY NOW

Below the table is a section titled 'Upload your documents (maximum file size 10MB)'. It features a large dashed border box with a central icon and the text 'Drag your files here or [select a file from your device](#)'.

Once uploaded, your documents will appear at the bottom of the booking page



Once all your documents have been added, scroll back to the top and select **'Update Booking'** to save your changes.



You can download your documents at any time by navigating to your document and selecting the **download** icon located next to the document.

Download a document

All documents will be listed under the individual booking in **My Bookings**, including those that the City of Port Phillip team have issued as part of your hire arrangements.

Hirers can download these documents by selecting **View** for confirmed bookings or **Manage** for unconfirmed bookings in the **Upcoming Bookings** screen.

The screenshot shows the 'My Bookings' interface. At the top, there are navigation links for 'Home' and 'New Casual Hire', along with a user profile for 'Emma' and a balance of 'AU\$0.00'. Below this, the 'My Bookings' section has two tabs: 'UPCOMING BOOKINGS' (selected) and 'PAST BOOKINGS'. A 'Sort' dropdown is set to 'Booking Date'. A search bar is labeled 'Search By Booking Ref'. The main content is a table with two rows:

Booking ID	Status	Event Name	Event Date	Outstanding	Total	Actions
IB516	Pending Cancel	Jills Wedding	30 Jun 2021 8:30 AM - 2:00 PM	AU\$0.00	AU\$1,021.02	INVOICES, MANAGE
IB507	Paid	fest	29 Jun 2021 12:00 AM - 11:59 PM	AU\$0.00	AU\$976.00	INVOICES, VIEW

A red arrow points from the 'INVOICES' button of the first row to the 'MANAGE' button. The 'VIEW' button in the second row is also highlighted with a red box. At the bottom right, there are pagination controls: 'Items per page: 5' and '1 - 2 of 2'.

Scroll down to the document section and select the icon to download the document to your device.

The screenshot shows a document upload and list interface. At the top, it says 'Upload your documents (maximum file size 10MB)'. Below this is a large dashed box with a file icon and the text 'Drag your files here or [select a file from your device](#)'. Below the upload area is a list of documents:

- Help Card Template - final
- INVOICE-INV10000081

Each document has a download icon (a cloud with a downward arrow) to its right. These icons are highlighted with a red box. At the bottom, there is a red button labeled 'Request cancellation'.

Cancelling your booking

An option is available to request a cancellation for an enquiry which is already submitted.

To request a cancellation, find the booking you wish to cancel and select **View** for confirmed bookings or **Manage** for unconfirmed bookings

Home New Casual Hire Emma AU\$0.00

My Bookings

UPCOMING BOOKINGS PAST BOOKINGS

Sort Booking Date Search By Booking Ref

Booking ID	Status	Event Name	Event Date	Outstanding	Total	Actions
IB516	Pending Cancel	Jills Wedding	30 Jun 2021 8:30 AM - 2:00 PM	AU\$0.00	AU\$1,021.02	INVOICES MANAGE
IB507	Paid	test	29 Jun 2021 12:00 AM - 11:59 PM	AU\$0.00	AU\$976.00	INVOICES VIEW

Items per page: 5 1 - 2 of 2

Select the Request Cancellation button at the top of the booking.

CITY OF PORT PHILLIP

Home New Casual Hire Emma AU\$0.00

Upcoming Bookings > IB507

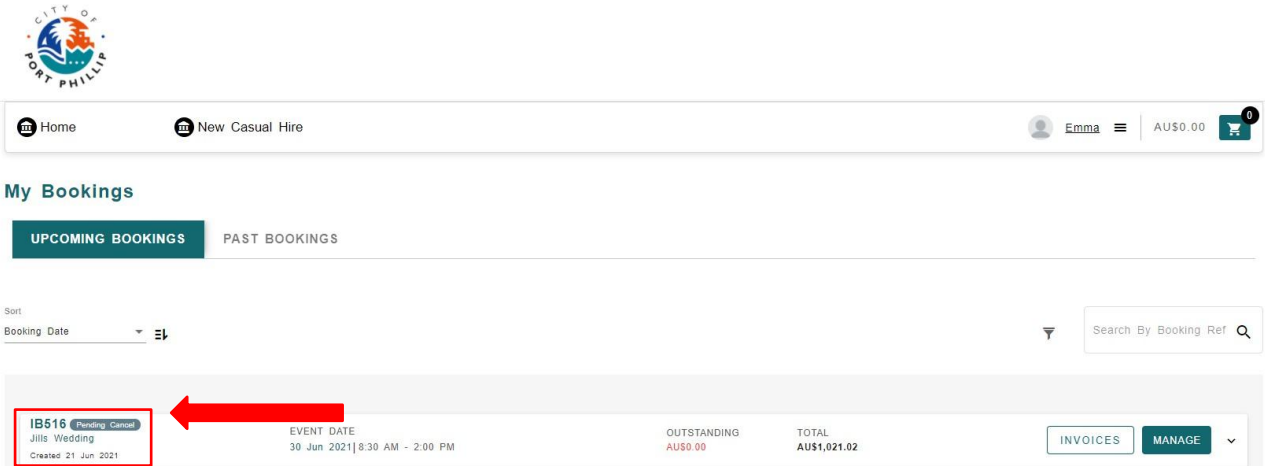
← BACK UPDATE BOOKING

IB507
test
Community Venues and Town Halls | 29 Jun 2021
Paid
TOTAL AU\$976.00

To add items to your booking such as AV Equipment and/or to specify the floor layout for seating please use the 'Add Extras/ Questions' buttons below. Please note that items vary based on venue selected. For all other changes such as changing your booking date or time, please contact us directly.

EXPAND ALL

Your booking status will then change to “Pending Cancellation” while your request is being processed. Please note that once your cancellation request has been submitted, the venue will then be open for other bookings.



The screenshot shows the City of Port Phillip ASSIST user interface. At the top left is the City of Port Phillip logo. The navigation bar includes 'Home' and 'New Casual Hire'. The user is logged in as 'Emma' with a balance of 'AU\$0.00'. The 'My Bookings' section has two tabs: 'UPCOMING BOOKINGS' (selected) and 'PAST BOOKINGS'. Below the tabs, there is a 'Sort' dropdown set to 'Booking Date' and a search bar labeled 'Search By Booking Ref'. A table of bookings is displayed with the following data:

Booking ID	Status	Event Name	Event Date	Outstanding	Total	Actions
IB516	Pending Cancel	Jills Wedding	30 Jun 2021 8:30 AM - 2:00 PM	AU\$0.00	AU\$1,021.02	INVOICES MANAGE

A red box highlights the 'IB516 Pending Cancel' status, and a red arrow points to it from the left.

You will receive confirmation from the City of Port Phillip team once your cancellation request has been finalised.

Inform us of the booking cancellation request by sending an email to venues@portphillip.vic.gov.au