

Customer billing and payment processing

This workflow automatically generates and processes customer bills for marina services, handling payment collection, failed payment recovery, and invoice delivery. It streamlines the billing cycle from reservation completion to payment confirmation, reducing manual work and improving cash flow.

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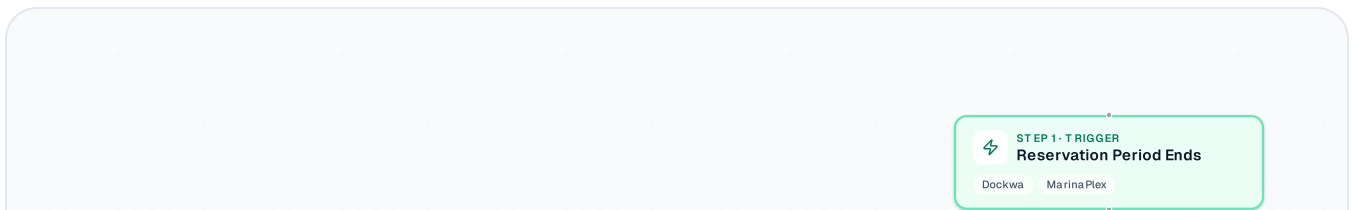


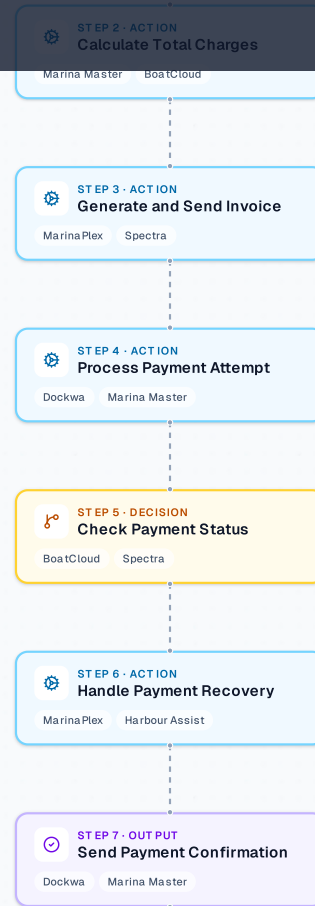
WORKFLOW TRIGGER

Customer's slip reservation period ends or services are completed

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Reservation Period Ends

The system detects that a customer's slip rental period has concluded or additional services have been completed. This triggers the automated

billing process to calculate charges.

AI Business OS

Dockwa MarinaPlex

2

 ACTION

Calculate Total Charges

The system compiles all charges including slip fees, utilities, fuel, pump-out services, and any additional amenities used during the stay. It applies applicable taxes and discounts to generate the final amount.

Marina Master

BoatCloud

3

 ACTION

Generate and Send Invoice

An itemized invoice is automatically created with all service details and sent to the customer via email. The invoice includes payment options and due date information.

MarinaPlex

Spectra

4

 ACTION

Process Payment Attempt

The system automatically charges the customer's saved payment method or processes online payments. Payment status is tracked and recorded in the customer's account.

Dockwa

Marina Master

5

 DECISION

Check Payment Status

The workflow evaluates whether the payment was successful or failed. Based on the result, it either completes the process or initiates recovery procedures.

BoatCloud

Spectra

6

 ACTION

Handle Payment Recovery

For failed payments, the system sends automated reminder emails, attempts alternative payment methods, and escalates to manual collection if needed. Successful payments proceed to confirmation.

MarinaPlex

Harbour Assist

7

 OUTPUT

Send Payment Confirmation

A payment receipt and confirmation email is sent to the customer with transaction details. The customer's account is updated and marked as paid in the marina management system.

Dockwa

Marina Master



Outputs

- Automated invoice delivery

- Payment confirmation receipt
- Updated customer account status

AI Business OS



Key Metrics

- Payment collection rate
- Average time to payment
- Failed payment recovery rate



Tools & Integrations

- Dockwa
- MarinaPlex
- BoatCloud
- Harbour Assist
- Spectra
- Marina Master

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