

REQUEST TO PAY

WHAT IS REQUEST TO PAY?

The '**Request to Pay**' option provides agents with the ability to send a payment request to their customers via email and/or SMS with details already prepopulated. When the customer receives the email and/or SMS, it will include a link to the agent's unique customer payment page, with customers name, email, and amounts already populated. All they need to do, is either enter their card details, use Apple Pay or Google Pay, and once the payment is processed, agency will receive a payment notification. Payment will also be visible in the merchant portal via Payment History.

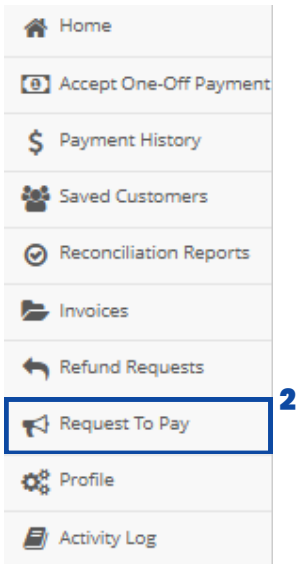
HOW TO USE 'REQUEST TO PAY':

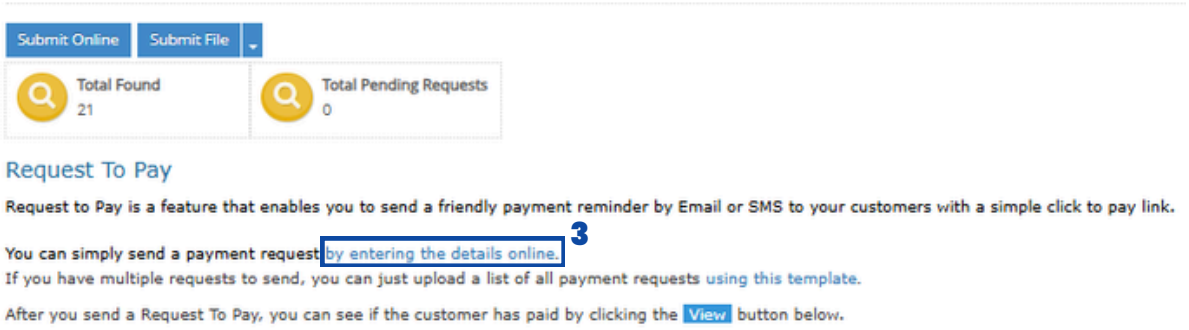
Merchant Triggers the '**Request To Pay**' in the Merchant Portal:

1. Log into your TravelPay merchant portal

2. Click on '**Request to Pay**'

3. Click on '**Entering the details online**'





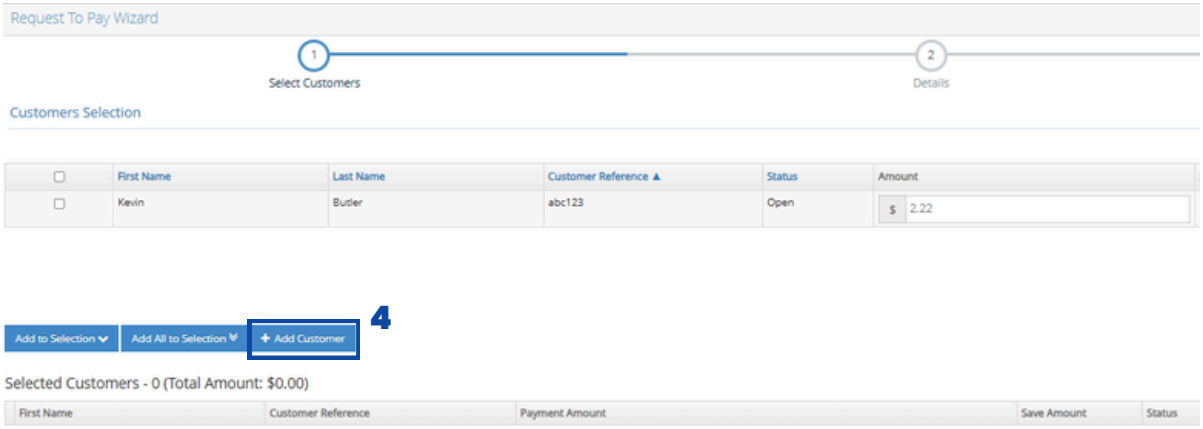
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HOW TO USE 'REQUEST TO PAY' CONTINUED

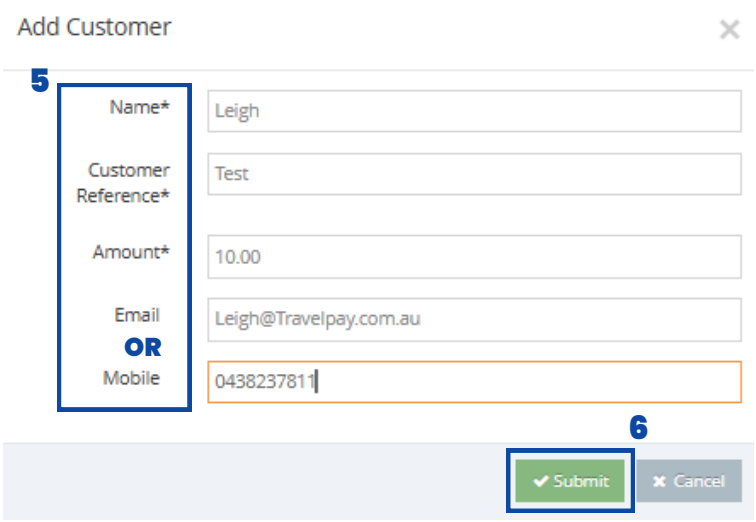
4. Click on '**+ Add Customer**'



5. These details are the customers details that you want to send the 'Request to Pay' link to. Customer details include: name, customer reference, amount, email *and/or* mobile.

Email and/or Mobile: You don't need to enter both. Either email address or mobile phone number.

6. Click 'Submit'.



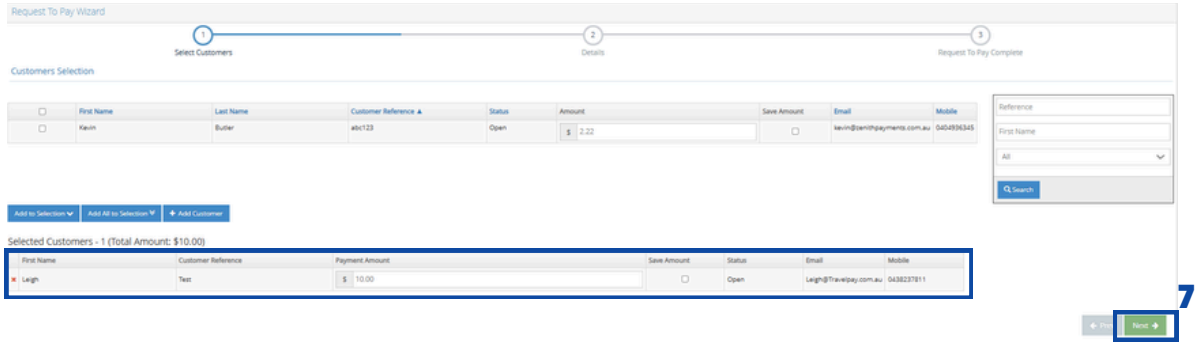
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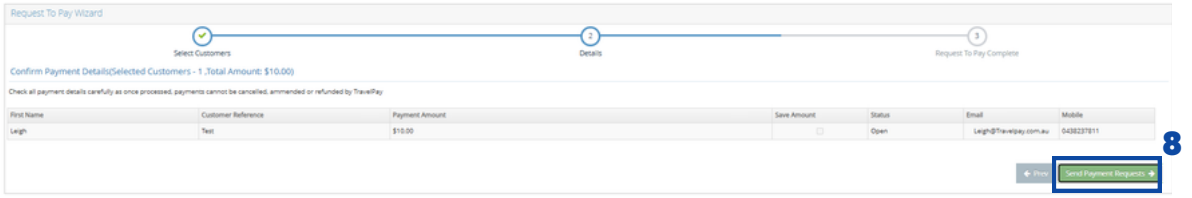
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7. Customer is added. Check details are correct and press 'next'.

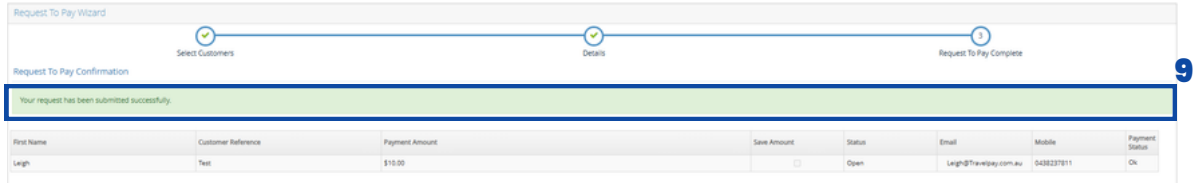
Please note if you are adding additional customer to 'Request to Pay', click on '+ Add customer'.



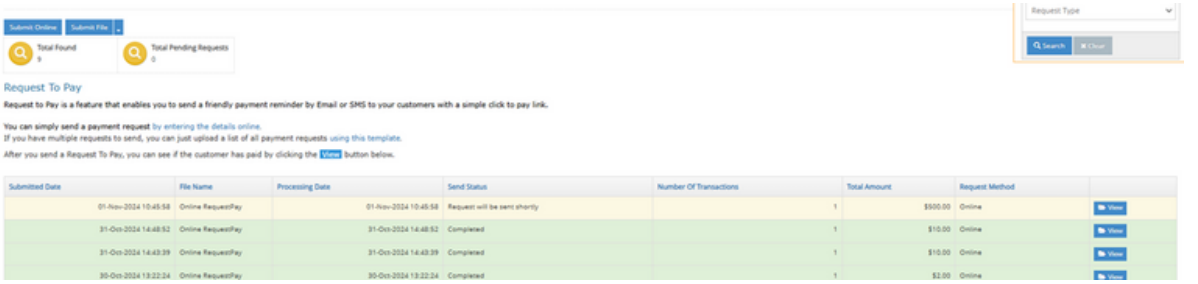
8. Confirm Payment Details / Select Customers, press 'Send payment requests'.



9. Below notification advises 'Your request has been submitted successfully'



10. Within ' Request to Pay' on merchant portal, the notification request will appear as 'yellow' until sent by the system. and then update to green. Transmissions are sent every 15 minutes, on the quarter hour.



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Example of email Customer receives:

Please note the Agency name will appear ***not*** *"TravelPay Test Account"*

Payment Request from TravelPay Test Account

TravelPay Test Account <NO-REPLY@travelpay.com.au>
To Cath Bisaro

We could not verify the identity of the sender. Click here to learn more.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hi Cath Bisaro,

TravelPay Test Account has requested you to pay $2.00 - reference: Trip reference.

Pay Now

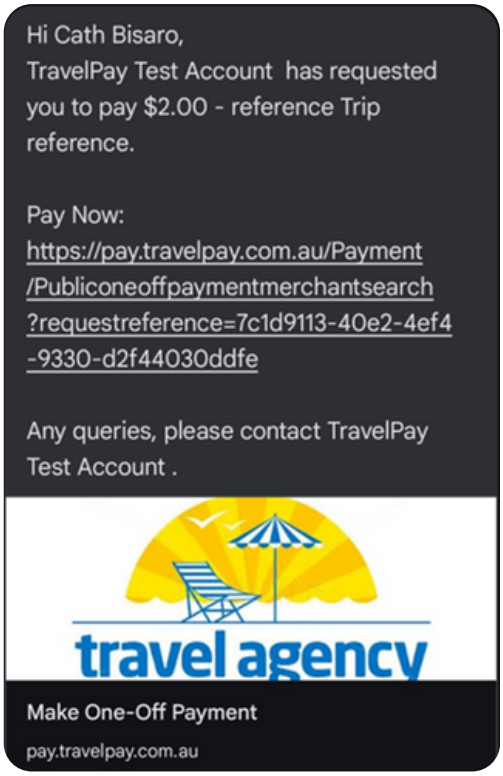
https://pay.travelpay.com.au/Payment/Publiconeoffpaymentmerchantsearch?requestreference=7c1d9113-40e2-4ef4-9330-d2f44030ddfe

If you have any queries, please contact TravelPay Test Account (860442505).

Example of SMS Customer receives:

Customer clicks on link processes payment

Normal card payments available including Visa, Mastercard, AMEX, Apple Pay, Google Pay and AMEX 'Pay with Points'.



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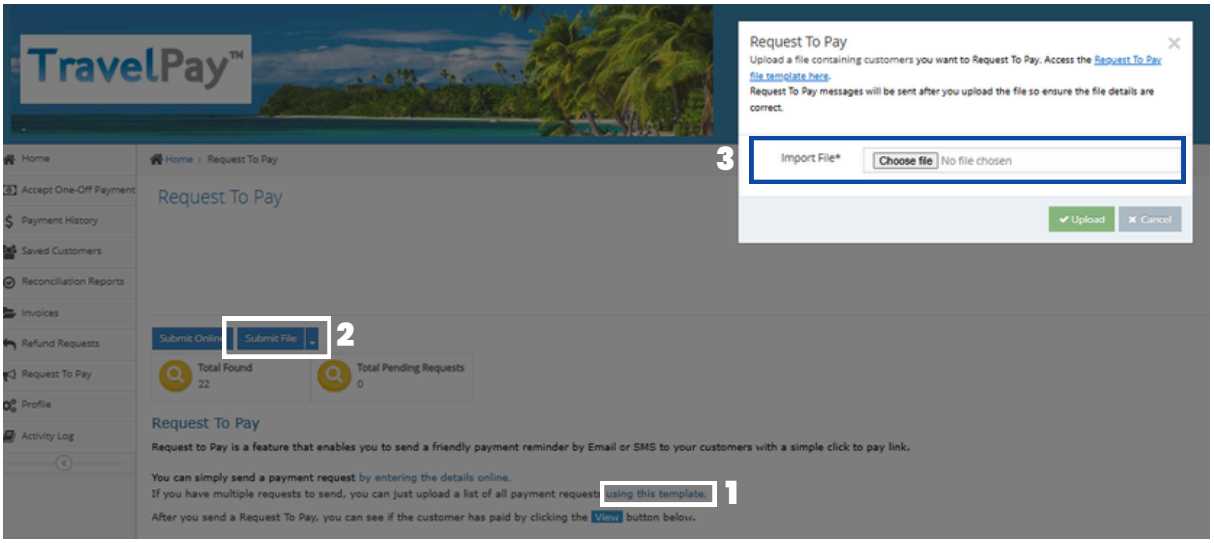


REQUEST TO PAY

Adding multiple request

With 'Request to Pay' you can send multiple requests at once. This is great for multiple end of month payment reminders or for group bookings where you can add all customers

1. Download the 'Request to Pay' Excel file and add customer details.
2. Once Excel file is completed, click 'Submit file'
3. Load file from where you have save it.



If you have any questions, or need additional training, please contact the TravelPay Team.