WEBPAY GUIDE

Processing Card Transactions

TravelPay gives customers the ability to accept credit card payments the way they like. We accept Visa, Mastercard, AMEX, Apple Pay, Google Pay, American Express 'Pay with Points' redemption.

There are a number of ways to process card transactions with TravelPay:

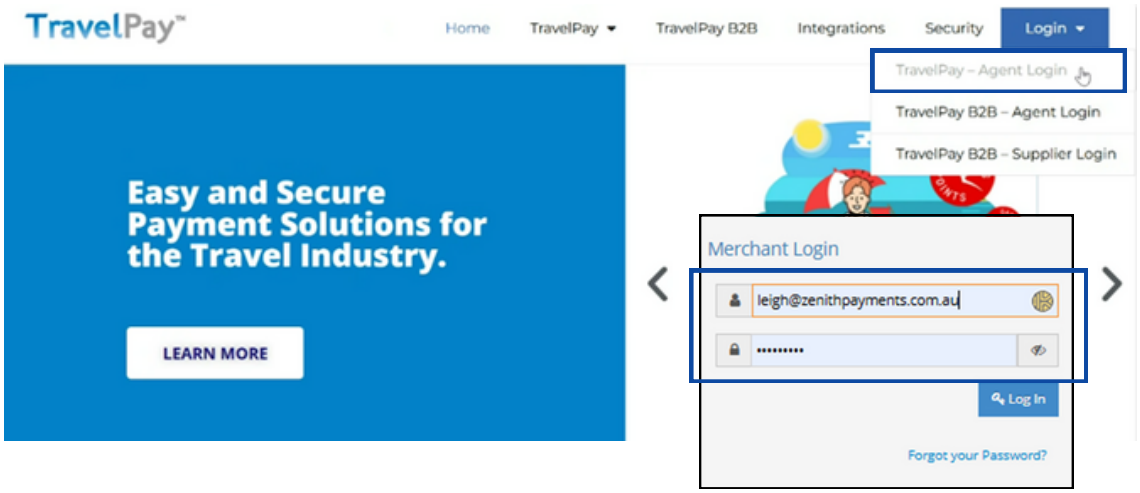
1. **Merchant Portal** – for any payment processed via your TravelPay merchant Payment portal, you must physically sight the customers credit card.
2. **Customer Payment Link** – your unique branded customer payment link where customers process their own card transaction.
3. **Integration** – TravelPay has integration with a number of mid office systems including Tramada, VTO, PowerSuite, TravelWorks.

Merchant Payment Portal

Payment processed via your Merchant Payment portal should only be transacted when you have physically sighted the customer's credit card. If you have not sighted the Customers Credit Card, we recommend that you send your Customer Payment Link to the customer to process their own payment.

Instructions:

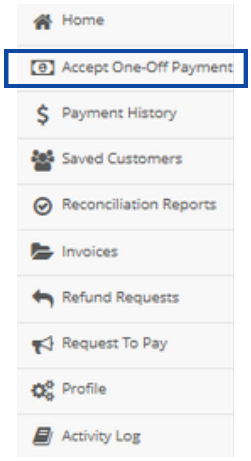
1. Logon to your TravelPay Merchant portal. Go to www.travelpay.com.au
2. Choose '**TravelPay - Agent Login**'.
3. Enter your email login and password.



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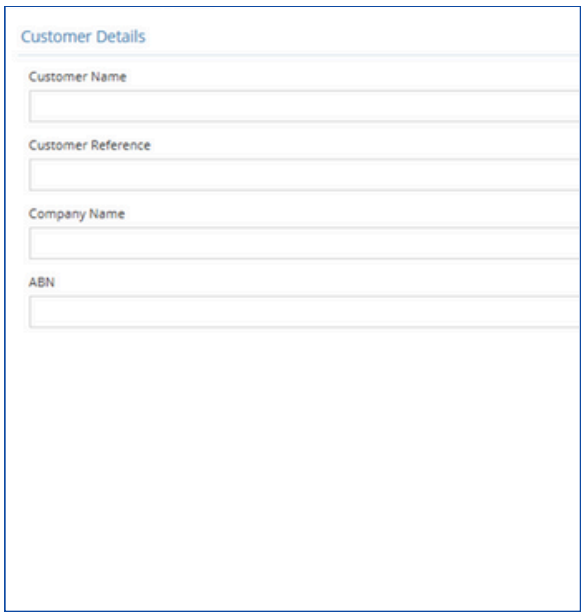
Merchant Payment Portal

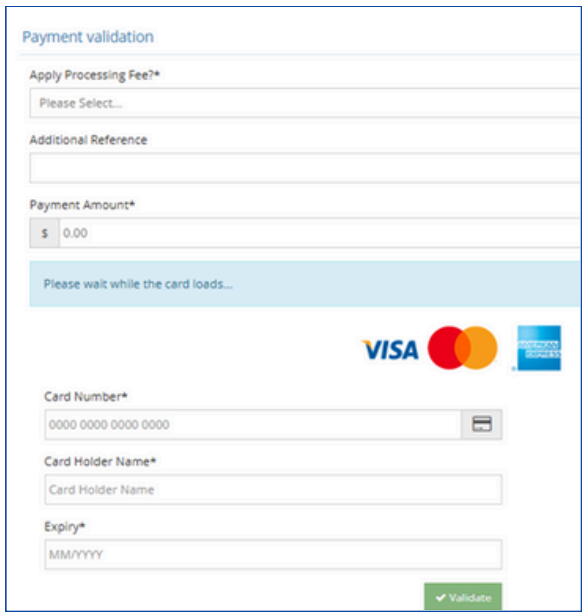
4. On the left menu, click '**Accept One-Off Payment**'



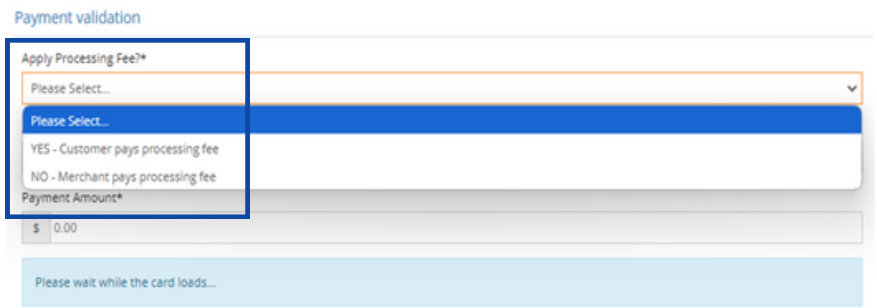
*PLEASE NOTE - Card payments must ONLY be processed via the merchant portal when you have **physically sighted the credit card** you are processing. This means a customer is handing you the credit card and you are processing this immediately. Card details match the person in front of you.*

5. Enter customer details as per the fields provided





6. When you are processing a customer's credit card, you have the Option to '**Charge merchant fee**' or '**Absorb merchant fee**'.



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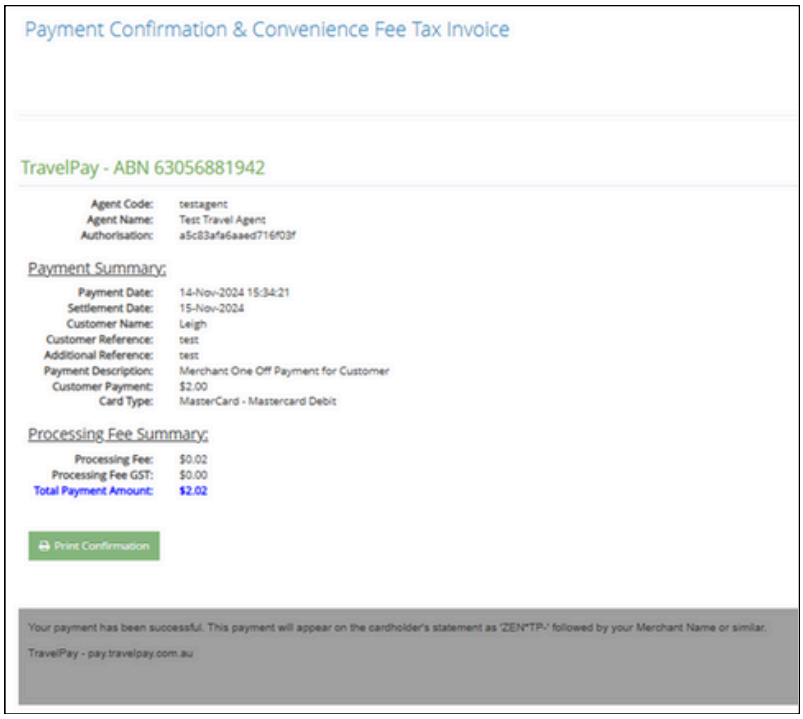
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7. Once all details have been entered, click '**Validate**'. The system will recognize the card used and apply relevant merchant fees.

8. The confirmation screen will then show the travel amount, relevant merchant fee and total being charged to the card.

9. Tick the '**Terms and conditions**' box, click '**Pay Now**' to process the transaction.

10. The final screen will show details of the successful payment. This screen also allows customers to print receipts and/or enter customers email to receive payment receipt directly.





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Setting up your TravelPay account

Setting up Team Member access to your merchant portal.

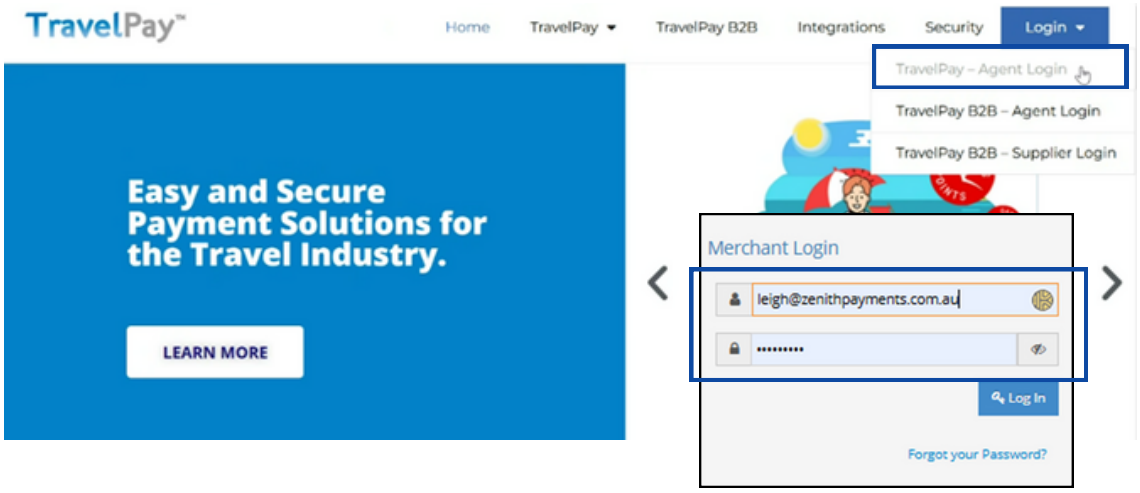
When setting up access for each Team Member, carefully consider the level of access each team member should receive. The different access levels provide access to different areas / functionality of your merchant portal.

Please remember, as part of our onboarding new team members / exiting team members from your business, you are responsible for updating access to your merchant portal.

Access Levels are: -

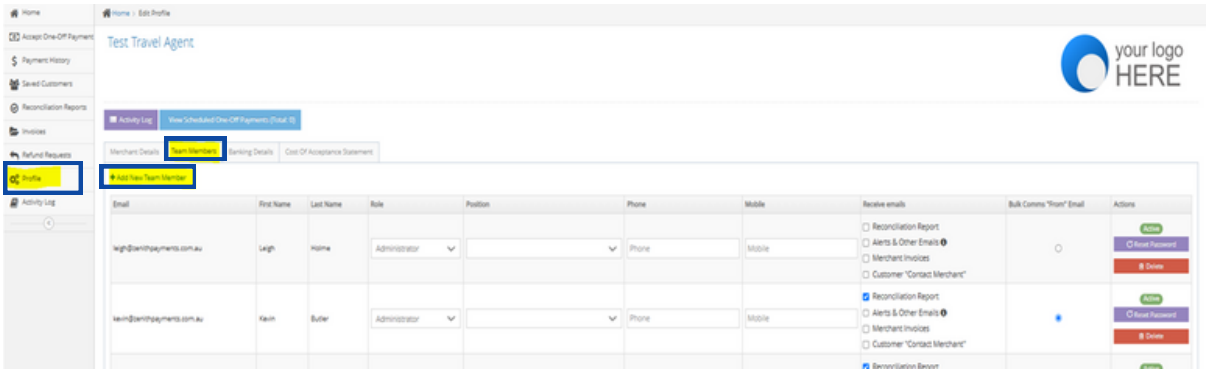
- ADMIN – Ability to process refunds, Add/Delete team members, download '**update bank account details**' form. All other access below.
- USER – Ability to process payments, view reconciliation reports, run reports, view areas of the system. Cannot process refunds, add/delete team members, download the '**update bank account details**' form.
- CONTACT - Ability to be able to receive notification only, You will have no access to the portal at all.

1. Login to your TravelPay account by visiting www.travelpay.com.au clicking '**Login**' and clicking '**TravelPay - Agent Login**'.
2. Enter your email login and password



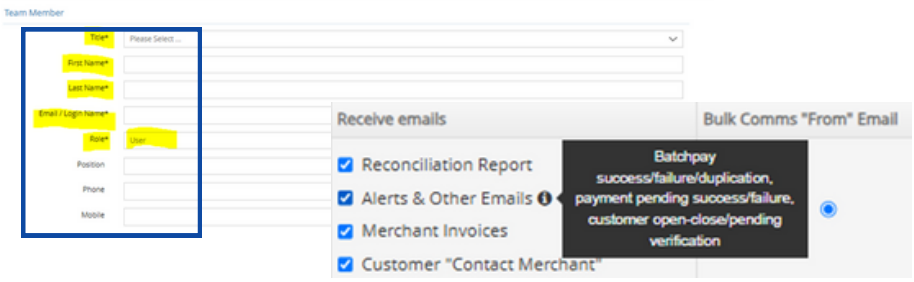
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3. on the left hand nav bar click on '**Profile**'. Select the '**Team Members**' field as highlighted below then click on '**Add New Team Member**'



4. Add in one by one each of your consultants as a '**User**' in the screen as per above. All consultants should be set up as 'Users' whilst managers and owners should be set up as an '**Administrator**'.

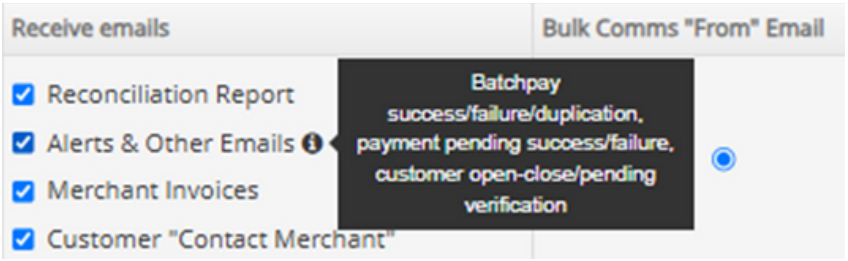
- A. When setting up new '**Users**' only select the '**Alerts and Other Emails**' field (as per highlighted below) so that the consultant will receive an email confirmation straight away once a credit card payment has been made.
- B. Once a 'User' has been set up they will automatically be sent an email notifying them
  - How to login through the merchant login (refer to steps 1 & 2 above).
- C. The highest level of access is for '**Administrators**'
  - Administrators can add new users Administrators can change bank account and request refunds and will also receive the Invoice notification when the MSF has been waivered on a payment.



By clicking the above boxes, you will receive the below information

- Reconciliation Report – A copy of the report of all payments received by the office for the last business day
- Alerts & Other emails – You will receive all Payment notification both successful and unsuccessful
- Merchant Invoice – NA for TravelPay
- Customer Contact – NA for TravelPay

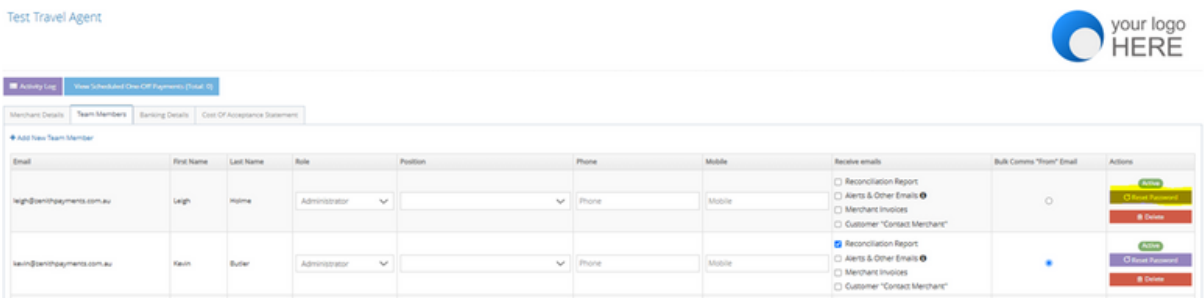
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- **Merchant Invoice** – NA for TravelPay
- **Customer Contact** – NA for TravelPay

If a 'User' forgets their password, the administrator just clicks on the fields highlighted below and select what consultant has forgotten their password or lost it. Once the administrator selects 'Reset Password' the 'User' will automatically be sent an email with their login details



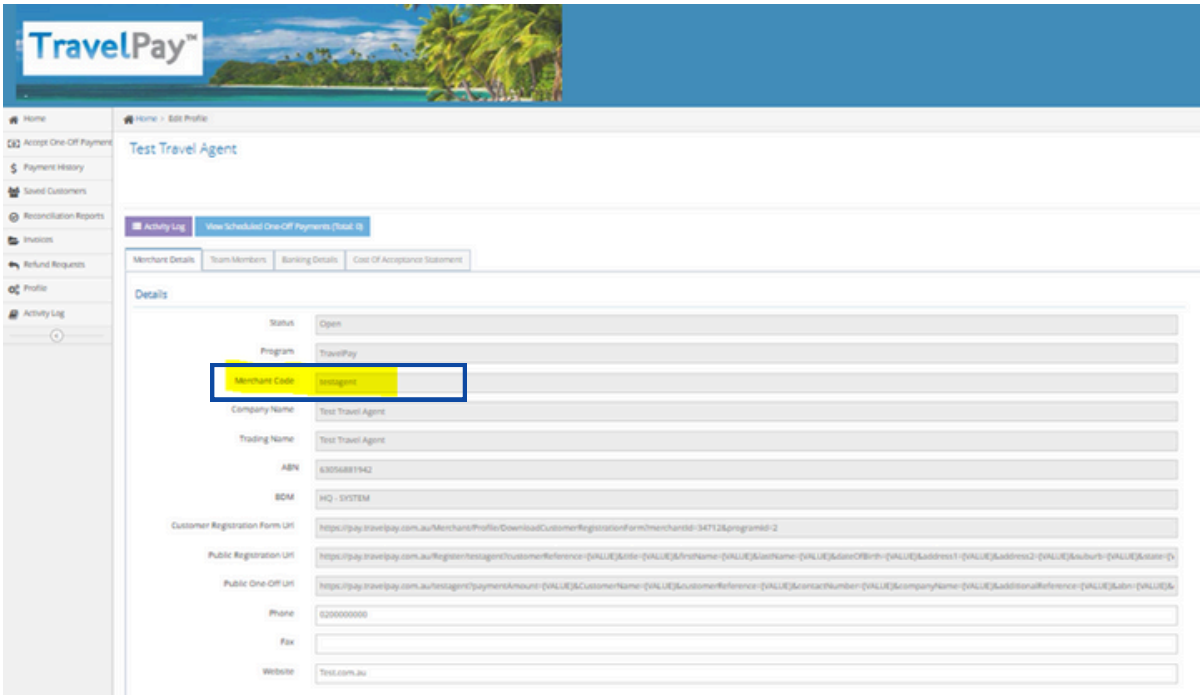
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Your unique customer payment link

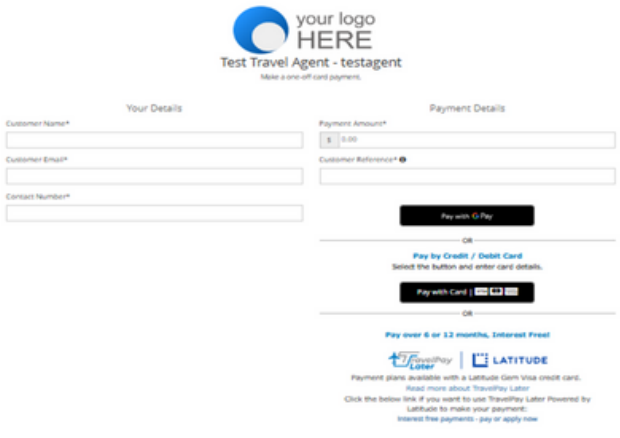
Send your clients your unique customer payment like so they can process their payment themselves this option offers a much more secure way to process payments and will also offer your client 3Ds if this has been initiated on the card.

Your unique customer merchant code can be found under the Profile Tab – Merchant Details



Pay using our Customer Payment Link, simply enter the below into the website address bar

pay.travelpay.com.au/MERCHANTCODE



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What happens next?

- When the customer processes a payment through the online payment page, a detailed email is sent to the travel agent.
- After payment is successful, a final confirmation screen is shown which advises the details of the payment. Customer can print/email invoice on this screen final confirmation screen.
- Following a business day or withing the cut of time , funds are sent to travel agents' bank account with a reconciliation file informing the payments made in that period. (Visa & Master card next business day Amex 2 Business days)
- The payment will show up in the Payment History Tab within the portal as soon as the payment is successful

What is 3DS?

3DS is an additional layer of security and fraud protection for card payments.

3DS means that the card issuer (the bank who issued the card) may require the card holder to enter a code when making a payment. The card issuer determines whether the card holder is challenged to enter a 3DS code based on various fraud control algorithms. If challenged, a code is sent to cardholders mobile and must be entered by customer for payment to be processed. Once the card has been verified, payment is authorized, and the transaction is completed.

3DS is applicable on all customer payment pages that are hosted by TravelPay (the URL will start with pay.travelpay.com.au) and if your software utilizes the TravelPay payment plugin. This includes TravelPay's integrations with VTO, PowerSuite, EventsAir, Lemax and Odysseus.

Remember that not all credit cards are 3DS enabled, and this is at the discretion of the credit card issuer.

Benefits to Merchant

- Reduced chargebacks
- No cost or effort to implement.
- 3DS provides an additional layer of security.
- Greatly reduces fraudulent transactions.

Benefits to Cardholders

- Enhances card security.
- Increases customer confidence when processing payments.
- Easy to use.
- Reduces unauthorized transactions.

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Integrations

Our integration are designed to help agents process payments with ease

- Reduce manual processing and receipting
- Save time, save hassle and boost office efficiency
- Get paid quicker
- Offer easier ways to pay to customers
- Collect one-off and card-on-file payments the easy way
- Boost security by removing the need to receive and store credit card numbers

Our payment solutions operate on our custom built and world class .NET, cloud-based platform hosted with Microsoft Azure in Australia. Our platform is API rich with additional integration options including jQuery plugins, file transfer and dynamic URL redirects.

We are PCI DSS level 1 and have solutions to remove or reduce your PCI scope so you can improve your product with no security headaches, effort or cost.

Below you will find a list of Partners who we are already integrated and operating with:

TravelPay Integrations & Partners

ULTIMATE POWERED BY VTO — More than a Mid Office The Solution

tramada — smart.simple.seamless

TravelWorks — Travel Technology Solutions

PowerSuite

Lemax

ODYSSEUS SOLUTIONS

EventsAIR — More Successful Events

If you require integration with any of the above, please send an email to support team requesting more information info@travelpay.com.au.

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