Integration Guide

Ultimate (VTO) and TravelPay are now integrated to help make life even easier for travel agents.
This guide details the benefits, how to set everything up and how it works.

Benefits

- Make and accept card payments the easy way.
- Payments can be processed by the travel agent or the customer.
- Payments made using the TravelPay integration are automatically recorded in Ultimate.
- Card processing fee automatically calculated and added by TravelPay.
- Secure PCI DSS Level 1 compliant solution.

- Earn Qantas Points for your business when your customers pay you using TravelPay.
- Accept all cards:

Setting Up The Integration

Once you are set up as a TravelPay merchant and use Ultimate, just follow these 'one time only' steps to set up the integration.

1. Travel Agent contacts VTO (support@vtoultimate.com) and request to enable TravelPay Integration.
    - Alternatively, email TravelPay Support team requesting TravelPay Integration (info@travelpay.com.au)

2. TravelPay Support Team provides the travel agent's secure API credentials to VTO:
    - API Username, API password and API Key.
    - FYI; these are different to TravelPay portal login details.
    - TravelPay Support Team Contact details below.
        i. **Please note that VTO needs to supply travel agent ABN and address for TravelPay to verify merchant account before credentials can be created.**

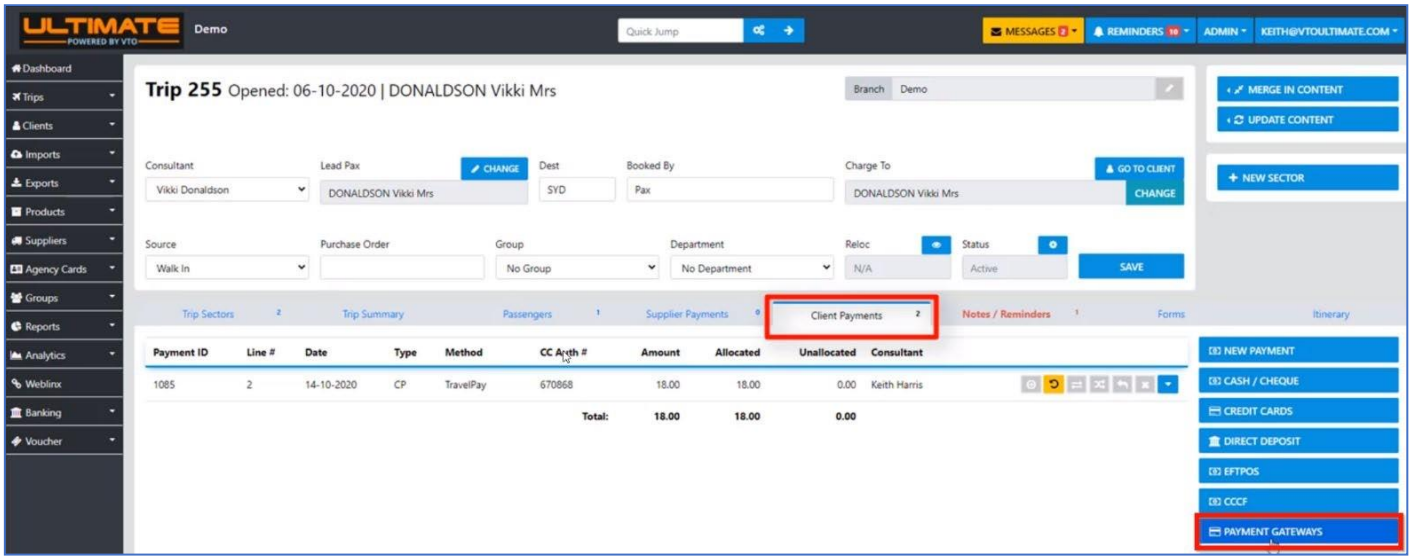
3. VTO will configure the integration for the travel agent using the credentials provided by TravelPay.
    - VTO will let you know when this is complete and then, you are good to go!

Processing Payments – In the Travel Agent's office (Card Present Processing)

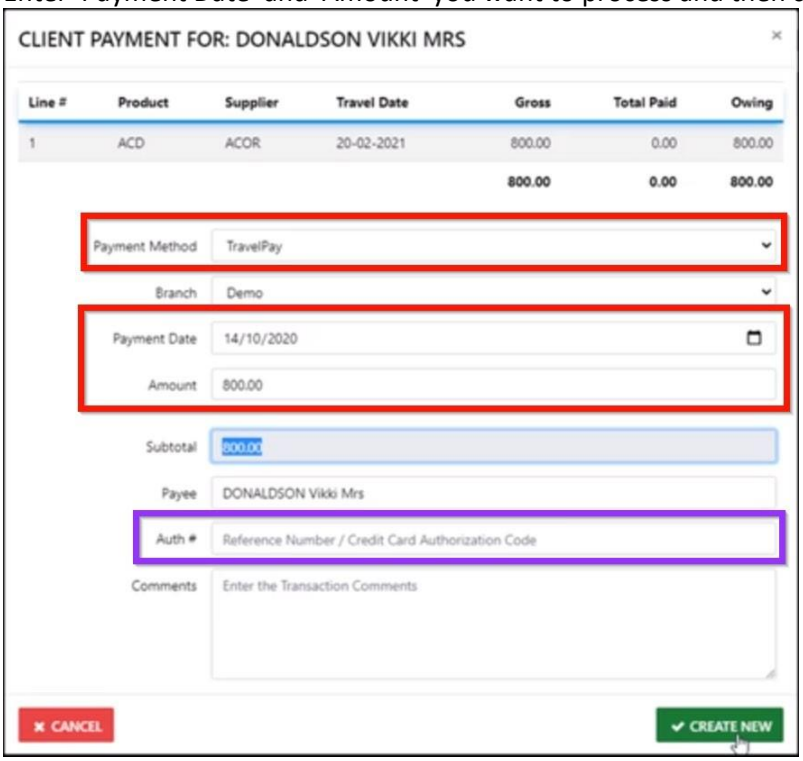
This payment method enables you to process a payment on behalf of your customer – for example, when you are with the customer.

NB. Please only use this method when 'card present' (sighted credit card instore) or if a credit card authority form has been signed by your customer. Processing credit cards without authority could result in chargeback!

1. In Ultimate, open a trip, click on the 'Client Payments' tab and then 'Payment Gateways':



2. In 'Payment Method', select 'TravelPay'.
3. Enter 'Payment Date' and 'Amount' you want to process and then click 'Create New':



4. The TravelPay Payment Plugin will now open above Ultimate.
5. Enter the customer's card details and follow the steps:
   - The applicable card processing fee will appear when you have entered the card details.
   - Ensure the customer knows the processing fee before you submit the payment.
6. Once successfully processed, the authorisation number will be automatically populated into the 'Auth' field.

Processing Payments – By the Customer

This payment method will enable you to send out a quote or itinerary from Ultimate for the customer to securely process their card payment. This is currently being developed by VTO – more info soon.

In the interim, add your TravelPay Customer Payment link to your T&C's / document templates. Include details such as:-

To pay for your travel, please CLICK HERE (hyperlink your payment link e.g. https://pay.travelpay.com.au/AGENTCODE to the words 'CLICK HERE'). *AGENT CODE can be found under on your TravelPay account under Profile/Merchant Details.*

You can also use your American Express Membership Rewards points when paying for travel!

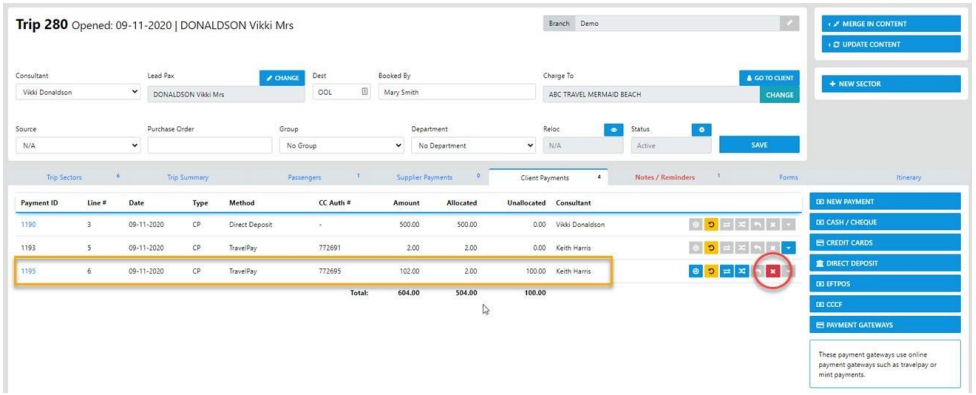
Automatic Payment Recording in VTO

- Once a payment is made, it is automatically recorded against the trip in Ultimate.
- TravelPay will deposit the funds into your nominated bank account as per the Merchant Settlement Date – this field is visible in the TravelPay Merchant Portal.

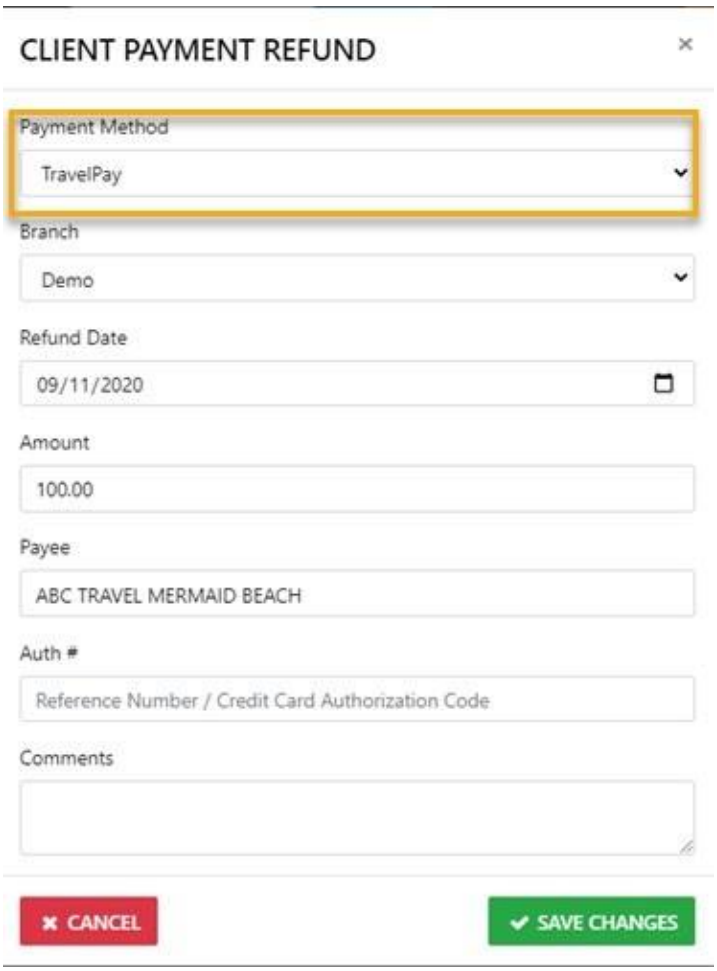
Payment Refunds

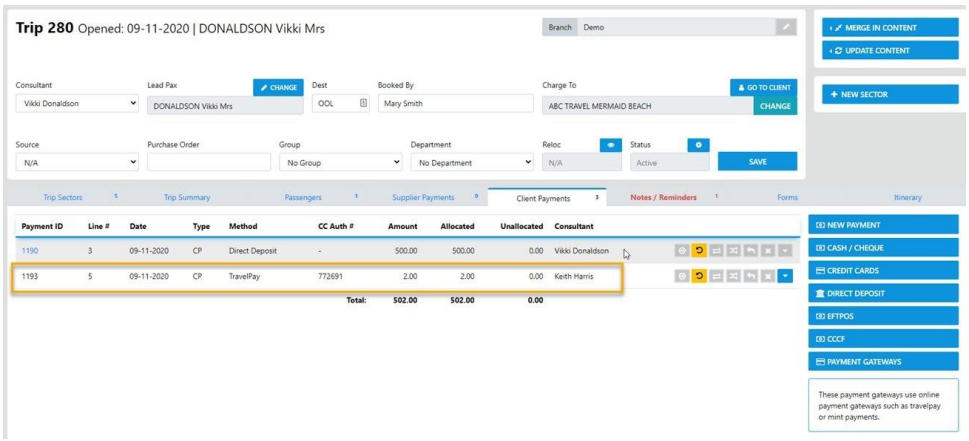
Processing TravelPay Refunds

- To process a Refund via the TravelPay Gateway start by selecting the Client Payments TAB in the trip, locate the Line Item then select the Refund Option in the tool box



- The refund window will display allowing you to select TravelPay
- Click save changes





Need Help? No problem, just contact us:

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