

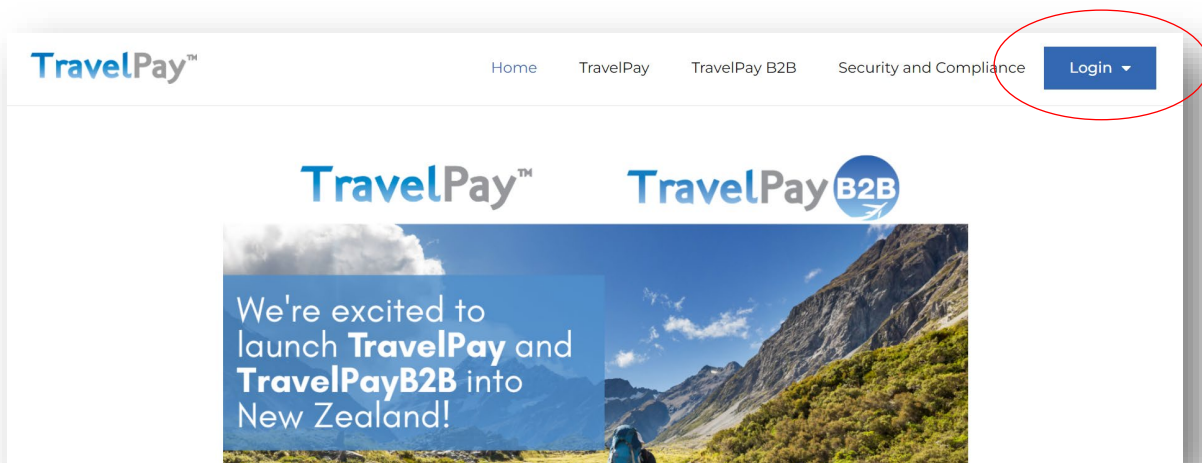
How to make online payments?

There are 2 ways:

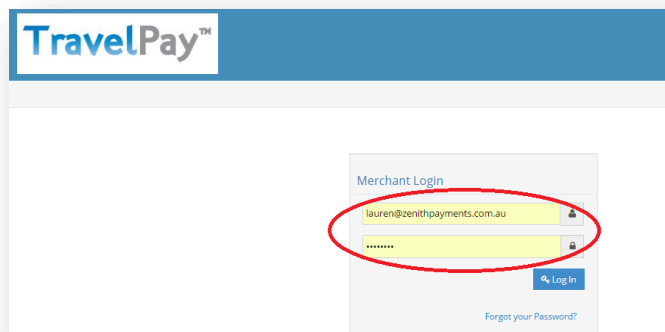
1. Agents can make payments themselves on behalf of the customer
2. Customers can make payments themselves once they receive a quote/invoice

How to make online payments on behalf of your customer

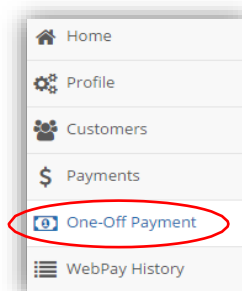
3. Logon to your TravelPay account by visiting <https://travelpay.nz/> and clicking 'Travel Agent Login'. (Customers processing payments via the Invoice Link, go to step 3)



4. Enter your email login and password.



5. Once logged in, select the option on the left menu, that says 'One-Off Payment'.



6. Once clicked, will open up your own custom branded online payment page. This same public facing page will open for customers whom click the link you have set up on your invoice/statement.

Here is where you will be able to process payments directly with customers, over the phone or a customer can complete by themselves online. Simply enter in the necessary details (name, customer name, customer reference etc), then click 'Next'.

The screenshot shows the 'Make One-Off Payment' page for 'travelagency'. The page is titled 'TravelPay - Zenith Payments Pty Ltd' and 'One-Off Payment Wizard'. A progress bar at the top indicates four steps: 1. Select Merchant (checked), 2. Payment Details (active), 3. Card validation, and 4. Confirm & Pay. The 'Enter Payment Details' section is highlighted with a red oval and contains the following fields:

- Agent Name: Testtravel
- Customer Reference*
- Customer Name*

7. Enter in the credit card details for your customer. Once entered, our system will automatically **validate the card** to ensure its not expired or faulty.

The screenshot shows the 'Make One-Off Payment' page for 'travelagency'. The page is titled 'TravelPay - Zenith Payments Pty Ltd' and 'One-Off Payment Wizard'. A progress bar at the top indicates four steps: 1. Select Merchant (checked), 2. Payment Details (checked), 3. Card validation (active), and 4. Confirm & Pay. The 'Card validation' section is highlighted with a red oval and contains the following fields:

- Transaction Reference: 1ap-151946
- Card Number: [input field]
- Expiry Date: MM / YY
- CVV2: [input field]

At the bottom of the section are 'Continue' and 'Cancel' buttons.

8. Once validated, a confirmation screen will appear which lets the customer know the details of the payment (eg. amount, card details, service fee etc). The customer will have to tick the terms and conditions also before processing the payment.

Progress bar: 1. Select Merchant (checked), 2. Payment Details (checked), 3. Card validation (checked), 4. Confirm & Pay (active)

Payment Details

Agent Name: Testtravel

Customer Reference*: test

Customer Name*: Jonathan Test

Contact Number*: 0411111111

Additional Reference: Travel Booking

Payment Amount*: \$ 2.00

Customer Fee*: \$ 0.03

Total Amount*: \$ 2.03

Card Details

Card Type: Visa

Last Digits: 436551*****456

Expiry: 11/17

☒ I have read, understood and agree with the [Terms and Conditions](#) of using this online payment facility.*

[Prev](#) [Finish](#)

9. This final screen provides if the payment is successful, which also gives the ability to email/print an invoice of that payment.

One-Off Payment Confirmation

The payment has been processed successfully.

Confirmation Details

Merchant Code: 129013348
Merchant Name: Testtravel
Authorisation: 280898

Payment Summary:

Payment Date: 01-Jul-2016 16:29:02
Customer Company Na...
Customer Reference: test
Customer Name: Jonathan Test
Payment Amount: \$2.00

Customer Fee Summary:

Customer Fee: \$0.03
Customer Fee GST: \$0.00
Total Payment Amount: \$2.03

Email Payment Confirmation

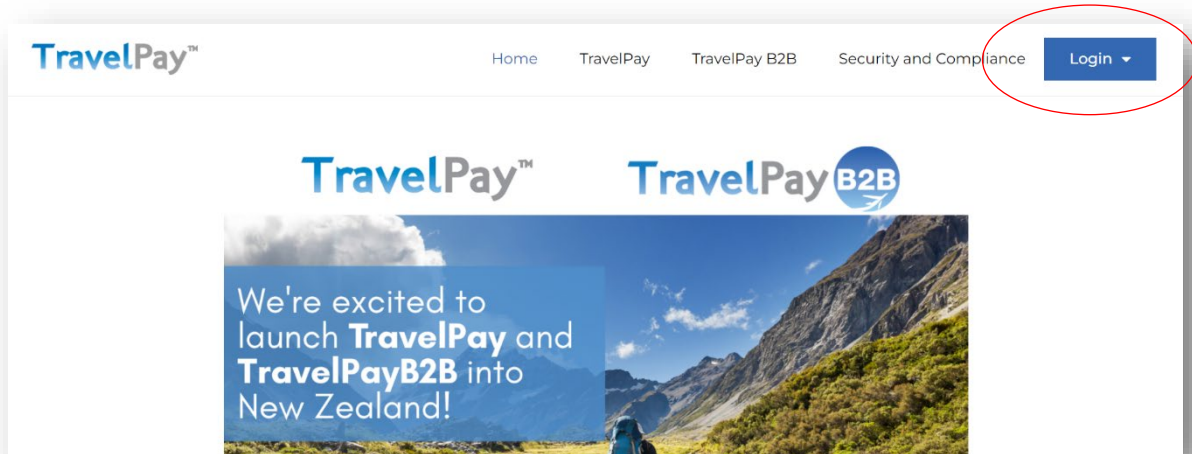
Customer Email*:

[Email Payment Confirmation](#)

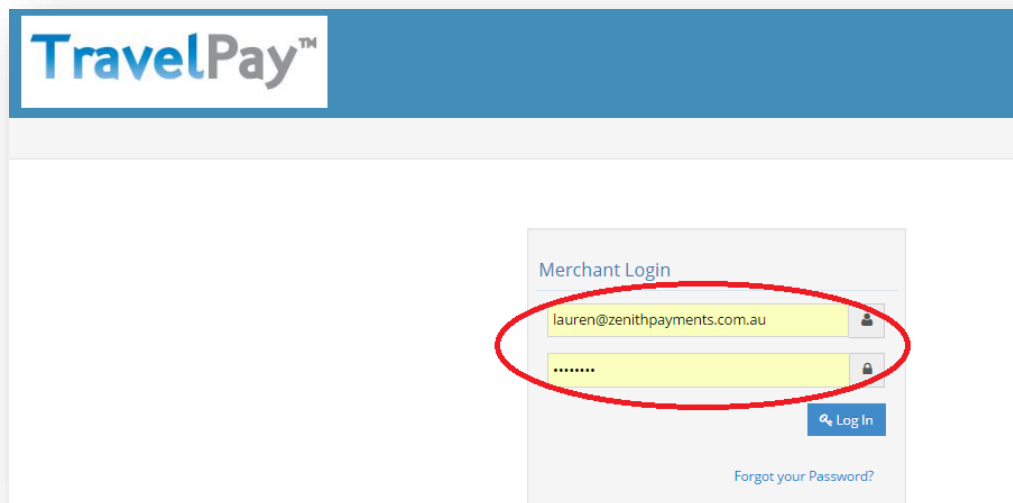
[Print Confirmation](#)

How to set up users with your merchant login?

1. Logon to your TravelPay account by visiting <https://travelpay.nz/> clicking 'Travel Agent Login'.



2. Enter your email login and password.



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'

The screenshot shows the TravelPay™ dashboard. The left sidebar contains a navigation menu with the following items: Home, Profile, Customers, Payments, One-Off Payment, WebPay History, BatchPay, BatchPay Upload, BatchPay Report, Invoices, Communication, Reconciliation, and Activities. The 'Profile' item is selected, and the 'Team Members' tab is highlighted in the main content area. The 'Add New Team Member' button is also highlighted. The main content area displays a table of team members with columns: Email, First Name, Last Name, Role, Position, Phone, Mobile, Receive emails, Bulk Comms "From" Email, and Actions. Two team members are listed: Lauren Jenkins (Admin) and Mathew Farrell (Cont. CFO). The Actions column for each member includes a 'Reset Password' button and a 'Delete' button.

Email	First Name	Last Name	Role	Position	Phone	Mobile	Receive emails	Bulk Comms "From" Email	Actions
lauren@zenithpayments.com.au	Lauren	Jenkins	Admi		Phone	Mobile	☐ Reconciliation Report ☐ Alerts & Other Emails ☐ Customer "Contact Merchant"		Reset Password Delete
matthew@zenithpayments.com.au	Mathew	Farrell	Cont.	CFO	Phone	Mobile	☒ Reconciliation Report ☒ Alerts & Other Emails ☒ Customer "Contact Merchant"		Reset Password Delete

4. Add in one by one each of your consultants as a 'User' in the screen as per below. 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'
 - i. Administrators can add new users
 - ii. Administrators can change bank accounts

The screenshot shows the 'Add New Team Member' form in the TravelPay system. The form includes fields for First Name, Last Name, Email / Login Name, Role, Position, Phone, and Mobile. The 'Role' dropdown is set to 'User' and is highlighted with a red circle. Below the form, there is a section for 'Receive Emails' with checkboxes for 'Reconciliation Report', 'Alerts & Other Emails' (checked and highlighted with a red circle), 'Customer "Contact Merchant"', and 'Bulk Comms "From" Email Address'. At the bottom, there are 'Cancel' and 'Save' buttons.

TravelPay™

Home > Zenith Test Travel > Add New Team Member

Add New Team Member

your logo HERE

Team Member

First Name*

Last Name*

Email / Login Name*

Role* User

Position

Phone

Mobile

Receive Emails

☐ Reconciliation Report

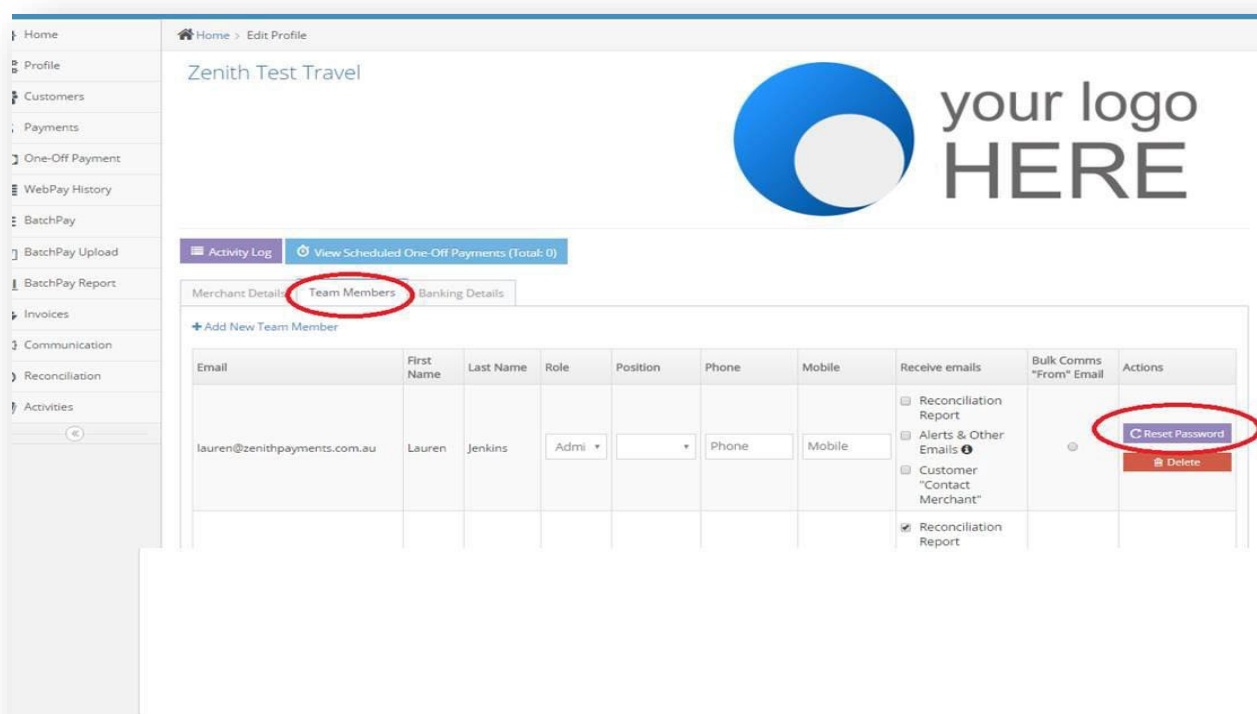
☒ Alerts & Other Emails

☐ Customer "Contact Merchant"

☐ Bulk Comms "From" Email Address

Cancel Save

5. 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



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, final confirmation screen is shown which advises the details of the payment. Customer can print/email invoice on this screen final confirmation screen.
- ✚ Following business day, funds are sent to travel agents bank account with a reconciliation file informing the payments made in that period.

Tips

- **Want to check any payments that have been completed through your online payment page?**
Simply click from the left-hand side menu 'WebPay History' and use the search tool to locate payments.
- **Want to know when a customer has made a payment themselves?**
You will receive an email letting you know the payment has been made plus the details.
- **Don't have a logo on your payment page yet?**
Contact us at info@travelpay.nz provide us with a logo you would like on your online payment page.