# **Agent Credit Card Payment**

This section demonstrate how you can make a payment for a Travelon policy using your credit card.

Only Visa and MasterCard are acceptable forms of payment and payment must be made by the Travel date.

## **Step 1: From the Customer Details page**

Once you have created the policy and complete the Customer Details page.

Click on the 'Make Payment' button at the bottom of the page and then select the 'Agent Payment' option (as shown below)

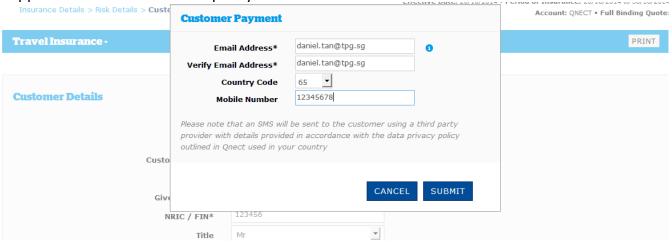


# Step 2: Agent Payment pop up page

You will then be prompted to enter the mobile number of your client.

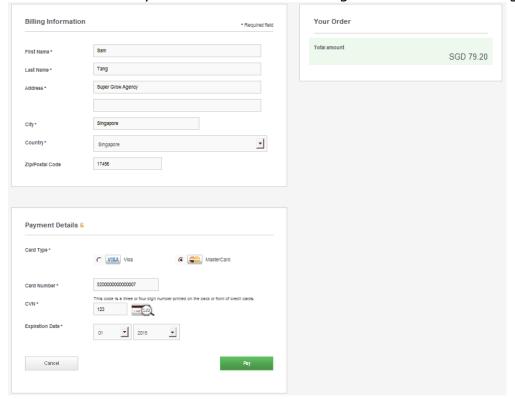
• Enter the mobile number. Then click on the Submit button

**Note:** This is required so that an SMS can be sent to the client confirming their Travel support hotline number and policy number.



## **Step 3: Payment Details page**

The payment details page is displayed and requires all the mandatory fields to be completed. Once all mandatory details are entered the agent must click on the green 'Pay' button



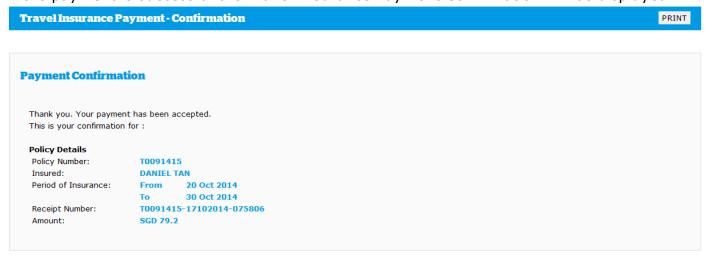
## **Step 4: SecureCode Page (OTP)**

If the payment is successful the SecureCode page will be displayed to enter the OTP

If the payment is unsuccessful you will be taken back to the Payment Details page to try again. If this happens it will mean that your credit card details are incorrect and you will need to try again.

# **Step 5: Payment Confirmation**

If the payment is successful the Travel Insurance Payment Confirmation will be displayed.



CLOSE

## Step 6: Automatic email & SMS

You will also be sent an email confirming that the payment has been success (see below example)

Your client will also be sent an SMS confirming that cover has been granted. This SMS provides details of the 24hr Emergency Assistance Hotline.

Thank you. Your payment has been accepted.

This is your confirmation for:

Policy Details

Policy Number : T0091415 Insured : DANIEL TAN

Period of Insurance: From: 20 Oct 2014 To: 30 Oct 2014

Payment Amount: SGD 79.2

Receipt Number: T0091415-17102014-075806

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## **Step 7: Policy Header**

You will now be returned to the Policy Header page which confirms all the policy cover details.

Click on the 'Documents' tab so that you can email the policy documentation to your client

<u>Home</u> Policy Header

#### **Policy Insurance Details** Policy No: T0091420 Policy Status: In Force Policy Type: Travel Insurance (PIT) Period of Insurance: 20/10/2014 to 30/10/2014 Insured: DANIEL TAN Wording: PITTCS004-Q-0314 Address: S CIBS CIB BT73 BT73 AH ROAD SP Attn code: 00 Postcode: Agent: eBusiness Insurance Broker Transaction History Risks Risk Location / Type of Business Commenced Terminated Section Travel 001 SINGAPORE 20/10/2014 BACK TO SEARCH RESULTS POLICY OPTIONS .