Customer Credit Card Payment

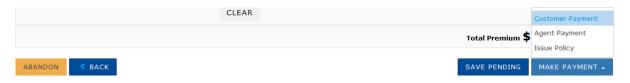
This section demonstrate how your client can make a direct on-line and secure payment for a Travelon policy using their credit card.

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.

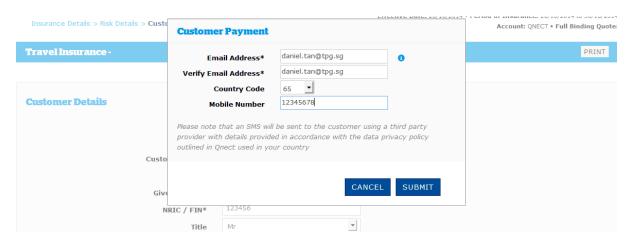
Click on the 'Make Payment' button at the bottom of the page and then select the 'Customer Payment' option (as shown below)



Step 2: Customer Payment pop up page

You will then be prompted to enter the email and mobile number details of your client. Then click on the Submit button

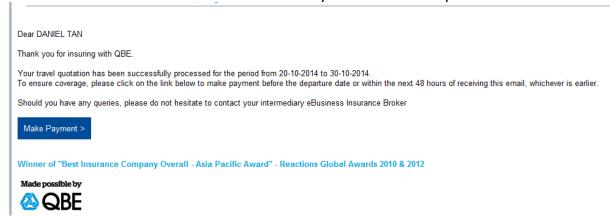
Note: Client Mobile number is required so that an SMS can be sent to the client confirming their Travel support hotline number and policy number. Client email address is required so that the client can make payment.



Step 3: Customer Payment link email

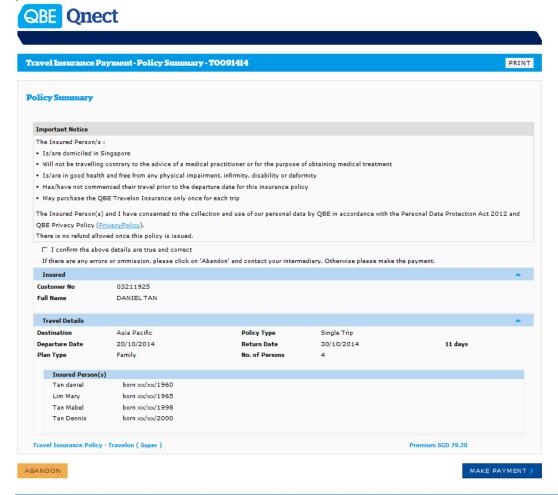
An email will be sent directly to your client with a link to the secure QBE payment gateway

The Client must then click on the Make Payment button to proceed



Step 4: Policy Summary page

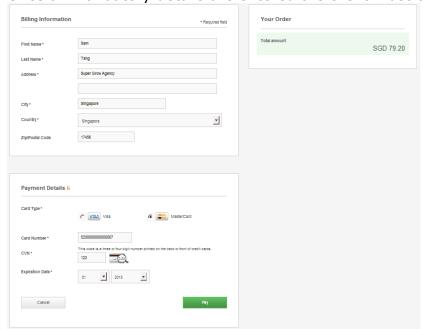
The client will need to acknowledge the cover that they have requested They will need to click on the check box: 'I confirm the above details are true and correct' They will then need to click on the 'Make Payment' button at the bottom of the page to proceed.



Step 5: Payment Details page

The payment details page is displayed and requires all the mandatory fields to be completed by the client.

Once all mandatory details are entered the client must click on the green 'Pay' button



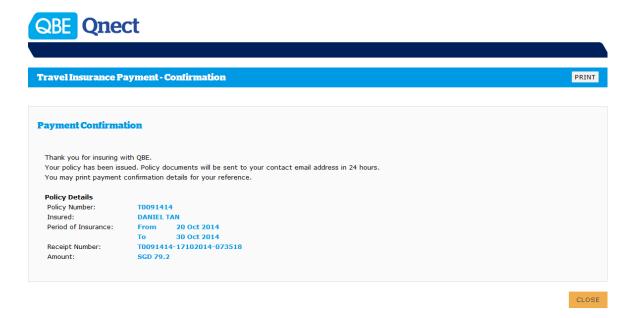
Step 6: SecureCode Page (OTP)

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

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

Step 7: Payment Confirmation

If the payment is successful the Travel Insurance Payment Confirmation will be displayed. The client will then be sent an email confirming that the payment has been success (see below example)



Step 8: Automatic email & SMS

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

Your client will also be sent another email containing all the policy documentation and invoicing.

