CARD PAYMENT

Card Payment
(for 3DS countries)

This manual covers the following markets: Canada, United Kingdom, Ireland, France, Italy, Australia, Japan, Singapore and Malaysia.

HOW TO GET STARTED:

1) Go to 'ePayments' tab
2) Select the invoices to be paid. The payment amount will get highlighted.
3) For countries with both SmartPay and Credit card functionality, please select the payment method using the radio buttons.
4) Accept the Terms and Conditions
5) Click on 'Continue'. Please refer the screenshot below.

If a pop up screen asking for a one time password appears:
- Enter a password
- Click on 'Submit'

If you click on 'Exit', your transaction will be terminated and you will need to start the payment process again. Please refer to the screenshot on the next page.

6) Review card details, invoices, amount and currency from the Summary page. If correct, proceed with the payment and click on 'Pay'. Click on 'Back' if there are changes needed and you will need to start the payment again. Please refer to the screenshot below.

7) Payment gets authorised in less than 5 seconds and you can take the print receipt by clicking on 'Print'.
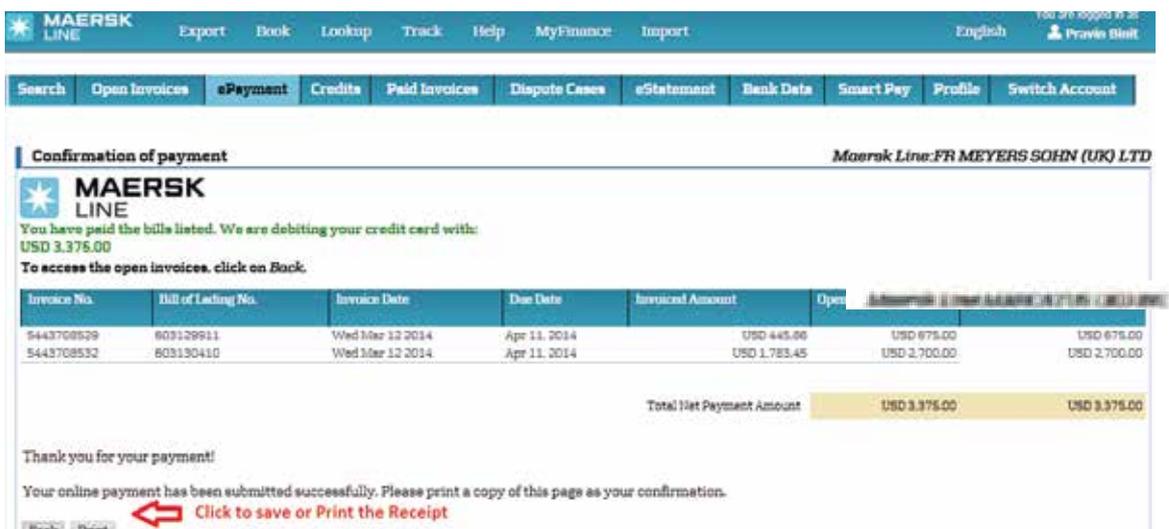
8) Once payment has been authorised, the invoices are moved from 'Open Invoices tab' to 'Paid Invoices' tab and will have an 'In Process' status.

9) The invoices will move to 'Processed' status within next 1 hour. You may take the Official Print receipt as well.

Card Payment
(Non 3DS countries)

This part of the manual is applicable to our Non 3DS countries - United States, Spain, Portugal, Netherlands, Germany, Belgium, Hong Kong, Macau, Ecuador, Peru, Bolivia, Chile, Cyprus, Greece, Slovenia, Malta, Slovakia, Finland, Latvia, Lithuania and Estonia.

New Card to pay online

Select the invoice that you would like to pay. For countries with both SmartPay and Card Payment functionality, please select the payment method using the radio buttons.

Then Click Radio button 'New Credit Card', enter card details, including CVV, agree to terms and conditions and select CONTINUE to next page to PAY.

Confirm selection and pay

Review selections for payment and select pay.

Confirmation of successful payment

Receive confirmation of payment acceptance.

Payment receipt

This shows successful payment, with reference to the card used and amount paid in green.

Once card is registered, customer can amend details (e.g. expiry date) or delete card.

Card Registration - Advance Payment Card Registration

Customer can store card details in advance of payment to save time later on. Card number is securely stored showing only the last 4 digits of the card number.

Once card is registered, customer can amend details (e.g. expiry date) or delete card.

For payment with pre-registered cards

Select invoices of same currency, select card, enter CVV, agree to terms and conditions and select continue to next page to pay.

One-time payment without advance card registration

Select the invoice that you would like to pay. Then, tick checkbox 'Only use for this payment transaction', enter card details, CVV, agree to terms and conditions and select continue to pay.