



## Ozee Markets Booking Manager

User Guide to Market Organiser Payment Requests

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## 1. Introduction

Ozee Markets Booking Manager utilises PIN Payments to ensure highest levels of credit card payment processing security for Stall Holders and bank transfers for the funds due to our Market Organisers.

## 2. Glossary

- A. **Payment Activation Form:** For adding your bank account details to receive fund transfers.
- B. **Net Amount:** The amount you will be receiving for a booking (net of Ozee Markets commission).

### **3. How the Ozee Markets Booking Manager Online Payment Works**

As a market organiser, it is critical to be familiar with the flow for our online payment processing.

There are three components of the online payment process that has been implemented using PIN Payments.

- Market Stall Holder Booking Payments
- Payment Account Activation (for Market Organisers)
- Transaction Settlement (Payment Request for Market Organisers)

#### **3.1 Market Stall Holder Booking Payments**

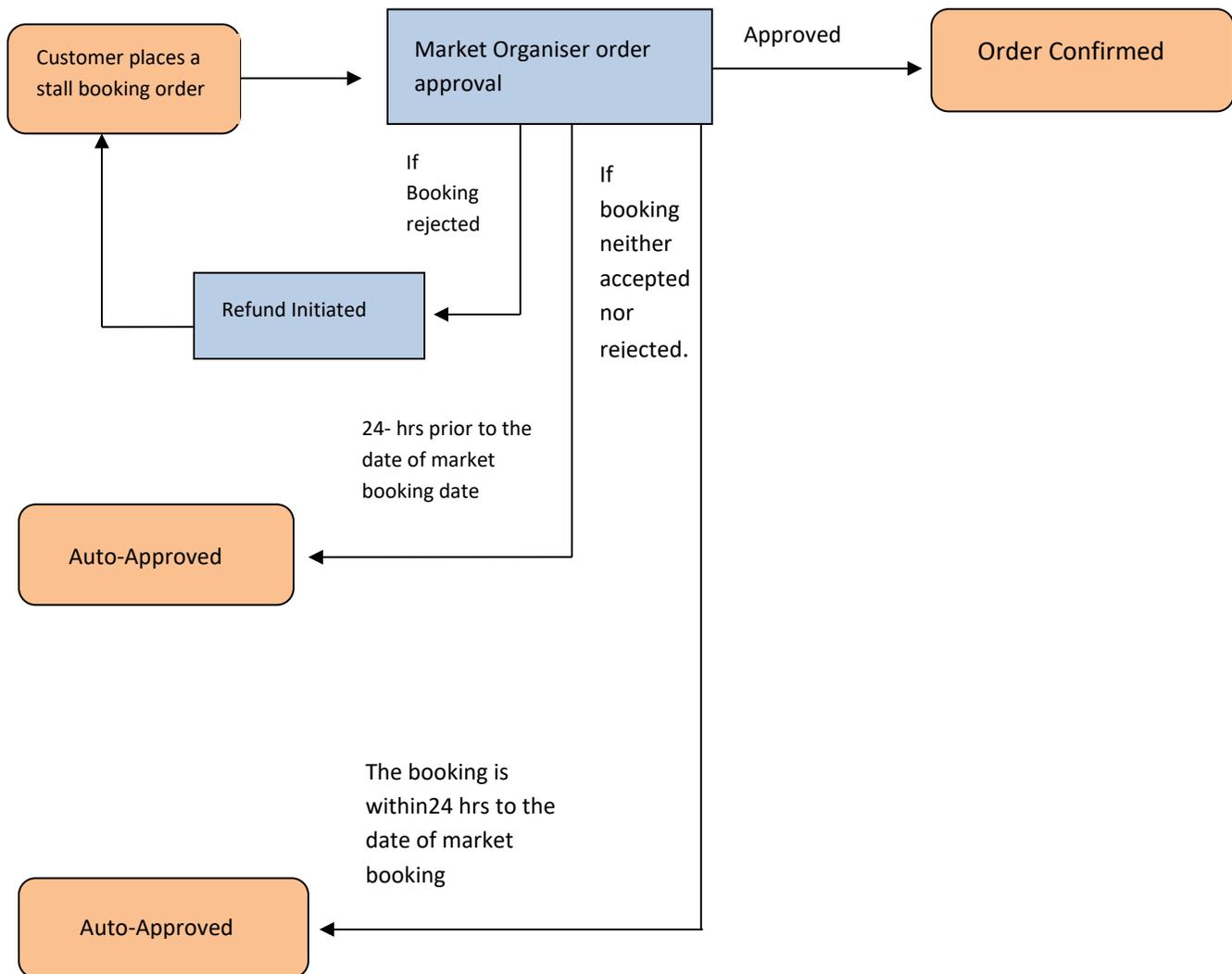
Ozee Markets Booking Manager uses Pin Payments gateway for all credit card processes. The Ozee Market Booking Manager uses PIN Payment's secure payment communications whereby the credit card details are never maintained on Ozee Market's Booking Manager server. The credit card details are fully encrypted and securely sent to

PIN Payments for processing. The Market Stall Holder booking payment process can be summarized as:

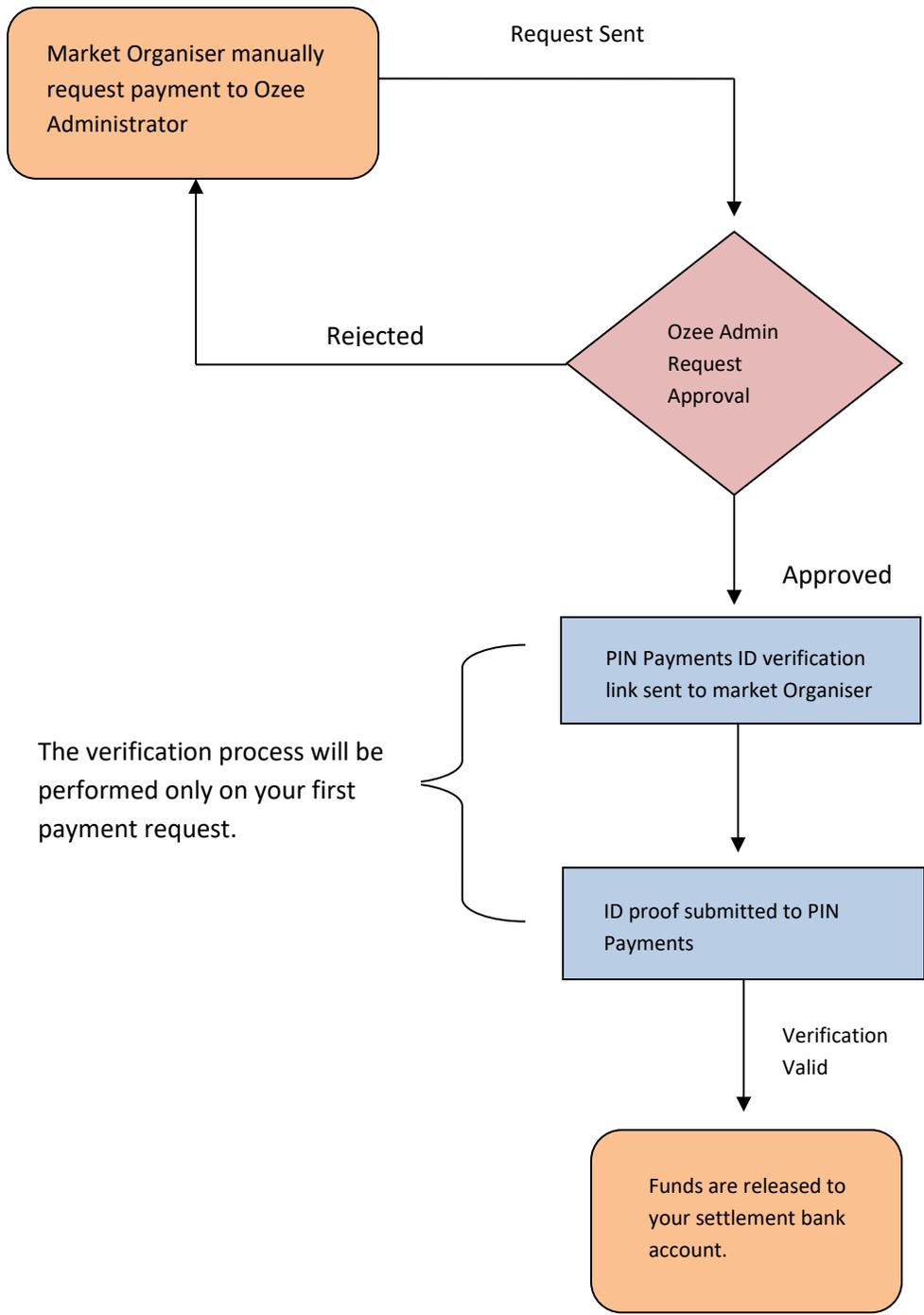
- A stall booking order is placed by a Stall Holder
- The payment and card details such as cardholder Name, Address, Card Number, CVV, Expiry date and year are entered by the Stall Holder.
- The stall booking payment is encrypted and securely communicated to the Pin Payments Payment Gateway.
- The credit card verification and authorisation is performed by the PIN Payments gateway securing authorisation from the appropriate credit card issuer/bank.
- If the payment authorisation is successful, the Stall Holder's booking order is recorded and the booking payment information is sent to the appropriate Market Organiser.
- The booking order is now visible on the Market Organiser's dashboard for their review to approve or reject the booking. If the booking is rejected the credit card payment will automatically be refunded to the Stall Holder by PIN Payments. An email on the outcome (approved or rejected) of their booking will be automatically emailed to the Stall Holder.

The following process charts demonstrates the Stall Holder Order payment flow and the Market Organiser Payment Request System:

## Stall Holder Order payment flow



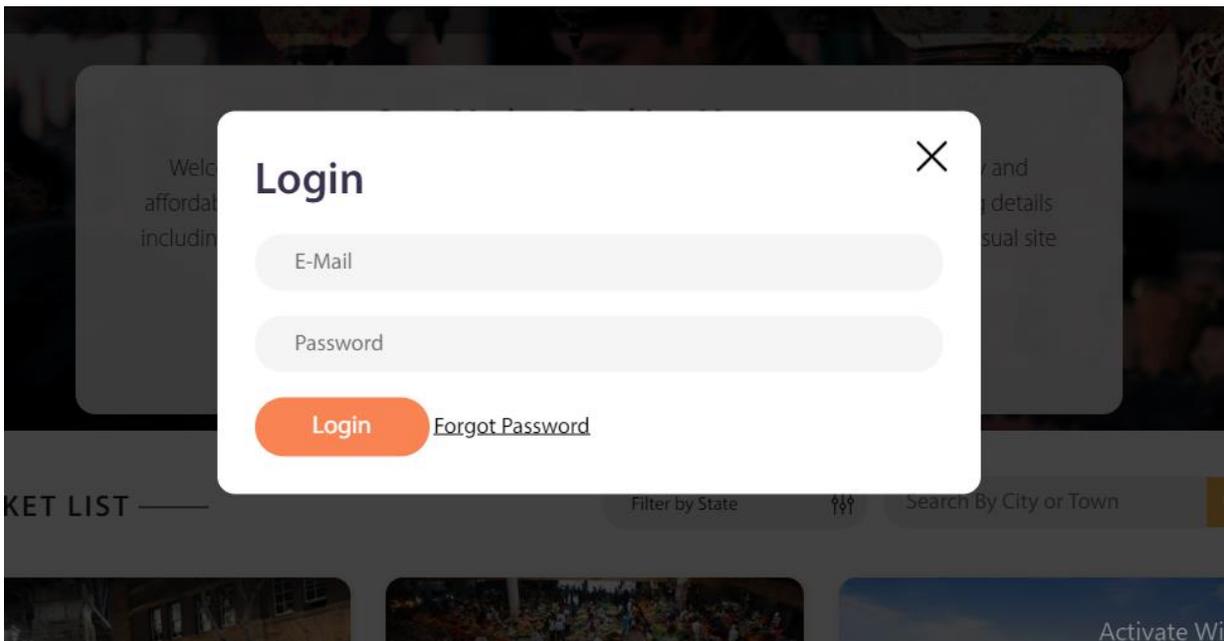
## The Procedure of Payment Request by Market Organiser



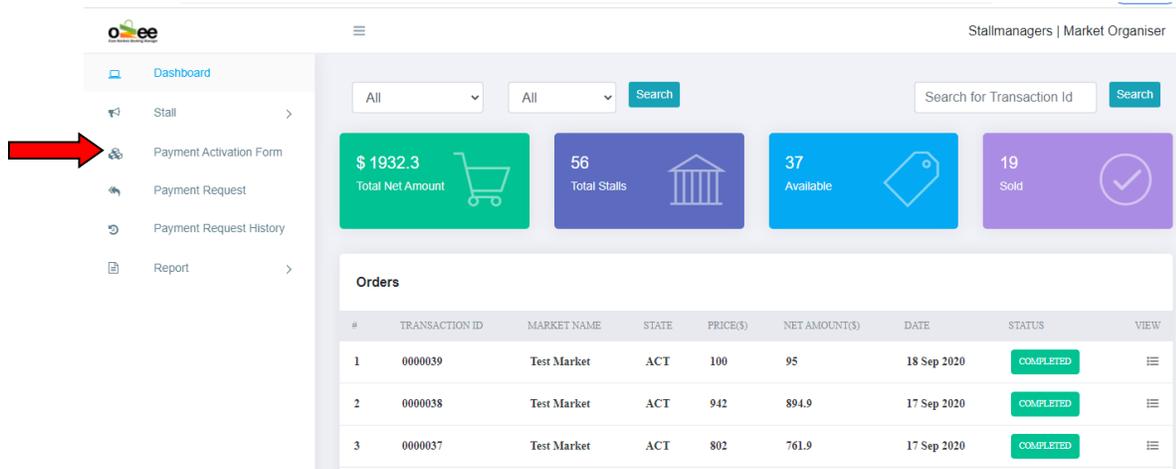
### 3.2 Payment Account Activation (for Market Organisers)

**Note: The net amounts for successful booking payments on your market stalls will be paid to this settlement bank account upon your payment request**

**Step 1: Login to your account using your registered email and password.**



## Step 2: Select *Payment Activation Form*



Stallmanagers | Market Organiser

Dashboard

Stall

Payment Activation Form

Payment Request

Payment Request History

Report

All All Search Search for Transaction Id Search

\$ 1932.3 Total Net Amount

56 Total Stalls

37 Available

19 Sold

Orders

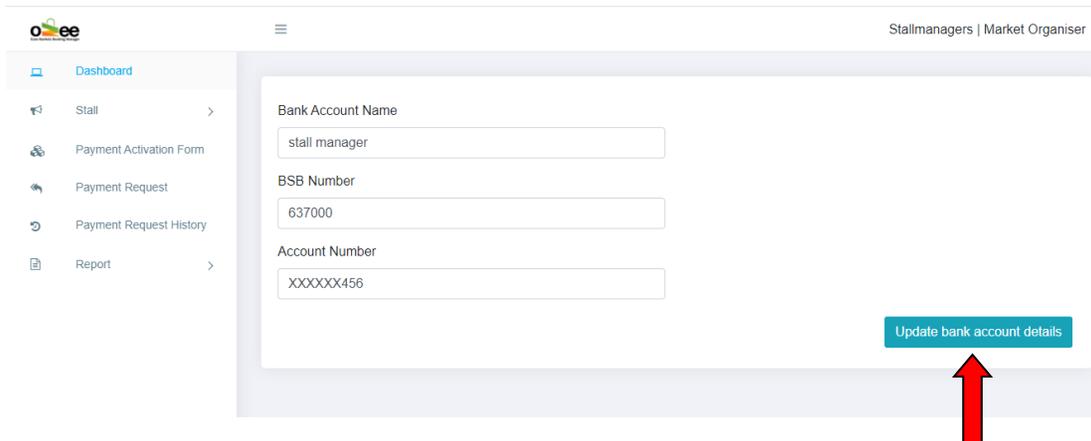
#	TRANSACTION ID	MARKET NAME	STATE	PRICE(\$)	NET AMOUNT(\$)	DATE	STATUS	VIEW
1	0000039	Test Market	ACT	100	95	18 Sep 2020	COMPLETED	
2	0000038	Test Market	ACT	942	894.9	17 Sep 2020	COMPLETED	
3	0000037	Test Market	ACT	802	761.9	17 Sep 2020	COMPLETED	

Step 3: The page displayed on your screen is the **Payment Activation Form**. Please complete the web form details completely and accurately.

- Bank Account Name
- BSB Number
- Account Number

Step 4: Click **Submit**.

Once submitted the payment activation form can be edited in future, in case you change your settlement bank details. Edit the details and click **Update Bank Account Details**.



Stallmanagers | Market Organiser

Bank Account Name  
stall manager

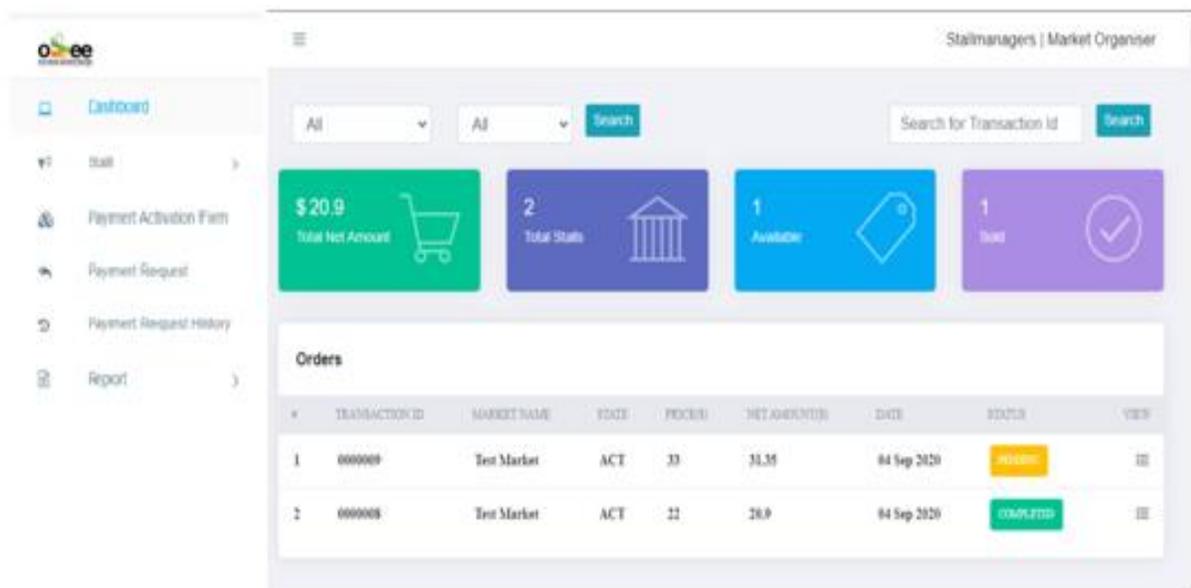
BSB Number  
637000

Account Number  
XXXXXX456

Update bank account details

### 3.3 Transaction Settlement (Payment Request Market Organisers)

Step 1: The latest market stall booking order details will reflect in your dashboard.



Stallmanagers | Market Organiser

All All Search Search for Transaction Id Search

\$ 20.9 Total Net Amount

2 Total Stalls

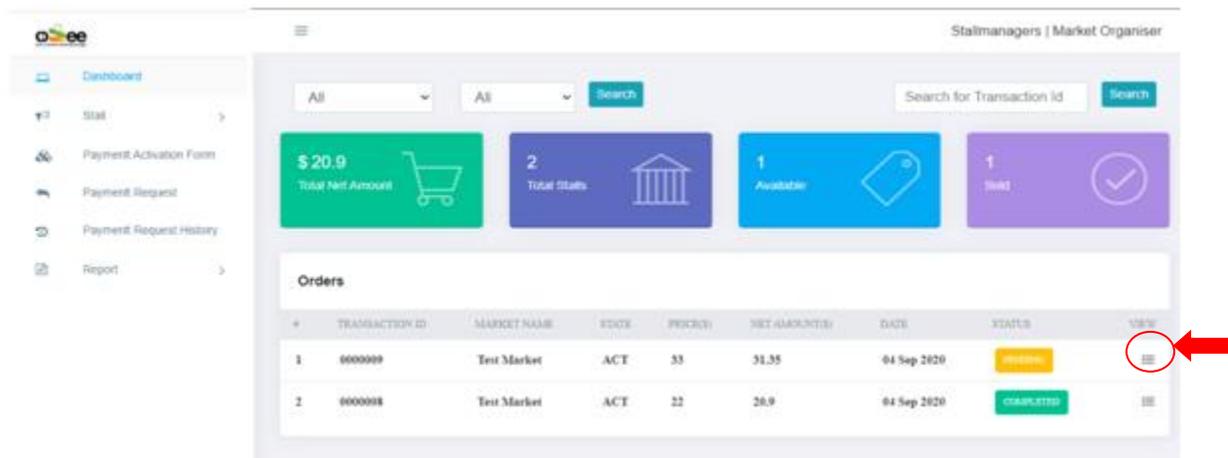
1 Available

1 Total

Orders

#	TRANSACTION ID	MARKET NAME	EDGE	PRICE(S)	NET AMOUNT(S)	DATE	STATUS	VIS
1	000000	Test Market	ACT	33	33.0	04 Sep 2020	PENDING	☰
2	000000	Test Market	ACT	22	22.0	04 Sep 2020	COMPLETED	☰

Step 2: To view your order in detail, **Click View** against the respective order.

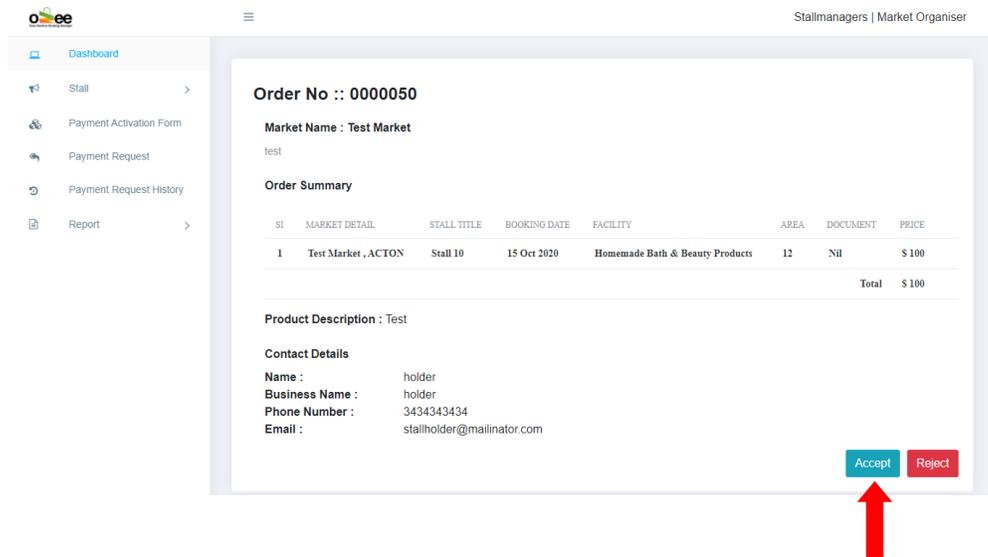


The screenshot shows the Ozee Markets Booking Manager interface. On the left is a navigation menu with options like Dashboard, Stall, Payment Activation Form, Payment Request, Payment Request History, and Report. The main area displays a dashboard with four summary cards: Total Net Amount (\$20.9), Total Stalls (2), Available (1), and Paid (1). Below this is an 'Orders' table with columns for Transaction ID, Market Name, Code, Price, Net Amount, Date, Status, and View. A red arrow points to the 'View' icon in the 'View' column of the first row.

	TRANSACTION ID	MARKET NAME	CODE	PRICE	NET AMOUNT	DATE	STATUS	VIEW
1	0000009	Test Market	ACT	33	31.35	04 Sep 2020	Pending	View
2	0000008	Test Market	ACT	22	20.9	04 Sep 2020	Completed	View

You will now see the order details and information provided by the potential Stall Holder on your screen. You can either **Accept** the order or **Reject** the order. **We strongly recommend that you as the Market Organiser be prompt in reviewing the pending bookings for your approval or rejection to give sufficient time to the Stall Holder to prepare for their participation in your market.** Or in the case of a rejection, quickly make the amendments to comply with your requirements and submit another stall booking if possible and appropriate.

Step 3: **Click Accept to confirm the order.**



Stallmanagers | Market Organiser

Order No :: 0000050

Market Name : Test Market

test

Order Summary

SI	MARKET DETAIL	STALL TITLE	BOOKING DATE	FACILITY	AREA	DOCUMENT	PRICE
1	Test Market , ACTON	Stall 10	15 Oct 2020	Homemade Bath & Beauty Products	12	Nil	\$ 100
Total							\$ 100

Product Description : Test

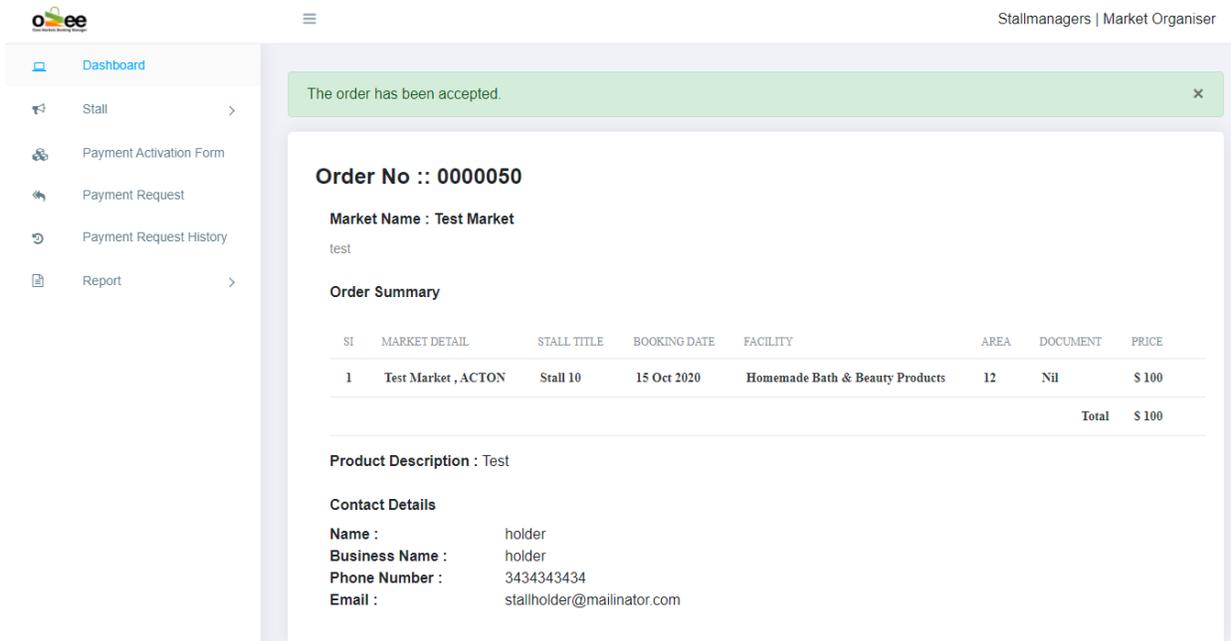
Contact Details

Name : holder  
Business Name : holder  
Phone Number : 3434343434  
Email : stallholder@mailinator.com

Accept Reject

If you need to seek further clarification from the Stall Holder you can contact them directly either via the phone contact or email address they supplied.

You will see a pop-up that confirms your acceptance.



The order has been accepted.

**Order No :: 0000050**

**Market Name : Test Market**  
test

**Order Summary**

SI	MARKET DETAIL	STALL TITLE	BOOKING DATE	FACILITY	AREA	DOCUMENT	PRICE
1	Test Market , ACTON	Stall 10	15 Oct 2020	Homemade Bath & Beauty Products	12	Nil	\$ 100
<b>Total</b>							<b>\$ 100</b>

**Product Description :** Test

**Contact Details**

**Name :** holder  
**Business Name :** holder  
**Phone Number :** 3434343434  
**Email :** stallholder@mailinator.com

## Note:

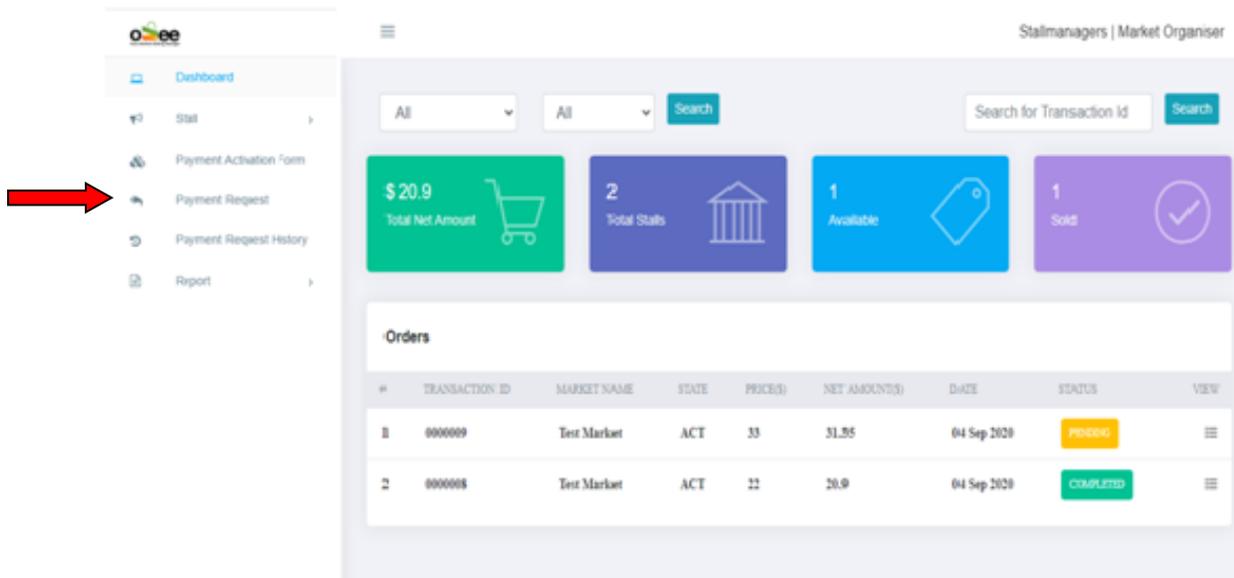
In case, you **Reject the order**, the payment will be refunded to the stall holder. You will be presented with a message box where you can input the reason for the rejection of the stall booking order.

The Stall Booking order will be **Auto-Approved** for the stall holder in two instances.

- 24 hours prior to the date of market if, the booking is neither accepted nor rejected.
- The booking is approved instantly when it is made just within 24 hrs from the date of market.

Now that the order is confirmed, you can request the payment for your market stall booking.

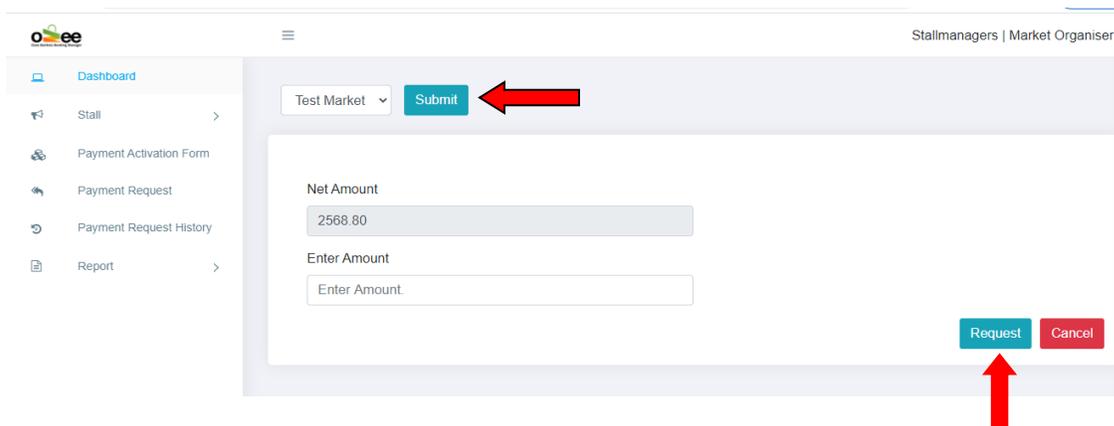
#### Step 4: Select *Request for Payment* from the dashboard



Step 5: From this page you can view the net amounts available from your market/s.

Use this form to request for a transfer payment to your designated settlement bank account.

Step 6: Select the market you are requesting payment from the dropdown and click *Submit*.

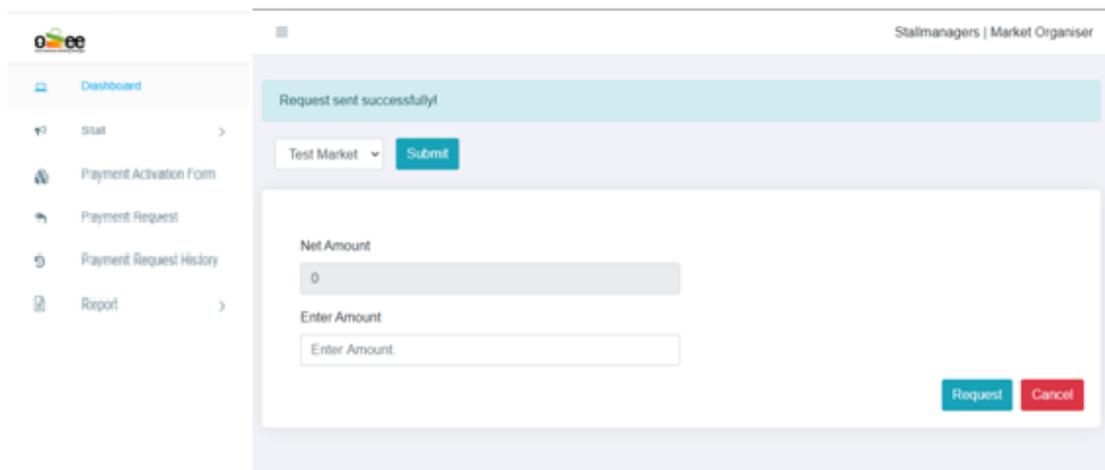


Step 7: **On the Net Amount field you will note the amount available for payment (funds transfer).**

Step 8: **At the *Enter Amount* field, please input the amount (equal to or less than the net amount) to get transferred to your settlement bank account.**

Step 9: **Click *Request*.**

You will see a pop-up confirming your request.



The screenshot displays the Ozee Markets Booking Manager interface. On the left is a navigation menu with options: Dashboard, Stat, Payment Activation Form, Payment Request, Payment Request History, and Report. The main content area shows a confirmation message: "Request sent successfully!". Below this, there is a "Test Market" dropdown menu and a "Submit" button. The "Net Amount" field contains the value "0". The "Enter Amount" field is empty and labeled "Enter Amount.". At the bottom right of the form, there are two buttons: "Request" (in teal) and "Cancel" (in red).

Step 10: **To ensure security and account protection, for the 1<sup>st</sup> payment request, PIN Payments will request ID proof for verification for fulfilling your payment request.**

**This verification will be an one-time process and your subsequent future transfer payment funds will be released immediately.**

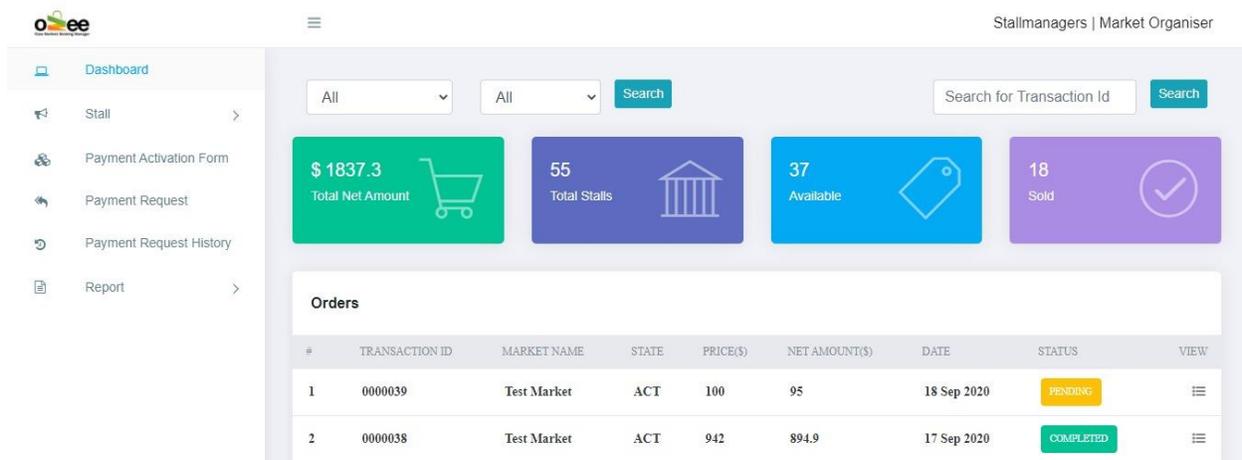
Step 11: **You will receive a PIN Payments Link in your registered Email to submit your ID proofs for verification.**

Once this is completed the Funds will be released to your settlement bank account.

**Step12: You will receive the payment request approval notification of the funds requested from Ozee Markets administration in your registered Email.**

### 3.4 Payment Request History

Every transactions can be viewed in the Payment Request History Section from the dashboard.



The screenshot shows the Ozee Markets Booking Manager dashboard. On the left is a navigation menu with items: Dashboard, Stall, Payment Activation Form, Payment Request, Payment Request History, and Report. The main content area has a top navigation bar with 'Stallmanagers | Market Organiser' and a search bar. Below the search bar are four summary cards: Total Net Amount (\$1837.3), Total Stalls (55), Available (37), and Sold (18). The main section is titled 'Orders' and contains a table with the following data:

#	TRANSACTION ID	MARKET NAME	STATE	PRICE(\$)	NET AMOUNT(\$)	DATE	STATUS	VIEW
1	0000039	Test Market	ACT	100	95	18 Sep 2020	PENDING	⋮
2	0000038	Test Market	ACT	942	894.9	17 Sep 2020	COMPLETED	⋮

You can view your payment history details with market name, request amount, date of amount request and the status of payment.

Filter the transaction by dates to view specific transactions.

 Stallmanagers | Market Organiser

**Dashboard**

- Stall >
- Payment Activation Form
- Payment Request
- Payment Request History
- Report >

From :

### Payment History

#	MARKET NAME	REQUEST AMOUNT	DATE	STATUS
1	Test Market	2663	21 Sep 2020	<input type="button" value="PENDING"/>
2	Test Market	100	16 Sep 2020	<input type="button" value="ACCEPTED"/>