Ozee Markets Booking Manager

User Guide to Market Organiser Payment Requests

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1.Introduction

Ozee Markets Booking Manager utilises PIN Payments Australia 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 Requests from Market Organisers)

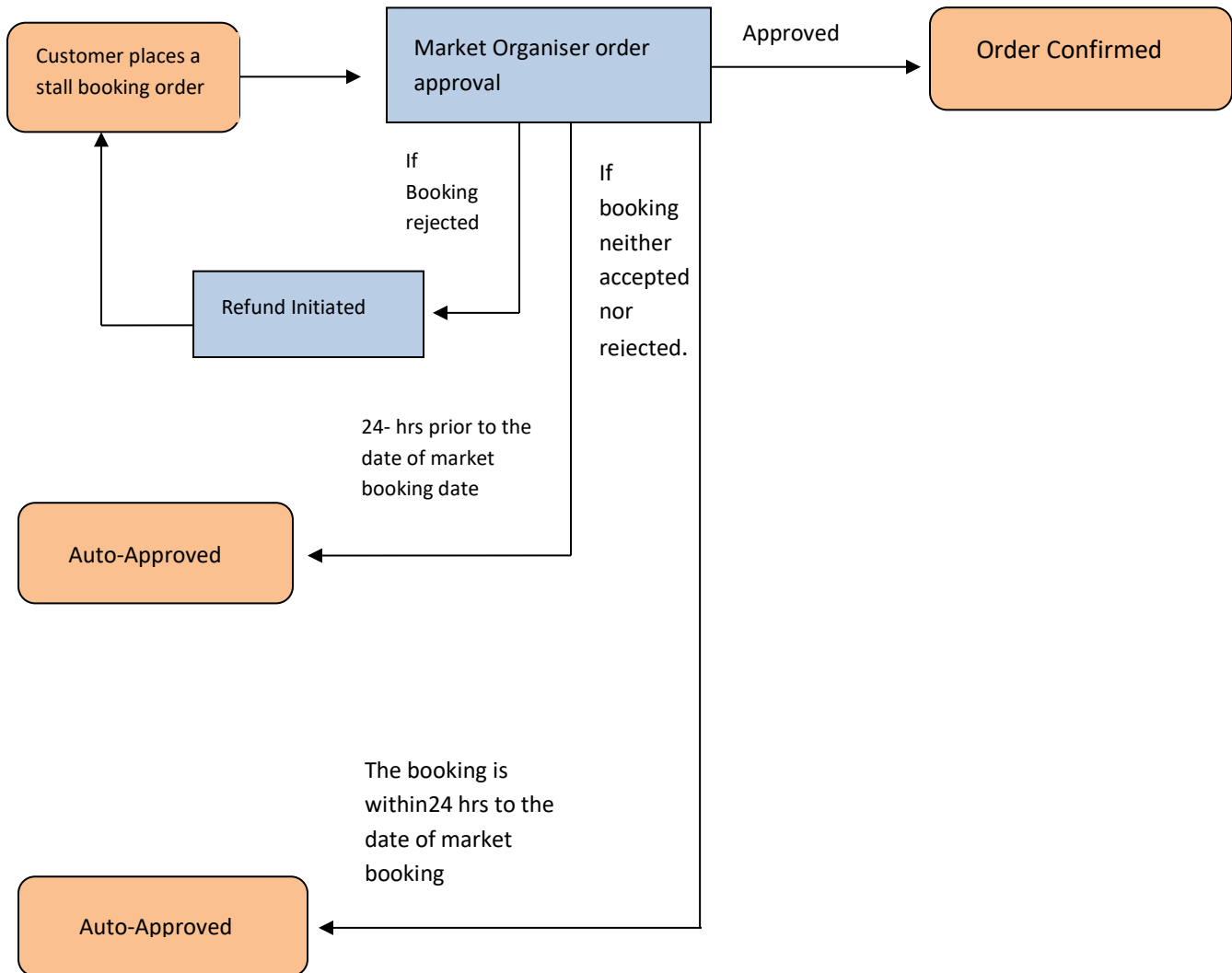### 3.1 Market Stall Holder Booking Payments

Ozee Markets Booking Manager uses the PIN Payments gateway for all credit card payment processing. 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

transmitted to PIN Payments for processing. The Market Stall Holder booking payment process can be summarised as:
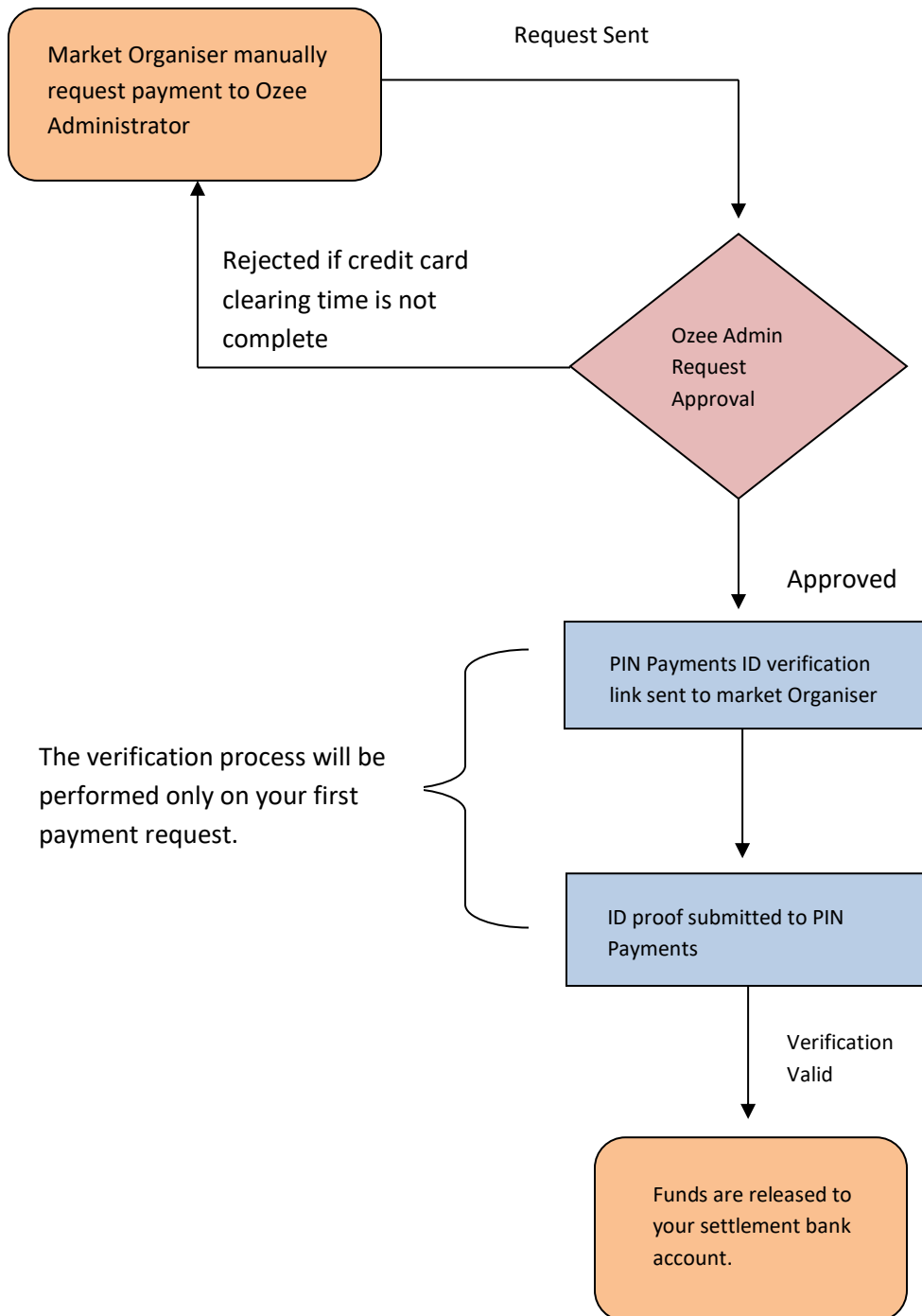
- A stall booking order is placed by a Stall Holder
- The payment and card details such as cardholder Name, Address, Card Number, CVV, Expiry date and year are entered by the Stall Holder.
- The stall booking payment is encrypted and securely communicated to the PIN Payments Payment Gateway.
- The credit card verification and authorisation processes are 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:
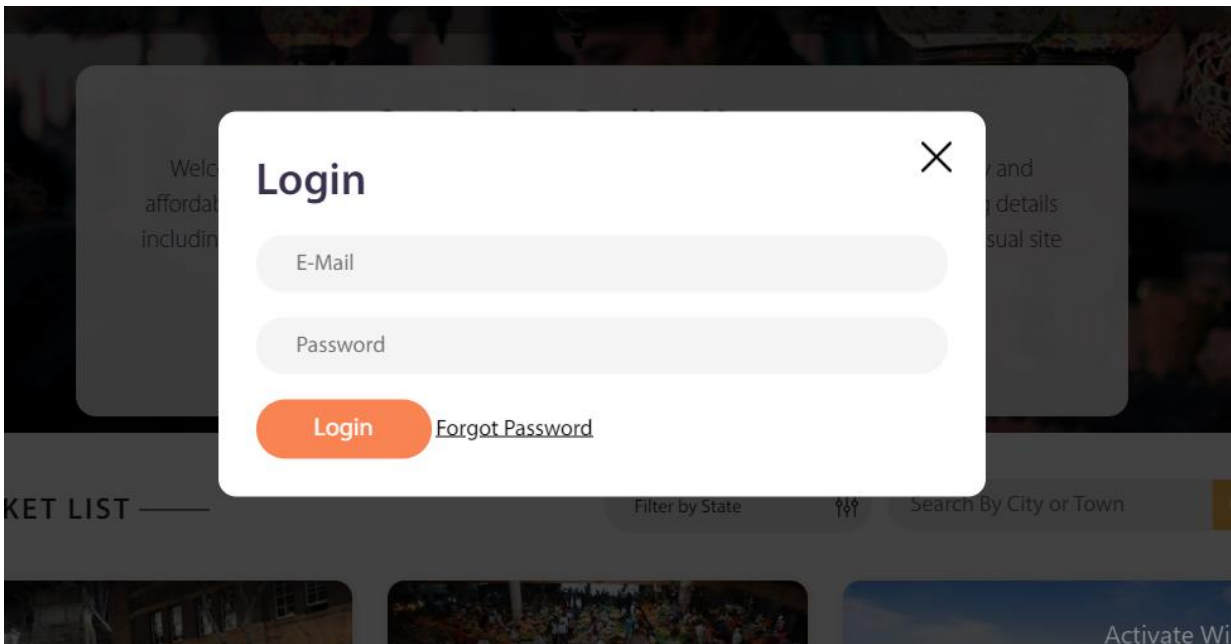
Stall Holder Order payment flow

| Customer places a stall booking order | → | Market Organiser order approval | Approved → | Order Confirmed |

If Booking rejected

Refund Initiated

If booking neither accepted nor rejected.

24- hrs prior to the date of market booking date

Auto-Approved

The booking is within24 hrs to the date of market booking

Auto-Approved

The Procedure of Payment Request by Market Organiser

Request Sent

Market Organiser manually request payment to Ozee Administrator

Rejected if credit card clearing time is not complete

Ozee Admin Request Approval

Approved

PIN Payments ID verification link sent to market Organiser

The verification process will be performed only on your first payment request.

ID proof submitted to PIN Payments

Verification Valid

Funds are released to your settlement bank account.

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3.2 Payment Account Activation (for Market Organisers)

Note: The net amounts (less Ozee Markets commission) for successful booking payments on your market stalls will be paid to your designated settlement bank account upon your payment request.

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

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Step 2: Select *Payment Activation Form*

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 it can be edited in future in case you change your settlement bank details. Edit the details and click *Update Bank Account Details*.
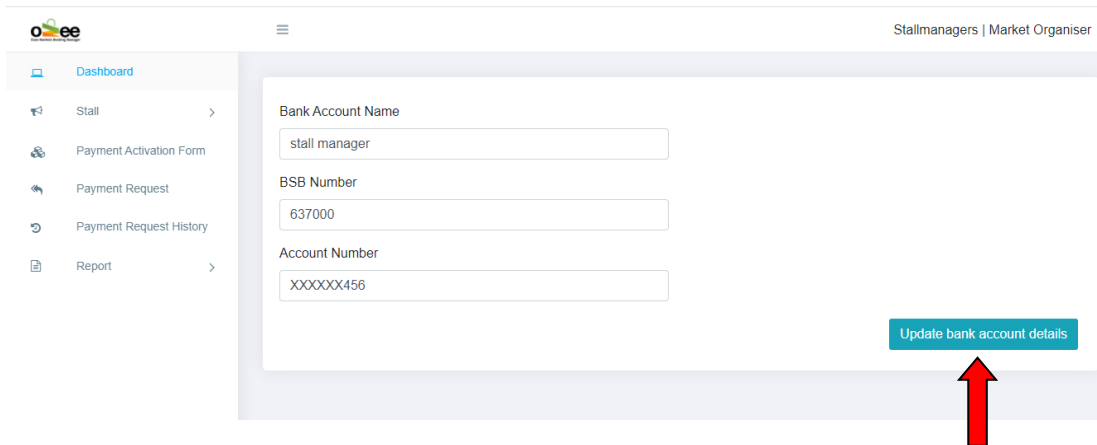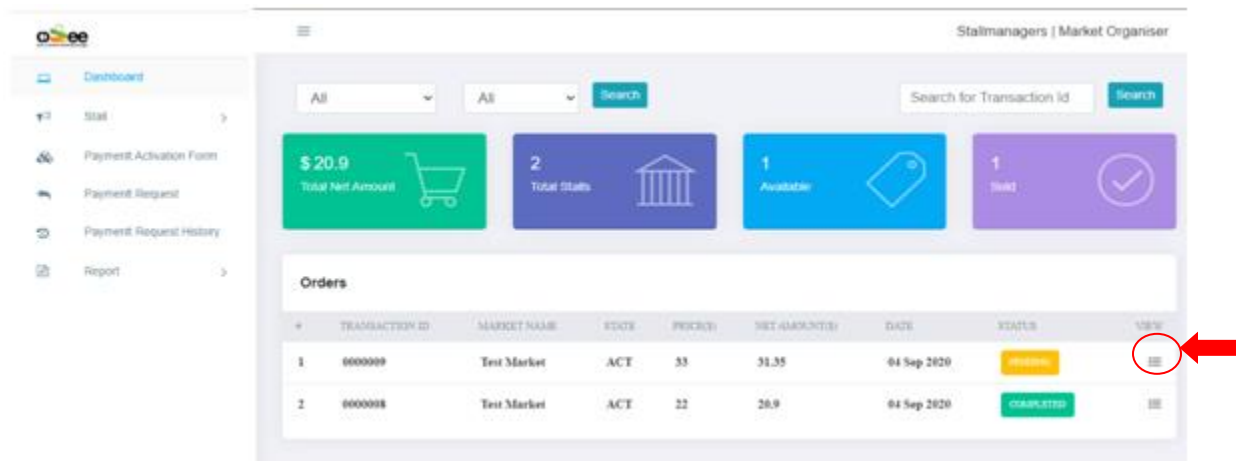
3.3 Transaction Settlement (Payment Request Market Organisers)

Step 1: **The latest market stall booking order details will reflect in your dashboard.**
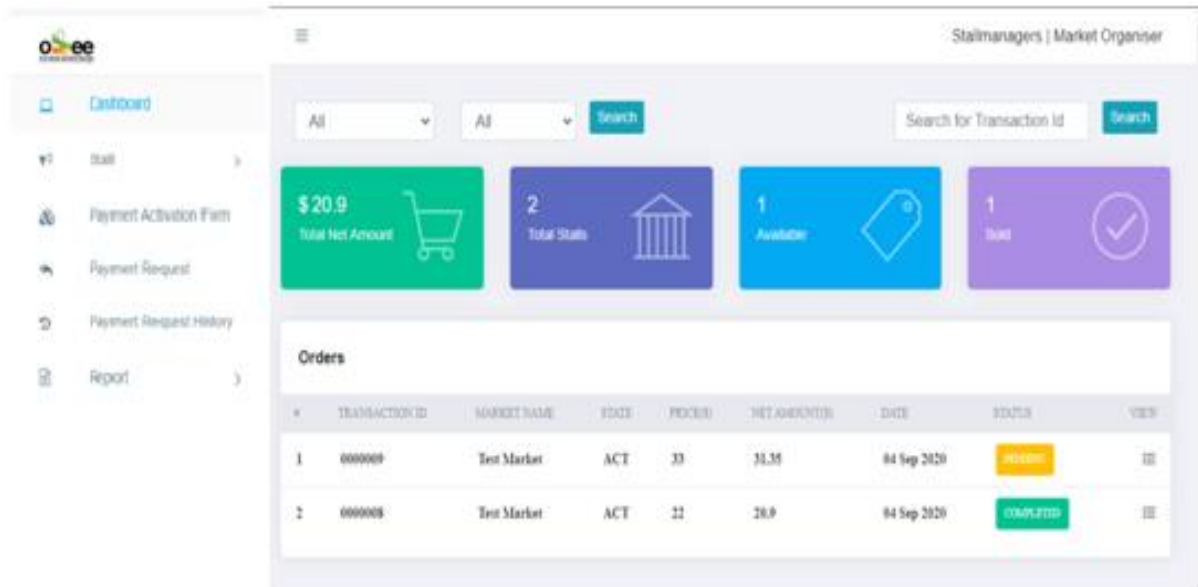
Step 2: **To view your stall booking order in detail,** *Click View* **against the respective order.**

You will now see the order details and information provided by the potential Stall Holder on your screen.

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.

You can either **Accept** the order request or **Reject** the order request. Or in the case of a rejection, the stallholder has sufficient time to make the amendments or provide documentation to comply with your requirements and submit another stall booking if possible and appropriate.

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

Note: 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 acceptence.

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.

Be aware that any Stall Booking order requests 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 hours 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
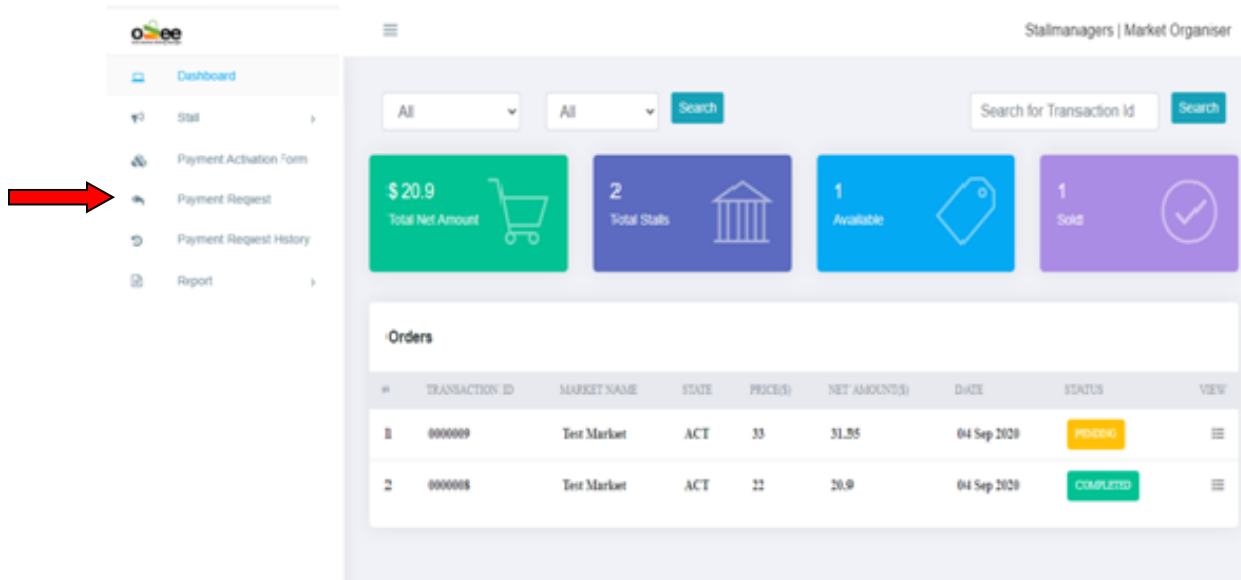
Step 5: From this page you can view the net amounts available from your market/s.

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

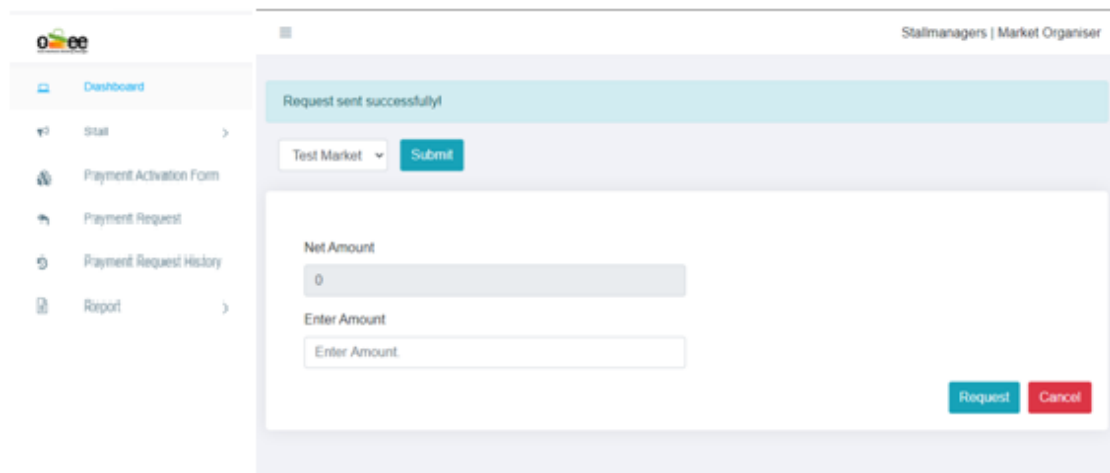## Step 6: Select the market you are requesting payment from the dropdown.
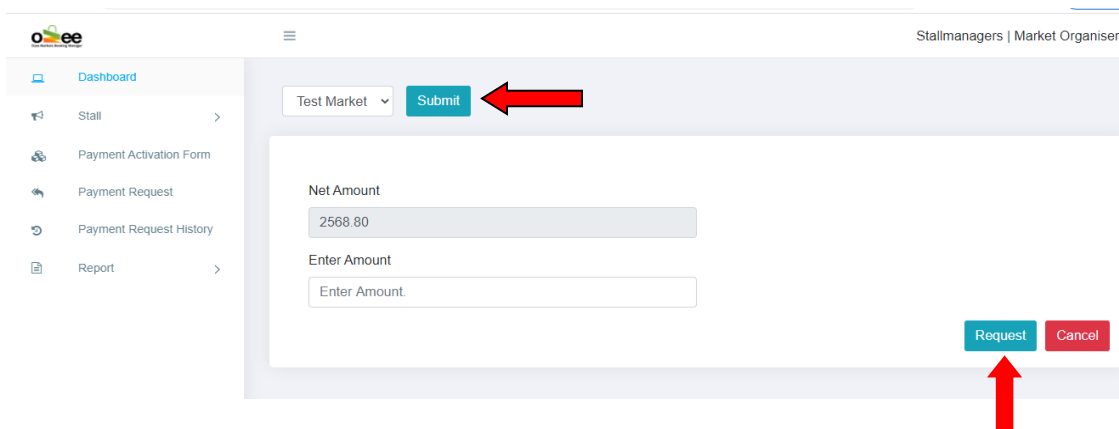
Step 7: **On the Net Amount field, you will note the amount available for payment (funds transfer).**

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.

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

This verification will be an one–time process and your subsequent future approved transfer payment funds will be released immediately.
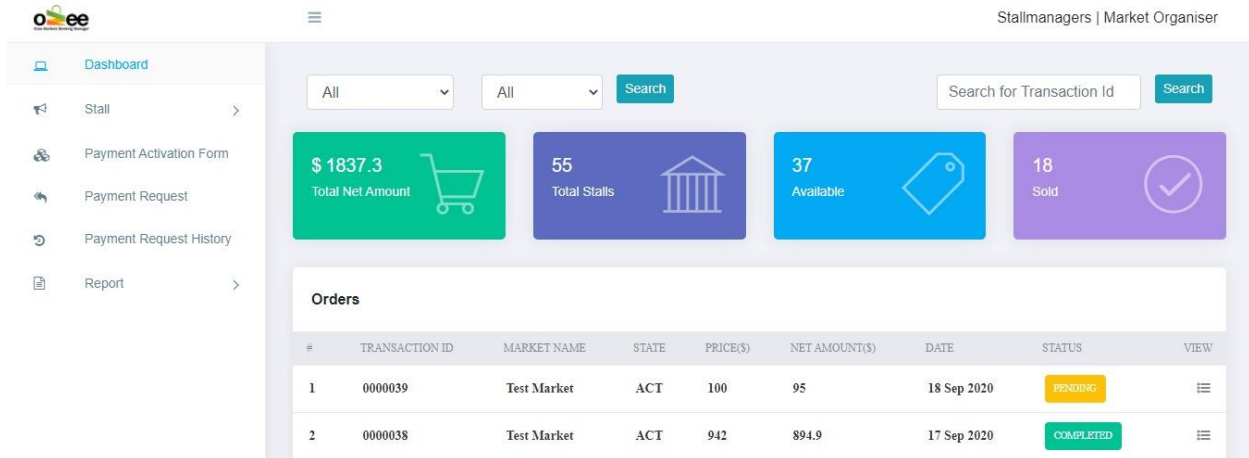
Step 11: **You will receive a PIN Payments Link in your registered Email to submit your ID proofs for verification.**

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.**
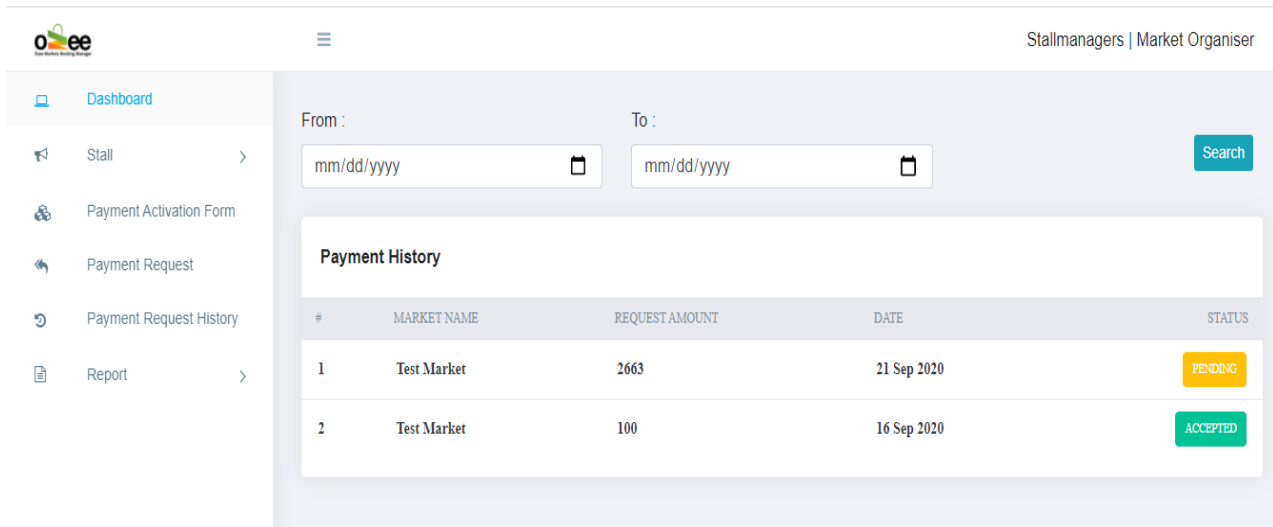
3.4 Payment Request History

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

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.