



AMEX 'PAY WITH POINTS'

REDEMPTION GUIDE

For an American Express 'Membership Rewards Points' customers to 'Pay with Points' via TravelPay, the Agent (Merchant) must send the customer their TravelPay Customer Payment link.

American Express 'Pay with Points' can only be completed by customer using the agencies TravelPay unique Customer Payment Link.

What is your TravelPay Customer Payment Link?

To find your TravelPay Customer Payment link, please log into the TravelPay Merchant Portal, under Profile/Merchant Details. Your **AGENT CODE** can be found under Merchant Details.

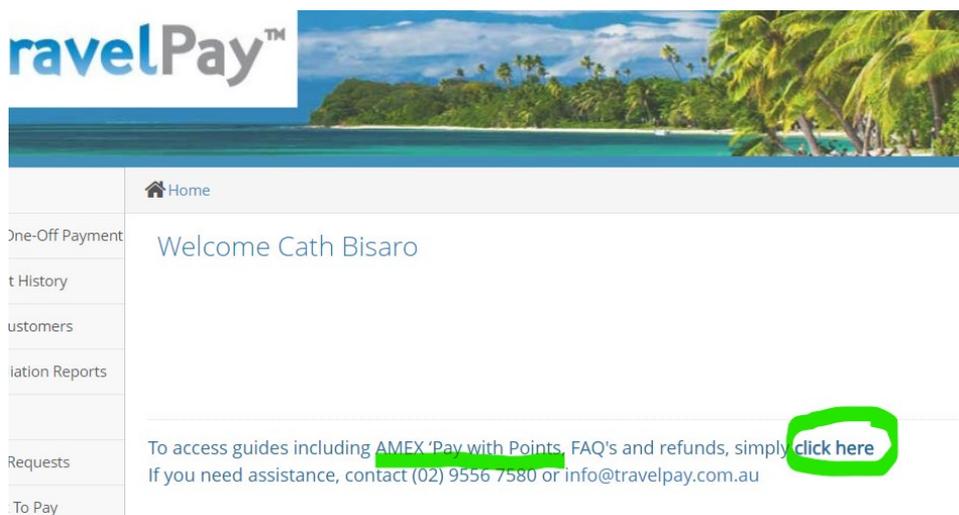
All Customer Payment links are: <https://pay.travelpay.com.au/AGENT CODE>

AMEX 'Pay with Points' Redemptions cannot be processed/redeemed via your TravelPay Merchant Account.

Customer transactions to 'Pay with Points' must be the Primary Card Holder.

To access the [TravelPay Agent Guide for American Express 'Pay with Points'](#), view via your TravelPay merchant account.

You can also find [American Express 'Pay with Points' marketing collateral](#) there as well.





AMEX 'PAY WITH POINTS'

REDEMPTION GUIDE

Step 1: Send Customer your TravelPay Customer Payment Link

What is your TravelPay Customer Payment Link? To find your TravelPay Customer Payment link, please log into the TravelPay Merchant Portal, under Profile/Merchant Details. Your **AGENT CODE** can be found under Merchant Details.

All Customer Payment links are: <https://pay.travelpay.com.au/AGENT CODE>

Step 2: Customer clicks on the Agents unique TravelPay Customer Payment Link

<https://pay.travelpay.com.au/AGENT CODE>

Your client will be taken to a below similar looking screen and enter all relevant fields below. Payment amount is the Travel Amount, as the system automatically calculates the merchant fee.

travel agency

TravelPay Test Account - 860442505
Make a one-off card payment.

Your Details

Customer Name*
Cath Bisaro

Customer Email*
cath.bisaro@zenithpayments.com.au

Contact Number*
0411222120

Payment Details

Payment Amount*
\$ 2.00

Customer Reference* ⓘ
test transaction

I'm not a robot

reCAPTCHA
Privacy - Terms

Secure payment processing by:
TravelPay™ PCI DSS ZenPay Pty Ltd t/a TravelPay - ABN 63 056 881 942

Once all details have been entered, customer clicks on the 'I'm not a robot' field and the next screen appears.

AMEX 'PAY WITH POINTS'

REDEMPTION GUIDE

Step 3: This next screen then allows the Customer to enter their credit card details, and click the 'Validate' button

travel agency
TravelPay Test Account - 860442505
Make a one-off card payment.

Your Details

Customer Name*
Cath Bisaro

Customer Email*
cath.bisaro@zenithpayments.com.au

Contact Number*
0411222120

Payment Details

Payment Amount*
\$ 2.00

Customer Reference* ⓘ
test transaction

Card Number*
0000 0000 0000 0000

Card Holder Name
Card Holder Name

Expiry*
MM / YY

CVV*
CVV

Validate

Step 4:

This screen is the 'Review' screen and provides customer the opportunity to review their details and will also show the merchant fee being charged.

Customer then must tick the 'I have read, understood and agree with the [Terms & Conditions](#)' button, and then click on 'Pay Now'

travel agency
TravelPay Test Account - 860442505
Confirm your payment details and press [Pay Now](#)

Your Details

Customer Name*
Cath Bisaro

Customer Email*
cath.bisaro@zenithpayments.com.au

Contact Number*
0411222120

Payment Details

Customer Reference* ⓘ
test transaction

Card Holder Name
C Bisaro

Last Digits
[REDACTED]

Expiry
[REDACTED]

Payment Amount*
\$ 2.00

Customer Fee*
\$ 0.04

Total Amount*
\$ 2.04

I have read, understood and agree with the [Terms and Conditions](#) *

Back

PAY NOW

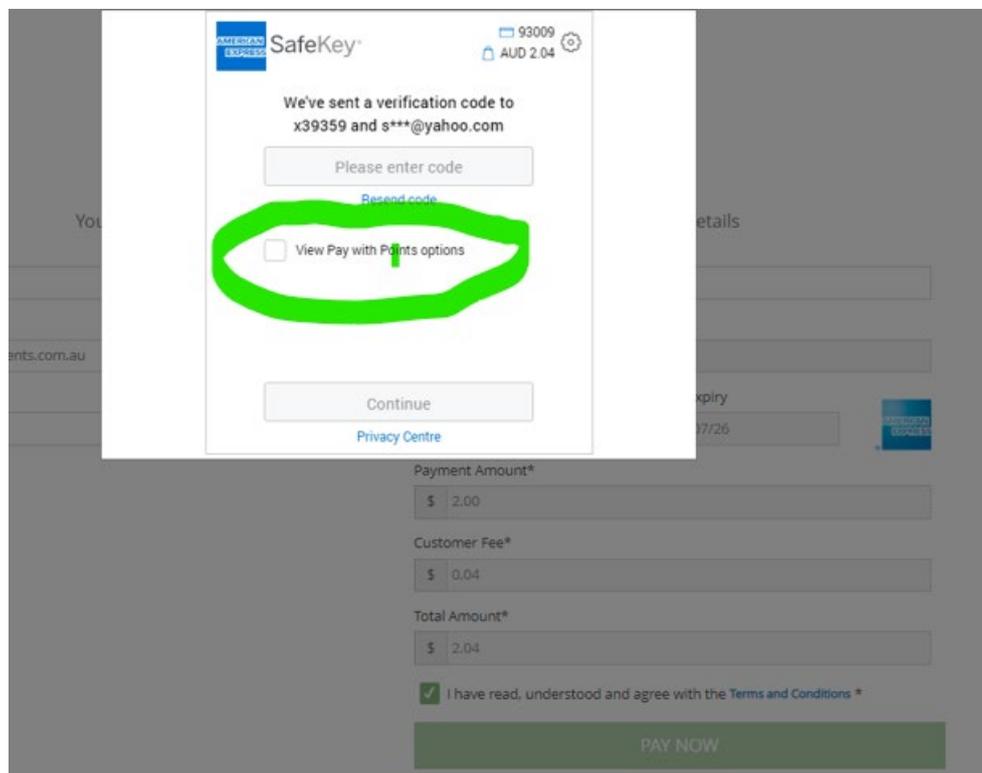
AMEX 'PAY WITH POINTS'

REDEMPTION GUIDE

Step 5: American Express will then send your customer a 'SafeKey code' to either their Mobile or email at this point. See below screen shot example.

Customer enters the 'SafeKey code', and ticks the 'View Pay with Points options'

Remember the 'Pay with Points' option will only appear if they are the Primary Card Holder, with minimum 1000 points balance.



AMEX 'PAY WITH POINTS'

REDEMPTION GUIDE

Step 6. Once the Customer ticks '[view the Pay with Points options](#)', they will be given the following options.

- Pay with Points
- Points Plus Pay
- Or just choose to pay on their credit card.

Customer can make the choice of how many points they would like to use.

The screenshot shows a payment interface with a SafeKey verification overlay. The overlay text reads: "We've sent a verification code to x39359 and s***@yahoo.com". Below this is a masked code field and a "Resend code" link. A checkbox labeled "View Pay with Points options" is checked and circled in red. A blue "Continue" button is also circled in red. The background form includes fields for "Customer Name*", "Customer Email*" (sharon@zenithpayments.com.au), and "Contact Number*" (0412345678). A summary section shows "Payment Amount*" (\$ 2.00), "Customer Fee*" (\$ 0.04), and "Total Amount*" (\$ 2.04). A checkbox "I have read, understood and agree with the Terms and Conditions *" is checked. A "PAY NOW" button is at the bottom right. The footer includes the TravelPay logo, PCI DSS logo, and text: "ZenPay Pty Ltd t/a TravelPay - ABN 63 056 881 942".

Remember the 'Pay with Points' option will only appear if they are the Primary Card Holder, with minimum 1000 points balance.

This is a transaction between Customer and American Express. Settlement to your account takes 2 business days. TravelPay has no insight whether the customer redeems points or not.