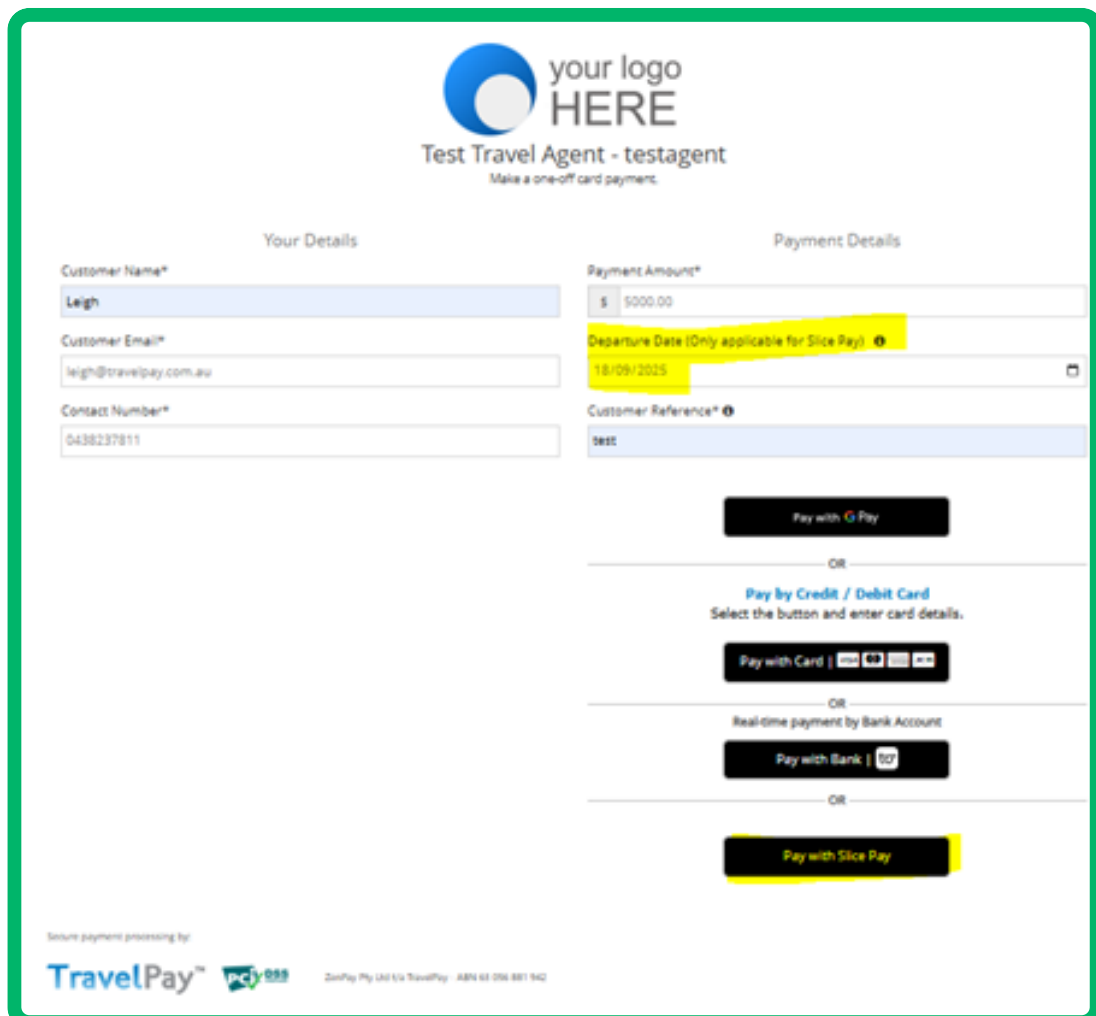


Customer Journey Guide

Step 1: Share the Payment Link

Send your client your customer payment link to begin the process:
pay.travelpay.com.au/MERCHANTCODE

- ◆ Note: Clients selecting *Slice Pay* must enter a departure date. The earliest eligible departure date is 21 days from the date of the first payment.



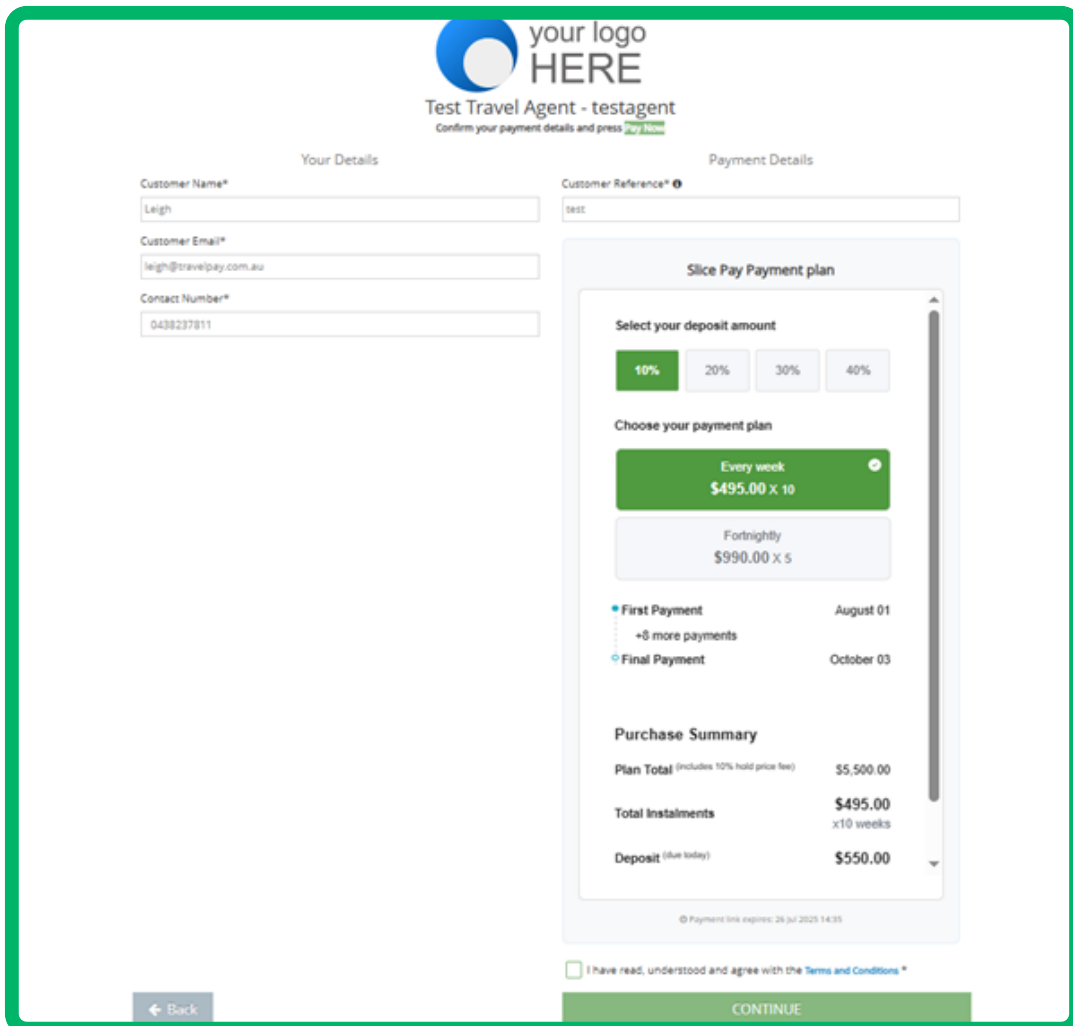
The screenshot shows a payment form for 'Test Travel Agent - testagent'. The form is divided into two main sections: 'Your Details' and 'Payment Details'. In the 'Your Details' section, there are fields for 'Customer Name*' (Leigh), 'Customer Email*' (leigh@travelpay.com.au), and 'Contact Number*' (0438237811). In the 'Payment Details' section, there are fields for 'Payment Amount*' (\$ 5000.00), 'Departure Date (Only applicable for Slice Pay)' (18/09/2025), and 'Customer Reference*' (TEST). Below these fields, there are four payment options: 'Pay with Google Pay', 'Pay by Credit / Debit Card', 'Pay with Bank', and 'Pay with Slice Pay'. The 'Pay with Slice Pay' option is highlighted in yellow. At the bottom of the form, there is a footer with the TravelPay logo, a PCI logo, and the text 'Secure payment processing by TravelPay™ PCI 555 2nd Pay Pty Ltd t/a TravelPay ABN 61 256 881 942'.

Customer Journey Guide

Step 2: Slice Pay Selection & Plan Setup

When your client chooses Slice Pay as their payment method, they will be prompted to:

- Select their deposit amount (minimum 10 % Maximum 40%)
- Choose between Weekly or Fortnightly payments
- The system will calculate your payment plan
- Agree to the Terms & Conditions by ticking the provided box



The screenshot shows a payment setup interface for 'your logo HERE' (Test Travel Agent - testagent). The interface is divided into 'Your Details' and 'Payment Details' sections.

Your Details:

- Customer Name*: Leigh
- Customer Email*: leigh@travelpay.com.au
- Contact Number*: 0438237811

Payment Details:

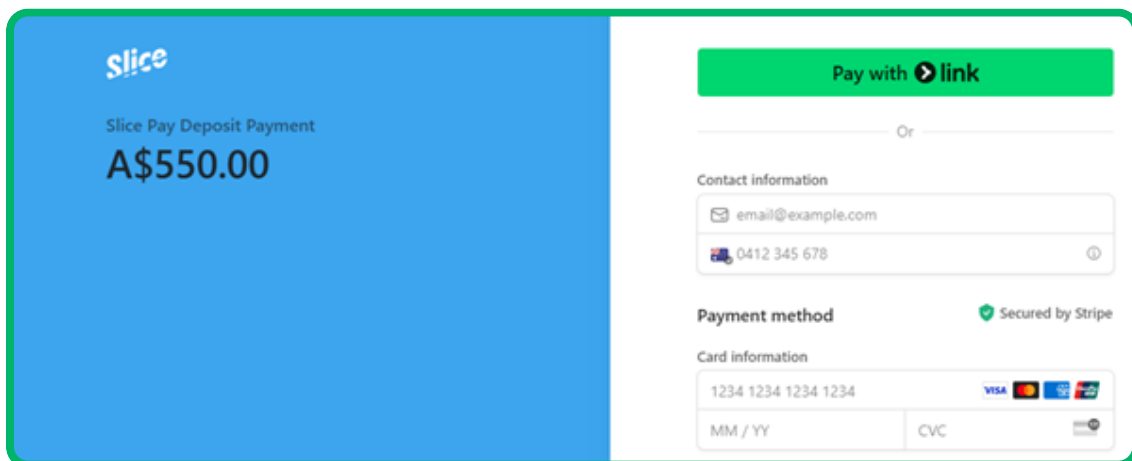
- Customer Reference*: test
- Slice Pay Payment plan**
 - Select your deposit amount:** 10% (selected), 20%, 30%, 40%
 - Choose your payment plan:**
 - Every week: \$495.00 x 10 (selected)
 - Fortnightly: \$990.00 x 5
 - First Payment:** August 01 (+8 more payments)
 - Final Payment:** October 03
 - Purchase Summary:**
 - Plan Total (includes 10% hold price fee): \$5,500.00
 - Total Instalments: \$495.00 x 10 weeks
 - Deposit (due today): \$550.00

At the bottom, there is a checkbox for 'I have read, understood and agree with the Terms and Conditions *' and a 'CONTINUE' button. A 'Back' button is also visible on the left.

Customer Journey Guide

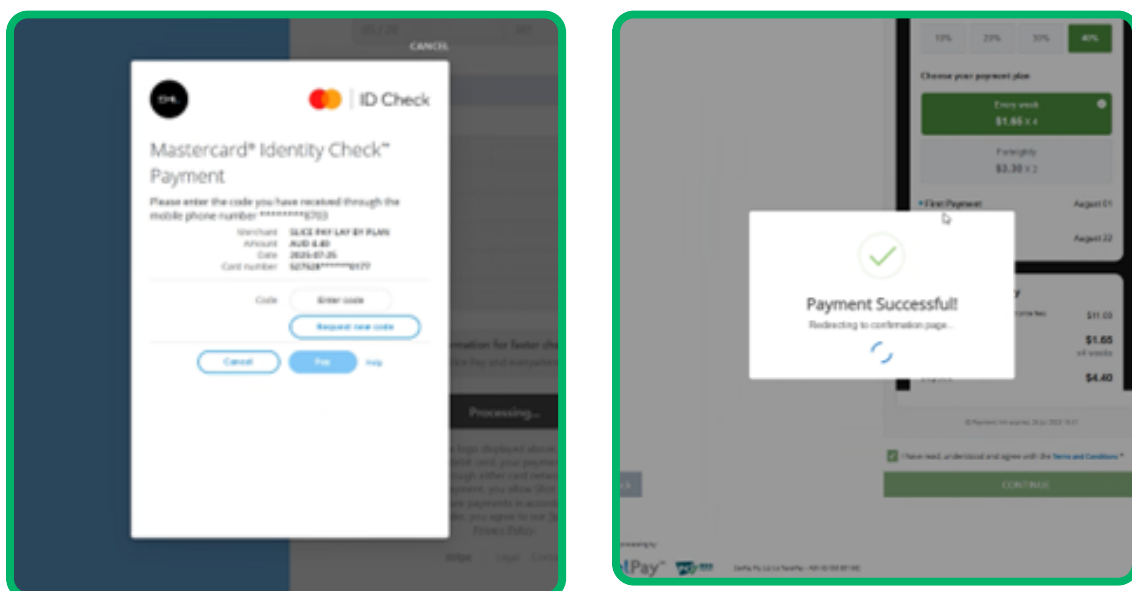
Step 3: Enter Payment Details

Your client will then complete the card payment details.



The screenshot shows a mobile payment interface. On the left, a blue panel displays the 'slice' logo and 'Slice Pay Deposit Payment' with the amount 'A\$550.00'. On the right, a white form contains a green 'Pay with link' button. Below this is a section for 'Contact information' with fields for email and phone number. A 'Payment method' section indicates it is 'Secured by Stripe'. The 'Card information' section includes fields for the card number, expiration date (MM / YY), and CVC, with logos for Visa, Mastercard, and American Express.

Some card issuers may request 3D Authentication (3DS)



The left screenshot shows a 'Mastercard® Identity Check™ Payment' screen. It prompts the user to enter a code received via mobile phone. Fields for merchant name, amount, date, and card number are visible. There are buttons for 'Enter code', 'Request new code', 'Cancel', and 'Pay'. The right screenshot shows a payment confirmation screen with a green checkmark and the text 'Payment Successful! Redirecting to confirmation page...'. In the background, a payment plan summary is visible, showing weekly payments of \$1.65 and fortnightly payments of \$3.30, with a total of \$4.40.

Customer Journey Guide

Step 4: Payment Confirmation & Slice Pay Welcome Email

Your client will receive a Slice Pay email confirmation, including details of their payment plan.

Dear Daniel [REDACTED]

This is a confirmation that:

1. We have received the deposit of \$4.84 for your booking. You will receive a receipt for this payment from Stripe, our payment provider.
2. We are setting up your payment plan for the remaining amount detailed below:
 - o Instalment amount: \$1.21
 - o 6 weekly repayments
 - o Repayment start date: July 31, 2025
 - o Repayment end date: September 4, 2025

Please ensure you have sufficient funds on your card when a payment is due. We recommend setting up an automatic transfer to your card or reminder on your phone to ensure you have sufficient funds.

- You will receive an automated reminder before an upcoming payment via email.
- For each successful payment you will receive an email including a receipt.
- Upon the completion of your payment plan you will receive an email indicating as such.
- In the case of a missed or failed payment you will receive a failed payment email. Our payment provider will automatically retry the payment.
- In the case that you know you will be unable to meet an upcoming payment please inform us. We will work with you to see if we can arrange a more flexible payment date.
- Consistent failure to meet your payment plan may result in your flight being cancelled - we will contact you by email and mobile before we take such an action.

You can check out our FAQs [here](#). If you have any questions or issues please contact us! Just reply back to this email.

Thank you,

Slice Pay Team 

Customer Journey Guide

Step 5: Submit Supporting Documents to Slice Pay

Once Slice Pay receives the successful payment you the agent you will receive an email requesting supporting travel documentation. These documents must be submitted within 2 business days to Slice Pay.

Once Slice Pay approved, funds will be settled into your account within 3 business days.



slice

Hi Travel Pay Test,
This is a confirmation that we have received the deposit for booking test. You can go ahead and ticket this booking.
The amount we have to transfer for this booking is: \$4,000.00.
To prepare the booking for transfer, we need you to provide us with the following details:

- Proof of purchase of the booking (clearly displaying total price)
- Breakdown of the cancellation fees
- Date payment is required

If the booking is made up of multiple items, please ensure you include the relevant information for each item. You can simply reply back to this email with those details.

Item Name	Item Type	Cancel Fees

Once we have receipt of all the required documentation, we will ensure timely payment. Only once we receive documentation will payment occur.
Thank you,
Slice Pay Booking Team ♥

AUS Phone: +61 7 3608 1339 USA Phone: +1 517 300 3452

Important Notes:

- Refunds processed directly with Slice Pay.
- All questions regarding the payment plan should be directed to Slice Pay Support

Slice Pay Support

- **Phone:** 07 3608 1339
- **General Support:** support@slicePAY.travel
- **Booking & Payment Queries:** bookings@slicePAY.travel