

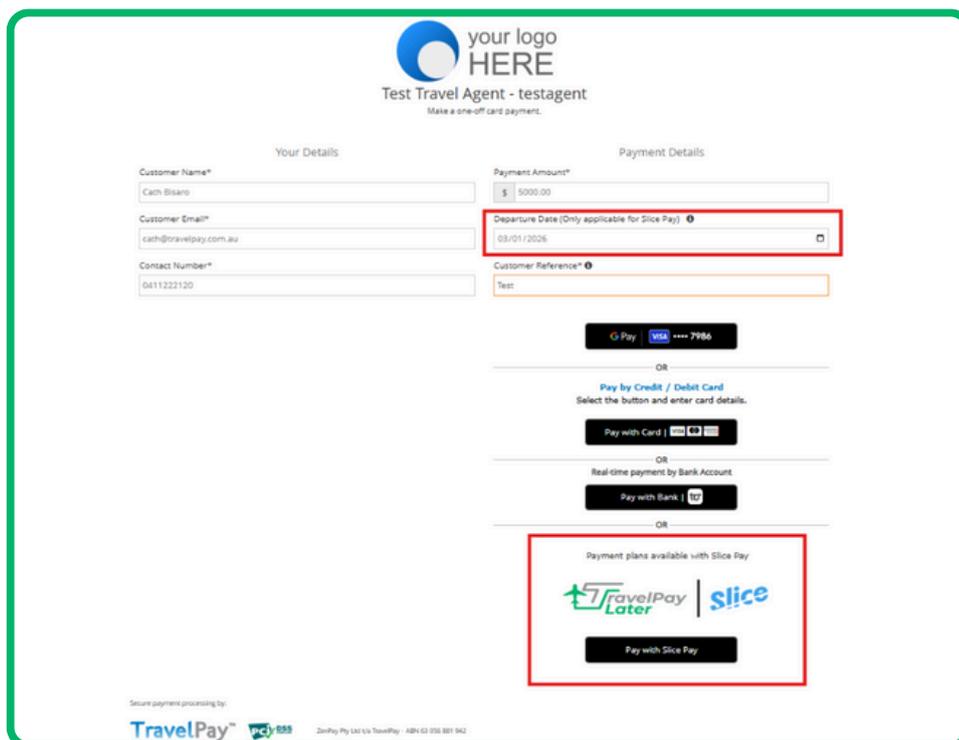
Customer Journey Guide

Step 1: Send customer your TravelPay Customer Payment Link

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

Step 2: Customer completes payment details and amount as normal.

For TravelPay Later – Slice Pay option, they are required to enter 'Departure Date' for the 'Slice Pay' payment option to be initiated.



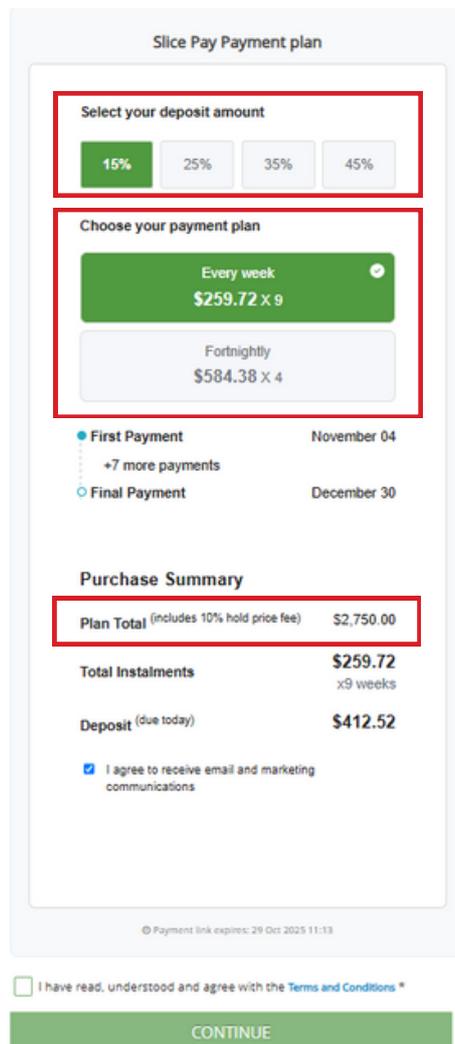
The screenshot shows a payment form for 'your logo HERE' (Test Travel Agent - testagent). The form is divided into 'Your Details' and 'Payment Details' sections. The 'Your Details' section includes fields for Customer Name (Cath Bisaro), Customer Email (cath@travelpay.com.au), and Contact Number (0611222120). The 'Payment Details' section includes fields for Payment Amount (\$ 5000.00), Departure Date (08/01/2025), and Customer Reference (Text). The 'Departure Date' field is highlighted with a red box. Below the form are several payment options: 'Pay with Card' (VISA **** 7986), 'Pay by Credit / Debit Card', 'Real-time payment by Bank Account', and 'Pay with Slice Pay'. The 'Pay with Slice Pay' button is also highlighted with a red box.

*Slice Pay deposit amounts are variable and may change over time based on market conditions and performance. This flexibility allows Slice Pay to maintain fair and sustainable pricing across all bookings

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Step 3: Depending on total payment amount, the minimum deposit will be displayed, and customer can choose to pay either weekly or fortnightly instalments (maximum 26 instalments).

The instalment amount will be based on the frequency, departure date and deposit paid.



Slice Pay Payment plan

Select your deposit amount

15% 25% 35% 45%

Choose your payment plan

Every week
\$259.72 x 9

Fortnightly
\$584.38 x 4

• First Payment November 04
+7 more payments
○ Final Payment December 30

Purchase Summary

Plan Total (includes 10% hold price fee)	\$2,750.00
Total Instalments	\$259.72 x9 weeks
Deposit (due today)	\$412.52

I agree to receive email and marketing communications

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

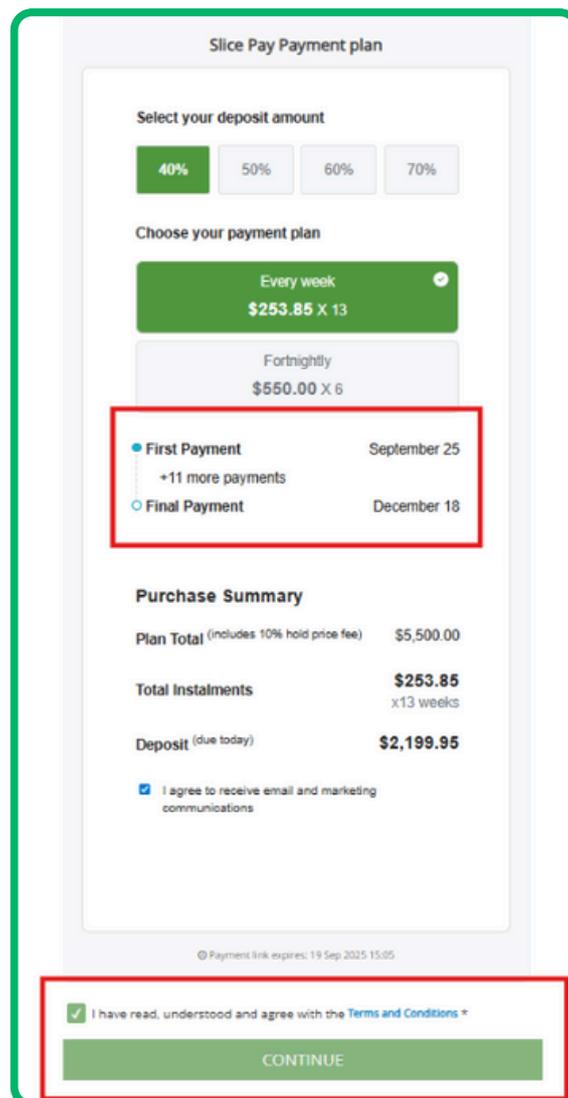
CONTINUE

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Step 4: The first and final payment dates will be displayed, along with the chosen weekly or fortnightly amount payable.

Tick T&C's, and **Continue** to payment details screen.



Slice Pay Payment plan

Select your deposit amount

40% 50% 60% 70%

Choose your payment plan

Every week
\$253.85 X 13

Fortnightly
\$550.00 X 6

• **First Payment** September 25
+11 more payments

○ **Final Payment** December 18

Purchase Summary

Plan Total (includes 10% hold price fee) \$5,500.00

Total Instalments **\$253.85**
x13 weeks

Deposit (due today) **\$2,199.95**

I agree to receive email and marketing communications

© Payment link expires: 19 Sep 2025 15:05

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

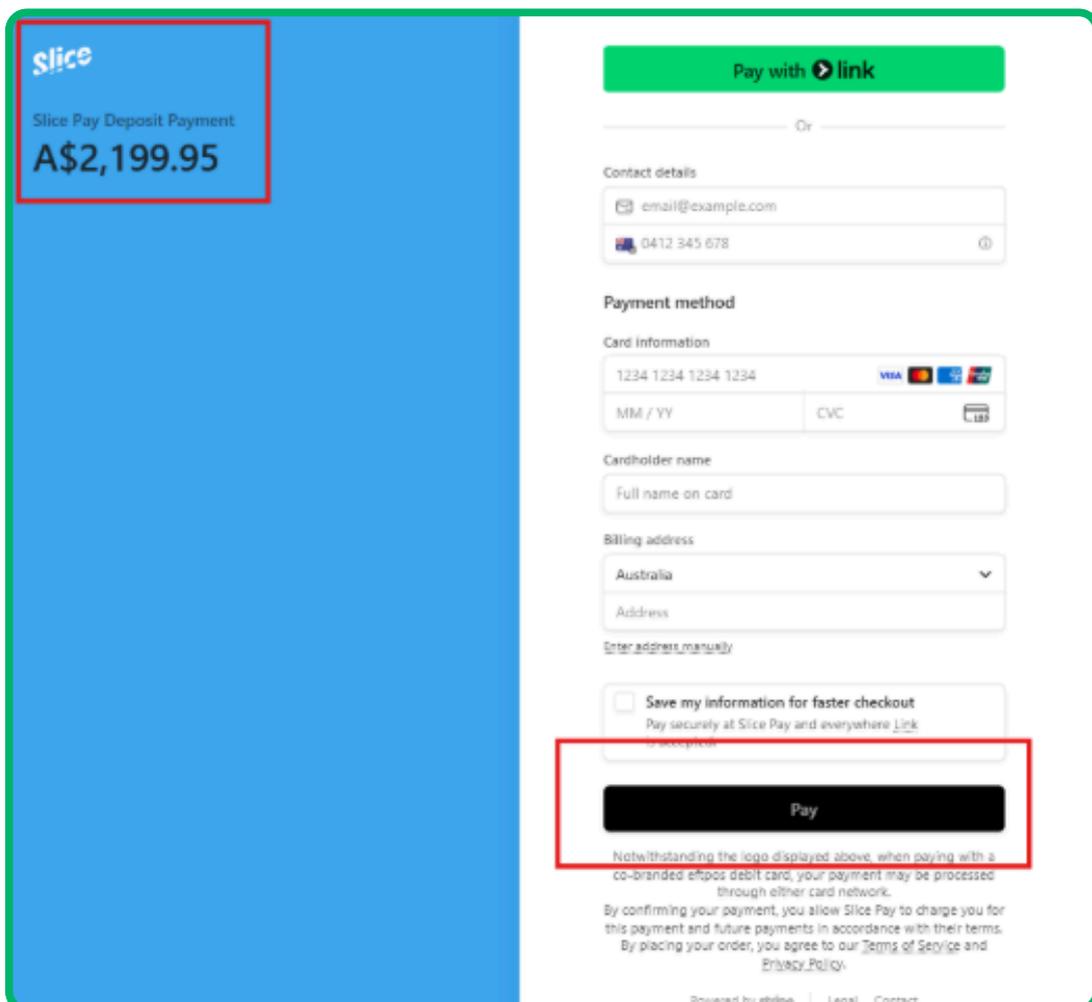
CONTINUE

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Step 5: Enter Card Payment Details

Customer will then enter the requested card payment details and information. The Slice Pay system has automatically calculated the required deposit amount based on the selected payment plan and total cost.



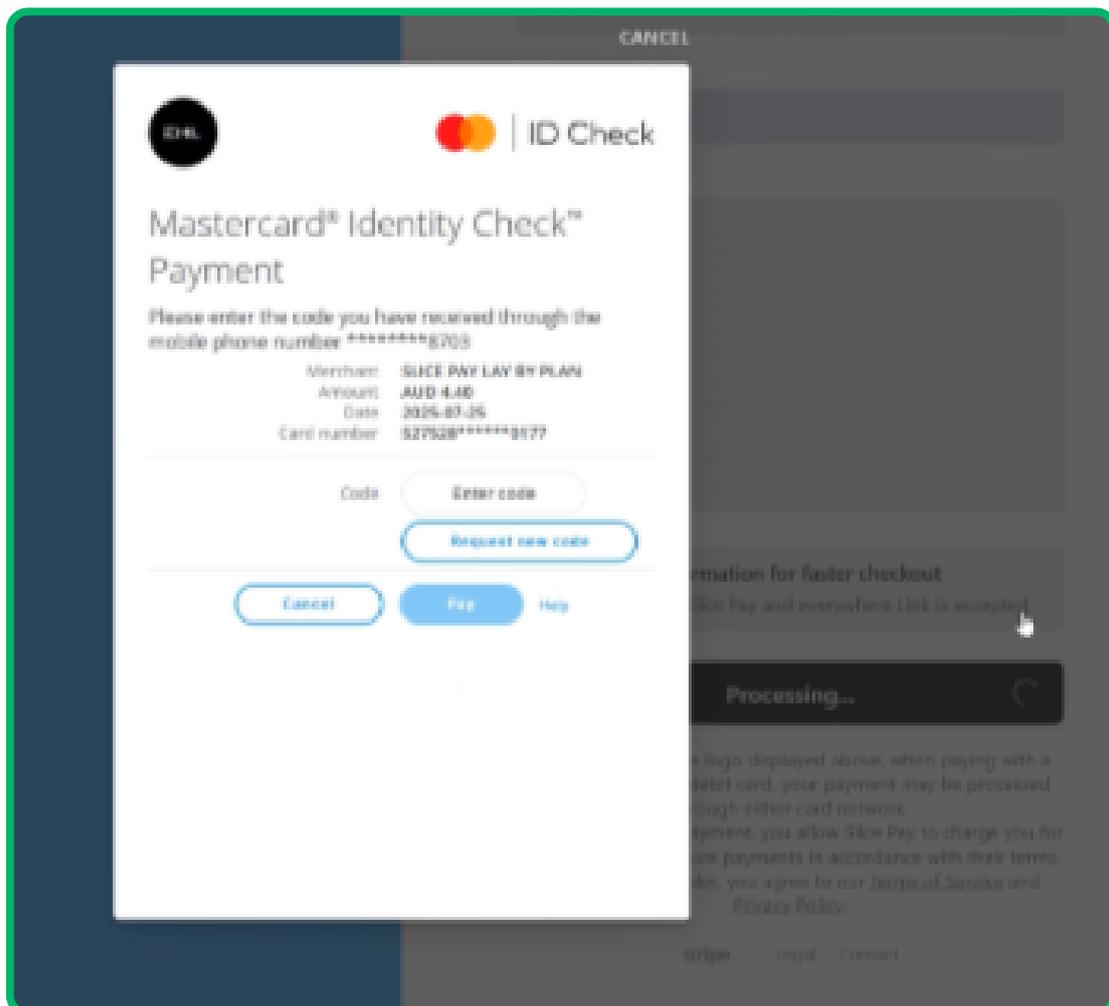
The screenshot displays a checkout interface for Slice Pay. On the left, a blue sidebar shows the Slice logo and the text "Slice Pay Deposit Payment A\$2,199.95". The main content area on the right features a green "Pay with link" button at the top. Below this, there is a section for "Contact details" with fields for email (example@example.com) and phone number (0412 345 678). The "Payment method" section includes "Card information" with fields for card number (1234 1234 1234 1234), MM / YY, CVC, and cardholder name (Full name on card). The "Billing address" section includes a dropdown for country (Australia) and an address field. A checkbox option "Save my information for faster checkout" is present. At the bottom, a black "Pay" button is highlighted with a red box. Below the button, there is a disclaimer: "Notwithstanding the logo displayed above, when paying with a co-branded eftpos debit card, your payment may be processed through either card network. By confirming your payment, you allow Slice Pay to charge you for this payment and future payments in accordance with their terms. By placing your order, you agree to our Terms of Service and Privacy Policy." The footer of the page reads "Powered by slice | Lens | Contact".

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Step 5: Enter Card Payment Details

NOTE: In some cases, 3DS (3D Secure code) may be requested by card issuer to process transaction.



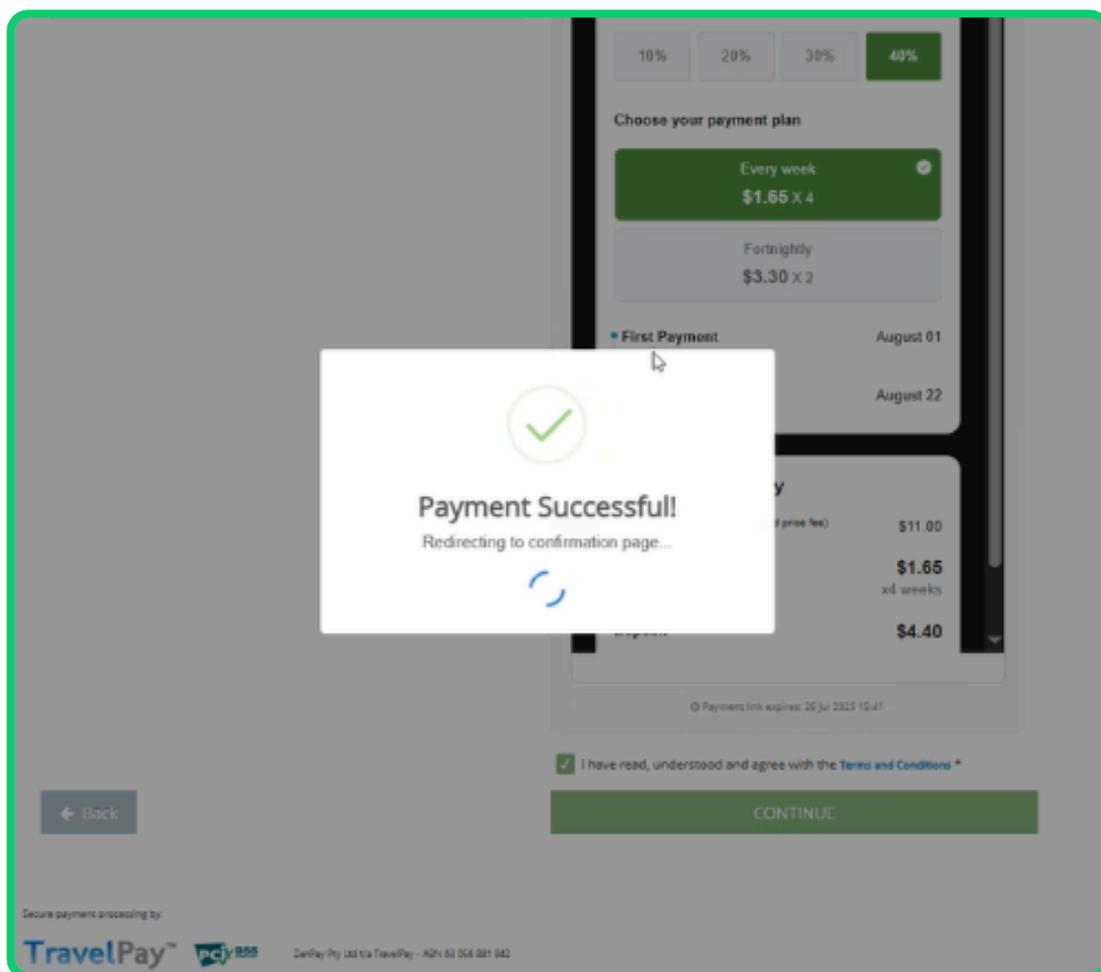
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Step 6: Payment Confirmation

Once the payment is successful:

- **The client** will receive an email confirmation for the payment.
- **The agent** will also be notified via email



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Step 7: Slice Pay Welcome Email

Your client will receive a confirmation email directly from Slice Pay, 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 

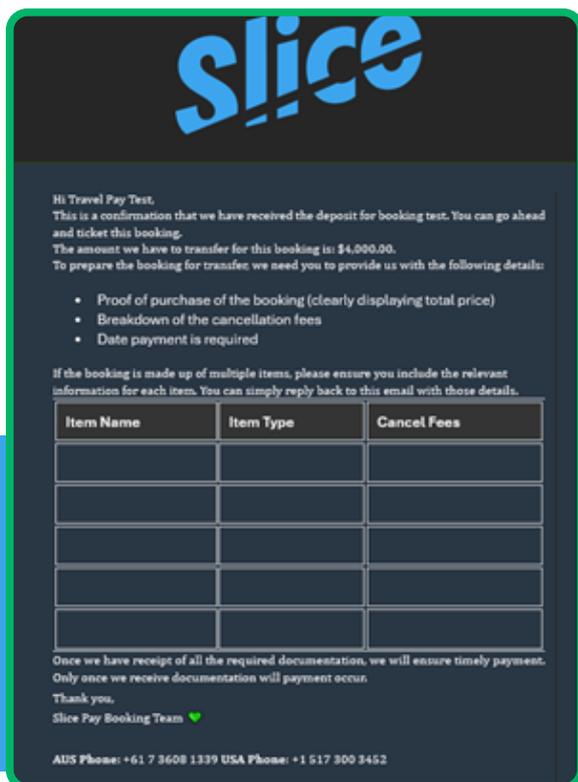
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Step 8: Submit Supporting Documents to Slice Pay

After the deposit is received by Slice Pay, you'll receive an email from Slice Pay requesting you provide them with supporting travel documentation for this customer's booking. These documents must be submitted within 2 business days.

Once Slice Pay review and approves, funds will be settled into your account via TravelPay. Settlement is within up to 3 business days after documentation is submitted.



Important Notes:

- Refunds are NOT processed via TravelPay.
- For any refund requests, please **contact Slice Pay directly**.
- All questions regarding the payment plan should be directed to Slice Pay Support. Slice Pay Contact Information

Slice Pay Support

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

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