IFT   Customer   Experience

In the customer checkout experience, the customer begins in the Transact Payments SAO or eMarket site and is then directed to the Convera site to complete the payment. The following example uses the SAO site.

SAO Site Experience

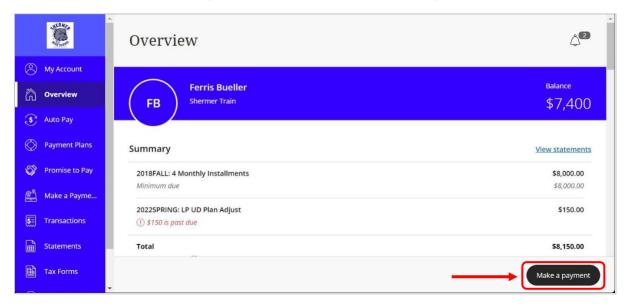1. The customer selects to make a payment and indicates the balance to pay.

Figure 5 Selecting a Balance to Pay

2. In the Select Method of Payment screen, the customer selects international payment and clicks Convera.
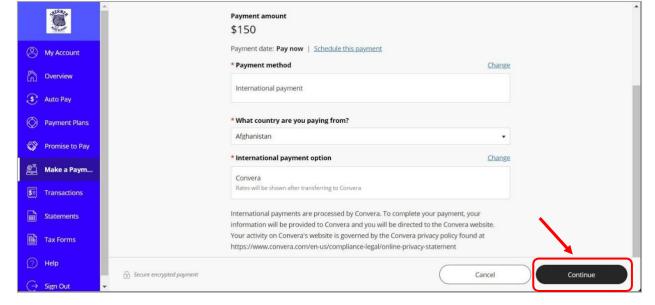
Figure 6 Selecting to Pay with Convera

3. After clicking Continue, the customer is directed to the Convera site to complete the payment, as shown in the next section.

TRANSACT

Convera Customer Experience

To complete the payment in Convera:

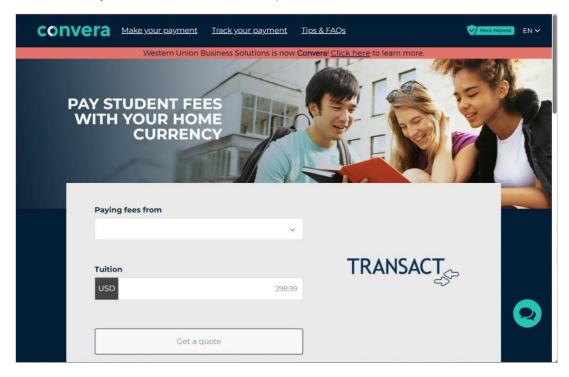1. Select the Country and enter the amount to be paid.

Figure 7 Selecting Country and Amount in Convera
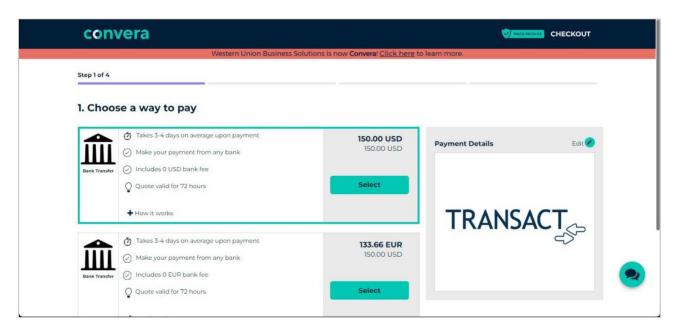
2. Select the Payment Method.

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Figure 8 Selecting Payment Method in Convera
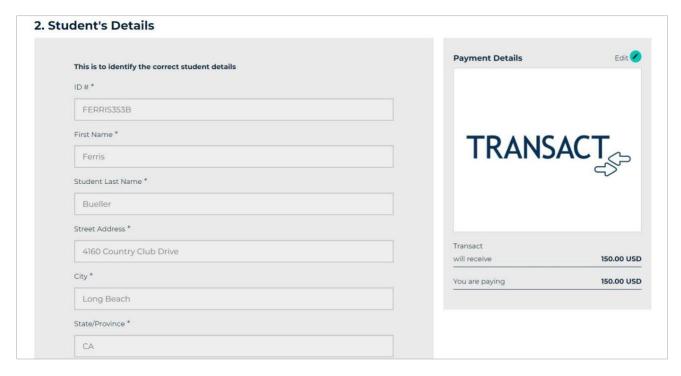
3. Verify the student's and payment Details.

Figure 9 Student's Details

4. Click Next.

5. Select Student or Someone ese for the person making the payment.

   a) If selecting Student, skip to step 6.

   b) If selecting Someone else:

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i) Choose what your relationship is to the student.

ii) Enter the payer's personal details.

iii) Enter the payer's billing address.

iv) Enter the payer's Bank Details.

We require this information to process your payment

Who will be making this payment?

Student	○
Someone else	⦿

What is your relationship to the student?

Family	○
Agent	○
Organization	○
Sponsor	○

Payer's personal details

Payer name

Enter payer name

Payer's email address *

This is to send confirmation of this payment
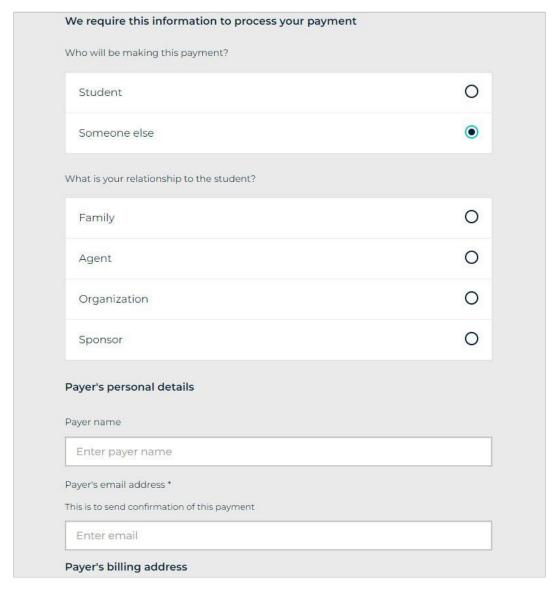
Enter email

Payer's billing address

Figure 10 Relationship Option

6. Agree to the Terms of Use, choose whether to receive emails from Convera, and then click Proceed to payment.

7. Review the instructions on how to send money to Convera.

Note: At this point, the customer will stay on the Convera screen and not be passed back to the Transact Payments system. This will give customers as much time as they need to read the wire instructions and print the screen if they wish.
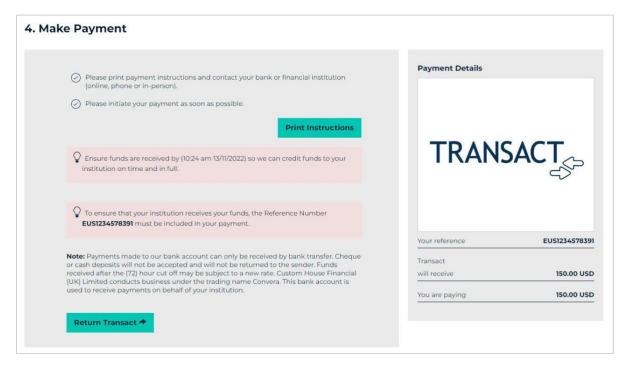
Figure 11 Reviewing Instructions to Send Money in Convera