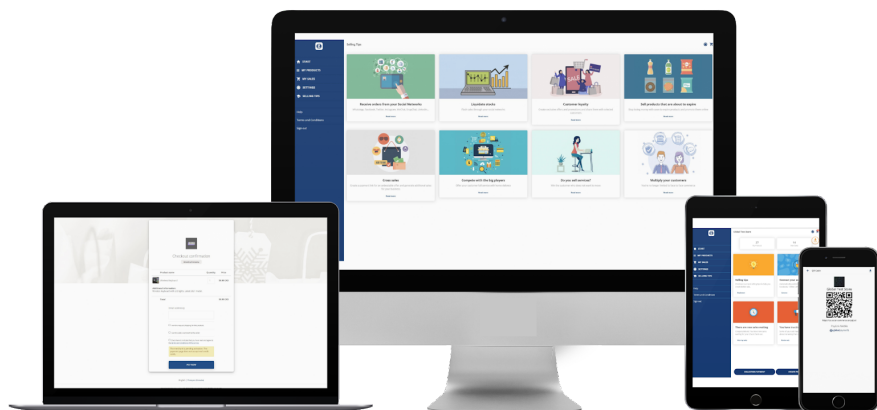


User Guide

Global Payments

Pay by Link

Transform any digital channel into a checkout!



Introduction

Global Payments offers merchants a wide variety of leading payment technology solutions, all from one reliable source. As one of the world's largest and most trusted payment technology solution providers, Global Payments combines industry-leading expertise with over 50 years of Canadian-specific experience. This powerful combination allows us to deliver comprehensive solutions that are personalized to your needs. This guide is your primary source of information for operating, setting up, and installing the **Global Payments Pay by Link** application.

General tips

1. This guide contains information on the features and functions capable of your app, as well as basic troubleshooting techniques. Keep this guide handy.
2. Your batch closes automatically at midnight, local time. Funds should be available the next business day. (Excluding weekends and holidays).
3. When encountering application error, please ensure that you are running the latest version by checking the Google Play Store or iOS App Store. You can also check the version of the app once logged in, by clicking on the cogwheel (setting button) at the top right and then scroll down to the **Application Version** for version information.
4. The Global Payments Canada Customer Centre is open 24 hours a day, 7 days a week, to ensure there is always someone available to assist you.

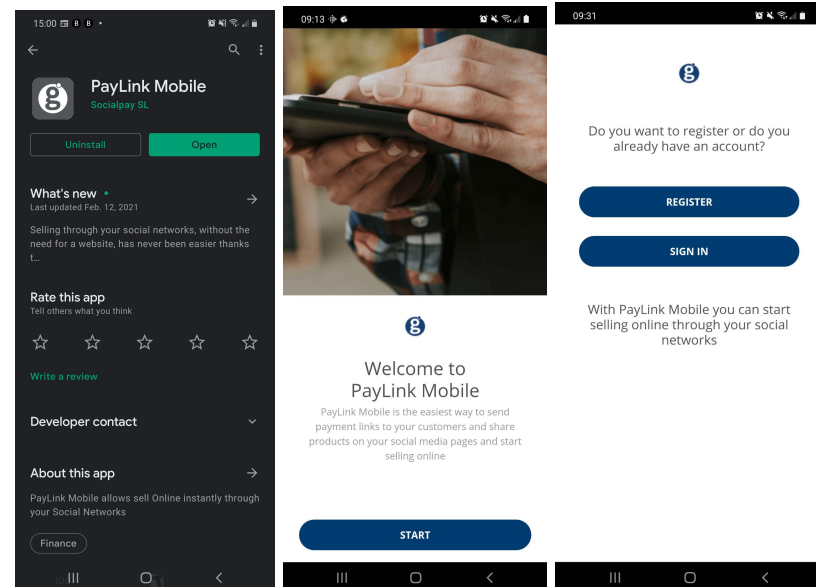
Getting started

Visit the links below based on your device:

- Android devices:
<https://play.google.com/store/apps/details?id=io.truust.socialCA>
- iOS devices:
<https://apps.apple.com/ca/app/paylink-canada/id1520006939>

Or navigate to the app store and Search for **Pay by Link by Global Payments** or **Pay by Link Mobile**, Install, and then click **Open**. The Global Payments logo will appear and you will get started on the **Welcome Screen**.

Once you click **START** you will be offered the options to: **REGISTER** or **SIGN IN**



Register

Enter your email address, company name, select Canada in the country field, and then create and confirm your password.

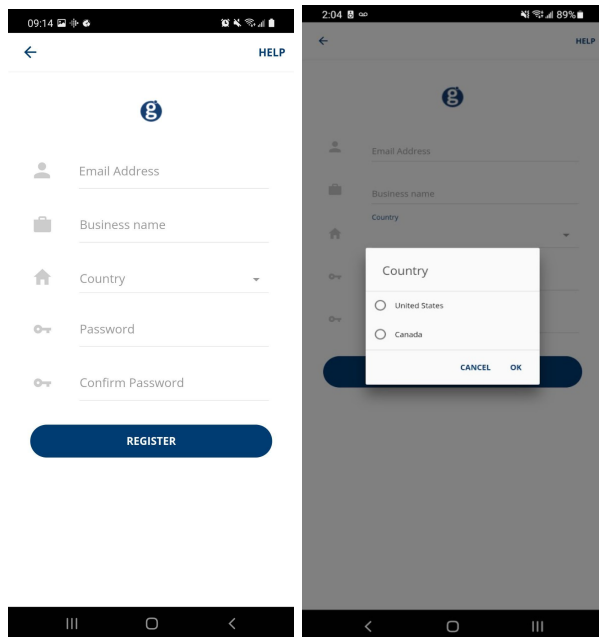
Password restrictions:

At least 8 characters. At least 1 number, containing at least 1 capital letter, at least 1 small case letter, and at least 1 special character.

Example: *Registration\$1234*

Once complete, a screen will confirm that you are successfully registered.

Clicking **CONTINUE** will lead you to the **Sign In** page.



Congratulations!

You have successfully registered for
PayLink Mobile



Remember that in order to accept real payments from your customers you must request Global Payments to activate your account for live processing!

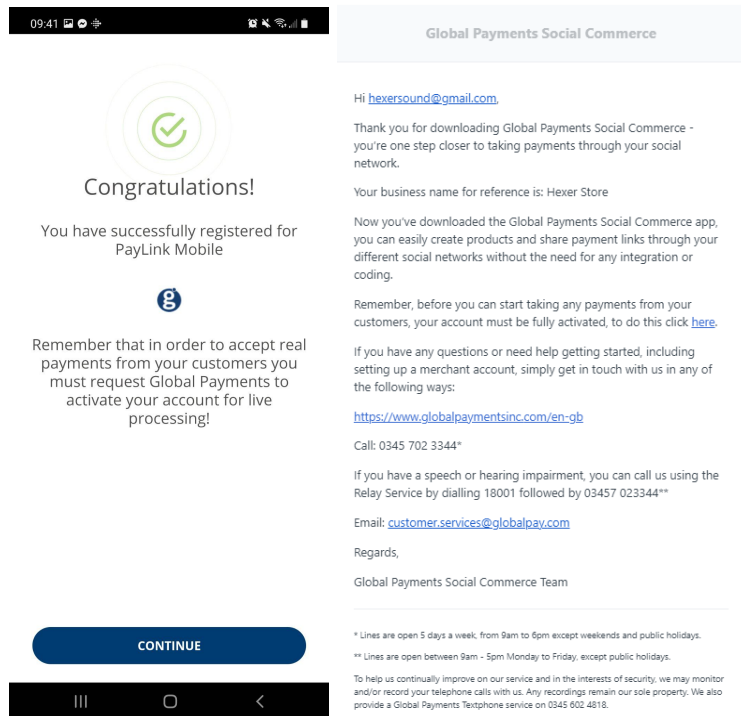


Registration email

Once you have entered all the information required to register an account, a welcome email will be sent to your registered email address.

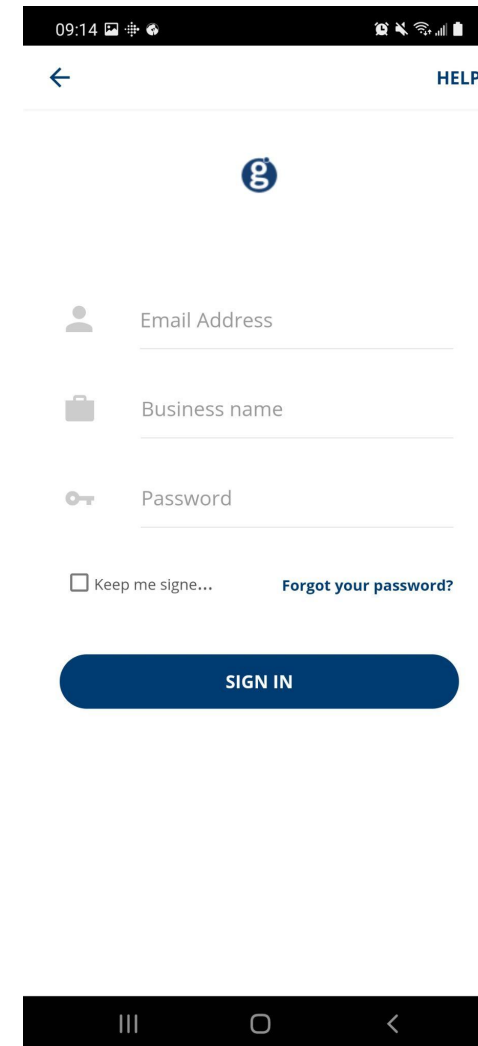
The welcome email includes information about contacting the support team, your business name for reference, and lastly, a link to confirm and activate your account.

Once the account has been activated, we are ready to go to the login page and sign in.



Sign in

Enter your email address, business name, and the password you have created through the registration email.



Dashboard

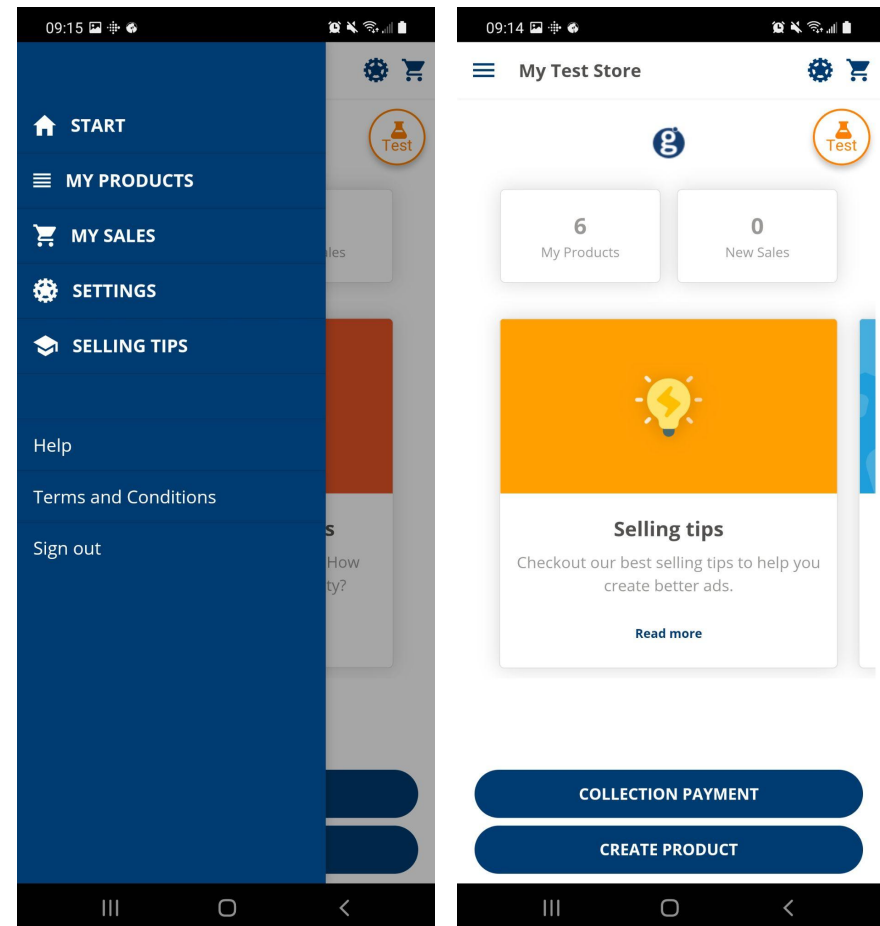
The main page allows you to track your products, sales, create products, and generate payment links. Here are the list of items and what they are:

- My Products (See current products and add new products)
- New Sales (Manage and track ads)
- Collection Payment (Generate a payment link)
- Create Product (Create a product in your store)
- Selling Tips (Read more about how to sell with Pay by Link)
- Connect your social networks (Connect to your preferred social networks)
- There are new sales waiting (View my new sales)

Here are some additional information about the two cards on the top of the main page:

MY PRODUCTS: This card shows the number of ACTIVE products/ads

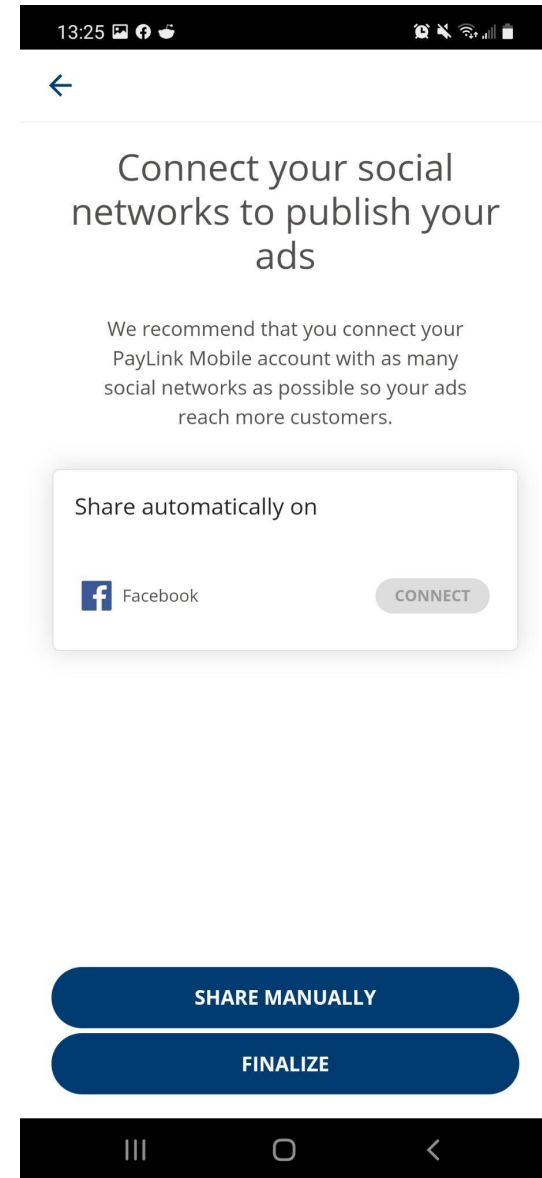
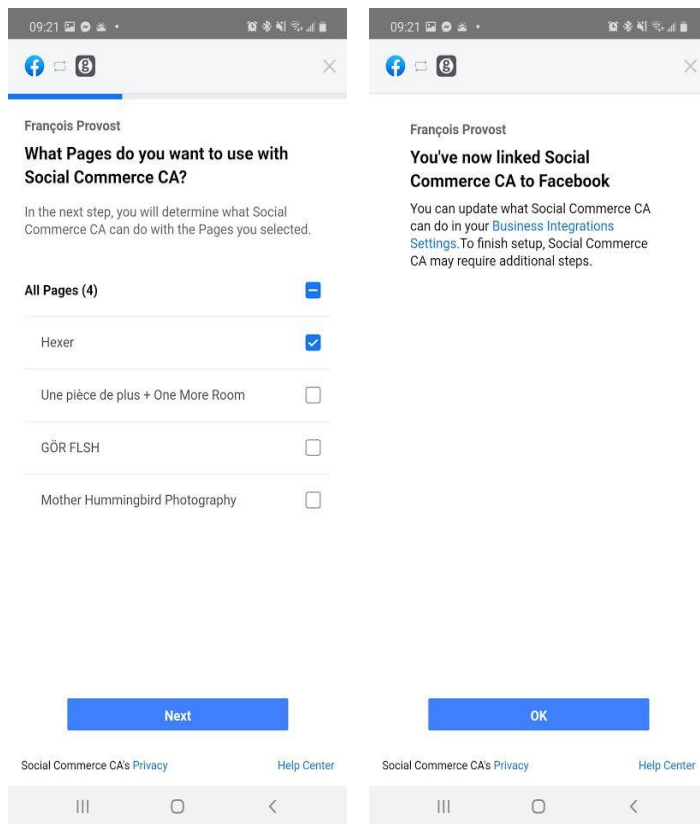
NEW SALES: This card displays sales that are still flagged as “new”. The number displayed will change in real time once the order status is changed or if a new sale comes in.



Connect and manage your social networks

Pay by Link allows you to link and accept payments directly from your Facebook Business page.

You can also share/send their product ad/payment link to virtually any social platform that is natively supported on your mobile device.



Create product/service

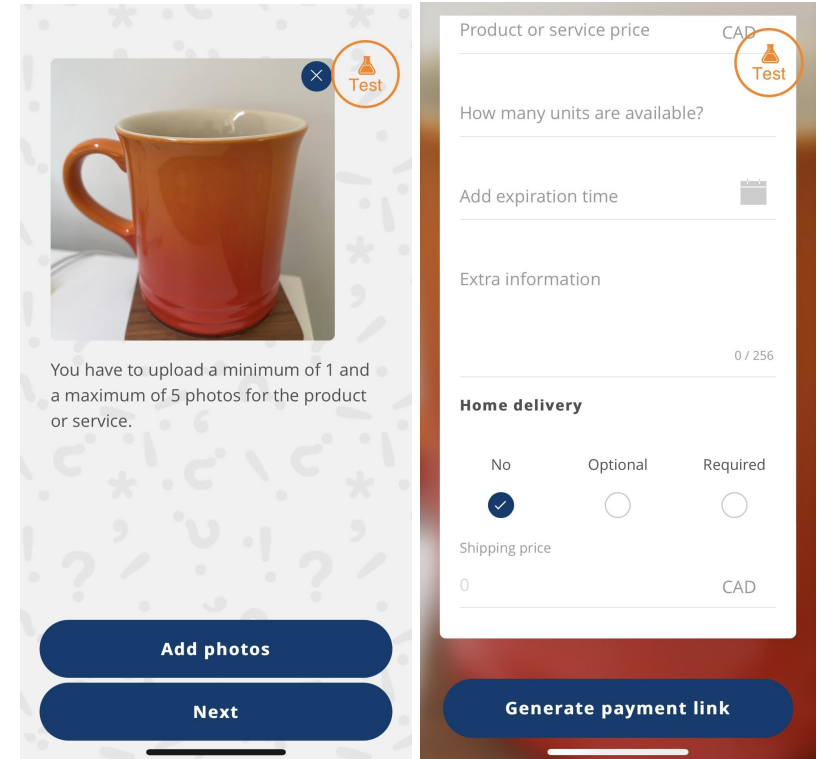
To create a new product/service, enter the title, an optional descriptor, and the final price.

Add and crop a photo.

Review the order and click Finalize in order to share automatically to your social media page(s).

Steps:

- Click **CREATE PRODUCT**.
- Click **ADD PHOTOS**.
- Take or upload a picture of your product.
- If you are satisfied with the photo you've taken, click OK.
- Use the editing tools to crop and confirm by clicking the checkbox.
- You can add more photos by clicking **ADD PHOTOS**.
- Once all the photos have been updated, click **NEXT**.
- Enter the product information such as Product title, service price, how many units are available.
- Set whether or not this ad should expire.
- Set whether or not there is shipping for this item, and if so, how much.
- Click **Generate Payment Link**.



The screenshot displays the product creation interface. On the left, a photo of an orange mug is shown with a 'Test' button and a close icon. Below the photo, a message states: "You have to upload a minimum of 1 and a maximum of 5 photos for the product or service." At the bottom of the photo area are two buttons: "Add photos" and "Next".

On the right, a form is visible with the following fields and options:

- Product or service price**: CAD
- How many units are available?**: (empty input field)
- Add expiration time**: (calendar icon)
- Extra information**: (0 / 256 characters)
- Home delivery**:
 - No:
 - Optional:
 - Required:
- Shipping price**: 0 CAD

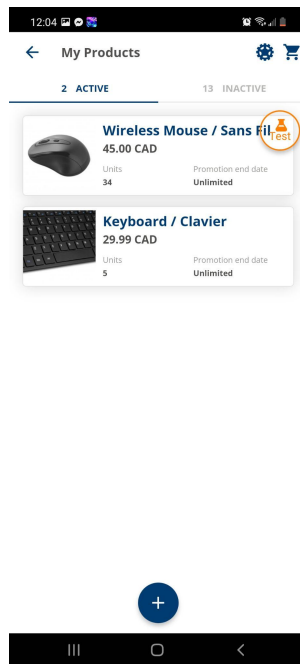
At the bottom of the form area is a button labeled "Generate payment link".

My products

This section lets you browse the products that are either part of an **Active** or **Inactive** ads.

Clicking an active listing will present you the various ways you can to share this ad in person as well as through your social media accounts. You may also deactivate the ad if you wish to disable the ability to purchase this product, careful, you can not currently reactivate a listing once it has been deactivated.

Clicking an inactive listing will show you the details of an ad that has expired or reached the amount of units sold. Please note that this is for archive purposes only.



Sharing your ads

To share your ads through your preferred channel, navigate to the **My Products** section and click on an Active listing to see the product detail screen.

The following buttons are your sharing options.

You can share the link by clicking on the Copy icon that looks like two sheets of papers on top of each other. Once this has been clicked, you will be able to paste that link anywhere such as a private message or email.



From left to right, the sharing icons represent the following social media:

Facebook timeline, Instagram, Twitter, Whatsapp, Facebook business page(s), and lastly, create/generate a QR code.

Below is a sample of the generated QR code:

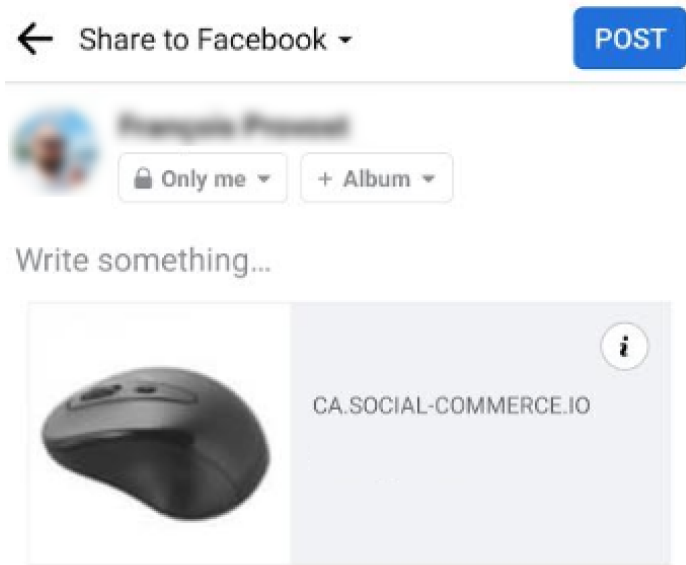


<https://ca.social-commerce.io/PqMiKF>


PayLink Mobile
globalpayments

When sharing to, for example, the Facebook timeline, your friends and followers will see the image, title, and description of the product or service you are listing.

They can then click on the link and be taken to the checkout page.



Note: Please note that if you are using Android OS 11 or 12, the direct share buttons may not be functional due to the latest Google security updates. If you are experiencing non-responsive buttons, please go to

the top right corner and tap the  (share) icon:



From the list of icons, choose the application/software to which you would like to publish or share your product's payment link.

The interface may vary across different smartphone brands.

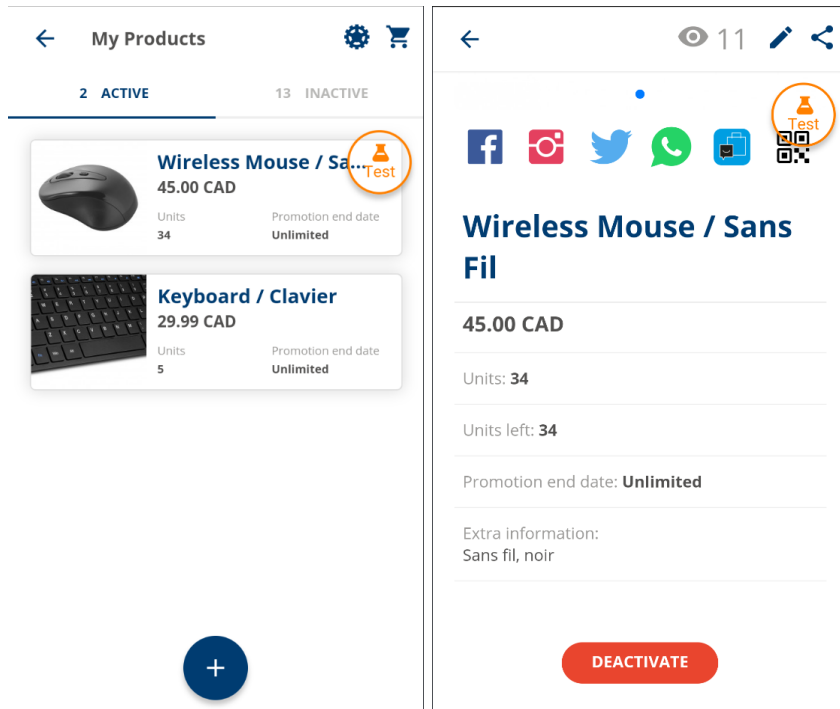
Direct sharing buttons on all Android OS 10 (and earlier), all iOS devices, and Pay by Link Web remain unaffected.

Note: Please note that the inactive share button is a temporary issue and will be resolved in a subsequent update.

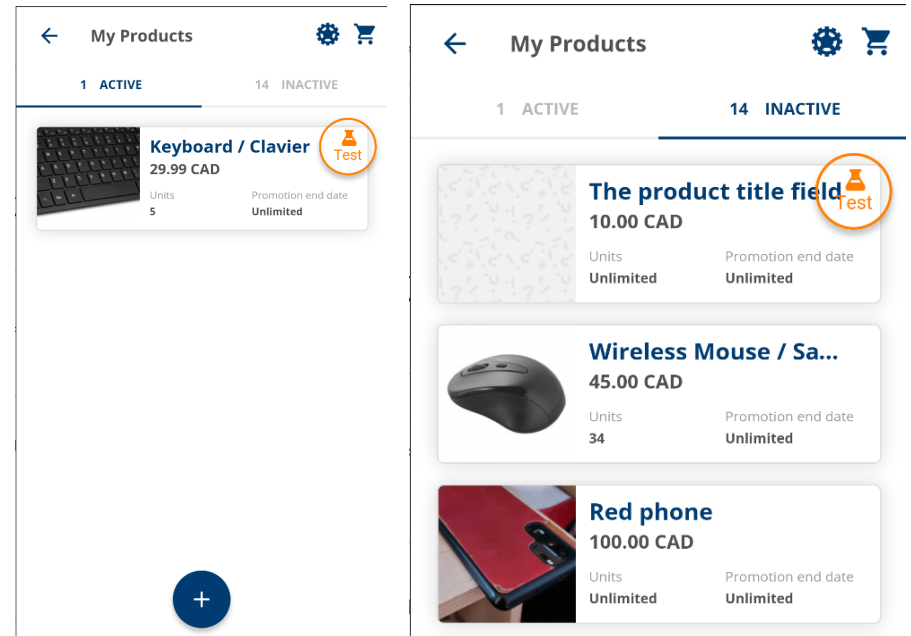
Deactivate product or ad

To take down an active product/service from your listing, go to the main page (dashboard), click on **My Products**, and look under the **ACTIVE** tab.

Click on the specific product or ad you wish to deactivate. Scroll down (if needed) and click the red **DEACTIVATE** button.



Once deactivated, the product will no longer be shown under the **ACTIVE** tab and can be found under the **INACTIVE** tab.



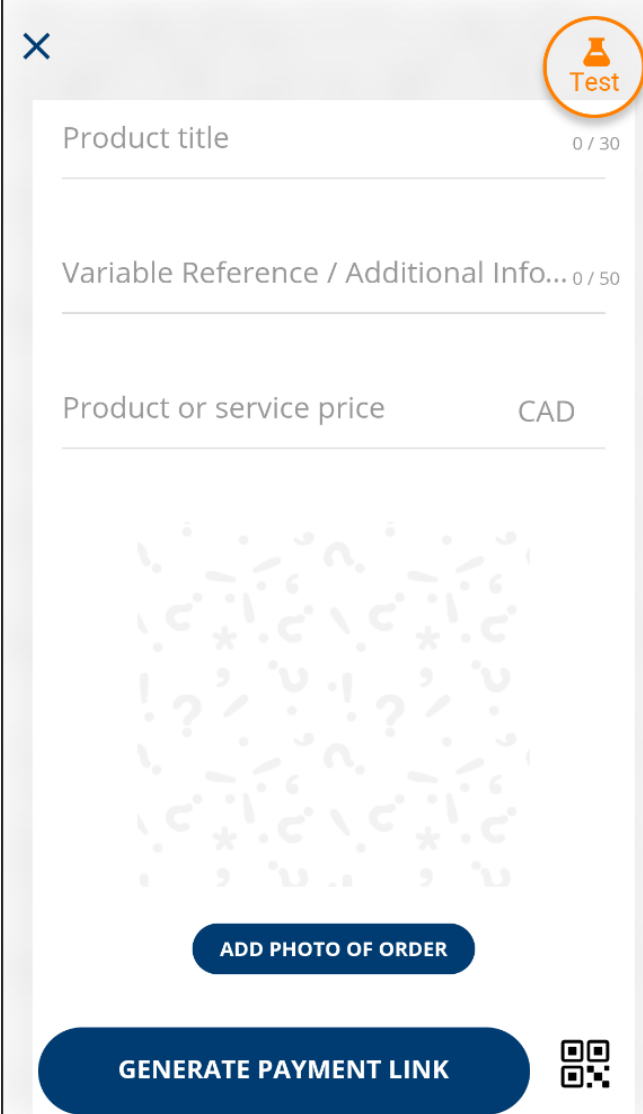
Payment collection

This feature allows you to create a product or a service which you can then assign an image and a price to.

Once created, you will be able to quickly get the product or service you have created from your product list and share with your social media followers, send a link by SMS or email, or show a QR code for in-person transactions.

Steps:

- Click **COLLECTION PAYMENT**.
- Enter the product title.
- Variable Reference.
- Product or Service Price.
- Click **Add Photo** to take or upload an image.
- If you are satisfied with your image, click **OK**.
- Use the editing tools to crop and confirm by clicking the checkbox.
- You can add more photos by clicking **ADD PHOTO OF ORDER**.
- Once all the photos have been updated, click **NEXT**.
- Enter the product information such as Product title, service price, how many units are available.
- Set whether or not this ad should expire.
- Set whether or not there is shipping for this item, and if so, how much.
- Click **GENERATE PAYMENT LINK**.



The screenshot shows a mobile application interface for creating a payment collection. At the top right, there is a blue 'X' close button and a circular orange 'Test' button with a flask icon. The form contains three input fields: 'Product title' (0 / 30 characters), 'Variable Reference / Additional Info...' (0 / 50 characters), and 'Product or service price' (CAD). Below these fields is a large area with a light blue background and a pattern of question marks and exclamation points, intended for an image. At the bottom, there are two blue buttons: 'ADD PHOTO OF ORDER' and 'GENERATE PAYMENT LINK'. A QR code is visible in the bottom right corner of the form area.

My sales

You will start seeing data here as you sell items and services.

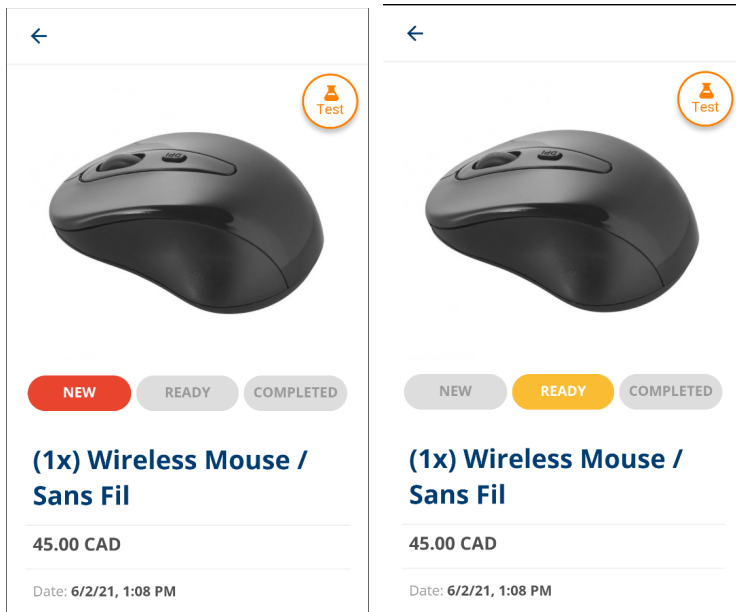
This section helps you track and organize your workflow by manually switching the status of a sales order.

Suggested use:

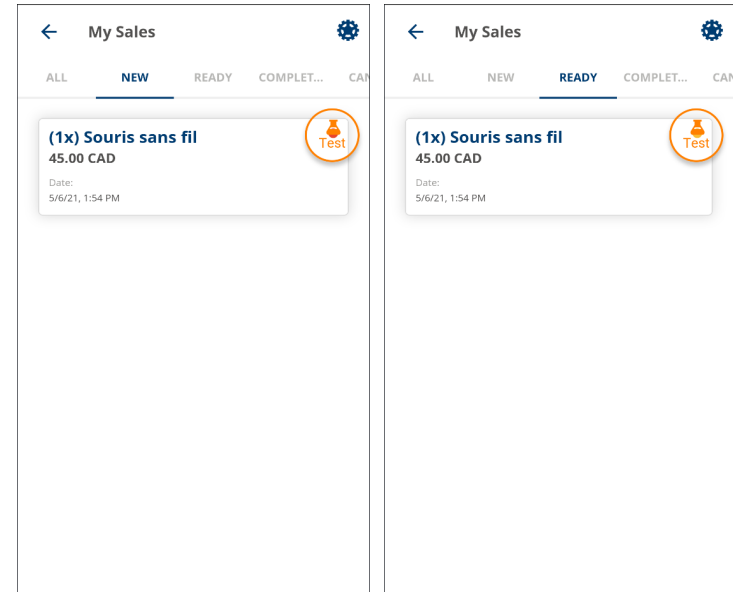
This feature allows for easy tracking of a sales order status or to share in real time with the team in place handling and preparing orders for shipping.

You can assign protocols and procedures based on the order status.

The staff monitoring the orders will know what to do based on them.



In the example above, the status of the order is manually changed from **NEW** to **READY**.



The Staff monitoring the My Sales section will now see that the order went from **NEW** to **READY** and can follow the procedures tied to this order status.

Settings

Manage social networks

This lets you enable or disable the ability to share with the social network accounts that are connected to your device.

Personal data

In this section, you can:

- Update your image
- See your Merchant ID
- See your Business Name. If this needs to be updated, please contact the Global Payments Support team.
- Update your contact phone number.

Return policy

Generic Policy: View the generic policy provided by Global Payments.

Own Policy: Under this section you can write your own return policy.

Choose language

Toggle between English and French. Changes will be applied once you're re-logged in to the app

Application version

This is for informational only, note that this information may be asked while troubleshooting.

Settings

Manage social networks

Facebook

Your Business Page

Personal data

Client ID (GP Ecommerce)
Your Global Payments Client ID

Business name
The name of your business

Contact phone
Your contact phone number (ie: 123-555-5555)

Return Policy / Receipt Footer

Generic Policy [See](#)

Own policy [Edit](#)

Choose language

ENGLISH

Application Version

V 0.1.3

SAVE

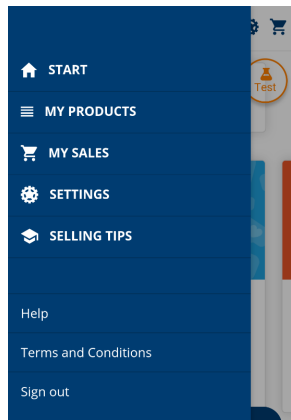
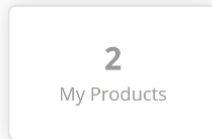
Transaction management

The Pay by Link mobile app allows you to:

- Track sales
- Send receipts by email
- Refund a transaction in full

To access this section Click the three horizontal lines also known as the Hamburger menu:

☰ My Test Store



Track sales:

You may use the status buttons to keep track of an order.

This is updated dynamically to other team members so everyone in your team can follow an established operation procedure if they see an order has been placed or completed.



Send receipts by email:

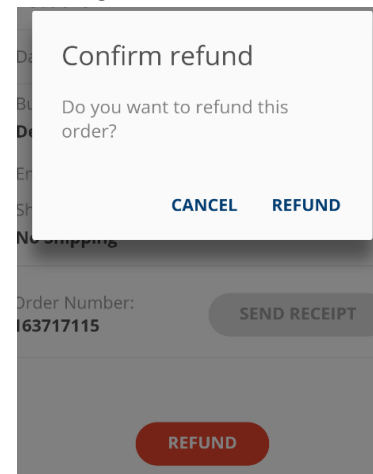
In the case that the receipt needs to be sent to the customer once more, you can click the **SEND RECEIPT** button.

Order Number:
163717115

SEND RECEIPT

Refund transaction

Clicking the refund button will prompt you to refund the transaction in full.



Reporting

A separate platform with its own set of credentials called **RealControl** is used to pull your transaction reports, create custom reports, and perform administrative functions, such as void and refund.

To see sandbox/test transaction, visit:

<https://realcontrol.sandbox.realexpayments.com/#/login>

To see production/live transaction, visit

<https://realcontrol.realexpayments.com/#/login>

For any other assistance accessing the *RealControl* platform, please contact:

+1 888 366 5110 (Option 1 - 1)

ca.ecomssupport@globalpay.com

When transactions are authorised, they are sent for settlement. At this stage the transactions are referred to as settled transactions and are processed into batches which are created Monday through Friday.

Batch overview

To view 'Settled' transactions, click on '**Settled**' from the navigation menu on the left side of the screen.

Step 1

All settled transactions are grouped under a daily batch ID.

TUESDAY, 20 FEBRUARY 2018						
224784	21:53:54	AIB Merchant Services - 345345676	50.00 GBP	1	(0.00) GBP	50.00 GBP
224783	21:53:23	AIB Merchant Services - 345345676	50.00 GBP	1	(90.00) GBP	0.00 GBP
224782	18:54:28	AIB Merchant Services - 345345676	550.00 GBP	11	(0.00) GBP	550.00 GBP
224773	06:13:01	AIB Merchant Services - 345345676	0.00 GBP	0	(250.00) GBP	(250.00) GBP
224772	06:11:50	AIB Merchant Services - 945345676	250.00 EUR	5	(150.00) EUR	100.00 EUR
224760	05:44:02	AIB Merchant Services - 345345676	107.50 GBP	3	(57.50) GBP	50.00 GBP
224759	05:43:53	AIB Merchant Services - 345345676	50.00 GBP	1	(0.00) GBP	50.00 GBP
224758	05:43:24	AIB Merchant Services - 345345676	50.00 GBP	1	(50.00) GBP	0.00 GBP
224755	02:57:58	AIB Merchant Services - 345345676	750.00 GBP	15	(0.00) GBP	750.00 GBP
224745	01:35:49	AIB Merchant Services - 345345676	0.00 GBP	0	(0.00) GBP	0.00 GBP
224744	01:32:31	AIB Merchant Services - 345345676	400.00 GBP	8	(0.00) GBP	400.00 GBP
224742	01:05:41	AIB Merchant Services - 345345676	1,250.00 GBP	25	(0.00) GBP	1,250.00 GBP

BATCH BREAKDOWN BY ACCOUNT						
224782	20/02/2018 18:54:28	AIB Merchant Services - 345345676	550.00 GBP	11	(0.00) GBP	550.00 GBP
aib			550.00 GBP	11	(0.00) GBP	550.00 GBP

Step 2

To view further information on the batch of settled transactions, click on the batch line. You will be directed to the **Batch Overview** screen.

Step 3

To generate a report based on the transactions within that batch, click on **Generate Report**.

Step 4

To view all transactions within the batch, click on **View Transaction**. And you see the following screen:

globalpayments QUICK SEARCH Choose Criteria Enter Keyword EDITEDNAME EDITEDAPPELLIDO

MENU DASHBOARD TRANSACTIONS CUSTOMERS TERMINAL FRAUD MANAGEMENT SETTLED REPORTS QUICK LINKS PENDING DELAYED HELD VOIDED FAILED ADMINISTRATION CLIENT SETTINGS USER MANAGEMENT

TRANSACTIONS

GENERATE REPORT

SEARCH FOR TRANSACTIONS

Date: 16 Jan 2018 - 25 Feb 2018 Order ID: Customer Name: Card Number:

Show More Search Criteria SEARCH

List currently refined by: Date: 16/01/2018 - 25/02/2018 | Status: Batched | Payment Method: Card | Batch ID: 224782 |

Expand All

Date	Card	Merchant	Order ID	Amount	Status
20/02/2018 21:53:10	visa	Giorgio Alpaca	EWvDn27meu	50.00 GBP	BATCHED
20/02/2018 21:53:02	visa	Giorgio Alpaca	4wp8ZubX2A	50.00 GBP	BATCHED
20/02/2018 21:47:15	visa	Giorgio Alpaca	GCq7b66W2k	50.00 GBP	BATCHED
20/02/2018 21:46:51	visa	Giorgio Alpaca	j4ke0kXjBH	50.00 GBP	BATCHED
20/02/2018 19:14:06	visa	Giorgio Alpaca	uDbLkJOxLMoLFD4yuNL	50.00 GBP	BATCHED
20/02/2018 19:13:27	visa	Giorgio Alpaca	JsqGtbHPwEoZimtlP9F...	50.00 GBP	BATCHED
20/02/2018 19:11:55	visa	Giorgio Alpaca	4yuEUBMds	50.00 GBP	BATCHED
20/02/2018 19:11:36	visa	Giorgio Alpaca	AYgwJdZrGw	50.00 GBP	BATCHED
20/02/2018 18:57:38	visa	Giorgio Alpaca	fJPgBEuAyr	50.00 GBP	BATCHED
20/02/2018 18:54:52	visa	Giorgio Alpaca	3w2nHJ6FBF	50.00 GBP	BATCHED
20/02/2018 18:54:25	visa	Giorgio Alpaca	KYzQhe4VC	50.00 GBP	BATCHED

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globalpayments QUICK SEARCH Choose Criteria Enter Keyword EDITEDNAME EDITEDAPPELLIDO

MENU DASHBOARD TRANSACTIONS CUSTOMERS TERMINAL FRAUD MANAGEMENT SETTLED REPORTS QUICK LINKS PENDING DELAYED HELD VOIDED FAILED ADMINISTRATION CLIENT SETTINGS USER MANAGEMENT

TRANSACTION DETAILS

PRINT RECEIPT

BATCHED Date: Tuesday, 20 February 2018 21:53 Order ID: EWvDn27meu Account: alb Amount: 50.00 GBP

OVERVIEW FRAUD

RESULT

Response: Authorised (00) Transaction ID: 48995859 Message: AUTH CODE: PP8888 Batch ID: 224782 Pas Ref: 15191635901641237

Auth Code: PP8888 Recurring Flag: Reason for Last Action: -

PAYMENT METHOD: visa CUSTOMER

Card Number: 434242****4242 Cardholder Name: Giorgio Alpaca Customer Name: Customer Number: 1234

Issuing Bank: Payment Method Country: Customer Reference: -

PRODUCT: DCC

Product ID: 1234 Variable Reference: 1234

Comment: comment 1

There is no DCC (Dynamic Currency Conversion) setup for this account. For further information around DCC, please contact our support team.

HISTORY

Date	Type	Amount	Status	Action
Tuesday, 20 February 2018 21:53	Rebate	(50.00) GBP	Authorised (00)	PRINT RECEIPT
Tuesday, 20 February 2018 21:53	Auth	50.00 GBP	Authorised (00)	PRINT RECEIPT

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Selecting the plus sign on the left of the transaction will expand the transaction line, which allows you to view more information on the transaction. Alternatively you can also click on **Expand All**, and that will display the details for all transactions within the batch.

You can click on each transaction line to view the individual transaction details.

Data mapping

There are fields within the app that will let you manually fill in information. The information of some of these fields can be found within our *RealControl* reporting tool. To access the platform, please refer to the Reporting section.

Once logged in to *RealControl*, search for a specific transaction, click on it to access the **Transaction Details** screen, then, scroll down to the History section.

Here are the fields you can populate within the app and their corresponding fields within *RealControl*:

RealControl field | PLM Field

- Customer Number = Customer Email entered by the merchant, in the app.
- Product ID = Product Name entered by the merchant, in the app.
- Comment 1 = Telephone Number* Comment entered by the seller, at checkout.
- Comment 2 = Customer First and Last name + Shipping information entered by the seller, at checkout.

**Only available when Delivery/Shipping is requested.*

HISTORY	
Tuesday, 11 May 2021 08:23 Auth	
Customer Number	Product ID
francois.provost@globalpay.com	1 x Product Title field
Comment 1	
Tel: +15242574710 I want to add a comment to the seller	

You can also search for multiple transactions and find this information as part of the reports available to be exported from *RealControl*'s transaction menu.

Multilingual checkout

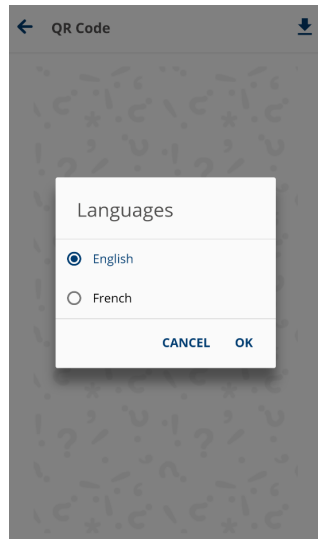
It is possible for you to easily sell and advertise in both English and French. Simply click on the **QR code symbol** and you will be prompted by a language selection screen:



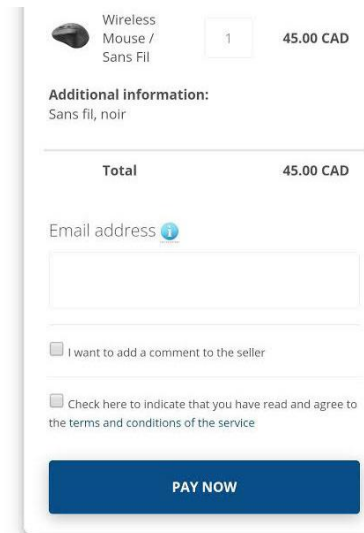
<https://ca.social-commerce.io/AqwKxp>



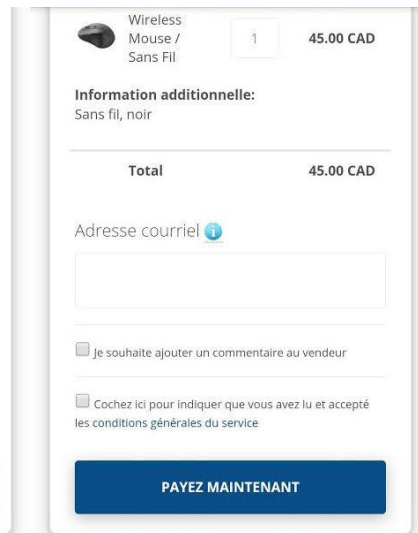
Wireless Mouse / Sans Fil



Scanning this QR code will lead to the language specific Checkout page:



English | Français (Canada)



English | Français (Canada)

The user may also select their preferred language using the button located under the **PAY NOW** button.

globalpayments

Amazing Company

SHOPPING BASKET

laptop
Latest pre-released model. Exclusive to The Amazing Company.
1399.99 CAD
Quantity: 1

Home delivery
Shipping costs 4.99 CAD

Total 1404.98 CAD

EMAIL ADDRESS*

+1 PHONE NUMBER

SHIPPING INFORMATION

FIRST NAME LAST NAME

STREET AND NUMBER

CITY

POSTAL CODE / ZIP PROVINCE/STATE

WRITE YOUR COMMENT TO THE SELLER HERE.
Please do not add any sensitive information to this field such as payment information.

Total 1404.98 CAD

Check here to indicate that you have read and agree to the privacy policy and cookies policy

PAY NOW

Once the user clicks the **PAY NOW** button, they will be redirected to the hosted payment page.

Payment Details

Total: 45.00 CAD

Card Number

Card Number

Expiry MM/YY Security Code Security Code

Cardholder Name Cardholder Name

PAY NOW

256-bit SSL encrypted

Securely processed by Global Payments

Once complete, the transaction result and receipt will be sent automatically to the customer email address they previously entered in the payment page.

Support and troubleshooting

For out of balance or missing deposit/fees, please contact:
1-800-263-2970

For technical support with the app, error messaging while processing, or an inability to process transactions, please contact:

ca.ecomsupport@globalpay.com
1-888-366-5110

Frequently asked questions

Will deactivating a product also remove it from my Facebook listing?

No. The listing will not be removed. If any user clicked on the inactive product, a page will display with a message stating that the product is no longer available.

**Can we delete products instead of just having them inactive?
(For example: when switching from test to live)**

To delete products, please contact the Global Payments Support team: ca.ecomsupport@globalpay.com and request assistance with Pay by Link product removal.