



Introducing Payments with RocketLink

A secure and convenient way for
travelers to make payments on
their mobile devices

Guide on how to set up Payments with RocketLink

Introduction

When it comes to retail ticketing on the web, it's seamless, secure and easy for your guests to make purchases. But when it comes to ticket purchases over the phone, the payment process hasn't always been easy or secure.

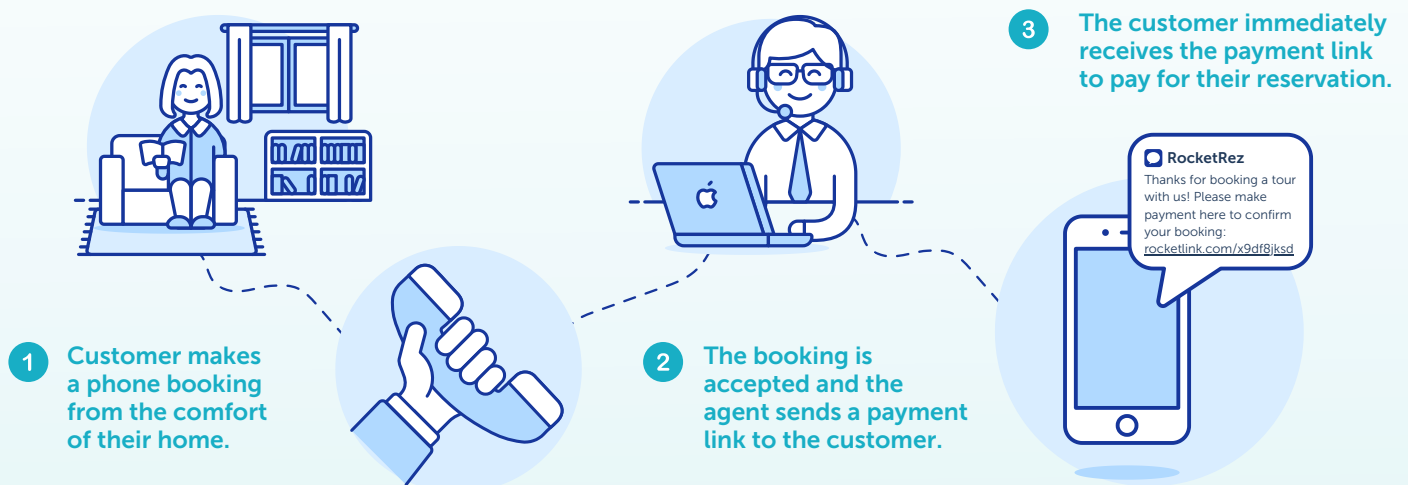
That's why we're introducing a new way for you to collect payment from your guests – Payments with RocketLink, a secure and convenient way to pay with their credit card details, no matter where they are at.

What are payment links?

Payment links are unique, one-time URLs that can be sent to your guests via text messages or emails to make credit card payments for their reservations.

This allows your ticketing agents to stay on the line with a customer who may not feel comfortable disclosing their credit card details over the phone.

Alternatively, this is also a great way to collect deposits or down payments on a booking, such as a venue reservation or a private event.



What do your guests get out of using payment links?

Credit cards remain the most popular form of payment when it comes to making travel purchases, with 43% of US consumers using their mobile devices to do so and collectively spending US\$5.2 billion.¹

Using payment links allows your guests to pay in a way that they're already familiar with while providing them with a secure checkout experience that reflects your brand.

This also removes the need for back-and-forth communication and eliminates errors when it comes to confirming the credit card details, as it is all done on their personal devices.



How to set up payments with RocketLink

1. RocketLink Setup

- Select Payment Methods in Rocket Link Setup, Payment Methods tab. Only credit card payment methods are available to select.
- Turn on "Require Card Verification Value (CVV)" to require CVV entry for payments. Recommended.
- Turn on "Enable reCAPTCHA" to enable reCAPTCHA protection against fraudulent behaviour. Recommended.



2. Security Permissions

Enable "Send & Cancel Payment Link" for any User/Security Group that should have access to this feature. The permission is already enabled for Admin users.

3. Invoice Templates

Customize the content for the pre-existing invoice templates called Payment Confirmation and Payment Request.

4. Communication Templates

- Customize the content for the pre-existing communication template called Send Payment Request.
 - The template includes new tags in the Order category for "Amount Requested" and "Payment Link". Language may be customized.
 - Add content in the SMS tab of the Communication Template if links should be sent via SMS.
- Create a communication template for the confirmation the Traveler will receive when their payment is processed.
Optional.

5. POS Setup

Turn on "Enable Payment Links" in the POS Setup > Settings tab, for the Point of Sale where payment links will be sent from.

Using Payment Links

1. Create or open an order where a payment is due in the Point of Sale. The order must have a Primary Contact with an email address.
 - If planning to send an SMS, ensure the Primary Contact has a mobile number on record.
 - An SMS cannot be sent unless the Primary Contact also has an email address.
2. Click Email.
3. Click Payment Link.
4. Payment for the full amount owed on the order will be prompted. Users may modify the Amount Due Today. Any amount already paid will display. Any payment schedule linked to the order will display.
5. Users may add another email address in the CC field. The payment link will be sent to the Primary Contact email and any email in the CC field. Only the Primary Contact will receive a confirmation email of payment.
 - If an SMS is sent, only the Primary Contact will receive the SMS.
6. Select whether tickets should be included in the payment confirmation email.
7. The traveler receives a message with a link. The link opens the payment screen in RocketLink and the traveler may enter their credit card details to pay the amount requested.
 - The traveler may be required to complete reCAPTCHA during payment.
 - Travelers can access their tickets from this link. Tickets will be accessible in Rocket Link when the order is fully paid. This setting may be modified in Rocket Link Setup.
8. Primary Contact receives a confirmation email with a PDF copy of the invoice for the payment.



Feature Behavior Notes

- RocketLink must be set up to use this feature.
- Travelers must have an internet connection (Wi-Fi or cellular data) to process their payment.
- RocketRez has automatically generated a Sales Office, User, Invoice Template, and Communication Template for use with Payment Links.
- A new security permission has been created to "Send & Cancel Payment Link". All Admin users will automatically have this permission enabled; however, this permission cannot be acted upon until the configuration steps below are complete.
- When "Resend" is selected from the Point of Sale, the user may request the same amount or a new amount. This will replace the old amount requested. For example, if \$10 was requested and the link is resent asking for \$15 the Traveler will only be required to pay \$15 (not \$25).
- Payment Links may be deactivated from the Point of Sale by a RocketRez User. The traveler will see a generic error message when attempting to access a link that has been deactivated.
- The traveler will not be able to return to an old payment link once their payment has been processed. They will see a generic error message.
- To confirm that a payment has been received, a user will need to check the Payments section for the order in the Point of Sale. There are future plans for automated alerts to staff when payment is received.



Feature Behavior Notes

- Activity from the payment link (sent, received, cancelled) may also be seen in the Order Audit, Order History tab.
- This feature is not expressly intended for Travelers to pass the link along to friends/family for payment, however, the payment link may be forwarded to another person who will be required to pay the full amount owing. Note: only the Primary Contact (original recipient of the link) receives a confirmation email for the payment, as noted in Step 7 above. There are future plans to address partial payments from multiple travelers.
- An email account must be connected to email payment links. Payment links received over email can be opened on desktop or mobile
- A Twilio account must be connected to send payment links using SMS. Payment links received over SMS can be opened on mobile.
- Payment will be processed in the currency assigned to the order in the Point of Sale
- Payment Links do not support card on file payments.
- Payment Links do not support the redemption of store credit.
- Payment Links cannot be sent from a self-serve kiosk or from the web engine.