Conferma Pay User Guide for IOS and Android

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1. Registration

Conferma Pay™ for iOS can be downloaded from the App Store and Conferma Pay™ for Android can be downloaded from Google Play. Both are free to download and require very little memory space.

Once the Conferma Pay™ app has been downloaded, users must complete the registration process in order to begin using the app. To register for the app, visit the URL https://app.confermapay.com. Please note that the URL begins https as the Conferma Pay™ registration page is a securely hostedwebsite.

In order to complete the registration process, the user must enter their **Corporate Email Address**, **Forename**, and **Surname**, and choose a Password before confirming.

NB. Please note that Conferma Pay™ only accepts corporate email addresses. Personal email addresses such as Hotmail or Gmail are not accepted.

NB. All passwords must be at least eight characters in length; not contain a user's forename or surname; and contain at least one of each of the following:
• Upper case letter

• Lower case letter
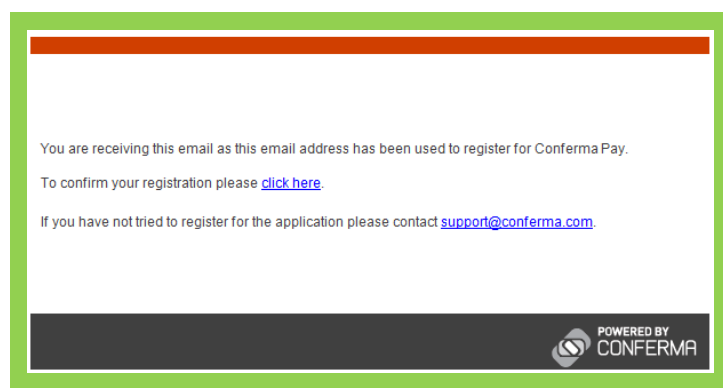
• Number

• Non-alphanumeric symbol (i.e. ! " £ $ % etc.)

Select the **Register** button once all fields have been inputted.

CLICK:

2. Account Validation

The user will then receive an email confirming the registration. Select the link in the email to complete the registration process.

You are receiving this email as this email address has been used to register for Conferma Pay.

To confirm your registration please click here.

If you have not tried to register for the application please contact support@conferma.com.

Re-enter your **Password**, before choosing a **Security Question** and **Security Answer**. Users can either select a Security Question from the dropdown list or type their own into the text box.

Enter and confirm a Memorable Word. This will be required when logging in to Conferma Pay™ for the first time.

Select **Complete Registration**.

If you have not already downloaded Conferma Pay™ from the App Store, the registration site provides a link to the App Store to download the app.

3. Login

Enter your Corporate Email and Password chosen when registering for Conferma Pay™ and select **Sign In**.

Enter two characters from the Memorable Word chosen during the registration process. Select **Login**.

Select and confirm a five-digit PIN to be used for all future logins.

NB. For all future logins only the five-digit PIN will be required, unless the user signs out of the app, in which case the user must re-enter the Password and Memorable Word.

NB. For users with a 'Touch I.D.' or a fingerprint function embedded within their phone, this can be used to bypass the password screens for future logins. You will be prompted to use the Touch I.D when you reboot the app. However, the memorable word and five digit PIN are required for initial login.

NB. The app will automatically log the user out after a few minutes of inactivity. Should the user request that notifications are turned on during the app's installation, an alert will be sent to notify that the account has been logged out of for security purposes.

4. My Trips

After logging in, Conferma Pay™ displays the My Trips screen. My Trips displays an overview of all the trips that have been booked for the user via TEM.

All trips are separated into Active Trips, Future Trips or Past Trips.

To view the details of a trip, simply select that trip.

4.1 Active Trips

Selecting an **Active Trip** returns details of the Virtual Card Number for a booking that is currently active, i.e. the current date falls within the check-in and check-out date range.

Please note that the Virtual Card Number is only visible for **Active Trips**, as displayed opposite and will disappear once the trip date has passed.

NB. Please note that the functionality to display the virtual card details to the traveller is configurable.

Where a hotel requires the three-digit CVV in addition to the 16-digit VCN to authorise a payment, simply tap the virtual card image to reveal the CVV number on the reverse of the card image.

Tilting the screen from portrait to horizontal will enlarge the card and make it more visible.

NB. Please note that the functionality to display the CVV number to the traveller is configurable.

4.2 Additional Features within Active Trips

As displayed on the image above, the **Active Trips** function contains additional features that may be of use during your trip.

Using the three symbols at the bottom of the screen to the right, the user can view any **transactions**, **invoices** or **attached documents** relevant to the trip.

The plus symbol in the top right of the screen enables the user to **upload an invoice** and view **Fax History**.

4.3 Booking Details

When you are viewing a trip, swipe down the screen to view the Booking Details for that trip. Details such as the **Room Type**, **Rate Information**, **Cancellation Policy**, any **Payment Restrictions** and the **Booked Amount** are displayed in Conferma Pay™.

The Booking Details screen is available for all trips, irrespective of whether they are active, future, or past.

The app also displays the **Deployment ID**, the unique identifier for each Virtual Card Number (VCN) used to pay for a booking, as well as the date that the VCN was created.

4.4 Future Trips

Selecting a Future Trip from the My Trips screen allows you to view the booking in question, **however the virtual card details will not be visible until the date of check-in.**

4.4 Past Trips

Selecting a Past Trip allows you to view the details of a previous booking. As the check-in and check-out dates will have passed and the booking has elapsed, **the virtual card details are no longer visible**.

4.4 Find Trips

Where a trip is not automatically connected to a user's profile, the user can manually associate the booking to their profile using home page. The menu icon in the top right corner will enable the user to **Find Trip**.

By entering the **supplier reference** and **check-in date of the booking**, the user can see the details of the upcoming trip and select **Add To My Trips**.

NB. The user will not be able to see the virtual card details until the date of check-in.

5. Send Fax

If the hotel has failed to receive the original payment fax sent by VCK, Conferma Pay™ presents users with the option to **Send Fax**.

This can be accessed by clicking on an **Active Trip** and using the **plus symbol** in the top right corner of the screen. This will bring up an additional menu with the option to **Send Fax**.

NB. This feature can only be activated on the day of check-in and where the VCN is visible on the screen.

5.1 Fax History

Conferma Pay™ users can also verify the Fax History of a booking, including all records of booking, amendment and cancellation faxes sent to the hotel via Conferma by VCK. The application displays the type of fax as well as the date and time of transmission.

6. Upload Invoice

If you wish to upload a hotel receipt or invoice for VCK or your finance department, simply select **Upload Invoice** using the **plus symbol** on an **Active Trip** and upload a photo of the receipt or invoice from your mobile device.

7. Map View

Selecting the **Map View** option in an **Active Trip** allows users to view the location of the hotel in Apple Maps. Select **Directions** toreceive directions to your hotel from Apple Maps.

7. Add to Calendar

Users can open an **Active Trip** and use the plus symbol in the top right of the screen to select an **Add to Calendar** option. This will initially prompt the app to ask permission to access the phone's calendar function, and once approved, will add the trip details for easy access.

8. Notifications

Conferma Pay™ will send a notification to your iOS or Android device every time a new trip is booked for you from any booking system.

Other notifications include automatic reminders to upload a receipt on the morning of check-out and card charge notifications, which is a reminder to take a picture in real-time when the card is billed by the hotel (support from the card issuer is required for this).

9. Settings

Selecting the **Log Out** option in the **Menu** bar located on the top left of the landing screen will enable the user to Log Out of the Conferma Pay™ application.

Please note that if you log out of Conferma Pay™, in future you will have to either enter your Memorable Word/PIN combination or, use the fingerprint login if Touch I.D is activated.

10. Windows Phones

Users of Windows smartphones are able to download the Conferma Pay app **HERE**, although please note that the initial set-up and activation may differ from the stages listed above.