



# How to 'nail it'

when offering Payright Plans

Aka Merchant Operating Guide





# What's in this guide?

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Now we're acquainted,  
what's this guide all about?

In short:

- ✓ It will give you an understanding of our Payright Plans payment solution
- ✓ It is your complete manual for providing your customers or clients with a Payright Plan
- ✓ You'll have an understanding of what you need to do as a Payright partner

Not quite what you're looking for?

Here are our other guides:

[Best Practice Integration: Attracting and engaging your customers with Payright](#)

A word from our legal & compliance team

As well as giving you the scoop on how to start a Payright Plan, this guide contains all the info you need to know about Australian laws, regulations and your requirements as a Payright partner.







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A bit about

payright





# Do it right with Payright

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We don't like to brag so we'll keep it short and sweet. We're an ASX-listed point of sale finance provider.

With Payright, it's easy to offer a payment plan so that your customers can spread their costs over time and do it right.

## The gist:

- ✓ Payment plans for up to \$20k
- ✓ Flexible repayment terms up to 60 months
- ✓ Dedicated local success manager supporting your account
- ✓ Dedicated customer support
- ✓ We pride ourselves on lending appropriately to customers
- ✓ Multiple options for quick and secure ways to start a plan
  - *Payright App*
  - *Payright Merchant Portal*
  - *Quick Links via Merchant Portal*
  - *Online checkout*



# What's in it for you?

Our flexible solutions have been created and evolved to serve the different needs of businesses across our key verticals.



## Help grow sales

Based on our (extensive!) industry experience, we think if you implement all our best practice advice you could receive results like increased:

- Leads generated
- Conversion at checkout
- Average Transaction Value

Tangible commercial results



## Convenient

Fast, easy application with instant decisioning

Supporting your customer

Dedicated success manager to train and guide your team to success

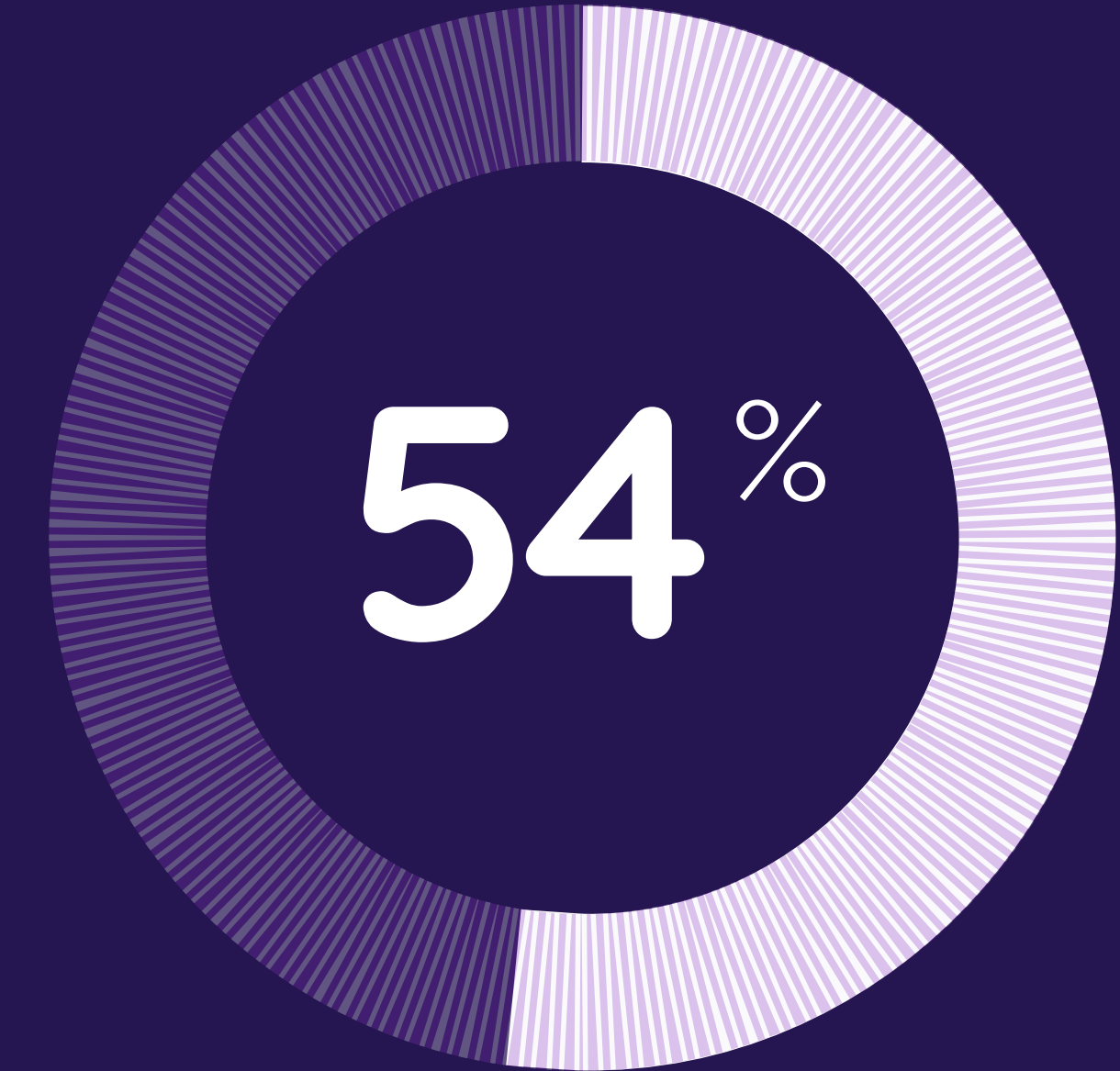


## A partner you can trust

We do extensive checks to ensure we're lending appropriately = happy customers!

We handle customer repayments. No need to do anything else!

PCI-DSS compliance and web security

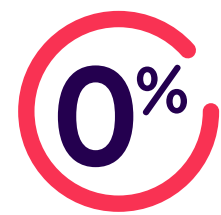


**of consumers would buy something more expensive if a pay later service was available\***

\*Source: Payright commissioned survey of 500 Australian consumers aged 18+, updated 2020

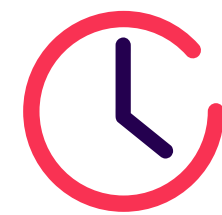


# What's in it for your customers?



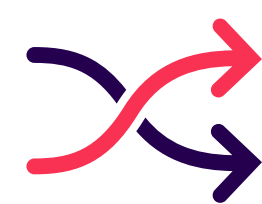
## Zero interest

Interest-free instalments mean they can enjoy their purchase now, and spread the cost over time



## Apply in minutes

Quick application on the Payright App or in store. They'll find out right away if the plan is good to go



## Flexible terms

Your customer or client can spread the cost over a schedule that's right for them and pay in easy, flexible, bite size instalments



## Helps manage cashflow

By spreading the cost over time, a Payright Plan can help customers increase their buying power



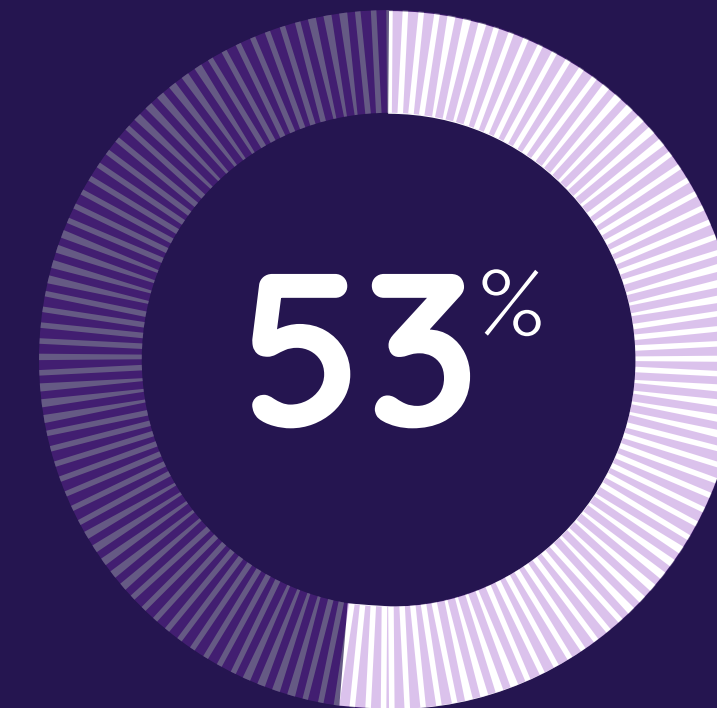
## No hidden costs

Fees and charges are disclosed upfront and paid over the lifetime of the plan. Plus, no fees for paying the plan off early!

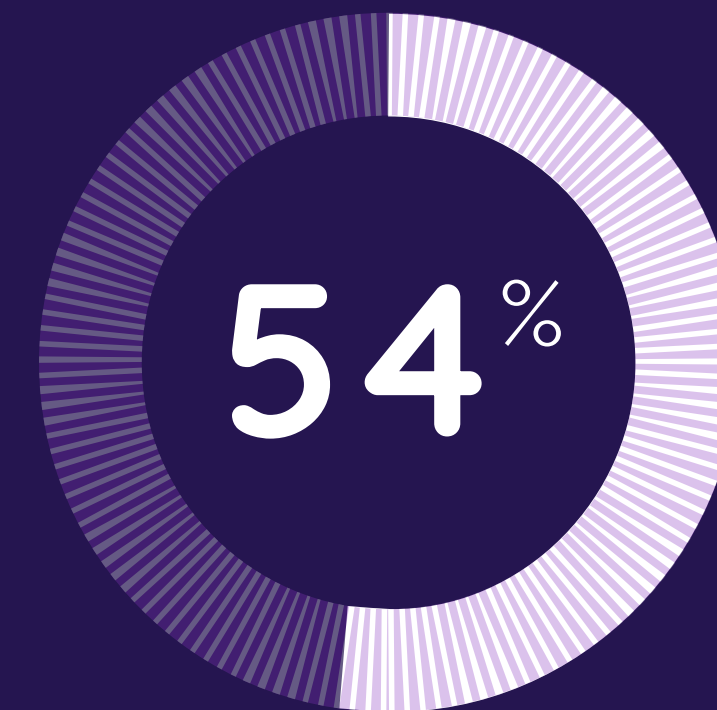


## Credit cards? Nahhhh...

A Payright Plan gives consumers another option to make their purchase now and pay later



> of consumers prefer to use buy now pay later services over a credit card<sup>+</sup>



> of users say BNPL helps them manage their cashflow<sup>\*</sup>

<sup>+</sup>Source: Payright commissioned survey of 500 Australian consumers aged 18+, updated 2020

<sup>\*</sup>Source: AFIA Research - The economic impact of buy now pay later in Australia, June 2022

Lending criteria, fees and T&Cs apply



# Understanding our fees

We have zero interest in charging your customers or clients interest. But there are some customer fees to be aware of. We believe fees shouldn't be a surprise. Here's how they work.

Plan amount	\$0 - \$20,000
<b>Plan length &amp; Establishment fee</b> To establish customer account, paid over life of the plan	<ul style="list-style-type: none"><li>• 2 months (\$0)</li><li>• 3 months (\$5.00)</li><li>• 6 Months (\$39.00)</li><li>• 12 Months (\$59.00)</li><li>• 18-36 Months (\$59.90)</li><li>• 48-60 months (\$89.95)</li></ul>
<b>Monthly account keeping fee</b> Paid with repayments, while account is open	Maximum \$3.50 per month
<b>Payment processing fee</b>	\$2.95 per repayment
<b>Late fee</b> Payable when a scheduled payment is missed	Up to \$12.95
<b>Repeat purchase fee</b> Payable if you take out an additional plan	<ul style="list-style-type: none"><li>• 2 months (\$0)</li><li>• 3 months (\$5.00)</li><li>• 6 Months+ (\$19.95)</li></ul>



Don't worry, there's a cap to what we charge, so your customers and clients will always know where they stand! And, if your customer is taking out another Payright Plan, there won't be additional charges for account keeping or payment processing. These fees are accurate as of 29 July 2022.

Visit [payright.com.au/fees](https://payright.com.au/fees) for more info and the most up-to-date fee schedule.



# Payright Plan payments

- ✓ Customers are presented a payments summary with applicable fees before they submit their application. If you are completing a merchant led application, you must read these details to the customer before submitting the application
- ✓ Fees are also outlined in the Credit and Disclosure Statement that we email to the customer upon approval
- ✓ Customers can nominate a fortnightly or monthly payment frequency
- ✓ Payments must be made using a Visa or Mastercard credit or debit card. Customers can update their payment details through the Customer Hub, through the Payright App, or by contacting Payright directly
- ✓ We won't charge early termination fees if your customer decides to make additional payments or pay the plan off early. We think that's great! They can do this through the Payright App, the Customer Hub or by contacting Payright

Sale Amount	Deposit
<input type="text" value="\$2500.00"/>	<input type="text" value="10%"/> <input type="text" value="\$250"/>
Payment Frequency	Payment Period
<input type="text" value="Fortnightly"/>	<input type="text" value="12 months"/>

Sale Amount	\$2500.00
Deposit	-\$250.00
Loan Amount	\$2250.00
Establishment Fee	<i>i</i> \$59.00
Total Credit Required	\$2309.00

26 Fortnightly payments of **\$93.37\***

### Payments Summary [Edit details](#)

Payment Frequency	Fortnightly
Payment Period	12 months
Sale Amount	\$2500.00
Deposit	10%   \$250.00
Loan Amount	\$2250.00
Establishment Fee	\$59.00
Total Credit Required	\$2309.00

26 Fortnightly payments of **\$93.37\***

\* Included in the above Fortnightly repayment is an **account keeping fee of \$1.62** and a **payment processing fee of \$2.95**. These fees are not duplicated if you have more than one plan.



# Just six short steps to success

Our solution is designed to be worry-free. Follow the steps in this guide and you can breathe easy knowing you're doing the right thing by your clients and your company.

## Assess Eligibility

1

## Verify ID

An FYI: This is automated, so most of the time you won't have to do anything

2

## Customer Application

- Via app
- Via merchant portal
  - Merchant led
  - Customer led
  - Quick links
- Using your online checkout

3

## Instant Decision

4

## Give the Goods/Services

5

## Activate the Plan

6





# Starting a Payright Plan





# Ways customers can apply

There are a few ways customers can apply, depending on what you have enabled on your account.

## Via the app

- 1. Customer downloads the app and sets up profile
- 2. Searches for your store in the app
- 3. Applies for pre-approval for the amount they want
- 4. If pre-approved, they come to you to finalise the purchase
- 5. If the plan is approved and the goods/services have been delivered, go ahead and activate it!

## Via the portal

[click here to go to portal>>](#)

### Application completed by you. Enter all information on behalf of your customer into the portal

- 1. You read the Payments Summary (including repayments and fees) and Customer Disclosure and Consent to your customer/client
- 2. Customer receives a verification code via SMS, and provides it to you to confirm agreement with the plan T&Cs and the Payments Summary
- 3. If the plan is approved and the goods/services have been delivered, go ahead and activate it!

### Application completed by customer/client

- 1. Initiate application via the portal and complete the sale information, customer contact details and their DOB
- 2. Your customer will receive a link to access the application via SMS and email to complete themselves
- 3. If the plan is approved and the goods/services have been delivered, go ahead and activate it!

### Quick Links

- 1. As the merchant, you can now add a QR code or link to your quote/invoice
- 2. Simply enter the sale amount, term and reference to create a link or QR code that you can send to your customer or client to complete the application
- 3. If the plan is approved and the goods/services have been delivered, go ahead and activate it!

## Online checkout

- 1. Once Payright has been integrated on your website, customers can add items to their shopping cart and check out with Payright
- 2. Customer will enter all information required. Note: Application must be completed in one sitting
- 3. Login to your eCommerce backend, navigate to the plan and 'complete' the sale to finalise the sale, ship the items and receive payment.

To integrate with your website, see [Payright Integration Resources](#)



# The nitty gritty of Distribution

Australian Distribution Obligations mean that you'll need to take steps to make sure you're distributing our products in line with our Target Market Determination (TMD).

Our TMD describes the target market for Payright's products and includes:

- ✓ Who is eligible to apply for a Payright Plan (and who isn't)
- ✓ How we distribute our product
- ✓ How you should manage complaints about Payright's products
- ✓ What to do if Payright's products have been distributed incorrectly

**Note:** If you are an eComm only merchant providing Payright at checkout, you are exempt from the distribution requirements.



DDO = Design and Distribution Obligations  
TMD = Target Market Determination



# Who can use Payright?

Yeah, look at you go.  
You're ready to start a plan!

Our platform quickly assesses whether a Payright Plan is suitable for the customer. Most of the time, you'll get an instant decision.

Heads up, a credit check may be required, and in some cases bank statement information may be needed too.

It's important to ensure you are selling in line with your obligations under Australian Consumer Law. For more details [click here](#).

## Top Tip!

The goods/service should be for personal use only, not for business purposes.



## At a glance (because you're busy):

- ✓ At least 18 years of age
- ✓ Holds a Australian driver's licence, Australian passport or other Australian identity documentation as accepted by Payright
- ✓ Permanent resident or citizen of Australia.  
No visas or international applicants
- ✓ Regular income
- ✓ Current and verifiable email address and Australian mobile number
- ✓ Application must be in the name of the person purchasing your goods or service and guarantors aren't accepted

Refer to [Payright's Target Market Determination](#) for more information on customers that are (and are not) eligible.



# Electronic ID verification

As part of the application process we'll run an automated ID verification check on the customer. Customers will need to provide either:

- ✓ Australian Drivers Licence
- ✓ Australian Passport or
- ✓ Other Australian identity documentation as accepted by Payright. Note that this option can cause delays in electronic ID verification

These are used to automatically verify your customer or client's identity electronically.

If the electronic ID check is unsuccessful, we'll send an email to the customer to double check their ID details and update any errors.

If it's still unsuccessful, you'll need to verify their ID manually. See p16.



## Top Tip!

When entering ID details, make sure they appear **exactly** as shown on the ID provided:

- ✓ ID number
- ✓ First/middle/last names
- ✓ Date of birth

Any errors, such as typos, missing middle name/s, or putting info in the wrong fields (e.g. putting ID number into date of birth field, or vice versa) will cause the electronic ID verification to fail, causing a delay in the decisioning.



# How to complete manual ID verification

If the automatic ID check is unsuccessful, you'll need to complete a physical ID verification. Your customer can provide one of two options.

Option A	Or Option B Please obtain one form of ID from each column below	
1 of the following forms of current (not expired) identification: <ul style="list-style-type: none"><li>• Australian Drivers Licence</li><li>• Australian Passport</li><li>• Australian issued Proof of Age Card</li></ul>	<ul style="list-style-type: none"><li>• Australian Birth Certificate</li><li>• Australian Citizenship Certificate</li><li>• Australian Government issued concession card (either a pensioner concession card, or health care card)</li></ul>	<ul style="list-style-type: none"><li>• Notice from an Australian Government Agency issued in the last 12 months, including ATO Notice of Assessment or Centrelink Notice</li><li>• Utilities bill such as water, gas or electricity issued in the last 12 months that includes customer name and residential address</li><li>• Bank statement issued in the last 12 months stating customer name and residential address</li></ul>

- Step 1:** Scan or photograph the documents from **Option A** OR **Option B**

**Step 2:** Email copies of the documents to [applications@payright.com.au](mailto:applications@payright.com.au) with the following certification declaration on or accompanying the copies or photographs:

**“I have met with the customer and collected the ID documents face to face. I have witnessed the original documents and am satisfied that they reflect the identity of the customer”**

In unexpected circumstances (such as lockdown), call or email us to talk about how to conduct ID verification when you can't be face to face.

- Top Tip!**

To ensure an ID check can be completed:

  - ✓ The applicant must be pictured in the document (Option A)
  - ✓ The details must match the information in the application
  - ✓ ID must be current and not expired



# Application outcomes

Status	
Pending	The application is currently incomplete. If customer led, encourage your customer to complete the remaining details via the link provided. If merchant led, log on to the portal » plans and select the plan ID to complete the remaining steps
Review	We may require more information from the applicant in order to make a decision. Our Operations team will email your customer with details on the information that's needed to assess their application
Approved statement requested	We may require more information from the applicant in order to make a decision, such as a bank statement. Your customer will be notified in real-time about what's needed to assess their application.
Approved pending ID	Application is approved but we were unable to electronically verify the customer's ID. This can usually be rectified by checking whether the details entered in the application matches the ID provided in the application. If there's an error, send the correction to <a href="mailto:applications@payright.com.au">applications@payright.com.au</a> . If the details are correct, you will need to verify the customer and follow our manual ID verification process. See page 16
Approved	Application is approved and payment details can be added. Once this step is complete and you have delivered the goods or commenced service, the plan is ready for activation. Please do not submit another application for the customer at this time. If there was an error in the information provided in the application, please contact us
Declined	The application is declined
Active	Great job! The plan has been activated and funds will be settled by the following business day



# Activating the plan, and settlement (cha-ching!)

Have you provided the goods or commenced service? Then it's time to crack open a cold one because now you can activate the plan and get PAID!

Like everything else Payright, it's easy to do.

1. When a plan application is approved, it will be available in the Merchant Portal for activation
2. Navigate to the plan and click the 'Activate' button
3. Once activated, funds will be deposited into your nominated account less the merchant service fee by the following business day

Before you hit that 'Activate' button, there's a few requirements that need to be met:

- ✓ The customer/client must have received the goods or services; or
- ✓ Delivery has been arranged (to arrive within 8 weeks of activation); or
- ✓ If installation is required, installation has been completed
- ✓ If the sale was unsolicited: you have provided the customer the mandatory 10 business day cool off period

Don't activate the plan unless the applicable requirement is met, otherwise the plan may be subject to reimbursement.



Things that  
happen after  
you start a plan





# Cancellation and refund for active plans

## Cancelling a Payright Plan

If you need to cancel an active Payright Plan, please submit it to us in writing. Cancelling a plan might mean a full or partial refund to the customer, and you'll need to refund the settlement back to Payright. We'll also reimburse the merchant service fee back to you.

## Your cancellation or refund policy

As part of offering Payright Plans, you must have a cancellation or refund policy that complies with Australian Consumer Law, outlines your approach, and that customers can access via your website.

To cancel a plan just follow these steps

step  
**01**

### Contact us

Email [help@payright.com.au](mailto:help@payright.com.au), about plan cancellation, including customer name, plan number and refund amount

step  
**02**

### Confirmation

Payright will confirm the cancellation in writing and direct debit the settlement amount due from you

step  
**03**

### Notification

We'll notify the customer of any applicable adjustments



# Customer complaints

If a customer is unhappy with our product, we want to make it right. If a customer wants to make a complaint about a Payright product, there's a few ways they can do it:



Call us on **1300 338 496**



Email us at [complaints@payright.com.au](mailto:complaints@payright.com.au)

Please don't respond to or manage any complaints about Payright products. Direct any complaints to the channels above and we'll manage these with the customer.

We may need to ask you for information or supporting documents regarding a complaint from time to time. If that happens, we appreciate your cooperation and prompt responses within 48 hours, so that we can resolve the matter as quickly as possible.

## Want to know more?

Here's some beachside reading for more information

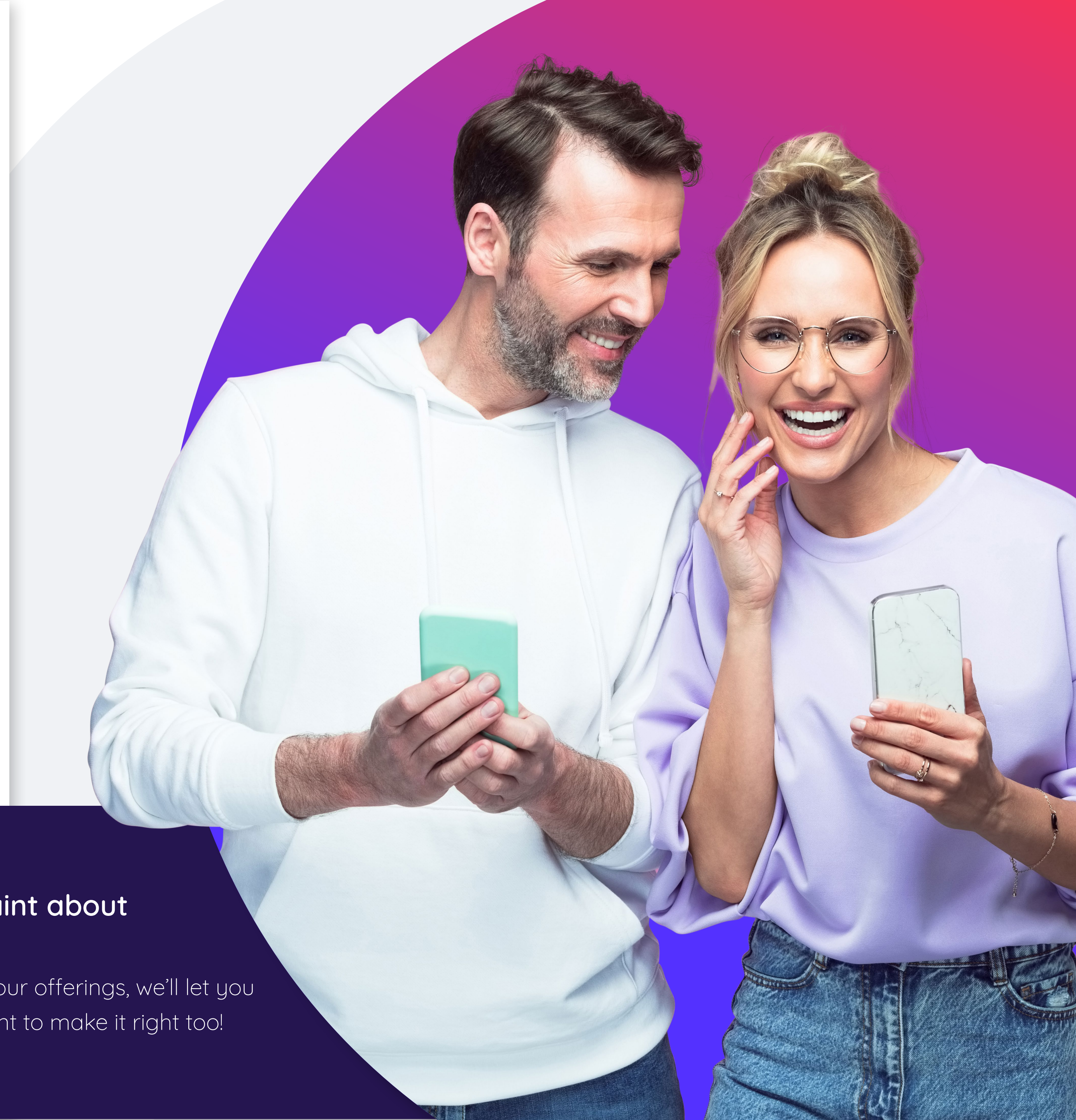
[Payright Complaints Handling Policy](#)

[Merchant General Terms](#)

[Payright TMD](#)

## What if we receive a complaint about your products or services?

If we receive any complaints about your offerings, we'll let you know. We know you're like us and want to make it right too!





# Important information





# The definitive ‘do this and you’re golden’ checklist

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Distribute Payright’s product in accordance with [Payright’s TMD](#)

Ensure the applicant meets Payright’s [eligibility criteria](#) before applying (see page 14)

Take steps to minimise fraud to the best of your ability (see page 24)

The applicant and the person purchasing your product/service must be one and the same. You cannot submit an application for a guarantor or in a third party name

The details you gather are for the applicant only and the information you collect is accurate and current

The mobile phone number and email address provided belongs to the applicant. Alternate contact details cannot be accepted. Note: This is critical because we send them important disclosure information

The deposit (if applicable) must be paid by the customer in full at the time of the application, using cash, debit or credit card only. Deposits can’t be paid through any other means for example loans, buy now pay later, or other payment plans

You can not apply a payment fee or increase the cost of your products or services on a Payright Plan

Only activate plans in accordance with the [Merchant General Terms](#) (see page 18)

Please refer any complaints in relation to Payright Plans directly to Payright (see page 21)

Ensure you are selling appropriately. [See here for guidance.](#)

## Top Tip!

Double check the customer info in the application is correct. Accurate data is your number one priority. It avoids decisioning delays, application declines, or even reimbursements. It also makes sure that our product is suitable for your customer.

## Top Tip!

We have designed our processes so you don’t have to worry. By following the processes set out in this guide you can be confident you are meeting all your requirements.



# Something not quite right?

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Payright prioritises the safety and security of all our customers and partners. You can do your bit in preventing crimes such as fraud, including identity theft.

Regardless of the application process, you should always sight the customer's ID when they are coming to pick up the goods. Check the photo, make sure they are who they say they are!

If you are delivering the goods, check the delivery address matches the address captured in the application.

Be on the lookout for suspicious customer behaviour. Examples include:

- Changing contact details the same day they made the application.
- Providing multiple addresses or contact numbers.
- Getting flustered when asked questions.
- Unable to verify their details (i.e.) name, phone, address on profile and say they will come back later.

Be aware of fake IDs, ensure you look closely.

If you are suspicious or unsure, call us on **1300 338 496**. We are here to help.





# And if you can't tick off everything in the checklist?

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## We understand that sometimes things go wrong.

If you become aware of any non-compliance with important requirements as outlined in this guide, you're required to let us know in writing within 10 business days. Make sure to include as much detail as possible about:

- ✓ What went wrong?
- ✓ What caused the issue?
- ✓ Has the issue been remediated?
- ✓ What steps were taken to remediate the issue?

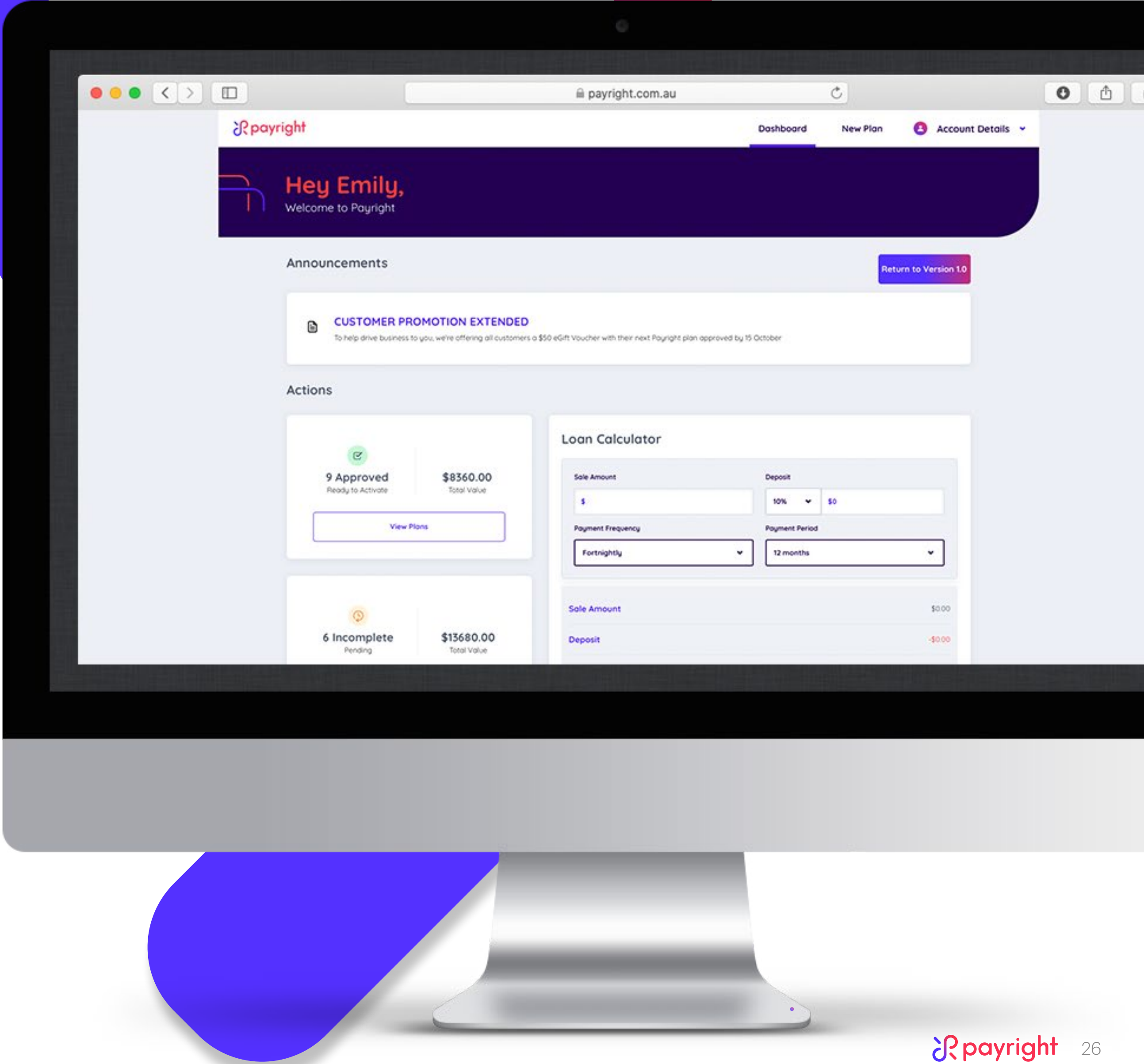
Please email [help@payright.com.au](mailto:help@payright.com.au)





# Staff access

Access Type	Description
Adminstrator	Can do everything
Create Plan	Can create plans
View Plan	Can view their own plans only
View All Plans	Can view all store plans
Activate	Can activate plans for settlement
Report	Can export a report of activity
View MSF	Can view applicable merchant service fees
Add Staff	Can add, change or remove staff details







# Congratulations! You're just one step away from going live!

And with that, you're nearly set. To complete your training and start transacting, there's a short quiz to do, and then you're good to go.

**Complete training**

You're ready to offer Payright!  
We're so excited to welcome you  
as our newest partner.



If you have any questions about the information in this guide, please contact your Customer Success Executive.

For customer enquiries or application questions, please call our friendly team at Payright HQ.

 **Merchant enquiries**  
8am - 8pm from Monday-Friday

 **1300 338 496**

 **[help@payright.com.au](mailto:help@payright.com.au)**  
General Enquiries

 **[applications@payright.com.au](mailto:applications@payright.com.au)**  
New or Existing Application Enquiries

 **payright**