



Intelligent Checkout

User Guide



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Introduction

Welcome to the PCI Pal Intelligent Checkout user guide.

This guide describes how to use the Intelligent Checkout product on both the agent and customer sides.

Further guides are available covering:

- API Overview
- Payment Service Providers
- Customer support (troubleshooting and triage)

Contact training@pcipal.com to gain access to these guides, or to find out more about our learning management system.

Process Overview

A call is made to a contact centre or other similar environment and answered by an agent. At the point where the agent needs to receive a payment, they will initiate the Intelligent Checkout session.

The agent will be presented with 3 options. Click to Pay, Key to Pay, Speak to Pay. *(Image 01)*

If the agent chooses to send a payment link to the customer, the payment link can be sent via email or SMS or by copy-paste to any other communication channel.

After the customer receives the payment link, they can complete the payment journey while on the phone with the agent or can hang up and complete the journey later. The session will be live for 60 minutes for the consumer to go back and complete their payment. When the customer clicks on the payment link, they will select their payment method for the payment, enter and confirm their payment details and the payment process will be completed.

If the agent chooses the Key to Pay option, the customer will complete the payment journey securely while on the phone with the agent by keying in their card details.

The agent will have real-time visibility of the customer's progress in both journeys.

Disclaimer

Descriptions of functions, applications and other related information in this document are provided to help users understand how to use the various components of the PCI Pal software. Whilst PCI Pal makes every attempt to ensure the content is accurate, it should be used as guidance only. We recommend any new functionality is checked by the PCI Pal Support Team (support@pcipal.com) prior to testing or going live. In no event shall PCI Pal be liable for any losses incurred by you or third parties arising from the use of this information. This user guide is subject to change without notice.

The information contained in this guide (regardless of whether online or printed) is confidential, and may not be used, published or redistributed without the prior written consent of PCI Pal.

Support

PCI Pal has a technical support team, who are able to assist with any issues or problems you may experience with the application.

To help the team please ensure you provide:

Full name and contact number of the person reporting the problem

The PCI Pal session ID

The PCI Pal tenant-name

The PCI Pal username

The PCI Pal URL being used

A full description of the problem (including screenshots if available/appropriate)

Our support team can be contacted at support@pcipal.com

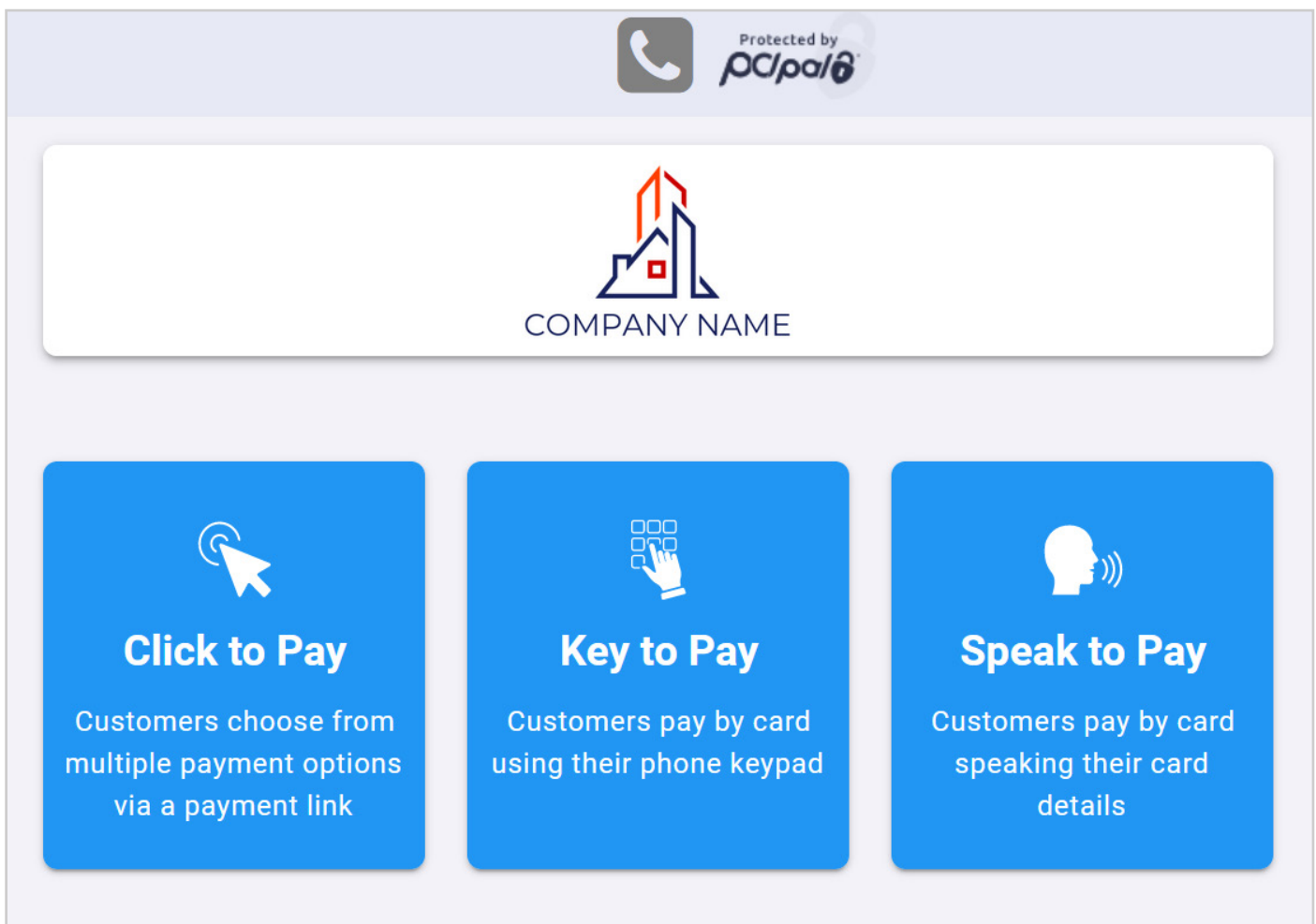
The training team can be contacted at training@pcipal.com

Intelligent Checkout

Integrated merchants can enable their agents to initiate the Intelligent Checkout session from their CRM systems or agents can use the PCI Pal platform to initiate the session.

When the agent initiates the Intelligent Checkout session, they will be presented with the payment options enabled by their employer. *(Image 01)*

The agent will be directed to digital (Click to Pay) or phone (Key to Pay, Speak to Pay) session according to their clicked choice.

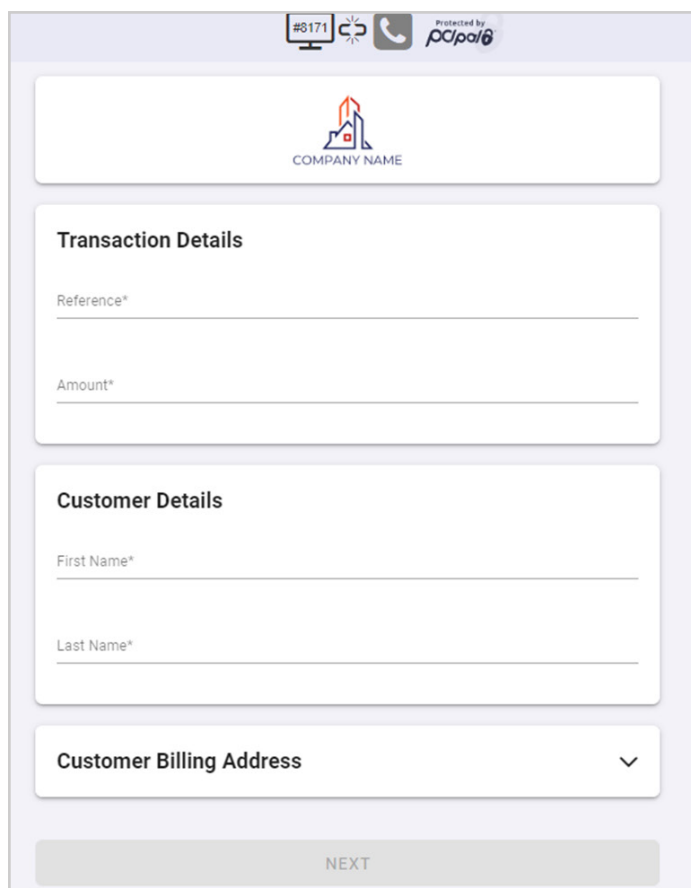


Agent Landing Page
Image 01

Key to Pay

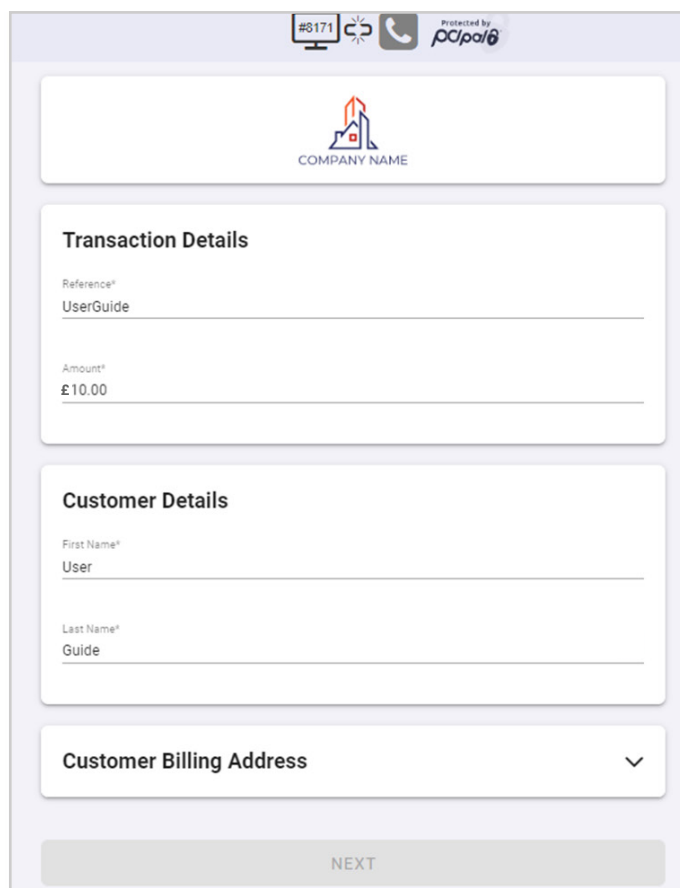
When the agent clicks on Key to Pay, they will be presented with the payment details collection page. *(Image 02)*

If the merchant is not integrated, the agent will need to enter all required fields. If the merchant is integrated, the fields passed through the integration will be prepopulated and the agent will be able to edit those fields if necessary. *(Image 03)*



The image shows a mobile application interface for a non-integrated merchant. At the top, there is a status bar with the number #8171, a camera icon, a phone icon, and a 'protected by pcipal' logo. Below this is a header section with a house icon and the text 'COMPANY NAME'. The main content area is divided into three sections: 'Transaction Details' with fields for 'Reference*' and 'Amount*', 'Customer Details' with fields for 'First Name*' and 'Last Name*', and 'Customer Billing Address' with a dropdown arrow. At the bottom, there is a large grey button labeled 'NEXT'.

Payment Details collection Page - Non Integrated Merchant
Image 02



The image shows a mobile application interface for an integrated merchant. It has the same top status bar and header as Image 02. The 'Transaction Details' section has 'Reference*' prepopulated with 'UserGuide' and 'Amount*' prepopulated with '£10.00'. The 'Customer Details' section has 'First Name*' prepopulated with 'User' and 'Last Name*' prepopulated with 'Guide'. The 'Customer Billing Address' section has a dropdown arrow. At the bottom, there is a large grey button labeled 'NEXT'.

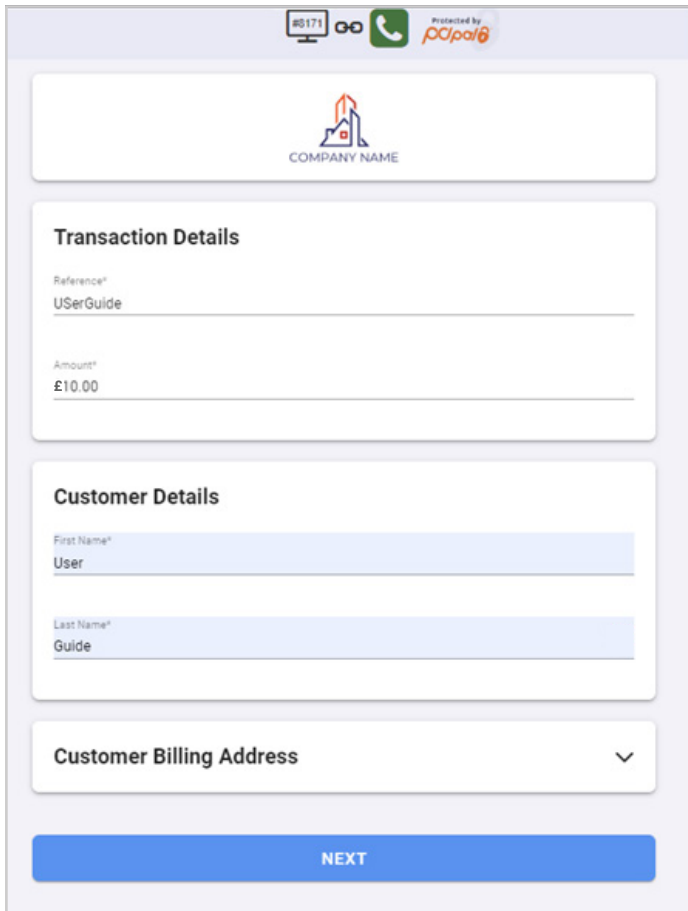
Payment Details collection Page - Integrated Merchant
Image 03

To be able to move to the next step the agent needs to make sure all required fields are filled in and the call is linked.

To be able to link the call the agent needs to dial #4 digit PIN given at the top of the page. In the example given in the image above, the agent needs to dial #8171 to enable the NEXT button *(Image 02/03)*.

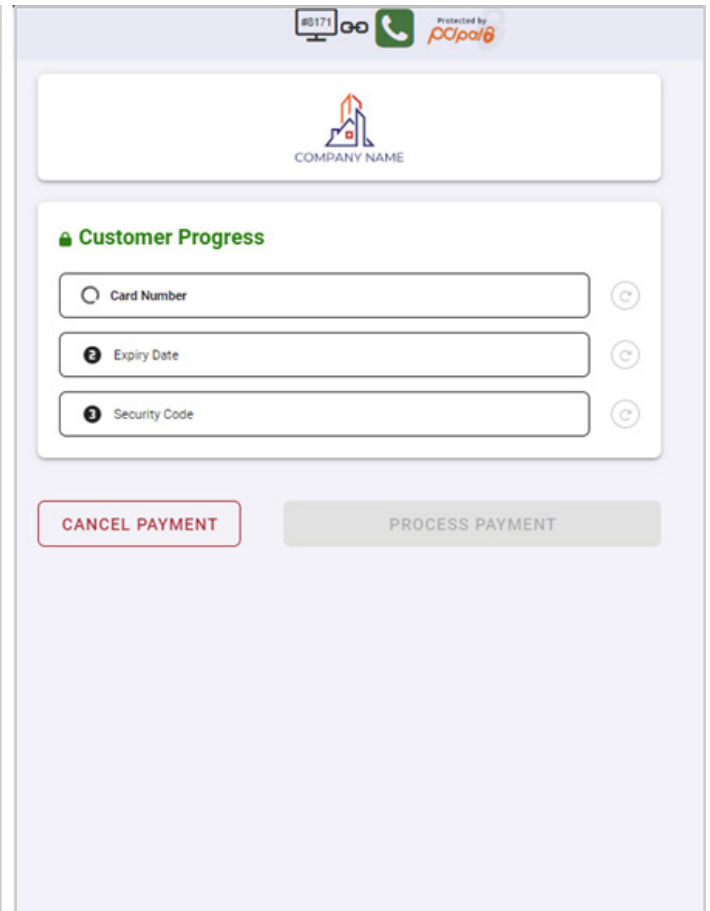
When the call is linked and secured the icons at the top will change to show the agent that the call is now secure to go on with the payment. (Image 04)

The agent can now continue to the card information collection step (Image 05) by clicking the Next button. (Image 04)



The screenshot shows a mobile application interface for a payment gateway. At the top, there is a status bar with a phone icon, a 'GO' button, and a 'Protected by PCIPAL' logo. Below this is a header section with a company logo and the text 'COMPANY NAME'. The main content area is divided into three sections: 'Transaction Details' with fields for 'Reference*' (containing 'USerGuide') and 'Amount*' (containing '£10.00'); 'Customer Details' with fields for 'First Name*' (containing 'User') and 'Last Name*' (containing 'Guide'); and a 'Customer Billing Address' section with a dropdown arrow. At the bottom, there is a large blue button labeled 'NEXT'.

Payment Details collection Page - Integrated Merchant
Image 04



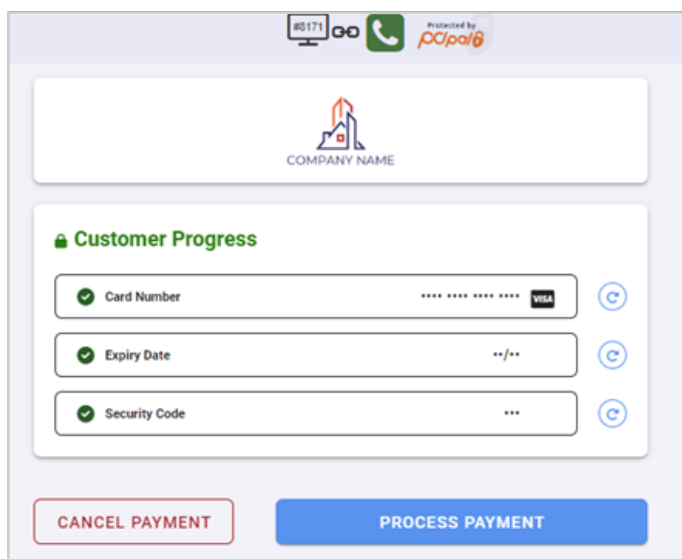
The screenshot shows a mobile application interface for a payment gateway. At the top, there is a status bar with a phone icon, a 'GO' button, and a 'Protected by PCIPAL' logo. Below this is a header section with a company logo and the text 'COMPANY NAME'. The main content area is divided into two sections: 'Customer Progress' with three steps: '1 Card Number', '2 Expiry Date', and '3 Security Code', each with a corresponding input field and a 'C' icon; and a 'PROCESS PAYMENT' button. At the bottom, there is a red button labeled 'CANCEL PAYMENT' and a grey button labeled 'PROCESS PAYMENT'.

Card Information Collection
Image 05

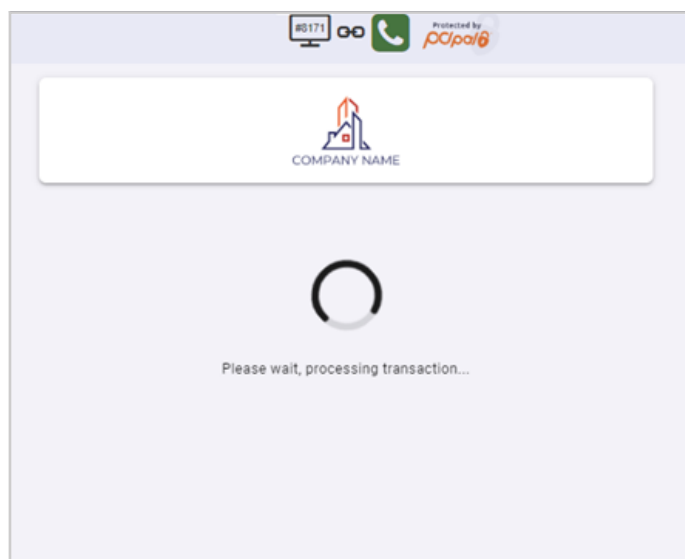
The agent can now guide the customer while they key in their card details. If the customer dials any invalid values the agent will be able to see and reset the invalid value by clicking the reset button next to the related value (*Image 06*) to help the customer and guide them to key in their correct details.

Once all card details are keyed in and validated, the process payment button will be enabled. (*Image 06*)

When the agent clicks on the process payment button, the payment process will be initiated. (*Image 07*)

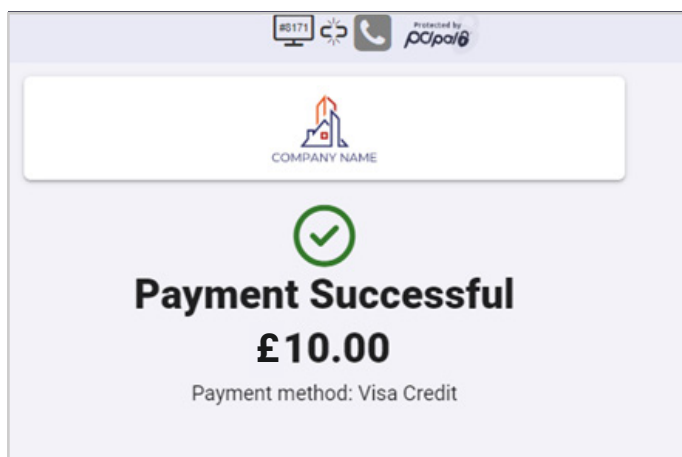
The screenshot shows a mobile application interface for a company named 'COMPANY NAME'. At the top, there is a header with a phone icon, a WhatsApp icon, and a 'Protected by pcipal' logo. Below the header is a white box containing the company logo and name. The main section is titled 'Customer Progress' and contains three input fields: 'Card Number' (with a green checkmark and a reset button), 'Expiry Date' (with a green checkmark and a reset button), and 'Security Code' (with a green checkmark and a reset button). At the bottom, there are two buttons: 'CANCEL PAYMENT' (red) and 'PROCESS PAYMENT' (blue).

Card Information Collection - Consumer Progress
Image 06

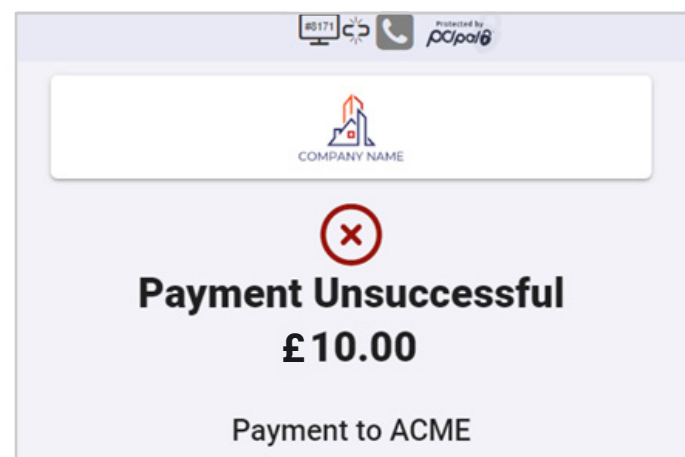


Payment Processing
Image 07

Once the payment is completed, the agent will be presented with the payment outcome (*Image 08/09*).



Payment Outcome - Successful Message
Image 08



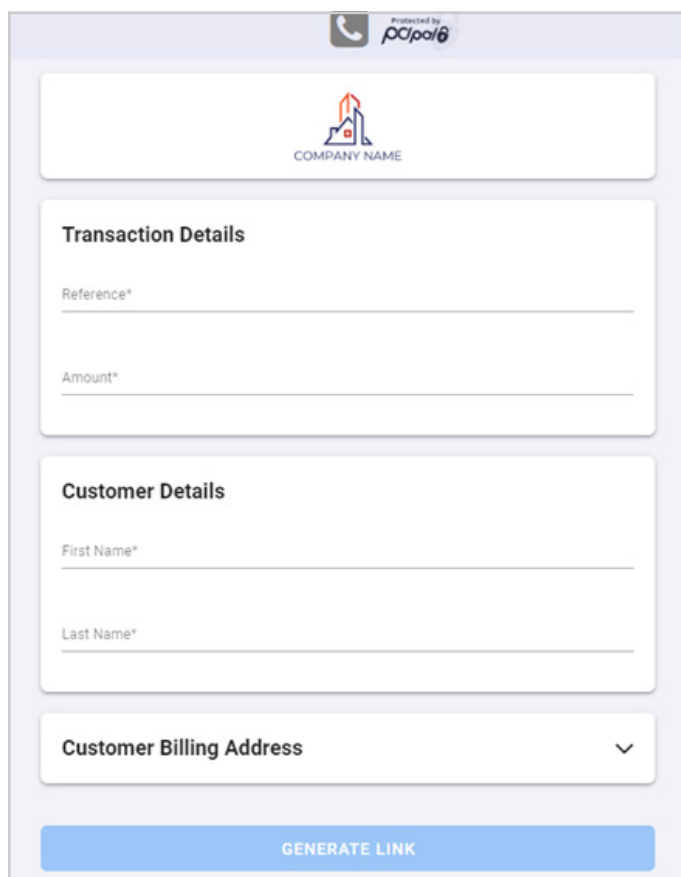
Payment Outcome - Unsuccessful Message
Image 09

Click to Pay

When the agent clicks on Click to Pay, they will be presented with the payment details collection page (*Image 10*).

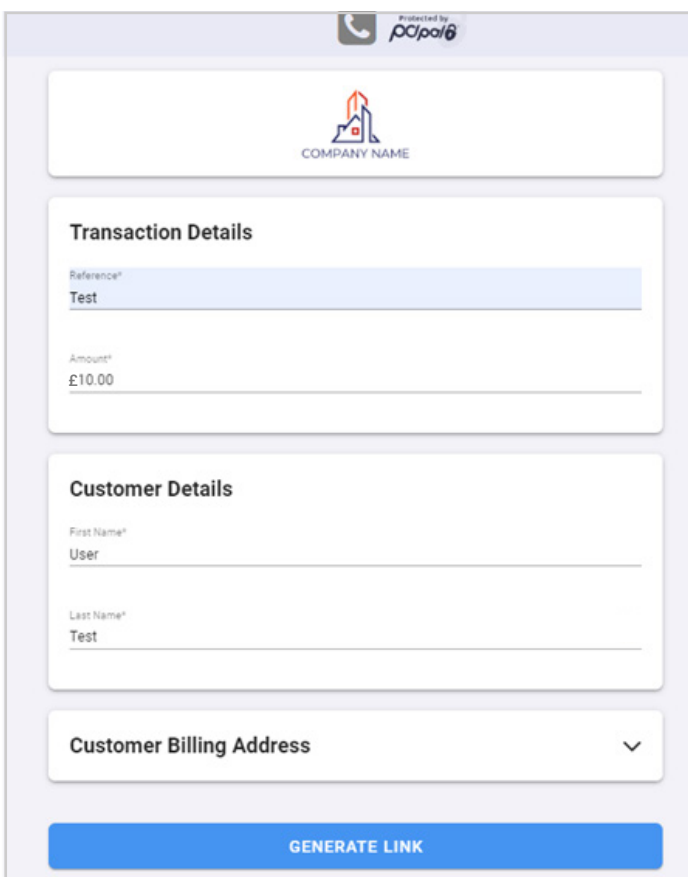
If the merchant is not integrated, the agent will need to enter all required fields (*Image 10*). If the merchant is integrated, the fields passed through the integration will be prepopulated and the agent will be able to edit those fields if necessary (*Image 11*).

Once all required fields are filled in, GENERATE LINK button will be enabled (*Image 11*).



The image shows a web form for a non-integrated merchant. At the top, there is a header with a phone icon and 'Protected by PCI PAL 6'. Below this is a white box with a logo and 'COMPANY NAME'. The form is divided into three main sections: 'Transaction Details' with fields for 'Reference*' and 'Amount*'; 'Customer Details' with fields for 'First Name*' and 'Last Name*'; and 'Customer Billing Address' with a dropdown arrow. At the bottom is a blue button labeled 'GENERATE LINK'.

Payment Details Collection Page - Non Integrated Merchant
Image 10



The image shows a web form for an integrated merchant. It has the same header and company name box as Image 10. The 'Transaction Details' section has 'Reference*' prepopulated with 'Test' and 'Amount*' prepopulated with '£10.00'. The 'Customer Details' section has 'First Name*' prepopulated with 'User' and 'Last Name*' prepopulated with 'Test'. The 'Customer Billing Address' section has a dropdown arrow. At the bottom is a blue button labeled 'GENERATE LINK'.

Payment Details Collection Page - Integrated Merchant
Image 11

When the agent clicks on the GENERATE LINK button, the payment link will be generated and the agent will be presented with the options to send the link to the customer and customer progress monitoring section right below it.

The agent can choose to send the link via email or SMS or can choose to copy and paste the link into any other channel of preference (*Image 12*).

Once a valid Email is entered to the Email field or a valid UK phone number is entered to the Phone Number field, the SEND button next to the related field will be enabled. And the agent will be able send the payment link via email or SMS by clicking on the SEND button next to it.

The agent might also choose to click on the COPY button next to payment link and paste the link onto any other channel (*Image 12*).

Once the payment link is shared with the customer the green banner on top (*Image 12*) will disappear (*Image 13*) and a tick icon (*Image 13*) will be shown on the action button next to the chosen communication channel for 5 seconds. The agent will be able to re-send the link after 5 seconds if needed.

COMPANY NAME

✓ Payment Link Ready to Send

Send Link

Email SEND

Phone Number SEND

Payment Link COPY

Customer Progress

- 1 Link Opened
- 2 Payment Method Chosen
- 3 Payment Started
- 4 Payment Result

CANCEL PAYMENT

Payment Details Collection Page
Image 12

COMPANY NAME

Send Link

Email SEND

Phone Number SEND

Payment Link ✓

Customer Progress

- 1 Link Opened
- 2 Payment Method Chosen
- 3 Payment Started
- 4 Payment Result

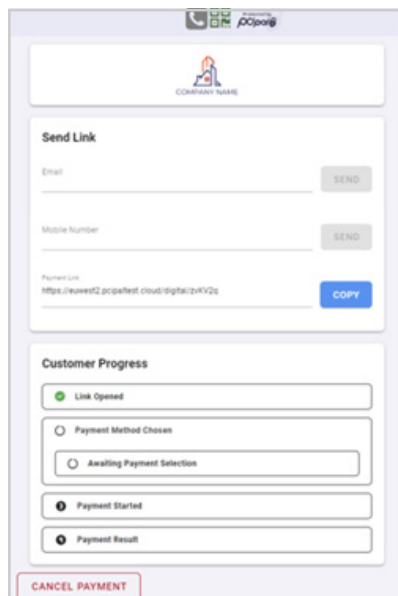
CANCEL PAYMENT

Payment Details Collection Page
Image 13

Once the payment link is sent, the agent can monitor all the steps the customer takes in the payment journey and assist if needed.

Pay by Card

The consumer will see the payment methods enabled by the merchant on the payment method selection page (Image 15). The agent can see real-time progress of the consumer (Image 14).



Agent View - Consumer Progress

Send Link

Email SEND

Mobile Number SEND

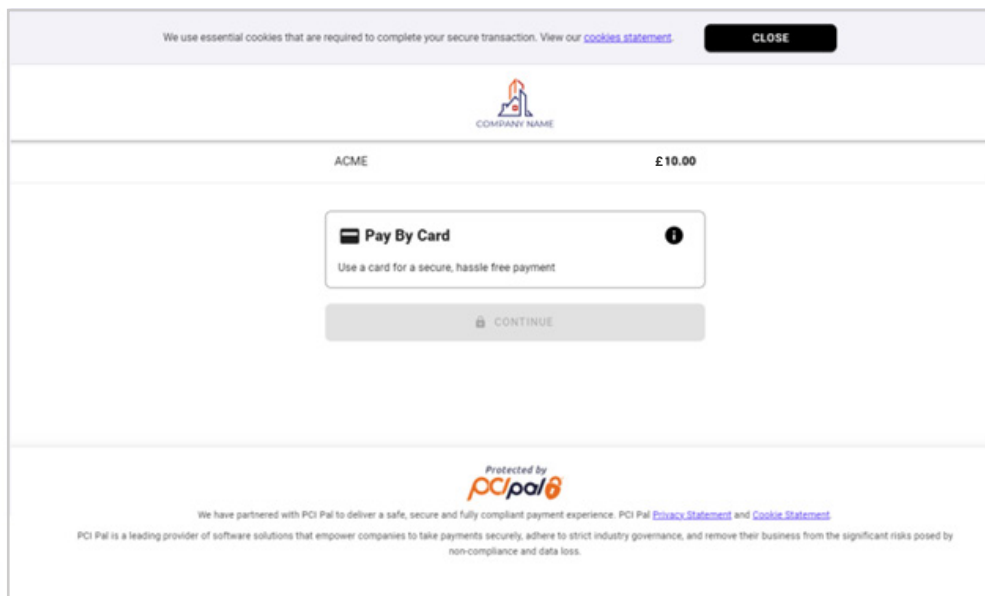
Payment Link <https://euwest2.pcipaltest.cloud/digital/zhVQ2g> COPY

Customer Progress

- Link Opened
- Payment Method Chosen
- Awaiting Payment Selection
- Payment Started
- Payment Result

CANCEL PAYMENT

Agent View - Consumer Progress
Image 14



Consumer Payment Selection Page

We use essential cookies that are required to complete your secure transaction. View our [cookies statement](#) CLOSE

ACME £10.00

Pay By Card ⓘ

Use a card for a secure, hassle free payment

CONTINUE

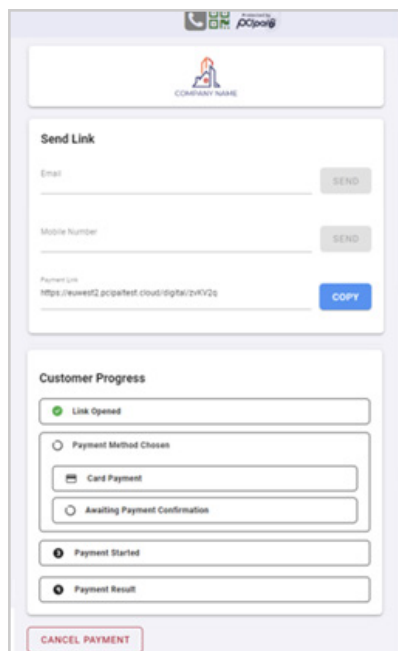
Protected by **pci pal**

We have partnered with PCI Pal to deliver a safe, secure and fully compliant payment experience. PCI Pal [Privacy Statement](#) and [Cookie Statement](#)

PCI Pal is a leading provider of software solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss.

Consumer Payment Selection Page
Image 15

When the consumer selects Pay by Card, the CONTINUE button will be enabled. The agent will be able to see that the consumer has selected Pay by Card (Image 16).



Agent View - Consumer Progress

Send Link

Email SEND

Mobile Number SEND

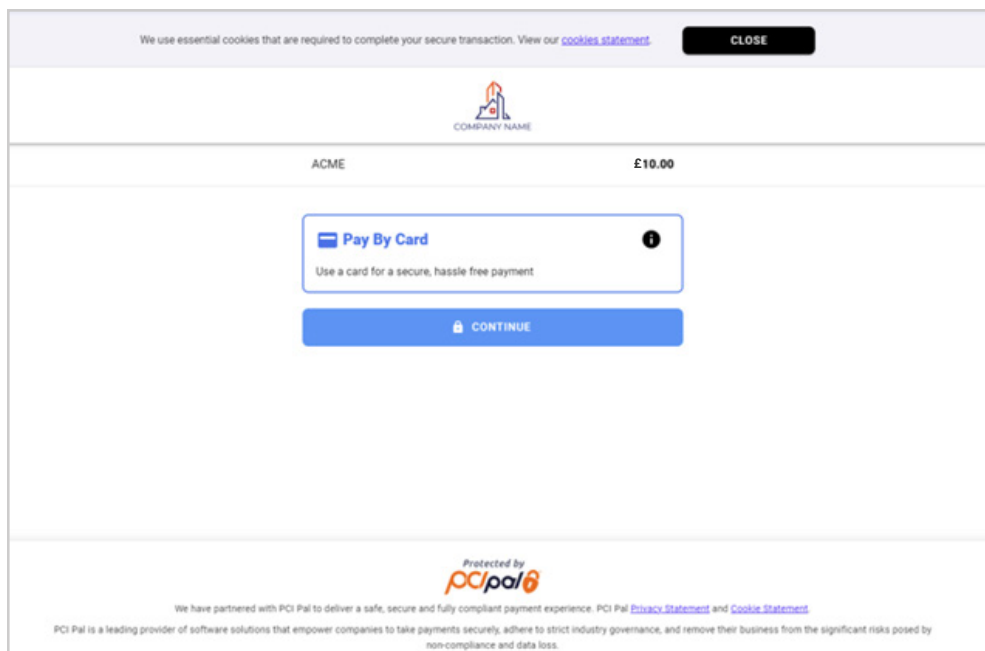
Payment Link <https://euwest2.pcipaltest.cloud/digital/zhVQ2g> COPY

Customer Progress

- Link Opened
- Payment Method Chosen
- Card Payment
- Awaiting Payment Confirmation
- Payment Started
- Payment Result

CANCEL PAYMENT

Agent View - Consumer Progress
Image 16



Consumer Payment Selection Page

We use essential cookies that are required to complete your secure transaction. View our [cookies statement](#) CLOSE

ACME £10.00

Pay By Card ⓘ

Use a card for a secure, hassle free payment

CONTINUE

Protected by **pci pal**

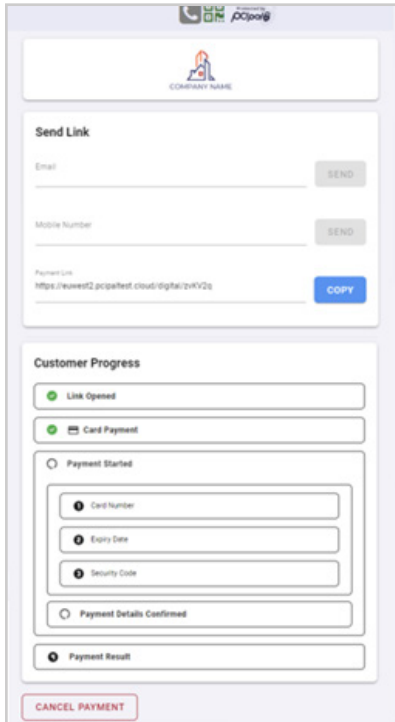
We have partnered with PCI Pal to deliver a safe, secure and fully compliant payment experience. PCI Pal [Privacy Statement](#) and [Cookie Statement](#)

PCI Pal is a leading provider of software solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss.

Consumer Payment Selection Page
Image 17

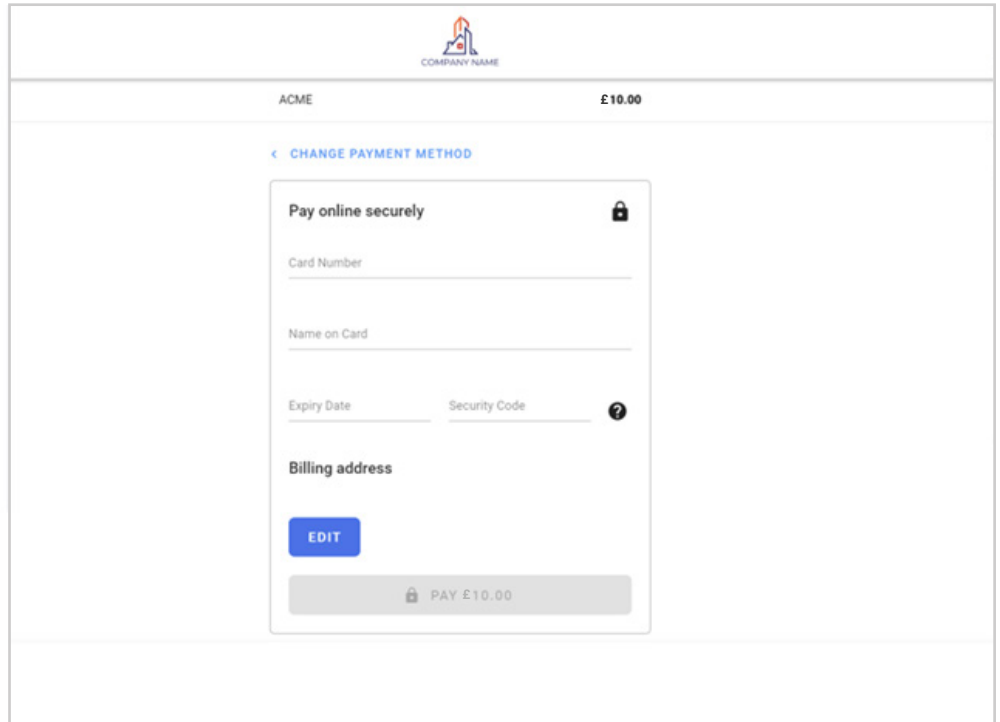
The consumer will need to click the CONTINUE button to confirm their selection (*Image 17*).

When the consumer confirms Pay By Card as their payment method, they will be presented with the Card Details collection page (*Image 19*). The agent will be able to see that the consumer has confirmed Pay by Card as their payment method (*Image 18*).



The screenshot shows the 'Agent View - Consumer Progress' interface. At the top, there's a 'Send Link' section with input fields for 'Email' and 'Mobile Number', each with a 'SEND' button. Below this is a 'Payment Link' section showing a URL and a 'COPY' button. The main section is 'Customer Progress', which displays a vertical list of steps: 'Link Opened' (completed with a green check), 'Card Payment' (completed with a green check), 'Payment Started' (active, indicated by a circle), 'Payment Details Confirmed' (pending), and 'Payment Result' (pending). The 'Payment Started' step is expanded, showing sub-steps: 'Card Number', 'Expiry Date', and 'Security Code'. At the bottom, there is a 'CANCEL PAYMENT' button.

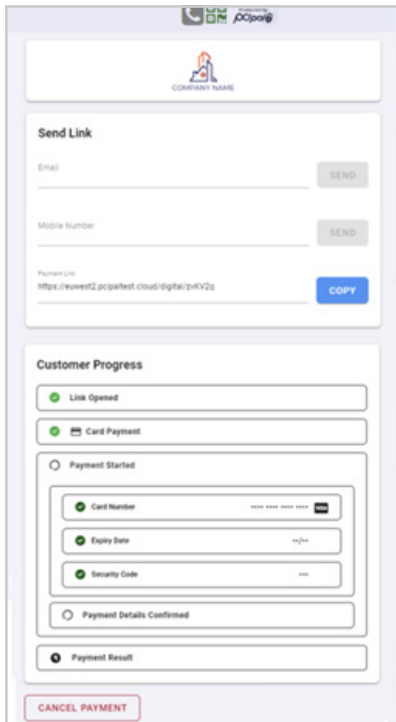
Agent View - Consumer Progress
Image 18



The screenshot shows the 'Consumer Card Details Collection Page'. At the top, it displays 'ACME' and '£10.00'. Below this is a link to 'CHANGE PAYMENT METHOD'. The main section is 'Pay online securely', which includes input fields for 'Card Number', 'Name on Card', 'Expiry Date', and 'Security Code'. There is an 'EDIT' button and a 'PAY £10.00' button at the bottom.

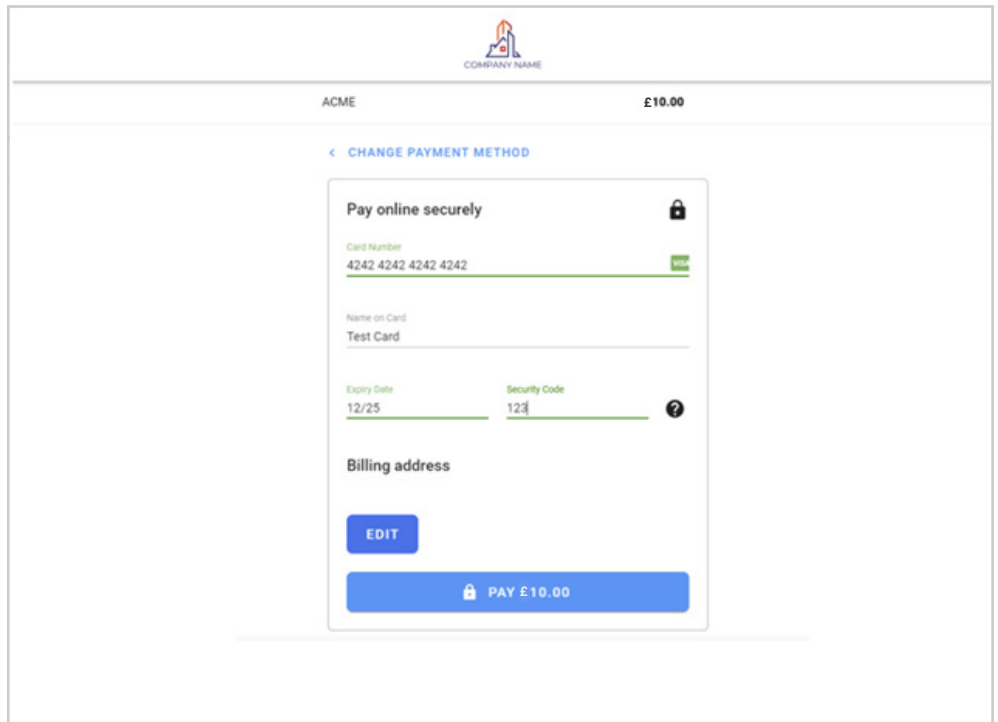
Consumer Card Details Collection Page
Image 19

As the consumer enters their card details, they will be able to see the validation results instantly. If the information they entered is valid, the relevant field will turn green (*Image 21*), if it is invalid, it will turn red. The agent will be able to see the redacted card details in real-time (*Image 20*) and help the user if necessary. Once all card details are entered and valid, the PAY button will be enabled (*Image 21*).



The screenshot shows the 'Agent View - Consumer Progress' interface. At the top, there's a 'Send Link' section with input fields for 'Email' and 'Mobile Number', each with a 'SEND' button, and a 'Payment Link' field with a 'COPY' button. Below this is the 'Customer Progress' section, which lists several steps: 'Link Opened' (completed), 'Card Payment' (completed), 'Payment Started' (active), 'Payment Details Confirmed' (pending), and 'Payment Result' (pending). The 'Payment Started' step is expanded, showing 'Card Number' (redacted), 'Expiry Date' (12/25), and 'Security Code' (redacted). At the bottom, there is a 'CANCEL PAYMENT' button.

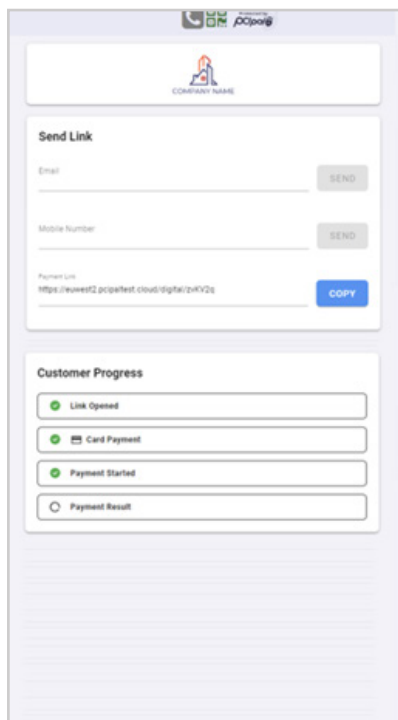
Agent View - Consumer Progress
Image 20



The screenshot shows the 'Consumer Card Details Collection Page'. At the top, it displays 'ACME' and '£10.00'. Below this is a 'CHANGE PAYMENT METHOD' link. The main section is titled 'Pay online securely' and contains a form for card details. The 'Card Number' field is filled with '4242 4242 4242 4242' and is highlighted in green. The 'Name on Card' field is filled with 'Test Card'. The 'Expiry Date' field is filled with '12/25' and the 'Security Code' field is filled with '1234', both highlighted in green. Below these fields is the 'Billing address' section with an 'EDIT' button. At the bottom, there is a large blue 'PAY £10.00' button.

Consumer Card Details Collection Page
Image 21

Once the consumer clicks on the PAY button, the payment will be processed (*Image 23*). When the payment is completed, both the agent (*Image 24*) and the consumer (*Image 25*) will be informed about the payment result.



Agent View - Consumer Progress

Send Link

Email SEND

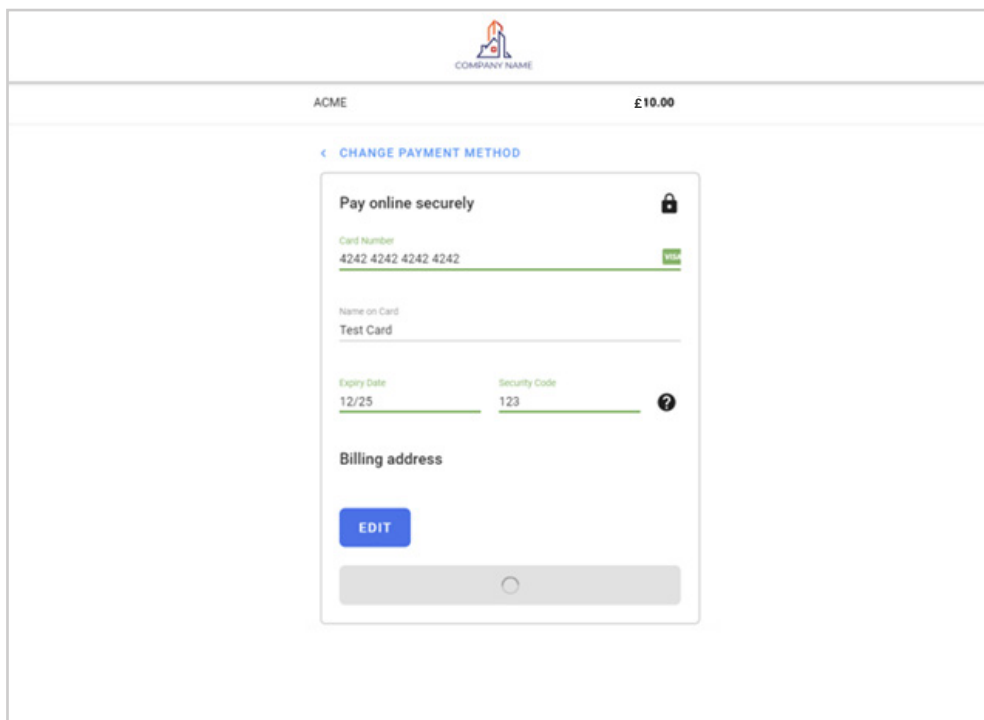
Mobile Number SEND

Payment Link <https://newest2.pcipaltest.cloud/digital/zKXQz> COPY

Customer Progress

- ☒ Link Opened
- ☒ Card Payment
- ☒ Payment Started
- ☐ Payment Result

Agent View - Consumer Progress
Image 22



Consumer Card Details Selection Page

ACME £10.00

< CHANGE PAYMENT METHOD

Pay online securely

Card Number
4242 4242 4242 4242

Name on Card
Test Card

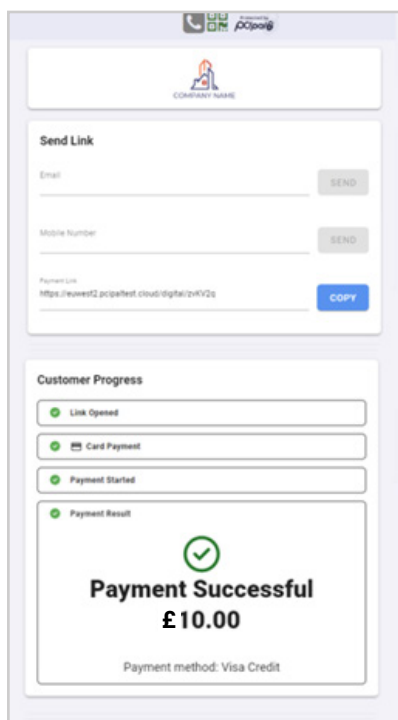
Expiry Date
12/25

Security Code
123

Billing address

EDIT

Consumer Card Details Selection Page
Image 23



Agent View - Consumer Progress

Send Link

Email SEND

Mobile Number SEND

Payment Link <https://newest2.pcipaltest.cloud/digital/zKXQz> COPY

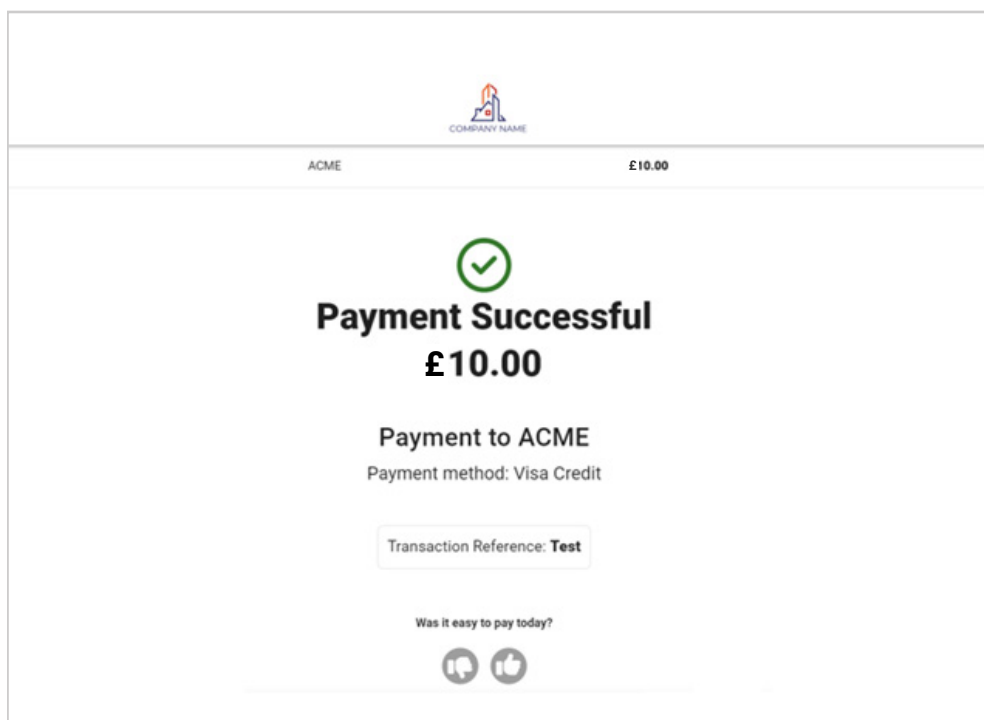
Customer Progress

- ☒ Link Opened
- ☒ Card Payment
- ☒ Payment Started
- ☒ Payment Result

Payment Successful
£10.00

Payment method: Visa Credit

Agent View - Consumer Progress
Image 24



Consumer Payment Outcome Page

ACME £10.00

Payment Successful
£10.00

Payment to ACME
Payment method: Visa Credit

Transaction Reference: Test

Was it easy to pay today?

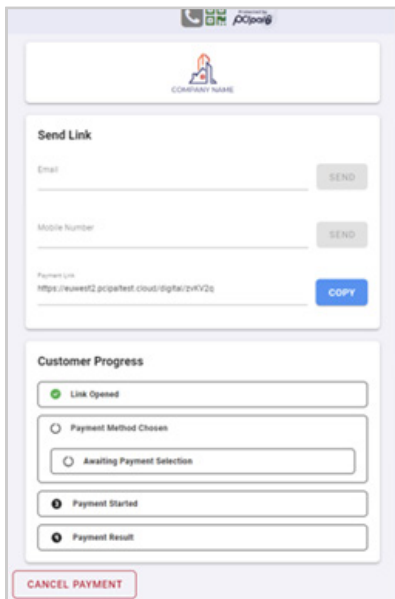
Feedback icons

Consumer Payment Outcome Page
Image 25

Digital Wallets

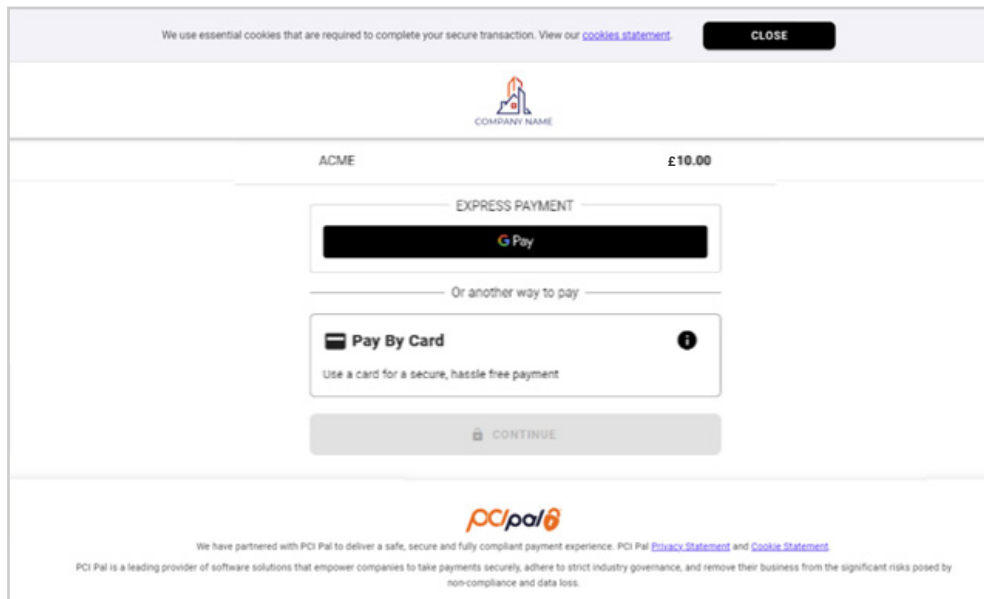
The consumer will see Digital Wallets as a payment method in the payment method selection page, if it's enabled by the merchant and if it's available on the consumer's device (*Image 27*).

Google Pay or Apple Pay will be displayed according to the consumer's device, browser and Digital Wallet configurations.



The screenshot shows the 'Agent View - Consumer Progress' interface. At the top, there's a header with logos for PCI Pal and a company name. Below this is a 'Send Link' section with input fields for 'Email' and 'Mobile Number', each with a 'SEND' button. A 'Payment Link' is displayed as 'https://www2.pcipal.com/digital/wallets' with a 'COPY' button. The 'Customer Progress' section shows a list of steps: 'Link Opened' (completed with a green check), 'Payment Method Chosen' (in progress with a circle), 'Awaiting Payment Selection' (pending with a circle), 'Payment Started' (pending with an 'i' icon), and 'Payment Result' (pending with an 'i' icon). A 'CANCEL PAYMENT' button is at the bottom left.

Agent View - Consumer Progress
Image 26

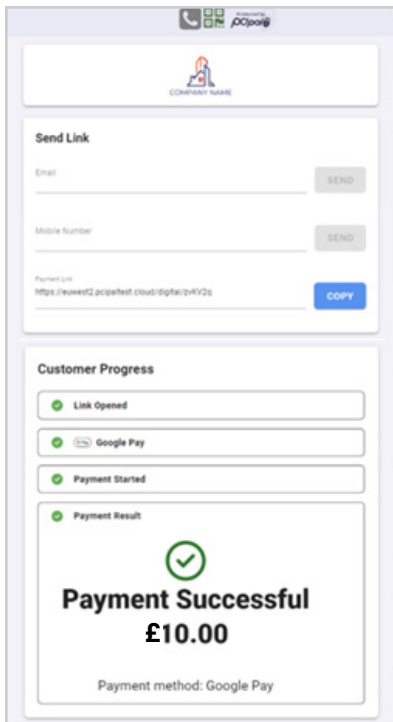


The screenshot shows the 'Consumer Payment Selection Page'. At the top, there's a cookie consent banner. Below it is the company logo and name. The main section displays 'ACME' and '£10.00'. Under 'EXPRESS PAYMENT', there's a large 'G Pay' button. Below this, it says 'Or another way to pay' and shows a 'Pay By Card' button with an information icon. A 'CONTINUE' button is at the bottom. The footer contains the PCI Pal logo and a statement about their partnership with PCI Pal to deliver a safe, secure and fully compliant payment experience.

Consumer Payment Selection Page
Image 27

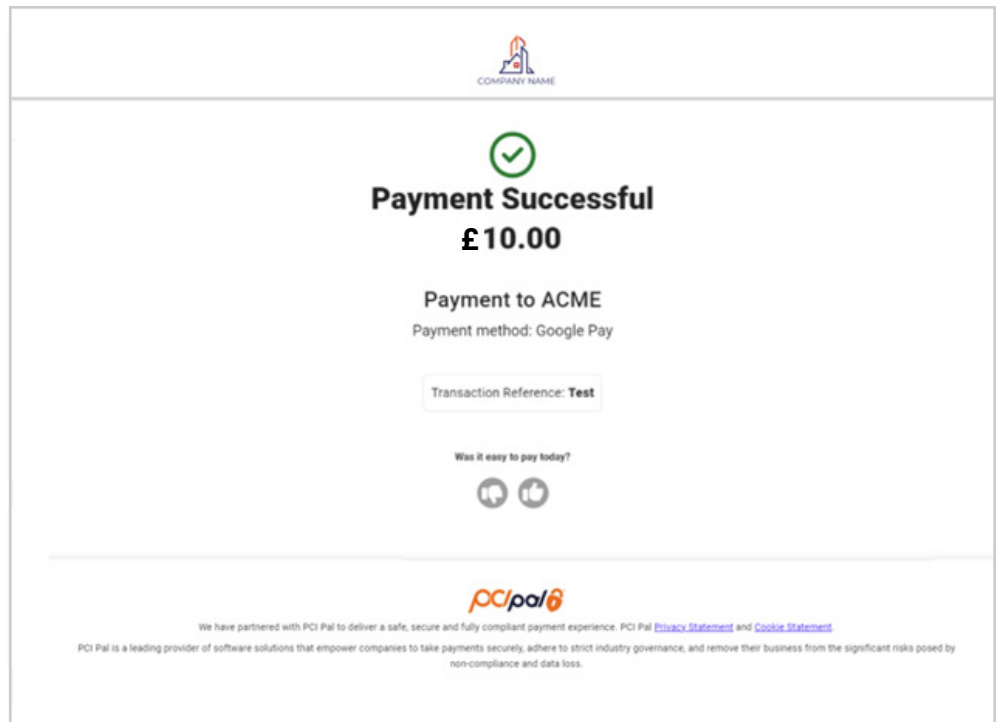
When the consumer clicks on the Digital Wallet option which is available for them, Google Pay/Apple Pay will take over the payment journey. The consumer will be able to make the payment with the digital wallets experience they are used to.

When the consumer completes the payment process with Digital Wallets, both the agent (*Image 28*) and the consumer (*Image 29*) will be presented with the payment outcome.



The image shows a web interface for an agent. At the top, there's a header with a logo and 'COMPANY NAME'. Below it, a 'Send Link' section has input fields for 'Email' and 'Mobile Number', each with a 'SEND' button. A 'Payment Link' is displayed as 'https://www.pcipal.com/...'. Below this is a 'Customer Progress' section with a list of steps: 'Link Opened', 'Google Pay', 'Payment Started', and 'Payment Result'. The 'Payment Result' step is highlighted with a green checkmark and a box containing the text 'Payment Successful £10.00' and 'Payment method: Google Pay'.

Agent View - Consumer Progress
Image 28



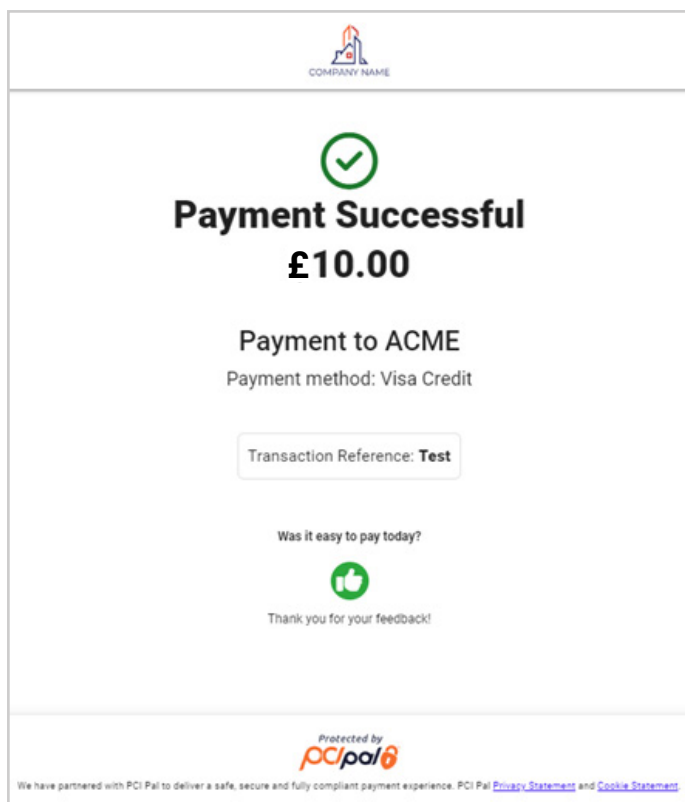
The image shows a web interface for a consumer. At the top, there's a header with a logo and 'COMPANY NAME'. Below it, a large green checkmark is followed by the text 'Payment Successful £10.00'. Below this, it says 'Payment to ACME' and 'Payment method: Google Pay'. A 'Transaction Reference: Test' is displayed. Below that, a question 'Was it easy to pay today?' is followed by two thumbs up/down icons. At the bottom, there's a footer with the 'pcipal' logo and a paragraph of text: 'We have partnered with PCI Pal to deliver a safe, secure and fully compliant payment experience. PCI Pal [Privacy Statement](#) and [Cookie Statement](#). PCI Pal is a leading provider of software solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss.'

Consumer Payment Selection Page
Image 29

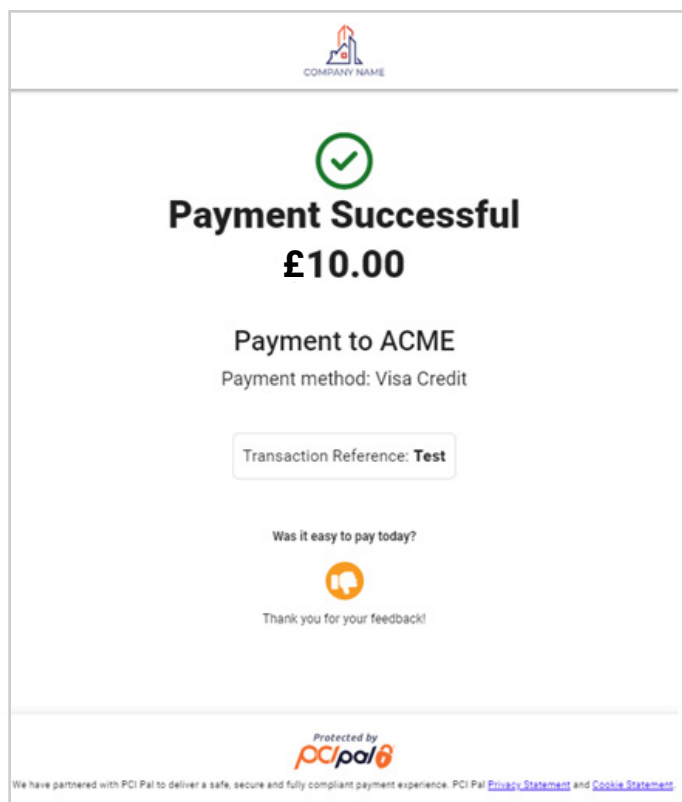
Rating the Consumer Experience

When a digital payment is successful, consumers will be provided with the option to rate their payment experience.

The ratings are collated as a litmus to understand overall average experience. So that we can continuously improve the payment experience (*Image 30/31*).



Thumbs Up Rating Result
Image 30



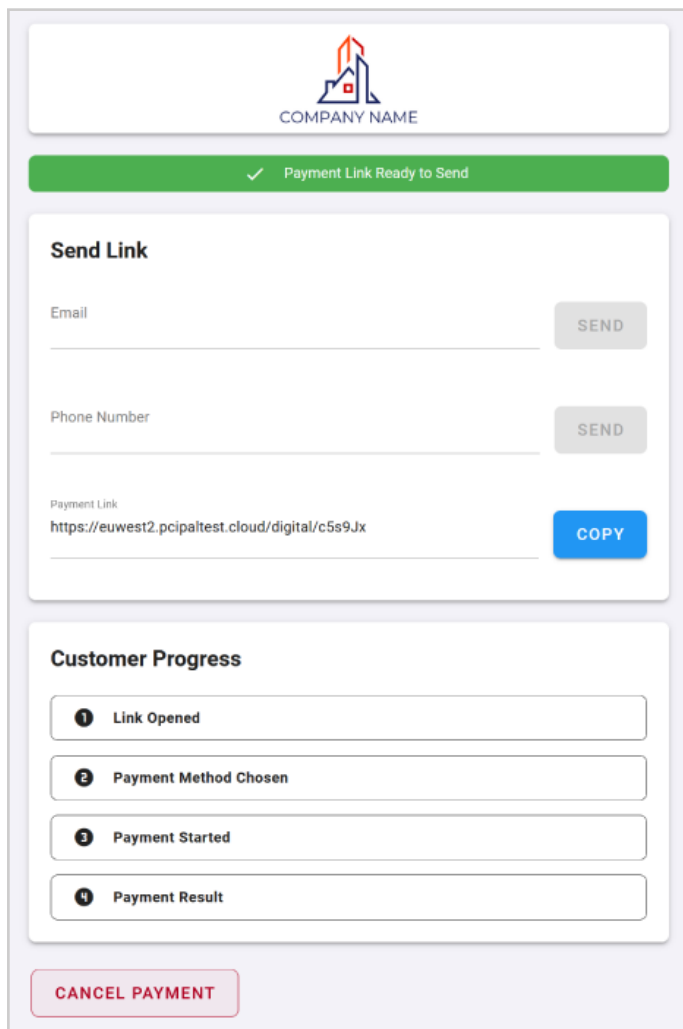
Thumbs Down Rating Result
Image 31

Cancelling the Payment Session

If for any reason, the agent needs to cancel the payment session, they can do it before the payment processing starts. Once the payment is confirmed and sent to the payment provider to process, it cannot be cancelled (*Image 33*).

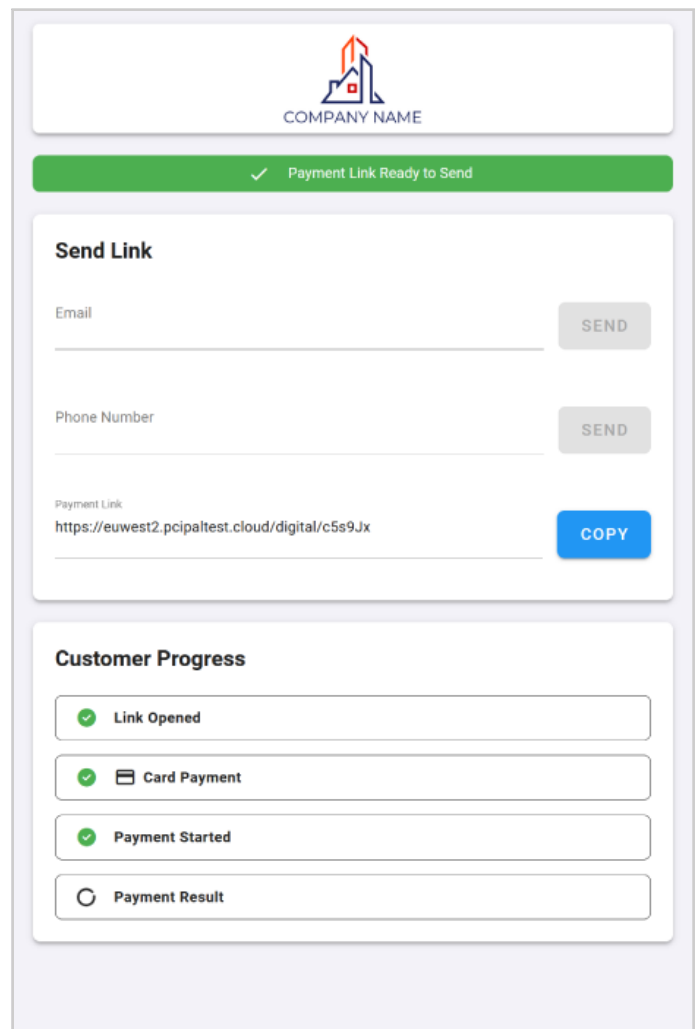
In a Click to Pay session, once the payment link is generated, the agent will see CANCEL PAYMENT button (*Image 32*) to the point where the payment details are confirmed by the consumer.

For Pay By Card, this point is the moment when the consumer enters the card information and clicks the Pay button, while for the Digital Wallet, this point is the moment when the user selects the Digital Wallet option.



The screenshot shows a payment interface for a company. At the top is the company logo and name. Below it is a green status bar indicating 'Payment Link Ready to Send'. The main section is titled 'Send Link' and contains three input fields: 'Email', 'Phone Number', and 'Payment Link'. Each field has a 'SEND' button. The 'Payment Link' field contains the URL 'https://euwtest2.pcipaltest.cloud/digital/c5s9Jx' and a blue 'COPY' button. Below the 'Send Link' section is a 'Customer Progress' section with four steps: 1. Link Opened, 2. Payment Method Chosen, 3. Payment Started, and 4. Payment Result. At the bottom of the interface is a red 'CANCEL PAYMENT' button.

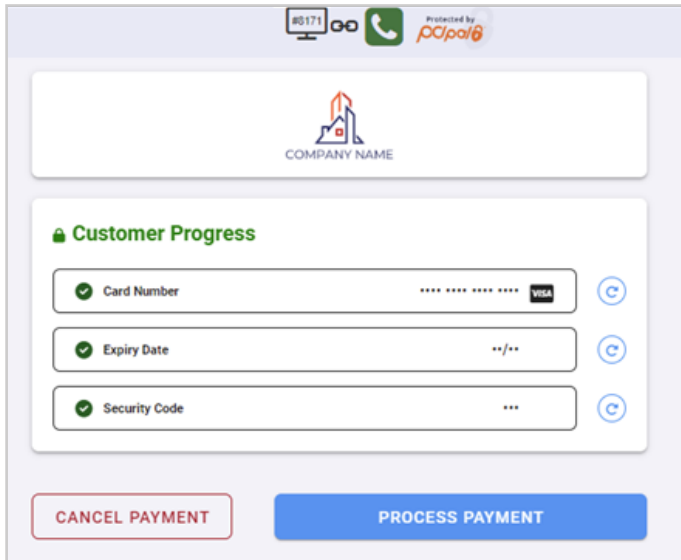
Consumer Progress with Cancel Button
Image 32



The screenshot shows a payment interface for a company, similar to the one in Image 32. It has the same company logo, status bar, and 'Send Link' section. However, the 'Customer Progress' section only shows the first three steps: 1. Link Opened, 2. Payment Method Chosen, and 3. Payment Started. The fourth step, 'Payment Result', is not visible. There is no 'CANCEL PAYMENT' button at the bottom.

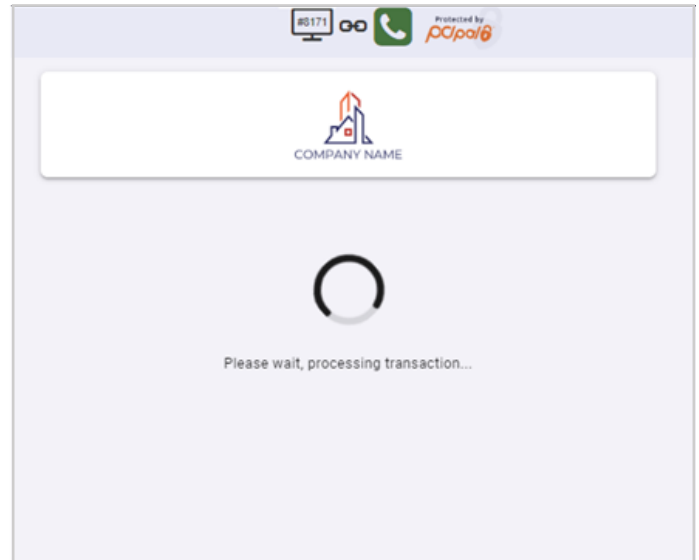
Consumer Progress with no Cancel Button
Image 33

In a Key to Pay payment, once all required payment details are entered and the call is secured, the agent will see the CANCEL PAYMENT button (*Image 34*) to the point where the payment details are confirmed by the agent by clicking the PROCESS PAYMENT button (*Image 35*).



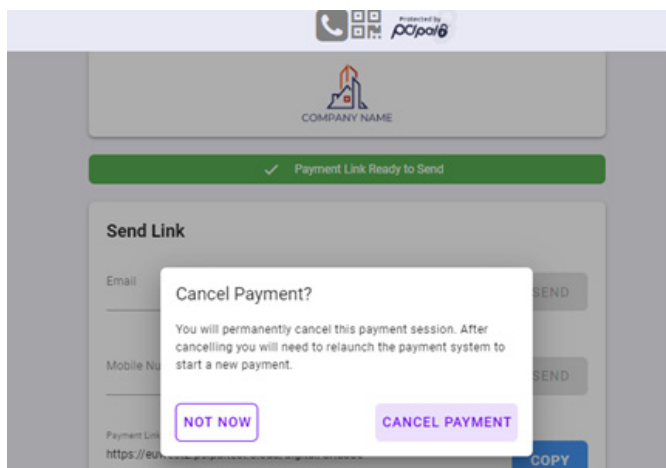
The screenshot shows the 'Agent View - Pay by Phone Payment' interface. At the top, there is a header bar with a phone icon, a headset icon, and a 'Protected by PCI PAL' logo. Below this is a white box containing a company logo and the text 'COMPANY NAME'. The main section is titled 'Customer Progress' with a green lock icon. It contains three input fields: 'Card Number' (with a green checkmark, a masked number '**** * * * *', and a 'VISA' logo), 'Expiry Date' (with a green checkmark, a masked date '**/**', and a 'C' icon), and 'Security Code' (with a green checkmark, a masked code '***', and a 'C' icon). At the bottom, there are two buttons: a red 'CANCEL PAYMENT' button and a blue 'PROCESS PAYMENT' button.

Agent View - Pay by Phone Payment
Image 34

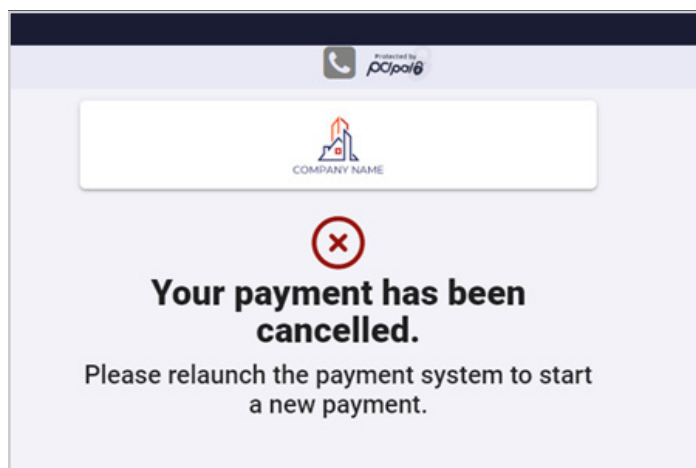


Agent View - Payment Processing
Image 35

When the agent clicks the CANCEL PAYMENT button, they will be presented with the confirmation window (*Image 36*). If they click the NOT NOW button, they will be able to continue the payment session from where they left off. If they click the CANCEL PAYMENT button, the payment session will be cancelled and the agent will be presented with the cancellation message (*Image 37*). To start a new payment, the agent will need to restart the Intelligent Checkout session.

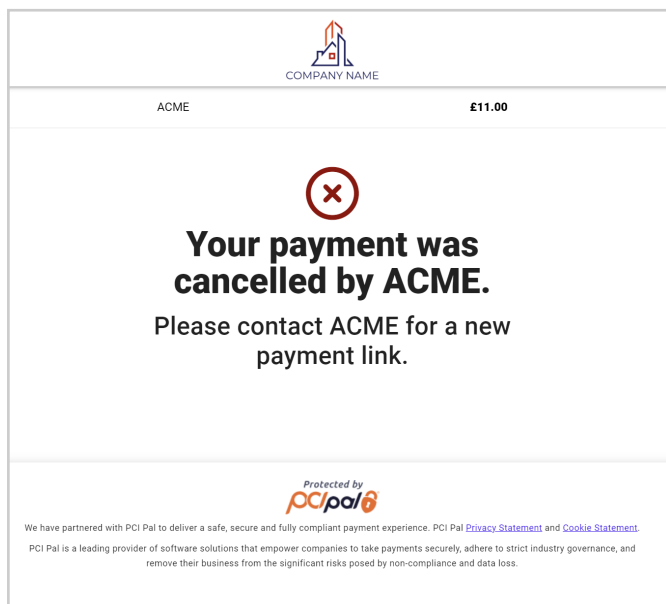


Agent View - Cancel Confirmation Window
Image 36



Agent View - Payment Cancelled Screen
Image 37

If a Click to Pay session is cancelled after the payment link has been sent to the consumer, the consumer will be presented with the cancellation message (*Image 38*) and will not be able to continue with the payment process.



Consumer View - Cancelled Message
Image 38

FAQs

1. Is there a minimum basket amount for Click to Pay and Key to Pay?

Yes, Click to Pay and Key to Pay should only be offered for basket amounts starting at £0.50.

2. What should I do when I receive an error message?

Error messages are generally arranged to guide users. They are written in a manner that should allow you to continue the process by following the instructions in the message content.

In case of an unexpected error, please share the session information given in the error message with the support units.

3. How can I refund a payment?

Refunds can be made via Stripe Dashboard. Details can be found on <https://stripe.com/docs/refunds>.

4. Can I do a partial refund?

Yes, partial refunds are available via Stripe Dashboard.

5. Can I refund a payment to a different account?

No, refunds are a closed-loop. Payments can only be refunded to the account from which they originated.

Glossary of Terms

The descriptions of the terms and features can be found here.

<https://www.pcipal.com/wp-content/uploads/2023/11/Feature-Glossary-v1-1.pdf>