

# PayWay

## Phone

**PayWay** Phone gives your business a simple and secure way of collecting credit card payments from customers over the phone. This saves your business time and money by enabling customers to make payments without the need for you or your staff to be involved.

### *Benefits for your business*

- A simple and secure way of accepting payments over the phone 24/7
- Can be tailored to your business with customised voice prompts
- Improve customer service by offering customers another convenient payment option
- The ability to resolve payment queries more efficiently with accurate online records
- The ability to reduce the number of failed payments with real-time authorisation
- Westpac keeps your customer data secure, providing your business with peace of mind



Australian Business  
Proudly supported by Westpac



# PayWay Phone capabilities



## Convenient phone-based payment solution

With PayWay Phone your customers can make credit card payments quickly and securely at a time that suits them. PayWay Phone accepts payments from MasterCard®, Visa, American Express®, Diners Club and JCB<sup>1</sup>. You can choose between a Westpac hosted 1300 number or your own 1300 number, depending on what's easiest for your business.

## Customised voice prompts

PayWay Phone voice prompts can be tailored to your business to give your customers a consistent customer experience. You can choose to customise voice prompts with your trading name and specific instructions, such as where customers can find the reference number on their invoice, statement or bill. All customised voice prompts are studio-recorded by Westpac's voice artist.

## Real time authorisation

PayWay Phone has the ability to reduce the number of failed payments by providing real time authorisation. Same day settlement is available when payments are made with MasterCard and Visa and processed before 6.00pm AEST to your Westpac account.

## Easy reconciliation and reporting

PayWay Phone generates a file of payment receipts for you to upload into your accounting system each day. You can also view information for transactions made in the past 220 days online or in a spreadsheet. PayWay Phone also allows you to generate trend reports showing the volume and value of sales over the past two years.

### FOUR EASY STEPS

- 1.** Customise your PayWay Phone and include the PayWay 1300 number, PayWay Biller Code and reference number on your invoices.
- 2.** Your customers follow the voice prompts to make payments using a credit card.
- 3.** Payments are processed and credited to your nominated Westpac account.
- 4.** Your customers receive confirmation of payment and a receipt number.  
Download your settlement reports from the PayWay Portal.

## PayWay

PayWay is a simple, secure, internet-based solution to collect and manage your customer payments. PayWay offers a wide range of payment channels, helping you to better manage your cash flow.

**Things you should know:** Conditions, fees and charges apply. Information current as at July 2015. This information has been prepared without taking account of your objectives, financial situation or needs. Because of this you should, before acting on this information, consider its appropriateness having regard to your objectives, financial situation and needs. Terms and conditions available on application. Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714. MasterCard is a registered trademark of MasterCard International Incorporated. American Express is a trademark of American Express. 1. If you want to accept American Express, Diners Club or JCB cards you will need to enter into separate agreements with American Express, Diners Club International or JCB International.