hobex

Paymentlink Tutorial

1 START

You can access the hobex Paymentlink via the hobex Online Cockpit at online.hobex.at

You can log into the Cockpit via the two fields (username, password) in the top right corner of the site. Please use the login details you received from hobex after signing the contract.

If hobex Paymentlink is your only hobex Online Cockpit product, a successful login will immediately take you to the page for generating a new payment link.

2 CREATE PAYMENTLINK

The form for creating a new payment link is located at the top of the page. Fill in the fields according to your requirements and click on "Create link". If you have changed the language, the preset email text will also be translated into the chosen language.

Create new Paymentlink

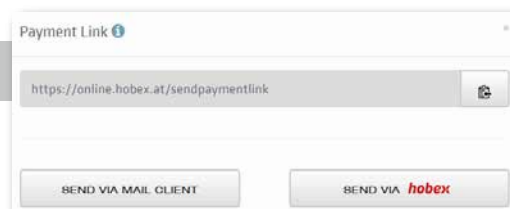| 3520244 DEMO HOTEL ▾ | | ENGLISH ▾ | No Expiry |
TITLE ▾	Name	e-Mail	
Description		Reference	€
			CREATE LINK

3 SEND PAYMENTLINK

When you click on "Create link", a selection window will open, giving you three options to send the payment link.

Option 1: Copy the payment link onto the clipboard
When you click on 🖻 at the top, next to the payment link indicated, the link will be copied to the clipboard. You can then paste the payment link into your personal templates. To do this, click the right mouse button in your document and select „Insert" or use the key combination CTRL + V. The payment link is then inserted into your document at the desired location.

Option 2: Send the payment link "Via mail client"
This functions requires your PC or tablet to have an email programme installed on it (e.g. MS Outlook). If you now click on the "Send via mail client" button, your email programme will be opened and prefilled with the data stored in the payment link. You can freely edit the message in your email programme. Just be aware that the payment link itself will not be altered. After you have designed the email to your liking, send it via your email programme in the normal way. Your customer will receive the email with the payment link from your own email address.

Option 3: Send the payment link "Via hobex"
For this option, the email containing the payment link will be send from a hobex Service email address (noreply@hobexonline.com). The payment link will be integrated into a text preset by hobex, which will be displayed to you before sending and which you cannot amend. If your customer replies to this email, the reply will be sent to the email address specified in your hobex Online Cockpit and you can communicate directly with your customer.

4 PAYMENTLINK LIST

At the bottom of the page, you will find a list of all payment links already created.

Name	Amount	Reference	Status	Created at	Description	Valid until	Options
Test Hotel	800,00 EUR	355645	New	13.06.2019 11:09:47	Christmas Party 23.08.2019	-	OPTIONS ▼
Maria Mustermann	240,00 EUR	432452	Active	13.06.2019 11:39:52	Helicopterskiing December 2019	-	OPTIONS ▼
Moritz Mustermann	300,00 EUR	244234	Processed	13.06.2019 12:13:44	Deposit Apartment Juli	-	OPTIONS ▼
Maria Mustermann	240,00 EUR	432452	Expired	13.06.2019 12:15:12	Helicopterskiing December 2019	-	OPTIONS ▼

The payment link can have four different statuses:

1. "New" (highlighted in blue) – The payment link has been generated by you but the customer has not yet clicked on it.
2. "Active" (highlighted in yellow) – The payment link has been clicked at least once by your customer, but no successful payment has been made yet.
3. "Processed" (highlighted in green) – Your customer has used the payment link and their payment was authorised by the payment institution.
4. "Inactive" (highlighted in red) – Your customer has not used the payment link and no payment has been made.

In the list on the far right, you will find the "Options" button. You can use this button to carry out link-related functions again. For payment links with the status "Paid", you can use the options to switch to the transaction details.

4a **LINK STATUS "NEW" AND "ACTIVE"**

OPTIONS ▼
✉ Send via **hobex**
📋 Copy
✉ Send via Mail Client
⊗ Deactivate
✎ Change

You can select the following options for payment links with the status "**New**" and "**Active**":

- *Send via hobex*
- *Copy*
- *Send via Mail Client*
- *Deactivate* (if the link is to be deactivated)
- *Change*

Example for "**Change**":

Name	Amount	Reference	Status	Created at	Description	Valid until	Options
Test Hotel	800,00 EUR	355645	New	13.06.2019 11:09:47	Christmas Party 23.08.2019	-	OPTIONS ▼

You see the customer "Muster Hotel" with a deposit of 800.00 euros for a Christmas party in your overview. You wish to increase the amount to 850.00 euros. You click "Options - Change" and the following form appears:

Checkout djfdkjfkd-iuuraöjdc-dsjfieiju

355645		ENGLISH ▼	No Expiry
MISTER ▼	Test Hotel	testhotel@abc.at	
Company Party 23.08.2019		20190613	800,00

Status as entered
New

BACK | SAVE

You can now change the amount from 800.00 euros to 850.00 euros in the last field on the bottom right and save the change. You then receive confirmation that the change has been applied. Please note that the link does not have to be sent again!

4b **LINK STATUS "PAID"**

OPTIONS ▼
▭ Details

You can use the options to switch to the transaction details for payment links with the status "**Paid**".

You will find more detailed information about your payment link under "**Details**".

4c **LINK STATUS "INACTIVE"**

OPTIONS ▼
✎ Change
⊘ Activate

The "**Inactive**" status appears if the link was saved with an expiry date.

You can select the following options for payment links with this status:

- *Change:* The expired link can be changed
- *Activate:* The expired link can be reactivated

5   ADDITIONAL POSSIBILITIES

(1) You can use the arrow to individually filter according to "**Paid**", "**New**", "**Active**" or "**Inactive**"

(2) You can search your list according to these values in the Name / Email field

(3) You confirm the search with the magnifying glass

(4) You can export the data to a PDF file with this button

(5) You can create a CSV file with the data here

6   PAYING VIA PAYMENTLINK

As soon as your customer clicks on the payment link, a browser window will open and will connect to the hobex Online payment site. On the payment site, the customer selects their desired payment method and, after entering their payment details, clicks on "Pay now".

After authorisation by the relevant payment institution (MasterCard, Visa, Maestro, VPay and alternative payment methods), the customer will be forwarded to a site displaying the authorisation outcome (payment successful, payment declined).

If the payment is successful, you and your customer will each receive a payment confirmation via email. If the payment is unsuccessful, no emails are sent out.

7   MISCELLANEOUS

The transaction check is simplified via the reference number shown in the PartnerNet (only numerically).