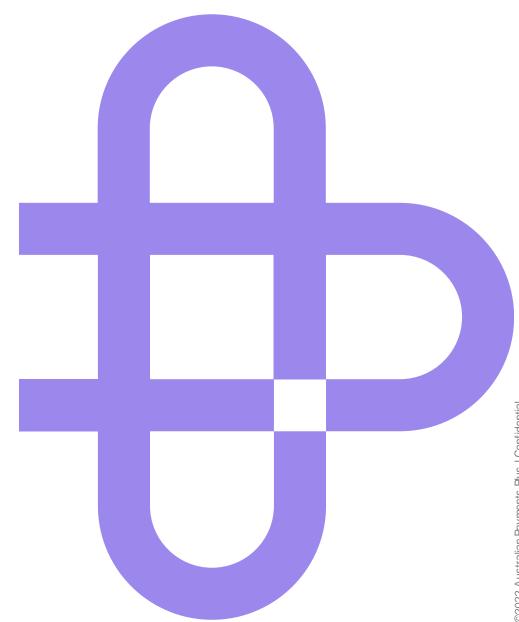


PayTo for Initiators

Customer Experience Guide

payto@auspayplus.com.au January 2024



Contents

🔗 View All Prototypes in Figma

Section	Description	Page
General Recommendations		5
First-time Use	Example customer journeysRecommendations	10
Ongoing Use	Example customer journeysRecommendations	29
Exception Scenarios	 PayID doesn't exist Account doesn't support PayTo Authorisation request expired Agreement declined by customer Insufficient funds Limit too low Agreement paused by customer 	36
Other Scenarios	Cancel PayTo agreementReauthorise PayTo agreement	55
Appendix	List of all customer journeys	63

PayTo for Initiators | CX Guide

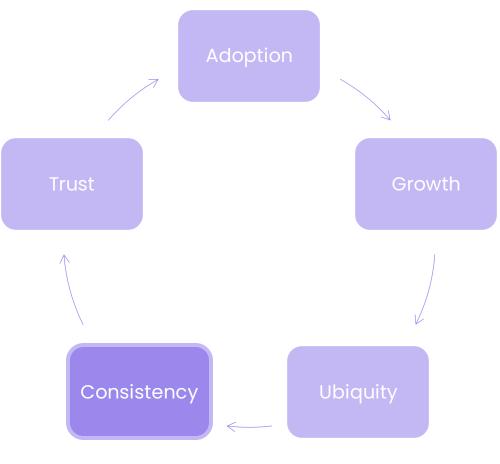
Purpose

Creating a consistent customer experience

PayTo's successful adoption relies upon an intuitive, consistent customer experience.

This Guide sets out the design recommendations we believe will achieve this.

The recommendations - with a couple of exceptions - are not mandatory. AP+ acknowledges that business contexts vary heavily, so the guide avoids prescribing. Instead, we encourage you to use the recommendations as guardrails for your own payment experiences.



Flywheel of growth for PayTo

How to use this guide

Read it with other documents, not by itself

Read the CX Guide alongside:

- NPP Procedures, Volume 6
- NPP Back Office Design Considerations, 2.3
- PayTo Implementation Guide, Volume 3
- CX Requirements and Guidelines (for Payer Bank)

Read it as a guardrail, not a rule-book

With a couple of exceptions, the recommendations are principles rather than prescriptions. Do not design in blatant contravention to what is described but do account for your own business circumstances.

Read it as a work-in-progress, not a stone-etched tablet

There's lots we don't know. There are many scenarios we considered but did not design for. This Guide will be updated and improved over time, and we're interested in your ongoing feedback to help us improve it.

We hope this Guide will serve as the start of a discussion about great customer experience, not the end of it.

Feedback is welcome!

Please email <u>payto@auspayplus.com.au</u> for comments, suggestions or additions



Summary

Recommendation	Example Customer Journey(s)
Make PayTo the primary branding	All
Use modals or in-line components, not browser re-directs	All
Ensure customers have access to the required support	All

Make PayTo the primary branding

Q CX Recommendation

Use PayTo's logo as the name and primary branding for the payment option (see <u>PayTo</u> <u>Brand Portal</u>). The PSP can be referenced further down the page if required.

** Value

Using PayTo branding creates consistency for customers. Consistency creates trust, in turn creating greater adoption.

9:41	Δ.		al 🗟 🔳
	merinoma	irket.com.au	
Payment	details		
Redeem			
😤 Gift o	card		+
Payment op	otions		
	Card ending		;
Pay to	Card ending	p, then pay a	
Pay to Approve in yo		p, then pay a	nytime.
Pay to Approve in yo PayID Mobile ~			nytime.
Pay to Approve in yo PayID Mobile ~	pur banking ap		nytime.
Pay to Approve in yo PayID Mobile ~	pur banking ap	instead	

PayTo as primary brand

Use modals or in-line components, not browser re-directs

Q CX Recommendation

PayTo has out-of-flow authorisation in the banking app, so customers are required to switch applications to approve agreements.

Therefore, the payment journey should stay within the merchant environment until the customer needs to approve the agreement.

Merchants should use either modal pop-ups or in-line components to setup a PayTo agreement, but not a browser re-direct.

** Value

Keeping the payment journey in the same browser window creates a more consistent experience.

	🔒 merinomarke	et.com.au	
Payment	details		
Redeem			
😤 Gift o	card		+
Payment op	otions		
	Card ending		
_			>
Pay t ∂			
	our banking app, t	then pay anyti	me.
Approve in yo			
Approve in yo			
			Ð
PayID Mobile ~	account number inst	tead	ť
PayID Mobile ~	account number insi	tead	Ð
PayID Mobile ~	account number inst PAY WITH F		Ð

Ensure customers have access to the required support

Q CX Recommendation

As a new payment option, customers may have difficulty using PayTo. Clear FAQs, training for customer support teams, and thoughtful explanatory text will help customers learn faster.

Review the PayTo User Portal for materials published by AP+.

** Value

Investing in customer support will increase conversion and customer satisfaction.

Have you checked that your bank account details are correct?

Were you able to find the PayTo agreement section in your internet banking?

11.00 AM

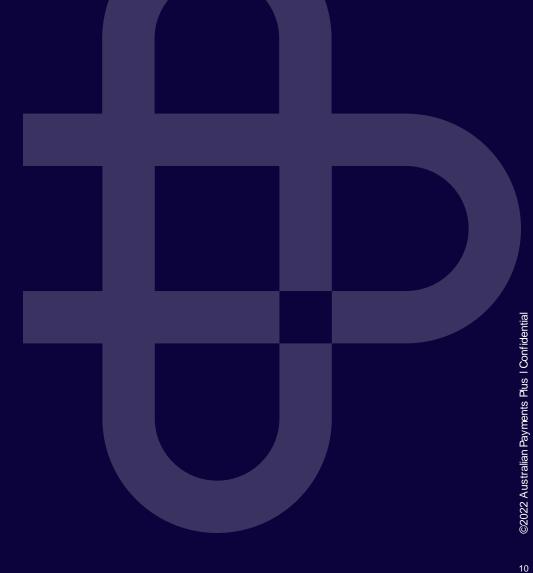
Are you able to search your bank's website for FAQ's related to PayTo?

Do you have multiple bank accounts? Is it possible the agreement was sent to a different account?

11:35 AM

Is there another payment method you could use? © 2023 Australian Payments Plus | Confi

- Example customer journeys ۲
- Recommendations ۲



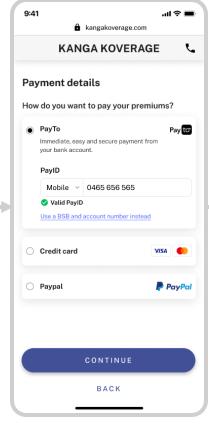
Example Customer Journeys

Customer Journey	PayTo Agreement Type	Full Prototype
Buying health insurance	Periodic, fixed amount	Link
Signing up for meal subscription	Periodic, variable amount	Link
Buying groceries	Ad hoc, variable amount	Link
Buying plane tickets	One-off, fixed amount	Link

Solution View Prototype Periodic, fixed amount

Journey: Buying health insurance

9:4′	kangakoverage.	I 🗢 🗩
	KANGA KOVEF	RAGE 📞
Pay	/ment details	
lov	v do you want to pay your p	premiums?
۲	PayTo Immediate, easy and secure paym your bank account.	Pay to
	PayID	
	Mobile ~	D
	Use a BSB and account number in	nstead
0	Credit card	VISA
0	Paypal	PayPal
	CONTINUE	
	BACK	



9:41				1	? ■
	ô	kangakov	erage.co	om	
	KAN	GA KO	VER	AGE	ر
Revie	w your	cover			
Silve extr	er hosp as	ital &		\$150 per mon	
Start D	ate				
15 Ma	y 2023				

Payment Premium payments Pay to The PayTo agreement will be sent to your online banking. 0465 656 565 PayID

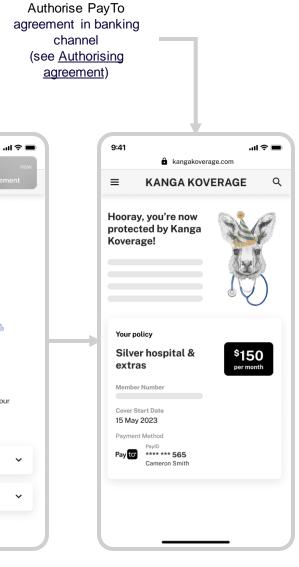
Pay with Pay to BACK

9:41 м

> Open your banking app to authorise and pay You have 09:49 minutes to authorise in your banking app. Cancel request How to authorise PayTo agreement details

> > Open your banking app

5





Review selections

Order confirmation

Authorise PayTo

agreement in banking channel

First-time use

Periodic, variable amount

Solution View Prototype

Journey: Signing up for meal subscription

9:4	1 a koalakitchen.com	.ul 🗢 🖿
	KOALA KITCHEN	د
Pa	yment details	
Hov	v do you want to pay for your m	eals?
۲	PayTo Immediate, easy and secure payment fro your bank account.	Pay to
	PayID	
	Mobile ~	Ð
	Use a BSB and account number instead	
0	Credit card	VISA
0	Paypal	PayPal
	CONTINUE	
	ВАСК	

	KO	ALA KITCHE	N
Payn	nent det	ails	
How d	lo you wan	t to pay for your	meals?
		y and secure payment unt.	from
P	ayID		
	Mobile 🗸	0465 656 565	
	Valid PayID	account number inste	ed
-	30 0 000 010	account number mate	
0 c	redit card		VISA
() P	aypal		P P
		CONTINUE	

	alakitchen.com
KOAL	A KITCHEN
eview your ord	ler
First 12 meals for only Delivery Date	^{\$} 65.70
2 May 2023 Frequency Weekly	
Payment deta	ils
Payment deta PayTo agreement	
PayTo agreement	ils Pay for ment will be sent to your
PayTo agreement	Payto
PayTo agreement The PayTo agree online banking.	Pay Go ment will be sent to your 0465 656 565
PayTo agreement The PayTo agree online banking. PayID Payment amount	Pay Comment will be sent to your 0465 656 565 Up to \$300 per

	9:41	II 🗢 🔳
- I.,	M MYBANK	
	PayTo agreement from Koala Kitchen ne action	
	🖉 🎜 🍡	

Open your banking app to authorise and pay You have 09:58 minutes to authorise in your banking app.

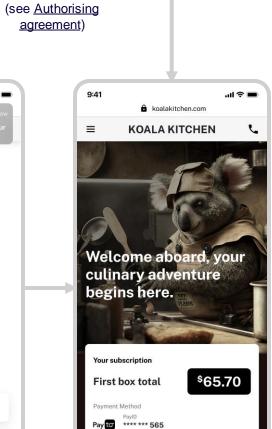
Cancel request How to authorise

PayTo agreement details

 \sim

 \sim

Open your banking app



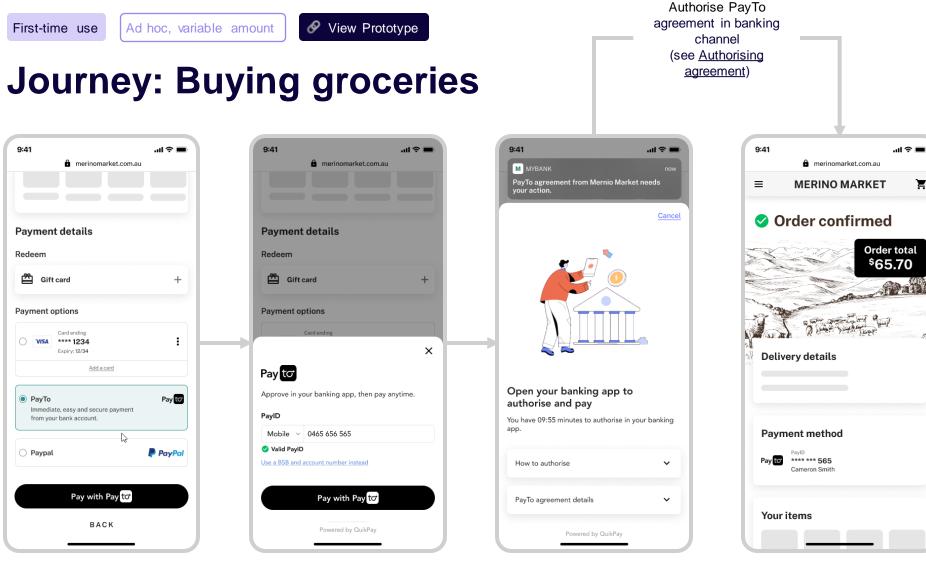


Enter PayID

Review selections

Order confirmation

Cameron Smith



Order confirmation

Ξ

Select PayTo

One-off, fixed amount

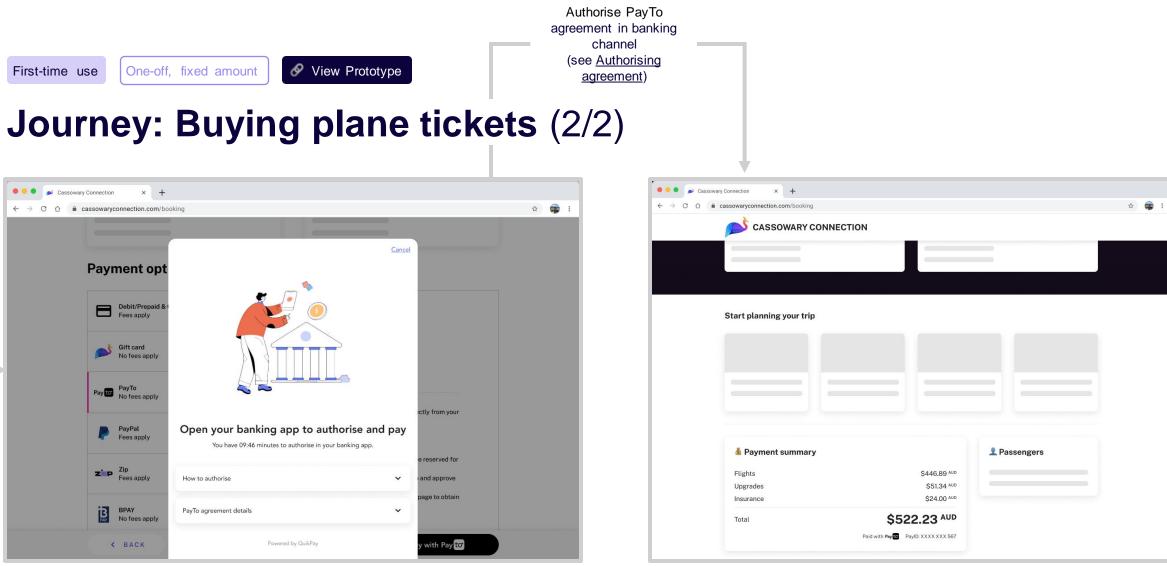
Solution View Prototype

Journey: Buying plane tickets (1/2)

cassowaryconnection.com/booking		x 🗰 : 🔶	→ C ☆ ê cassowaryconnection.com/booking		☆
Payment options			Payment options		
Debit/Prepaid & Credit Card Fees apply	Pay to		Debit/Prepaid & Credit Card Fees apply	Pay to	
Sift card No fees apply	PayID Mobile v D Use a BSB and account number instead		Gift card No fees apply	PayID Mobile V 0465 656 565 Valid PayID	
to PayTo No fees apply	PeyTo allows you to make immediate and secure payments directly from your		tor PayTo No fees apply	Use a BSB and account number instead	
PayPal Fees apply	bank account. Things you need to know		PayPal Fees apply	PayTo allows you to make immediate and secure payments directly from your bank account. Things you need to know	
Zip Fees apply	 After you click the 'Pay with PayTo' button, your ticket will be reserved for 10 minutes. To complete the payment, you'll need to go to your bank app and approve the agreement. 		Zip Fees apply	 After you click the 'Pay with PayTo' button, your ticket will be reserved for 10 minutes. To complete the payment, you'll need to go to your bank app and approve 	
BPAY No fees apply	 Once your payment is processed, you'll receive a booking confirmation by email. You can also see your booking confirmation on this site. 		BPAY No fees apply	the agreement. Once your payment is processed, you'll receive a booking confirmation by email. You can also see your booking confirmation on this site. 	
< BACK	₽ \$522.23 ^{AUD} Pay with Pay to		< BACK	Pay with Pay to	

Select PayTo

Enter PayID



Open your banking app

Order confirmation

Recommendations Summary

Recommendation	Agreement Type(s)
Use PayID as the default option for selecting an account	All
Validate PayID at the earliest opportunity	All
Use in-line validation of BSB	All
Require 'Account Name' input when using BSB and account number, not PayID	All
Display a loading indicator when waiting for PayTo agreement creation	All
Direct customer to authorise the agreement in online banking	All
Allow customers to resend the authorisation request	All
Present the payment method as PayTo in the payment confirmation screen	All
Take payment automatically following authorisation	All
Set a limit that will accommodate <98% of baskets	Ad hoc
Don't describe the agreement as 'ad hoc' in the checkout flow	Ad hoc

Use PayID as the default option for selecting an account

Q CX Recommendation

During payment option selection, make PayID the default option, whilst providing an option to switch to BSB and account number.

PayTo should be presented as the primary brand, with PayID only appearing after the decision to use PayTo has been made.

Preselect mobile number as the PayID type.

** Value

PayID is easier to remember than BSB and account number and enables in-line validation.

Defaulting to mobile number, the most common PayID type, reduces the number of decisions for most users.

merinomarket.com.au Payment details Redeem Gift card	
Redeem	
Redeem	
🖆 Gift card	
	-
Payment options	
Card ending	
Payto	
Approve in your banking app, then pay anytime.	
PayID	
Mobile V	f
Use a BSB and account number instead	

Validate PayID at the earliest opportunity

Q CX Recommendation

When the customer enters their PayID, give immediate feedback whether the entry is valid or invalid.

Do not display the associated name (e.g. 'PayID for Cameron Smith') because doing so will increase the risk of illegitimate enumeration attacks.

See NPP Procedures 5.4 for rules on PayID lookups

** Value

Immediate, visual feedback increases confidence in the checkout process.

	KAN	GA KOVER	AGE
Payr	nent det	ails	
How o	lo you wan	t to pay your p	remiums?
lr y	PayTo nmediate, eas our bank acco PayID	y and secure payme unt.	Pay to
ſ	Mobile ~	0465 656 565	
	Valid PayID	account number ins	stead
0 0	credit card		VISA 🌒
() P	aypal		PayPa
		CONTINUE	
		ВАСК	

19

Use in-line validation of BSB

Q CX Recommendation

* ★ Value

When the customer enters their BSB, use a BSB lookup to indicate the bank of the address.

Immediate, visual feedback confirming the bank increases confidence in the checkout process.

9:41		? ∎
	nerinomarket.com.au	
Payme	ent details	
Redeem		
😤 Gi	iift card	+
Payment	t options	
		>
_		
Pay to	7	
	in your banking app, then pay anytime	9.
	in your banking app, then pay anytime	2.
Approve in	in your banking app, then pay anytime	9.
Approve in	in your banking app, then pay anytime	2.
Approve in	in your banking app, then pay anytime Name Account number	2.
Approve in Account N BSB	Name Account number	2.
Account N BSB 123 567	In your banking app, then pay anytime Name Account number D instead	2.
Approve in Account N BSB 123 567	Name Account number	2.
Approve in Account N BSB 123 567	In your banking app, then pay anytime Name Account number D instead	2.

Bank logo ('M') in input field

Require 'Account Name' input when using BSB and account number, not PayID

Q CX Recommendation

Debtor Account Name is a mandatory field in a mandate request.

If the customers elects to use BSB and account number to identify their account, there should be an 'account name' input field.

If the customer elects to use PayID, the initiator can use the output of the PayID lookup to populate the Debtor Account Name. An additional input field is not required.

* Value

Reducing the number of fields when using PayID will increase conversion.

9:41			چ اند ا
		merinomarket.com.a	
Payr	nent det	ails	
Redee	em		
*	Gift card		
	_	anking app, then pay	v anytime.
Approv	ve in your ba	Anking app, then pay	' anytime.
Approv Accour BSB	ve in your ba nt Name ayID instead		anytime.

'Account Name' field when using BSB and account number

Display a loading indicator when waiting for PayTo agreement creation

Q CX Recommendation

Following submission, PayTo agreements will take an average of 7 seconds¹ to appear in mobile banking or online banking². Use a loading indicator for ~2 seconds to fill some of this time.

¹Based on Jan-24 production data

¹The Service Level Agreement allows up to 30 seconds (NPP Procedures 2.10)

* Value

Immediate, visual feedback showing the customer's progress, increases confidence in the checkout process.

9:41			al 🗟
	nerino	market.com.a	u
Paymen	t details		
Redeem			
😤 Gift			
Gift	card		-
Payment o	options		
,			
_			
Pay to	our banking a	app, then pay	/ anytime.
Pay to Approve in y	_	app, then pay	/ anytime.
Pay to Approve in y Account Na	me	app, then pay	/ anytime.
Pay to Approve in y Account Na Cameron	me Smith		/ anytime.
Pay to Approve in y Account Na	me Smith Accou	int number	v anytime.
Pay to Approve in y Account Na Cameron	me Smith Accou		/ anytime.
Pay to Approve in y Account Na Cameron BSB	me Smith Accou	int number	v anytime.
Pay to Approve in y Account Na Cameron BSB 123 567	me Smith Accou M 600 Istead	int number	v anytime.
Pay to Approve in y Account Na Cameron BSB 123 567	me Smith Accou	int number	/ anytime.

Loading indicator

Direct the customer to authorise the agreement in online banking

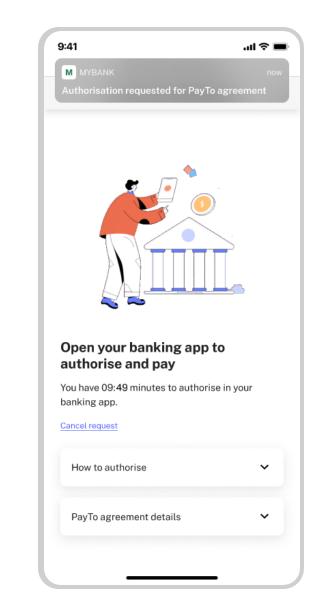
Q CX Recommendation

Customers must navigate to their mobile or online banking to authorise an agreement. It's important to communicate this clearly. Possible cues are:

- The wording of the page title (e.g., "One last step...")
- · An illustration that includes bank elements
- A loading button that indicates that the website is waiting for something to happen
- A waiting icon
- · A short, animated time limit for authorisation
- Animation showing switching to a banking app

***** ★ Value

It's unusual for a checkout process to require out-of-flow authorisation. Being very clear on this point will reduce drop-off and increase payment conversion.



PayTo for Initiators | CX Guide

First-time use

Allow customers to resend the authorisation request

Q CX Recommendation

Allow customers to resend the authorisation request.

Technically, the request should be recalled first and a new one sent.

Consider adding a time lag before offering resend (e.g., 60 seconds), because customers may not have received the original request.

* ¥ Value

Consumers might accidentally decline an agreement or want to resend if they missed the notification. Resending the request gives them more control over the process.

	KANGA KOVERAGE	
	n your banking app to oorise and pay	
	ive 09:43 minutes to authorise in your ng app.	
Cancel	request	
Hov	v to authorise	^
1	Login to your mobile or internet banking	
2	Review the PayTo agreement from "Animal Insurance Corp."	
3	Authorise the agreement	
4	Your order will be processed	
•	Didn't receive the request? <u>Resend request</u> or modify your payment details.	
Pay	To agreement details	~

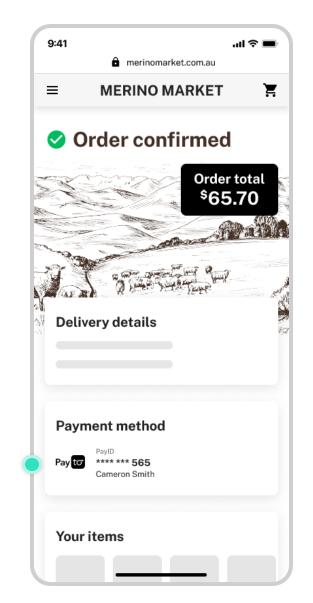
Present the payment method as PayTo in the payment confirmation screen

Q CX Recommendation

* talue

Use the PayTo logo and masked PayID/account details in the payment confirmation screen.

Presenting the branded payment method reinforces the brand to customers and creates trust in this new payment method.



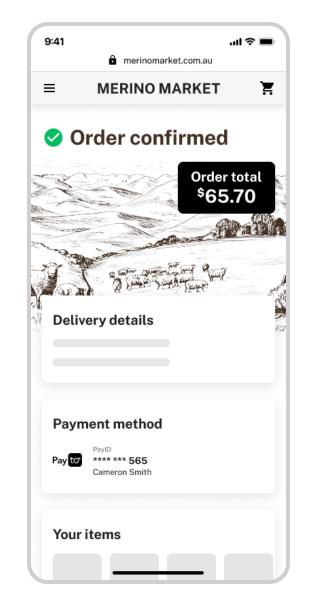
Take payment automatically following authorisation

Q CX Recommendation

Once the customer has authorised the PayTo agreement, request payment immediately.

* ¥ Value

Customers do not make the distinction between agreement authorisation and payment. Therefore, the two should be treated as one action in the customer journey.



Order confirmation

Set a limit that will accommodate ~98% of baskets

Q CX Recommendation

Do not give customers choice over agreement limits or mention them in the checkout. Instead, select a limit which will satisfy ~98% of basket sizes.

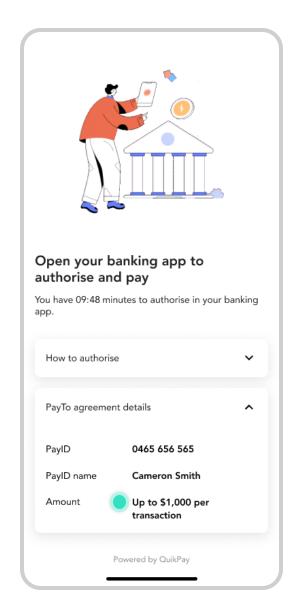
If the customer wants to modify their limit later, they can do so via the 'Manage payment options' page or similar.

If the basket exceeds the default limit, the limit should be exactly equal to the basket size (see 'Limit too low').

***** ★ Value

Making a choice for the customer on the agreement limit reduces cognitive load and simplifies checkout.

Maintaining a default limit reduces operational complexity for merchants.



Ad hoc agreements

Don't describe the agreement as 'ad hoc' in the checkout flow

Q CX Recommendation

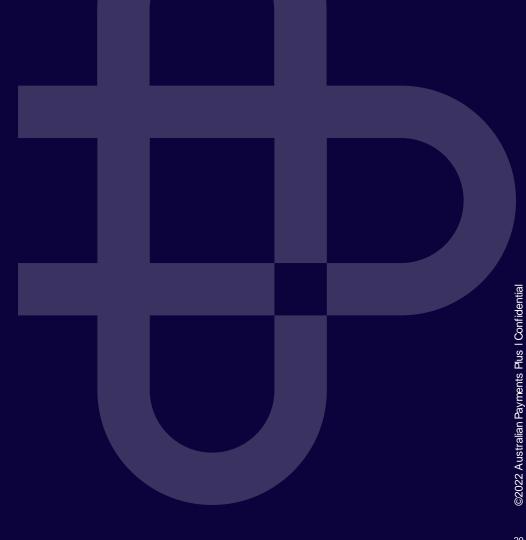
When describing the PayTo agreement, do not describe the frequency as 'ad hoc'. The PayTo agreement should implicitly be presented as an ongoing authority.

* ¥ Value

Customers did not understand 'ad hoc' in the checkout flow during customer testing. Presenting more information here creates confusion, not clarity.

Open your authorise a	banking app to	
You have 09:48 m app. How to author		~
арр.	rise	~
app. How to author	rise	~
app. How to author PayTo agreem	rise ent details	*

- Example customer journeys
- Recommendations



Example Customer Journeys

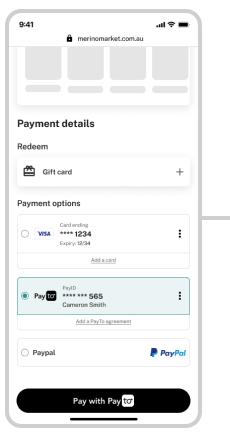
Customer Journey	Agreement Type	Full Prototype
Buying groceries	Ad hoc, variable amount	Link

Note: Signing up for meal subscription or buying health insurance do not require customer interaction for ongoing use.

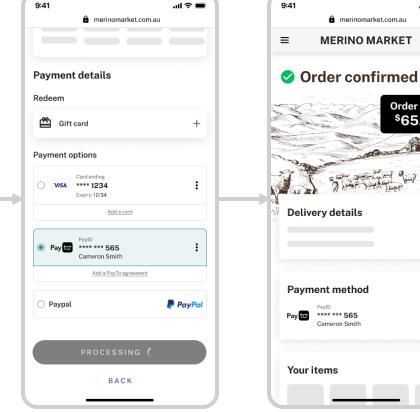
Ad hoc, variable amount

Solution View Prototype

Journey: Buying groceries



Select PayTo





Order confirmation

.... 🗢 🔳

Order total \$65.70

and all

Ξ

merinomarket.com.au

MERINO MARKET

and all

Delivery details

Payment method

Cameron Smith

PavID **** *** 565

Your items

Pay to

Recommendations Summary

Recommendation	PayTo Agreement Type(s)
Present a stored PayTo agreement the same way as a card-on-file	Ad hoc
Give customers the option to cancel the PayTo agreement	All
Clearly explain the payment amount	Variable amount

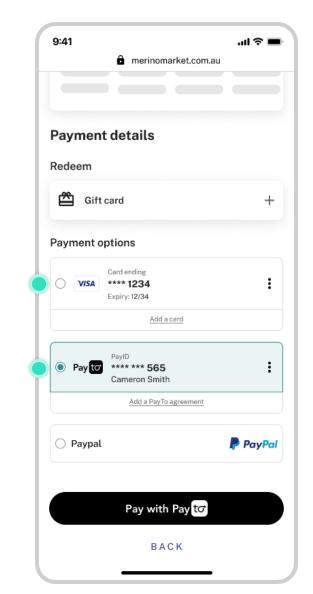
Ongoing use Ad hoc

Present a stored PayTo agreement the same way as a card-on-file

Q CX Recommendation

** Value

A stored PayTo agreement should be displayed and accessed the same way as a card-on-file in the payment option list. Using a familiar UX pattern reduces the learning curve for customers.



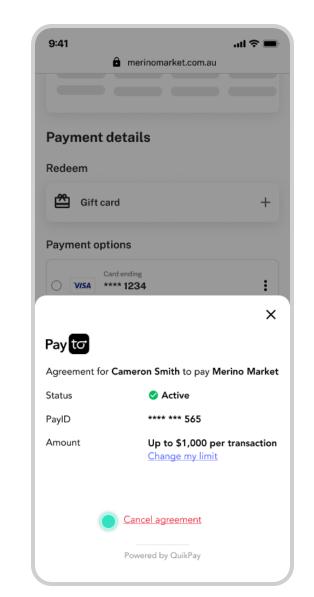
Give customers the option to cancel the PayTo agreement

Q CX Recommendation

Within a 'Manage payment options' or 'View details' screen, give customers the option to cancel the PayTo agreement, analogously to removing a card-on-file.

* ¥ Value

Though customers can do so from their online banking, exposing the option in the merchant environment will increase trust between the customer and merchant.



Cancel agreement

Ongoing use Variabl

Variable amount

Clearly explain the payment amount

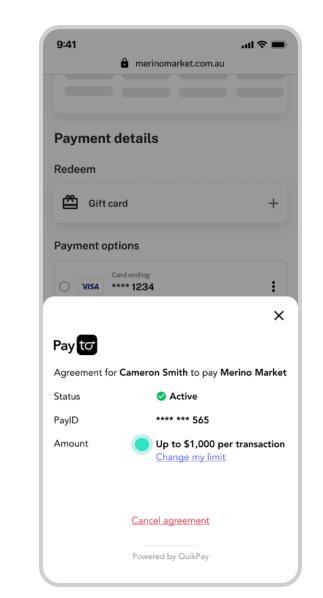
Q CX Recommendation

When referencing payment amount:

- Describe if there is a limit (e.g., 'No limit' or 'up to \$1,000...' or '\$1,000 limit...')
- · Clarify that it is 'per transaction'
- Show whether the amount is variable
- Explain the factors affecting the amount (e.g., 'varies based on your selection')

*∗ Value

Explaining the payment amount will mitigate the risk of bill shock on subsequent payments. It helps the customer understand their outgoing payments better.



Exception Scenarios

- Agreement setup errors
 - PayID doesn't exist
 - Account doesn't support PayTo
 - Authorisation request expired
 - Agreement declined by customer
- Payment errors
 - Insufficient funds
 - Limit too low
 - Agreement paused by customer

PayID doesn't exist

View Prototype

Exception: PayID doesn't exist

...| 🗢 🔳

Ľ

Pay to

PayPal

9:41		li 奈 ■	9:41			.ul 3
ê I	kangakoverage.com			ê	kangakoverage.com	
KANG	A KOVERAGE	ور		KAN	IGA KOVERA	GE
ayment deta	iils		Payn	nent de	tails	
ow do you want	to pay your premiums	\$?	How d	lo you wai	nt to pay your pren	niums?
PayTo Immediate, easy your bank accour	and secure payment from	Payto	In	'ayTo nmediate, ea our bank acc	sy and secure payment f ount.	Pay
PayID Mobile ~		Đ	P	PayID Mobile ~	0465 656 565	
	ccount number instead			This mobil	e is not registered as a F d account number instea	
Credit card	VISA		0 c	redit card		VISA
Paypal	P (PayPal	() P	aypal		Pay
	CONTINUE				CONTINUE	

Select PayTo



Account doesn't support PayTo

🔗 View Prototype

Exception: Account doesn't support PayTo

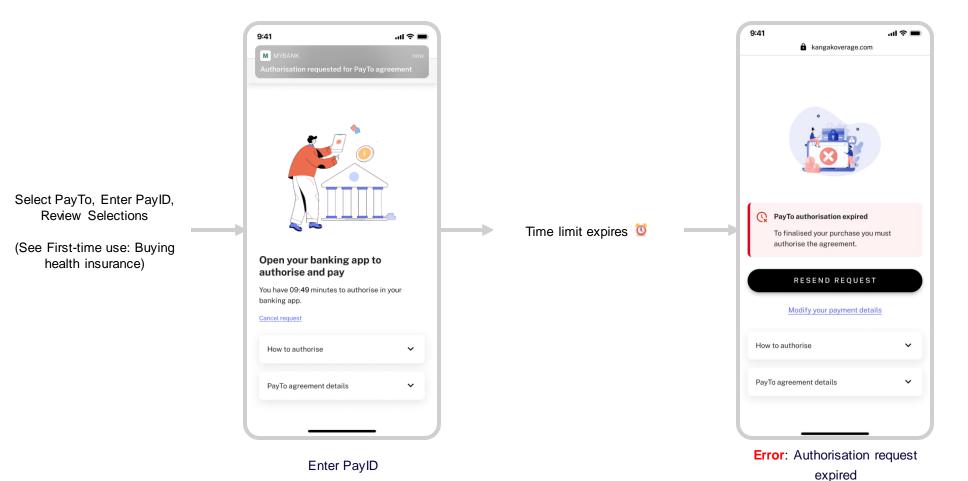
9:41 .ul 🗢 📼	9:41	9:41I <a> ■
KANGA KOVERAGE	KANGA KOVERAGE	KANGA KOVERAGE
Payment details	Payment details	Review your cover
How do you want to pay your premiums?	How do you want to pay your premiums?	
PayTo Pay Commediate, easy and secure payment from your bank account. PayID Mobile	PayTo Payter Immediate, easy and secure payment from your bank account. PayID Mobile ~ 0465 656 565 Valid PayID	Silver hospital & \$150 per month Start Date 15 May 2023
Use a BSB and account number instead	Use a BS8 and account number instead	
Credit card	Credit card	Payment Premium payments Paylo
Paypal PayPai	O Paypal PayPal	The PayTo agreement will be sent to your online banking.
		PayID 0465 656 565
CONTINUE	CONTINUE	Pay with Pay to
BACK	ВАСК	ВАСК

	KANGA KO		
	KANGAK	JVERAGE	
Reviev	v your cover		
extra			50
Start D 15 May			
Payr	nent		
Premi	um payments		Pay
0	Your bank accou PayTo. Please us account.		oort
PayID	0	465 656 565	
	Pay with	Pay to	
	BAG		
	BAU		

Authorisation request expired

Solution View Prototype

Exception: Authorisation request expired



39

Authorisation request expired

Expired: Let customers resend or modify payment details

Q CX Recommendation

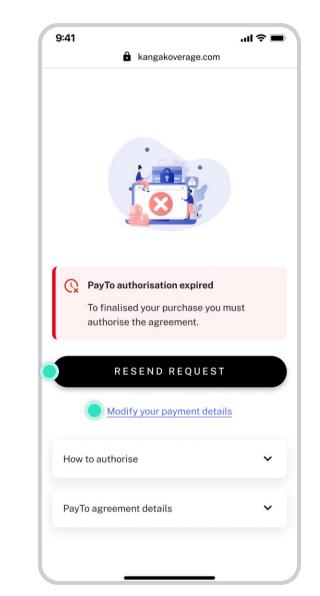
The two most common reasons for an expired request are:

- 1. The customer could not find the authorisation request in their banking app; or
- 2. The customer sent the request to the wrong account/PayID

Therefore, offer options to resend or modify payment details.

* ¥ Value

Making the most common next actions clearly available will help customers troubleshoot without contacting customer support.



Authorisation request expired

Expired: Recall the authorisation request before sending a new request

Q CX Recommendation

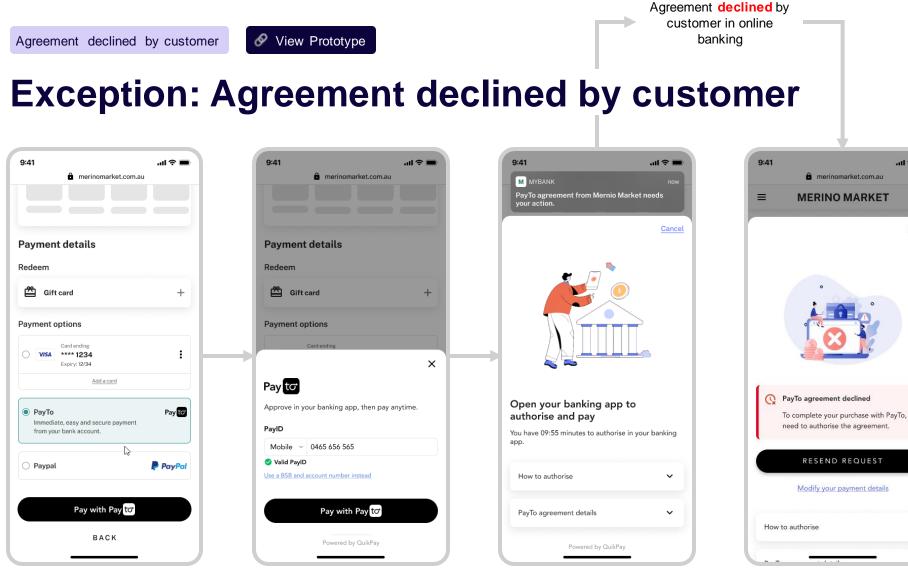
Recall the expired authorisation request immediately before sending a new request.

* ★ Value

One active request in the customer's online banking makes it clear which request the customer needs to interact with. Conversely, two requests (one expired, one active) is confusing.

9:41	الد 🗨 🖘
РауТо Ад	reements
Active	Inactive
Animal Insurance Cor Health Insurance Premiur	Penaing
Animal Insurance Cor Health Insurance Premiur	Pending
Animal Insurance Cor Health Insurance Premiur	Pending
Utility Payments Gas Bill	Active
Movies Plus Subscription	Active
Pay Later Installment Purchase	Active
RETURN	то номе

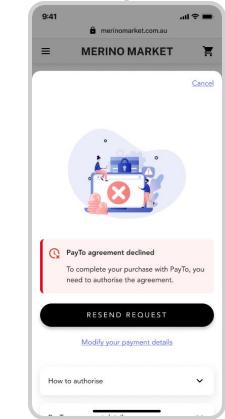
Do not send a new request without cancelling the prior request



Enter PayID

Select PayTo

Open your banking app



Error: Agreement declined by customer

Agreement declined by customer

Agreement Declined: Use a descriptive error message

Q CX Recommendation

Explain to the customer that payment was not taken because the agreement was declined.

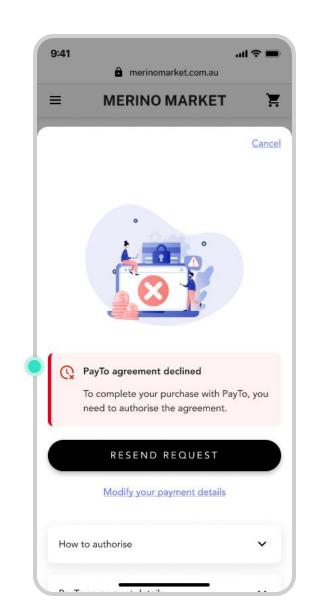
Example copy:

PayTo Agreement declined

To complete your purchase with PayTo, you need to authorise the agreement.

*∗ Value

This error message has been tested to be useful and clear to customers.



Agreement Declined: Give customers options to resend, modify or return to payment options after decline

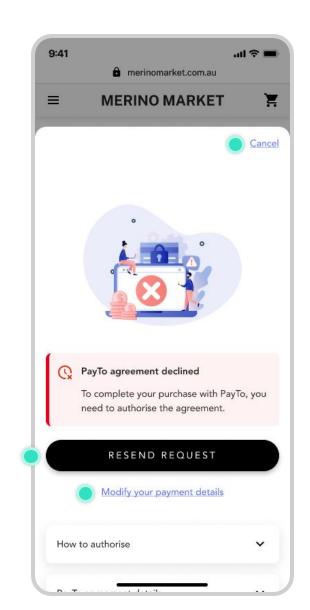
Q CX Recommendation

*,∗ Value

When showing the error message, give customers the options to:

- Resend the agreement request (if they have accidentally declined);
- Modify agreement details (if they wish to use a different account); or
- Return to payment options (if they wish to use a different payment option).

The main objective of the merchant is to complete checkout. These three options give customers all the tools required to successfully complete.



Agreement Declined: Notify the customer using out-of-channel communication

Q CX Recommendation

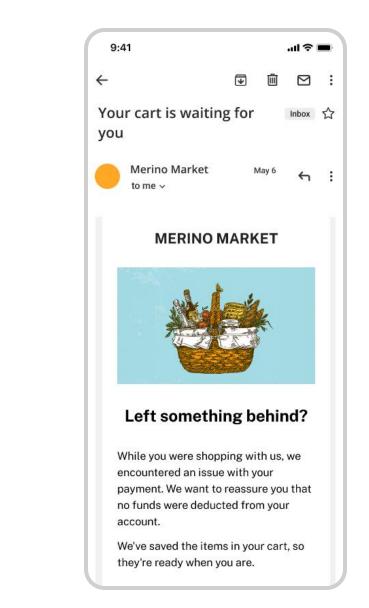
Use an out-of-channel communication such as SMS, email or push notification to acknowledge that the agreement has been declined and checkout is not complete.

It may be substituted by or included in an 'abandoned checkout' message.

*****★ Value

Customers may not navigate back to the merchant environment after declining the agreement.

Following up with out-of-channel communications can help convert more customers.



Note: Scenario assumes agreement has been setup and first debit processed successfully. There are insufficient funds on a subsequent debit.

Exception: Insufficient funds (Health Insurance)

12:22 .itl 46 🕞	9:41II ♀ ■		12:22 .11 4G 🗈	9:41I 🗢 🖿
Text Message Today 12:21 pm	Good morning, Cameron Payment failed due to insufficient funds We were unable to debit \$150 for your policy earlier today due to insufficient funds. We will retry at 10pm tonight, 15th April. Please ensure funds are available in your linked account.	then	Text Message Today 12:21 pm	Good morning, Cameron Payment overdue We were unable to debit \$150 for your health insurance policy on 15th April due to insufficient funds. Please contact us to make payment arrangements.
We were unable to debit the funds for your health insurance earlier today. We will retry at 10pm tonight, 15th April. Please make sure there are funds in your linked account. For more details log in to your Kanga Koverage account. Image: Comparison of the sure of the s	More detailsAReason for failureInsufficient fundsPayment due15 April 2023Your premium\$150 monthlyPayment methodPayToPayID***** 565PayID nameCameron Smith		We were unable to debit the funds for your health insurance on 15th April due to insufficient funds. For more details or to make an immediate payment log in to your Kanga Koverage account.	More detailsReason for failureInsufficient fundsPayment due15 April 2023Your premium\$150 monthlyPayment methodPayToPayID****** 565PayID nameCameron Smith
 Source Sourc				

Solution View Prototype

Insufficient funds

Merchant dashboard

Last SMS

Merchant dashboard

Solution View Prototype

Exception: Insufficient funds (Buying Groceries)

...| 🗢 🔳

 $^{+}$

:

VISA 🌔 🌔

🥊 PayPal

9:41	l 🗢 🔳	9:41	ŝ lu.
merinomarket.com.a	u	🔓 merinoma	rket.com.au
		Payment details	
Dermont dataile		Redeem	
Payment details		Gift card	
Redeem		_	
Gift card	+	Payment options	
Payment options		Credit or Debit card	VISA
Card ending **** 1234 Expiry: 12/34	:	Paylo **** *** 565 Cameron Smith	
Add a card		Add a PayTo a	greement
Paytor Paytor Paytor Cameron Smith	:	O Paypal	Pay
Add a PayTo agreement		There are insufficient f transaction. Please add account before trying a	d funds to your bank
O Paypal	PayPal		
		Pay with	Pay to
Pay with Pay t o		BAC	к

Select PayTo

Error: Insufficient funds

Insufficient Funds: Do not present as an error; immediately request increased limit

Q CX Recommendation

When the PayTo agreement limit is too low for checkout, do not trigger a payment initiation. It will fail.

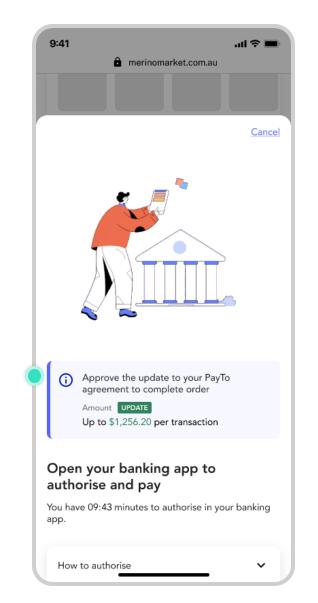
Instead, submit an agreement amendment request to increase the maximum amount of the agreement to the checkout amount.

The re-authorisation journey should be consistent with the initial authorise journey.

* Value

If a customer is attempting to checkout with PayTo, they have implied that they want the limit to accommodate the checkout. There is no additional value in showing an error state first, it is unnecessary friction during checkout.

The customer is already familiar with the 'Open your banking app to authorise and pay' screen from first-time use.



Periodic agreements

Insufficient Funds: Notify the customer to make funds available

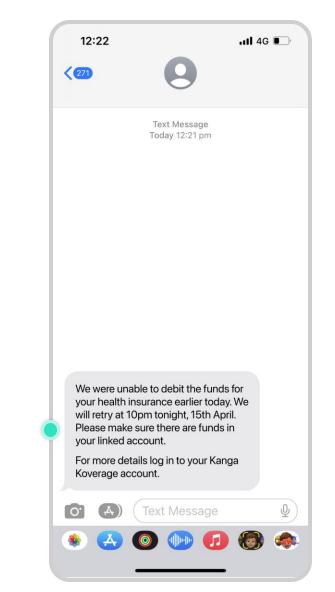
Q CX Recommendation

Merchants have a maximum of 5 attempts to debit funds from their customer's account on the due date of a recurring PayTo agreement. Before the final debit request,

- Notify the customer of the payment failure (error code: AM04) to give them time to add funds to their account.
- Provide the exact timing for the final request in the notification.

* ¥ Value

Providing customers with the exact timing for the final debit request increases the likelihood of them having sufficient funds available.



Ad hoc agreements

Insufficient Funds: Use a descriptive, inline error message

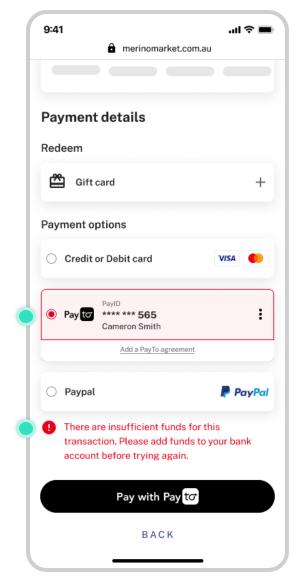
Q CX Recommendation

* ★ Value

In the event of insufficient funds:

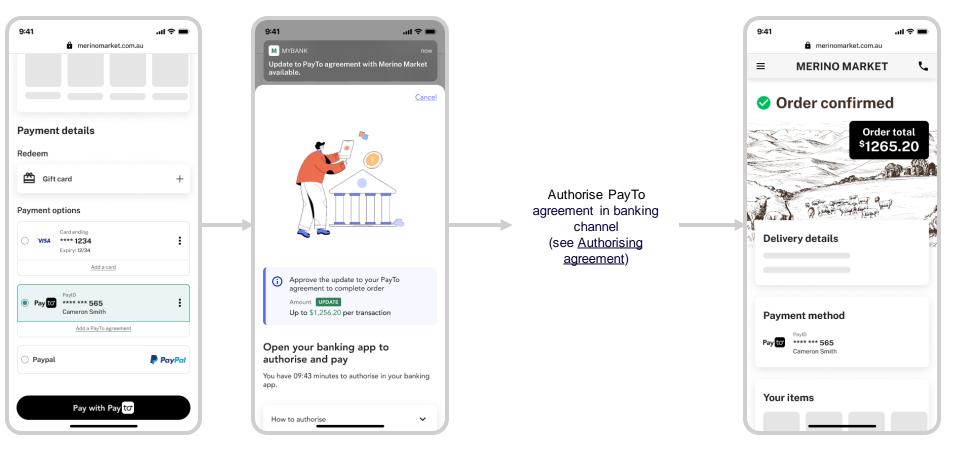
- Tell the customer what went wrong; and
- Help them understand what to do before trying again.

This error message has been tested to be useful and clear to customers.



Limit too low 🔗 View

Exception: Limit too low



Order confirmation

PayTo for Initiators | CX Guide

Agreement paused by customer

🔗 View Prototype

Exception: Agreement paused by customer

9:41		. al ≎ ∎
	merinomarket.com.a	u
		_
aymen	t details	
Redeem		
🚰 Gift	card	+
Payment o	ntions	
-ayment o	prioris	
	Card ending	
VISA	**** 1234	:
	Expiry: 12/34	
	Add a card	
	PavID	
Pay to		:
	Cameron Smith	
	Add a PayTo agreement	
O Paypal		PayPal
	Pay with Pay to	
	BACK	
	2 A G N	

Select PayTo

e merinomarket	
Payment details	
Redeem	
Gift card	+
Payment options	
Card ending	
VISA **** 1234 Expiry: 12/34	:
Add a card	
PayID	
Pay to **** *** 565 Cameron Smith	:
Add a PayTo agree	nent
O Paypal	PayPal
Payment failed due to a pa agreement. Please resume your bank app and try agai	the agreement in
Pay with Pay	tơ
BACK	

customer

Redeem

Image: Gift card

Payment options

Credit or Debit card

VISA

Payment

Payment

Add a PayTo agreement

Paypel
PayPed
PayPed
BACK

Payment details

9:41

or

Select PayTo (option greyed-out)

...| 🗢 🔳

merinomarket.com.au

9.41	niii 🗢 💻
Payment	details
Redeem	
	×
Pay to	
Paym	o agreement paused nents can't be processed until you ne the agreement in your bank app.
Agreement fo	or Cameron Smith to pay Merino Marke
Status	Paused
PayID	**** *** 565
Amount	Up to \$1,000 per transaction Change my limit
	Cancel agreement
	Powered by QuikPay

Agreement paused by customer

Paused agreement: Use a descriptive, inline error message

Q CX Recommendation

In the event of a paused agreement:

- Explain to the customer that their PayTo agreement is paused;
- Remind them that they can resume the agreement in their online banking.

For example:

- Payment failed due to a paused PayTo agreement. Please resume the agreement in your bank app and try again.
- If possible, refresh the page to remove the error message if the customer unpauses the agreement.

* Value

This error message has been tested to be useful and clear to customers.

	merinomarket.com.a	au
Payment	t details	
Redeem		
🖀 Gift	card	-
Payment o	ptions	
	Card ending **** 1234 Expiry: 12/34	
	Add a card	
Paytor	PayID **** *** 565 Cameron Smith	1
	Add a PayTo agreement	
O Paypal		PayP
agreen	nt failed due to a paused nent. Please resume the a ink app and try again.	-
	Pay with Pay to	
	ВАСК	

'Payment failed due to a paused PayTo agreement'

Agreement paused by customer

Paused agreement: Give further context in the detailed view

Q CX Recommendation

Example copy:

PayTo agreement paused

Payments can't be processed until you resume the agreement in your bank app.

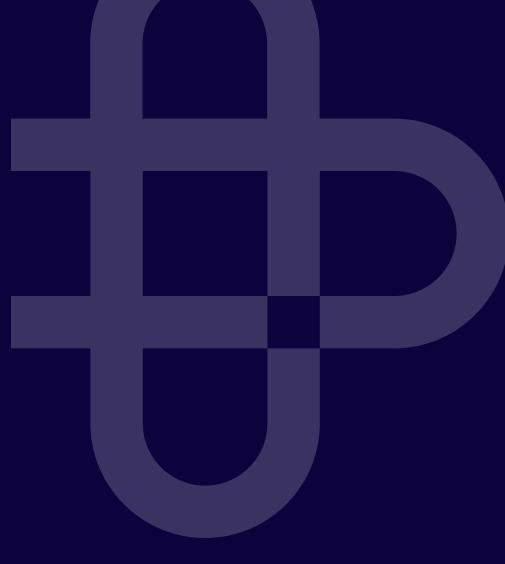
*∗ Value

Pausing an agreement is a unique feature, with no exact analogy in card payments. customers need explanatory copy to understand the feature and what they should do.

9:41		al 🗢 🖿
	merinomarket.com	.au
Payment	details	
Redeem		
🖆 Gift ca	ard	+
Payment opt	tions	
	Card ending	:
		×
Pay to		
Payme	agreement paused ents can't be processed e the agreement in you	
Agreement for	r Cameron Smith to pa	y Merino Market
Status	Paused	
PayID	**** *** 565	
Amount	Up to \$1,000 Change my li) per transaction mit
	Cancel agreement	
	Powered by QuikPay	

Other Scenarios

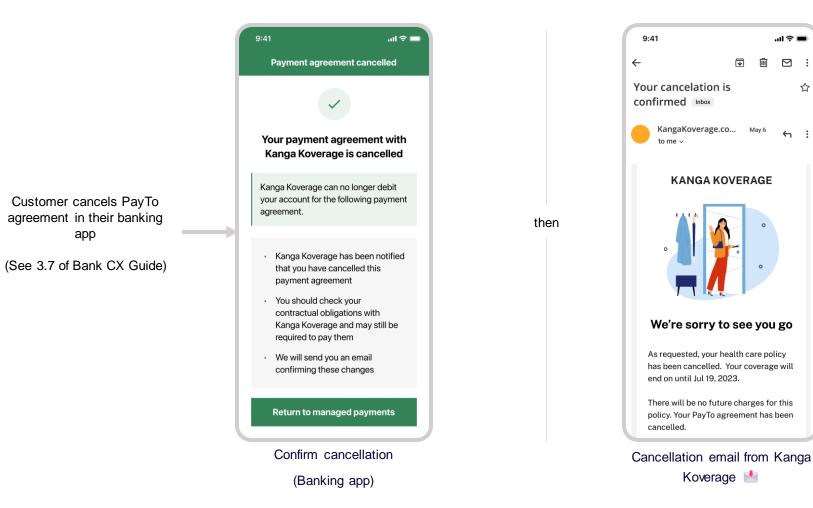
- Cancel PayTo agreement
- Reauthorise PayTo agreement



Note: Agreements can always be cancelled in the customer's banking app. There should also be an option to cancel in the merchant environment because customers will expect it.

Cancel & View Prototype

Journey: Cancelling health insurance



.ul 🗢 🔳 圃 \square : ☆ ← :

PayTo for Initiators | CX Guide



Cancel

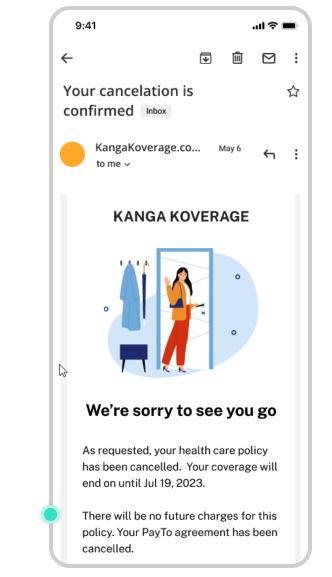
Notify customers when agreement is cancelled

Q CX Recommendation

* ¥ Value

When confirming that a service or product is cancelled, notify the customer that their PayTo agreement is also cancelled.

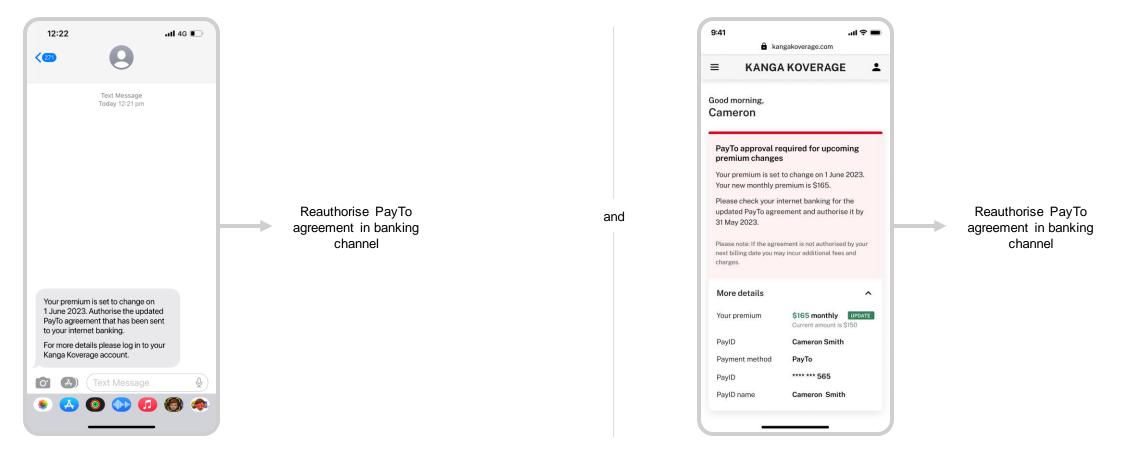
Clear notifications to customers create trust.





🔗 View Prototype

Journey: Reauthorising health insurance





Notify customers about the reauthorisation

Q CX Recommendation

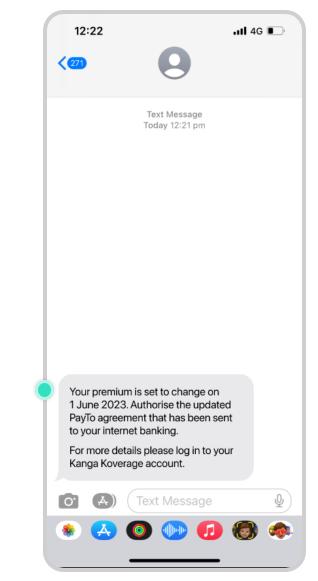
* ★ Value

When reauthorisation is required, notify the customer along with a reason.

Both merchant and bank should notify customers.

Clear notifications to customers create trust.

Refer to 3.9 in PayTo Customer Experience Requirements and Guidelines for bank channel guidelines





Tailor the notification based on channel

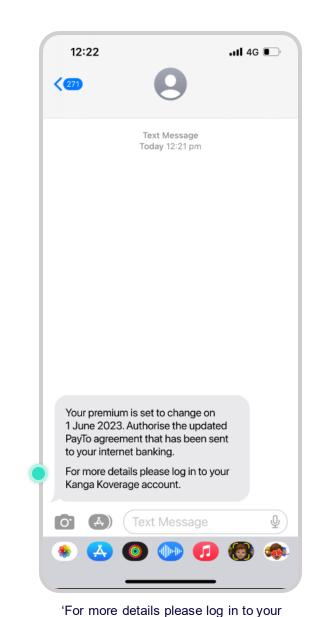
Q CX Recommendation

For unauthenticated environments such as mobile SMS, avoid including personally identifiable information (PII) due to security concerns.

For authenticated environment give as much context as possible.

* ★ Value

Including PII in unauthenticated environments increases information security risk and can erode trust with customers.



Kanga Koverage account'



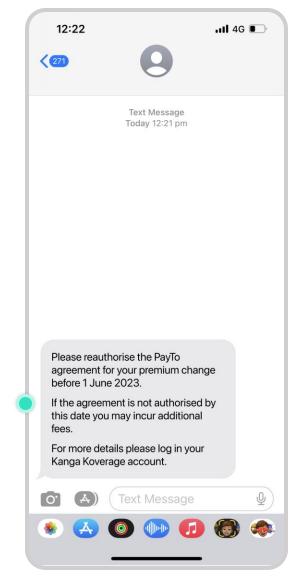
Send reauthorisation reminders

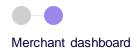
Q CX Recommendation

When reauthorisation is not completed send reminders, noting deadlines and the implications of not reauthorising.

* ★ Value

Reminder notifications can increase the likelihood of completing the reauthorisation and reduce the chances of delays and inadvertent service cancellation.





Display key changes to the PayTo agreement

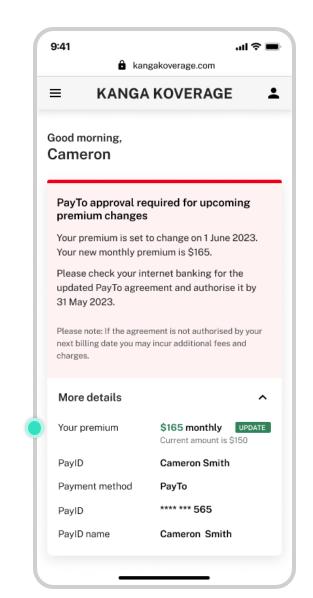
Q CX Recommendation

When presenting changes in PayTo agreement to the customers,

- Highlight the changes in agreement through visual cues such as color, typography, and iconography.
- Only display the data that is relevant to the current context or action.
- Establish a clear hierarchy of information.

*∗ Value

Thoughtful presentation of data reduces cognitive load on customers, helping them act faster.



Appendix

- List of all customer journeys
- Journey: Approving PayTo agreement
- Related content

All customer journeys (1/2)

Customer Journey	Example
First-time use	 <u>Buying health insurance</u> <u>Signing up for meal subscription</u> <u>Buying groceries</u> <u>Buying plane tickets</u>
Ongoing use	Buying groceries
Error: PayID doesn't exist	Buying health insurance
Error: Account doesn't support PayTo	Buying health insurance
Error: Authorisation request expired	Buying health insurance
Error: Insufficient funds	 <u>Managing health insurance</u> <u>Buying groceries</u>
Error: Limit too low	<u>Buying groceries</u>

All customer journeys (2/2)

Customer Journey	Example
Error: Agreement paused by customer	Buying groceries
Error: Agreement declined by customer	<u>Buying groceries</u>
Cancel PayTo agreement	<u>Cancelling health insurance</u>
Reauthorise PayTo agreement	<u>Reauthorising health insurance</u>

Authorising agreement

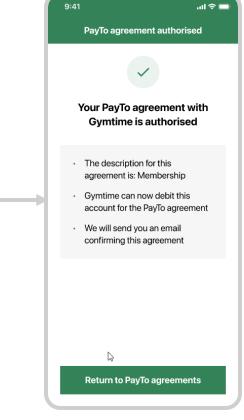
Solution View Prototype

Journey: Approving gym membership

9:41	→ (II.		
PayTo agreements			
Active	Inactive		
Gymtime Membership	Action required		
CarLoans Your car loan	Active		
Gas Energy Gas bill	Active		
Movies Plus Subscription	Active		
PayLater Instalment purchases	Active		
Transfer from another bank			
Transfer to another bank			

	9:41	9:41 ? 🗖		
	Authorisation	Authorisation requested		
	Frequency	Billed monthly on the 15th		
	Linked account	Everyday Account BSB: 040-981 Acc No: 7487 4728		
	Start date	4 Sep 2020		
	End date	4 Sep 2021		
1	First payment due	15 Sep 2020		
	Status	Action required		
	View full details			
	Authorise PayTo agreement			
	Decline PayTo agreement			

9	:41	''II' \$		
<	Authorisatio	on requested		
	This PayTo agreeme actioned by 4 Sep			
Pl	ease check the belo	w details are correct	E	
Authorise payment agreement				
		want to authorise agreement?		
	Auth	orise		
- 1	Car	ncel		
Li	nked Account	BSB: 040-981 Acc No: 7487 472	28	
St	art date	4 Sep 2020		
Er	nd date	4 Sep 2021		
Fi	rst payment due	15 Sep 2020		



Confirm authorise

Related Content

Related Content	Description	Link
NPP Procedures Vol 6	Rules about PayTo	Link
Back Office Considerations 2.3	Technical and operational considerations for Participants and Connected Institutions	<u>Link</u>
PayTo Implementation Guide Vol 3	Business guidelines and recommendations for PayTo Users	Link
CX Requirements and Guidelines (for Payer Bank)	Customer experience recommendations for Payer Banks	Link
PayTo Figma Profile	All Figma prototypes	Link

For all other questions, feedback or comments please email payto@auspayplus.com.au