

Azupay sub-merchant onboarding process via Jira Ticket

The purpose of this document is to help guide you through the process of logging a Jira Helpdesk ticket for sub-merchants.

1. How to raise a Jira Ticket for Sub-merchant setup with Azupay

- Partner to complete request for sub-merchant account request ticket
- Follow the following steps when raising tickets:
- <u>Step 1</u>
 - Use this link to create a ticket <u>https://azupay.atlassian.net/servicedesk/customer/portal/3/group/-1</u>
 - Select Technical Support or enquiries.

Azupay Help Center / Azupay / Raise a request Azupay Weleamed Yau and reliant a request from the entirest provided	
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Conflict us about Technical support or enquiries Request Access to UAT, Report a Production Issue, Production Configuration change, UAT Configuration change, Technical support, Suggest a new feature / improvement, Request a Live Account, Request a Sub-merchant account	
Business support or enquiries General enquiry, Client dashbard support, Billing & Accounts, Payment disputes, Sales enquiries, Suggest a new feature / improvement	

- <u>Step 2:</u>

o Select request a Sub-Merchant Account

Azupay Help Center / Azupay Azupay Nelcome! You can raise a request from the options provided.
Contact us about Technical support or enquiries
What can we help you with?
Request Access to UAT Use this form to gain access to the UAT Azupay environment.
Report a Production Issue Report an issue with your production integration with Azupay that is impacting your ability to make or receive payments.
Production Configuration change Use this request type to request a production configuration change. For example - update settlement account details or request a combined account.
UAT Configuration change Use this request type to request a UAT configuration change. For example - update settlement account details or request a combined account.
Technical support Need help installing, configuring, or troubleshooting? Select this to request assistance.
Suggest a new feature / improvement Let us know your idea for a new feature or improvement.
Request a Live Account Fill out this form to request production instance access.
Request a Sub-merchant account Please fill out this form if you are an Azupay Partner and have a new Sub-merchant onboarded and wanting to use Azupay Services.
Please select "request a Sub-merchant account.

- <u>Step 3:</u>
 - Complete the information required for the request.
 - If your sub-merchant is designing their own UX, then you will need to provide screen shots of their UX under "User experience design". If you do not have the UX screen shots that is fine, Azupay will liaise with the sub-merchant to obtain it.

Sub-merchant User E	Between BBR & account number or Paylo of antitement account* The Data is a summary of and the same runner of	if Ig
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- <u>Step 4:</u>

• Click send and your request has been submitted to our team.

Azupay Help Center / Azupay / AZ-2261		
Health Australia		
	Status	
Jandar Yousif raised this on Today 3:33 PM Hide details	CANCELLED	
Company / Legal Entity Name of the Sub-merchant Health Australia	Notifications on	
ABN of the Sub-merchant	Request type	
123456789	Request a Sub-merchant account	
Industry of Operation of the Sub-merchant Pharmaceuticle	Shared with	
Website of the Sub-merchant	Creator	
www.heathaustralia.com	+ Share	
Has the Sub-merchant passed your due-diligence and KYC process? No		
Settlement BSB & account number or PayID of settlement account 123456789		
PayID Domain of the Sub-merchant		
Azunav client dashboard user email address for login		
test@healthaustralia.com		
The role for the dashboard user		
Admin		
Other comments Hi Team,		
Please onboard the following sub-merchant.		
Many Thanks,		
Jandar		
Activity		
Automatic response Today 3:34 PM Your request status has changed to Cancelled.		
Add a comment		
· -		

- <u>Step 5:</u>

 Once submitted our team will review the request and if they have all the necessary information, we will start the process of onboarding for the sub-merchant and we will advise once the onboarding is complete.