

Customer Guide for Making Online Payments Through Email

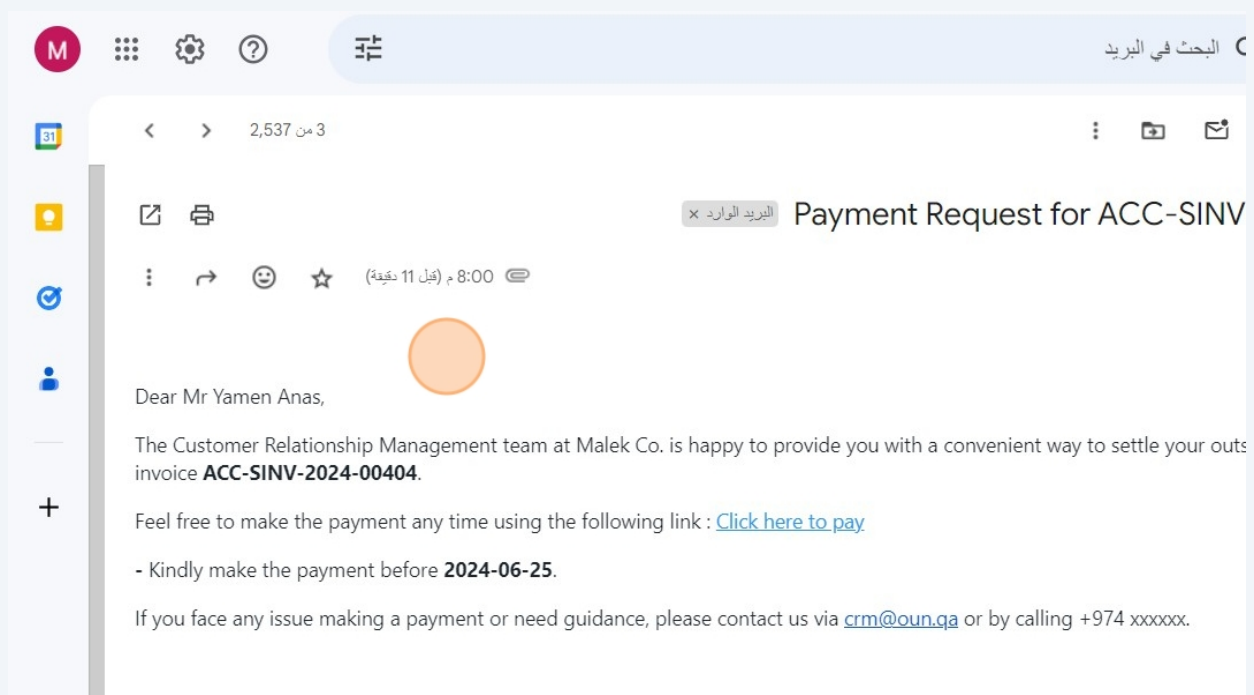


- As a customer, you will receive an email requesting a payment for your sales invoice or sales order, contains all details related, in addition to payment links for due amounts.
- Email will contain only one payment link for the full due amount if no payment terms scheduled.
- If a payment terms scheduled for your sales invoice or sales order, the email will contain multiple payment links; one payment link for the full outstanding amount, in addition to payment link for each amount as per payment terms .

You received an email contains one payment link for the full outstanding amount

1

See how the email looks like in the images below



2

Payment Request for ACC-SINV-2024-00404

Malek Abdelal

▼ أ

any time using the following link : [Click here to pay](#)

ore 2024-06-25.

Payment or need guidance, please contact us via crm@oun.ga or by calling +974 xxxxxx.

مُرْفَق واحد • تم الفحص من قِبَل Gmail. ⓘ

3

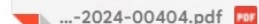
Click on the payment link to be directed to a page to start with payment process

any time using the following link : [Click here to pay](#)

ore 2024-06-25.

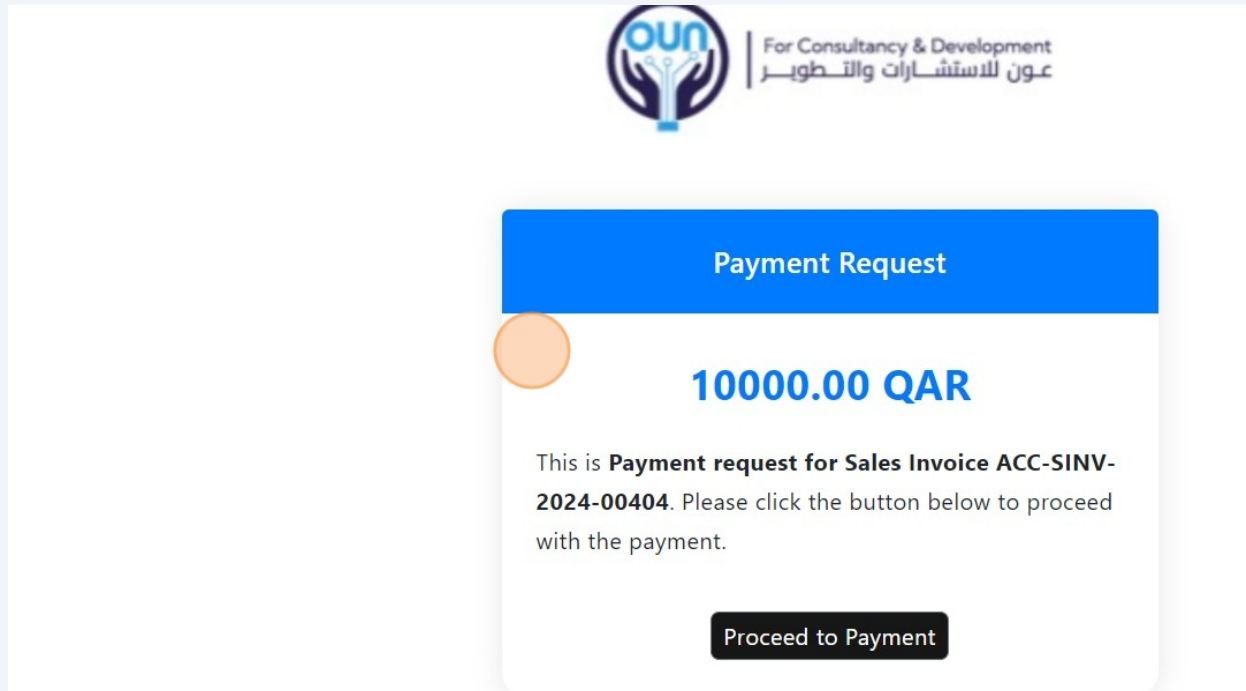
Payment or need guidance, please contact us via crm@oun.ga or by calling +974 xxxxxx.

مُرْفَق واحد • تم الفحص من قِبَل Gmail. ⓘ



4

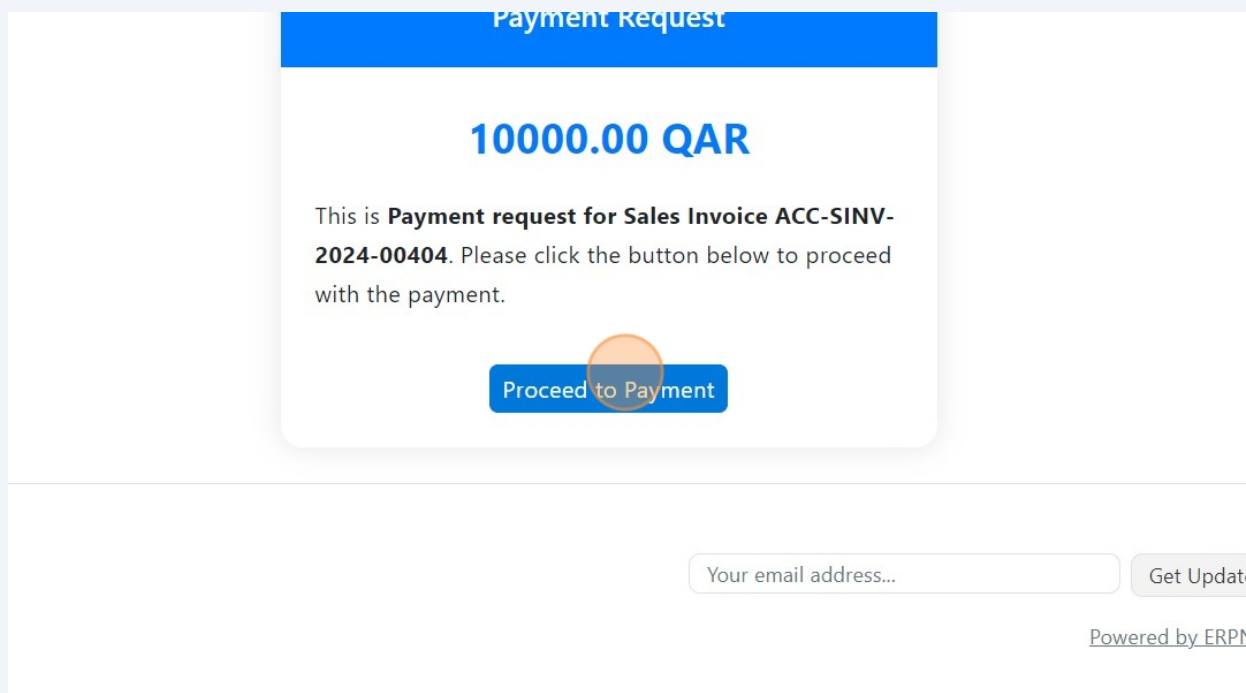
When payment link in the email clicked, you will be redirected to a page contains information about the payment request, and a button to proceed with the payment



The screenshot shows a web page for a payment request. At the top center is the logo of 'oun' (Organization for Consultancy & Development) with the text 'For Consultancy & Development' and 'عون للاستشارات والتطوير' in Arabic. Below the logo is a blue header bar with the text 'Payment Request'. Underneath the header is a white box with a blue border. Inside this box, the amount '10000.00 QAR' is displayed in large blue font. Below the amount, there is a paragraph: 'This is **Payment request for Sales Invoice ACC-SINV-2024-00404**. Please click the button below to proceed with the payment.' At the bottom of the white box is a black button with the text 'Proceed to Payment' in white. An orange circle highlights the top-left corner of the white box.

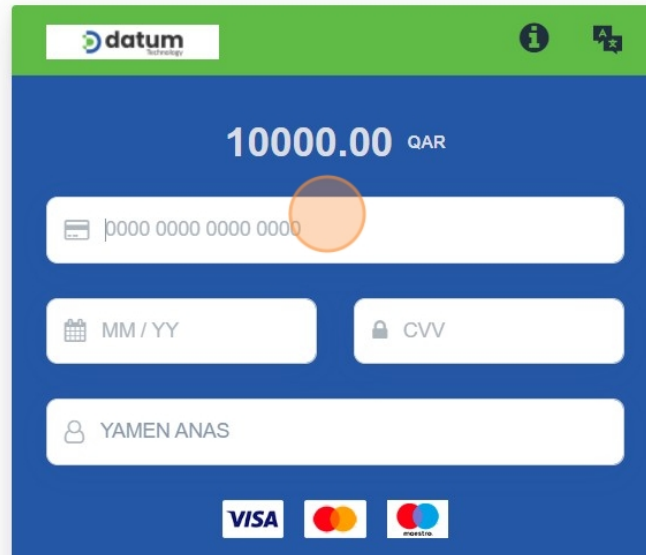
5

Click on "Proceed to Payment" button



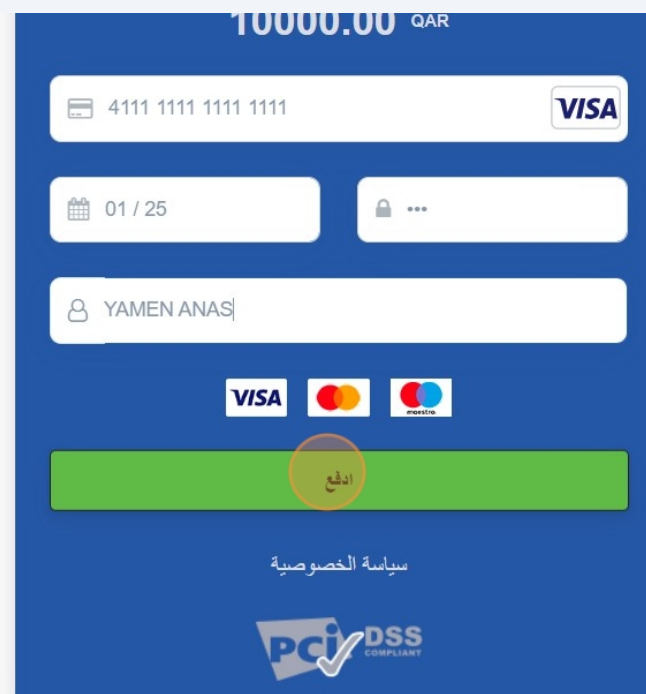
This screenshot shows the same 'Payment Request' page as the previous one, but with an additional orange circle highlighting the 'Proceed to Payment' button. Below the main content area, there is a white input field with the placeholder text 'Your email address...'. To the right of the input field is a grey button with the text 'Get Updat'. At the bottom right of the page, there is a small text link that says 'Powered by ERP'.

- 6 You will be redirected to the checkout page to enter your payment information



The screenshot shows the Datum Technology checkout page. At the top, there is a green header with the Datum Technology logo and an information icon. Below the header, the amount "10000.00 QAR" is displayed. The main form area is blue and contains several input fields: a card number field (highlighted with an orange circle), a date field (MM / YY), a CVV field, and a name field (YAMEN ANAS). Below the form, there are logos for VISA, Mastercard, and American Express.

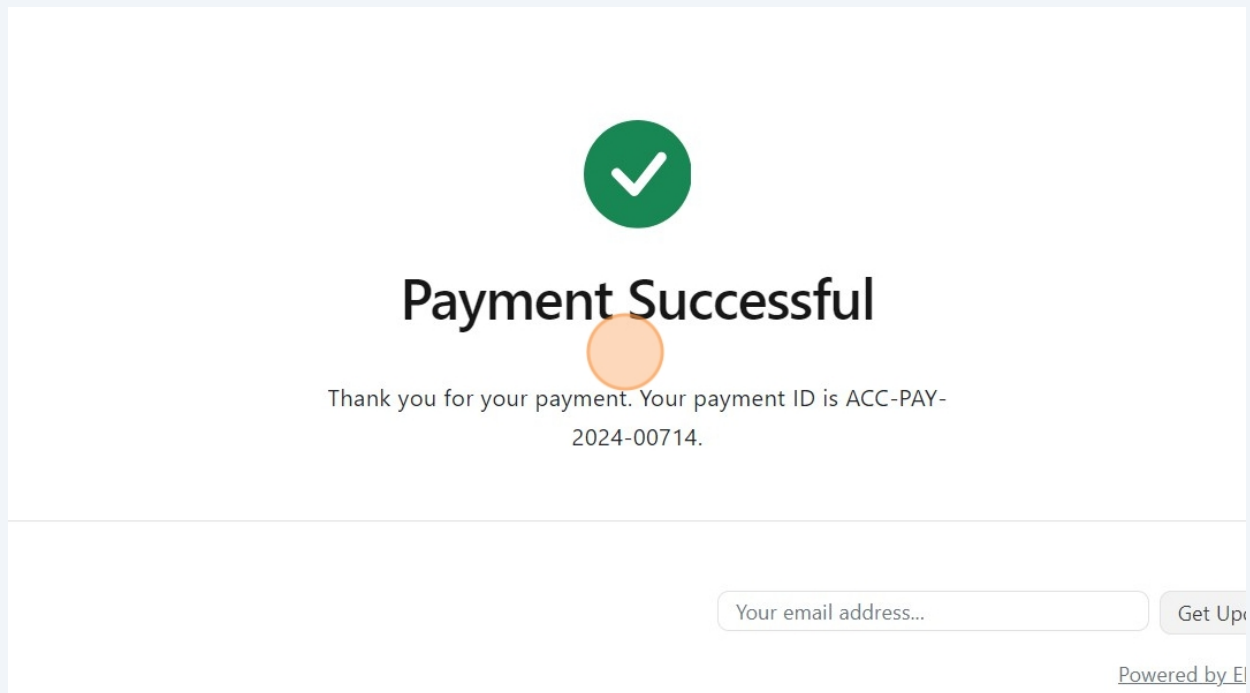
- 7 Enter your payment information, then Click **Pay** / الدفع



The screenshot shows the same Datum Technology checkout page, but now the payment information is entered. The card number field contains "4111 1111 1111 1111" and is marked with a VISA logo. The date field shows "01 / 25" and the CVV field has three dots. The name field still shows "YAMEN ANAS". Below the form, there are logos for VISA, Mastercard, and American Express. A green button with the Arabic word "الدفع" (Pay) is highlighted with an orange circle. At the bottom, there is a link to the "سياسة الخصوصية" (Privacy Policy) and a PCI DSS COMPLIANT logo.

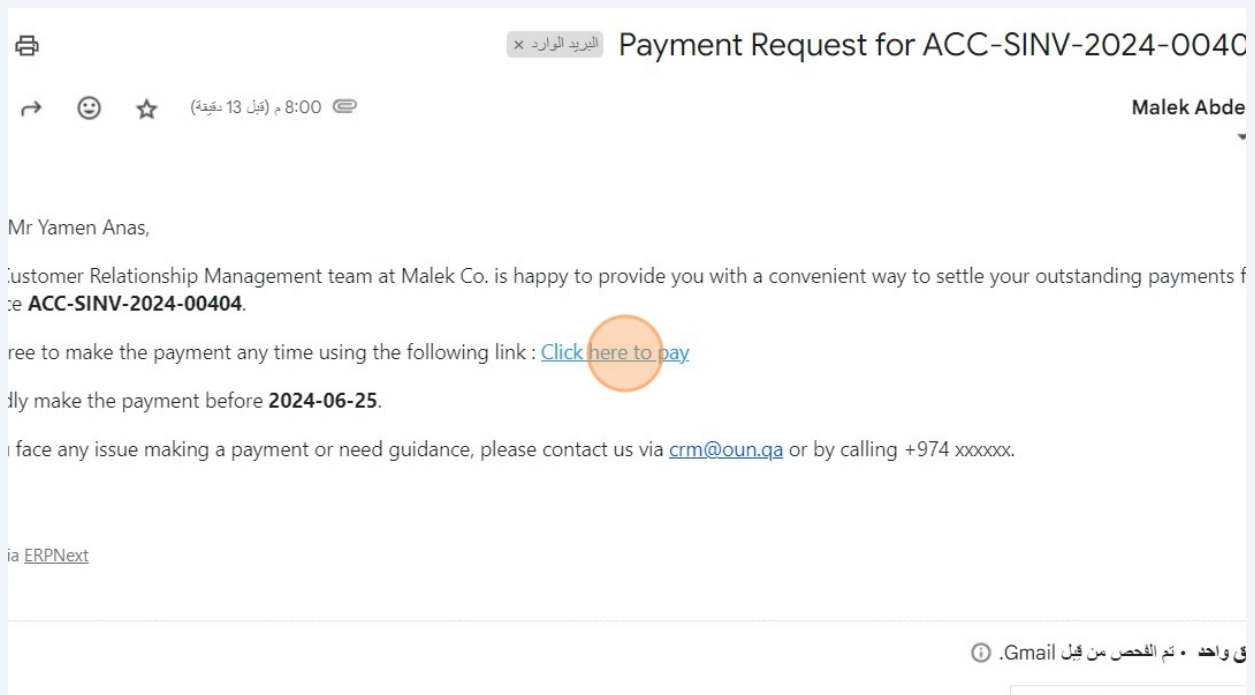
8

If the payment is successful, a page will appear indicating that the amount was paid successfully



9

The full outstanding amount is paid now. So, if you try to re click on the payment link again in the email, a page will appear indicating that the amount is fully paid



10



Fully Paid

This payment request has already been fully paid.

Get Upda

Powered by ERI

Failed Payment

11

For any failed payment, you will be redirected back to the checkout page to re-enter your payment information again and retry payment

The screenshot shows a payment interface with a blue header and footer. At the top, there are input fields for 'MM / YY' and 'CVV'. Below these is a white input field containing the name 'YAMEN ANAS'. Underneath the name are logos for VISA, Mastercard, and Apple Pay. A red card icon is displayed above a red error message: 'DECLINED AUTHENTICATION_FAILED'. Below the error message is a large green button with the Arabic word 'ادفع' (Pay). At the bottom, there is a link for 'سياسة الخصوصية' (Privacy Policy) and a 'PCI DSS COMPLIANT' logo.

You received an email contains multiple payment links; one payment link for the full outstanding amount, in addition to payment link for each amount as per payment terms

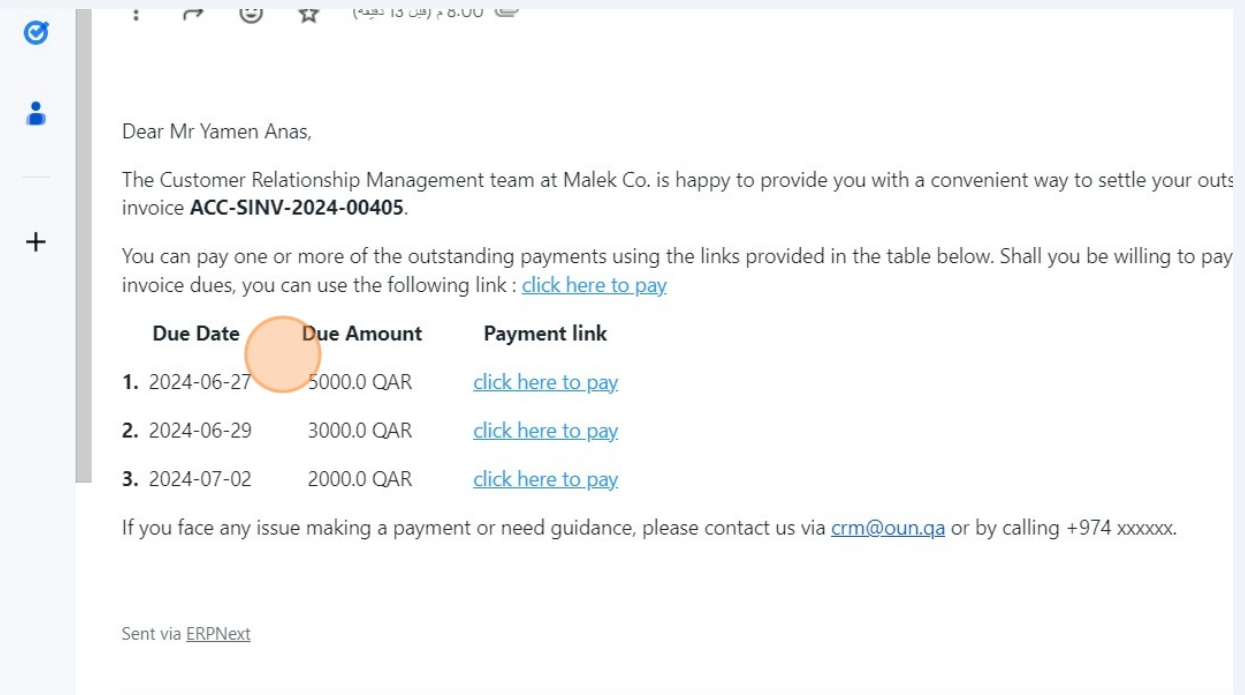


In case of receiving an email contains multiple payment links, you have the choice to settle the full outstanding amount directly using the full amount payment link, or you can pay a portion of the full outstanding amount using the other payment links.

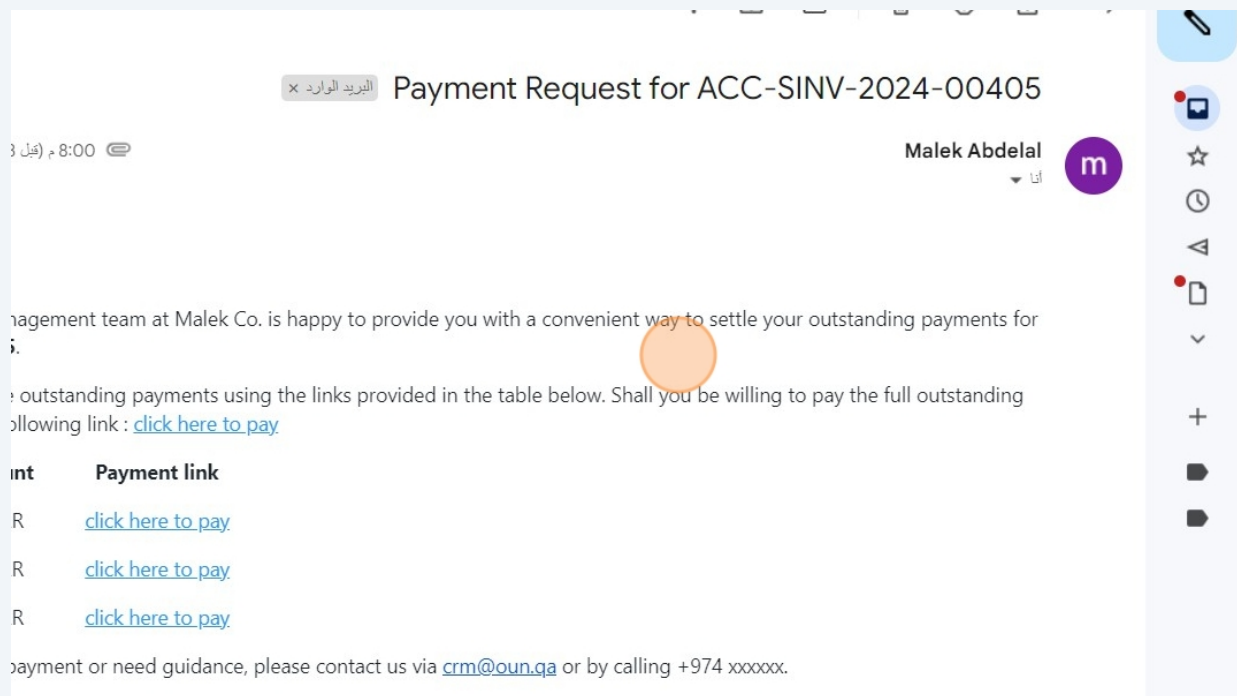
Let's cover both cases

You received an email contains multiple payment links: Pay the full outstanding amount

12 See how the email looks like in the images below



13



14 Click on the payment link for the full outstanding amount

البريد الوارد x Payment Request for ACC-SINV

Dear Mr Yamen Anas,

The Customer Relationship Management team at Malek Co. is happy to provide you with a convenient way to settle your outstanding invoice **ACC-SINV-2024-00405**.

You can pay one or more of the outstanding payments using the links provided in the table below. Shall you be willing to pay invoice dues, you can use the following link : [click here to pay](#)

Due Date	Due Amount	Payment link
1. 2024-06-27	5000.0 QAR	click here to pay
2. 2024-06-29	3000.0 QAR	click here to pay
3. 2024-07-02	2000.0 QAR	click here to pay

If you face any issue making a payment or need guidance, please contact us via crm@oun.qa or by calling +974 xxxxxx.

15 Click "Proceed to Payment"

Payment Request

10000.00 QAR

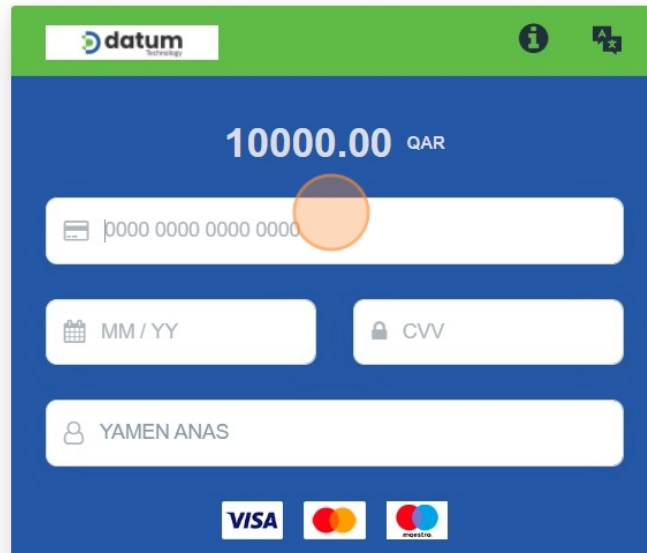
This is **Payment request for Sales Invoice ACC-SINV-2024-00405**. Please click the button below to proceed with the payment.

[Proceed to Payment](#)

Your email address... [Get Up](#)

Powered by EF

16 Enter your payment information



The screenshot shows a payment interface for 'datum'. At the top, the amount '10000.00 QAR' is displayed. Below this, there are four input fields: a card number field (pre-filled with '0000 0000 0000 0000'), an expiry date field (pre-filled with 'MM / YY'), a CVV field (pre-filled with 'CVV'), and a name field (pre-filled with 'YAMEN ANAS'). At the bottom, there are logos for VISA, Mastercard, and another card type. An orange circle highlights the card number field.

17 If the payment is successful, a page will appear indicating that the amount was paid successfully



Payment Successful

Thank you for your payment. Your payment ID is ACC-PAY-2024-00715.

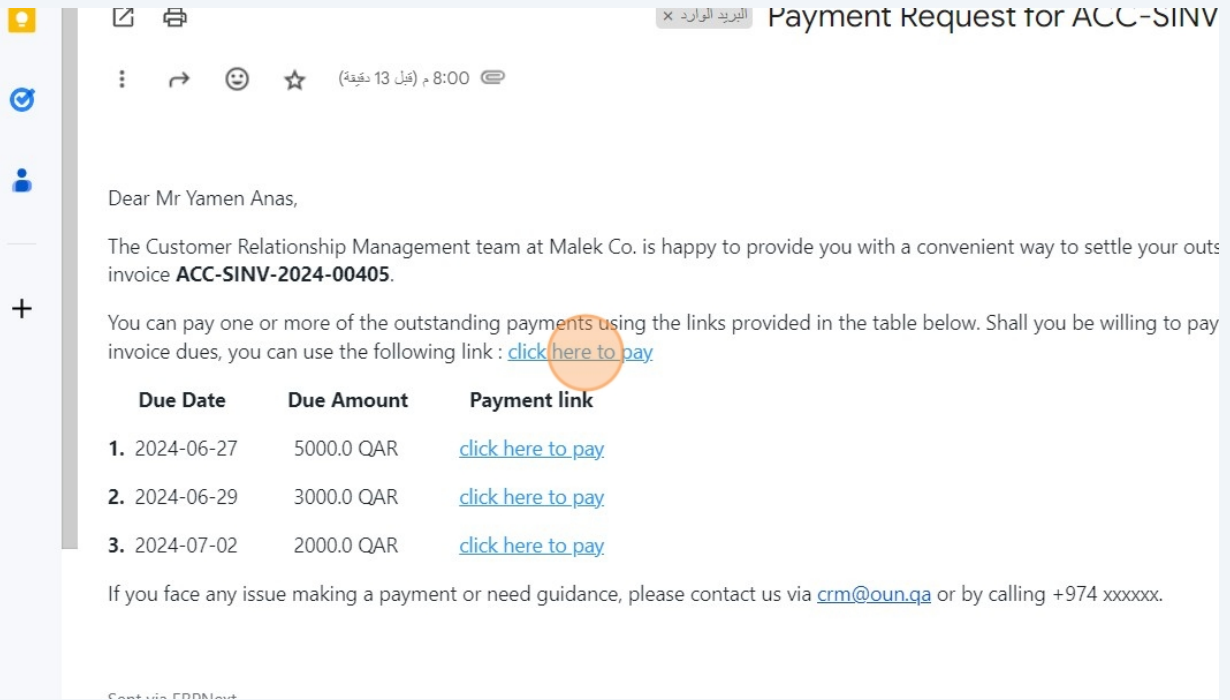
Your email address...

Get Upd

Powered by ER

18

The full outstanding amount is paid now. So, if you try to re click on the payment link for the full amount again in the email, a page will appear indicating that the amount is fully paid



البريد الوارد X Payment Request for ACC-SINV

8:00 م (قبل 13 دقيقة)

Dear Mr Yamen Anas,

The Customer Relationship Management team at Malek Co. is happy to provide you with a convenient way to settle your outstanding invoice **ACC-SINV-2024-00405**.

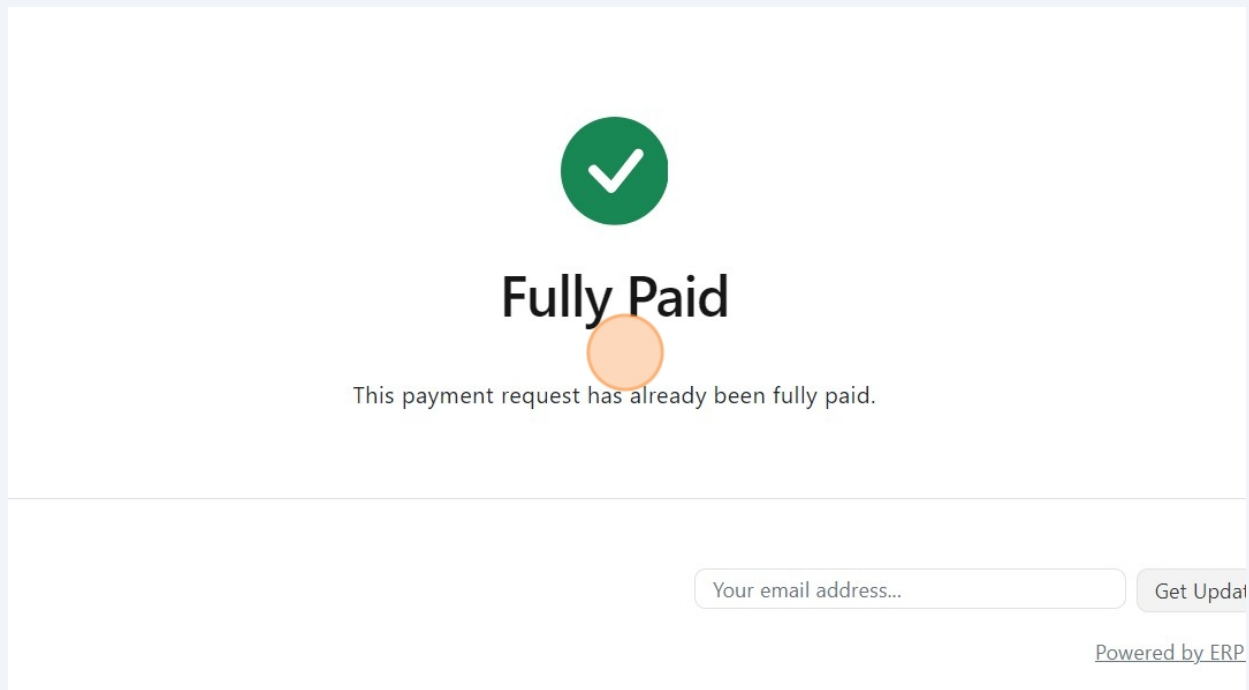
You can pay one or more of the outstanding payments using the links provided in the table below. Shall you be willing to pay invoice dues, you can use the following link : [click here to pay](#)


Due Date	Due Amount	Payment link
1. 2024-06-27	5000.0 QAR	click here to pay
2. 2024-06-29	3000.0 QAR	click here to pay
3. 2024-07-02	2000.0 QAR	click here to pay

If you face any issue making a payment or need guidance, please contact us via crm@oun.qa or by calling +974 xxxxxx.

Sent via ERPNext

19





Fully Paid

This payment request has already been fully paid.

Your email address...

Get Update

Powered by ERP

20

Also, if you click on the other payment links, the same page will appear indicating that you can't pay these amounts as the full amount has already been fully paid



Dear Mr Yamen Anas,

The Customer Relationship Management team at Malek Co. is happy to provide you with a convenient way to settle your outstanding invoice **ACC-SINV-2024-00405**.

You can pay one or more of the outstanding payments using the links provided in the table below. Shall you be willing to pay invoice dues, you can use the following link : [click here to pay](#).

Due Date	Due Amount	Payment link
1. 2024-06-27	5000.0 QAR	click here to pay
2. 2024-06-29	3000.0 QAR	click here to pay
3. 2024-07-02	2000.0 QAR	click here to pay

If you face any issue making a payment or need guidance, please contact us via crm@oun.qa or by calling +974 xxxxxx.

Sent via [ERPNext](#)



21



Fully Paid

This payment request has already been fully paid.




[Get Updated](#)

Powered by [ERPNext](#)

You received an email contains multiple payment links: Use multiple payment links to settle the outstanding amount

22

Click on a payment link of any amount. In this example, we clicked on the 5000 QAR amount link (The full outstanding amount is 10,000 QAR)

Dear Mr Yamen Anas,

The Customer Relationship Management team at Malek Co. is happy to provide you with a convenient way to settle your outstanding invoice **ACC-SINV-2024-00407**.

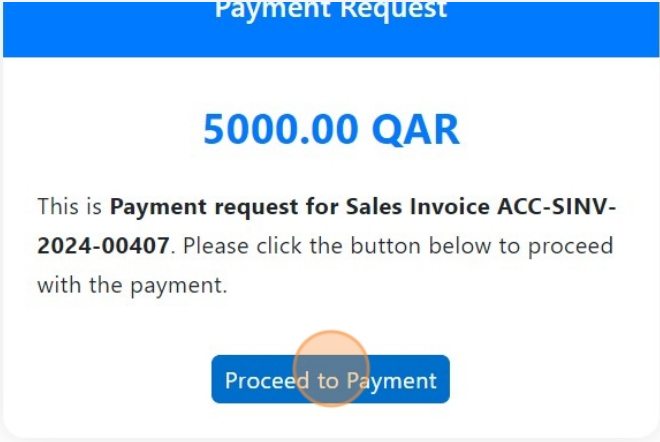
You can pay one or more of the outstanding payments using the links provided in the table below. Shall you be willing to pay invoice dues, you can use the following link : [click here to pay](#)

Due Date	Due Amount	Payment link
1. 2024-06-27	5000.0 QAR	click here to pay
2. 2024-06-29	3000.0 QAR	click here to pay
3. 2024-07-02	2000.0 QAR	click here to pay

If you face any issue making a payment or need guidance, please contact us via crm@oun.qa or by calling +974 xxxxxx.

Sent via [ERPNext](#)

23 Click "Proceed to Payment"



Payment Request

5000.00 QAR

This is **Payment request for Sales Invoice ACC-SINV-2024-00407**. Please click the button below to proceed with the payment.

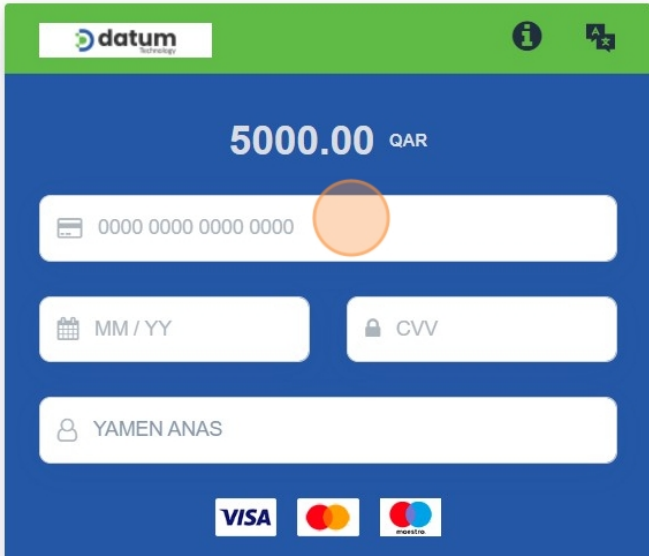
Proceed to Payment

Your email address...

Get Update

Powered by ER

24 Enter your payment information



datum

5000.00 QAR

0000 0000 0000 0000

MM / YY

CVV

YAMEN ANAS

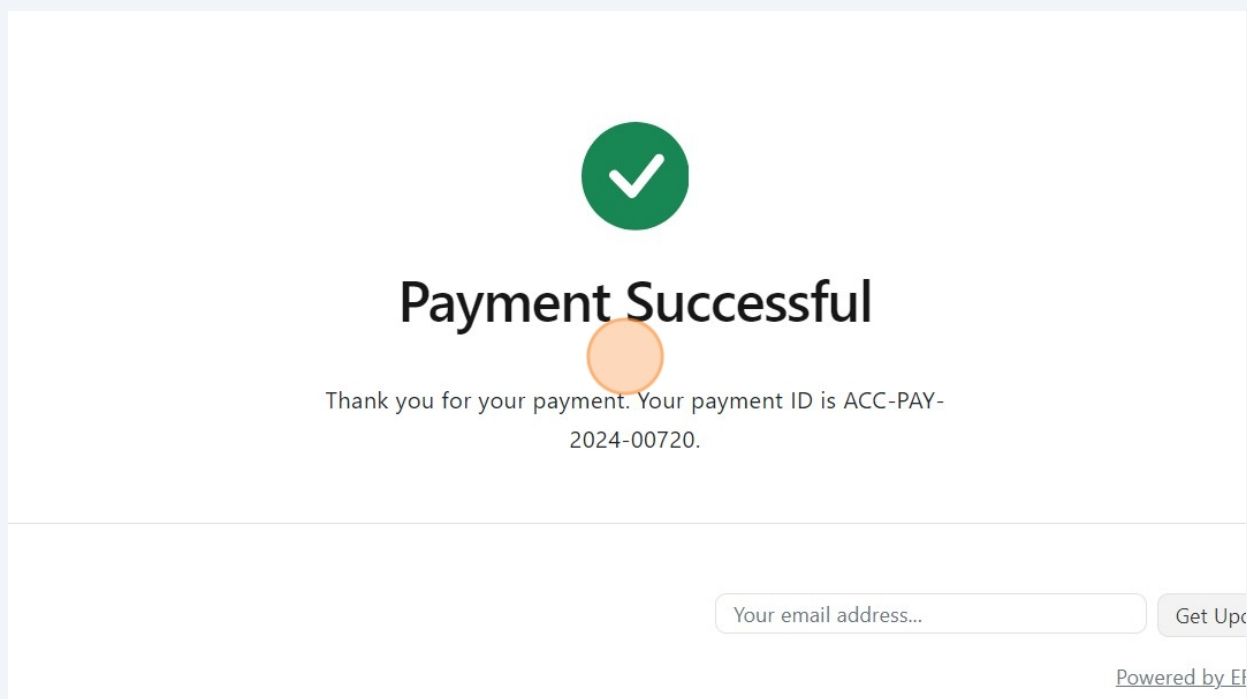
VISA

MasterCard

Master

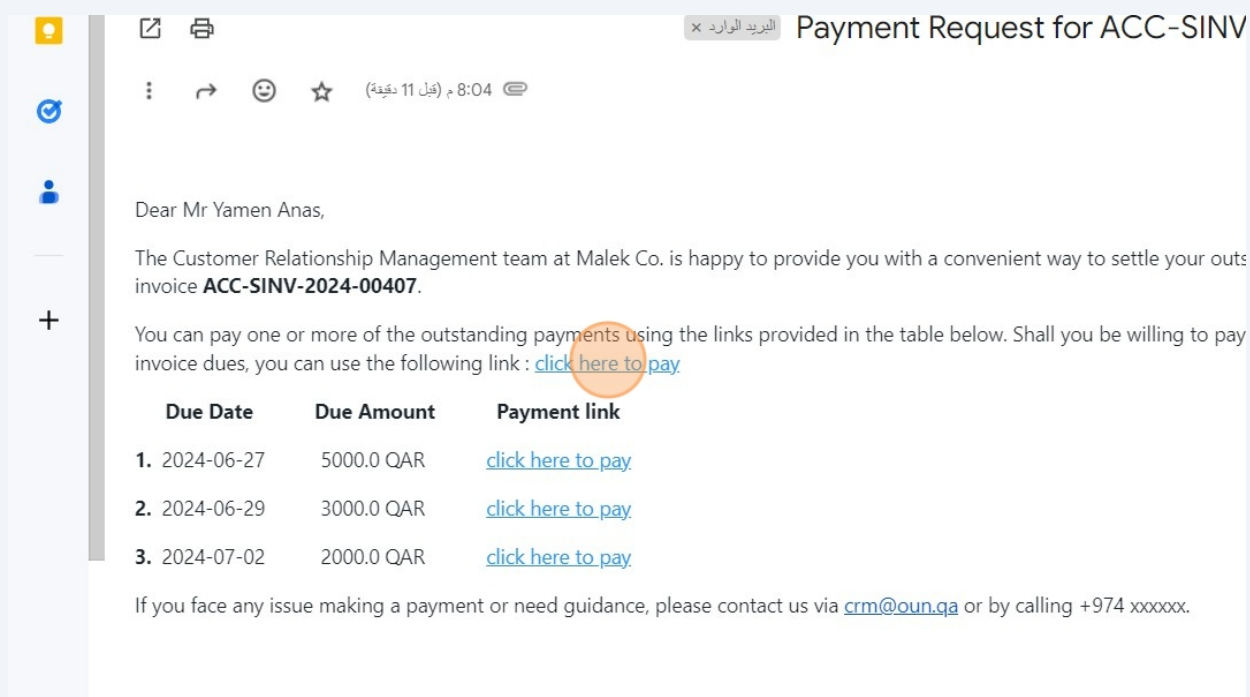
25

If the payment is successful, a page will appear indicating that the amount was paid successfully



26

Now, after you paid 5000 QAR out of 10,000 QAR, if you click on the full amount payment link in the email, a page will appear indicating that you can't pay the full amount of 10,000, as the invoice status is partially paid now because you just pay 5000 QAR and the outstanding amount now is only 5000 QAR



27



Partly Paid

This payment request has been partially paid, please pay only the outstanding amount.

The outstanding amount is **5000.0 QAR**.

28

Also, if you click on the payment link for the 5000 QAR amount which you just pay, a page will appear indicating that this amount is paid, and you have to address only the remaining outstanding amounts (3000 QAR and 2000 QAR) as per the payment terms



Dear Mr Yamen Anas,

The Customer Relationship Management team at Malek Co. is happy to provide you with a convenient way to settle your outstanding invoice **ACC-SINV-2024-00407**.

You can pay one or more of the outstanding payments using the links provided in the table below. Shall you be willing to pay invoice dues, you can use the following link : [click here to pay](#)

Due Date	Due Amount	Payment link
1. 2024-06-27	5000.0 QAR	click here to pay
2. 2024-06-29	3000.0 QAR	click here to pay
3. 2024-07-02	2000.0 QAR	click here to pay

If you face any issue making a payment or need guidance, please contact us via crm@oun.qa or by calling +974 xxxxxx.

Sent via [ERPNext](#)

29



Amount Paid

This amount for this payment request has already been paid,
please address the remaining outstanding amounts.

 Your email address...

Powered by EF

30

Click on the payment link of 3000 QAR to address this amount



Dear Mr Yamen Anas,

The Customer Relationship Management team at Malek Co. is happy to provide you with a convenient way to settle your outstanding invoice **ACC-SINV-2024-00407**.



You can pay one or more of the outstanding payments using the links provided in the table below. Shall you be willing to pay invoice dues, you can use the following link : [click here to pay](#)

Due Date	Due Amount	Payment link
1. 2024-06-27	5000.0 QAR	click here to pay
2. 2024-06-29	3000.0 QAR	click here to pay
3. 2024-07-02	2000.0 QAR	click here to pay

If you face any issue making a payment or need guidance, please contact us via crm@oun.qa or by calling +974 xxxxxx.

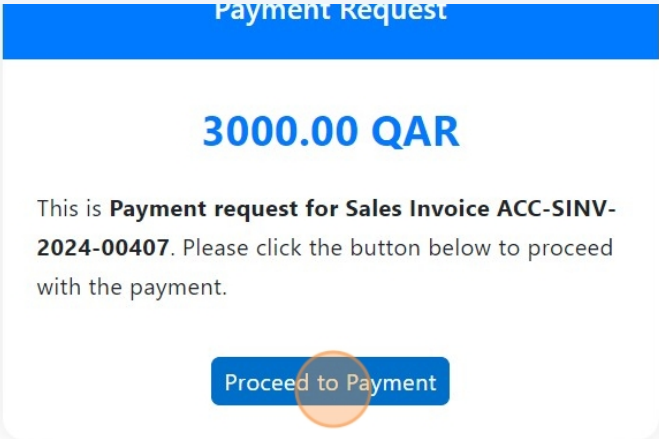
Sent via [ERPNext](#)



.Gmail J




31 Click "Proceed to Payment"



The image shows a 'Payment Request' modal with a blue header. The amount '3000.00 QAR' is displayed in large blue text. Below it, a message states: 'This is **Payment request for Sales Invoice ACC-SINV-2024-00407**. Please click the button below to proceed with the payment.' A blue button labeled 'Proceed to Payment' is centered at the bottom of the modal and is highlighted with an orange circle. Below the modal, there is a text input field labeled 'Your email address...' and a 'Get Update' button. At the bottom right, it says 'Powered by ERF'.

32 Enter your payment information, then click **Pay** / ٲٲٲٲ



The image shows a payment form from 'datum technology'. The amount '3000.00 QAR' is displayed at the top. Below it is a card number input field with a placeholder '0000 0000 0000 0000', which is highlighted with an orange circle. Below the card number are two input fields: 'MM / YY' with a calendar icon and 'CVV' with a lock icon. At the bottom is a name input field containing 'YAMEN ANAS'. At the very bottom, there are logos for VISA, Mastercard, and Apple Pay.

33 Now, click on the payment link of 2000 QAR to address this last amount



Dear Mr Yamen Anas,

The Customer Relationship Management team at Malek Co. is happy to provide you with a convenient way to settle your outstanding invoice **ACC-SINV-2024-00407**.



You can pay one or more of the outstanding payments using the links provided in the table below. Shall you be willing to pay invoice dues, you can use the following link : [click here to pay](#).

Due Date	Due Amount	Payment link
1. 2024-06-27	5000.0 QAR	click here to pay
2. 2024-06-29	3000.0 QAR	click here to pay
3. 2024-07-02	2000.0 QAR	click here to pay

If you face any issue making a payment or need guidance, please contact us via crm@oun.qa or by calling +974 xxxxxx.

Sent via [ERPNext](#)



.Gmail U

34 Click "Proceed to Payment"

Payment Request

2000.00 QAR

This is **Payment request for Sales Invoice ACC-SINV-2024-00407**. Please click the button below to proceed with the payment.

[Proceed to Payment](#)

Your email address...

[Get Update](#)

Powered by [ERP](#)

35

Enter your payment information, then click **Pay** / ٠٠٠٠

datum Technology

2000.00 QAR

0000 0000 0000 0000

MM / YY CVV

YAMEN ANAS

VISA Mastercard Mestrio

36



Payment Successful

Thank you for your payment. Your payment ID is ACC-PAY-2024-00722.

[Get Upd.](#)

Powered by ER

37

Now, as you paid the full amount using multiple payment links, if you click on the payment link for the full amount in the email, or any payment link for the other amounts, a page will appear indicating that no required amounts now as the invoice amount is fully paid



Dear Mr Yamen Anas,

The Customer Relationship Management team at Malek Co. is happy to provide you with a convenient way to settle your outstanding invoice **ACC-SINV-2024-00407**.



You can pay one or more of the outstanding payments using the links provided in the table below. Shall you be willing to pay invoice dues, you can use the following link : [click here to pay](#)

Due Date	Due Amount	Payment link
1. 2024-06-27	5000.0 QAR	click here to pay
2. 2024-06-29	3000.0 QAR	click here to pay
3. 2024-07-02	2000.0 QAR	click here to pay

If you face any issue making a payment or need guidance, please contact us via crm@oun.qa or by calling +974 xxxxxx.

Sent via [ERPNext](#)



.Gmail U

38



Fully Paid

This payment request has already been fully paid.

Get Update

Powered by [ERPNext](#)

39



البريد الوارد

Payment Request for ACC-SINV

⋮ → 😊 ☆ (قبل 13 دقيقة) 8:04

Dear Mr Yamen Anas,

The Customer Relationship Management team at Malek Co. is happy to provide you with a convenient way to settle your outstanding invoice **ACC-SINV-2024-00407**.

You can pay one or more of the outstanding payments using the links provided in the table below. Shall you be willing to pay invoice dues, you can use the following link : [click here to pay](#).

Due Date	Due Amount	Payment link
1. 2024-06-27	5000.0 QAR	click here to pay
2. 2024-06-29	3000.0 QAR	click here to pay
3. 2024-07-02	2000.0 QAR	click here to pay

If you face any issue making a payment or need guidance, please contact us via crm@oun.qa or by calling +974 xxxxxx.

40



Fully Paid

This payment request has already been fully paid.

 Your email address...

Powered by ERI