

# iQ PROCESS GUIDE

## Drawing Down a 'Delayed Delivery' Transaction

### DRAWING DOWN A MASTERCARD DELAYED DELIVERY LONG TERM FINANCE TRANSACTION

To draw down a Delayed Delivery transaction the transaction must still be within the 180 day authorisation period.

#### LOG INTO iQ & SELECT 'DASHBOARD'

##### 1. 'DASHBOARD'

- 'Search' for the customer by entering their **name, customer ID, purchase number** or **date range** for the original transaction
- Click '**Select**' on customer
- Click '**Process**'

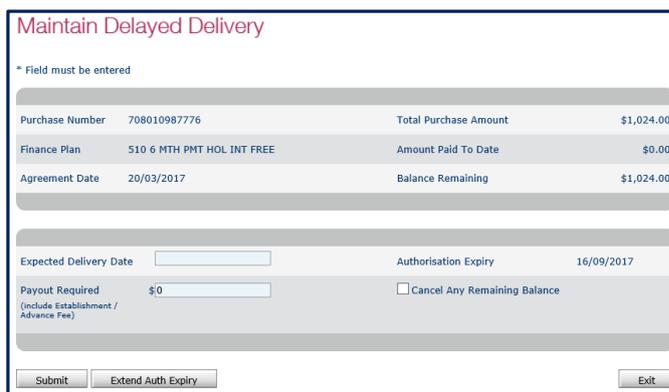


Name	Purchase No	Purchase Amount	Balance Remaining	Delivery Date	Expiry Date
OTHER FERNANDO NORBY	708010987776	\$1,024.00	\$1,024.00	16/09/2017	Process

##### 2. 'MAINTAIN DELAYED DELIVERY'

- Enter the '**Payout Required**' amount. This is the amount that will be paid to yourself and debited against the customer's account. This also reduces the 'Balance Remaining' amount. You can choose to drawdown in one single transaction or with multiple transactions.
- Click '**Submit**'

**Note:** The customers 'Advance Fee' will be deducted from the 'Payout Required' amount so you must include this amount.



\* Field must be entered

Purchase Number	708010987776	Total Purchase Amount	\$1,024.00
Finance Plan	S10 6 MTH PMT HOL INT FREE	Amount Paid To Date	\$0.00
Agreement Date	20/03/2017	Balance Remaining	\$1,024.00

Expected Delivery Date  Authorisation Expiry 16/09/2017

Payout Required \$0   Cancel Any Remaining Balance  
(include Establishment / Advance Fee)

Submit Extend Auth Expiry Exit

#### Cancel Any Remaining Balance

This functionality allows you to reduce the original purchase amount that the customer agreed to pay. This reduction can be for the full purchase amount or for a lesser amount.

**Note:** If you tick 'Cancel Any Remaining Balance' then **NO** pay-out will occur and the customers' account won't be debited. If this is selected in error you will need to contact the customer to process a new Repeat purchase.

#### Extend Auth Expiry

This functionality allows you to extend the authorisation from 180 days to a maximum of 240 days from the purchase date (an additional 60 days). This can only be done **once**.

**NOTE:** After the authorisation has expired the funds will be released back to customer's account and will show 'Completed' in the Dashboard.

### DRAWING DOWN A Q CARD DELAYED DELIVERY LONG TERM FINANCE TRANSACTION

The drawdown / pay-out will be processed manually by the Flexi Cards Retailer Enquiries team. The drawdown will occur on the date that you communicated to us via the customers Long Term Finance Sales Voucher.