



Techway User Manual

INTRODUCTION

HiTech Merchant's Techway system allows you to make payment requests via e-mail in a stream-lined, one-click, automated fashion.

Simply fill your payee's email and invoice details from your Techway account, click "Send Request" and your work is done!

Your designated payee will be instantly sent a customized payment request via your registered e-mail address, with a direct link to a secure credit card processing form hosted by HiTech Merchants.

Upon completion of a transaction, the payee will be redirected to a landing page with your company's logo and contact information and be sent a receipt via e-mail. As the merchant, you will receive a notification and a copy of the receipt via e-mail when a payment is completed. You may also check the status of your past payment requests through your HiTech Merchants Techway Account.

HOW TO SIGN UP

To register for the HiTech Merchants Techway, contact a HiTech Merchants representative and fill out a Techway sign up form. Your business will be registered for our program within twenty-four hours!

LOGGING IN

You can log in to the Techway system at the URL - <https://secure.hitechmerchants.ca>

Alternatively, you can reach the login page via hitechmerchants.ca:


- 1) Click "CLIENT LOGIN" at the top right corner of the home page
- 2) Click "Login" under the Hi Tech Merchant Services icon

TECHWAY HOMEPAGE

Once logged in with your username and password, you will be redirected to the home screen, which lists your company profile information. Here you will have the option to:

- a) Change your password
- b) Request a payment
- c) Review the status of your previous transactions
- d) Sign in to your payment gateway account

LOGOUT




YOUR COMPANY LOGO

Merchant Options

Request a Payment

View Transaction History




Login to Authorize.net

Company Name: Your Company Name
Company E-Mail: email@yourcompany.com
Company Phone: (555) 555-5555

HiTech Username: YourUserName

Edit Profile



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New York
 114 Sandford St.
 Brooklyn, NY 11205
 T: 718 234 9500
 F: 718 732 1722

Toronto
 345 Wilson Ave. Suite 202
 Toronto ON M3H 5W1
 T: 416 907 0597
 F: 416 981 7173

Montreal
 5796 Ferrier Suite 205
 Mont Royal QC H4P 1M7
 T: 514 667 0491
 F: 514 221 2033

REQUESTING A PAYMENT

Click "Request a Payment" from the home screen and you will be redirected to the form below:

PAYMENT REQUEST FORM

Payee E-mail*

Payee Name

Payee Company

Message

Invoice #*

Payment Total \$*

Summary

[Add Another Invoice](#)

[Send Payment Request](#)

HiTECH
MERCHANT SERVICES
Powered by Hi Tech Merchants

<p>New York 114 Sandford St. Brooklyn, NY 11205 T: 718 234 9500 F: 718 732 1722</p>	<p>Toronto 345 Wilson Ave. Suite 202 Toronto ON M3H 5W1 T: 416 907 0597 F: 416 981 7173</p>	<p>Montreal 5796 Ferrier Suite 205 Mont Royal QC H4P 1M7 T: 514 667 0491 F: 514 221 2033</p>
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To request a payment, fill in the required form fields and click "Send Payment Request".

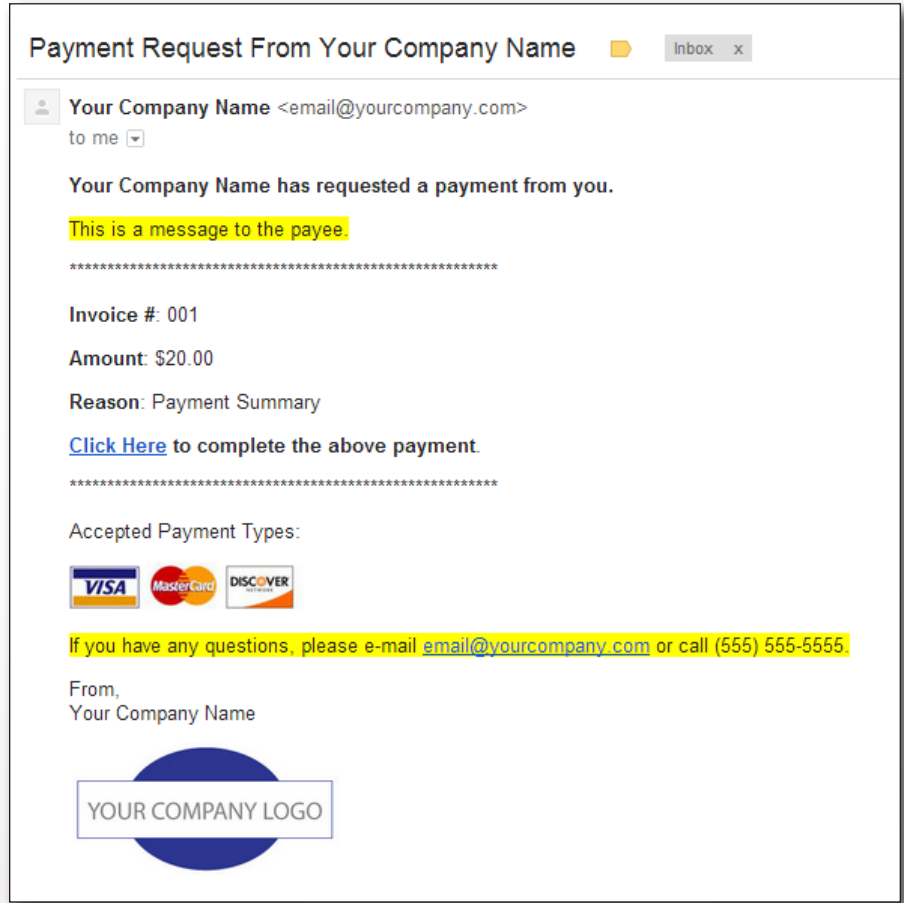
The required fields are:

- Payee E-mail Address
- Invoice #: Must be alphanumeric
- Payment Total: Must be a valid dollar amount (no dollar sign), eg: 98.75
- Description

You have the option to request payments for multiple invoice via one e-mail. Simply click "Add Invoice" and fill in the required fields.

THE PAYMENT PROCESS

Once you request a payment, your payee will receive an automated email, customized with your company's name, logo, accepted credit card types and contact information:



Your payee simply needs to click the link provided and they will be redirected to the customized secure payment processing page to complete the transaction.

Our credit card form is SSL encrypted for security and consumer confidence. It is also customized with your company logo and invoice details.



Payment to:	Company Name
Invoice Number:	001
Summary:	Description of Sale
Amount:	\$15.00

Fill in your payment information below. All fields are required.

Credit Card Type:

Card Number:

Exp. Date (mm/yyyy): Security Code:

First Name:

Last Name:

Address:

City:

Province/State:

Postal/Zip Code:

Country:

E-mail:

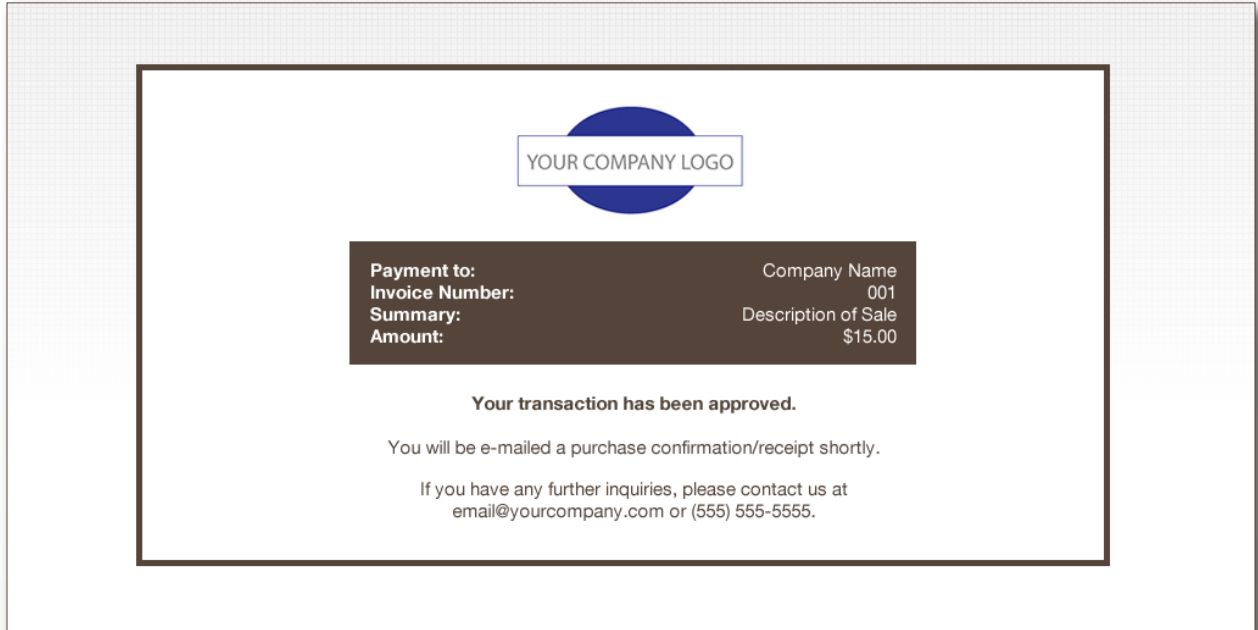
Phone Number:

Note: Phone and e-mail address are required for receipt and verification purposes.

Shipping address same as billing address? yes no



Upon the conclusion of the transaction, your payee will be redirected to a confirmation page, again customized with your company's logo and contact information.



If the transaction was successful, your payee will immediately receive a receipt for the transaction via e-mail. Otherwise, an error message will be displayed on the response screen, indicating the reason for a failed transaction.

As the merchant, you will receive an e-mail notification of a completed transaction, with a copy of the receipt. The status of the transaction will be updated in your transaction history, which is viewable from your Techway homepage. The transaction will also be logged in your payment gateway account, where you can view more details.

REVIEWING YOUR TRANSACTION HISTORY

If you wish to view the status of your past payment requests, click “Show Previous Transactions” from the home screen. Here you will see a list of your transaction history. The status of each payment request is updated in real time in your Techway account!

Your transactions are processed through the merchant gateway associated with your Techway account, so you may also view more details by logging into your merchant gateway account.

LOGGING INTO YOUR PAYMENT GATEWAY ACCOUNT

To log in to your payment gateway account (Authorize.net or Redfin), click the log in link on your Techway homepage.

CHANGING YOUR PROFILE INFORMATION

To change your account password, click “Change Password” on the home-screen and follow the instructions. To change your company logo, company name or listed contact information, contact your HiTech Merchants representative at techway@hitechmerchants.ca.

SUPPORT

Please send any support issues to techway@hitechmerchants.ca and our technicians will respond to your issue as soon as possible.