

SANPARKS – QUICK PAYMENT

GUIDELINE – 2017

Introduction:

The SANParks Web Quick Payment Portal allows for the payment of outstanding reservation total and deposits.

To access the Quick Payment Portal, follow the following link:

<https://www.sanparks.org/bookings/payments>

Or click on the QUICK PAY link on the main page header:



1. Terms and Conditions start page.

The Quick Payment link opens to the Terms and Conditions. Review these items and click on the 2 agreement check boxes to the bottom of the form (to activate the button)

- Before accepting the terms and conditions:

Terms & Conditions

✓ To our valued online customers, SANParks has updated their payment process for PCI compliance. All Card Transaction details are handled away from www.sanparks.org. No Credit card details are processed, sent or stored on www.sanparks.org. Transaction processing on MyGate will still enforce 3D-Secure checks as was used by SANParks processing, with added security checks. For more information, refer to the PCI home page on www.pcisecuritystandards.org. And MyGate payment gateway, a level 1 PCI DSS Certified provider www.mygate.co.za.

ⓘ Please read our conditions to ensure you are familiar with the system:

1. Online payments are processed in South African Rand
2. This facility only makes provision for Credit Card payments.
3. Ensure that you have the correct reservation number and client code.
4. The payment has only been allocated once either a confirmation or a deposit request letter is available for download or request an e-mail from SANParks reservations.
5. SANParks retains the right to change any tariffs, services or rules without prior notification.
6. Be sure to read and follow all the instructions carefully when making payment.
7. Be sure to read our [Privacy Policy](#).

I understand and agree with these conditions

I have read and understand the [Park Rules & Regulations](#)

Please accept the Terms and Conditions to continue

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- I understand and agree with these conditions
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Accept and Continue

Then click on the Accept and Continue button:

Accept and Continue

2. Reservation search and details page.

Once the Terms and Conditions have been accepted, the main reservation search and filter screen will load.

Please note the Search panel to the left and the main content to the right.

Also make sure to read the section under IMPORTANT INFORMATION.

It is important to understand when a reservation payment will be finalised and confirmed as paid against a reservation.

The clear screen (Without any search items) will appear then as:

RESERVATIONS +27 12 428 9111 **BOOK ONLINE** **QUICK PAY** **DONATE TOWARDS OUR CAUSES**

Find My Reservation

Enter your Reservation details and correct Client Code below, then click on Search.

Reservation Reference:

Client Code:

Clear **Search**

Having trouble finding your reservation?
Make sure to use the correct client id and reservation reference number (including the prefix 'R').

Existing Reservations: Display

Please enter your Reservation and Client code to the left. Any valid and existing reservation details will be displayed here.

IMPORTANT INFORMATION:
Reservation payment **only completed and confirmed on final certification on the SANParks website**, make sure you wait until you see a "RESERVATION CERTIFIED COMPLETED" token, as in the example below (if this certificate token is not displayed the reservation payment will not be processed):

RESERVATION PAYMENT CERTIFIED COMPLETED
Your payment and reservation payment is hereby completed.
Payment of R 5.00 for reservation R5964153
Please download the appropriate (deposit or confirmation) letter below.

QUICK GUIDE
The process of payment consist of:

1. Search for reservation to pay
2. If Reservation is returned. Check deposit and outstanding amount(s)
3. Click on Pay
4. Enter contact and person details
5. Wait for Credit Card payment screen to load
6. Enter credit card details and wait for card authentication screens (depends on Bank)
7. Complete required OTP/ 3D Secure card authentication process
8. Wait for transaction to be processed with Bank
9. Wait for page to reload SANParks page
10. Wait until the RESERVATION CONFIRMATION CERTIFICATE token is shown

It is important to notice, that payment confirmation against a reservation is only complete after payment is processed and you see for example the following "certificate":

RESERVATION PAYMENT CERTIFIED COMPLETED
Your payment and reservation payment is hereby completed.
Payment of R 5.00 for reservation R5964153
Please download the appropriate (deposit or confirmation) letter below.

This is only shown after the payment process. It is only shown when the page is completed loading after the payment.

An overview of expected steps is outlined on the page:

QUICK GUIDE

The process of payment consist of:

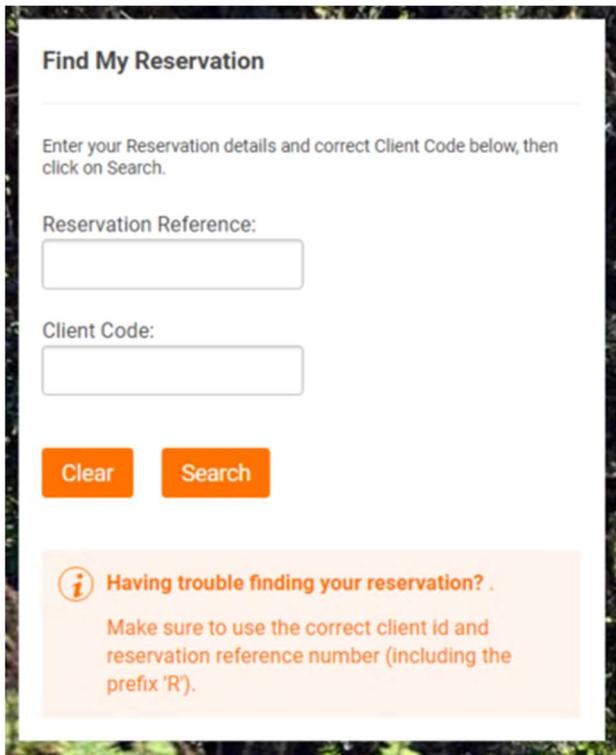
1. Search for reservation to pay
2. If Reservation is returned. Check deposit and outstanding amount(s)
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4. Enter contact and person details
5. Wait for Credit Card payment screen to load
6. Enter credit card details and wait for card authentication screens (depends on Bank)
7. Complete required OTP/ 3D Secure card authentication process
8. **Wait for transaction to be processed with Bank**
9. **Wait for page to reload SANParks page**
10. **Wait until the RESERVATION CONFIRMATION CERTIFICATE token is shown**

NOTICE:

Failure to allow the payment process to complete, to allow the page to redirect and load the SANParks page will lead to problems in the payment of the reservation amount. Any interruption after the payment on the payment gateway, will result in a transaction in a pending state. Notice that the transaction is only authorized and not settled from your account once you click on pay on the payment gateway, therefor the amount is not settled. The amount is only settled once the reservation is confirmed. **A reservation is only confirmed once the payment process loads the last confirmation screen and shows the "Certificate"**

2.1 Reservation Search

Use the “Find My Reservation”, panel to find your reservation details:



Find My Reservation

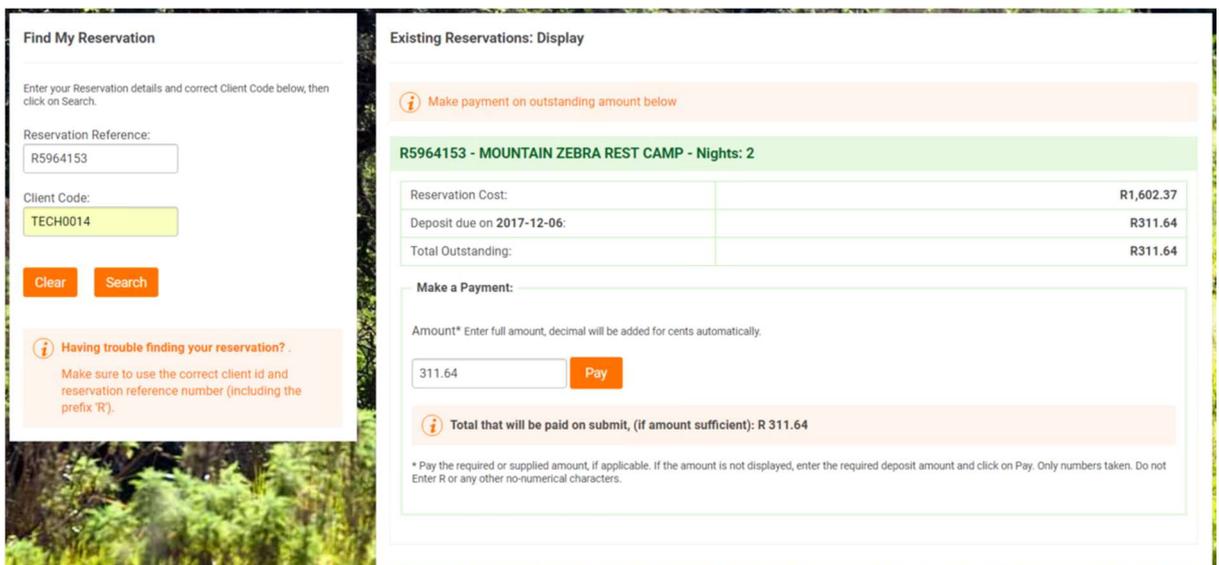
Enter your Reservation details and correct Client Code below, then click on Search.

Reservation Reference:

Client Code:

i **Having trouble finding your reservation? .**
Make sure to use the correct client id and reservation reference number (including the prefix 'R').

Enter you reservation number and client code, for example:



Find My Reservation

Enter your Reservation details and correct Client Code below, then click on Search.

Reservation Reference:

Client Code:

i **Having trouble finding your reservation? .**
Make sure to use the correct client id and reservation reference number (including the prefix 'R').

Existing Reservations: Display

i **Make payment on outstanding amount below**

R5964153 - MOUNTAIN ZEBRA REST CAMP - Nights: 2

Reservation Cost:	R1,602.37
Deposit due on 2017-12-06:	R311.64
Total Outstanding:	R311.64

Make a Payment:

Amount* Enter full amount, decimal will be added for cents automatically.

i **Total that will be paid on submit, (if amount sufficient): R 311.64**

* Pay the required or supplied amount, if applicable. If the amount is not displayed, enter the required deposit amount and click on Pay. Only numbers taken. Do not Enter R or any other no-numerical characters.

If there is a valid reservation, under the client code, which is active and for which there is an outstanding amount, a screen similar to the above will be displayed.

2.2 The payment amount options

Notice that payment amount populated in the text box is for the max pay amount. The payment should be at least the lowest (earliest payable) deposit amount or the total outstanding.

To enter the amount, simply enter the number as on screen, do not enter a decimal or comma. Simply enter from the highest rand to lowest cents value. The applicable decimal for cents will be added automatically.

Also notice that if the amount is lower than minimum, the Pay button will be disabled.

Make a Payment:

Amount* Enter full amount, decimal will be added for cents automatically.



Total that will be paid on submit, (if amount sufficient): R 311.60



You specified a value too low or higher than expected amount. Invalid amounts, like negatives not accepted also.

* Pay the required or supplied amount, if applicable. If the amount is not displayed, enter the required deposit amount and click on Pay. Only numbers taken. Do not Enter R or any other no-numerical characters.

Or if amount is more than max expected amount:

i Make payment on outstanding amount below

R5964153 - MOUNTAIN ZEBRA REST CAMP - Nights: 2

Reservation Cost:	R1,602.37
Deposit due on 2017-12-06:	R311.64
Total Outstanding:	R311.64

Make a Payment:

Amount* Enter full amount, decimal will be added for cents automatically.



Total that will be paid on submit, (if amount sufficient): R 10000.00



You specified a value too low or higher than expected amount. Invalid amounts, like negatives not accepted also.

* Pay the required or supplied amount, if applicable. If the amount is not displayed, enter the required deposit amount and click on Pay. Only numbers taken. Do not Enter R or any other no-numerical characters.

If the correct, in range of minimum and max amounts is entered, then the Pay button is activated.

To start the payment process then simply click on the Pay button:

Amount* Enter full amount, decimal will be added for cents automatically.

3. Reservation Payment Checkout

When the final amount was entered/selected as is, and the Pay button is clicked, then the Checkout page is loaded:

For example:

Existing Reservation:Payment Checkout

 Check the information below carefully before continuing with payment

- R5964153 - R 10.00

Grand Total: R10.00

Reference Details:

Name: *

Surname: *

ID/Passport Nr.: *

Telephone Nr.: *

 Remember: Next step is payment on MyGate. You will be taken to the confirmation page once payment completed.

Complete required fields to process payment

Enter your details, and the button will be activated, for example:

Reference Details:

Name: *

Surname: *

ID/Passport Nr.: *

Telephone Nr.: *

 Remember: Next step is payment on MyGate. You will be taken to the confirmation page once payment completed.

Process Payment

3.1 The payment gateway.

After entering the required reference details, click on the Process Payment button to start loading the payment screen.

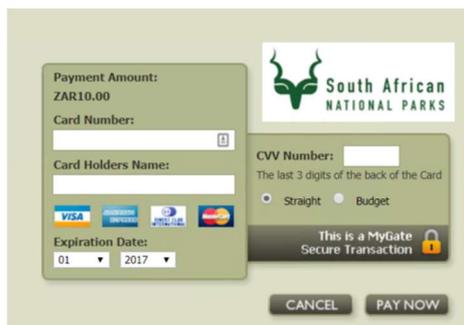
Notice that the payment screen loads as a frame in the SANParks site, but in fact loads the payment form of the payment gateway. The payment gateway handles the payment process with the bank.

To prevent session time out errors and instances where the payment screen is left for longer than allowed periods, a timer is displayed on the payment screen. Please complete the payment process once started.

- The timer:

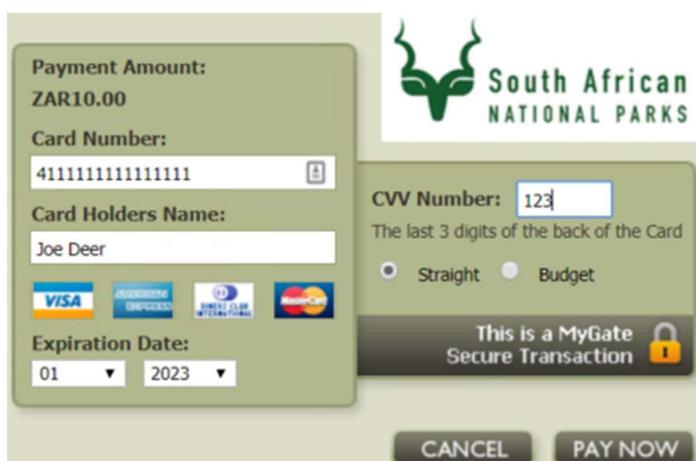


- The payment gateway credit card form:



Enter the payment card details in the form provided, then click PAY NOW

For example:





Wait while the payment gateway communicates with the bank to validate the transaction and load the applicable security screens.

The type of security screen is different for each card and bank, the page loaded will instruct the user to enter a pin. This pin is either send via SMS or to an email address by the bank. This process is not managed by SANParks. For any problems with the pin verification please consult your own Bank.

For example the One Time Pin (OTP) screen from FNB: (Again this will appear different for each bank

A screenshot of a web browser displaying a security verification screen. At the top, a red progress bar indicates "195 seconds to complete." Below this, the screen features the "Verified by VISA" logo on the left and the "FNB First National Bank" logo on the right. The main heading is "Authenticate using One Time PIN (OTP)". Below the heading, it states "Your One Time PIN (OTP) has been sent to your e-mail address. Please enter the OTP below." The screen lists transaction details: Merchant: SANPARKS FUNDRAISING, Amount: ZAR 20.00, Date: 20171207 12:38:13 GMT, Card Number: XXXX XXXX XXXX 7014, and Personal Message: PREMIER CC TRANSACTION VERIFY. There is a text input field for the One Time PIN (OTP) and a "Submit" button. At the bottom, there are links for "Help", "Request new OTP", and "Cancel".

It is required to enter the correct PIN (Remember, this is not managed by SANParks) the pin will be send via SMS or EMAIL by the bank

Another example of the 3D Secure / OTP page from the bank:

135 seconds to complete.

Busy with: 3D Secure process

VERIFIED
by VISA

YourBank

Added Protection
Please submit your Verified by Visa password.

Merchant: MyGate Test Merchant
Amount: **R10.00ZAR**
Date: 12/07/2017
Card Number: *****0002
Personal Message: Password is "1234"

User Name: **test1**
Password:

[New User / Forgot your password?](#)
 [? Help](#) [Exit](#)

We enter the pin (example test above) expects pin 1234 (note this is a demo only)

70 seconds to complete.

Your session is ending in less than 90 seconds

Busy with: 3D Secure process

It then validates the 3D secure code, and might take a few seconds to a minute even – depending on communications to the Bank.

If the code is successfully validated, then the payment gateway will update the status to Authorized on their system and reload the SANParks web site.

EXTREMELY IMPORTANT NOTICE:

It is important not to stop the process at this stage. After entering the payment details, after entering the OTP pin, then the loading of the payment and the reloading of the SANParks web page must not be stopped. Do not close the browser. Do not go to a new web page. Do not close the tab. Do not refresh the page. Do not prevent the page from loading.

At this final stage, wait for the page to complete loading, wait for the page to complete loading. Wait for the payment gateway to complete the process. Wait for the SANParks web page to show the "Certificate" – as example of the certificate, the certificate will show a similar message – as below (next page)

- Example of a completed Reservation certificate:



This “certificate” token is the last stage of the payment process.

4. FINAL – Reservation payment confirmed

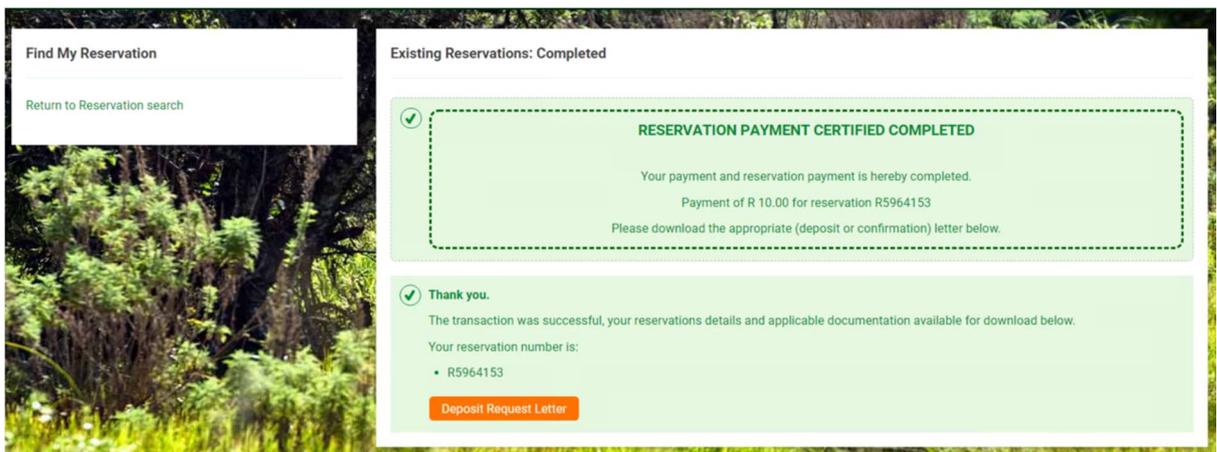
Once the payment has been processed on the payment gateway, and we made sure to wait for the page to load, then our final page in the process is the Completed page.

Here we then receive the RESERVATION PAYMENT CERTIFIED COMPLETE Certificate token:

Also, we get confirmation of payment and a button to download either the Deposit letter (if we only made a payment on a part of deposit) or the Confirmation letter (if we made full payment).

Again, if this page is not displayed. If the CERTIFIED COMPLETED is not displayed, then the reservation payment is NOT CONFIRMED and will not display as paid on SANParks. Also the transaction would then be in an Authorized state (Pending on most bank transaction history) which is not a settled transaction.

- Example of payment completed and reservation payment confirmed and completed:



To pay another reservation simply click on the “Return to Reservation search” link in the left panel:

Find My Reservation

[Return to Reservation search](#)