

## How to make payments online

## **Overview**

This guide provides step-by-step instructions for making online payments with a credit/debit card on the ALT website (www.alt.ac.uk). For security reasons ALT does not directly accept payments on our website and instead uses PayPal as a payment processor. Whilst we use PayPal to process payments, a PayPal account is not required.

## General Guidance

On completion of the event/membership form you should see a 'PayPal Check out' button at the bottom of the form.

Checkout with PayPal

Click the PayPal button to continue.

PayPal Check out

The safer, easier way to pay Checkout securely. Pay without sharing your financial information.

For the majority of users a PayPal account is not required as a 'Check Out as a Guest' or a 'Pay with **Debit or Credit Card'** option is available (see image on right). If the 'Check Out as a Guest' option is not visible, it is most likely that PayPal is doing 'Split testing' (see Why doesn't Paypal Guest Checkout show? for more details).

In this case, click the 'Cancel and return to Association for Learning Technology' link at the bottom of the PayPal page. On return to the ALT website, click the 'PayPay Check out' button again and you should be given the 'Check Out as a Guest' option.

Once your payment details have been taken, you will be redirected back to the ALT website. After reviewing your details, please click 'Make Contribution' to make your payment.

If you experience problems with payments via PayPal, please contact enquiries@alt.ac.uk or call +44 (0)1865 484 125.

Association for Learning Technology

#### Log In to PayPal

PayPal

Email address
Password

Stay logged in for faster checkout ?

Log in			
Having trouble logging in?			
or			
Check Out as a Guest			
ncel and return to Association for Learning Technology © 1999-2017			

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## Payment of invoices online

If you wish to pay an ALT invoice online, we have several ways you can do this.

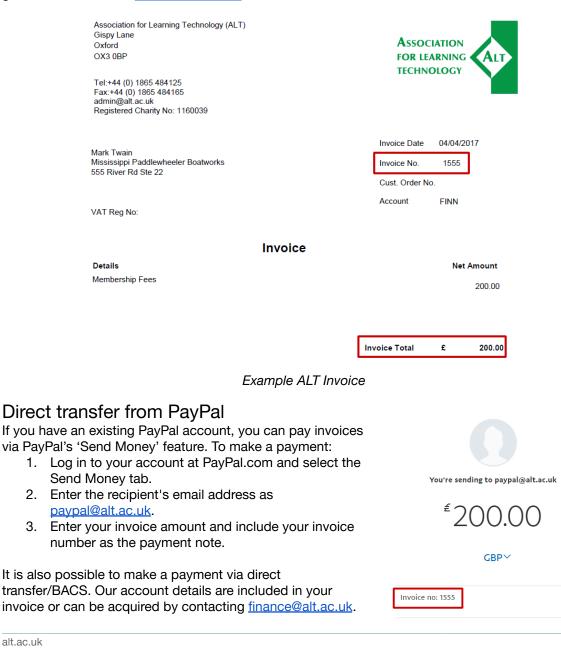
### **Online Payment Page**

Credit or debit card payments can be made via: https://go.alt.ac.uk/alt-invoice-payment.

To make payment:

- 1. Enter the invoice total.
- 2. Enter your email address this will be usd to email you a payment receipt.
- 3. Enter invoice number. Important: please include your invoice number from your invoice so that we can reconcile your payment. If you don't have an invoice number, please enter your name or the name of the person for whom you are making the payment.
- 4. Click the 'PayPal Check out' button.

Payment is processed by PayPal but a PayPal account is not required as you can make payment as a guest. See section on General Guidance for more details.



# Why doesn't Paypal Guest Checkout show?

When paying through a checkout page on PayPal.com, there is sometimes the option to pay by credit card without logging in to PayPal. This is known as 'guest' checkout mode.

PayPal has been 'split testing' their checkout **with** and **without** guest checkout enabled. Because of this, PayPal can't guarantee whether guest checkout will always appear.

This is the message and reasoning on this from PayPal:

For customers that don't want to create a PayPal account, but instead pay with their debit/credit card (account optional) some will be shown this payment option, but others may not be shown it. This is due to changes in the checkout experience we implemented when introducing our new checkout experience. In this new checkout flow there is no guaranteed way to display the guest checkout first or by default. In some cases the option will not be shown at all. [Nielsen Online Buyer Insights, 52 weeks pre-/post-PayPal integration. Study completed November 2013]

[Source: http://docs.easydigitaldownloads.com/article/1420-why-doesnt-paypal-guest-checkout-show]

Version	Date	Author	Notes
1.0	2017-05-12	МН	Initial release