



HELLO!

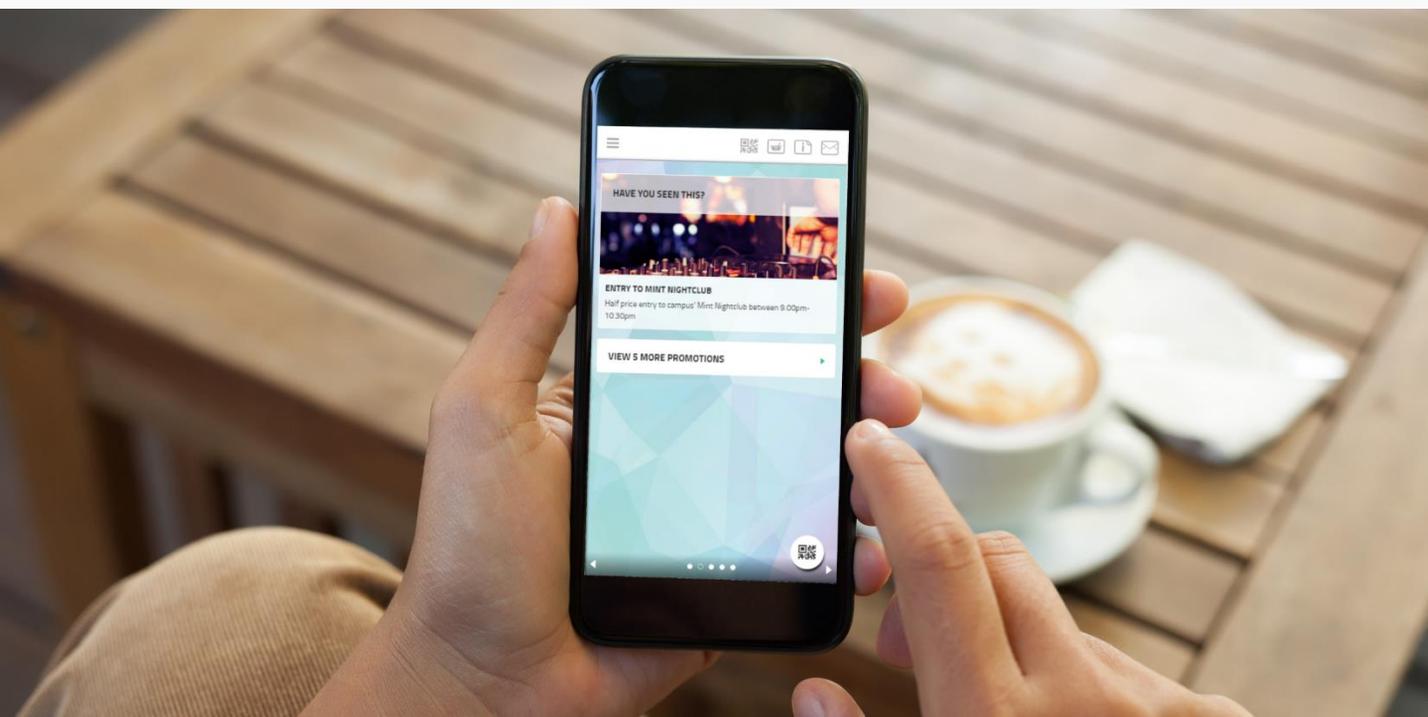
WELCOME TO UPAY

Upay is a digital wallet that give you payments, promotions, stamp cards, loyalty and more from the comfort of your mobile, tablet or computer.

Upay links to the shops, restaurants, café's and bars that you access, and enables you to make payments and receive rewards when you pay with your Upay account.

The method of payment is configurable, you will either use your site cards, student cards or mobile app to pay.

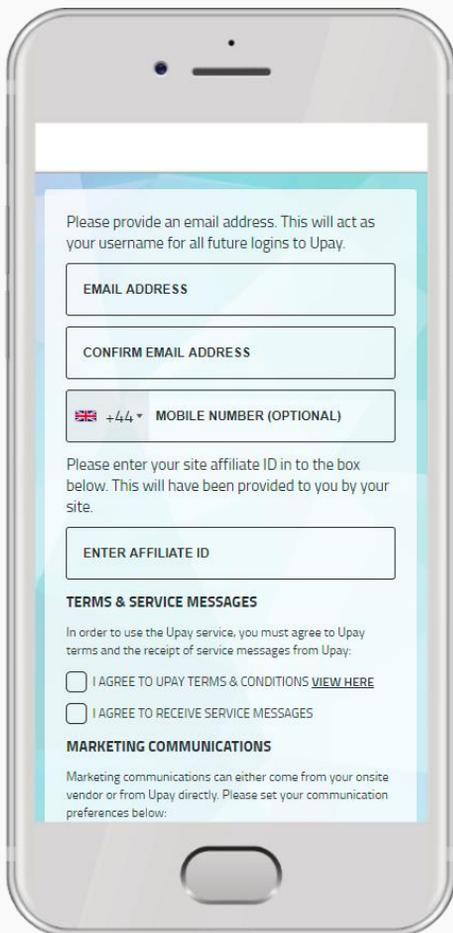
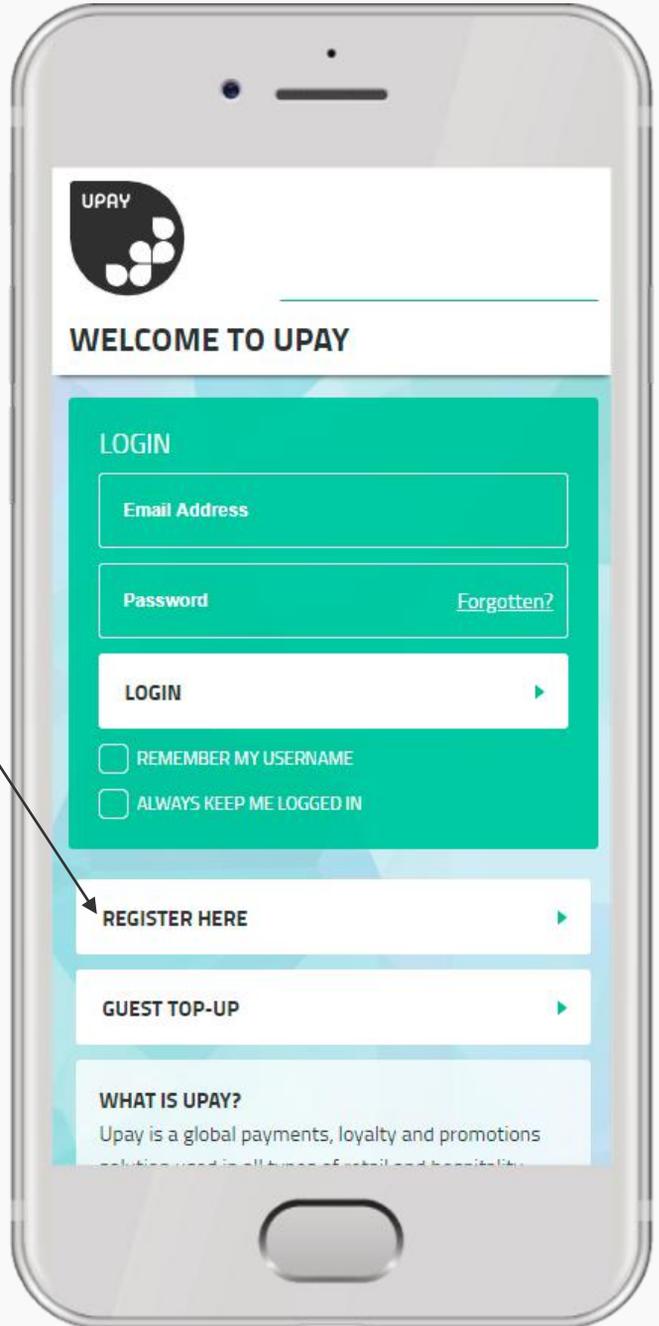
Upay also runs a number of other modules including Events, Online Payments, Online Ordering for pick-up and delivery and Voucher rewards. The modules you have access to are determined by your business, education establishment or retail area that you use Upay with.





REGISTRATION

To register for an account go to www.upay.co.uk (on IE9+, Chrome, Firefox or Safari) or download our free Upay app from the App Store, Google Play. Click the register button at the top-right to access this screen.





REGISTRATION

Click on 'Register Here' and enter your Company's Affiliate ID. You will then be asked to review the Terms and Conditions, and set your communication preferences.

Please note that in order to set up a Upay account, you must agree to the Terms and Conditions plus the acceptance of service messages.

Upay Data Consent

Upay have updated our consent options to enable you to determine what communication you would like to receive. Please select your preferences below.

Nothing is changing about how your information is processed. This update is in response to the General Data Protection Regulation (GDPR) that takes effect across the EU from 25th May.

[Agree To All](#)

Mandatory

I AGREE TO UPAY TERMS & CONDITIONS [VIEW HERE](#)

I AGREE TO RECEIVE SERVICE MESSAGES

Communications

I AGREE TO RECEIVE APP MESSAGES THROUGH IN-APP AND PUSH NOTIFICATIONS

I AGREE TO EMAIL MARKETING COMMUNICATIONS FROM UPAY

I AGREE TO EMAIL MARKETING COMMUNICATIONS FROM THE ONSITE VENDOR (OUTLET I USE UPAY WITH)

[SUBMIT](#)

On the next screen you may be asked for your card or user ID. If you do not know your Affiliate ID, User ID or Card ID, please contact a member of the catering or facilities team on-site.

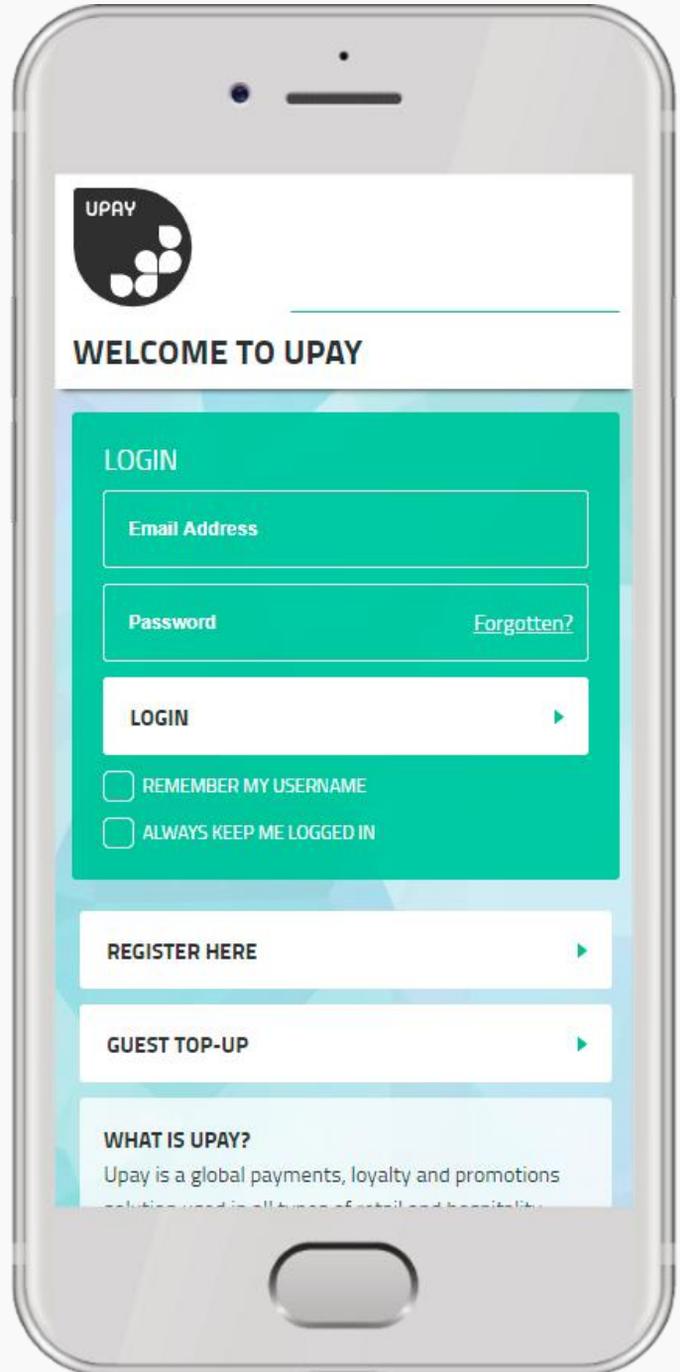


LOGIN

Once registered, login to Upay by going to www.upay.co.uk or by downloading the Upay app. Click the login button and enter your username & password.



Your username will be the email address you have registered with.





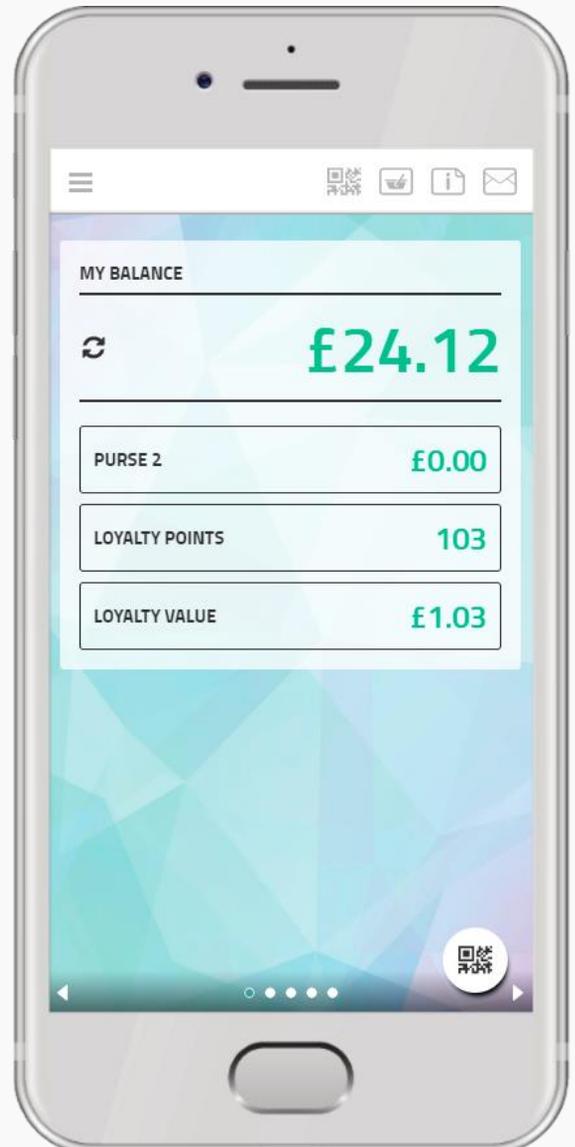
HOME

The Home screen allows you to see information about your account quickly. You can see:

- My Balances
- Promotions
- My Loyalty Points
- Last Statement Rows
- My Wallet
- My Most Purchased Items
- Promotions

The widgets above will only show if you have access to these features at your site. If they don't appear you don't yet have access.

To navigate between the widgets on the mobile site or on the app just swipe left or right. If you want to configure them you can do so via the my app icon or via the settings menu.





DESKTOP MENU

On the desktop site you can access your Upay menu from the three lines at the top right hand side of the screen as displayed below.



CHANGE ACCOUNT ▾

HOME

MY BALANCE

£25.94

LOYALTY POINTS 182

LOYALTY VALUE £1.82

HAVE YOU SEEN THIS?

Stamps ○○○○○●

[VIEW 4 MORE PROMOTIONS](#)

MINI STATEMENT

| | | |
|-----------------|-----------|-----|
| 08:53 Thu 6 Sep | Upay | |
| Loy. Gain | 1 Balance | 182 |
| 13:22 Wed 5 Sep | Upay | |
| Loy. Gain | 1 Balance | 181 |
| 11:31 Wed 5 Sep | Upay | |
| Loy. Gain | 1 Balance | 180 |
| 11:29 Wed 5 Sep | Upay | |
| Loy. Gain | 1 Balance | 179 |
| 09:46 Wed 5 Sep | Upay | |
| Loy. Gain | 1 Balance | 178 |

[See All](#)

EVENTS LIST

| | | | |
|------------|------------|-----------------|-------------------|
| BFT | Barcelona | Beach | ▶ |
| GH1 | Great Hall | Masquerade Ball | ▶ |
| U01 | Uniware | 3 Course Meal | ▶ |

[TOP-UP](#) ▶

[PROMOTIONS](#) ▶

[VOUCHERS](#) ▶

There may also be quick links in the header. Displayed above are Shop, Promotions, Documents and Messages.

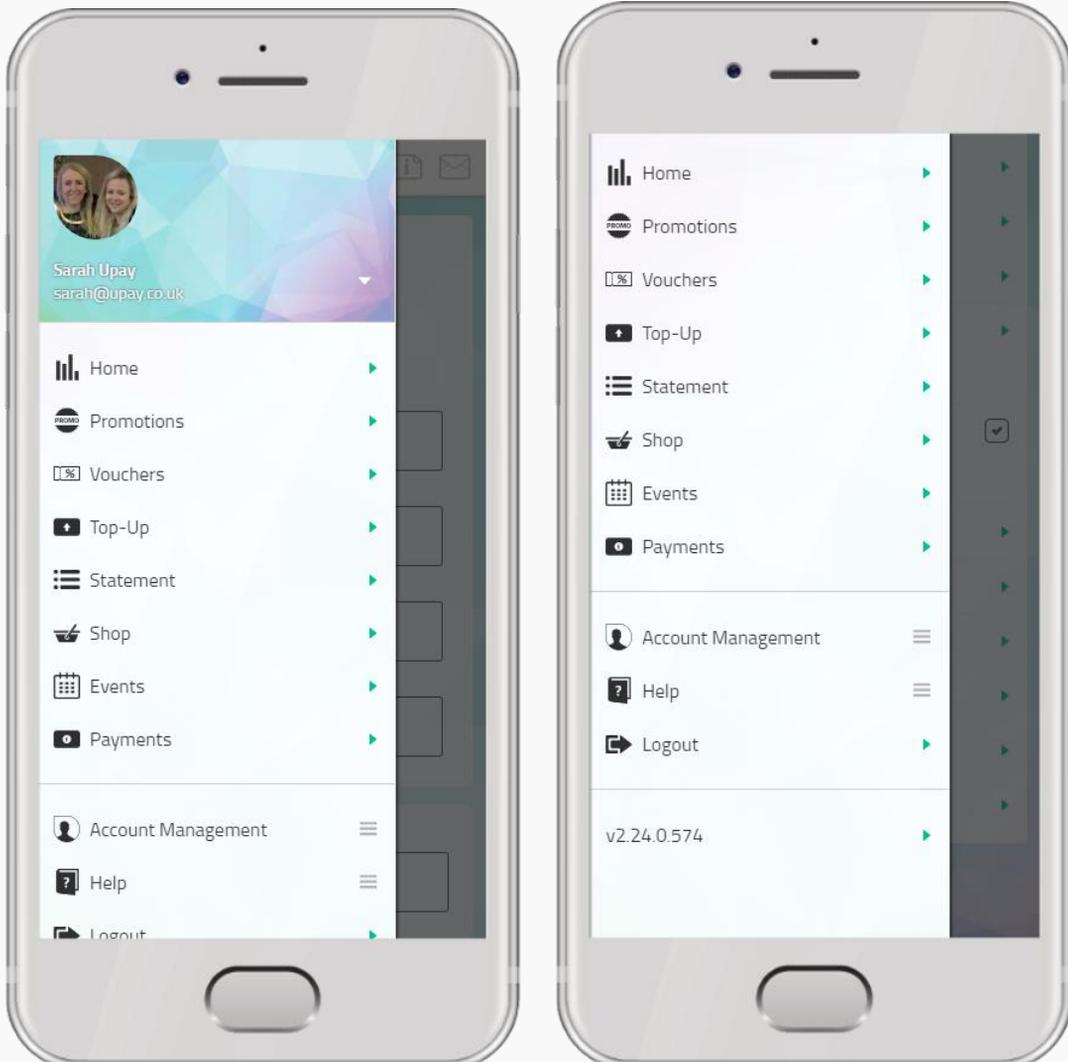
We will discuss these modules further in the guide.



MOBILE MENU

The mobile menu is accessed from the 'burger' menu icon on the top left hand side of the screen. Clicking this pulls out the menu drawer from the left hand side of your mobile or tablet.

Access your available features from this menu. Messages and documents are only accessible from the header, but the rest of your features are available from this drawer.





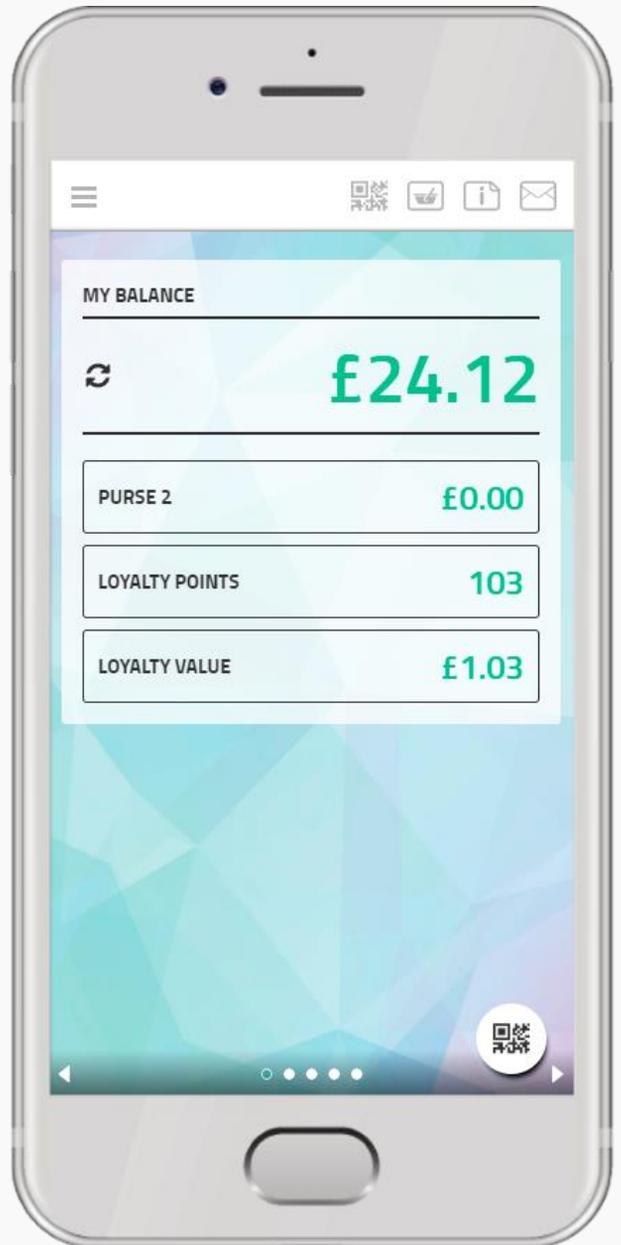
LOYALTY

Some sites allow you to accumulate loyalty points when you make purchases at the till or in SHOP.

Your loyalty points accumulation is visible on the home screen on the balances widget.

If you use UpayGo payments, you will not have a balance but will see the loyalty points displayed.

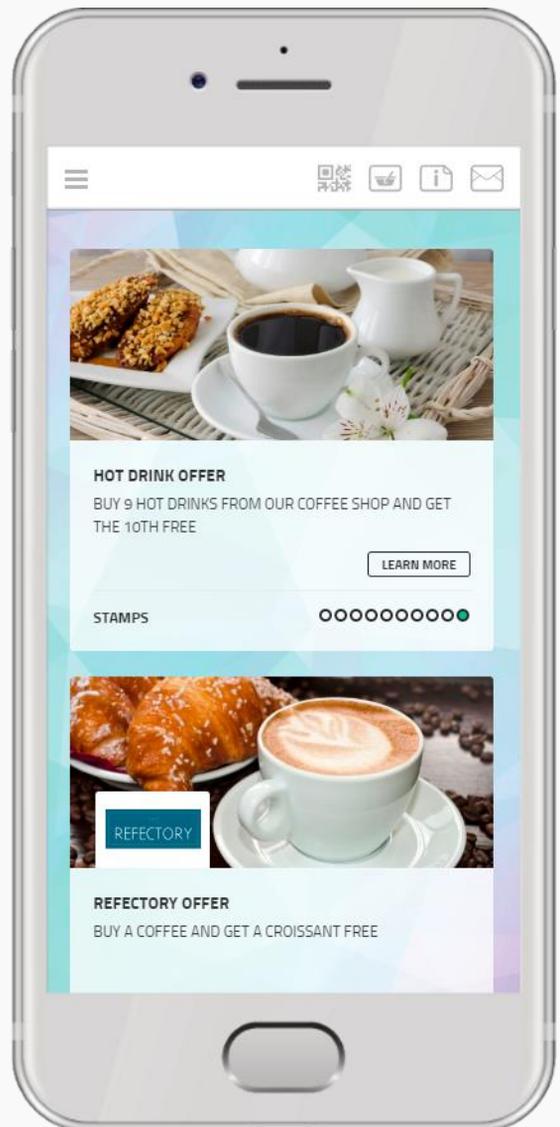
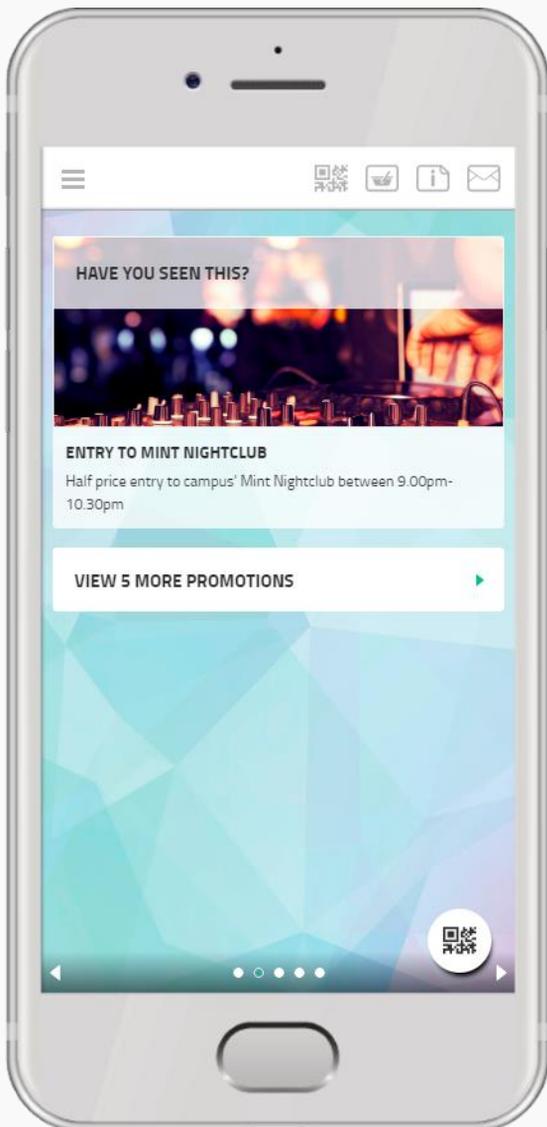
You will be shown a loyalty points total and its corresponding value. You will be able to redeem your loyalty points at the till or on the online SHOP when making a purchase.





PROMOTIONS & MULTIBUYS

Promotions can be set by your retailer for discounts, meal deals, stamp cards and more. You can access your promotions via the home screen widget, from the 'promo' button in the header or from the main menu.





VOUCHERS

The Voucher system enables customers to either purchase vouchers for discounts with a cashless balance or loyalty points, or can be issues to the customers as a reward by the retailer.

The Vouchers can then be redeemed by scanning the Voucher in the Upay app, a printed receipt or a specially designed printed voucher created in the Uniware Cloud.

If Vouchers are available, you will see access to this from the main menu.





NOTIFICATIONS

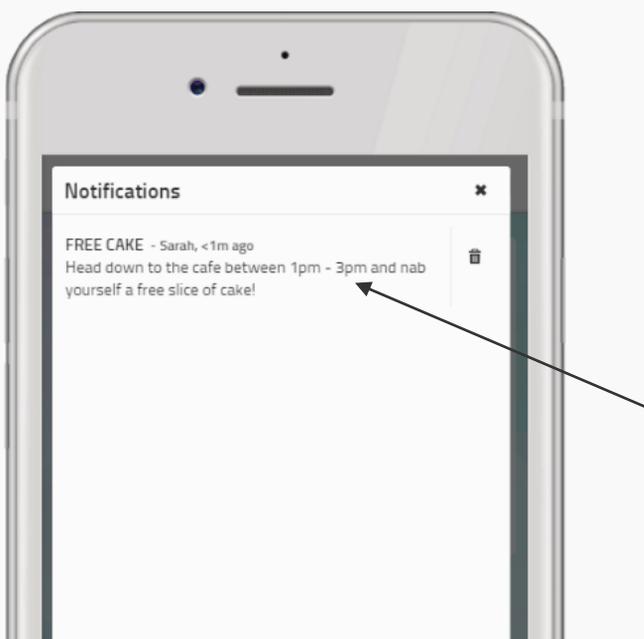
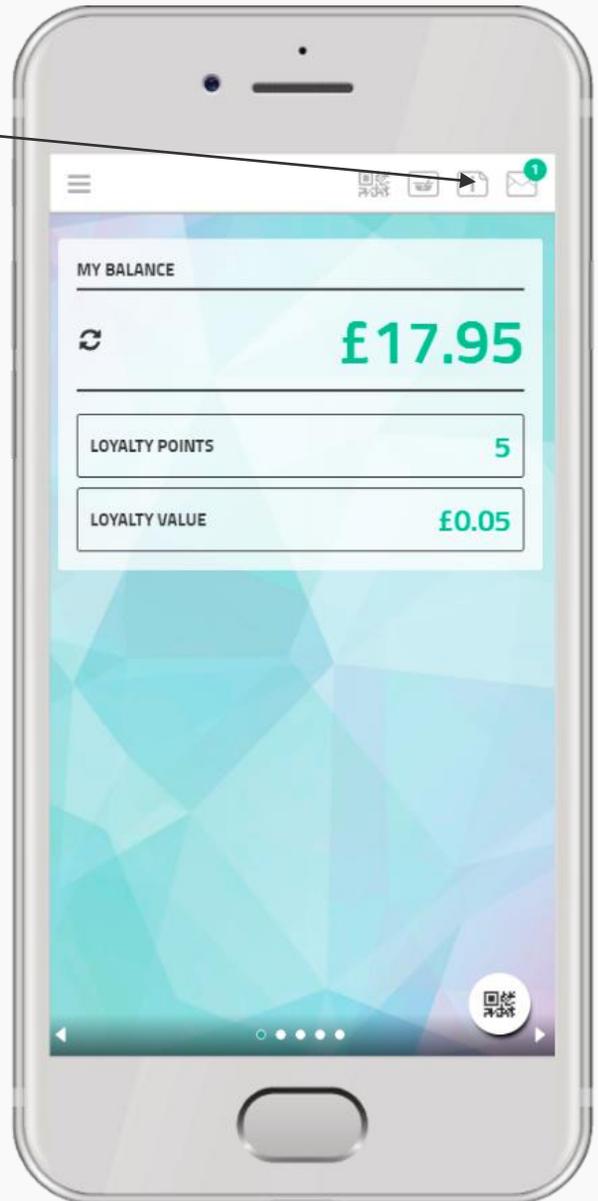
We will ping you helpful notifications about low balances and other system related messages.

These will show up in the header. When you click the notifications icon your unread messages will drop down.

Click the view all messages to see all messages that have been sent.

Your outlets may also send you messages about the latest offers in-store.

You can set these preferences in 'Account Management'.





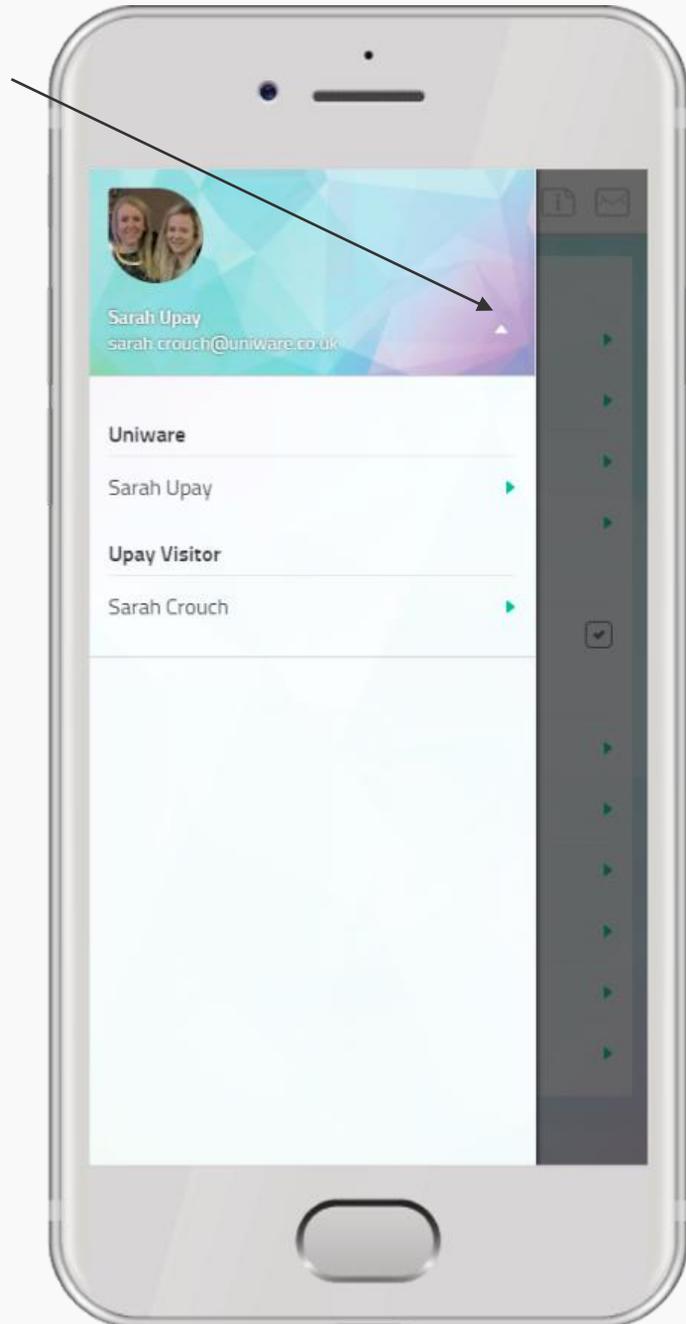
SWITCH ACCOUNTS

If you have multiple accounts, you can click the drop down or your displayed email address in the main menu and this will ping down all the other accounts that are available. When you click one of these account options, this will switch your account.

You can switch back easily by following the same process.

Upay is used in Education, Business & Industry and in events so it is possible to have multiple accounts for different companies. Just choose which one you want to work with from the process explained above.

You can also put a different image with each account so it is easier to differentiate which account you are on.



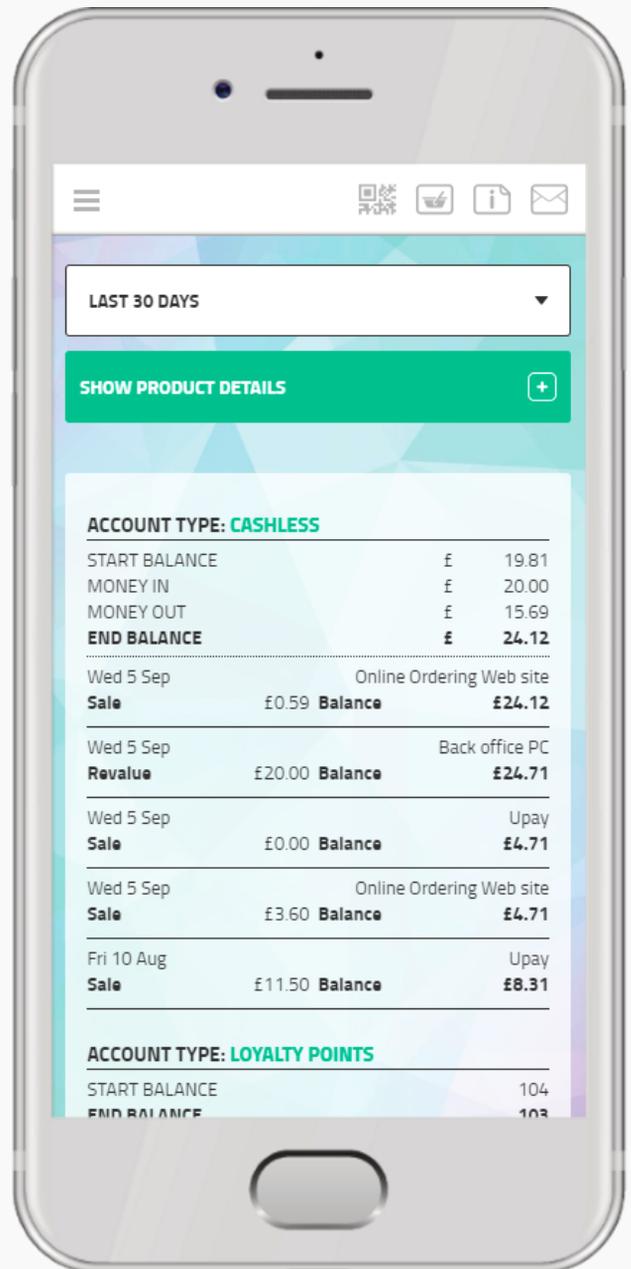


STATEMENTS

You can view itemised statements of all expenditure to keep your spending on track and monitor your transactional history. You will also be able to see when you have added funds in to your account.

View the full length statement from the main menu.

For users that have multiple purse types like Cashless, Free Spend, Dining Purse & Loyalty points etc. you will see that your statement is laid out in these categories for easier viewing.

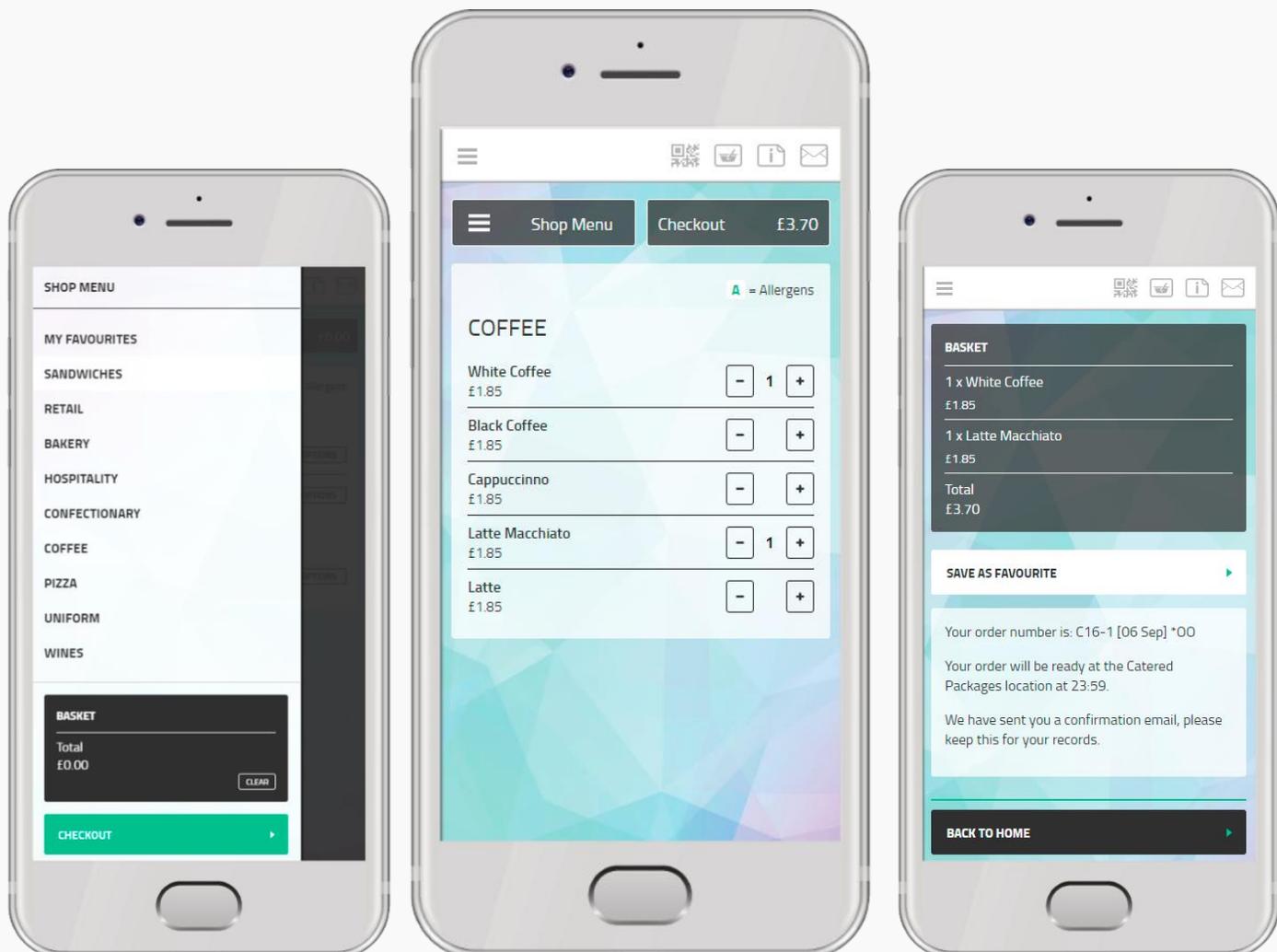




SHOP

SHOP is an online ordering system for deli ordering, hospitality ordering and retail purchases. If shop is enabled on your site, go to the SHOP in the menu to get started.

You can use your cashless purse, debit/ credit card, loyalty points or budget account to pay for SHOP purchases.



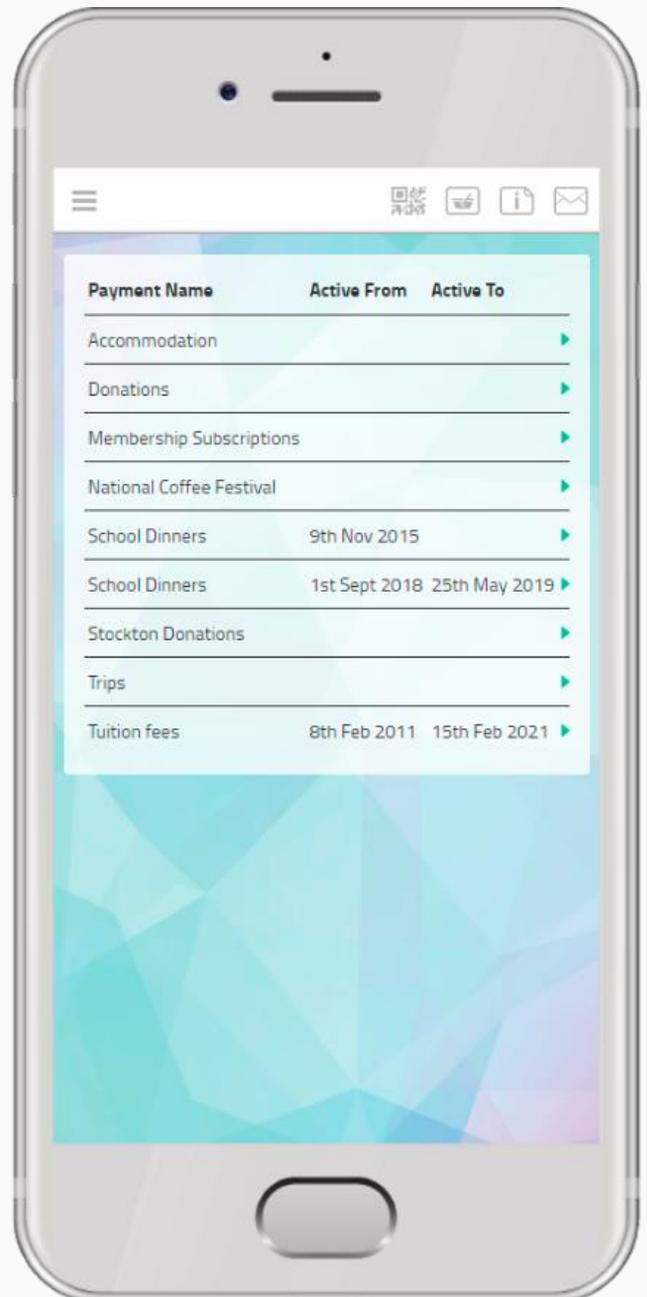


PAYMENTS

This is an area in Upay where you can make multiple or single payments to a specific event, membership or fee.

You can access payments via the quick main menu on desktop and feature menu on your mobile.

This feature will only show if your site has granted you access to this.



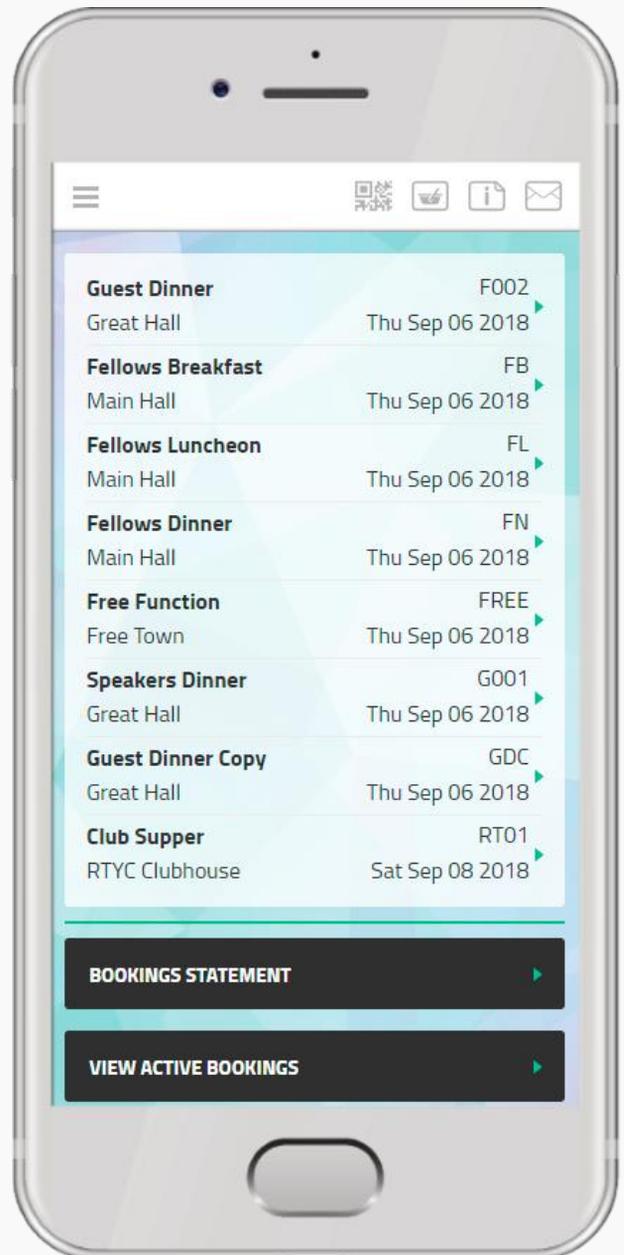


EVENTS

Events is an area where you can make a reservation for an event or a function.

Depending on how your site set this up, you can also view menus, attendance lists and choose meal options for your event. Guest bookings are also available.

If this is enabled on your Upay account, you will be able to access this from the main menu on desktop and feature menu on mobile.





UPAY GO ACCOUNTS

Upay Go is a mobile version of the Upay App that does not require Top-Ups before the customer makes a payment at the till. To use this service, you will follow a different registration process once you enter in your affiliate ID.

Download the app via the App Store or Android Store.

Follow the simple steps to create an account.

When spending in store, at the time of payment simply scan the QR code from the app or mobile site.

Payment will be taken from the assigned card, loyalty points will be redeemed and any promotions activated.

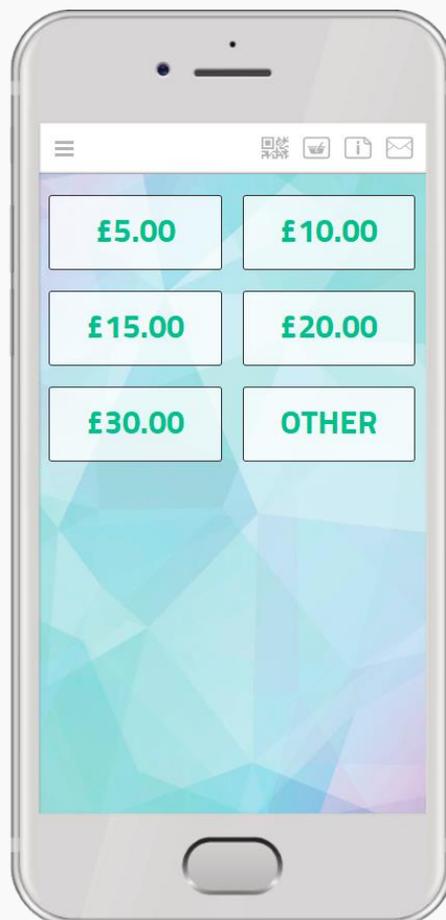
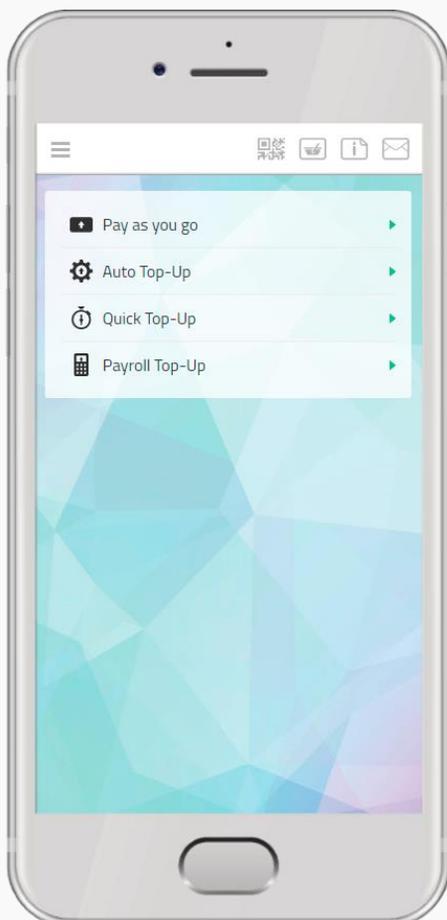




PAY AS YOU GO TOP-UP

Pay as you go Top-Up allows you to top-up your account in a manual ad-hoc way. If you click on PAYG Top-Up, you can choose how much you want to top-up or enter another value.

Pay as you go Top-Up is a great and easy way to top up whilst on the move, giving you complete control over when and where you want to add money into your account.



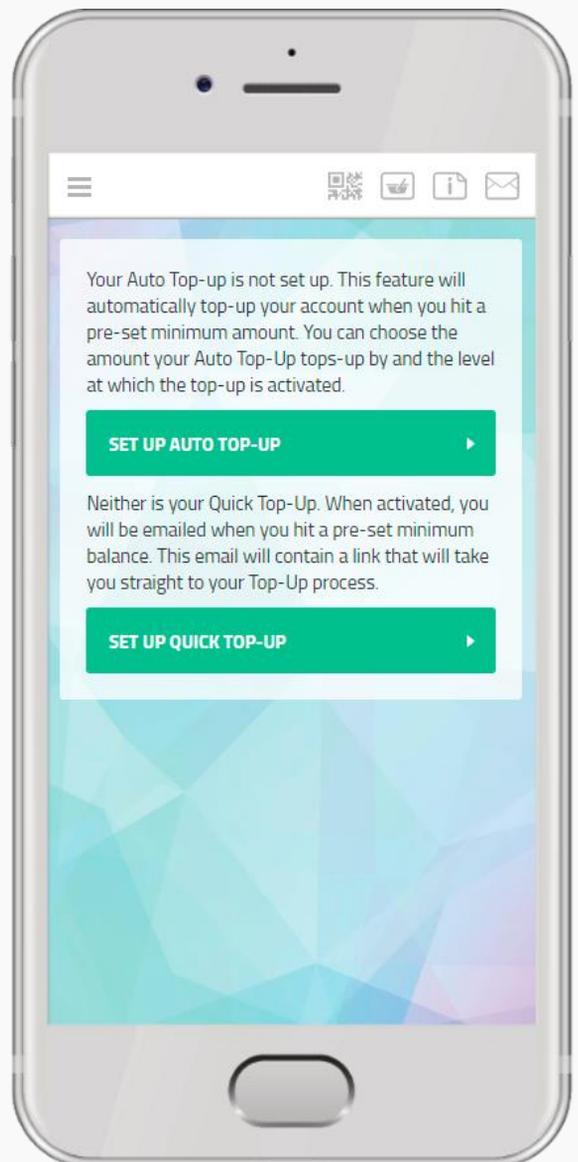


AUTO TOP-UP

This is an optional feature that tops-up your account when you hit a pre-set minimum amount, so that you never run out of money on your account.

To sign up for Auto Top-Ups you, click the 'Auto Top-Up' option from the Top-Up menu. Then choose to Set Auto Top-Up. You will then be asked to set a minimum Auto Top-up trigger amount.

Once you have set your trigger amount, you will then need to set up your revalue amount. This is the amount that your account is topped-up by. Please choose from the amounts listed or enter a different value via the 'Other' button.

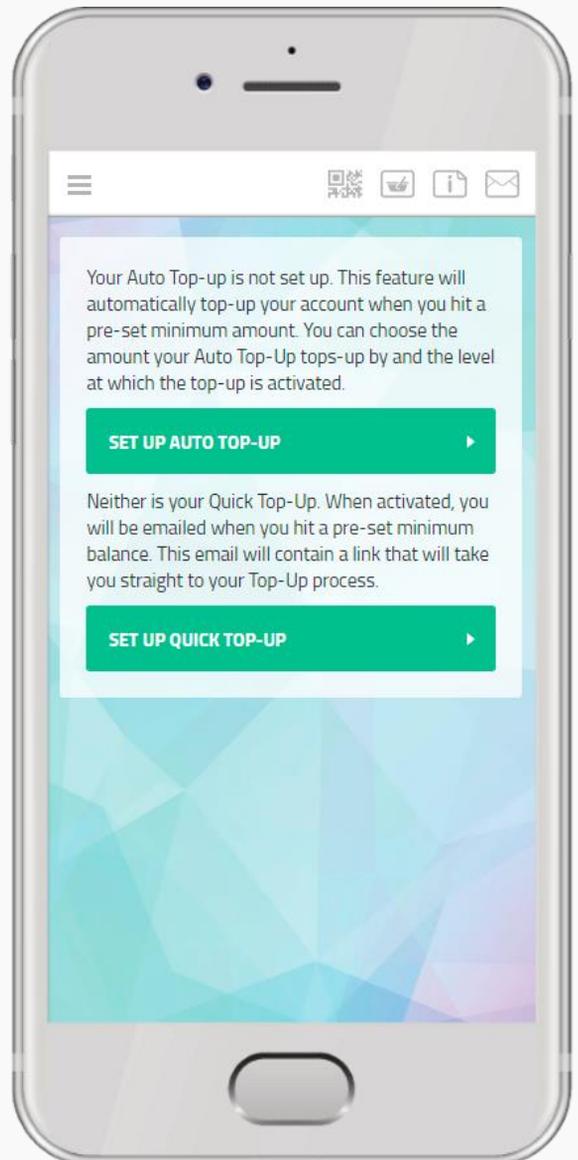




QUICK TOP-UP

This is an alternative option to Auto Top-Ups. When your account reaches a pre-set minimum amount we will email you to let you know. This email will contain a link that will take you straight in to the Top-Up process. If you have selected a card already, all you need to do is enter your card's security code and confirm. If not, you can choose from a list of your pre-selected cards or enter new card details.

The minimum trigger amounts and the revalue amounts follow the same structure as Auto Top-Ups. When signing up for Quick Top-Up, you will need to set your minimum trigger amount. Please choose from one of the options presented or enter a different value via the 'Other' button.

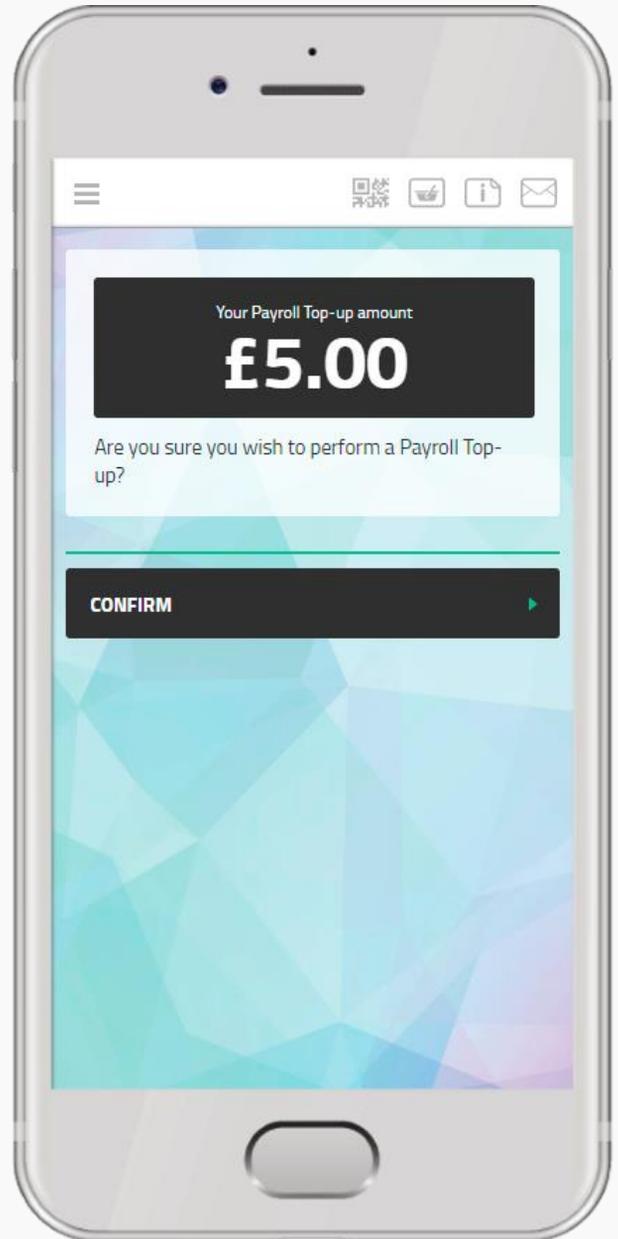




PAYROLL TOP-UP

Some sites allow their staff to top-up via payroll. In this process a user tops-up and the amount is deducted from their payroll at the end of the month.

Simply select the amount you wish to Top-Up by and confirm.

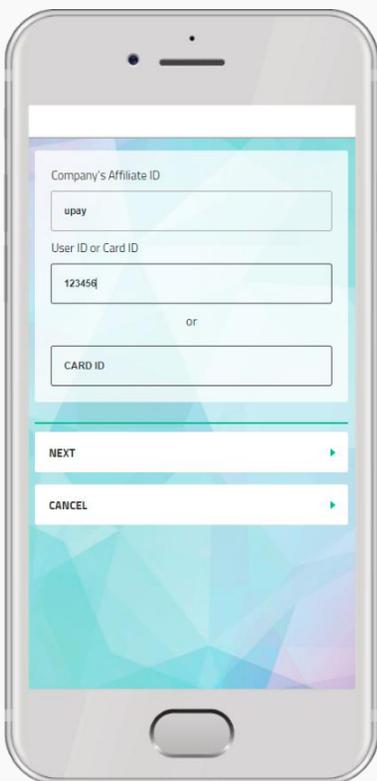
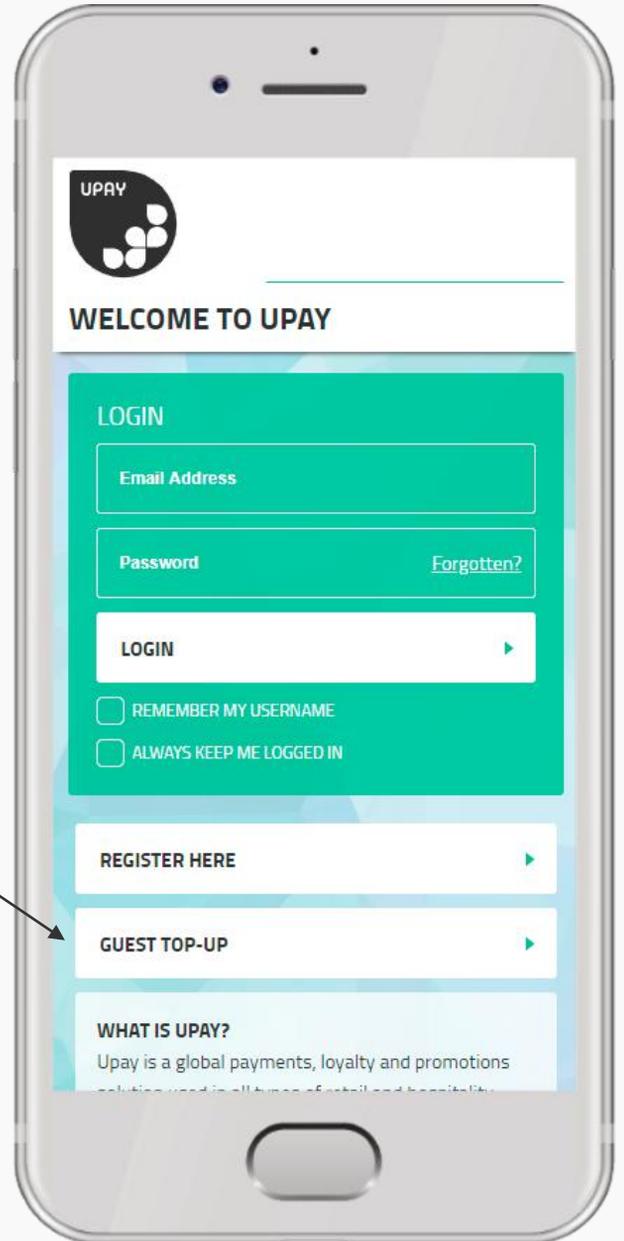




GUEST TOP-UP

Guest Top-Ups allow your friends and family to top-up your account. You can access a guest top-up page from within your Upay account to invite others to do this via both email or SMS with a code that will expire.

Your friends and family can access guest Top-Up via the home screen at any time. They just need to click on the Guest Pay button to start and have your Client Affiliate ID & User ID to hand.





MY WALLET

You are able to save your data securely with Upay allowing you to benefit from a quicker process in topping up, both with PAYG and Auto Top-Up .

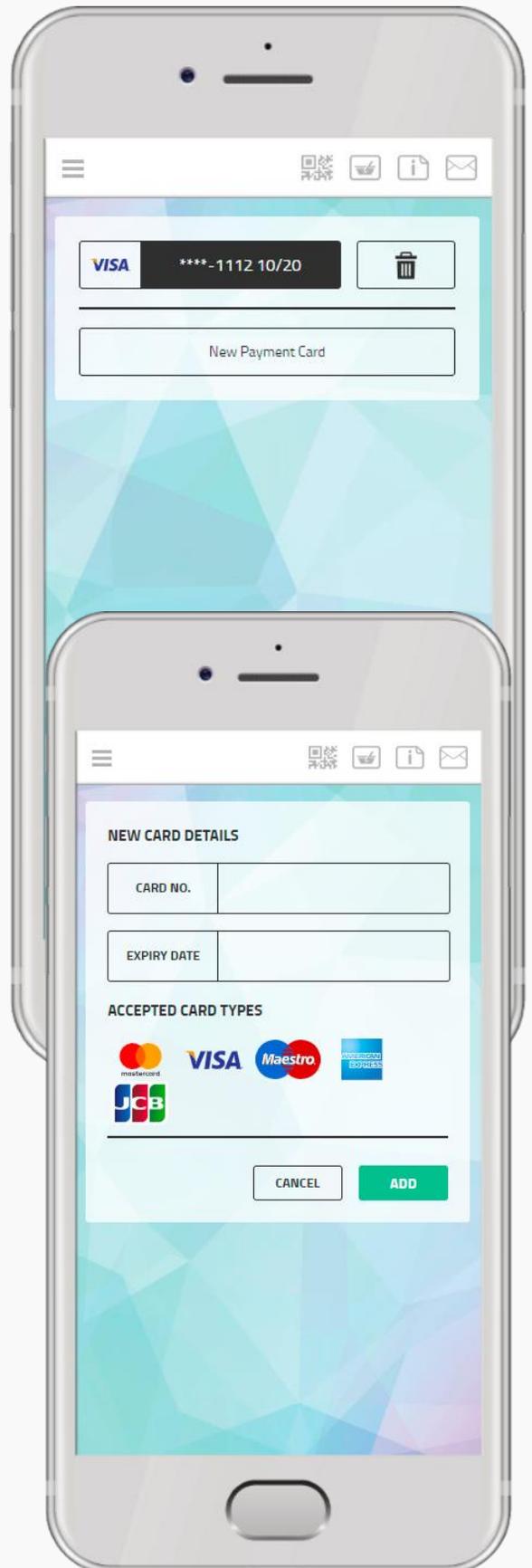
If you wish to add a top-up card, hover over the 'Account' tab and click on 'My Top-Up Cards'.

You will be able to see limited information of any card details that are saved and can add or remove cards accordingly.

Upay provides a safe service for topping up your cashless account and is fully compliant with PCI security standards for processing debit and credit cards.

Our strict data requirements are frequently monitored and tested and include rigorous security measures, including encrypted data transmissions and unique user ID.

This is also the area for Upay Go Card Management.



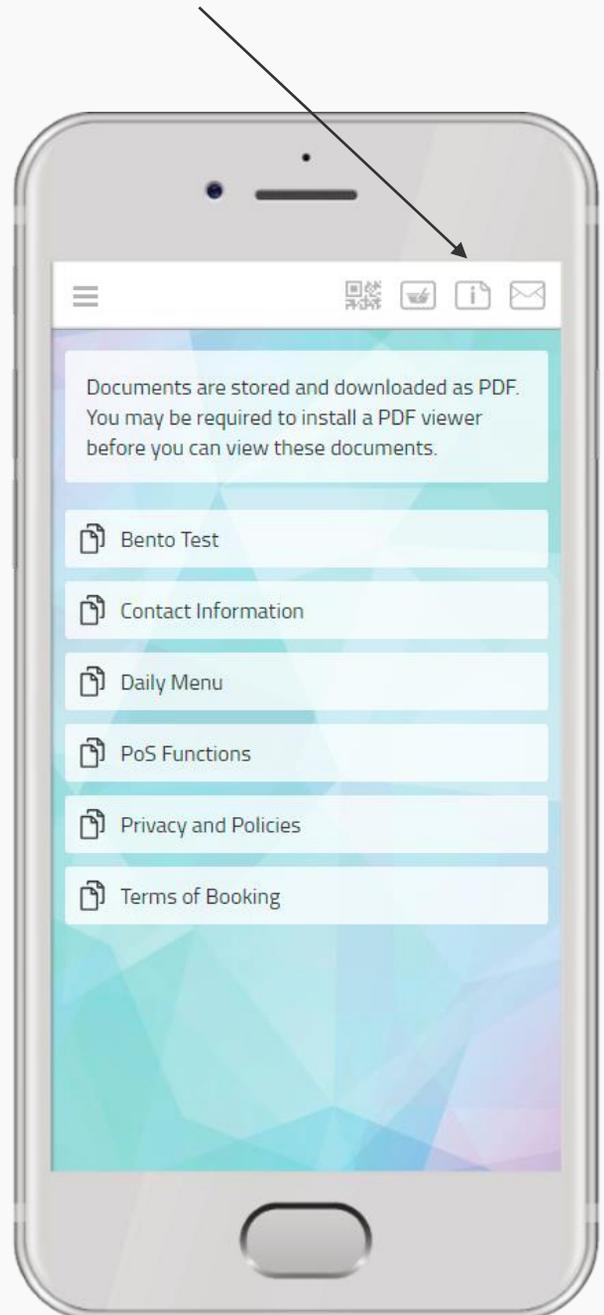


DOCUMENTS

Here you will find various documents put in place by the caterers, retailers or facilities teams that use Upay. These could include

- Latest Offers
- Restaurant & Bar menus
- Company Terms & Conditions
- Event Information
- Other Useful Information

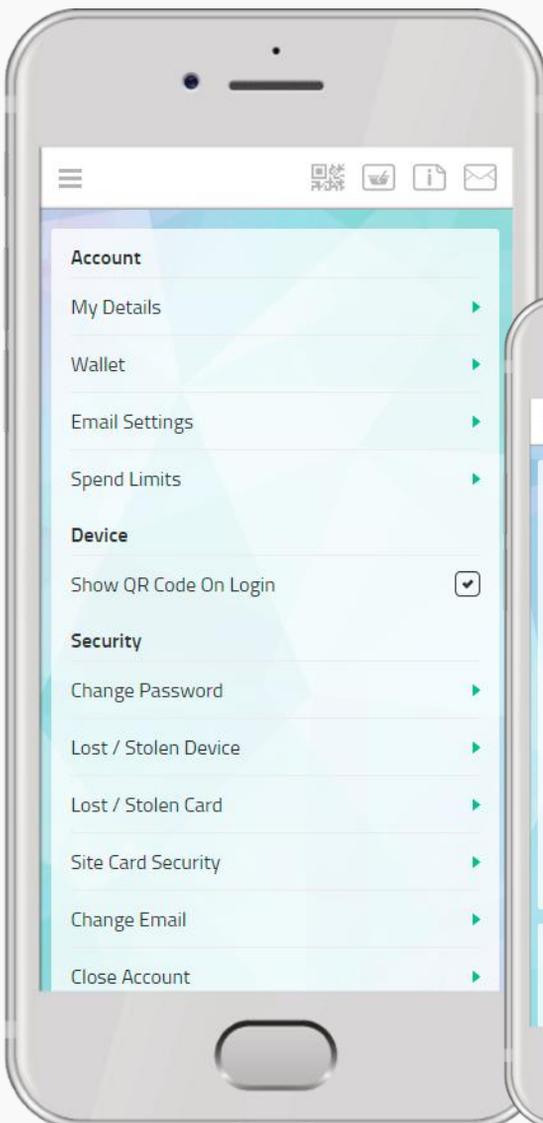
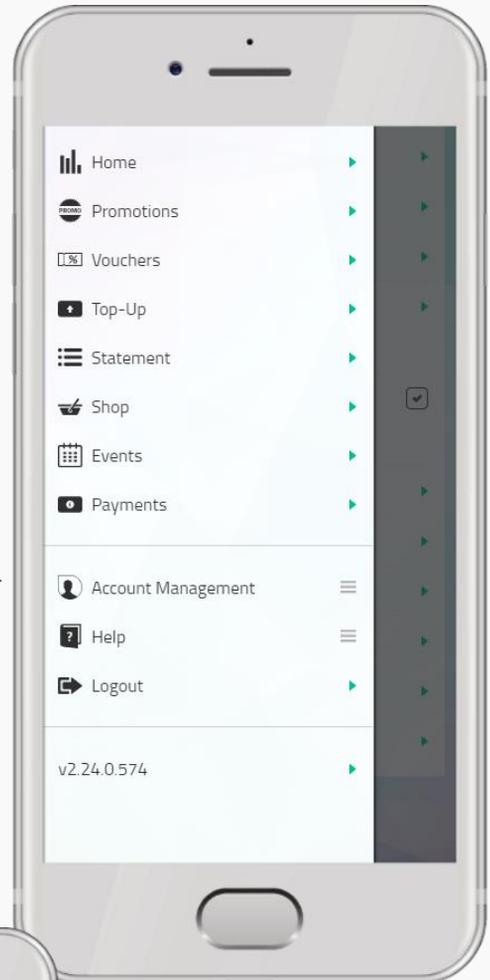
So be sure to keep checking back from time to time!





ACCOUNT MANAGEMENT

Manage your account, wallet, preferences, data and personalisation from the Account Management menu button.

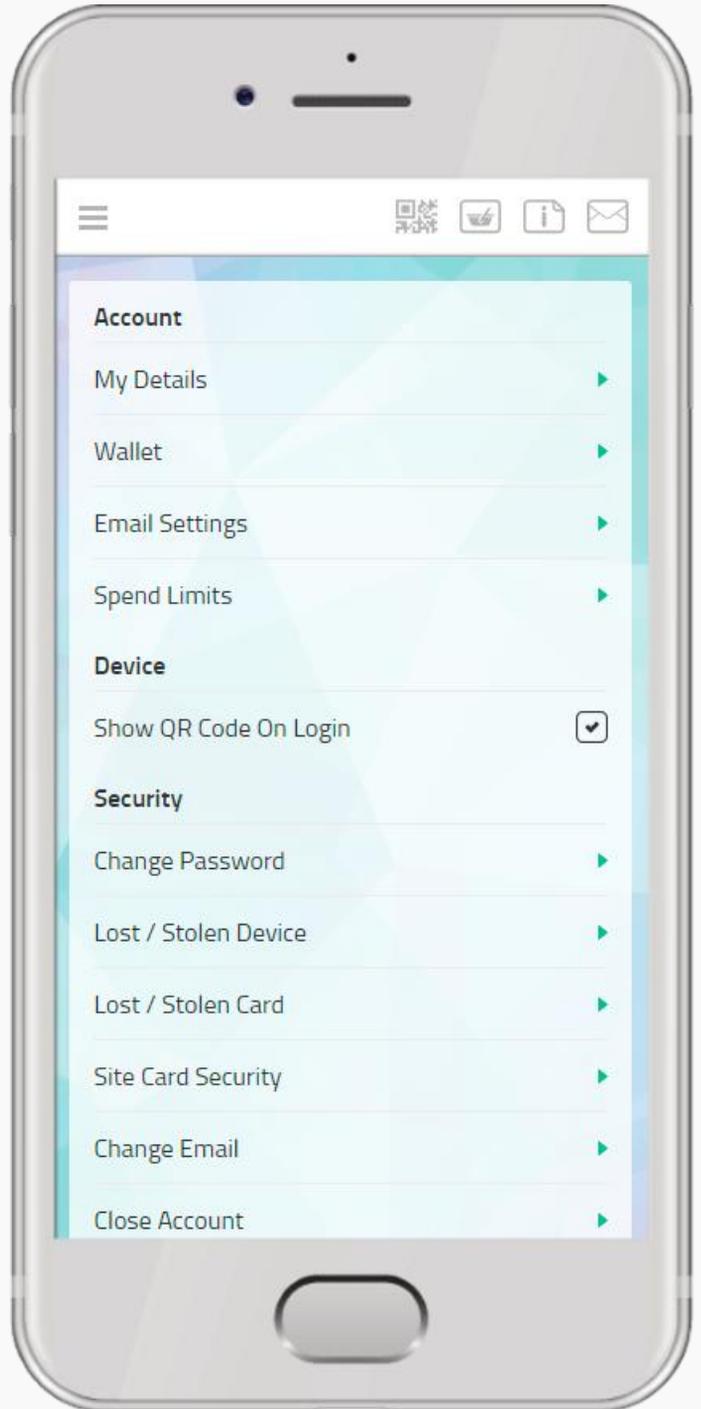




SETTINGS

Manage your account quickly and easily. Here you can tailor your account by setting your email settings and your spend limit settings.

- Email Receipts
- Email Statements
- Set a Daily Spend Limit
- Set a weekly Spend Limit
- Set other purses Spend Limits
- Change Password
- Change Email
- Lost/ Stolen Device
- Close Account





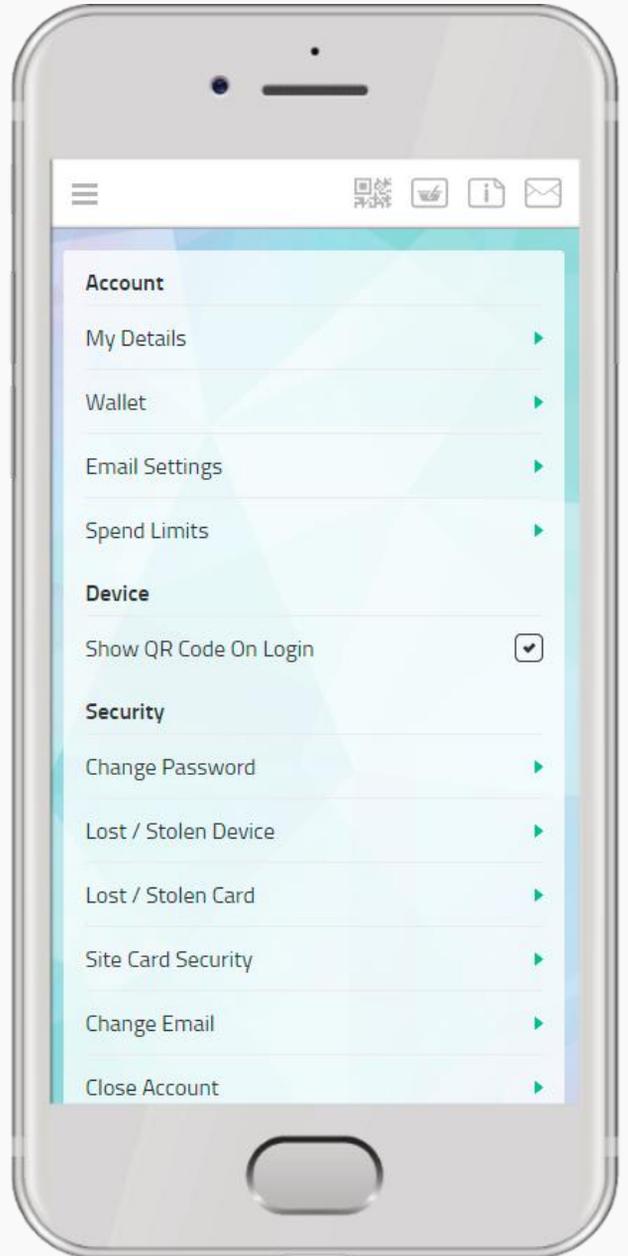
SECURITY

Upay takes the privacy of your personal information and your data security very seriously. We follow payment industry standards to ensure your data and funds are safe.

Upay is a service created by Uniware Systems Ltd.

Upay works with MasterCard SecureCode and verified by Visa for peace of mind when using your credit/debit card online.

You can manage your security settings from the 'Account Management' menu button.





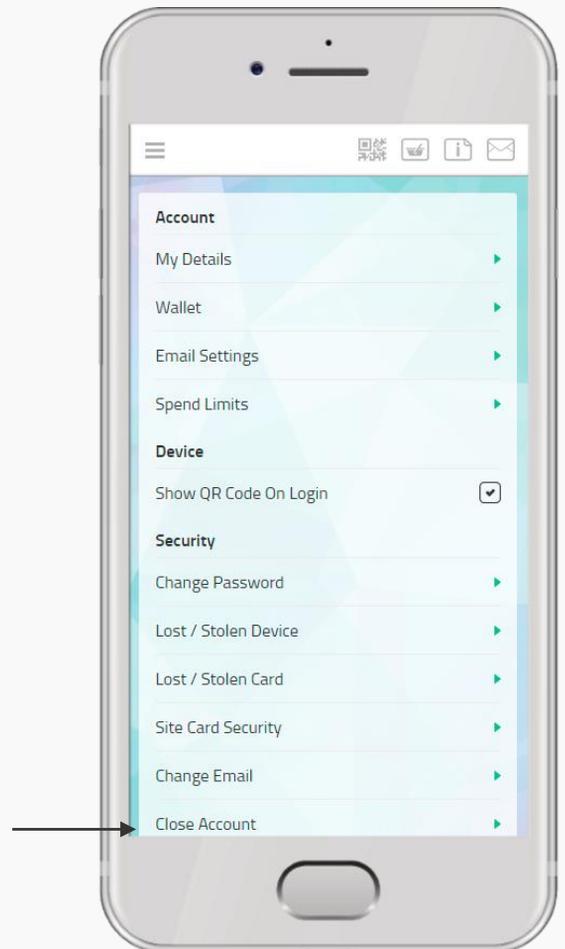
USER GUIDE & FAQs

If you need help at any time, you can either look for answers in our FAQs or contact us by clicking 'Other' in the help menu.

ACCOUNT CLOSURE

If you need to close your account, just go to the Account Management menu, scroll down and click the close account button. If you have zero funds in your account, you will just need to confirm that you wish to complete this action. If you do have funds in your account, you will be able to refund your account balance to either a saved or a new card.

Please note that there may be refund limits set up by your company or institution. If this is the case and your account balance is above the accepted refund total, you will be notified within the account closure process.





THANK YOU!

If you have any questions, please have a look through the help guides on the Upay app or website. These are located in the footer of the desktop website, or in the help section that can be accessed from the main menu.

Alternatively, contact our support team on helpdesk@upay.co.uk who will be more than happy to help you.

Tell us what you think! We'd appreciate any feedback sent to helpdesk@uniware.co.uk who can pass this on to the Upay product team.

If you want to share the love, leave us a review on the App Store or the Google Play store.

