

ECU STUDENT GUILD



Volopay User Guide - CLUBS





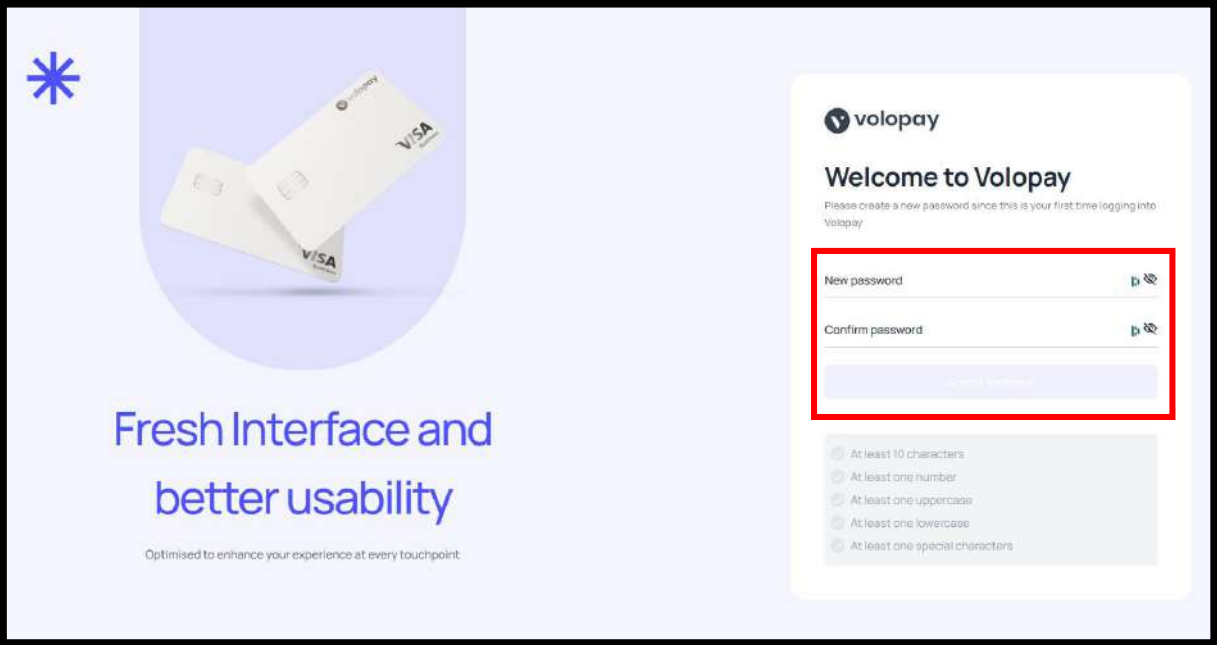
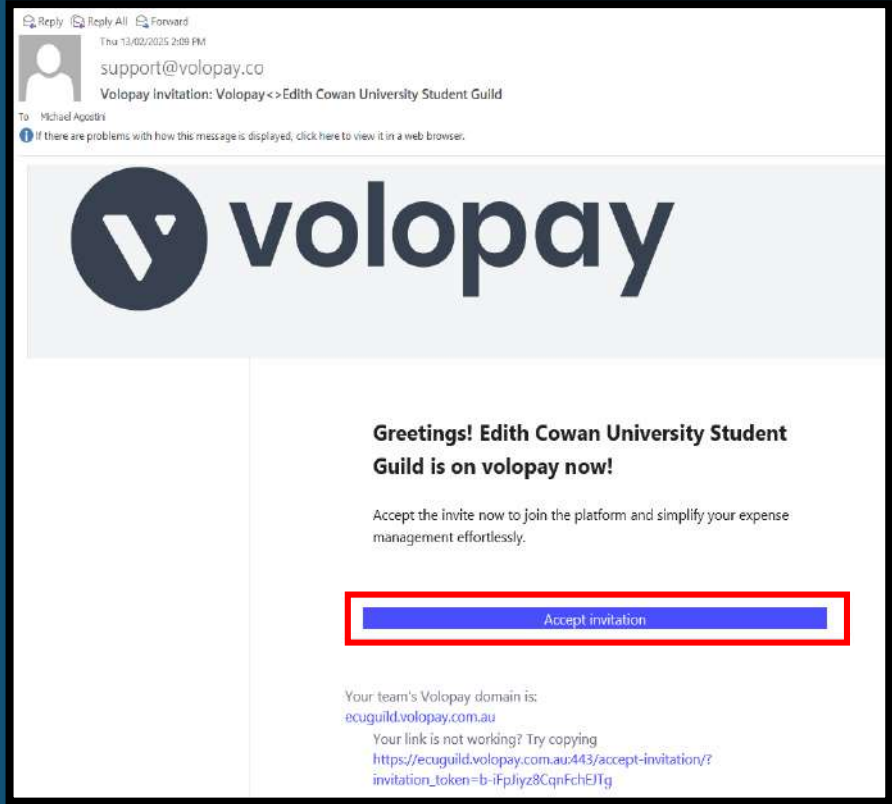
Introduction to Volopay

- Volopay is the platform the Guild will use to issue float and grant funds to your Club.
- Upon successful club affiliation, the Guild will invite your Club to Volopay via email.
- A digital pre-paid debit card will be issued to your Club in order to access funding.



Upon receiving the below invitation to Volopay, click 'Accept Invitation'.

Note – the invite will be sent to Club Treasurer's email.





Complete the preliminary on-boarding questions:

Onboarding

2 steps

1

Personal details

Provide details according to your government issued ID

2

Address details

Your permanent and communication address

Personal details

Provide details according to your government issued ID

Title

First name

Middle name (Optional)

Last name

Email

m.agostini@ecuguild.org.au

Nationality

Mobile number

+61

Date of birth

Gender

☐ Male

☐ Female

☐ Other

☒ I accept volopay and its partners [terms of service](#)

Continue



Complete the preliminary on-boarding questions:

Onboarding

2 steps

✓

Personal details

Provide details according to your government issued ID

2

Address details

Your permanent and communication address

<

Address details

As per KYC requirements you are required to provide details according to your government issued ID

Permanent address

Address line 1

Address line 2

Zipcode

City

State/Province

Country

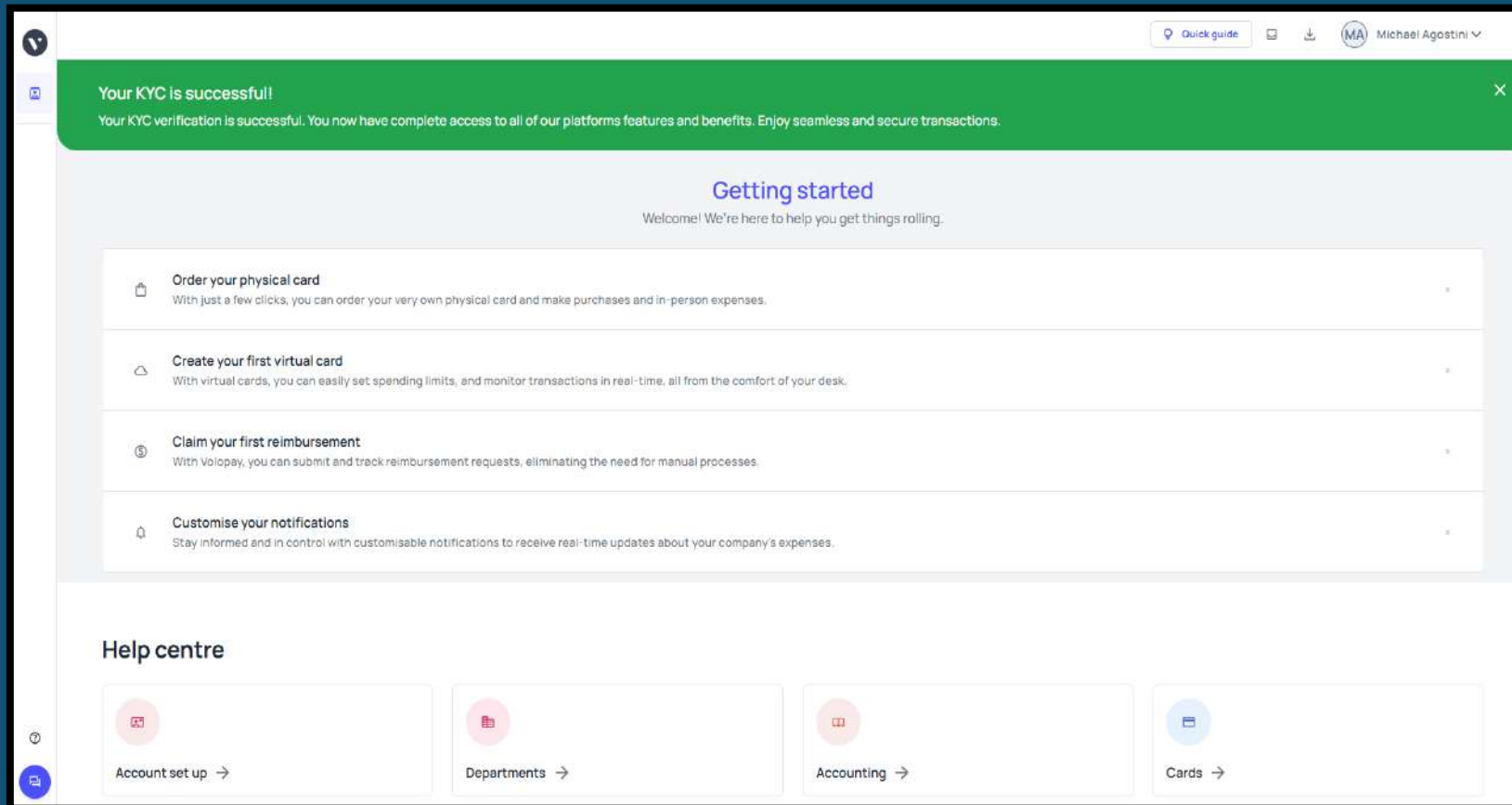
Australia

Communication address

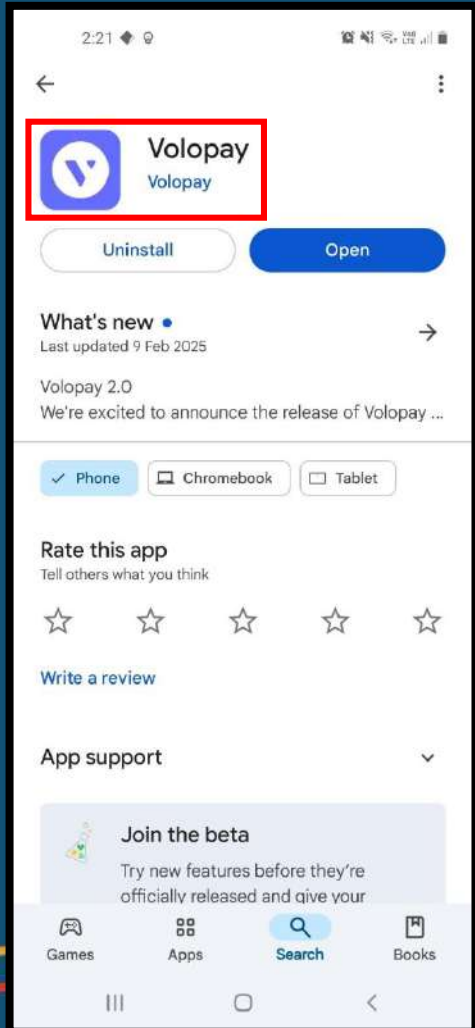
☒ Communication address is same as permanent address

Continue

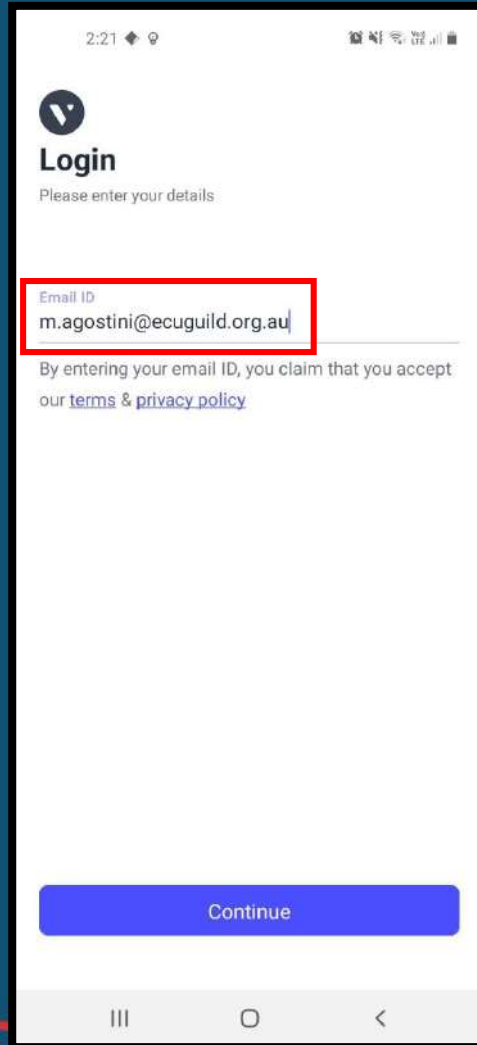
The below confirmation screen will appear once the onboarding questions have been completed successfully:



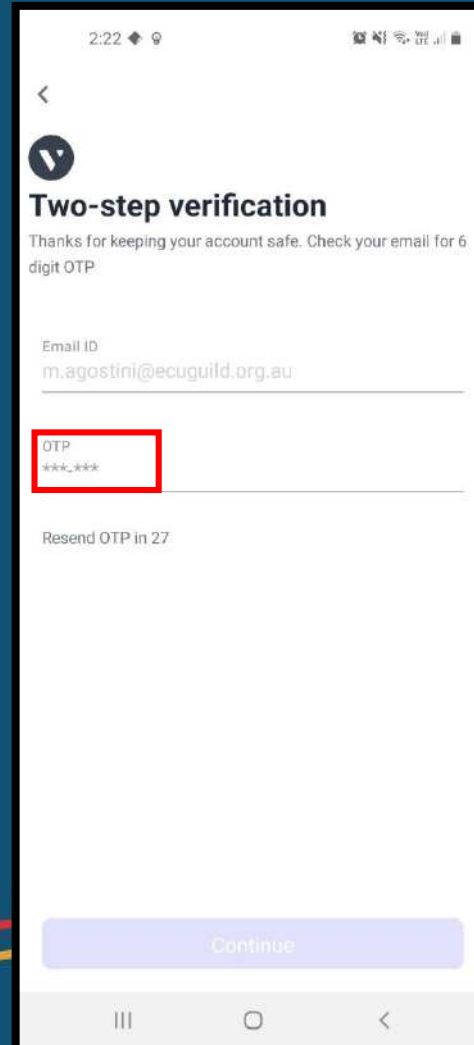
After your onboarding is complete, please download and log into Volopay using the mobile phone app.



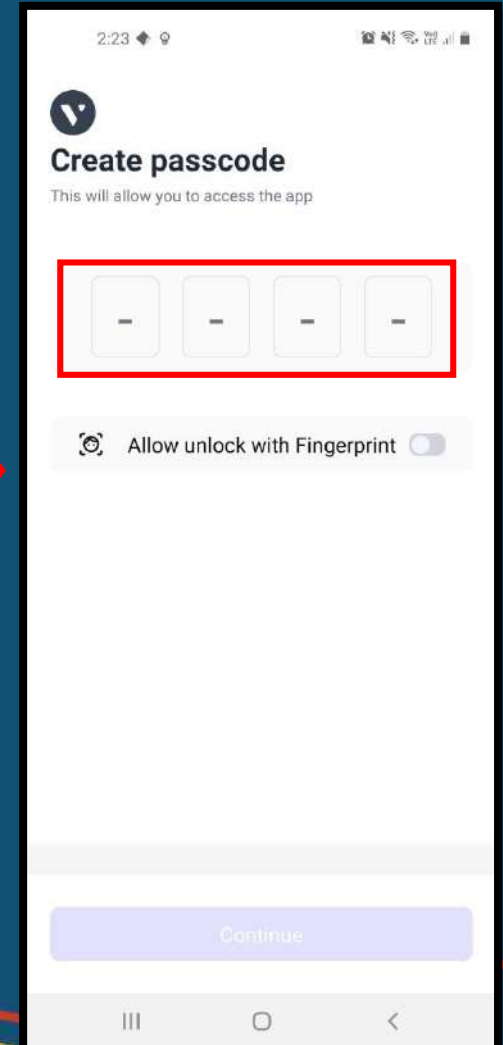
Log into the app using your email and password.



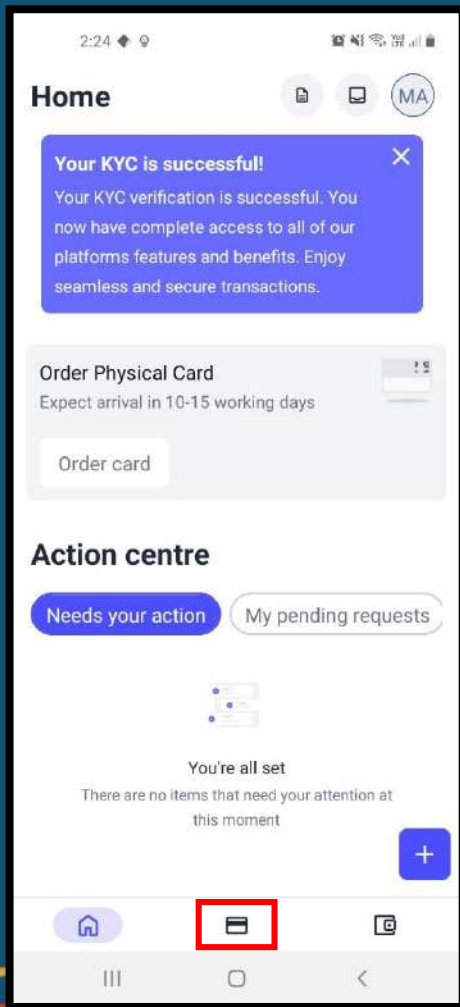
Enter the OTP (authenticator code) sent to your email address to verify your account.



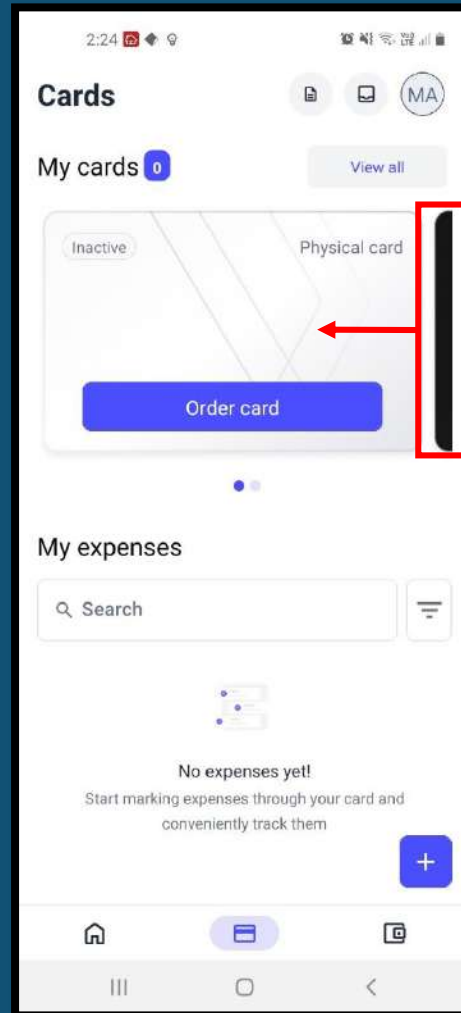
Set a PIN code for when you next enter the app.



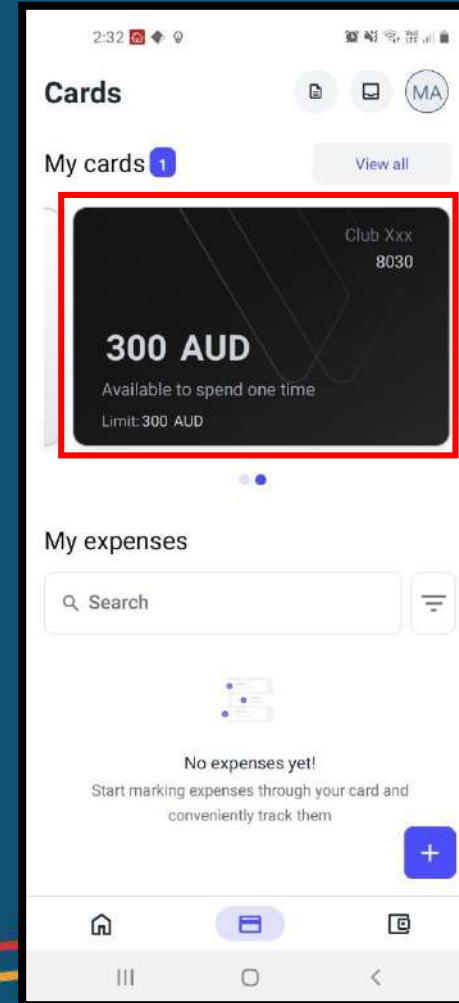
This is the app's home screen. Please select the 'Card' icon at the bottom of the screen.



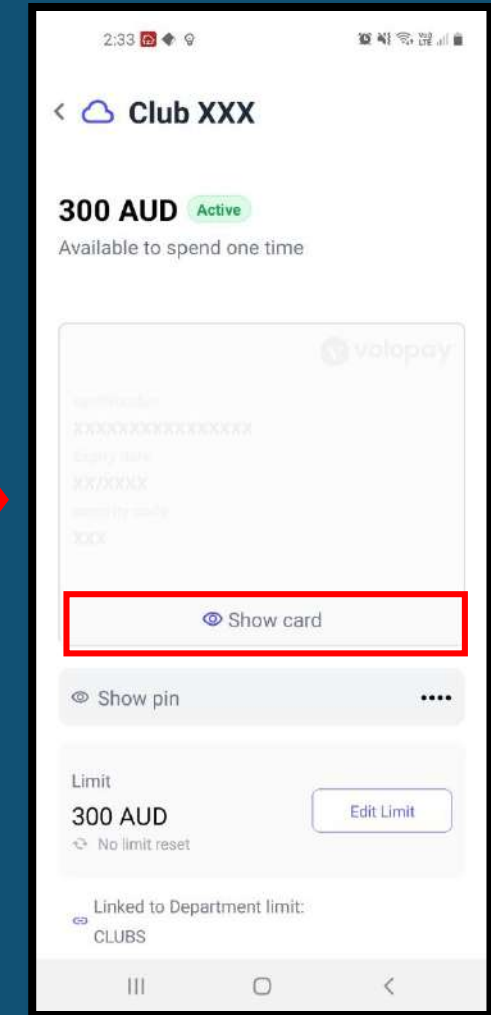
Slide across to select the digital card (black colour card).



This is the Club's digital prepaid card. Click on the card to see its details.



Select 'Show Card' to see the card number, expiry etc





Please add your Club's Volopay card to your phone's wallet.

Please follow the respective instructions below (depending of in you have an Android or Apple phone):

Add a debit or credit card to the Google Wallet app

Important:

- To make a contactless payment, you should be in a supported country or region. [Learn where you can use Google Wallet.](#)

To pay in stores with your phone or smartwatch, you need to add a card to Google Wallet.

Add a card with the Google Wallet app

Important: Your card must be supported. [Learn more about supported payment methods in Google Wallet.](#)

1. Open the Google Wallet app 🇺🇸.
2. At the bottom, tap Add to Wallet +.
3. Tap **Payment card** > **New credit or debit card.**
4. To add a card, use your camera or tap **Enter details manually.**
5. At the bottom, tap **Save and continue.**
6. Read the Issuer Terms.
7. Tap **Accept.**
8. If you're asked to verify your payment method, choose an option from the list. [Learn how to verify your payment method.](#)

Tips:

- [Fix problems with adding a card.](#)
- For eligible cards, a virtual card is automatically created when you successfully add a card. [Learn more about virtual cards.](#)

<https://support.google.com/wallet/answer/12058983?hl=en>

OR

How to add a debit or credit card on your iPhone

If you have an eligible card, you can tap your card on your iPhone to add it. Or you can add your card manually. If you have any issues adding a card, contact your card issuer.

1. In the Wallet app, tap the Add button +.
 - Tap Previous Cards to add a card that you used previously.
 - Tap Debit or Credit Card to add a new card.
2. Tap Continue.
3. To add your card:
 - Tap or hold your card close to your iPhone to add it.
 - To manually add your card, tap Enter Card Details Manually and follow the onscreen instructions.
4. Some banks or card issuers might require further authentication. They might ask you to provide more information or to download an app before approving your card for use with Apple Pay.

Eligible card issuers will also allow you to connect your account to view transaction details and account information in the Wallet app. [Find out how to connect your account to the Wallet app.](#)

To remove a card from the Previous Cards screen, tap Edit > Remove button - > Delete. Then, tap Delete Card to confirm and remove the card from all of your devices.

<https://support.apple.com/en-au/108398>

The card can now be used for online or in person transactions through your phone's card wallet.

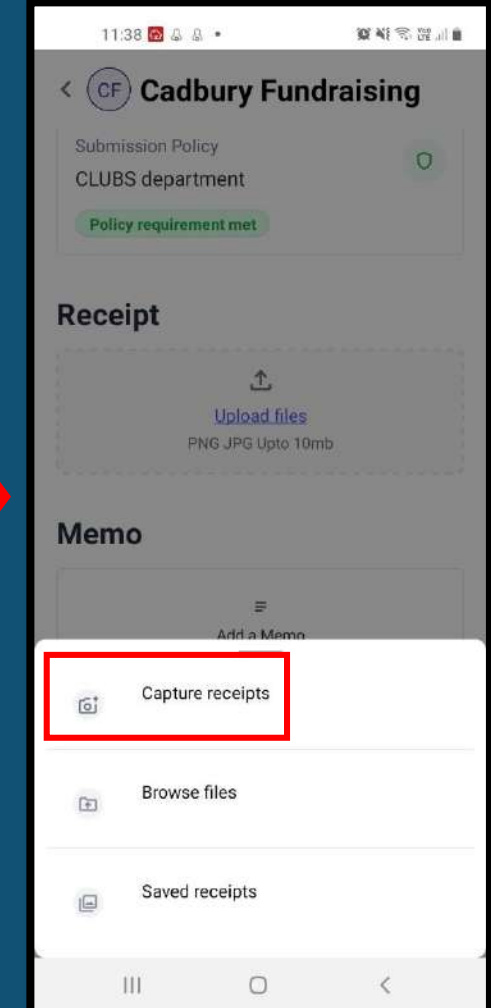
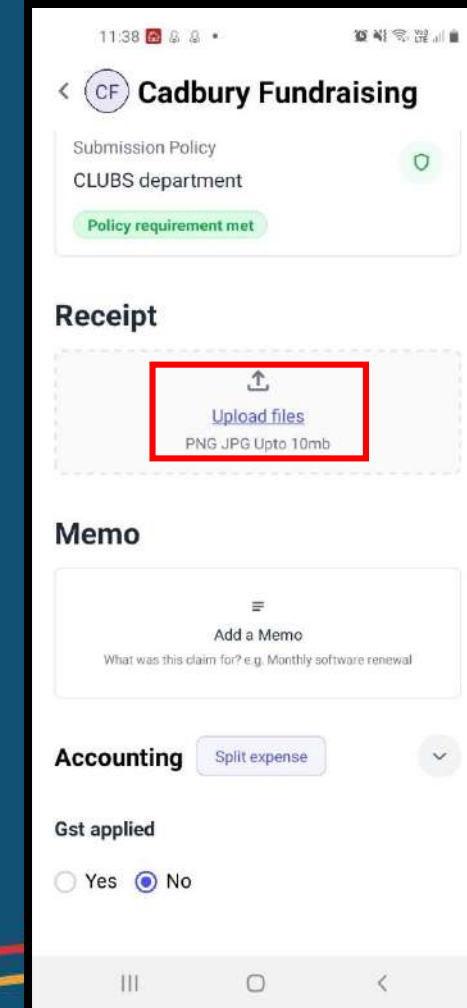
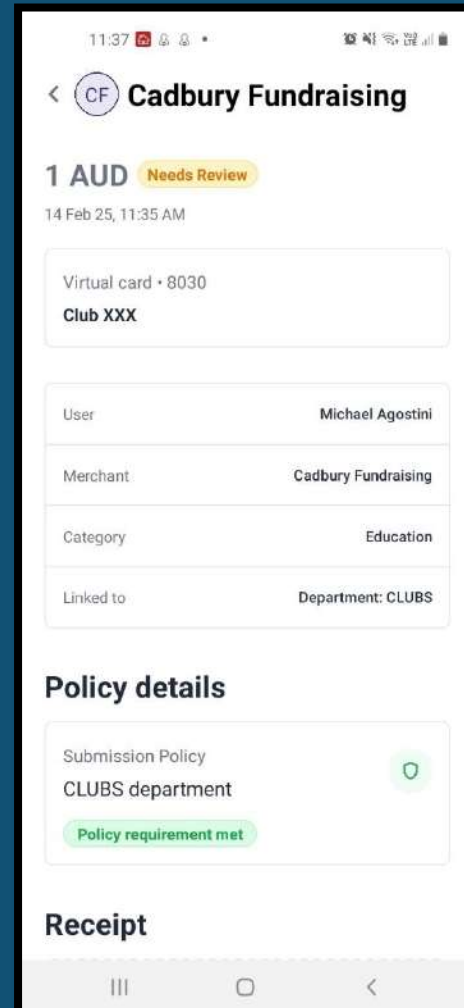
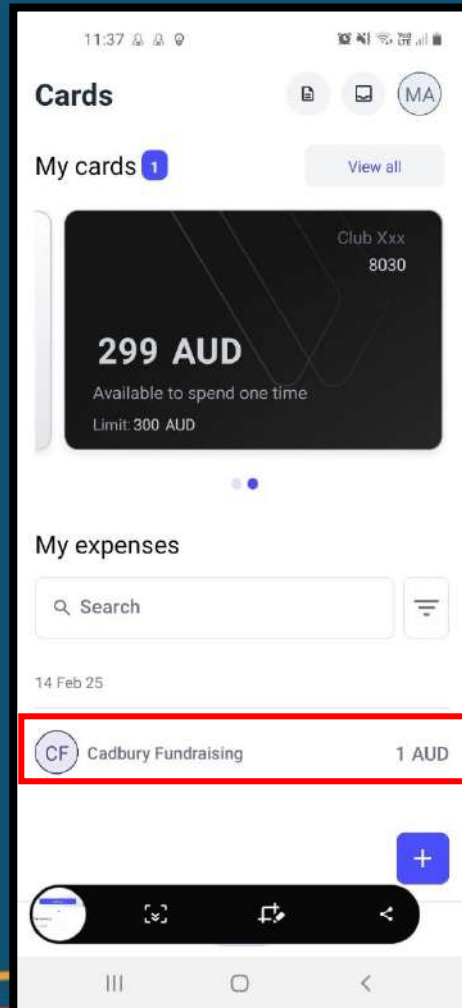
Confirmation of transactions will be shown in the app.

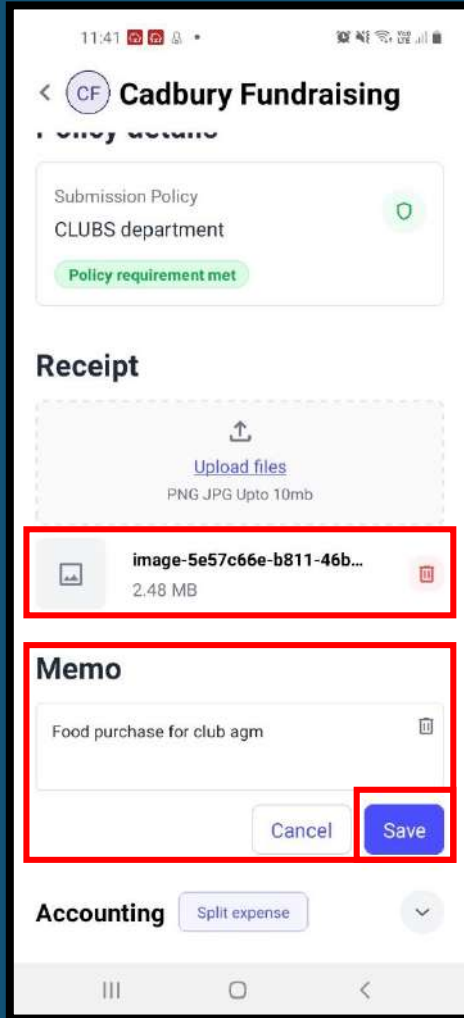
Click on the transaction to open up its details.

Scroll down to the 'Receipt' section.

Select 'Upload Files'.

Select 'Capture Receipts' to open your phone's Camera and take a photo of your receipt.





The screenshot shows the 'Cadbury Fundraising' app interface. At the top, there's a header with a back arrow, a 'CF' icon, and the title 'Cadbury Fundraising'. Below this is a 'Submission Policy' section for 'CLUBS department' with a green checkmark and the text 'Policy requirement met'. The main section is titled 'Receipt' and contains an 'Upload files' button with a dashed box indicating the upload area. Below the upload area, a file named 'image-5e57c66e-b811-46b...' (2.48 MB) is shown. The 'Memo' section is highlighted with a red box and contains the text 'Food purchase for club agm'. At the bottom of the memo section are 'Cancel' and 'Save' buttons. The bottom of the screen shows an 'Accounting' section with a 'Split expense' button and a dropdown arrow.

The receipt will be attached to the transaction as per below.

Please enter a brief memo to identify the nature of the transaction.

Select 'Save' once completed.

Please ensure you follow these instructions for every transaction made with the Volopay card



REMINDER:

Please only attached valid Tax Invoice receipts.
The receipt must contain the following:

- Business Name & Address
- Australian Business Number (ABN)
- Date
- Specify Nature of Transaction (good/service)
- Specify Amount (\$)
- Must state 'Tax Invoice' on the Receipt.

Eftpos receipts will be rejected as these are not Tax Invoice receipts.

Please submit your receipts via the Volopay app as you incur the expenditure.