Welcome to MuliPay — let's get you set up!

Start here and learn the basics to manage your payments confidently.

→ Overview of your MuliPay dashboard

→ Add a payer

→ Set up payments (payment link & payment plans)

→ Download reports

→ Edit your profile as a team member

→ Invite a team member

Click any article above to jump into step-by-step guide.

Overview of your MuliPay Dashboard

Your MuliPay dashboard is where you manage payers, create payments and track activity — all from one place.

Top-right Profile Menu
Access your personal profile, settings, notifications and log out option.

Dashboard
Get real-time overview of your payments, income and more.

Payers
Add and manage payers.

Settings
Configure transaction limits, fees and more.

Checkout Forms
Create and manage checkout pages for one-off payments.

Payment Schedules
View and manage upcoming and past payment schedules.

Disputes
Review disputes and respond when action is needed.

Activity Log
Track account activity.

Profile
View your business profile and settlement and billing accounts.

Team
Add and manage team members.

Payment Methods
List of payment options available to your payers.

Payment Plans
Set up recurring payments.

Transactions
Monitor transaction activity and required actions.

Reports
Export transaction data.

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ABC Company Pty Ltd
Mer. ID: 98612345789

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Merchant Superadmin

Total Income
Amount Settled in Merchant Accounts

$0.00 AUD

No data

User Overview
Monitor the number of active users

1 Payers

	Cleared	Settled	Rejected	Disputed	Late Rejected	Adjusted
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0

No data

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How to add a payer

Click Add Payer. [2]

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Search   Reset All

Enter any keywords

Payers

[+ Add Payer] [Toggle Sub Nav] [Maximize View]

Name	Payer Reference	Client Reference	Mobile	Merchant	Status	Sub Status	Action
JD **Jane Doe** jane.doe@gmail.com	MPP2RWH1GTHH	ABC-Jane	+61 0412345678	ABC Company Pty Ltd	● Active		👁 ✎

Displaying 1 item

Status

All

View items by

10

[Search]

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Go to **Payers** from the left-hand sidebar navigation. [1]

Create Payer

Enter the required **payer details.** [3]

First Name

Last Name

Email

Client Reference

Mobile Number

61 ⌄

Address Information

Address Line 1

Address Line 2

Suburb

State/Province

Postcode

Country

Select country ⌄

[Cancel] [Save]

Click **Save**. The payer will appear in your payer list. [4]

Note: Payment schedules can only be created after the payer has been added.

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How to set up payments

Creating a payment link (checkout page)

Generate a secure, one-time payment link with all details pre-filled. Each link is unique and directs your customer to a MuliPay-hosted checkout to complete the payment.

8 (Optional) Click the **QR Code** button to download a scannable QR code for the checkout page.

2 Click **Create**.

Checkout Forms

Date Created	Payer	Requested Amount	Description	Expiry Date	Status	Action
10 Feb 2026 11:57 AM	John Doe	$55.00 AUD	YouTube	24 March 2026 09:15 AM	Unpaid	

Search — Reset All

Enter any keywords

Filter by Status — All

View items by — 10

Search

1 Go to **Checkout Forms** from the left-hand sidebar navigation.

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Create Checkout Form

Payment Details

Merchant Reference (optional) — Description

Currency — Select Currency — Requested Amount

Expiration Date

3 Enter the **payment amount and transaction details**.

Search Payer

ⓘ Search for a saved payer or enter details manually. Selecting a saved payer will replace any manual entries.

Enter Payer Reference or Name

First Name — Last Name

Email Address

4 **Search** and **select a payer** from your payer list or enter the payer details manually.

7 Locate your newly created checkout page in the **Checkout Forms list**.

Click the **View Form** button beside the form to preview what your customer will see, then copy the payment link from the browser URL to share.

Extra Details
Add the content or data you'd like to display in the form.

Label — Content

Cancel — Save

5 (Optional) Add any additional information if required.

6 Click **Save**. The checkout page will appear in your Checkout Forms list.

How to set up payments

Setting up recurring payments (payment plan)

Automate payment collection. Recurring payments can be scheduled weekly, fortnightly, monthly or more.

2 Click **Create**.

1 Go to **Payment Plans** from the left-hand sidebar navigation.

3 Enter the **payment details** and **select the payer** from your payer list.

Note: You'll need to add the payer first before creating a payment schedule.

7 Locate your newly created payment plan in the Payment Plan list.

Click the **View Form** button beside the form to preview what your customer will see, then copy the payment link from the browser URL to share.

4 Enter the **payment details** and **select the payer** from your payer list. You can create the recurring schedule using one of the options:

- **Count and Requested Amount** – Enter the number of payments and amount per payment; total is calculated.

- **Count and Total Amount** – Enter the number of payments and the total amount; each payment is calculated.

- **Requested Amount and Total Amount** – Enter the amount per payment and total amount; number of payments is calculated.

5 **(Optional)** Allow the payer to modify certain details. If not, skip.

6 Click **Save**. The new plan will appear in your Payment Plan list.

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How to download payout report

2 Click **Payouts**.

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Payouts
Failed Payments

Search   Reset All

3 **Search** using a keyword and/or **select a date range**. The failed payments for that period will appear in the list.

Enter any keywords

Date range

From   12 Feb 2026

To   12 Feb 2026

View items by

10

Search

Payouts

⊙ Toggle Sub Nav   ⛶ Maximize View

Date	Merchant	Reference	No. of Transactions	Amount	Status	Action
10 Feb 2026 11:57 AM	ABC Company Pty Ltd	AB123456CDEFGR	4	$100.00 AUD	● Success	⊙ ▷
10 Feb 2026 10:13 AM	ABC Company Pty Ltd	CD788910OYWERR	3	$45.00 AUD	● Success	⊙ ▷
10 Feb 2026 07:41 AM	ABC Company Pty Ltd	EF221154NXNXHF	2	$65.00 AUD	● Success	⊙ ▷

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- ⚙ Settings

PAYMENTS

- Payment Methods
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- Payment Schedules
- $ Transactions

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4 **Locate the payout** in the list and click to open the details.

5 Click the **Download** button, then choose your file format (PDF, CSV, QIF or PFX). The file will save to your computer.

Payout Details

⬇ ▷

ⓘ **Overview**

Date	05 Feb 2026 06:27 PM
Merchant Reference	MPM0CDZFEDWF2
Company Name	ExtraOrDonayre Inc
Address	281 Kling Turnpike Suite 691, AR 37663, AU

$ **Settlement**

Reference	PY260205TATIY7
BSB Number	032045
Account No.	10001000
Total Amount	$4,054.00 AUD

6 You can also send a copy to your email by clicking the **Send** button.

Note: The report will be sent to the merchant's registered contact email address, not the currently logged-in team member.

1 Go to **Reports** from the left-hand sidebar navigation.

How to download failed payment report

Click **Failed Payments**. ②

Go to **Reports** from the left-hand sidebar navigation. ①

Search using a keyword and / or **select a date range**. The failed payments for that period will appear in the list. ③

Click the **Download** button, then choose your file format (PDF, CSV, QIF or PFX). The file will save to your computer. ⑤

Locate the payout in the list and click to open the details. ④

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Payouts

Failed Payments

Search   Reset All

Date range

From   12 Feb 2026

To   12 Feb 2026

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Failed Payments   Toggle Sub Nav   Maximize View

Date	No. of Transactions	Total Amount	Action
12 Feb 2026	1	$1000.00 AUD	👁

Failed Payment Details   Download   Send   Maximize View

Download PDF
Download CSV

Transaction Date	Transaction Reference		Reason	Action
10 Feb 2026 11:00:01 AM	26021008K2CNTB1		● Rejected	👁

Displaying 1 item

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How to edit your profile as a team member

4 Upload your profile photo by clicking **Upload New**.

1 Click your **account name** in the top-right corner.

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Profile
Settings
Sign out

2 Select **Profile**.

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← Back to Team

JB **Edit Profile**
JPG or PNG is allowed.

Upload New

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Basic Info

3 Update your details (First name, Last name, etc.).

Username
jovanni-basilisco

Email
jovanni.basilisco@mulipay.com

Mobile Number
61 ∨ 281234567

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Personal Info

First Name
Jovanni

Middle Name

Last Name
Basilisco

Suffix Name

Date of Birth
Select Date..

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Account Info

Status
Active ∨

Roles
Merchant Superadmin ∨

Cancel   **Save**

5 Click **Save**.

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How to invite a team member

② Click **Add Team Member**.

Team

[+ Add Team] [Toggle Sub Nav] [Maximize View]

Name	Username	Mobile	Role	Status
GO Gwyn Ortega gwyn.ortega@mulipay.com	gwyn-ortega-2	281234569	Merchant Superadmin	● Active
JB Jovanni Basilisco jovanni.basilisco@mulipay.com	jovanni-basilisco	281234567	Merchant Superadmin	● Active
LD Lara Del Socorro lara.delsocorro@mulipay.com	lara-del-socorro-2	281234568	Merchant Superadmin	● Active

Displaying 3 items

Search   Reset All

Enter any keywords

Role
All

Status
All

View items by
10

[Search]

ABC Company Pty Ltd
Mer. ID: 98612345789

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Merchant Superadmin

① Go to **Team** from the left-hand sidebar navigation.

③ Enter First Name, Last Name, Email, Mobile Number and select a Role.

Invite Team

Please provide the team member's information you want to invite. We'll email them to give access to MuliPay dashboard.

First Name   Last Name

Email   Mobile Number
                          61

Roles
Select a Role

Profile Picture (Optional)
Drag & Drop or **Choose File** to upload

[Cancel] [Send an invitation]

④ Click **Send Invitation**. An invitation will be sent to the team member via email.

Note: The team member invitation expires after 14 days.

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Questions? Visit our Help Centre.
As always, if you have any questions or
concerns while getting set up, message us
at support@mulipay.com!