

PayLink Settings Guide

Important: Some settings are cached for performance and may take up to 5 minutes to apply across all running app instances. Seat release and expiry changes apply to new checks; requests already being processed may finish using the value they started with.

What is PayLink?

PayLink allows staff to generate a secure, time-limited payment link and send it directly to a customer by email or SMS. The customer clicks the link, reviews their order, and completes payment through a hosted checkout page, no staff involvement needed after the link is sent. Once payment is received, Tessitura is updated automatically.

How to explain Settings: The Settings screen lets authorized staff configure how PayLink behaves without a code change. Settings control app behavior, payment link expiry, email content, customer-facing status messages, and branding.

Settings areas at a glance

Area	What it controls	What staff can do	User note
App Configuration	Core PayLink behavior and operational switches.	Turn features on/off and configure back-end behavior such as seat release rules.	Use carefully; these settings affect live payment processing.
MOS Expiry Rules	Default expiration time for payment links, optionally by MOS.	Set how long links remain valid and whether staff can adjust expiry.	Shorter expiry reduces stale carts; longer expiry gives customers more time.
Email Template	The customer email sent with the payment link and confirmation/fallback messaging.	Edit wording, subject, branding text, and supporting instructions.	Send a test after large changes.
Public Status Messages	Messages customers see as the payment moves through sent, paid, failed, cancelled, timeout, or expired states.	Customize customer-friendly text for each stage.	Keep messages short, clear, and non-technical.
Branding	How PayLink looks to customers.	Update logo, colors, organization name, and public page presentation.	Branding changes affect the public payment experience.

1. App Configuration

Purpose: Controls application-level behavior that affects how PayLink runs behind the scenes. This area is usually for administrators or technical users.

- Feature toggles: enable or disable selected PayLink behavior without redeploying code.
- Seat release settings: control whether PayLink should release seats in Tessitura after failures, cancellations, declines, or timeouts.
- Seat release MOS filter: limits seat release to specific MOS values, so only certain order types follow the release process.
- Processing behavior: supports operational settings that finalizer, poller, and background services rely on.

- Cache behavior: app configuration may be cached across running instances, so changes can take up to 5 minutes unless a setting is specifically configured to bypass cache.

Recommended user explanation: Use App Configuration for settings that control how PayLink behaves globally. These options can affect payment processing, so changes should be tested with a sample payment link.

2. MOS Expiry Rules

Purpose: Controls how long payment links remain active before expiring. Rules can be general or specific to an MOS.

- Default expiry: sets the standard amount of time a payment link remains valid.
- MOS-specific expiry: allows different expiration windows for different MOS values.
- Staff-adjustable expiry: controls whether staff can override or adjust the expiration time when creating a link.
- Expired link behavior: once a link expires, the customer can no longer complete payment through that link.
- Timeout handling: expired requests can be finalized as timeout and may trigger configured Tessitura failure/seat-release behavior.

Recommended user explanation: MOS Expiry Rules let your organization decide how much time customers have to pay. Use shorter windows when inventory should not be held for long, and longer windows when customers need more time.

3. Email Template

Purpose: Controls the customer-facing email used for payment links and related confirmation messaging.

- Subject line: controls the email subject customers see in their inbox.
- Body content: controls the instructions and message shown to the customer.
- Dynamic values: can include details such as order number, amount, organization name, and payment link, depending on the template setup.
- Look and feel: supports organization-friendly wording and visual style for email communications.
- Fallback behavior: if Tessitura template sending fails, PayLink can use a fallback branded email path when configured in the app.

Recommended user explanation: Email Template settings let you control what customers receive when a payment link is sent. Keep wording clear, include only necessary instructions, and test the email before using a new template broadly.

4. Public Status Messages

Purpose: Controls the messages displayed on the public PayLink page as the payment moves through its lifecycle.

- Sent/open status: explains that the payment link is ready and awaiting payment.
- Processing status: tells the customer the payment is being processed and they should not refresh or retry too quickly.
- Paid/success status: confirms the payment completed successfully.
- Declined/failed status: explains that the payment did not complete and provides next-step language.
- Cancelled status: explains that the customer cancelled or exited the payment process.
- Timeout/expired status: explains that the link is no longer valid and the customer may need a new link.

Recommended user explanation: Public Status Messages help customers understand what happened without seeing technical details. These messages should be short, friendly, and action-oriented.

5. Branding

Purpose: Controls the public look and feel of the PayLink experience so the payment page matches the organization.

- Organization name: controls the display name customers see on public pages and emails where supported.
- Logo: controls the image shown on the payment page and related branded areas.
- Colors and theme: controls visual styling such as accent color, button style, and page presentation where supported.
- Customer trust: branding helps customers recognize they are paying the correct organization.
- Review after changes: visual changes should be checked on desktop and mobile payment pages.

Recommended user explanation: Branding settings let your organization make PayLink feel consistent with your public website and customer communications.

Suggested language for staff training

PayLink Settings allow authorized users to manage the customer payment-link experience. You can control how long links remain active, how customers are messaged, what the email says, and how the public page is branded. Some operational settings may take up to 5 minutes to apply across all running app instances, and requests already in progress may complete using the previous value.

Recommended admin guidance

- Only trained administrators should update App Configuration or seat-release settings.
- After changing expiry, email, messages, or branding, create a test PayLink and verify the customer experience.
- Avoid technical wording in customer-facing messages. Use plain language and clear next steps.
- Document any organization-specific MOS rules so staff understand why different links expire at different times.