



FILE MANAGER

User Guide.

We make payments easy

For all contact details please refer to our contact page on our website: www.allpay.net
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1 Introduction to File Manager

File Manager is a secure, web-based platform developed and fully supported by allpay Limited.

File Manager enables your organisation to collect payment files and transactional data. Access to File Manager is gained via your login to the allpay Payments Hub with an email address and password, if you cannot access file manager but need to, please contact your organisation's Payments Hub administrator.

Access to File Manager is via your login to the allpay Payments Hub with an email address and a password. It is a secure web application hosted on allpay's Microsoft Azure Cloud. Users will require a suitable web browser including:

- Edge
- Chrome
- Firefox
- Safari

Most standard Windows and Mac computers come with one of the above browsers installed but please note that Internet Explorer is not supported.

2 Support and Training

2.1 Support

Telephone and email support is available from allpay during office opening hours. Office opening hours are **8:00am to 6:00pm, Monday to Friday**. Contact details can be found on the cover and at the end of this User Guide.

2.2 Training

In order to maximise the benefits of File Manager for your organisation and minimize time and administration in the future, we recommend that all users of File Manager receive training prior to using the system. Training materials can be found on the training page here:

<https://www.allpay.net/training/filemanager>

3 FAQs

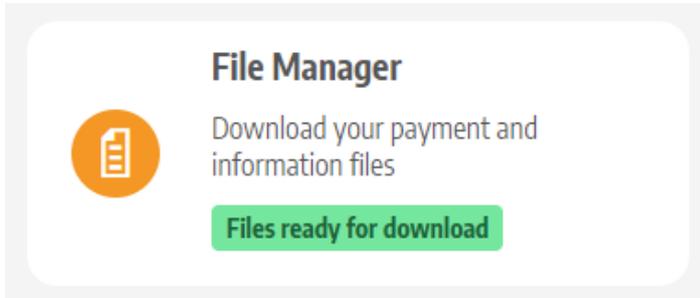
Please refer to the FAQ's document at <https://www.allpay.net/training/filemanager> for common queries relating to File Manager.

4 Accessing File Manager

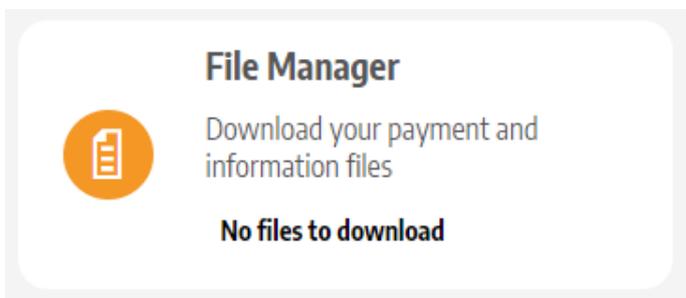
Open your internet browser software and type the following address into the address bar:

<https://paymenthub.allpay.cloud>

If you are not already, you will be required to login at this stage. Once you have logged in you will be presented with a selection of products and services, select File Manager.



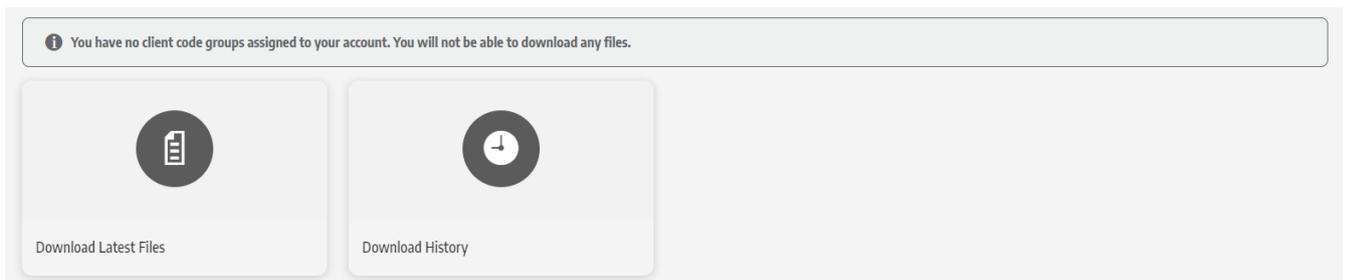
The tile itself will feature a notification advising if any files are available for download. **Files ready for download** or **No files to download** respectively.



4.1 Client Code Permissions

Users will be able to download Payment Information Files on client codes that they have been enabled for or client codes in groups they are members of. For more information about client code access, as well as client code groups and adding users to client code groups please refer to section 6.1 in the Payments Hub user guide available at <https://www.allpay.net/training/paymenthub>.

If a user attempts to access File Manager and they are not enabled for any client codes, or client code groups, they will be presented with the following error:

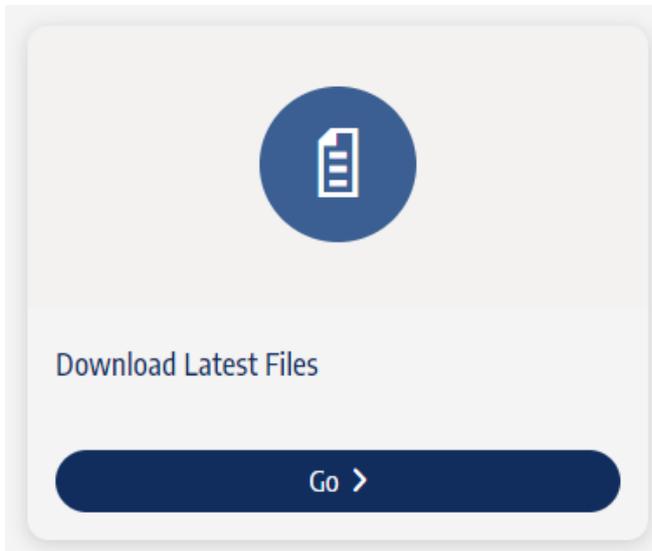


5 Payment File Download

Information regarding customer payments is made available each working day, including Saturday in the form of payment and information files.

- **Payment files** include details of specific customer transactions
- **Information files** contain data regarding swipe card orders along with daily statement reports.

5.1 Downloading New Files



When accessing File Manager, select **Download Latest Files** and you will be presented with the following screen:

The dropdown box **Select File Type** will give you the option to download:

All Files: Both payment and information files will be downloaded concurrently.

Payment Files: Only payment files will be downloaded.

Information Files: Only information files will be downloaded.

Select **Download**.

The volume of files to collect each day can vary greatly dependent on circumstances. The number of client codes owned together with the number of payment methods accepted will impact the file quantity.

Download Latest Files

Select File Type

- All Files
- All Files
- Payment Files
- Information Files

Download

5.2 Payment File Types

A standard payment file contains details of the transactions made to you by your customers.

Details include the Payment Reference Number (PRN), your Client Reference / Identifier, the value of the payment, Payment Source Identifier and the date of the payment. In addition, the location of the payment may also be included using 'Outlet Tracking' (this is a chargeable service).

For further information, please contact allpay. Contact details can be found at the end of this user guide.

Payment and information files available will vary according to the allpay services you have subscribed to, and whether transactions have been made via these services:

File Extension	Payment Identifier	Description
----------------	--------------------	-------------

.PO	P	Post Office® and Payzone Payments
.PP	T	PayPoint Payments
.DD	D	Direct Debit Payments / Adjustments – These can be positive (successful payments) and negative (failed payment) files
.CSH	C	Adjustments – these can be negative (chargeback / refunds) and positive (reverse chargeback) files
.CQE	Q	Bounced / Returned Cheque Payments
.TC	N	Cash / Cheque payments recorded on Callpay
.TCC	N	Credit Card Payments made via allpay's payment systems: Telephone, Internet, Text, Callpay, App Payment
.TDC	N	Debit Card Payments made via allpay's payment systems: Telephone, Internet, Text, Callpay, App Payment
.TXT		Received when set up for concatenation (combined files), rather than receiving individual files as above

5.3 Information File Types

Information files contain data regarding swipe cards and Direct Debit Instructions along with daily statement reports. These assist the reconciliation process in identifying orders placed and allpay bank credits. The type of information files available will vary according the allpay services to which you have subscribed.

File Extension	Description
.STA	Statement File: contains summary of payment details in Payment Files produced the previous day; and any scheme adjustments that have been made.
.CRF	Card Request File: contains summary of all swipe cards ordered (new and replacement)
.DIR	New Direct Debit requests, amendments, closures and cancellations, along with the reason for the change.

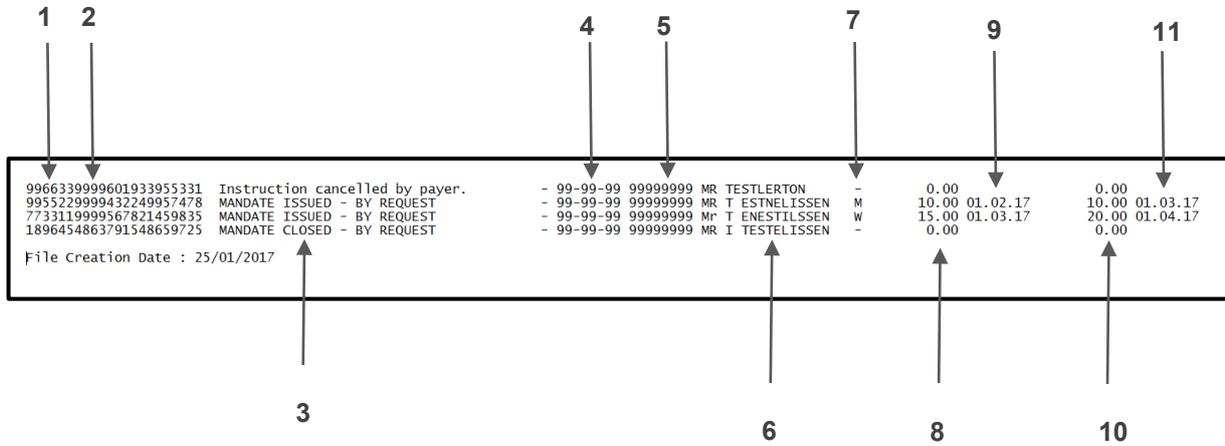
5.3.1 Statement Files (.STA)

Statement of Client Money	
Imported files:	03/08/2017
Direct Debits (.DD)	93987.38
Post Office (.PO)	61163.33
PayPoint (.PP)	25958.96
Credit Cards (.TCC)	6290.25
Debit Cards (.TDC)	77024.79
Returned Cheques (.CQE)	-800.00
Cash Adj (-) (.CSH)	-100.00
Total Credits	263524.71
Less Debits	499697.10

File Extension	Description
Direct Debits(.DD)	Total of Direct Debit payments received in yesterday's PIF, minus any failed collections notified in today's PIF
Post Office(.PO)	Total of transactions paid at a Post Office and Payzone outlets received in yesterday's PIF
PayPoint(.PP)	Total of transactions paid at a PayPoint outlet received in yesterday's PIF.
Credit Cards (.TCC)	Total of transactions paid via credit card received in yesterday's PIF
Debit Cards (.TDC)	Total of transactions paid via debit card received in yesterday's PIF
Returned Cheques (.CQE)	Total of returned/bounced cheques received in today's PIF
Cash Adj (-) (CSH)	Total of returned transactions (e.g chargebacks, refund via Post office, PayPoint, Payzone; Callpay refund) in today's PIF
Cash Adj (+) (CSH)	Total of reverse returned transactions (e.g reverse chargeback, manual payments) in today's PIF
Total Credits	Total amount (based on the above transaction information) expected to be paid into your bank account
Less Debits	Amount paid into your nominated bank account yesterday

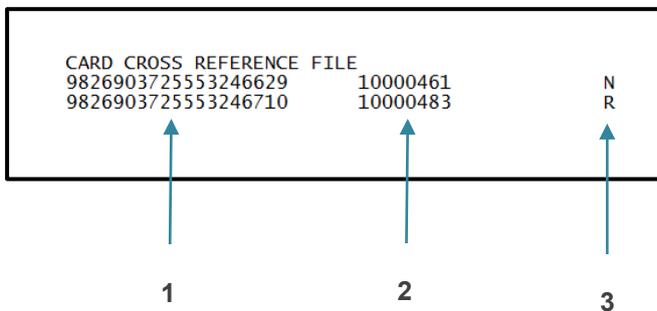
Note: Cash and Cheque transactions are not displayed in the Statement File due to collection of these payments being taken by the client directly (allpay do not hold this money).

5.3.2 Direct Debit Information File (.DIR)



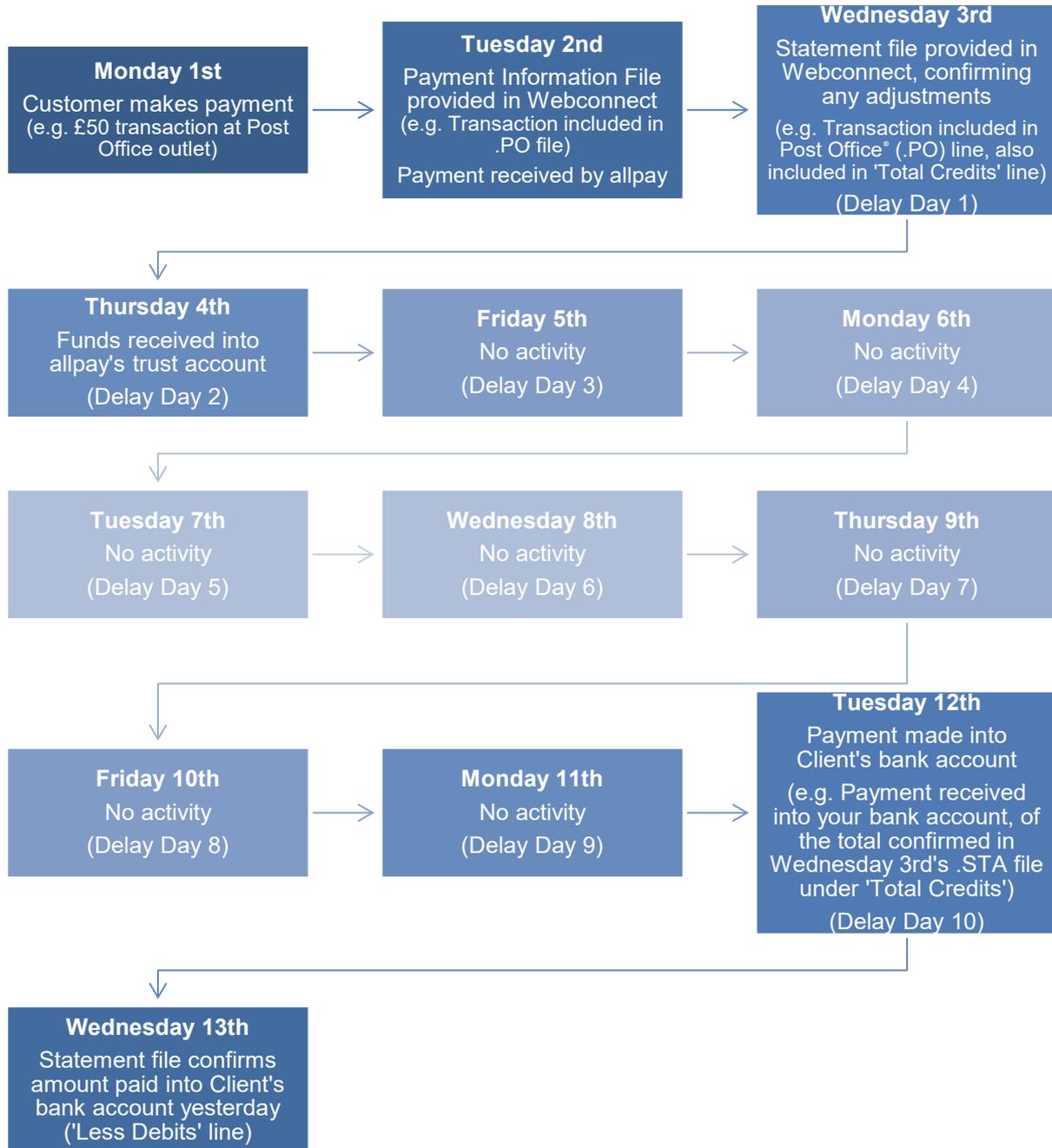
1. Final Six Digits of allpay Account Number (first six digits of this file):
2. Client Reference (up to next 16 digits).
3. Reason for the change.
4. Sort Code for Customer.
5. Bank Account Number for Customer
6. Bank Account Holder's name.
7. Collection frequency.
8. Initial payment amount (if applicable).
9. Initial payment date (if applicable).
10. Subsequent payment amount (if applicable).
11. Subsequent payment date (if applicable).

5.3.3 Card Request File (.CRF)



1. Payment Reference Number.
2. Client Reference.
3. New (N) or Replacement (R).

5.4 File/Payment Delivery Timeline



5.5 Default File Name Standard

TSTR1326.PO

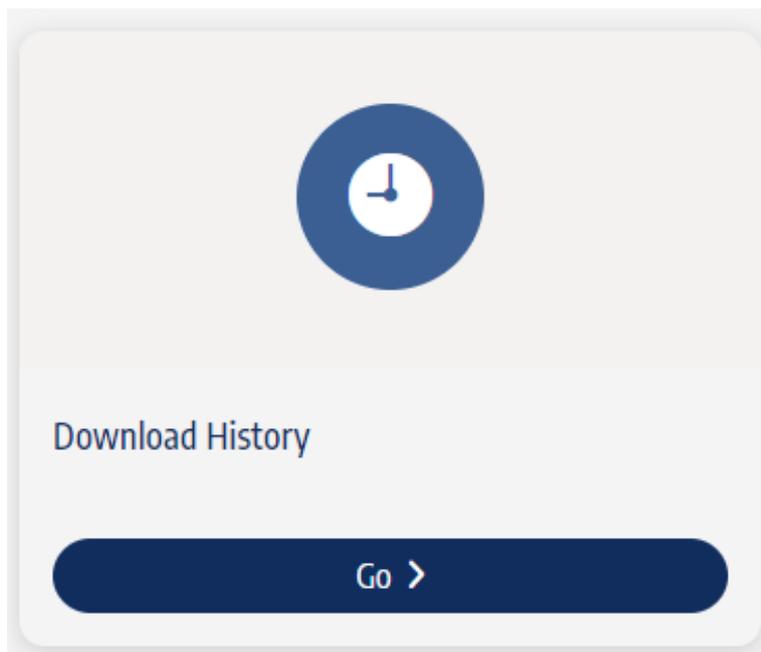


1. Unique four character client code (TSTR used for example purposes only).
2. Four digit sequential file number.
3. File extension identifier (in this example .PO refers to a Post Office® payment).

6 Download History

When accessing File Manager you will also have the option to select **Download History** as pictured below:

You can view download history for all files made available in the last two months.



Select **Go** and you will be presented with a list of file downloads alongside a timestamp and a username. You can select to display more results per page with the drop down on the bottom right. You can also select to filter using the filter icon in the top right, please see below.

<input type="checkbox"/> Downloaded By ^	FileName ^	Date & Time ^	
<input type="text" value="Downloaded By"/>	<input type="text" value="FileName"/>	<input type="text" value="Date & Time"/>	
<input type="checkbox"/> jenny.bytheway@allpay.net	XXXXXXXXXXXXXXXXXX	07 Mar 2024 11:44	Re-download file
<input type="checkbox"/> jenny.bytheway@allpay.net	XXXXXXXXXXXXXXXXXX	07 Mar 2024 11:40	Re-download file

Rows per page 1-2 of 2 < >

At the top of each column you can filter the data using the data entry boxes. **Downloaded By** to filter by user, **FileName** for the name of the file. When selecting to filter by **Date and Time** you will be presented with a calendar interface as below:

Date & Time ^

Date & Time ^

<input type="text" value="Today"/>	<input type="text" value="Start date"/> 07 Mar 2024	—	<input type="text" value="End date"/> 07 Mar 2024
<input type="text" value="Yesterday"/>	<input type="text" value="Start time"/> 00:00	—	<input type="text" value="End time"/> 23:59

S	M	T	W	T	F	S
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		
MAR 2024						
					1	2
3	4	5	6	7	8	9

6.1 Re-Downloading Payment / Information Files

If previously downloaded files are lost or corrupted, there may be a requirement to re-download them. Should this need arise, File Manager allows users to acquire previous files, provided they have the **PIF Redownloader** user permission. If you historically have concatenated files, re-downloading Payment and Information Files follows the same process listed below.

As download history is available for files made available in the last two months, you also can only download previous Payment and Information files made available in the last two months. If you require files from a period beyond two months in the past, please contact our Client Services team.

Please Note: Re-downloading payment and information files through File Manager may result in the duplication of data. Care must be taken to prevent new or recently acquired files from being confused with older, more historic data.

6.1.1 Redownload a Single File

When viewing your download history after clicking into the page you will see your most recently downloaded files. You can download any single file by selecting **Download** on the right side of the row which corresponds to the file you would like to re-download.

<input type="checkbox"/> Downloaded By ^	FileName ^	Date & Time v	
<input type="text" value="Downloaded By"/>	<input type="text" value="FileName"/>	<input type="text" value="Date & Time"/>	
<input type="checkbox"/> jenny.bytheway@allpay.net	XXXXX.X.XXXXXX.XXX	07 Mar 2024 11:44	<input type="button" value="Re-download file"/>
<input type="checkbox"/> jenny.bytheway@allpay.net	XXXXX.X.XXXXXX.XXX	07 Mar 2024 11:40	<input type="button" value="Re-download file"/>

Rows per page 5 1-2 of 2 < >

If you need to download files from a different period, use the filters as described in section 6 to bring up the file that you would like to re-download and follow the same process.

6.1.2 Redownload Multiple Files

When viewing your download history after clicking into the page you will see your most recently downloaded files. You can download multiple files by clicking on the checkboxes on the left of each file that you would like to re-download, and then select **Download _ Files** above.

<input type="checkbox"/> Downloaded By ^			FileName ^	Date & Time v	
<input type="text" value="Downloaded By"/>			<input type="text" value="FileName"/>	<input type="text" value="Date & Time"/>	
<input checked="" type="checkbox"/>	jenny.bytheway@allpay.net		XXXXX.X.XXXXXX.XXX	07 Mar 2024 11:44	<input type="button" value="Re-download file"/>
<input checked="" type="checkbox"/>	jenny.bytheway@allpay.net		XXXXX.X.XXXXXX.XXX	07 Mar 2024 11:40	<input type="button" value="Re-download file"/>

Rows per page 5 1-2 of 2 < >

If you need to download files from a different period please use the filters as described in section 6 to bring up the different files that you would like to re-download.

7 Contact Information

allpay provides a wide range of support services which covers all aspects of the business and its products and services. Normal office hours at allpay are 8:00am to 6:00pm Monday to Friday.

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