



allpay

Payout User Guide

Call **0330 135 9515*** Email **enquiries@allpay.net** Visit **www.allpay.net**

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company's access charge, which may vary depending on provider

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1 Introduction

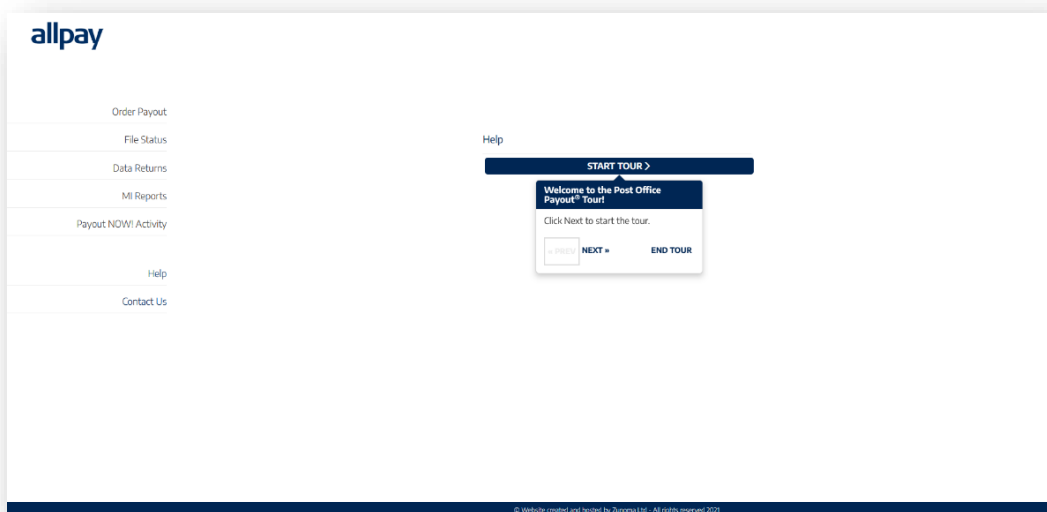
allpay Payout and Payout NOW! make it easier for you to issue payments, incentives, or refunds to your customers without the cost or bother of issuing cheques or making payment transfers.

The allpay Payout product is an enhancement on the allpay cash offering, allowing you to deliver cash payments to your customers using PRNs and barcode technology directly to their mobile phone or email address.

This guide is designed to help you navigate the portal and understand the features and functions of allpay Payout and Payout NOW!

2 Getting Started

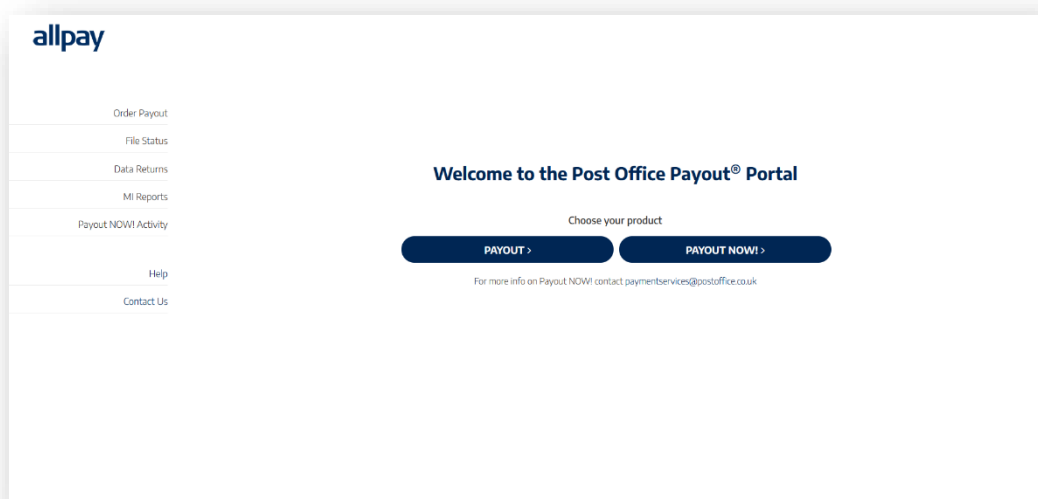
You will be issued with a username and password to access the portal, and once you're logged in you can go to the Help section and start your tour.



3 Order Payout

Depending on the schemes you have signed up for, when you select the Order Payout section in the navigation menu you will be given the option of up to two products 'Payout' or 'Payout NOW!' Select the product you require by clicking on it.

Note: Prior to issuing vouchers, you should ensure there are enough funds in your Payout account to cover the value of the vouchers you will be issuing.



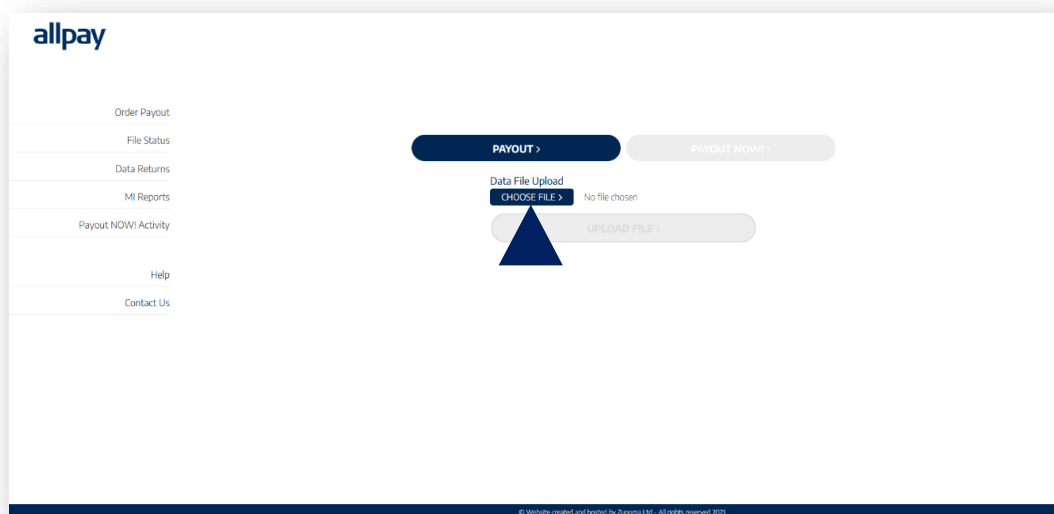
4 Payout - Uploading Your Data File

If you have selected Payout, you will need to upload your data file onto the portal to order your vouchers for your customers. You will have a data file template that will need to be completed and saved prior to uploading.

Note: You can only use a .csv file format for Payout

Note: If you want to issue vouchers by both SMS and email, a separate datafile must be used for each delivery method

When you are ready to upload your file, under 'Data File' select 'CHOOSE FILE>' and browse for the file you want to upload onto the portal.

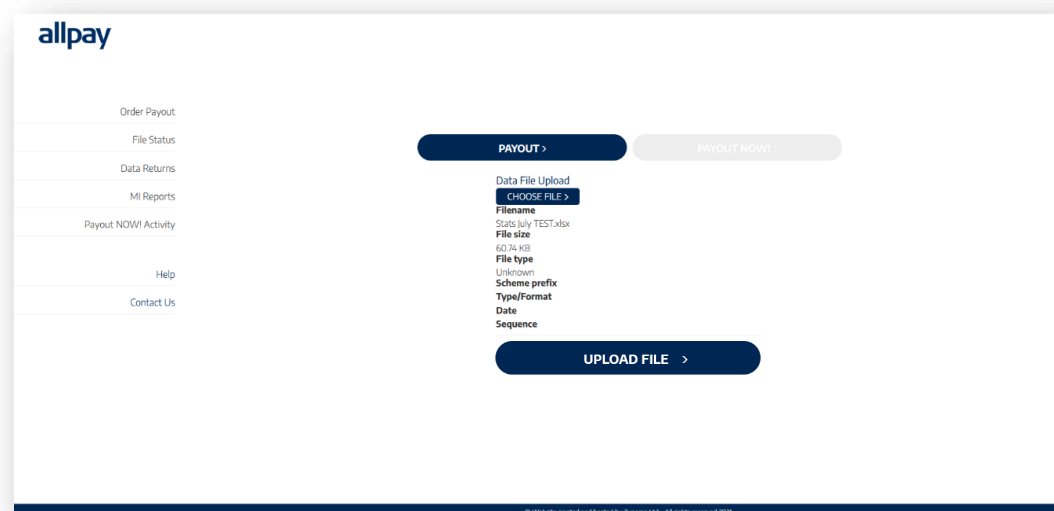


5 Payout - Submitting Your Data File

You can now submit your file by selecting 'UPLOAD FILE>'

Once uploaded, you will see information containing the number of valid files submitted and the total value. Any invalid files will need to be managed separately.

Note: Files sent before 1pm are processed the next working day. Files sent after 1pm will take 2 working days to process

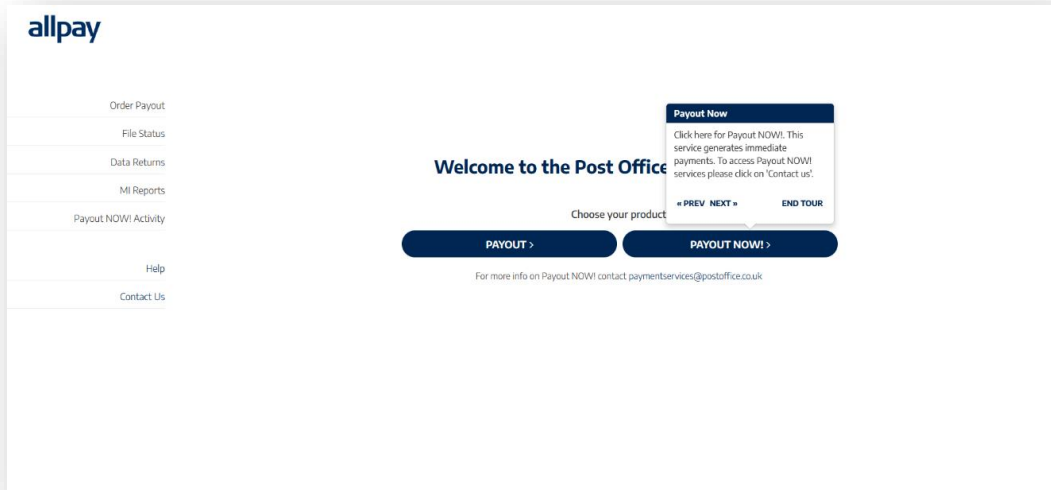


6 Payout NOW!

For Payout NOW! choose the 'Payout NOW!' button. You will be given the option of issuing vouchers individually, or in bulk.

Let's start with ordering an individual voucher.

Note: Prior to issuing vouchers, you should ensure there are enough funds in your Payout account to cover the value of the vouchers you will be issuing.



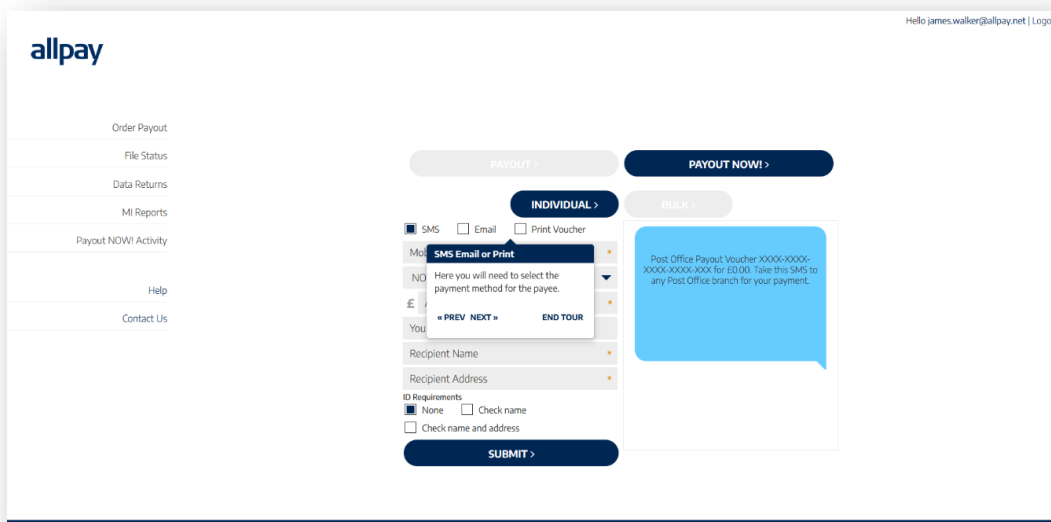
7 Payout NOW! - Select Voucher Type

You will need to select the payment method for your payee by choosing either 'SMS' or 'Email'. In this example we have selected 'SMS'.

As the voucher will be sent to the payee's mobile telephone as a text, you will be required to enter their mobile number. You can then enter the amount to be paid out, your reference for the payee and payment, the recipient's name, and the recipient's address.

Finally, using the check boxes provided, select the ID requirements for the payee:

- None – the payee doesn't need to provide any ID at the Post Office to collect the payment
- Check name – the payee will need to provide proof of identity to collect the payment
- Check name and address – the payee will need to provide 2 forms of ID



8 Payout NOW! - Preview Voucher

Before submitting the voucher request, you can preview the SMS here. The SMS contains a 19 digit PRN (Payment Reference Number) for the voucher payment. The payee will need to show the SMS (and any required ID) to the Post Office cashier in order to cash in the voucher.

The screenshot shows the 'allpay' interface for 'PAYOUT >' with the 'INDIVIDUAL >' tab selected. The form includes the following fields and options:

- SMS Email Print Voucher
- Mobile Number: NOW-ALLPAYDEMO-SMS-001
- £ Amount: 32.45
- Your Reference: 123456789
- Recipient Name: John Smith
- Recipient Address: 32, Owens Street
- ID Requirements: None Check name Check name and address

A 'Preview' window displays the SMS content: "Post Office Payout Voucher XXXX-XXXX-XXXX-XXXX-XXX for £0.00. Take this SMS to any Post Office branch for your payment." Navigation buttons include 'PREV NEXT' and 'END TOUR'. A 'SUBMIT >' button is at the bottom of the form.

When you're ready, click 'Submit' to send the payment. The payee will receive the SMS very shortly after submission and they will have up to 1 month to cash it in.

This screenshot is identical to the previous one, showing the 'Preview' step. The form fields are filled with example data:

- Mobile Number: NOW-ALLPAYDEMO-SMS-001
- £ Amount: 32.45
- Your Reference: 123456789
- Recipient Name: John Smith
- Recipient Address: 32, Owens Street
- ID Requirements: None Check name Check name and address

The 'SUBMIT >' button is highlighted, indicating the next step in the process.

8.1 Payout NOW! – Email Vouchers

You can also issue Payout NOW! Vouchers via email by checking the 'Email' box. You will be able to view the email on the righthand side of the screen. An email address must be included in the form, and the email will contain a barcode with a PRN underneath. The payee won't need to print the email if they have a mobile phone that can receive emails, they just need to take their mobile phone to the Post Office and the cashier will be able to scan the barcode from the payee's mobile phone.

The screenshot shows the 'PAYOUT NOW!' interface for individual vouchers. On the left is a navigation menu with items like 'Order Payout', 'File Status', 'Data Returns', 'M1 Reports', 'Payout NOW! Activity', 'User Administration', 'Help', and 'Contact Us'. The main content area has two tabs: 'PAYOUT' and 'PAYOUT NOW!'. Under 'PAYOUT NOW!', there are sub-tabs for 'INDIVIDUAL' and 'BULK'. The 'INDIVIDUAL' tab is active, showing a form with the following fields:

- SMS Email Print voucher
- Email Address: NOW-ALLPAYEMO-EM-001
- Amount: £
- Your Reference
- Recipient Name
- Recipient Address
- Requirements: None Check name Check name and address

 A 'SUBMIT' button is at the bottom. On the right, a preview of the email voucher is shown, featuring the allpay logo, a barcode, and a PRN number.

8.2 Payout NOW! – Bulk orders

As well as issuing vouchers individually, using Payout NOW! you can also issue in bulk using the 'Bulk' option.

The screenshot shows the 'PAYOUT NOW!' interface for bulk orders. The navigation menu is the same as in the previous screenshot. The 'PAYOUT NOW!' tab is active, and the 'BULK' sub-tab is selected. The form area contains:

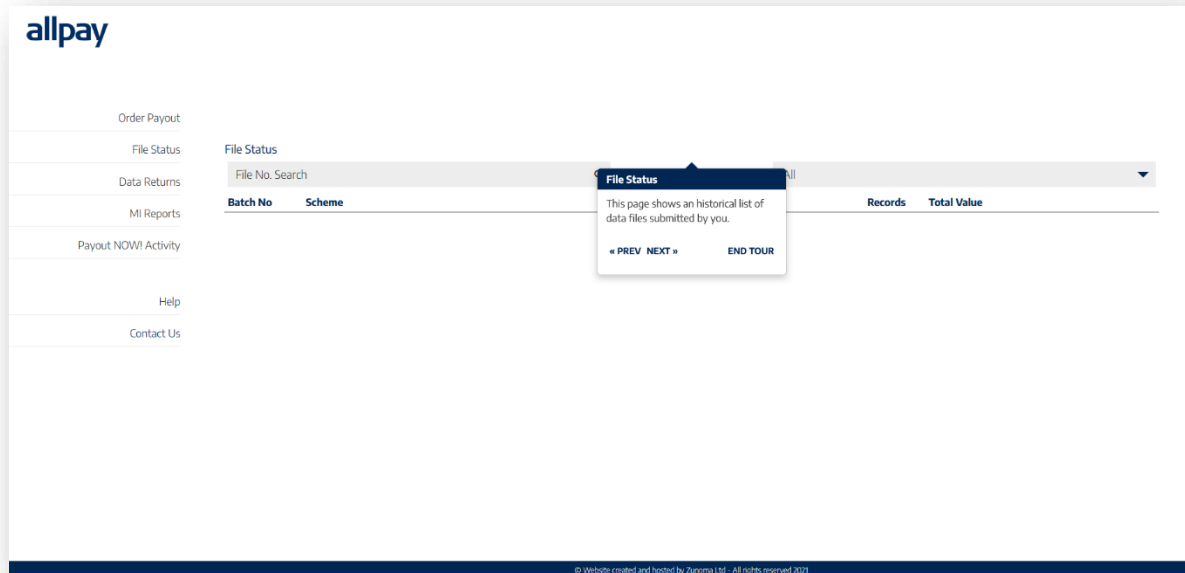
- Buttons for 'PAYOUT' and 'PAYOUT NOW!' at the top.
- Buttons for 'INDIVIDUAL' and 'BULK' below them.
- A 'Download template' section with a 'CHOOSE FILE' button.
- File information: Filename: T2323T_allpay001_SMS_02022021_001.csv, File size: 0.90 KB.
- A 'VALIDATE FILE' button at the bottom.

You will need to complete the required template which can either be in Excel or .csv formats, and a separate template should be used for different delivery methods (either SMS or email).

Under 'Data File' select 'CHOOSE FILE>' and browse for the file you want to upload onto the portal. Select 'Validate File' and the system will display the total number of records on the file, and how many are valid. When you are ready, click 'Submit'.

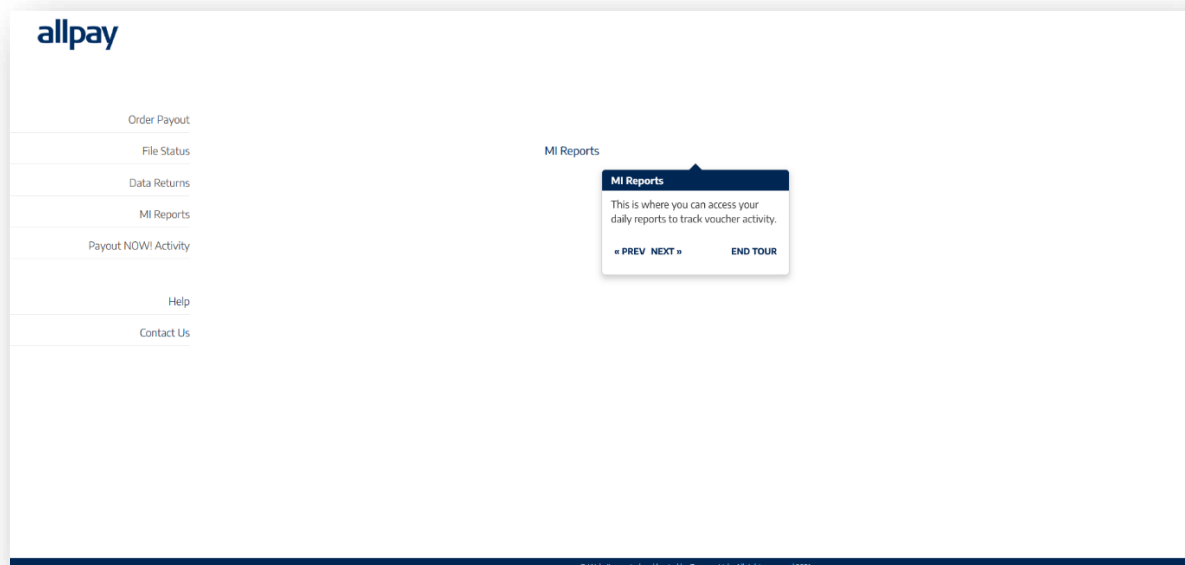
9 Historical List of Data Files

You can view your data files via the portal by selecting 'File Status' on the navigation menu. By selecting a file, you will see a summary. Click on the file and it will be downloaded, click 'Open File' to view the record.



10 Accessing Your Daily Reports

To access your daily reports, select 'MI Reports' on the navigation menu and select the report you wish to view.



This is an example of the type of data you would expect to see on your MI reports.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	Sample MI report format																		
2	Service	Voucher Id	Status	Last Changed	Total Value	Currency	Fee	Branch	Staff Id	Counter Position	Allocated Branch	Note	In Exception	Client Name	Campaign Name	Payee Name	Printer Ref	POI Code	Alpha 6
3	PYCD	0861000001	10	23-Feb-21	22.14	GBP		274323 RAV001		2				Post Office Payout	Customer Payments	MrHarveyNicols	ABC-LET-001		2
4	PYCD	0861000002	110	23-Feb-21	5.01	GBP		5323 DBA001		2				Post Office Payout	Customer Payments	MrsNoraBatty	ABC-LET-001		2
5	PYCD	0861000003	200	23-Feb-21	16.23	GBP		217323 RPA001		2				Post Office Payout	Customer Payments	MsBellaPasta	ABC-LET-001		2
6	PYCD	0861000004	300	23-Feb-21	195.24	GBP								Post Office Payout	Customer Payments	MrGeorgeDawes	ABC-LET-001		2
7																			
8																			
9																			
10																			
11																			
12																			
13																			
14	Note that the header row (row 1) will not be provided in a live output file.																		
15	Please note that all MI reports will be provided on a daily basis, and contain only changes to status from the last time the MI report was run.																		
16																			
17																			
18	Status Code for 1 month																		
19	10 = Enlivened																		
20	110 = Cashred																		
21	200 = Cancelled																		
22	300 = Expired																		
23																			
24																			
25																			
26																			
27																			

11 Payout Administration Access

To access the admin area of the portal, select 'User Administration' in the navigation menu. Please note, only the Payout Administrator for your organisation will have access to this feature. You can view User information by selecting one of the users listed.

The screenshot shows the 'allpay' user administration interface. On the left is a navigation menu with options: Order Payout, File Status, Data Returns, MI Reports, Payout NOW! Activity, User Administration (highlighted with a blue triangle), Help, and Contact Us. The main content area shows 'Showing page 1 of 1' and a dropdown menu set to 'All'. Below this is a table of users:

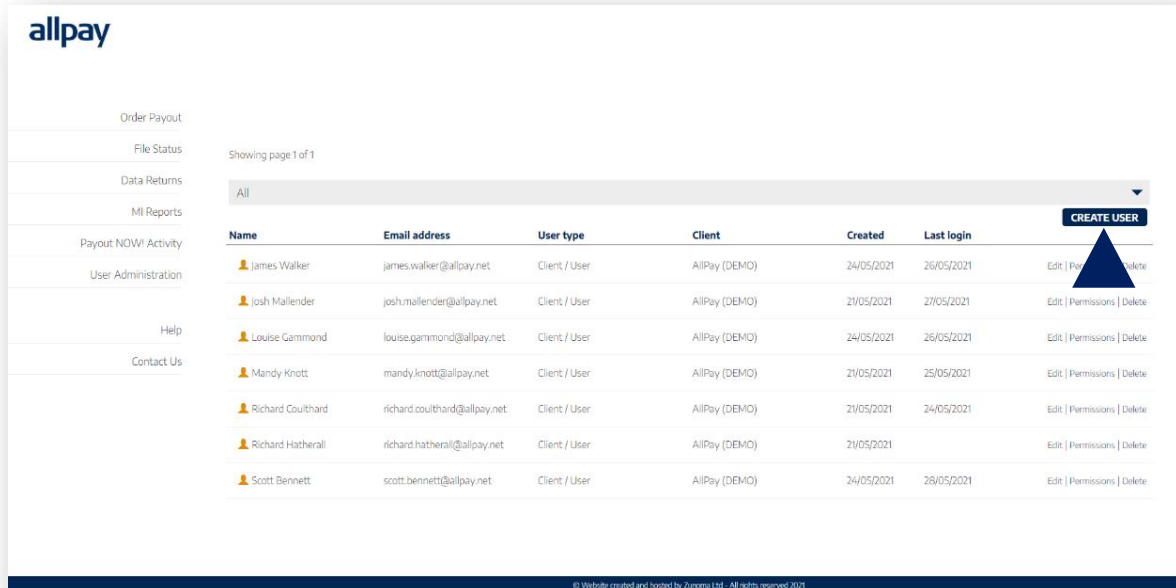
Name	Email address	User type	Client	Created	Last login	
James Walker	james.walker@allpay.net	Client / User	AllPay (DEMO)	24/05/2021	26/05/2021	Edit Permissions Delete
Josh Mallender	josh.mallender@allpay.net	Client / User	AllPay (DEMO)	21/05/2021	27/05/2021	Edit Permissions Delete
Louise Gammond	louise.gammond@allpay.net	Client / User	AllPay (DEMO)	24/05/2021	26/05/2021	Edit Permissions Delete
Mandy Knott	mandy.knott@allpay.net	Client / User	AllPay (DEMO)	21/05/2021	25/05/2021	Edit Permissions Delete
Richard Coulthard	richard.coulthard@allpay.net	Client / User	AllPay (DEMO)	21/05/2021	24/05/2021	Edit Permissions Delete
Richard Hatherall	richard.hatherall@allpay.net	Client / User	AllPay (DEMO)	21/05/2021		Edit Permissions Delete
Scott Bennett	scott.bennett@allpay.net	Client / User	AllPay (DEMO)	24/05/2021	28/05/2021	Edit Permissions Delete

At the bottom of the page, there is a footer: © Website created and hosted by Zunoma Ltd - All rights reserved 2021.

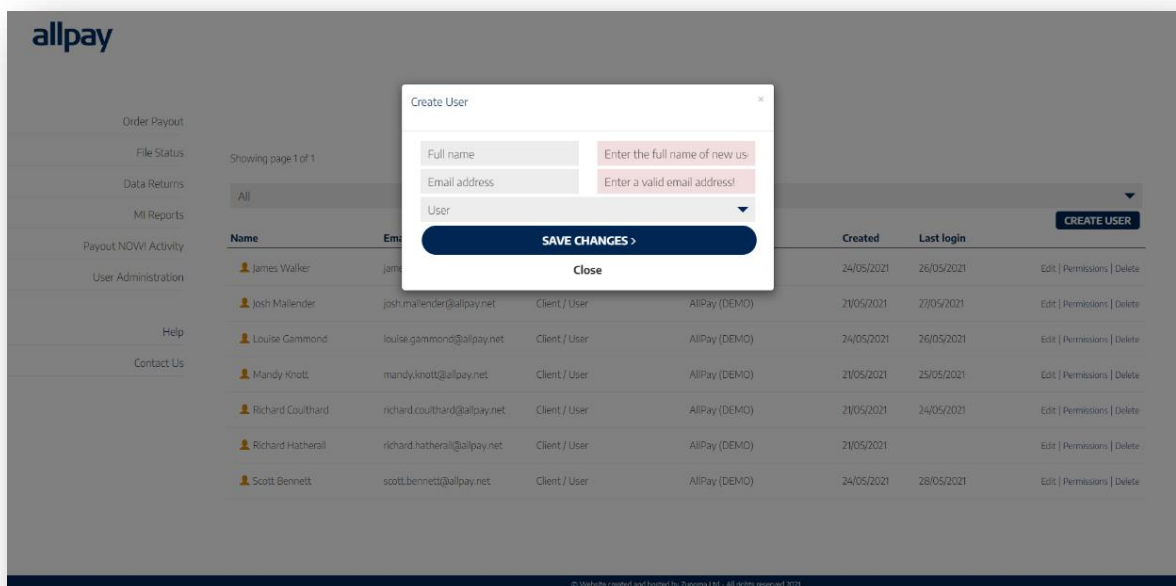
11.1 User Management

You can create, edit and delete users on the portal by accessing the ‘User Administration’ area of the portal.

Select ‘Create User’ and complete the address required fields for the user you wish to create.

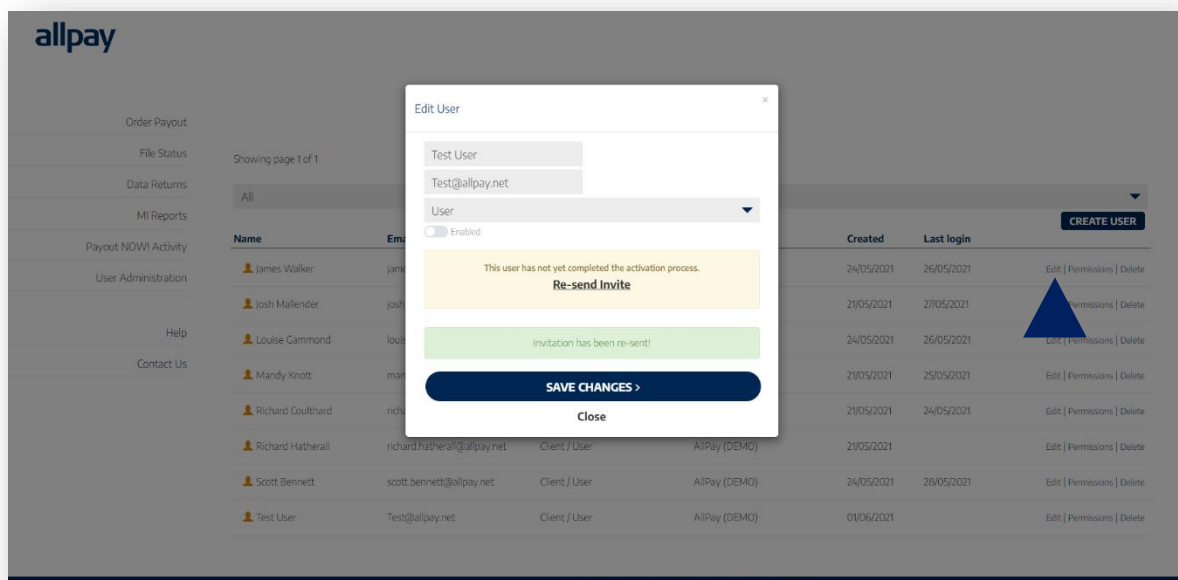
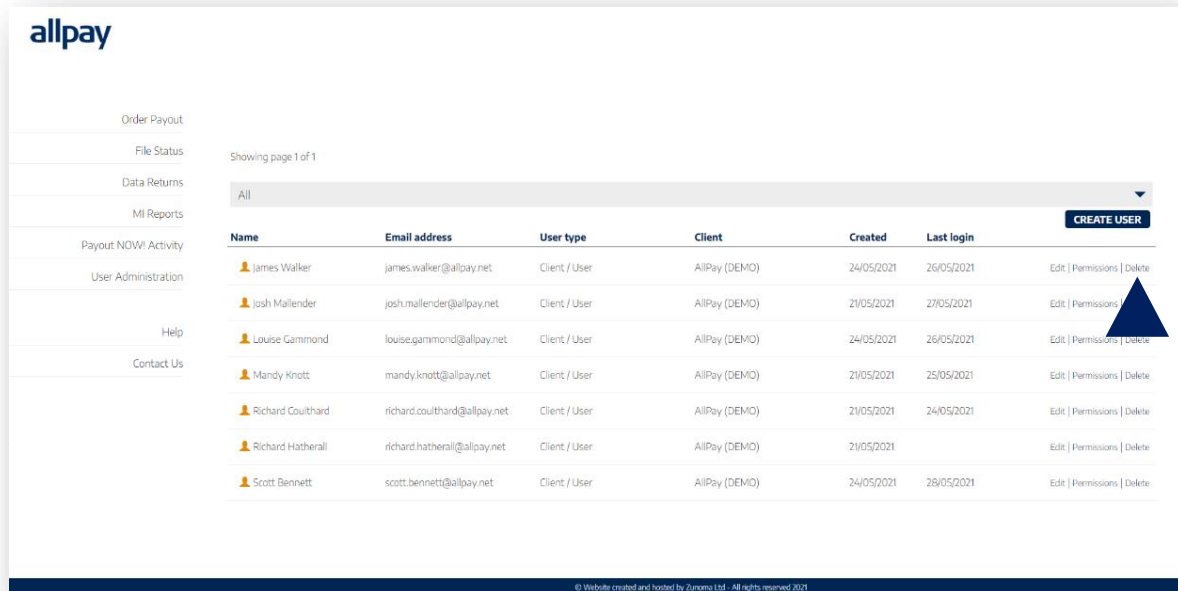


Once the user profile form has been submitted, the user will receive a system generated email with a link to access the portal. They should set up their password and confirm to complete their user set up.



11.2 Deleting a User

To delete a user, select the 'Delete' option on the right-hand side of the user details. You will be asked to confirm deletion to complete the process.



11.4 Setting User Permissions

To set user permissions, select the 'Permissions' option on the right-hand side of the user details and select the required permissions for that user.

The screenshot shows the 'User Administration' page in the allpay system. It features a table of users with the following data:

Name	Email address	User type	Client	Created	Last login	
James Walker	james.walker@allpay.net	Client / User	AllPay (DEMO)	24/05/2021	26/05/2021	Edit Permissions Delete
Josh Mallender	josh.mallender@allpay.net	Client / User	AllPay (DEMO)	21/05/2021	27/05/2021	Edit Permissions Delete
Louise Gammond	louise.gammond@allpay.net	Client / User	AllPay (DEMO)	24/05/2021	26/05/2021	Edit Permissions Delete
Mandy Knott	mandy.knott@allpay.net	Client / User	AllPay (DEMO)	21/05/2021	25/05/2021	Edit Permissions Delete
Richard Coulthard	richard.coulthard@allpay.net	Client / User	AllPay (DEMO)	21/05/2021	24/05/2021	Edit Permissions Delete
Richard Hatherall	richard.hatherall@allpay.net	Client / User	AllPay (DEMO)	21/05/2021		Edit Permissions Delete
Scott Bennett	scott.bennett@allpay.net	Client / User	AllPay (DEMO)	24/05/2021	26/05/2021	Edit Permissions Delete

A blue triangle points to the 'Permissions' link in the second row. A 'CREATE USER' button is visible in the top right corner of the table area.

12 Training

Further training materials can be found on the allpay website here: <https://www.allpay.net/payouttraining>

13 Contacting Us

To contact us or request a new template, select 'Contact Us' in the navigation menu. You can complete a contact form or request a new template.

The screenshot shows the 'Contact Us' page in the allpay system. A tooltip is visible over the form area with the following text:

Contact Us
 If you need to contact us or request a new template use this page.
 « PREVIOUS » END TOUR

Below the form is a 'SUBMIT >' button and the email address 'enquiries@allpay.net'.



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Call **0330 135 9515*** Email **enquiries@allpay.net** Visit **www.allpay.net**

allpay Limited, Fortis et Fides, Whitestone Business Park, Hereford, HR1 3SE

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