allpay

allpay
Prepaid Cards

Super User Reference Guide

Call **0330 123 2041 (Opt 2)** Email **enquiries@allpay.net** Visit **www.allpay.net**
allpay Limited, Fortis et Fides, Whitestone Business Park, Hereford, HR1 3SE

Contents Page

1 Introduction to allpay Prepaid Cards

The allpay Prepaid card is a Mastercard® branded scheme card, regulated by the Financial Conduct Authority and is issued by allpay Ltd. The allpay Prepaid system is a secure, web-based, client communication system which is fully supported by allpay Limited.

The allpay Prepaid system enables your organisation to manage prepaid cards. Access to the system is gained via a username and password. Each User that can sign on to the system is assigned a Role. Each Role has permission to access specific functions in the system. Thus, two people signing onto the system may have access to different functions.

In terms of product flexibility, the allpay Prepaid card can offer four Prepaid programs:

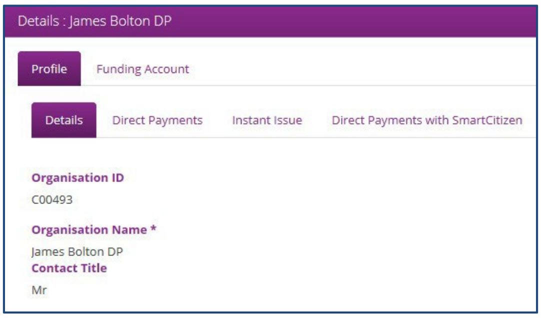
- Instant Issue
- Instant Issue Advance
- Banking Lite
- Corporate Travel & Expense

This guide is intended to provide the essential information that a Super User requires, covering all four variants; where a section is for a specific program this will be clarified in the section title. For information about the key features for a User in the system, please refer to the **Prepaid Card User Reference Guide**.

2 Organisation Details

For a Super User, access to the following details is provided:

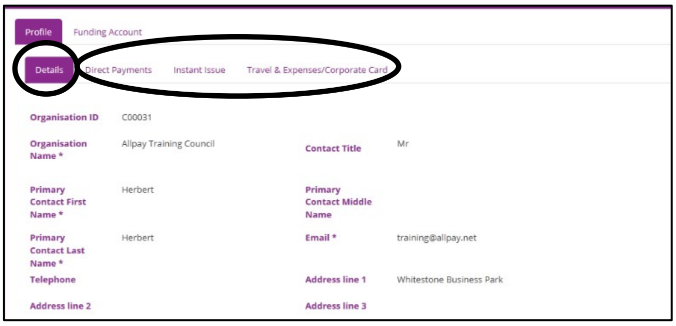
- Profile – for Organisation and Card Program specific details
- Funding Account – for viewing Funding Account transaction details



2.1 Profile

The Super User can view / edit the Organisation's details and Card Programs linked to it. The information is managed in tabs:

- Details - displays the Organisation's details as per the original setup
- Card Program - displays the details of each Card Program linked to the Organisation.



2.1.1 Details

The Super User can view / edit the Organisation's details. This information includes:

- Organisation ID: this is an alphanumeric identifier for the Organisation
- Organisation Name
- Contact Title: this is the Organisation's primary contact's title
- Primary Contact First Name
- Primary Contact Middle Name
- Primary Contact Last Name
- Email: this is the email address where the Administration credentials are emailed to
- Telephone Number
- Address Details: this is the Organisation's address
- Postal Code
- City
- Country
- Status: this refers to the Organisation's status, e.g. Activated, Deactivated.

The Super User can edit any of the fields except for the Organisation ID, Organisation Name and Status.

2.1.2 Card Programs

Each Card Program linked to the Organisation will have a dedicated tab under the Profile tab. Each Card Program tab has an information section and four tabs to provide details of that Organisation's Card Program configuration:

- Services
- Limits
- Fees
- MCC

The Super User can view the program's wallet (or funding account) details. This information includes:

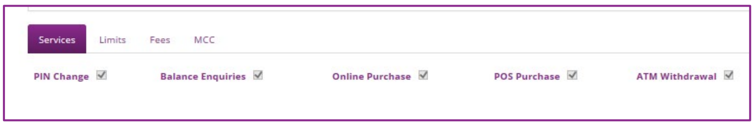
- Funding Account – the unique Wallet ID assigned to the program's wallet

- Funding Account Available Balance – the available balance in the program's wallet
- Bank Account Number – the Bank Account Number assigned to the program's wallet
- Sort Code – the Bank Sort Code assigned to the program's wallet

The **'Close Cardholder card after x days of inactivity'** function enables the automatic closure of accounts after a determined number of inactive days. The Super User can update the **'Close Cardholder card after x days of inactivity'** function by checking the box and entering the new value.

Note: All details of each Card Program configuration can only be edited by allpay, other than Merchant Category Codes (MCC).

- Services – displays a list of all of the Services available, and confirms which have been enabled / disabled for your Organisation.



Services available are:

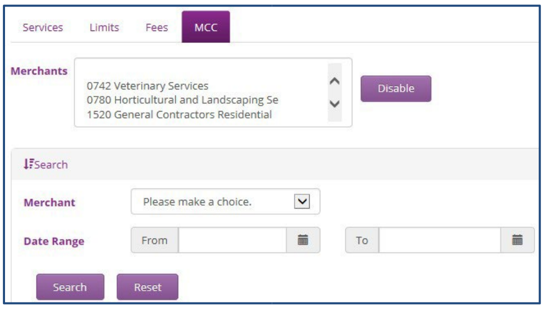
- PIN Change
- Balance Enquiries
- Online Purchase
- POS Purchase (Point of Sale)
- ATM Withdrawal

The Services that are ticked have been enabled for your Organisation. To enable any Services that are currently disabled, contact your Account Manager.

- Once enabled, these Services can be disabled for individual Cardholders if required (see ***Section 6.6.4 Service Setting***).
- MCC – displays a list of all Merchant Category Codes enabled for that Scheme

The Super User can select one or multiple MCC's from the available list and disable them by clicking **'Disable'**; there may be a charge for doing so.

The search section at the bottom of the MCC tab is used to see the list of all disabled merchants (above and beyond the standard list blocked by the issuing bank).



Click **'Search'** or **'Reset'** after values are entered in the search fields. The following information will be displayed based on the search criteria entered:

- **Merchant:** the MCC's name
- **Date:** the date when the MCC was first disabled
- **Status:** the current listing of the Merchant (e.g. Blocked)
- **Action:** displays 'Unblock MCC' which, if clicked, will re-enable that MCC

2.2 Funding Account

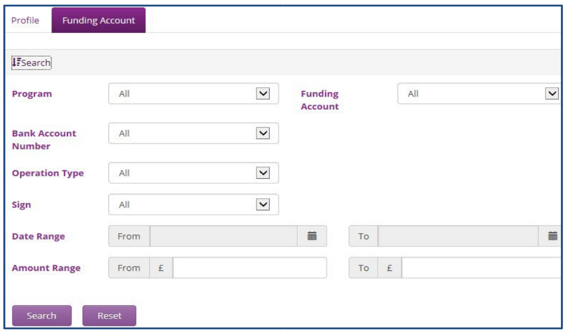
The Super User can view all transactions made from each of the Program's Funding Accounts for that Organisation.

2.2.1 Search Wallet Transactions by Using Filters

A search can be made using the following fields:

- **Program** – option to choose from all available Card Programs
- **Funding Account** – this menu shows all of the wallet's IDs
- **Bank Account Number** – choose one of the Bank Account Numbers
- **Operation Type** – this dropdown menu shows all financial operation types (Load / Redeem / Payment / Wallet Payment)
- **Sign** – option to choose from all financial adjustment types (Credit / Debit)
- **Date Range** – selection boxes to select FROM – TO dates
- **Amount Range** – selection boxes to select FROM – TO values

Note: all search boxes are optional, if all are left blank then all wallet transactions will be displayed.



Click **'Search'** or **'Reset'** once values are entered in the search field.

2.2.2 Funding Account Reminders

A nominated individual within the Organisation will receive an email every Monday from prepaid@allpay.net with details of the Funding Account(s) balance(s). This will enable the Super User to quickly view the balance(s), identifying where an account may need to be topped up. The individual will be nominated during the implementation stage of your set-up.

3 Roles

Roles define what functions a User can complete. The functions are assigned to a Role using permissions.

Four Roles will be loaded into the system to act as a guide for setting up your own, N.B. they cannot be applied to your own Users, they are simply a representation of how Roles can be set up based on your requirements.

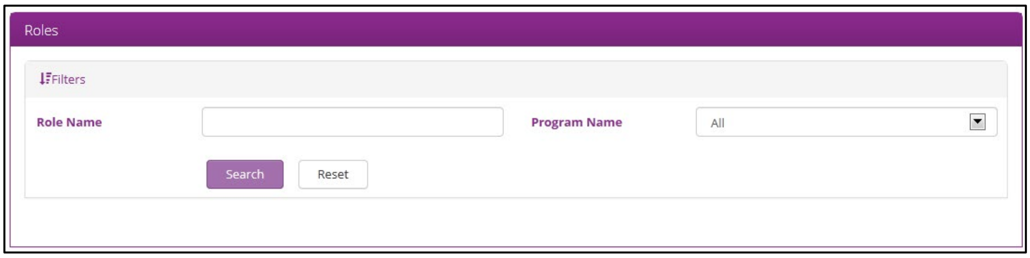
- **Super User:** provided with all available permissions
- **Admin:** provided with 'All' access to: New Cardholder, Order Instant Issue and Instant Issue Advance Cards (if applicable), Organisation Details, Batch Management, Cardholders, Peps Matches, Payees, Reports and Support
- **View Only:** provided with 'View' access to New Cardholder, Order Instant Issue and Instant Issue Advance Cards (if applicable), Users, Roles, Organisation Details, Batch Management, Cardholders, Peps Matches, Payees and Reports
- **Reporter:** provided with 'All' access to Reports only

3.1 Search for a Role

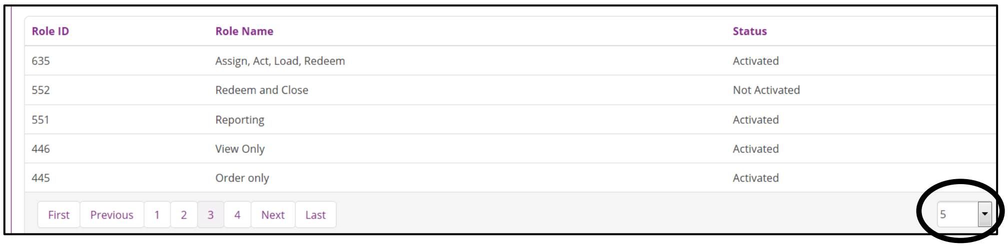
To search for an existing Role, complete the relevant fields:

- Role Name
- Program Name

Click **'Search'**.

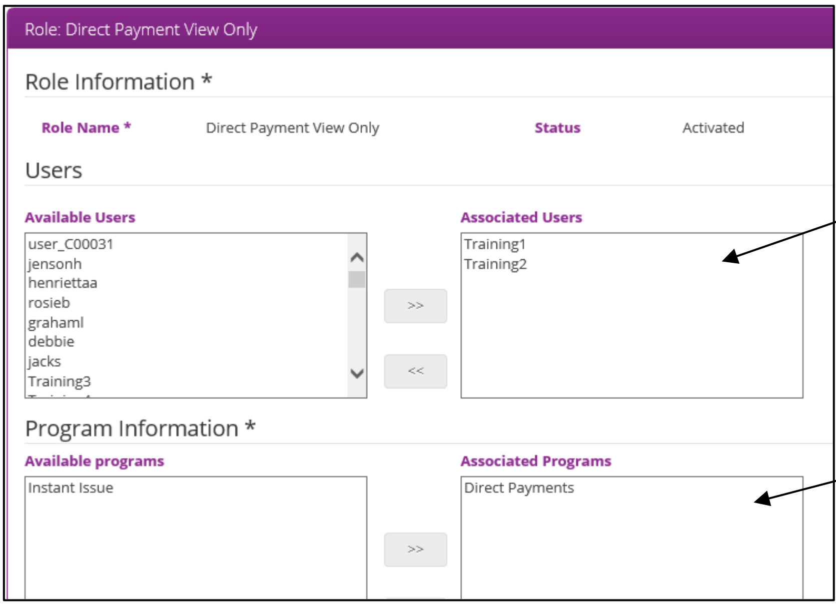


By leaving the fields blank, all Roles will be provided on the results page.



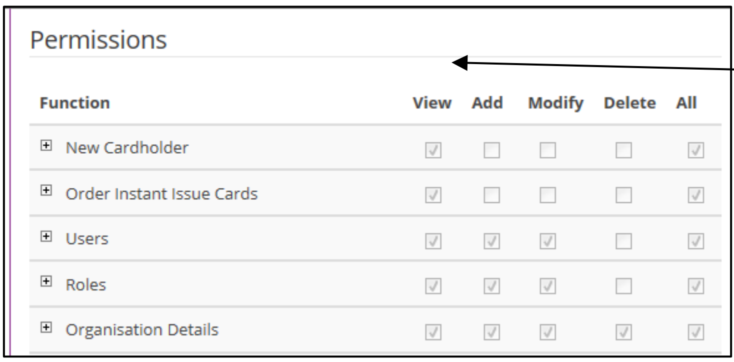
To amend the display per page click the dropdown to amend the display per page value with permissible values of 5 to 50.

Select a result to view by clicking anywhere along the row. Within the result, you will find:



Associated Users: Users which are linked to this Role.

Associated Programs: programs which are linked to this Role.



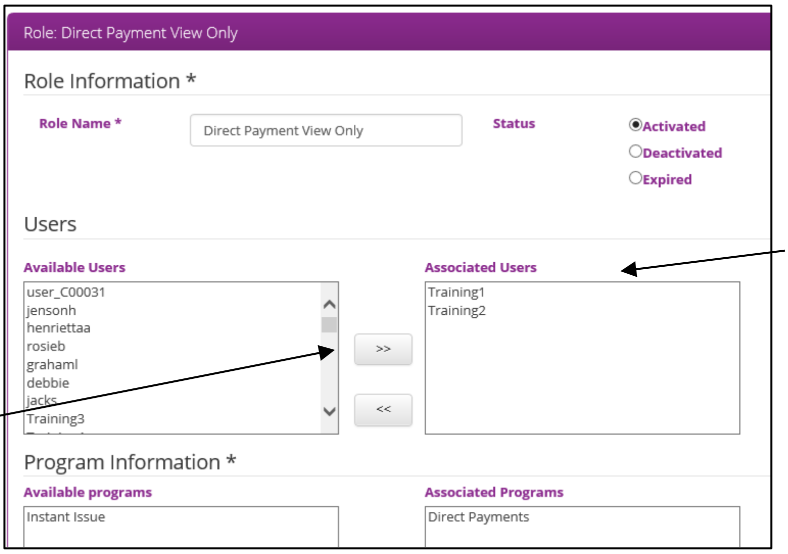
Permissions: all selected permissions for this Role.

To edit any these details, scroll to the bottom and click **'Edit'**; the fields will become available to edit.

To associate a User:

1. Select the new User from the list of ‘Available Users’.

2. Click the right arrow.

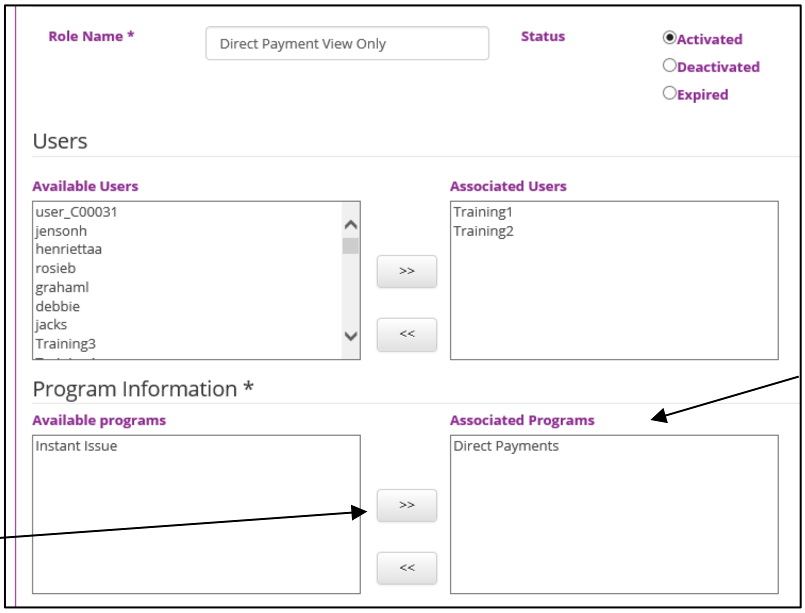


3. The User will now appear in the list of ‘Associated Users’.

To associate a program:

1. Select the program from the list of ‘Available Programs’.

2. Click the right arrow.



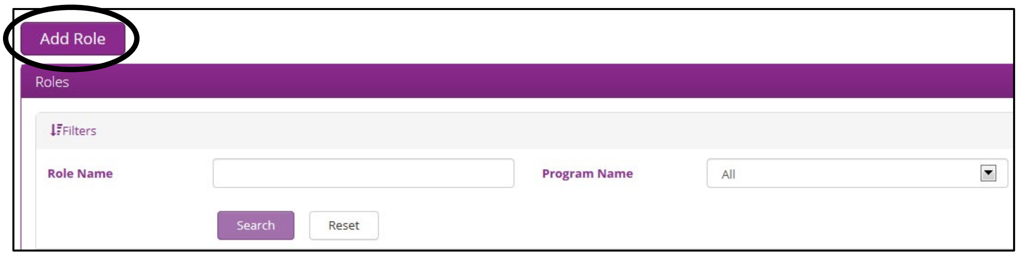
3. The program will now appear in the list of ‘Associated Programs’

Status:

- Activated: Role can be assigned to a User
- Deactivated: Role cannot be assigned to a User, however can be Activated again
- Expired: Role cannot be assigned to a User, it is not possible to Activate their status again
- A Role can never be deleted

3.2 Create a New Role

To create a new Role, select **'Add Role'**.



You must now complete the mandatory (*) fields:

- Role Name
- Permissions: these can be set as 'View', 'Add', 'Modify', 'Delete' or 'All'. These can also be set in more detail by clicking the '+' button to the left of the Function. This will expand the function into more details.
- Program Information: you must associate at least one program to the new Role

Once created, you can associate a User through searching for the Role as above, or as described in ***Section 4: Users***.

3.3 Role Permissions

A set of permissions is already defined and the Super User must choose the permissions that should be associated to the Role being created.

The different levels of permissions assigned to each Role can be customised by selecting one or more check boxes in the permissions table. Some permissions cannot be selected as they are not applicable for that function.

These permissions will allow the Users associated to the Role being created access to the different system modules. The Super User has the ability to select one or multiple permissions in order to create the Role needed.

Permissions

Function	View	Add	Modify	Delete	All
⊞ New Cardholder	☑	☐	☐	☐	☑
⊞ Order Instant Issue Cards	☑	☐	☐	☐	☑
⊞ Users	☑	☑	☑	☐	☑
⊞ Roles	☑	☑	☑	☐	☑
⊞ Organisation Details	☑	☑	☑	☑	☑
⊞ Batch Management	☐	☐	☐	☐	☐
⊞ Manual fees	☐	☐	☐	☐	☐
⊞ Manual Adjustments	☐	☐	☐	☐	☐
⊞ Peps Matches	☑	☐	☐	☐	☑
⊞ Cardholders	☑	☑	☑	☑	☑
⊞ Payees	☑	☑	☑	☑	☑
⊞ Reports	☑	☐	☐	☐	☑
⊞ Support	☐	☐	☐	☐	☐

View	**Add**	**Modify**	**Delete**	**All**
View Only / No Admin Rights	Create New Details	Change Details	Delete Details	Full Access

New Cardholder (Direct Payment and Travel & Expenses cards only)

Allows the User to create new Cardholders in the system

Order Instant Issue Cards (Instant Issue and Instant Issue Advance only)

Allows the User to order cards for the Instant Issue and Instant Issue Advance programs

Users

Allows the User to create new Users in the system

Roles

Allows the User to create new Roles and allocate permissions

Organisation Details

Allows the User to look at program setup, i.e. settings, fees etc.

Batch Management

Allows the User to bulk upload new cardholders, load cards etc.

Execution History – Shows history of batch files

Files History – History of all batch files

Files Processing – History of processed files

Files Upload – Allows the User to upload batch files

Run Batch – Allows the User to run a batch file

Manual Fees and Manual Adjustments

Allows the User to set up manual fees and adjustments on cards

Peps Matches

Allows the User to see a list of cardholders that have matched against the PEPs and Sanctions checks.

Cardholders

Allows the User to access Cardholder's details, transaction history etc.

- Activate Card – allows User to activate card in portal
- Admin Suspend – stop the card being used temporarily
- By Pass Security Check – allows User to avoid security check
- Card Activity – view card transactions, number of cards, status etc.
- Cardholder Direct Debit – list of Direct Debits on the card / account
- Cardholder Payee – list of accounts the cardholder can transfer money to
- Cardholder Payments – list of payments made from card
- Cardholder Transactions – list of transactions on the card
- Cardholders – list of all Cardholders in program
- Close Card – close Card / account upon request
- Create Secondary Cards – allow User to link another card to the Primary Cardholder
- Event log – full history of the card's activity
- Last 5 Transactions – last 5 transactions on the card
- MCC Settings – block or unblock MCC's
- My Cards – all cards linked to account
- Notes – add a note to the Cardholder's account
- Operation Transaction – full history list, i.e. cards, transactions etc.

- Profile – personal details of Cardholder
- Redeem – take funds from the card and return to Funding Account
- Renew Card – renew card upon request
- Replace Card – replace card upon request
- Report Lost / Stolen Card – record on portal if a card is lost or stolen
- Reset IVR Password – reset IVR password upon request
- Reset IVR PIN - renew IVR PIN upon request
- Reset Password – reset cardholder's portal password upon request
- Reset PIN – reset card PIN upon request
- Security Check – to verify Cardholder's identity
- Service Setting – enable and disable function per card
- Spend Limits – limits per card
- Suspend Card – ability to suspend card
- Top Up – allows the User to load card
- Unlock Account – unblock account upon request

Payees

Allows the User to set up Payees, check Payee list and view all payments to Payees

Reports

Allows the User to run / extract reports on specific areas of the program

Support

Allows the User to view operations performed on cardholder's accounts. Logs of IVR calls are accessed using this function

Account Settings

Allows the User to update personal data of other Users within the Admin Portal, i.e. password, personal details

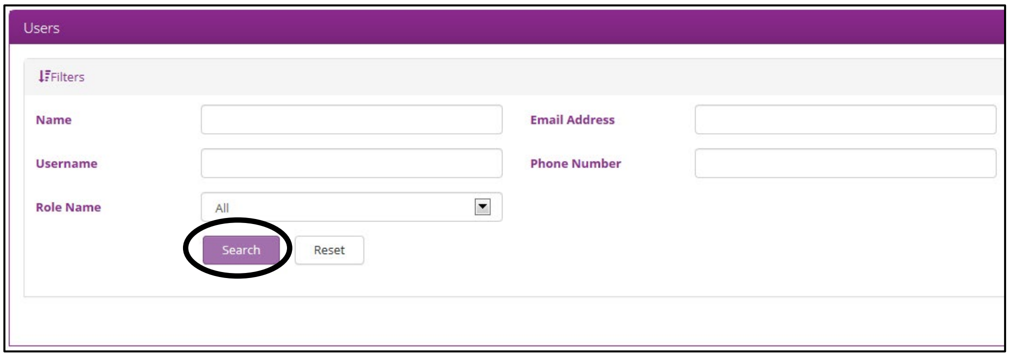
4 Users

A User is every individual required to use the Prepaid system. Each User will have their own login details and their own combination of permissions (Roles).

4.1 Search for an existing User

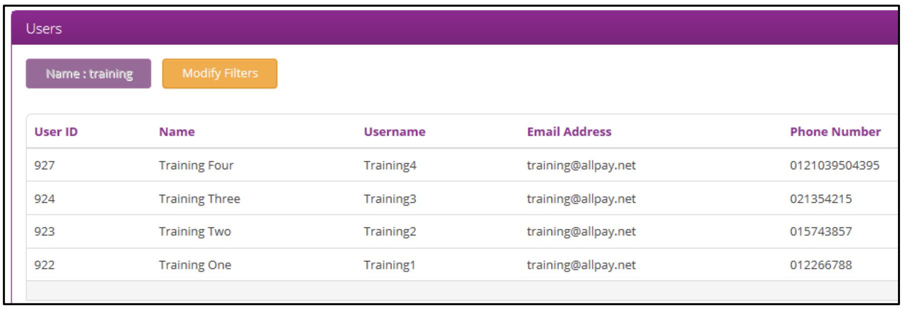
To search for an existing User, complete any of the relevant fields:

- Name
- Email Address
- Username
- Phone Number
- Role Name



Click **'Search'**.

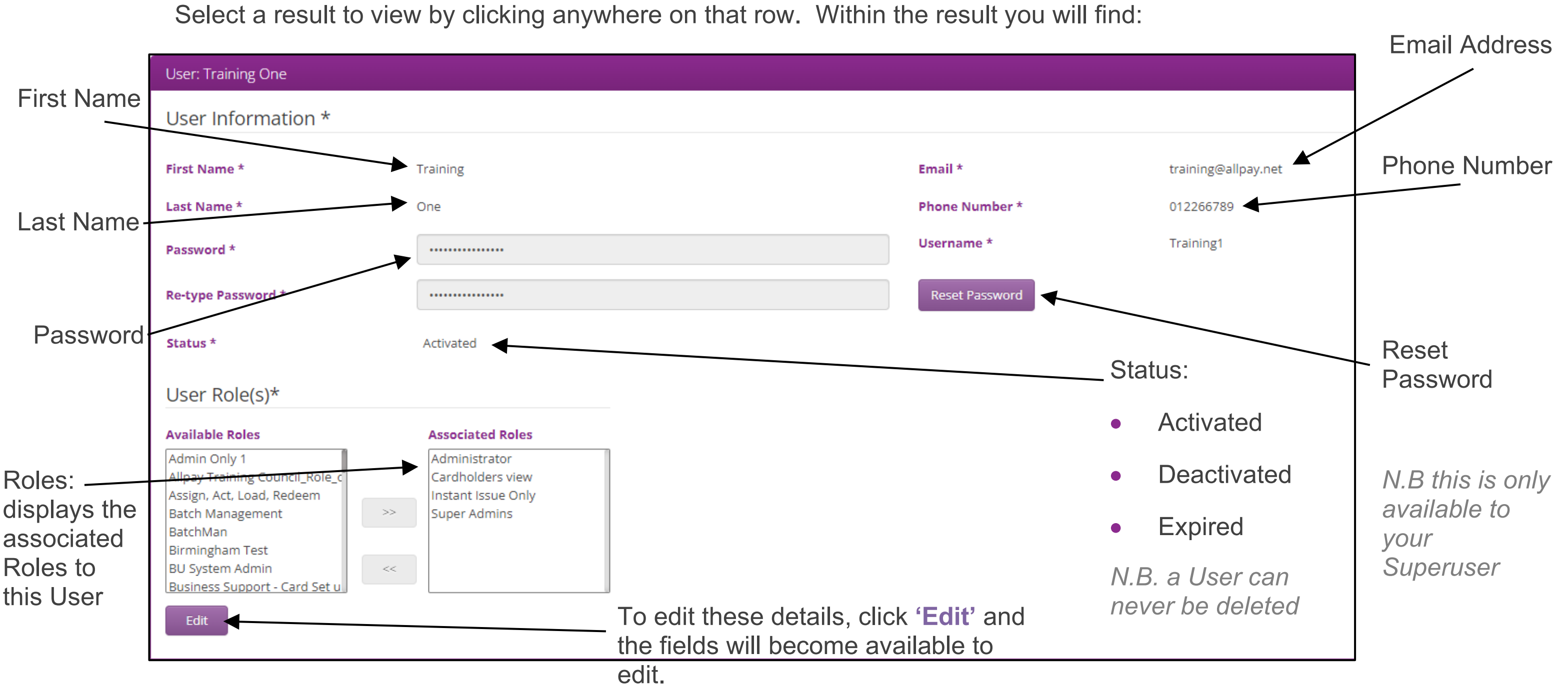
Note: By leaving the fields blank, all Users will be provided on the results page.



User ID	Name	Username	Email Address	Phone Number
927	Training Four	Training4	training@allpay.net	0121039504395
924	Training Three	Training3	training@allpay.net	021354215
923	Training Two	Training2	training@allpay.net	015743857
922	Training One	Training1	training@allpay.net	012266788

To amend the display per page click the dropdown to amend the display per page value with permissible values of 5 to 50.

Select a result to view by clicking anywhere on that row. Within the result you will find:



If you are the superuser, selecting the ‘Reset Password’ option will send a temporary password to the email address the user is associated with. Once a user has logged into the portal with a temporary password they will be prompted to change to a new password.

If you are required to change a password on behalf of a User, but you are not the superuser (e.g. forgotten password), after clicking **‘Edit’** to edit the page, select **‘Change’** next to the passwords and input the new password details. You will need to inform the user what you have set as a password and once the user has logged in, they will be prompted change to a new password.

Note:

Status of a User:

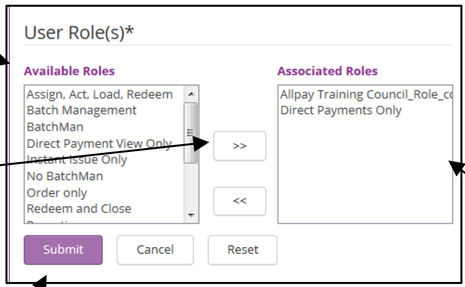
- Activated: User can login and is associated to a Role
- Deactivated: User cannot login, however it is possible to Activate their status again
- Expired: User cannot login, it is not possible to Activate their status again

A User can never be deleted. **It is imperative that as a super-user you conduct regular user status reviews and remove access when no longer required in order to maintain security levels.**

To associate a Role to a User:

1. Select the Role from the list of ‘Available Roles’

2. Click the right arrow

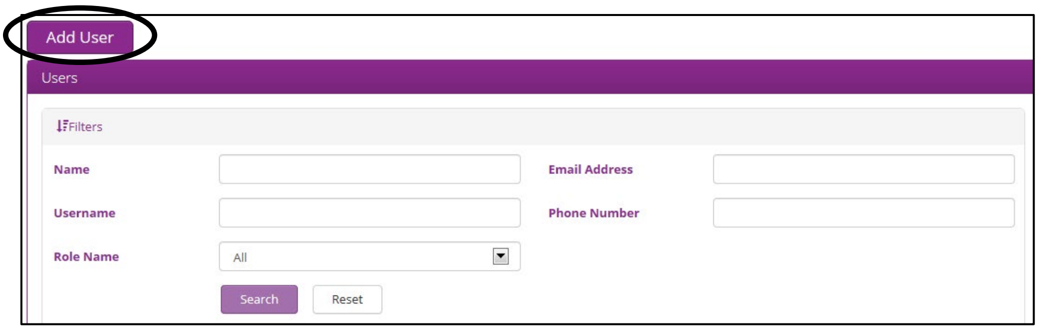


3. The Role will now appear in the list of ‘Associated Roles’.

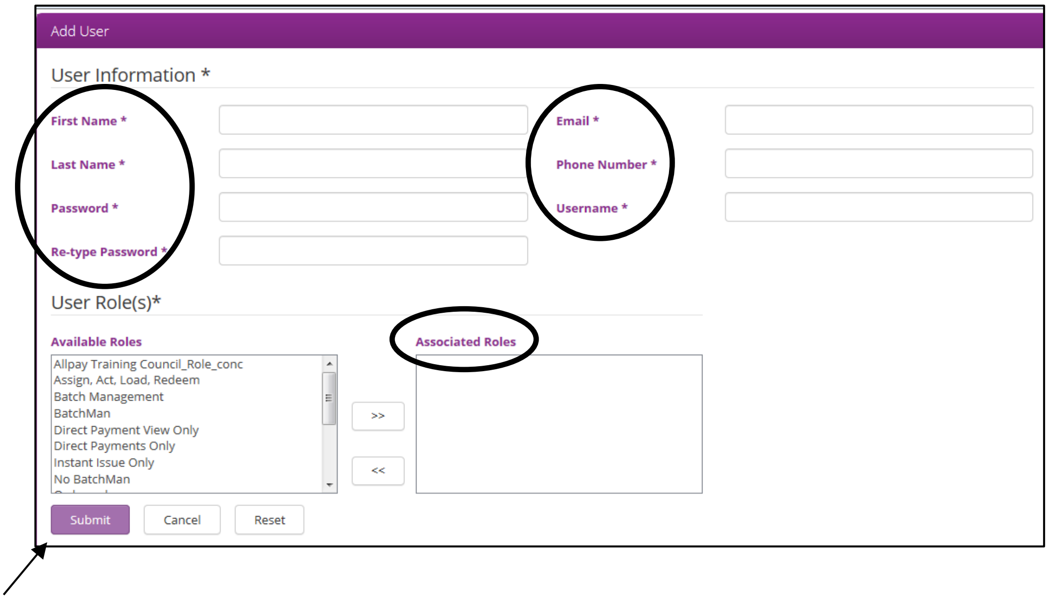
4. Click Submit to save these changes.

4.2 Create a New User

To create a new User, select **‘Add User’**:



You must now complete the mandatory (*) fields as highlighted below:



'Submit' to save this new role

'Cancel' to return to the previous screen without saving

'Reset' to delete the entered information.

5 Batch Management

Batch Management is a function available in the allpay Prepaid Organisation portal, which allows Users with the associated User rights to upload multiple records (in an Excel or CSV file) and avoids the User being required to enter records individually through the portal.

Batch Management can be used to efficiently upload the following data files:

- Cardholder Registration: used to register a set of new Cardholder data in bulk
- Load Cards: used to load multiple cards with funds from the Client Funding Account
- Redeem Funds: used to redeem amounts from the cards back to the Client Funding Account
- Update Cardholders: used to update Cardholder data in bulk, for example, address details, email address or telephone details
- Close Cards: used to close the Cardholder's account. This is a permanent close and all funds available on the card will be redeemed to the Client Funding Account
- Create Payees: used to create a set of Payees in the Organisation portal
- Adjustments: allows the organisation to adjust balances, however this action is restricted to allpay staff only. If you require any adjustments to be made to balances, please contact IT Support using the contact details in ***Section 8.1: Contact Details***

5.1 Accessing Batch Management

From the Home page, Users can select Batch Management from:

- Navigation Bar
- Quick Access Links
- Navigation Menu

5.2 Batch Management File Specifications

5.2.1 Creating a Batch File Layout

The files can be created in the following formats:

- Excel
- CSV (if using a CSV file, all field names are separated by a semi-colon separator [;])

5.2.2 File Name Conventions

The file name must be compliant with the following layouts:

File Type	File Prefix	File Date	Example
Cardholder Registration	CRG	DDMMYYYY	CRG31032016
Create Payee File	PRG	DDMMYYYY	PRG31032016
Redeem Funds File	CRM	DDMMYYYY	CRM31032016
Update Cardholder File	UCH	DDMMYYYY	UCH31032016
Load Card File	CLD	DDMMYYYY	CLD31032016
Close Card File	CCS	DDMMYYYY	CCS31032016
Adjustment File	ADJ	DDMMYYYY	ADJ31032016

5.2.3 File Layout

- The **Name** field shows the File Header and should be in the specified format
- **M?** indicates whether the input is mandatory (YES), non-mandatory (NO) or conditional (COND)
- **Type** indicates whether the input is alpha (A), numeric (N) or a mix of alphanumeric (AN)
- **Length** indicates the maximum number of characters allowed
- **Description** will support the creation of the file layout

Note: Where an input is non-mandatory, the field will still require a separator (;) when creating a CSV file

5.2.4 Cardholder Registration File

	Name	M?	Type	Length	Description

1	PROGRAM_CODE	YES	AN	6	Programme Code used to identify the programme. ALP131 for Direct Payments Scheme ALP132 for ID Scheme ALP133 for Instant Issue and Instant Issue Advance Scheme ALP134 for T&E Scheme
2	ORGANISATION_ID	YES	AN	6	Unique Organisation ID e.g. C00029
3	OPTIONAL_FIELD4	NO	AN	10	Reference Field
4	TITLE	YES	AN	5	Mr / Mrs / Miss / Ms / Dr
5	FIRST_NAME	YES	AN	30	
6	SURNAME	YES	AN	30	
7	DOB	YES	N	8	**Format should be DDMMYYYY**
8	ADDRESS_LINE1	YES	AN	30	
9	ADDRESS_LINE2	NO	AN	30	
10	ADDRESS_LINE3	NO	AN	30	
11	ADDRESS_LINE4	NO	AN	30	
12	CITY	YES	AN	50	
13	REGION	YES	AN	50	Region = County
14	POST_CODE	YES	AN	10	
15	COUNTRY_CODE	YES	AN	3	**ISO Country Code (GBR)**
16	EMAIL_1	YES	AN	40	If no email address use blank@blank.net
17	PHONE_NUMBER_1	YES	N	16	
18	CARD_FLAG	YES	AN	1	P for Primary Card Registration S for Secondary Card Registration
19	PRIMARY_CARD-CLIENT_ID	COND	N	10	Client ID of the Primary Card. Mandatory if the CARD_FLAG is S
20	ALIAS	COND	AN	50	Alias of the Secondary Card. Mandatory if the CARD_FLAG is S. (Single word, no space)
21	DELIVERY_RECIPIENT	YES	N	2	01 – Organisation 02 - Cardholder
22	ACTION_DATETIMESTAMP	YES	N	14	YYYYMMDDHHMMSS

5.2.5 Create Payee File

	Name	M?	Type	Length	Description
1	PAYEE_TYPE	YES	AN	10	**Individual / Company**
2	ORGANISATION_ID	YES	AN	24	Unique Organisation ID e.g. C00029
3	FIRST_NAME	COND	AN	50	Mandatory if Payee Type is 'Individual'
4	LAST_NAME	COND	AN	50	Mandatory if Payee Type is 'Individual'
5	COMPANY_NAME	COND	AN	50	Mandatory if Payee Type is 'Company'
6	BANK_NAME	NO	AN	50	
7	SORT_CODE	YES	N	6	
8	ACCOUNT_NUMBER	YES	N	20	
9	ACTION_DATETIMESTAMP	YES	N	14	YYYYMMDDHHMMSS

5.2.6 Redeem Funds File

	Name	M?	Type	Length	Description
1	ORGANISATION_ID	YES	AN	6	Unique Organisation ID e.g. C00029
2	PROGRAM_CODE	YES	AN	10	Programme Code used to identify the programme. **ALP131** for Direct Payments Scheme **ALP132** for Smart Citizen Scheme **ALP133** for Instant Issue and Instant Issue Advance Scheme **ALP134** for T&E Scheme
3	CLIENT_ID	YES	AN	10	
4	OPTIONAL_FIELD4	NO	AN	10	Reference Field
5	AMOUNT	YES	AN	15	
6	ACTION_DATETIMESTAMP	YES	N	14	YYYYMMDDHHMMSS

5.2.7 Update Cardholder File

	Name	M?	Type	Length	Description

1	CLIENT_ID	YES	AN	10	
2	OPTIONAL_FIELD4	NO	AN	10	Reference Field
3	TITLE	YES	AN	5	**Dr / Mr / Ms / Miss / Mrs**
4	FIRST_NAME	NO	AN	50	
5	SURNAME	NO	AN	50	
6	DOB	NO	N	8	**Format should be DDMMYYYY**
7	ADDRESS_LINE1	NO	AN	50	
8	ADDRESS_LINE2	NO	AN	50	
9	ADDRESS_LINE3	NO	AN	50	
10	ADDRESS_LINE4	NO	AN	50	
11	CITY	NO	AN	50	
12	REGION	NO	AN	50	
13	POST_CODE	NO	AN	10	
14	COUNTRY_CODE	NO	AN	3	**ISO Country Code (GBR)**
15	EMAIL_1	NO	AN	50	
16	PHONE_NUMBER_1	YES	AN	16	
17	NICKNAME	NO	AN	30	Alias of the Secondary Card. (Single word, no space)
18	DELIVERY_RECIPIENT	YES	N	2	01 – Organisation 02 – Cardholder
19	ACTION_DATETIMESTAMP	YES	N		YYYYMMDDHHMMSS

5.2.8 Load Card File

	Name	M?	Type	Length	Description
1	ORGANISATION_ID	YES	AN	6	Unique Organisation ID e.g. C00029
2	PROGRAM_CODE	YES	AN	6	Programme Code used to identify the programme.

					ALP131 for ID Scheme ALP132 for Smart Citizen Scheme ALP133 for Instant Issue and Instant Issue Advance Scheme ALP134 for T&E Scheme
3	CLIENT_ID	YES	AN	10	
4	OPTIONAL_FIELD4	NO	AN	10	Reference Field
5	AMOUNT	YES	N	15	
6	ACTION_DATETIMESTAMP	YES	N	14	YYYYMMDDHHMMSS

5.2.9 Close Accounts File

	Name	M?	Type	Length	Description
1	ORGANISATION_ID	YES	AN	6	Unique Organisation ID e.g. C00029
2	PROGRAM_CODE	YES	AN	6	Programme Code used to identify the programme. ALP131 for Direct Payments Scheme ALP132 for Smart Citizen Scheme ALP133 for Instant Issue and Instant Issue Advance Scheme ALP134 for T&E Scheme
3	CLIENT_ID	YES	AN	10	
4	OPTIONAL_FIELD4	NO	AN	10	Reference Field
5	ACTION_DATETIMESTAMP	YES	N	14	YYYYMMDDHHMMSS

5.3 The Batch Management Process

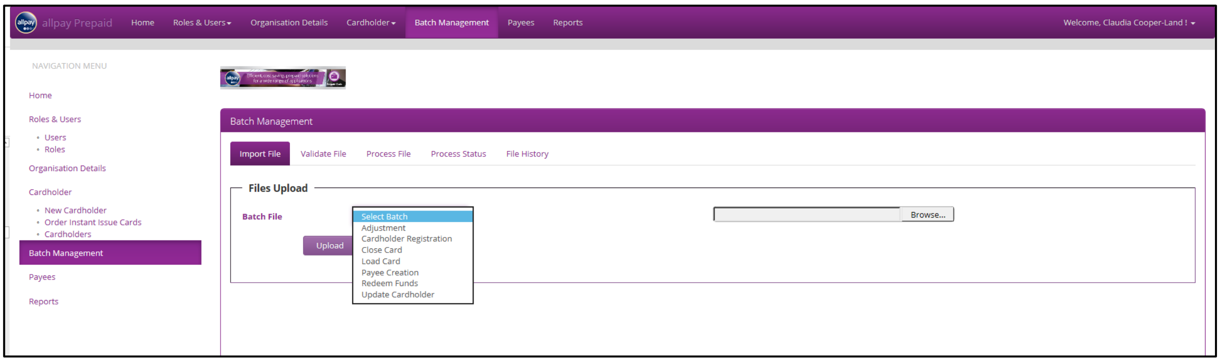
Step 1 – Import File

To upload a batch file, select the **'Import File'** tab.

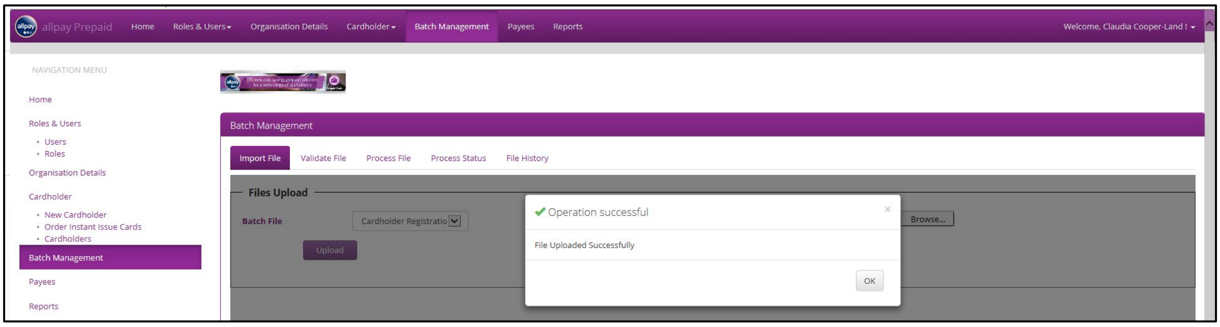
Select the type of **'Batch File'** that you would like to process from the dropdown menu list.

Select **'Browse'** to search for the file that you would like to import.

Select **'Upload'**.



Select **'OK'** on the confirmation screen and continue to step 2.



Step 2 – Validate File

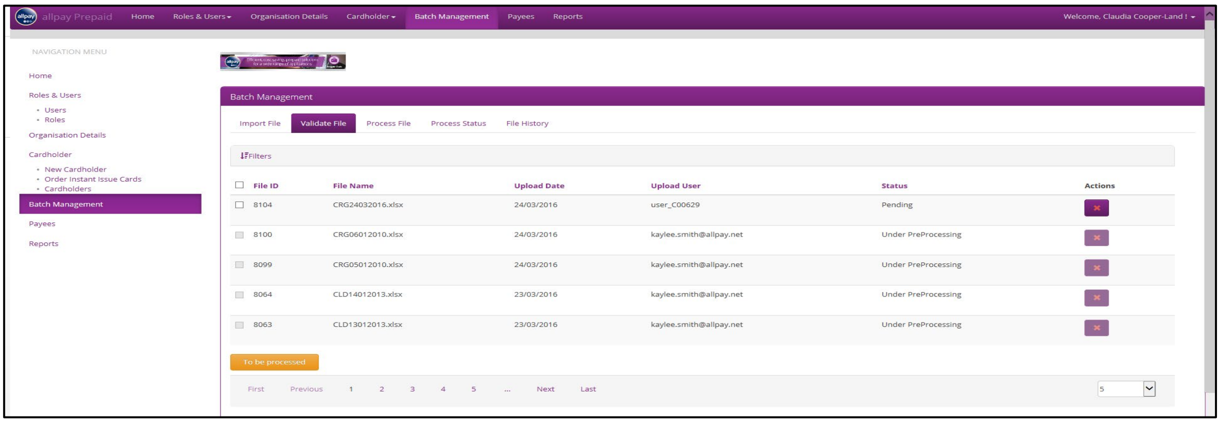
Validate File allows the User to check the file and prepare the file for immediate processing.

Each file uploaded has a processing status depending on the stage it is in.

A file can be in one of the following statuses:

- **Pending** – A file that has been uploaded but has not been processed yet
- **To PreProcess** – A file that a User has requested to be processed in a queued batch
- **Under PreProcessing** – A file that is being processed

You are able to delete a pending file that has been uploaded by clicking 'X'.



To process the file select a pending file by ticking the File ID box and then select **'To be processed'**.

Select **'OK'** from the confirmation screen and continue to step 3.

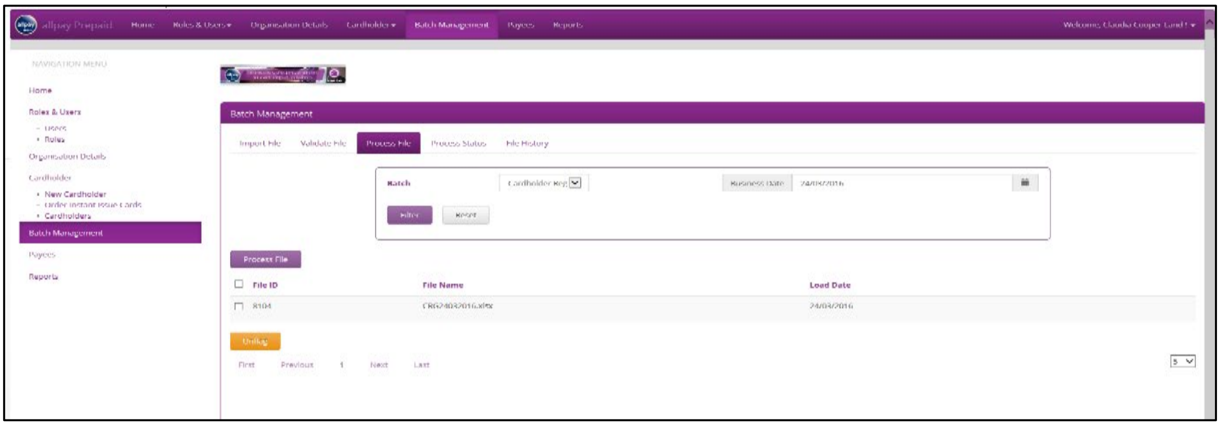
Step 3 – Process File

To process a batch file, search for the file by selecting the batch type file from the dropdown menu list. The search can also be filtered by date.

Select the **'Filter'** to search for files.

The portal will display a list of files with the following information based on the search criteria entered:

- File ID
- File Name
- Load Date



To process the file select the File ID by ticking the box.

Select **'Process File'**.

The file will be immediately processed.

Select **'OK'** on the confirmation screen and continue to step 4.

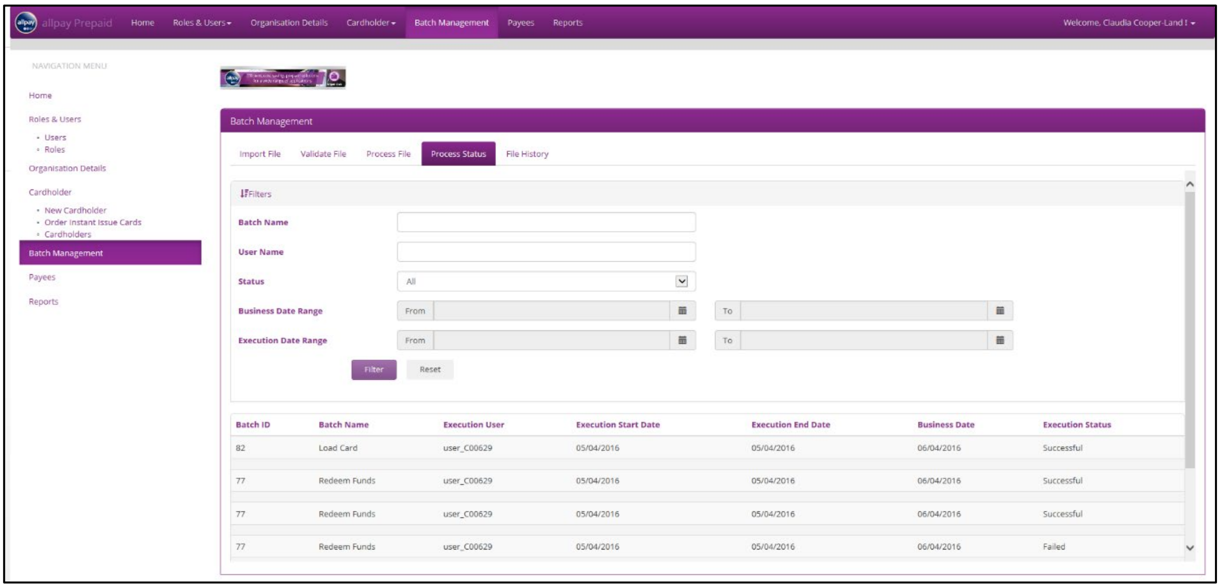
Step 4 – Process Status

The processing status for each file can be viewed in the Process Status tab.

The processing status displays the status for the file and not for the individual records within the file. A file may be processed successfully but may have warnings or errors caused by individual records within the file.

A search can be made using any of the following fields:

- Batch Name – enter the batch name provided when run
- User Name – enter the Username of the User who uploaded the file
- Status – a dropdown menu showing all successful or failed files
- Business Date Range – selection boxes to select FROM - TO dates for the business day the file was imported
- Execution Date Range – selection boxes to select FROM - TO dates for the dates the file was processed



Click **'Filter / Reset'** once values are entered in the search fields. The following information will be displayed based on the search criteria entered:

- Batch ID
- Batch Name
- Execution User
- Execution Start Date
- Execution End Date
- Business Date
- Execution Status

The Batch ID's will be displayed as:

75 for Cardholder Registration file

76 for Create Payee file

77 for Redeem Funds file

79 for Update Cardholder file

82 for Load Card file

83 for Close Card file

84 for Adjustment file

The status displayed for each file will be:

- Successful – the file has been processed successfully and a summary of the file can be viewed
- Failed – the file has failed and will need to be re-imported and a summary of the file can be viewed
- Under Execution – the file is still processing
- Pending – the file is waiting to be processed

To select a batch file, click anywhere on the desired batch in the results table. The details of the batch file will then be displayed in read mode allowing the Super User to view the number of successful, failed and total records within the file.

Batch ID	Batch Name	Execution User	Execution Start Date	Execution End Date	Business Date	Execution Status
82	Load Card	user_C00629	05/04/2016	05/04/2016	06/04/2016	Successful
	Successful Records 5		Failed Records 0		Total Records 5	

Step 5 - File History

Each file's history can be viewed under the File History tab.

A file can be:

- Processed Successfully
- Processed with Warnings
- Deleted
- Duplicated
- Refused

File History Reports

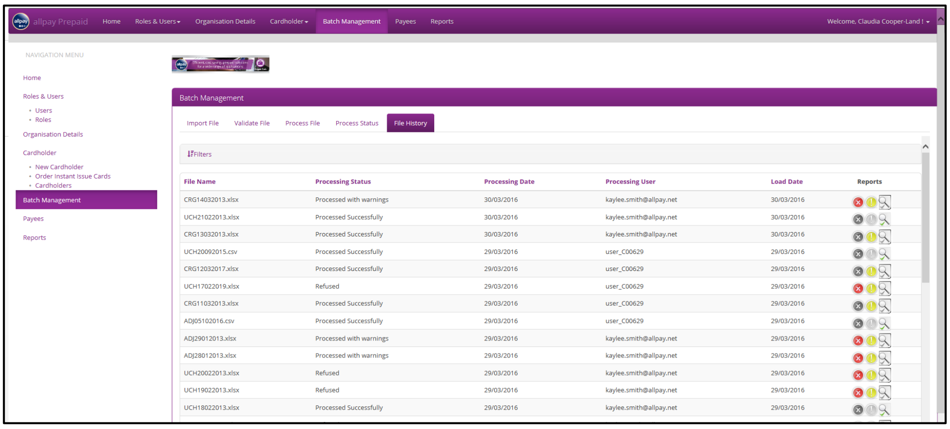
Reports are generated to show the records that have been successful or failed.

-  **Show Dif** – shows all the records that have been processed successfully.

-  **Show Failed** – shows all the records that have been processed but have not been uploaded due to restrictions. The report will include a reason for the failure. These records will need to be fixed and re-imported.

-  **Show Errors** – shows all the records that contain errors and that have not been processed. The report will include an error reason. These records will need to be fixed and re-imported.

Note: when re-importing, the file name convention must be different – one tip is to use a different date (see ***Section 5.3.2: File Name Conventions****)*



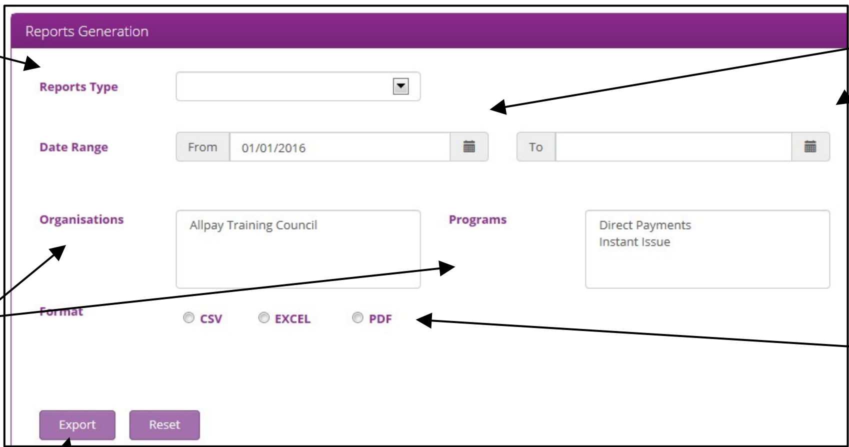
6 Reporting

The Prepaid Card reporting suite currently offers 13 detailed reports via the Portal. These reports can be generated on the ‘Reports’ tab.

6.1 Generating Reports

To generate a report, a variety of parameters must be provided in order to establish the detail of the report.

1. Select the type of report you wish to generate, detail about each type can be found in ***Section 6.3***



2. Choose a range of dates you wish the report to show (N.B. both ‘From’ and ‘To’ must be completed.

3. **‘Organisations’** and **‘Programs’** will be pre-populated.

4. Select the format of the report: CSV, Excel or PDF.

5. Choose **‘Export’** to run the report, or **‘Reset’** to clear the parameters.

Note: If Cardholder Statement report is selected, a new field 'Client ID' will appear. Enter the Client ID for the Cardholder; if multiple Cardholder Statements are required in one report, separate the Client ID's with a semi-colon.

Once the User has clicked **'Export'**, the option to Open, Save or Cancel will appear at the bottom of the screen.

6.2 Report Formats

You have the ability to open / save the report in CSV, Excel or PDF formats.

Depending on the format you choose, your reports will look similar to this:

CSV:

	A	B	C	D	E
1	Performancemeasure	Total	Date	ORGANISATION	GENERATION_DATE
2	New cards issued in month	28	Jun-18	C00031	26/06/2018
3	Number of cards with a load or a spend in the month	24	Jun-18	C00031	26/06/2018
4	Total live (i.e. activated and not expired) cards	18	Jun-18	C00031	26/06/2018
5	Total Load value in period	£77.06	Jun-18	C00031	26/06/2018
6	Number of loads in period	45	Jun-18	C00031	26/06/2018
7	Average load	£1.71	Jun-18	C00031	26/06/2018
8	Average load per live card	£4.28	Jun-18	C00031	26/06/2018
9	Average load per card loaded	£0.87	Jun-18	C00031	26/06/2018
10	Total spend value in period	£79.06	Jun-18	C00031	26/06/2018
11	Number of spends in period	44	Jun-18	C00031	26/06/2018
12	Average spend	£1.71	Jun-18	C00031	26/06/2018
13	Average spend per live card	£4.28	Jun-18	C00031	26/06/2018
14	Average spend per card loaded.	£3.29	Jun-18	C00031	26/06/2018
15	Live Cards (i.e. not expiring) closed in month	437	Jun-18	C00031	26/06/2018
16	Number of cards expiring in the next month	0	Jun-18	C00031	26/06/2018

Excel:

	A	B	C	D	E
1	Performancemeasure	Total	Date	ORGANISATION	GENERATION_DATE
2	New cards issued in month	28	Jun-18	C00031	26/06/2018
3	Number of cards with a load or a spend in the month	24	Jun-18	C00031	26/06/2018
4	Total live (i.e. activated and not expired) cards	18	Jun-18	C00031	26/06/2018
5	Total Load value in period	£77.06	Jun-18	C00031	26/06/2018
6	Number of loads in period	45	Jun-18	C00031	26/06/2018
7	Average load	£1.71	Jun-18	C00031	26/06/2018
8	Average load per live card	£4.28	Jun-18	C00031	26/06/2018
9	Average load per card loaded	£0.87	Jun-18	C00031	26/06/2018
10	Total spend value in period	£79.06	Jun-18	C00031	26/06/2018
11	Number of spends in period	44	Jun-18	C00031	26/06/2018
12	Average spend	£1.71	Jun-18	C00031	26/06/2018
13	Average spend per live card	£4.28	Jun-18	C00031	26/06/2018
14	Average spend per card loaded.	£3.29	Jun-18	C00031	26/06/2018
15	Live Cards (i.e. not expiring) closed in month	437	Jun-18	C00031	26/06/2018
16	Number of cards expiring in the next month	0	Jun-18	C00031	26/06/2018

PDF:

Card Activity Report

Organisation: Allpay Training Council (C00031)

Date Range 01/01/2018 to 26/06/2018

allpay

Performance measure	Jun-18
New cards issued in month	28
Number of cards with a load or a spend in the month	24
Total live (i.e. activated and not expired) cards	18
Total Load value in period	£77.06
Number of loads in period	45
Average load	£1.71
Average load per live card	£4.28
Average load per card loaded	£0.87
Total spend value in period	£79.06
Number of spends in period	44
Average spend	£1.71
Average spend per live card	£4.28
Average spend per card loaded.	£3.29
Live Cards (i.e. not expiring) closed in month	437

6.3 Report Types

Using the dropdown box in Reports, you can choose one of 13 different Report Types to view the data for your organisation. Detail about these Report Types is as follows:

- **Card Activity Report** – provides a general overview of your program(s), including information on total amounts spent on cards, average spend of a card, total number of transactions, number of cards ordered.
- **Card Expiry Report** – shows a list of cards that are due to expire within the next 60 days.
- **Cardholder Statement** – allows you to generate data specific to an individual Client ID. It allows you to monitor and reconcile loads and spends on a card / account. If the Client ID entered is the 'Primary' Cardholder, the report will display any data related to the Secondary Cardholder also.
- **Card Status Report** – provides a list of all cards by their status (Activated / Not Activated / Blocked).
- **Funding Account Balance** – lists the details of the credits and debits on the funding account.
- **Inactivity Report** – lists any cards that are inactive (have X days with no debit or credit on the card).
- **Negative Balance Report** – shows any accounts that have a negative balance. This is monitored by allpay as cards should not be in negative balance (sometimes happens with chargebacks / settlement fees).
- **Payees** – provides a list of all Payees set up for the organisation. This report will separate the list into Payees that have been created by the organisation and Payees that have been created by the Cardholder. It will also hold details of the amount of times each Payee has been used.
- **Personalised Card Orders** – lists all personalised cards ordered within the date range.
- **Total Transactions** – lists all transactions (successful and unsuccessful) during the date range.
- **Transaction Report Successful** – provides a list of all successful transactions within the date range.
- **Transaction Report Unsuccessful** – provides a list of all unsuccessful transaction within the date range.
- **User Report** – provides a list of the Users that have accessed the portal, and the functions that they have carried out.
- **User Login Report** – This report provides the date and time of each users last login, along with the role and status associated with each account (i.e. Active, Expired)

6.4 Report Management

Sometimes it will be necessary to use Excel formulas within the reports to find the data you are looking for more quickly.

For example, within the Card Status report, you are able to use a formula to create an 'at a glance' column to identify which cards have a low balance. You can do this by following these steps:

1. Select the first empty column to the right of your data, in the same row as Cardholder data (not the title row)
2. Enter the following formula: =IF(D2<1000, "Investigate","Ok")
    a. This formula will populate the field with the word 'Investigate' if the balance on that card is less than £1000. If the balance on the card is over £1000 the cell will show 'Ok'. You can

change the limit by using 500 instead of 1000 for example, and you can use different words as long as they are surrounded by quotation (“) marks.

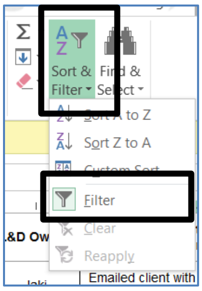
3. Press ‘Enter’ on your keyboard
4. Double click in the bottom right-hand corner of the cell to copy the formula to all of the other cells beneath it.

Note: Depending on your security settings, you may not be able to edit the report when it is first exported, and the fields with numbers may not be recognised by Excel. In this case, following these steps before using the formula above:

1. Copy all of the data and create a new Excel document. Paste the data into the new document.
2. Select the columns with numbers (‘Balance’, ‘Days Since Last Debit’) and a small “!” will appear. Click on it and select ‘Convert to Number’. Do this for both columns.

By adding a filter to the document you can then filter any information that is required, you can do this by:

1. Select the headings within your document
2. From the Home tab, select ‘Sort and Filter’ then select ‘Filter’



3. This will add filters to your headings which you can then use to select which cells you would like to view.

6.5 Safeguarding Reports

The Super User will receive an email each day Monday to Friday from support@allpayprepaid.net containing four reports to aid you with protecting your Cardholders:

- **Card Status** – a list of all Cardholders whose current card status is Not Activated, Blocked, Lost/Stolen/Damaged, Suspended
- **Failed Outbound Payments** – a list of all Faster Payments or Direct Debits that have been made by your Cardholders that have failed
- **No Debit Transactions for Seven Days** – all Cardholders that have not made a debit transaction within the previous seven days
- **No Transactions for 30 Days** – all Cardholders that have not made a transaction during the last 30 days

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.

For all contact details please refer to our contact page on our website: **www.allpay.net**

7.1 Training

In order to maximise the benefits of using the system for your organisation and minimise time and administration in the future, we recommend that all Users receive face-to-face training prior to using the system.

Video tutorials and Quick Start Guides for the Direct Payments and Instant Issue programs are available online at **http://www.allpay.net/training/prepaid**; these highlight the most commonly used functions in a handy, concise format which may be particularly useful to Users who are familiar with Prepaid card systems, or for Users who need a refresh on the key tasks.

allpay
Prepaid Cards

Call **0330 123 2041 (Opt 2)** Email **enquiries@allpay.net** Visit **www.allpay.net**
allpay Limited, Fortis et Fides, Whitestone Business Park, Hereford, HR1 3SE