



# PAYMENTS HUB CALLPAY

User Guide.

**We make payments easy**

For all contact details please refer to our contact page on our website: [www.allpay.net](http://www.allpay.net)

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

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# 1 Welcome to Callpay

Callpay is our payment management system that enables you to collect payments from your customers using an easy, safe and flexible online solution. The key features of this system means you can:

- Process credit card, debit card, cash and cheque payments from your customers in just a few clicks
- Reconcile and report on your incoming and outgoing customer payments
- Create allpay accounts for new customers and order payment reference cards for new and existing customers
- Take one-off payments without having to create an allpay account
- Create barcoded invoices so customers can make payments at any Post Office, Payzone or PayPoint outlet if enabled for these payment types.

Additional features include the ability to search for previous payments taken through the system, reconciliation reporting, email or printing of payment receipts, action refunds, and managing user accounts.

## 2 The Technical Bit

Our Callpay system is hosted by allpay and runs on our web servers. Access to Callpay only requires an internet connection and suitable web browsing software. Callpay will not require any software to be installed on the user's computer so shouldn't require additional support from your own IT team over and above maintaining a stable internet connection.

### 2.1 Internet Security

Safety first! Callpay uses 128-bit SSL (Secure Socket Layer) encryption – the standard protocol for online transaction security. Callpay creates an encrypted link between your internet browser and the allpay web servers ensuring all data transmitted between the two remains secure.

## 3 Support and Training

### 3.1 Support

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

### 3.2 Training

In order to maximise the benefits of Callpay for your organisation and minimize time and administration in the future, we recommend that all users of Callpay familiarise themselves with training materials which can be found here: [allpay Help Centre \(helpscoutdocs.com\)](https://helpscoutdocs.com).

## 4 PCI Compliance

PCI DSS is a set of security requirements that are mandated by the card schemes and when implemented, provide a high level of security for cardholder data in your business. PCI DSS applies to any organisation that collects card payments, even if allpay collect them on your behalf. Following PCI rules ensures you are protecting your customer's cardholder data and preventing any data breaches which could negatively impact your organisation.

allpay's payment channels are PCI DSS compliant. It is important that you follow the relevant PCI DSS regulations yourselves in order to use those payment channels in a compliant manner. You must be able to evidence your own compliance in the form of a PCI Self-Assessment Questionnaire, which will be requested from you on an annual basis from allpay.

If you have any questions around your PCI responsibilities or how to be a security superhero, please reach out to [pci@allpay.net](mailto:pci@allpay.net) – we are always happy to help!

## 5 Callpay Licensing

Callpay uses concurrent licensing. This means that the number of simultaneous users accessing the system is restricted by the number of licences your organisation has with us. For example, if you've got 6 licences, regardless of the number of users you have, only 6 users can access Callpay at any one time.

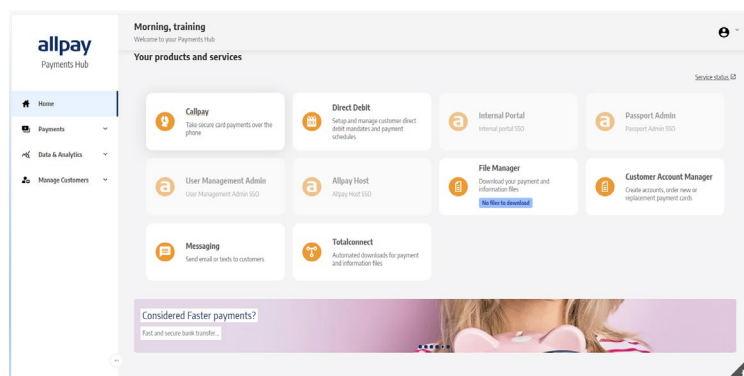
Concurrent licensing can be managed through the system itself. The Callpay admin account allows management of individual user sessions; see **Section 11. Admin** for more information. Additional licences can be purchased by contacting [accountmanagers@allpay.net](mailto:accountmanagers@allpay.net) or calling 0330 135 9514 to arrange a quote.

## 6 Accessing Callpay

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

**<https://paymenthub.allpay.cloud>**

The following page will now display, if your Payments Hub account has access to Callpay you will see a tile on your dashboard. Click on this to access Callpay. Once logged into Payments Hub the following page will be displayed.



For information on registration for the Payment Hub, as well as forgotten and changing passwords please refer to the Payment Hub user guide which can be found here: [allpay Help Centre \(helpscoutdocs.com\)](https://helpscoutdocs.com).

## 7 Taking Payments

Callpay can accept payments using credit and debit cards, cash and cheque. Callpay can also produce barcoded invoices, allowing customers to make payments at any Post Office, Payzone, or PayPoint outlet.

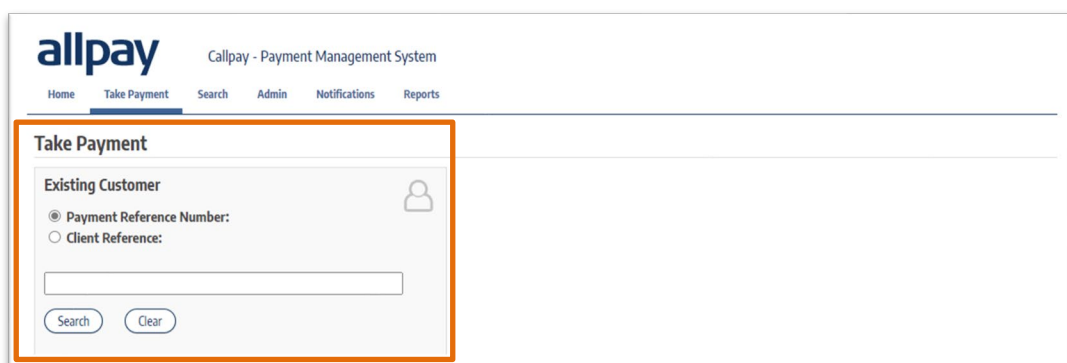
Before processing any payments, you will need to select the customer account type::

- **Existing Customer** for customers who already have an existing allpay payment account (PRN or client reference)
- **One-off Payment** for customers without an allpay account making a one-off payment or requiring a barcoded invoice (see **Section 7.5 Barcoded Invoices** for more details)
- **Create Account** for customers without an allpay account making regular/irregular payments (this option allows you to set up an allpay account for your customer, order a payment reference card, and take a payment all in one go!)
- **Recurring Payment** for new or existing customers who want to set up a regular payment schedule on an ongoing/fixed basis

Your options on the **Take Payment** screen will depend on your user permissions. To view a flowchart summarising the payment options, please refer to **Section 13.3. Take Payment Flowchart** located in the Appendix section. For further information on user account creation and modification, please see **Section 11. Admin**.

### 7.1 Existing Customer

By selecting **Take Payment** from the menu bar, you will see the **Existing Customer** box with two search options. These options allow you to search for your customer with an existing allpay account using either a **Payment Reference Number** (PRN) or a **Client Reference** (this is reference you gave them when you created their allpay account e.g. tenancy reference number/customer reference).



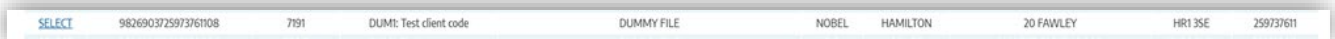
The screenshot shows the 'allpay Callpay - Payment Management System' interface. The 'Take Payment' menu item is selected. A search box titled 'Existing Customer' is highlighted with an orange border. It contains two radio button options: 'Payment Reference Number:' (which is selected) and 'Client Reference:'. Below these options is a text input field and two buttons labeled 'Search' and 'Clear'.

#### 7.1.1 Using Payment Reference Number

A Payment Reference Number (PRN) is unique to each customer. A PRN will always be 19 digits (all numbers) in length. When entered, the PRN will be subject to a standard LUHN check and IIN (Issuer Identification Number) cross-reference to search for your customer.

Follow the steps below to take a payment using a PRN:

1. Select the **Payment Reference Number** radial button
2. Enter a valid 19 digit PRN and click **Search**



3. If a valid PRN is located, Callpay will display the customer details

**NOTE:** To ensure you are speaking to the account holder and putting the payment on the correct account, ask them to confirm their surname, first line of address and postcode for the account.

If these are correct, click **Select** (on the left of the customer details) to continue. If the PRN is incorrect or no match is found, Callpay will display the message “Invalid PRN number”. If the PRN entered is valid but does not match the organisation the customer is paying, the message “The PRN you have entered does not belong to this organisation” appears.

### 7.1.2 Using Client Reference

Client references can be alphanumeric and contain between 1-16 characters for standard users. This reference although typically unique to each customer may on occasion display several seemingly identical results. This can occur when a customer has been ordered more than one payment reference card, or if a customer has been assigned the same reference number but on a different scheme. If in the unlikely event this occurs please select the most appropriate record before continuing.

Follow these steps to take a payment using a client reference:

1. Select the **Client Reference** radio button
2. Enter a valid client reference and click **Search**
3. If a valid account is located, Callpay will display the customer details

**NOTE:** To ensure you are speaking to the account holder and putting the payment on the correct account, ask them to confirm their surname, first line of address and postcode for the account.

If these are correct, click **Select** (on the left of the customer details) to continue. If the client reference is incorrect or no match is found Callpay will display the message “Sorry no account found”.

## 7.2 Card Payments

Card payments can be made by either credit or debit card. If your organisation has requested debit card transactions only, the word credit will be removed and system functionality restricted.

**Note:** As part of your payment process and before continuing, you should ask the caller to verify that they are the bank account holder.

### Take Payment

Please choose one of the following payment options:

**Card**

Take a payment using a debit or credit card

**Amount(£.pp)\***

[Next >>](#)

**Cash or Cheque**

Take a payment using cash or cheque.

[Next >>](#)

1. Enter the amount to be paid and select **Next**

MISS JONES, you are making a card payment for £10.00 to DUMMY FILE

Name: **MISS JONES,**

Amount: **£10.00**

Client: **DUMMY FILE**

[Next](#)   [Edit Details](#)   [Cancel](#)

2. Confirm the details with your customer then select **Next**
3. Ask the customer to read out the long card number on the front (or back) of their bank card. The card number must be entered in full and should not contain any spaces or illegal characters (& ! - % etc). All bank cards are subject to a LUHN check to ensure they are valid at time of entry
4. Ask the customer to read out their card expiry date and enter this as mmyy (no spaces or symbols required)
5. Ask the customer for their security code, this is the 3 or 4 digits printed on the signature strip on the reverse of the card
6. Ask the customer for the name of the account holder as it appears on the card, enter this then select **Pay Now**

**Take Payment » Confirm Payment » Complete**

[BACK](#)

Card Number

Expiry Security Code

  ?

Cardholder Name

[PAY NOW](#)

256-bit SSL encryption



## 7.2.2 Transaction Successful

Once the payment has been authorised, you will see the payment successful response, This will include a transaction reference and authorisation code.

**Take Payment » Confirm Payment » Complete**

**Transaction Acknowledgement**

Thank you. Your payment has been successfully received with the following details.  
Please quote your transaction reference number for any queries relating to this transaction.

<b>Transaction Reference</b>	33007491
<b>Authorisation Code</b>	12345
<b>Status</b>	Payment confirmed, thank you
<b>Payment Card</b>	426397xxxx1307
<b>PRN</b>	9826171826506330570
<b>Amount</b>	£10.00
<b>Transaction Date</b>	10/11/2015 09:26:25 AM

Please note that "allpay" will appear on your bank statement.

## 7.2.3 Receipts

If your customer requires a receipt for their payment, you can offer a receipt or the payment authorisation code for their reference.

To give a receipt:

1. In the payment confirmation window, select **Receipt** and a new pane will open

**allpay**

DUMMY FILE

**Transaction Successful**

Payment Reference Number	: 9620903710613629154
Customer Reference	: TES165321
Payment Method	: CARD
Amount	: £10.11
Bank Card Number	: 426397xxxx1307
Card type	: Visa Debit
Authorisation code	: 12345
Transaction reference	: 70014413
Transaction type	: SALE
Transaction date	: 03/09/2022 11:36:48
Service	: Remb DUM1

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[www.allpay.co.uk](http://www.allpay.co.uk)

Please retain for your records  
 In case of any queries, please contact DUMMY FILE  
 Note: allpay Ltd will appear on your bank statement for this transaction.

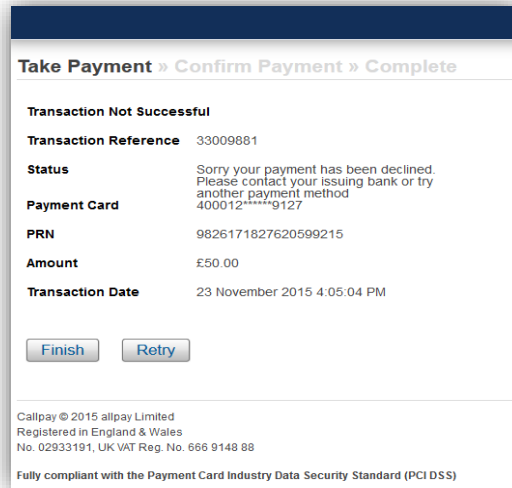
2. You can either enter the customer's email address and select **Email Receipt** or
3. **Print Receipt** which allows you to print a copy of the receipt and send to the customer
4. **Close Window** closes this window and takes you back to the payment screen
5. Select **Finish** to complete the payment and go back to the home screen

## 7.2.4 Transaction Not Successful

If there have been any problems during the payment authorisation process, you may experience one of the follow Callpay responses:

## Declined Transaction

For any number of reasons a bank may decline a transaction. If this occurs during the authorisation process, Callpay will display the following message. Should this message appear, you should advise the customer to contact their bank



**Take Payment » Confirm Payment » Complete**

**Transaction Not Successful**

**Transaction Reference** 33009881

**Status** Sorry your payment has been declined. Please contact your issuing bank or try another payment method

**Payment Card** 400012\*\*\*\*9127

**PRN** 9826171827620599215

**Amount** £50.00

**Transaction Date** 23 November 2015 4:05:04 PM

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## Referred Payment

If Callpay displays the message “Transaction not authorised”, the customer should contact their bank for further details quoting the transaction reference number which can be found near the top of the screen

## Timeout

If a timeout should occur whilst processing the transaction, the payment will not be taken from the customer’s account even if an authorisation code is present. However, it should be noted that the money may have been authorised and ring-fenced at the bank and depending on the bank, may be held in reserve for several days. In these situations, you should advise the customer to contact their bank

## Connection to Bank

If Callpay experiences an issue verifying a transaction with the authorising bank, a message will be displayed. In this circumstance, select **Retry Payment** to try again

## 7.3 Cash or Cheque Payments

Cash or cheque payments are available for use with existing customers, one-off payments and newly created accounts requiring the following information:

### Payment Type

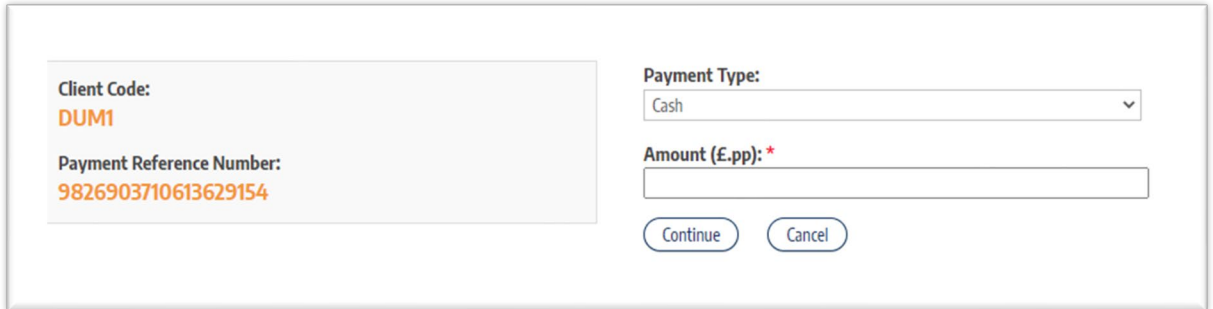
The payment must be identified as either cash or cheque

### Amount (£.pp)

Amount is how much the customer is paying. The amount payable in any single cash or cheque transaction must be greater than £0.99

To continue the payment process using the cash or cheque payment method, follow the steps below:

1. Using the dropdown select either **Cash** or **Cheque** then enter the **Amount**



The screenshot shows a payment form with the following fields and controls:

- Client Code:** DUM1
- Payment Reference Number:** 9826903710613629154
- Payment Type:** A dropdown menu currently showing "Cash".
- Amount (£.pp): \*** An empty text input field.
- Buttons:** "Continue" and "Cancel".

2. Select **Continue** or click **Cancel** to stop the payment and return to the home screen
3. Before you confirm the transaction, count the cash or check the cheque to confirm the amount
4. A transaction acknowledgment will pop up giving you the option send a receipt

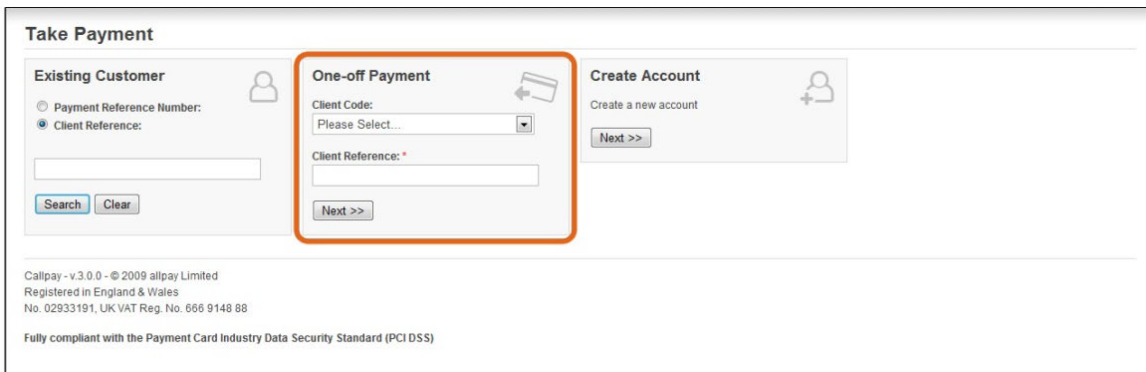
## 7.4 One-off Payments

This section is only applicable if you're signed up for this feature

For authorised users only, Callpay will allow one-off customer payments, even if the customer does not have an allpay account. This functionality requires a unique client reference supplied by you at the time of set up and creates a one-time-use account on the allpay system. This reference will be included in the payment information available through File Manager.

Follow these steps to begin a one-off payment:

1. Select a **Client Code** from the drop down list beneath "One-off Payment"
2. Enter a unique client reference into the **Client Reference** text box
3. Click **Next**



The screenshot shows the "Take Payment" screen with three main sections:

- Existing Customer:** Includes radio buttons for "Payment Reference Number" and "Client Reference", a text input field, and "Search" and "Clear" buttons.
- One-off Payment (highlighted with a red box):** Includes a "Client Code" dropdown menu (showing "Please Select..."), a "Client Reference: \*" text input field, and a "Next >>" button.
- Create Account:** Includes a "Create a new account" link and a "Next >>" button.

At the bottom of the screen, there is a footer with the following text:

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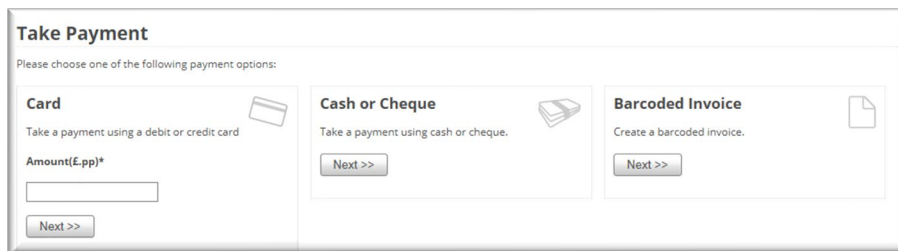
## 7.5 Barcoded Invoices

**This section is only applicable to clients who are signed up for this feature**

Our one-off payment feature provides a different “Payment Options” screen to any other payment types within Callpay. Together with “Card Payment” and “Cash or Cheque Payment”, Callpay offers a “Barcoded Invoice”, allowing customers to make payments at Post Office, Payzone, and PayPoint outlets.

Barcoded bills offer an alternative method for customers to make payments. The Callpay system is capable of processing barcoded payments using the unique Payment Reference Number located below the physical barcode. This works in the same way as [Section 7.1.1. Using Payment Reference Number](#).

Barcoded invoices are located within the ‘**One-off Payments**’ area of Callpay. ‘One-off Payments’ is an additional service which must be requested through allpay. Once activated by allpay, the Callpay Administrator is responsible for granting barcode access to each user. For further information on user account creation and modification, please refer to [Section 11. Admin](#) of this guide.

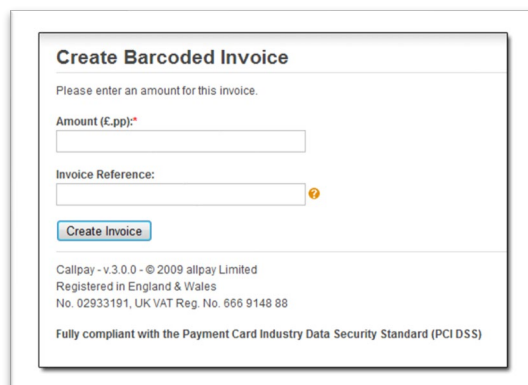


The screenshot shows the 'Take Payment' interface. It has a title 'Take Payment' and a sub-header 'Please choose one of the following payment options:'. There are three main sections:

- Card:** Includes a card icon, the text 'Take a payment using a debit or credit card', a text input field for 'Amount(£.pp)\*', and a 'Next >>' button.
- Cash or Cheque:** Includes a cash icon, the text 'Take a payment using cash or cheque.', and a 'Next >>' button.
- Barcoded Invoice:** Includes a document icon, the text 'Create a barcoded invoice.', and a 'Next >>' button.

Follow the steps below to create a new barcoded invoice:

1. Click the **Take Payment** tab
2. Enter a unique client reference into the **Client Reference** text box beneath ‘One-off Payment’
3. Click **Next**
4. Beneath ‘Create a barcoded invoice’ select **Next**
5. Specify an amount between £1.00 and £10,000.00
6. If required, enter an **Invoice Reference** (E.g. reason for the bill) and click **Create Invoice**

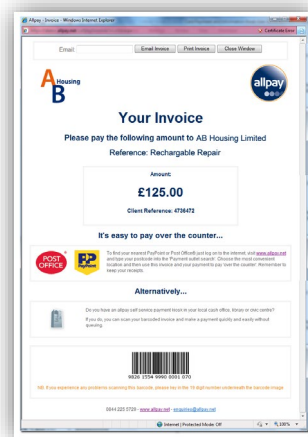


The screenshot shows the 'Create Barcoded Invoice' form. It has a title 'Create Barcoded Invoice' and a sub-header 'Please enter an amount for this invoice.'. The form contains:

- A text input field for 'Amount (E.pp):\*'
- A text input field for 'Invoice Reference:' with a small question mark icon to its right.
- A blue 'Create Invoice' button.
- Footer text: 'Callpay - v.3.0.0 - © 2009 allpay Limited', 'Registered in England & Wales', 'No. 02933191, UK VAT Reg. No. 666 9148 88', and 'Fully compliant with the Payment Card Industry Data Security Standard (PCI DSS)'.

7. If your web browser has Pop-up Blockers enabled, you may experience a message informing you that a pop-up window has been blocked. To resolve this, click anywhere in the message and select **Always Allow Pop-ups from This Site**. Continue to step 8
8. A new pane will appear containing the barcoded invoice. The invoice will contain organisation name, invoice amount and Client Reference as well as instructions on how to pay

**Note:** This may be printed or emailed directly to the customer. Invoices may be personalised further by adding a corporate logo, controlled by the Callpay Administrator. Please refer to **Section 11.6 Manage Images** within this guide for further information.



9. Select **Close Window** to close the barcoded invoice pane and click **Finish**

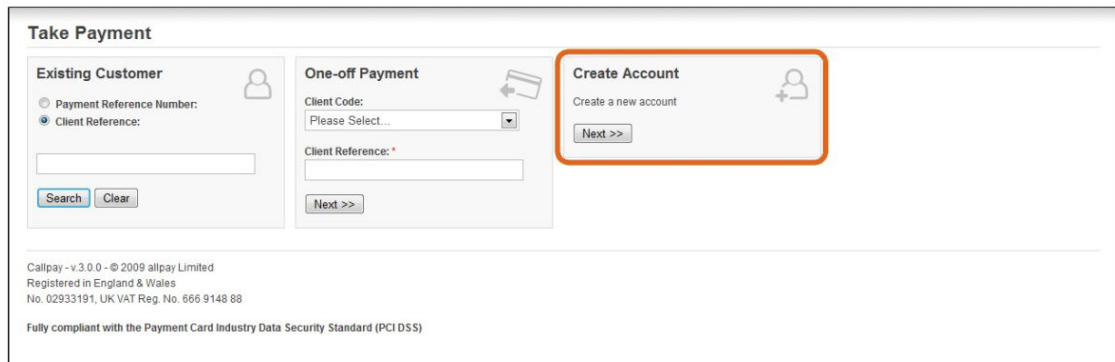
## 7.6 Creating New Customer Accounts

This section is only applicable to clients who are signed up for this feature

The **Create Account** functionality within Callpay allows you to order a payment reference card for your customers outside of the Customer Account Manager system. This instant account creation option allows you to process customer payments immediately without having to wait for the payment reference card to be produced.

To begin creating a new account, follow the steps below:

1. Click the **Take Payment** tab
2. Locate the **Create Account** box and click **Next**



**Take Payment**

**Existing Customer**

Payment Reference Number:

Client Reference:

**One-off Payment**

Client Code:

Client Reference: \*

**Create Account**

Create a new account

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3. Enter the appropriate data into the fields provided:

### Client Code

The Client Code represents a scheme specific to your organisation

### Client Reference

Each customer must be assigned a client reference. This reference will identify the customer when payment information is relayed through File Manager and can contain between 1-16 alphanumeric characters

### Title and Initials

The customer's title and initials must be entered

### Surname

The surname field must contain one surname only. If wishing to use multiple surnames, select one as the lead before continuing

### Name on Card

The name(s) entered into the 'Name on Card' field will be embossed on the front of the allpay payment reference card

### Additional Information

This field is optional. Information entered here will be included on the payment card carrier letter

### Create New Account

**Customer Details**

Client Code:  Additional Information:

Client Reference: \*

Title and Initials: \*

Surname: \*

Name on Card: \*

**Requirements**

Fields marked with \* are required.

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4. Select **Next** to proceed or **Cancel** to return to the home page
5. On the next screen you will be prompted to enter the address The address entered here will be the address the payment reference card will be dispatched to
6. Select **Create Account** to complete

### Create New Account

Account has been created successfully

Payment Reference Number: 9826155100100673789

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Fully compliant with the Payment Card Industry Data Security Standard (PCI DSS)

7. The account has now been created. Click **Finish** to return to the home page. Alternatively to take an immediate payment, select **Take Payment**.

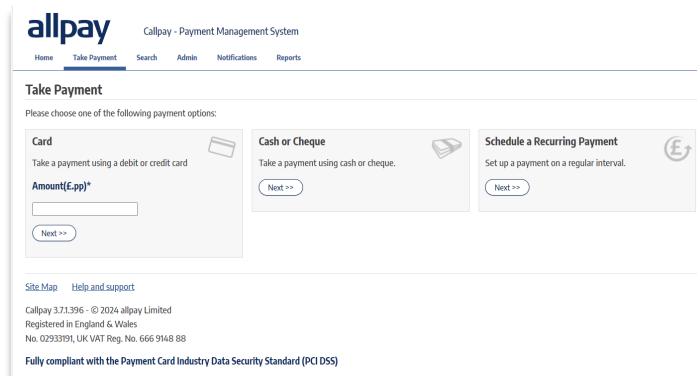
## 7.7 Recurring Payments

**This section is only applicable to clients who are signed up for this feature**

The Recurring Payment option is available for customers to choose if they're looking to set up regular payments without the need to call every time. Using recurring payments, your customers can specify how often payments are taken, how much will be taken, and whether they want an ongoing schedule, or a fixed number of payments.

In order to set up a recurring payment, you must have the correct permissions which can be updated by your Callpay Administrator see **Section 11. Admin**. The following steps should then be followed:

1. Select **Schedule a Recurring Payment** from the Take Payment page after selecting the customer; this will now display the **Create Customer Profile** page

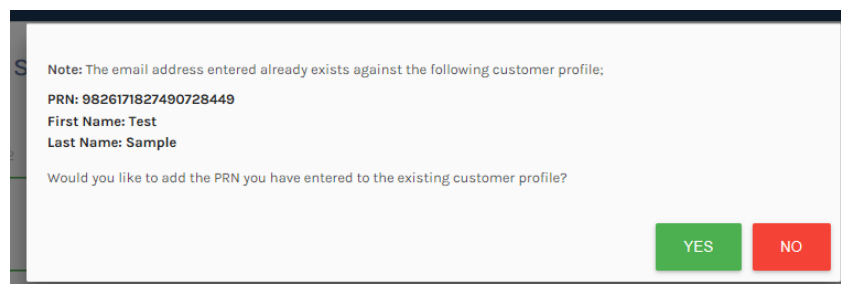



2. Enter the customer's First Name and Last Name, then tick to select their preferred method of contact: Email or SMS, then enter their email address or mobile telephone as required

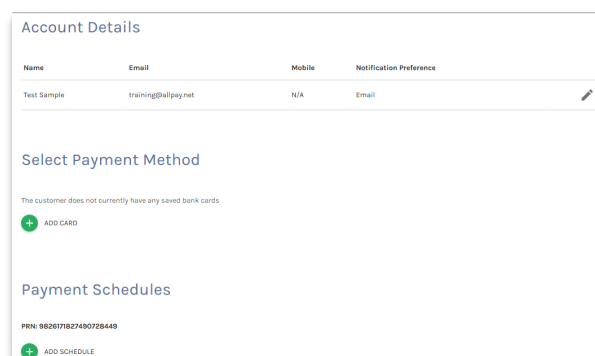
**Note:** All payment notifications will be sent to this selected method of contact.

3. After entering the contact method, click **Save**. The system will then check whether the email address or mobile number exist in allpay's database already (for example, it may be recorded against an online account or the mobile app that the customer uses to make payments). The email address and mobile number are unique against each customer profile

**Note:** If this information is matched to another account in our database, a message is displayed to confirm the PRN which this is set up against.



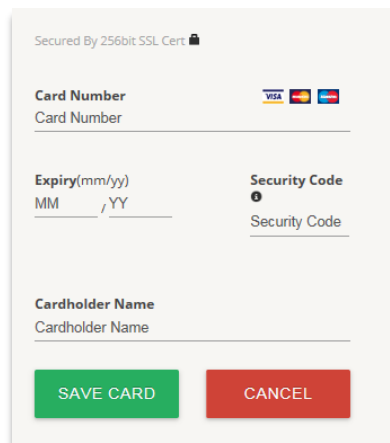
4. To add the PRN against the existing customer profile, select Yes. If No is selected, you will need to enter a unique email address or mobile number. It's possible to edit the First Name, Last Name and notification preference at this stage by clicking this symbol to edit 
5. Once the customer's profile has been created/confirmed, the payment screen will be displayed



6. Select the payment method to be used for the payment. If a card is already saved in the account, choose it by selecting the button next to it. If no bank card is saved in the customer's account,



select **Add Card**. The card number, expiry date, security code and cardholder's name must be entered before clicking **Save Card**



Secured By 256bit SSL Cert

**Card Number**  
Card Number

**Expiry(mm/yy)**  
MM / YY

**Security Code**  
Security Code

**Cardholder Name**  
Cardholder Name

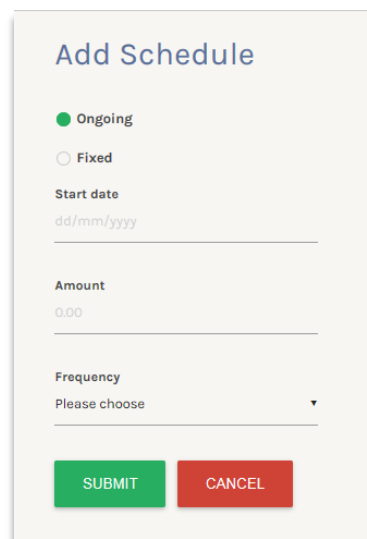
SAVE CARD CANCEL

**Note:** The card number is always obscured when saved in order to comply with the Payment Card Industry Data Security Standards (PCI DSS).

- Once the payment method has been chosen, select **Add Schedule** below **Payment Schedules** in order to set up the recurring payment and choose whether the payment schedule is to be **Ongoing** (with no end date) or **Fixed** (with an end date, or for a limited number of payments), see [7.7.2 Ongoing Payment Schedules](#) or [7.7.3 Fixed Payment Schedules](#) below for more details

### 7.7.1 Ongoing Payment Schedules

An ongoing schedule will have no end date which means the payments will continue to be taken from the bank card until the customer requests for it to be stopped.



**Add Schedule**

Ongoing  
 Fixed

**Start date**  
dd/mm/yyyy

**Amount**  
0.00

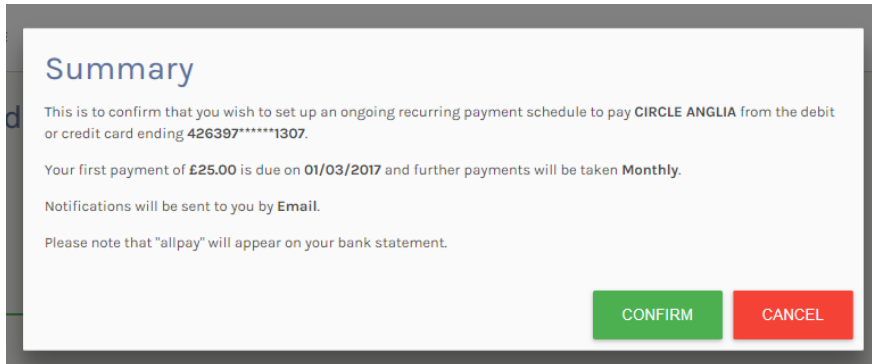
**Frequency**  
Please choose

SUBMIT CANCEL

- Select a **Start Date** for the payment schedule (this is from the next calendar day, irrespective of bank holidays and weekends, and must not be more than three months in the future)
- Enter the **Amount** to be collected (per collection, not total amount)
- Select the **Frequency** of payments - the options are: Weekly, Fortnightly, Four-weekly, Monthly, Quarterly, Annually.

**Note:** The weekly, fortnightly and four-weekly payment is taken on a set day of the week (Mon-Fri). The monthly, quarterly and annual payment is taken on a set date in the month.

4. Select **Submit**. A Summary page is displayed with a script which you must read to the customer. This script includes details of the recurring payment and who the payment is being made to. If the customer does not wish to make any changes, click **Confirm**



**Summary**

This is to confirm that you wish to set up an ongoing recurring payment schedule to pay **CIRCLE ANGLIA** from the debit or credit card ending **426397\*\*\*\*\*1307**.

Your first payment of **£25.00** is due on **01/03/2017** and further payments will be taken **Monthly**.

Notifications will be sent to you by **Email**.

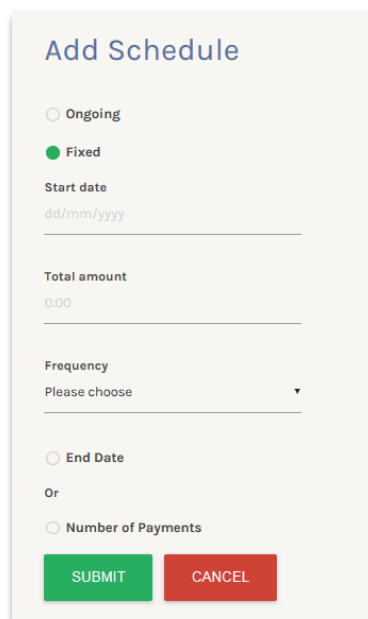
Please note that "allpay" will appear on your bank statement.

**CONFIRM** **CANCEL**

The payment schedule that has just been created will now be displayed under '**Payment Schedules**'.

## 7.7.2 Fixed Payment Schedules

A fixed schedule has an end date or a fixed number of payments so once the end date or number of payments has been reached, the payments will stop automatically.



**Add Schedule**

Ongoing

Fixed

**Start date**  
dd/mm/yyyy

**Total amount**  
0.00

**Frequency**  
Please choose

End Date

Or

Number of Payments

**SUBMIT** **CANCEL**

1. Select a **Start Date** for the payment schedule (this is from the next calendar day, irrespective of bank holidays and weekends, and must not be more than three months in the future)
2. Enter the **Total Amount** to be paid – this will be the total sum of the full schedule. E.g. if £100 is to be paid across 10 monthly payments, enter £100
3. Select the **Frequency** of payments: Weekly, Fortnightly, Four-weekly, Monthly, Quarterly, Annually

**Note:** The weekly, fortnightly and four-weekly payment is taken on a **set day**. The monthly, quarterly and annually payment is taken on a **set date**.

4. Enter either an **End Date** or the **Number of Payments** to be made. The system will then calculate the payment amount to be taken per frequency, e.g. if £100 is to be paid across 10 monthly payments, the system will calculate that £10 must be taken per transaction
5. Select **Submit**. A Summary page is displayed with a script which you must read to the customer. This script contains a calculation of the payment schedule to be set up, and who the payments are being made to. If no changes are required, click **Confirm**

### Summary

This is to confirm that you wish to set up a fixed recurring payment schedule to pay **CIRCLE ANGLIA** from the debit or credit card ending **426397\*\*\*\*\*1307**.

The total amount for the recurring schedule is **£20.00**.

Your first payment of **£2.00** is due on **08/03/2017** and further payments of **£2.00** will be taken **Fortnightly**.

The total number of payments is **10**.


Notifications will be sent to you by **Email**.

Please note that "allpay" will appear on your bank statement.

CONFIRM
CANCEL

The payment schedule that has just been created will now be displayed under '**Payment Schedules**'.





### 7.7.3 Editing a Payment Schedule

To edit a payment schedule, click the edit icon  next to the schedule underneath Payment Schedules.

### Payment Schedules

PRN: 9826171827490728449

+ ADD SCHEDULE

Type	Total Amount	Start Date	Previous Payment Date	Previous Payment Amount	Next Payment Date	Next Payment Amount	End Date	Frequency	Card (Last 4)	Status	Edit	Cancel
Ongoing	N/A	01/03/2017	N/A	N/A	01/03/2017	£25.00	N/A	Monthly	1307	Live		
Fixed	£20.00	08/03/2017	N/A	N/A	08/03/2017	£2.00	12/07/2017	Fortnightly	1307	Live		

It is possible to change the following:

- **Start Date** - the new date must be at least 12 days in the future, to allow for this change to be communicated to the customer (N.B. if new date must be less than 12 days in the future, it is possible to close the current payment schedule and set up a new one)
- **Amount**
- **Frequency**
- **Bank Card**


All changes must be confirmed by the customer after the script has been read to them. The customer will receive a notification via their preferred method of contact confirming the changes.





## 7.7.4 Cancelling a Payment Schedule

To cancel a payment schedule, click  next to the schedule underneath Payment Schedules.

**Payment Schedules**

PRN: 9826171827490728449


 ADD SCHEDULE

Type	Total Amount	Start Date	Previous Payment Date	Previous Payment Amount	Next Payment Date	Next Payment Amount	End Date	Frequency	Card (Last 4)	Status	Edit	Cancel
Ongoing	N/A	01/03/2017	N/A	N/A	01/03/2017	£25.00	N/A	Monthly	1307	Live		
Fixed	£20.00	08/03/2017	N/A	N/A	08/03/2017	£2.00	12/07/2017	Fortnightly	1307	Live		

Once the cancellation has been confirmed, a notification will be sent to the customer via their preferred method of contact to confirm the cancellation.


Once all payments have been set up and confirmed, to return to the Callpay home screen click the 'Callpay' button in the top right of the screen.




## 7.7.5 Representation of a Recurring Payment

When a Recurring Payment fails because of **Insufficient Funds** in the account, the payment will be represented the following day (unless specified otherwise as part of your set-up). Payments that are due for re-representation will have a  icon, details of the representation will then appear in the summary section below.


**Payment Schedules**

PRN: 9826903727490722910

 ADD SCHEDULE

Type	Total Amount	Start Date	Previous Payment Date	Previous Payment Amount	Next Payment Date	Next Payment Amount	End Date	Frequency	Card (Last 4)	Status	Edit	Cancel	Representments
Ongoing	N/A	03/05/2017	02/05/2017	£100.00	02/05/2017	£100.00	N/A	Weekly	8460	Live			

**Representments**

Amount	Date processed	Re-representation date	Status	Card (Last 4)	Cancel
£100.00	02/05/2017	05/03/2017	Pending	8460	

**Date Processed:** For a Pending representation, this is the date that the original transaction was attempted. For a representation that is **Failed** or **Successful**, this is the same as the **Representation Date**.


**Representation Date:** For a **Pending Representation**, this is the date that the transaction will be attempted again.

**Status:** This is the status of the representation and can be any of the following four:


- Pending
- Failed
- Successful
- Cancelled

## 7.7.6 Cancelling a Representation

A pending representation can be cancelled at any time prior to its representation date without interrupting the next scheduled recurring payment. You're unable to cancel a representation that isn't pending.

To cancel the representation, click on the cancel icon  and a pop-up window will display a summary of the cancellation. If you wish to continue with this cancellation, select **Confirm**.

Once complete, the status of the re-representation is updated to display the Username of the User that took this action, and the date and time that it took place.

Representments					
Amount	Date processed	Re-representation date	Status	Card (Last 4)	Cancel
£200.00	02/05/2017	05/05/2017	Cancelled by steveGREX 02/05/2017 11:46:15	8460	

## 7.7.7 Customer Notifications

Your customer will receive a notification via their preferred contact method (Email or SMS) in the following circumstances:

- When a new payment schedule is created
- When a change is made to the current payment schedule
- When a payment schedule is closed
- If it has been more than six months since the customer's previous recurring transaction
- When a payment fails due to insufficient funds, informing them of the representation and when it will take place (if representation has been enabled)
- When a schedule has been cancelled due to a failed representation

**Note:** The customer is not charged to receive SMS notifications.

An example of an email notification to a customer for a new ongoing payment schedule is below:

**Note:** Areas in bold or capitals will be personalised with the appropriate details for each customer.

*"This email is confirmation that you have set up an ongoing recurring payment schedule to pay **EXAMPLE COUNTY COUNCIL** from the debit or credit card ending **1234**.*

*Your first payment of **£10** is due on **01/07/17** and further payments will be taken **MONTHLY**.  
If you have any questions or would like to amend or cancel the schedule then please contact **EXAMPLE COUNTY COUNCIL**.*

*Please note that 'allpay' will appear on your bank statement."*

An example of an email notification to a customer for a new fixed payment schedule is below:

*“You have set up a recurring payment schedule to pay **EXAMPLE COUNTY COUNCIL**. The 1<sup>st</sup> payment is due on **01/07/17**. For further details on the schedule or to cancel/amend your schedule please contact **EXAMPLE COUNTY COUNCIL**. Please note that allpay will appear on your bank statement.*

## 8 Search

Callpay allows transaction searching using any of the following criteria:

### Date From / Date To

Search for transactions occurring on, or between, a specified range of days. To initiate a search using dates, select the “Date From” box and either type a date or select one from the calendar. Repeat this for the “Date To” field and click **Search** when complete

### Client Reference

A client reference is the unique code given to your customer by you, to their customer account. Enter a valid client reference consisting of between 1-16 alphanumeric characters and select **Search**

### Authorisation Code

When each transaction is processed, Callpay will confirm with the relevant bank the validity of the card details and fund availability. Should this check be successful, the bank involved will generate an authorisation code. This is unique to each transaction. Enter a valid authorisation code and select **Search**

### Transaction Reference

When allpay processes a Callpay payment, a unique transaction reference is generated and attached to that payment. Enter a valid transaction reference and select **Search**

### Transaction Source

Using the dropdown box, select the source of the transaction

### Payment Reference Number

Payment reference number search will display all transactions occurring for one specific customer. Enter a valid PRN consisting of exactly 19 digits and select **Search**

### Bank Card Number

Using a bank card number it is possible to locate a number of transactions processed on the same bank card. Enter a valid bank card number (the first 6 and the last 4 digits) and select **Search**

### Include Refunds

Payment refunds are performed by allpay and specific Callpay Users only. This option enables you to search Callpay transaction history and include refunded transactions in the results. Ensure the **Include**

**Refunds** box is ticked when using any other search criteria to include refunds in the results. This box is ticked by default

## Transaction Status

Each transaction will have either a successful or unsuccessful status. Search results displayed will vary dependent on which option is selected. Untick the selection box(es) for the transaction status wishing to be omitted from the results. These boxes are ticked by default

## Payment Method

Transaction payment types include cash, cheque and card. These payment methods are used in conjunction with Callpay and allpay's other payment types. Ensure the appropriate payment method box is ticked when using any other search criteria to include in the results. All payment methods are ticked by default

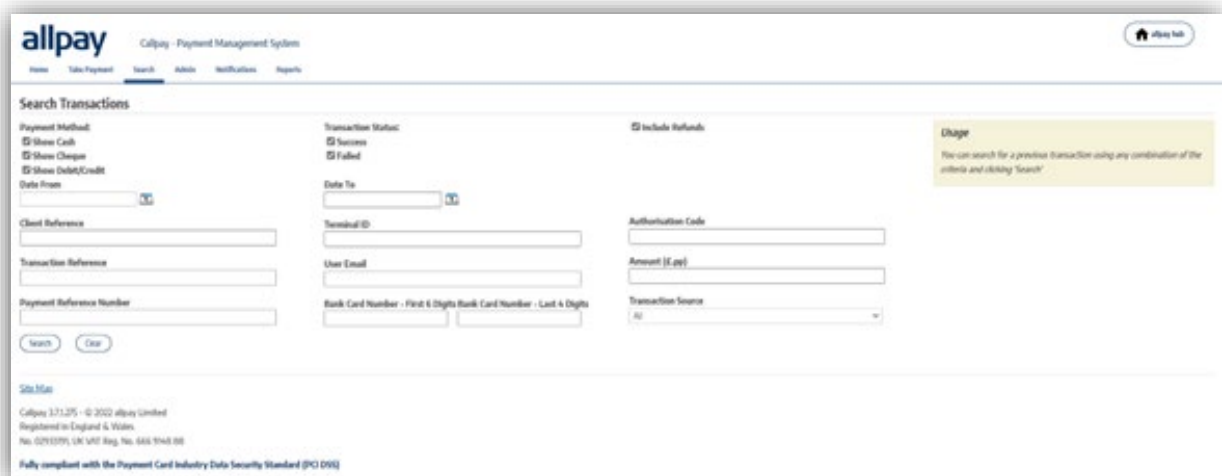
## 8.1 Search Results

When you select **Search** and supply a set of search criteria, the following transactional information will be summarised if Callpay locates any results:

- Transaction Reference
- Payment Reference Number
- User Email
- Status
- Date
- Transaction Source
- Type
- Method

The results will appear in a table view. The number of records shown on each page will default to 10. This may be customised by selecting either 10, 25 or 50 results per page. The number of pages and current pages are shown to the bottom left of the results table.

Should you require further transaction details, click **View** shown to the far left of the desired record to open in a new window. See [Section 8.2. Transaction Details](#) for further information. If Callpay is unable to locate any records matching the search criteria, it will display "No Records Found".



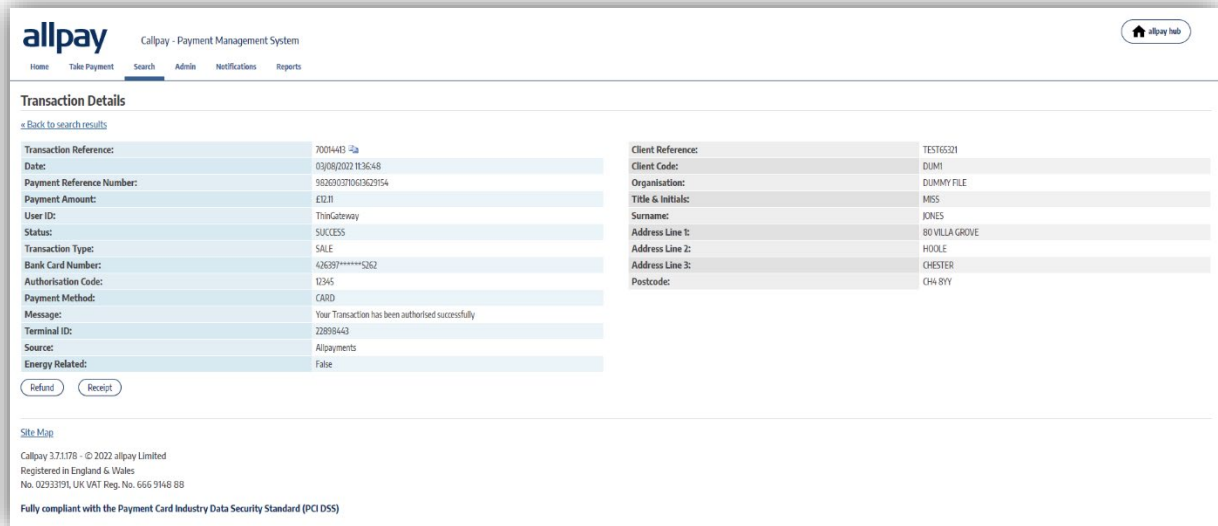
The screenshot shows the 'Search Transactions' page in the allpay Callpay Payment Management System. The page includes a navigation bar with 'Home', 'Take Payment', 'Search', 'Admin', 'Notifications', and 'Reports'. The main content area is titled 'Search Transactions' and contains several search filters:

- Payment Method:** Radio buttons for 'Show Cash', 'Show Cheques', and 'Show Debit/Credit'.
- Transaction Status:** Radio buttons for 'Success' and 'Failed'.
- Include Refunds:** A checkbox that is checked by default.
- Date Range:** 'Date From' and 'Date To' input fields with calendar icons.
- Client Reference:** A text input field.
- Terminal ID:** A text input field.
- User Email:** A text input field.
- Bank Card Number:** Two text input fields for 'First 6 Digits Bank Card Number' and 'Last 4 Digits'.
- Transaction Reference:** A text input field.
- Payment Reference Number:** A text input field.
- Authorization Code:** A text input field.
- Amount (K, p):** A text input field.
- Transaction Source:** A dropdown menu with 'All' selected.

At the bottom left, there are 'Search' and 'Clear' buttons. A yellow callout box on the right says: 'Change: You can search for a previous transaction using any combination of the criteria and clicking Search'. The footer contains copyright information: 'allpay 3.71.275 - © 2020 allpay Limited. Registered in England & Wales. No. 02910395. UK VAT Reg. No. 643 9148 00. Fully compliant with the Payment Card Industry Data Security Standard (PCI DSS)'.

## 8.2 Transaction Details

Each transaction is recorded and stored in the Callpay transaction history. The search results will show the appropriate transactions in table form displaying only a basic level of information. By selecting the **View** option adjacent to the appropriate record, the transaction details will appear in full.



**Transaction Details**

[Back to search results](#)

<b>Transaction Reference:</b>	7001443 -a	<b>Client Reference:</b>	TEST6520
<b>Date:</b>	03/08/2022 11:36:48	<b>Client Code:</b>	DUM1
<b>Payment Reference Number:</b>	982693270603029154	<b>Organisation:</b>	DUMMY FILE
<b>Payment Amount:</b>	£12.11	<b>Title &amp; Initials:</b>	MISS
<b>User ID:</b>	T10Gateway	<b>Surname:</b>	JONES
<b>Status:</b>	SUCCESS	<b>Address Line 1:</b>	BO VILLA GROVE
<b>Transaction Type:</b>	SALE	<b>Address Line 2:</b>	HOOLE
<b>Bank Card Number:</b>	436937****5262	<b>Address Line 3:</b>	CHESTER
<b>Authorization Code:</b>	1245	<b>Postcode:</b>	CH4 8YJ
<b>Payment Method:</b>	CARD		
<b>Message:</b>	Your Transaction has been authorised successfully		
<b>Terminal ID:</b>	22899443		
<b>Source:</b>	ApiPayments		
<b>Energy Related:</b>	False		

[Site Map](#)  
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 No. 02933191, UK VAT Reg. No. 666 9148 88  
 Fully compliant with the Payment Card Industry Data Security Standard (PCI DSS)

Transaction details will show payment information and, where possible, customer details. The options available on this screen will vary depending on permissions assigned by your Callpay Administrator.

### Refund

The option to refund specific payments is granted by allpay to the Callpay Administrator following a formal request. The Callpay Administrator may then assign the refund permission to other users if required. See **Section 11. Admin** for further details on assigning this permission. For further details on how to refund a transaction, see **Section 9. Refunds**.

### Take New Payment

The transaction details view will allow a User to begin a new payment starting from the payment details screen.

### Receipt

If required, Callpay can produce copies of receipts from historic transactions. These may be reprinted or emailed to the customer.

## 9 Refunds

Refunds are activated following a formal request to allpay only. The Callpay Administrator may then modify any other User accounts to include the permission to refund. See **Section 11. Admin** for further information on account creation and assigning permissions. To refund a transaction, follow the instructions below:



1. Select the **Search** tab
2. Using the search criteria provided, enter the appropriate transactional data and click **Search**
3. Click **View** adjacent to the appropriate record once located

### Search Results

[« Back to search criteria](#)

	<a href="#">Txn Ref</a>	<a href="#">Date</a>	
<a href="#">View</a>	70014323	21/07/2022 11:16:13	982690

[Site Map](#)

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4. Select **Refund**. Please note that this option will be visible to designated users only
5. If the full transaction amount has already been refunded, the **Refund** box will be disabled
6. The **Refund Amount** field is pre-populated with the amount available to refund, however it is possible to manually enter the amount to refund in this field

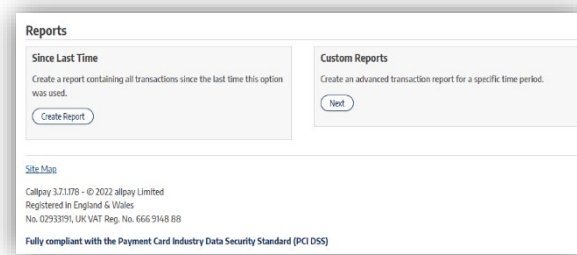
**Note:** the minimum amount to refund is £1, and it is not possible to refund a transaction that will leave less than this minimum amount remaining (i.e. £22.50 transaction value and £22.00 to be refunded would be prevented as this would only leave 50p remaining in the transaction).
7. Click **Confirm Refund** and a **Confirmation Screen** is displayed to confirm the refund was successful
8. Select **Finish** to return to the Search Criteria, or **Receipt** to generate the receipt for the customer see [Section 7.2.3 Receipts](#)

**Note:** Transactions over 6 months old cannot be refunded using Callpay.

## 10 Reports

Using the reporting tool within Callpay, users can produce standard and custom reports. These reports may be used to highlight the total number of card, cash and cheque transactions accepted within a specific time period. This is useful when performing payment reconciliation. Reporting will also summarise refunds and failed transactions if requested.

The **Reports** option is available to authorised users only and is located in the main menu. Access to reporting is only given to the Callpay Administrator initially. The Callpay Administrator may then modify any other user accounts to include the permission to report. See [Section 11. Admin](#) for further information on account creation and assigning permissions.



## 10.1 Reports - Since Last Time

The “Since Last Time” report will summarise all transactions and totals since the last time the report was run. Each transaction type (card, cash, cheque and refund) will be categorised and subtotaled. The grand total of funds collected will appear under “**Debits**”. Any refunds will be totalled under “**Credits**”.

Reports									
<b>Card Transactions</b>									
Date	Txn Ref	Bank Card	PRN	Client reference	User Id	Status	Source	Amount	
30/05/2022 10:43:56	7004229	430381****2512	9528919725128193	95881038	MiguelL_cabe001	Success	Callpay	£1.00	
30/05/2022 10:43:58	7004228	430381****2512	9528919725128193	95881038	MiguelL_cabe001	Success	Callpay	£1.00	
30/05/2022 10:49:07	7004235	430381****2512	9528919725128193	95881038	MiguelL_m1625%	Success	Callpay	£1.00	
									<b>Total Transactions: 3   Total Amount: £6.36</b>
<b>Cash Transactions</b>									
Date	Txn Ref	PRN	Client reference	User Id	Status	Source	Amount		
20/07/2022 14:40:42	7004129	9528919725128193	201910205704	MiguelL_cabe001	Success	Callpay	£0.00		
29/07/2022 10:07:34	7004120	9528919725128193	201910205704	MiguelL_cabe001	Success	Callpay	£1.00		
									<b>Total Transactions: 2   Total Amount: £1.00</b>
<b>Cheque Transactions</b>									
Date	Txn Ref	PRN	Client reference	User Id	Status	Source	Amount		
20/07/2022 14:40:05	7004182	9528919725128193	201910205704	MiguelL_cabe001	Success	Callpay	£1.00		
									<b>Total Transactions: 1   Total Amount: £1.00</b>

To produce a “Since Last Time” report, follow the steps below:

1. Select the **Reports** tab
2. Click **Create Report** located within “Since Last Time” box
3. Select **Print** to send a copy to your default printer

Please note all totals for “Since Last Time” report will be reset once the report has been run.

## 10.2 Custom Reports

Custom reporting allows the user to specify a set of criteria used to locate a specific batch of transactions. The criteria available includes:

### Date From / Date To

The date search facility will locate all transactions occurring on, or between a specified range of days. To initiate a search using dates, select the “Date From” box and either type a date or select one from the calendar. Repeat this for the “Date To” field

### Transaction Type

Callpay transaction types include card, cash, cheque and refunds. These may be filtered to produce specific reports. All transaction types will be selected by default. Deselect any transaction type to remove it from the custom report

### Transaction Status

Transactions within Callpay are either successful or unsuccessful. Custom reporting will show only successful transactions by default. Select or deselect the appropriate option to add or remove it from the custom report

### Transaction Source

All transactions processed using Callpay and allpay's other hosted services (e.g. SMS, IVR, Recurring Payments) can be reported on. Custom reporting will show **All** transactions by default. Select the appropriate option to filter the results presented in the custom report

### Detailed

Custom reporting will generate a detailed transaction report by default. This will include a breakdown of each transaction grouped by transaction type. If **Detailed** is deselected, the report will show subtotals and grand totals only

The screenshot shows the 'Reports' section of the allpay Callpay Payment Management System. It includes filter panels for Date From, Date To, Users, Transaction Type, and Transaction Status. Below the filters is a table titled 'Card Transactions' with columns for Date, Ten Ref, Bank Card, PRN, Client reference, User, Status, Source, and Amount.

Date	Ten Ref	Bank Card	PRN	Client reference	User	Status	Source	Amount
04/10/2022 08:38:38	7620788	52664*****527	9620302242742094	5488000001	julie.savage@allpay.net	Success	Callpay	£20.00
04/10/2022 08:25:44	7633254	45281*****684	9620782843705906	0781042	marky.grichard@allpay.net	Success	Callpay	£544.00
04/10/2022 08:30:05	7633881	44623*****046	9620054280375330	3022848006	ella.amor@allpay.net	Success	Callpay	£52.00
04/10/2022 08:36:01	7633475	45281*****040	96203022858402528	54200025	ella.amor@allpay.net	Success	Callpay	£304.00
04/10/2022 08:43:37	7623036	45281*****467	96203022707982884	300540209	marky.grichard@allpay.net	Success	Callpay	£300.00
04/10/2022 08:46:36	7623700	45439*****622	9620782780079503	00404800	mark.northingham@allpay.net	Success	Callpay	£635.00
04/10/2022 08:48:36	7633254	44623*****584	96200940044746022	4474402	david.morris@allpay.net	Success	Callpay	£460.00
04/10/2022 08:50:09	7633796	47542*****528	96207420000362878	75447207	marky.grichard@allpay.net	Success	Callpay	£252.04
04/10/2022 09:04:52	7624237	44623*****889	96200940000000233	80923	joshua.hadley@allpay.net	Success	Callpay	£930.00
04/10/2022 09:09:27	7624343	52664*****435	96203022779022256	202886	fr.bain@allpay.net	Success	Callpay	£1300.00
04/10/2022 09:15:42	7624578	52740*****407	96200940000396232	96238	mark.nor@allpay.net	Success	Callpay	£403.00
04/10/2022 09:38:28	7624654	44234*****921	962078282952094	20000005	melanie.edwards@allpay.net	Success	Callpay	£38.02
04/10/2022 09:20:08	7624487	44334*****579	962005272640598240	1078443	mark.nor@allpay.net	Success	Callpay	£224.26
04/10/2022 09:20:25	7624795	43068*****7406	438860000000052480	000005248	julie.savage@allpay.net	Success	Callpay	£507.44
04/10/2022 09:20:34	7624723	46394*****224	96203022707362903	0003344	mark.northingham@allpay.net	Success	Callpay	£203.00
04/10/2022 09:20:34	7624742	45281*****502	9620782796000996	1034740	david.morris@allpay.net	Success	Callpay	£25.00
04/10/2022 09:24:34	7624863	52740*****603	96200528295205424	20007001	joshua.hadley@allpay.net	Success	Callpay	£79.18

## 11 Admin

Access to the Callpay system is controlled by allpay. Callpay user accounts are separated into two categories, **Administrators** and **Users**.

Each new client will be supplied with one initial Callpay 'Administrator' account by allpay. This account contains permissions to make payments, search for historic transactions and manage users by default. Using the Callpay Administrator account; further 'User' accounts may be created. This can be done on a one-by-one basis or in bulk. Each 'User' account will have a choice of privileges including:

### **Searcher**

User may search for historic transactions

### **Payer**

User has permission to accept card payments

### **Refunder**

User has the ability to refund a transaction

### **Reporter**

User can produce "Since Last Time" and "Custom" reports

### **Create Accounts**

User can set up a new account for a customer to make payments

### **Recurring Transactions**

User can set up recurring payments for customers

### **Barcode Invoices (Sign-up Only)**

User may produce barcoded bills and take one-off payments

### **Cash Payments**

User may process transactions in cash and cheque

### **Create Accounts**

User has access to 'Admin' enabling user account creation and modification. This is the same functionality as the Callpay Administrator

### **One-off Payments (Sign-up Only)**

User has permission to accept one-off payments

## **11.1 View Users**

Each user within Callpay must have their own account. The Callpay Administrator may create as many user accounts as necessary. These accounts may be viewed, modified or deleted by the Callpay Administrator at any time through **View Users**.

The **View Users** option can be found within the **Admin** tab on the Callpay Administrator's login. Each account will be displayed summarising names, email addresses and privileges. If any accounts require modification or deletion, use the **Edit** button located next to each record.

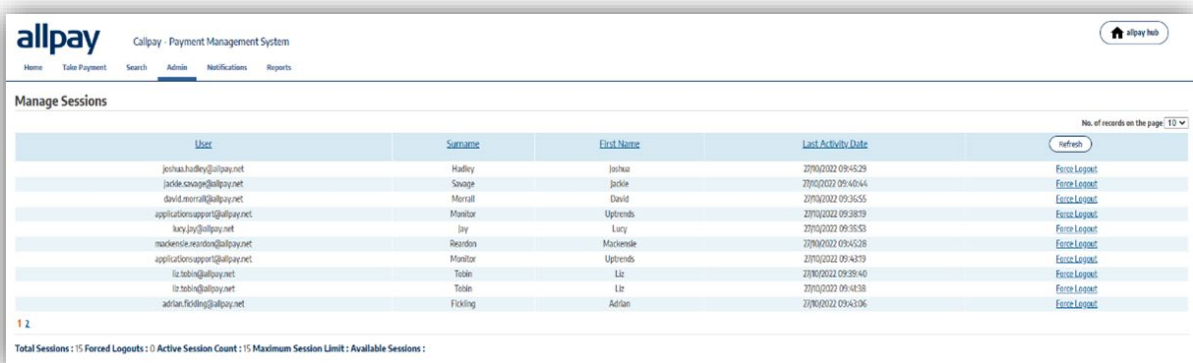
**Manage Users**

	First Name	Surname	Email	Search
<a href="#">Edit</a>	Alicja	Jaszuk	qata@allpay.net	<input type="checkbox"/>
<a href="#">Edit</a>	test	Automation	qata@allpay.net	<input checked="" type="checkbox"/>
<a href="#">Edit</a>	test	Automation	qata@allpay.net	<input checked="" type="checkbox"/>
<a href="#">Edit</a>	test	Automation	qata@allpay.net	<input checked="" type="checkbox"/>
<a href="#">Edit</a>	test	Automation	qata@allpay.net	<input checked="" type="checkbox"/>
<a href="#">Edit</a>	test	Automation	qata@allpay.net	<input checked="" type="checkbox"/>

## 11.2 User Sessions

The Callpay Administrator account allows the management of individual user sessions. This functionality enables the Administrator to view, at any moment in time, the number of concurrent licences in use. Additional information available to the Administrator includes the maximum session limit and total number of available sessions remaining. If for any reason a user session requires termination, the Administrator may perform this task by following the steps outlined below from the Callpay Home page:

1. Select the **Admin** tab
2. Select **User Sessions**



**allpay** Callpay - Payment Management System

Home Take Payment Search Admin Notifications Reports

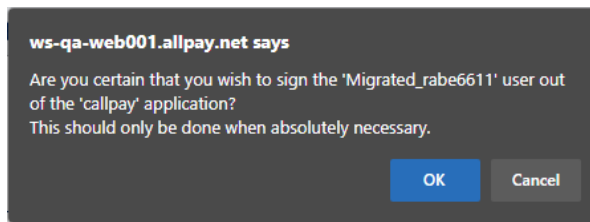
**Manage Sessions** No. of records on the page: 10

User	Surname	First Name	Last Activity Date	
joshua.hodley@allpay.net	Hadley	Joshua	2016/02/02 09:45:29	<a href="#">Force Logout</a>
jackie.savage@allpay.net	Savage	Jackie	2016/02/02 09:40:44	<a href="#">Force Logout</a>
david.morrall@allpay.net	Morrall	David	2016/02/02 09:36:55	<a href="#">Force Logout</a>
applicationsupport@allpay.net	Monitor	Uptrends	2016/02/02 09:38:19	<a href="#">Force Logout</a>
laura.jay@allpay.net	Jay	Laura	2016/02/02 09:35:53	<a href="#">Force Logout</a>
mackenzie.reardon@allpay.net	Reardon	Mackenzie	2016/02/02 09:45:28	<a href="#">Force Logout</a>
applicationsupport@allpay.net	Monitor	Uptrends	2016/02/02 09:44:19	<a href="#">Force Logout</a>
liz.tobin@allpay.net	Tobin	Liz	2016/02/02 09:35:40	<a href="#">Force Logout</a>
liz.tobin@allpay.net	Tobin	Liz	2016/02/02 09:43:38	<a href="#">Force Logout</a>
adrian.fickling@allpay.net	Fickling	Adrian	2016/02/02 09:43:06	<a href="#">Force Logout</a>

1 2

Total Sessions : 15 Forced Logouts : 0 Active Session Count : 15 Maximum Session Limit : Available Sessions :

3. Locate the account to be terminated and click **Force Logout**. The following warning will then appear onscreen:

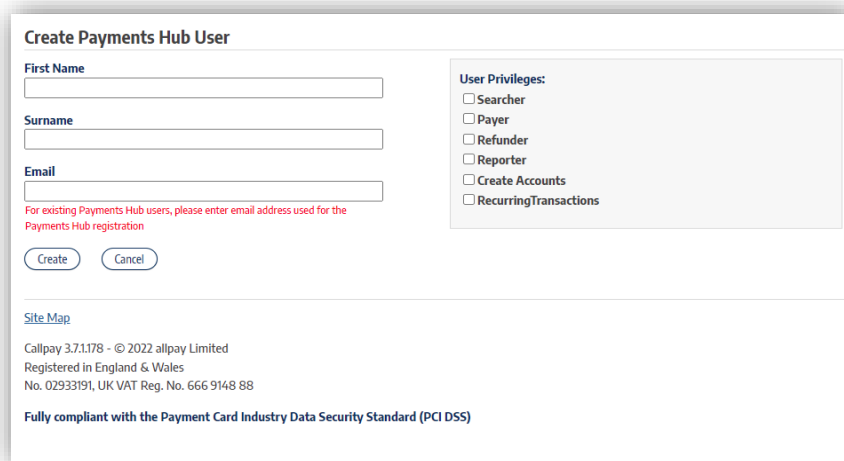


4. Click **OK** to terminate the User session

## 11.3 Create New User

Using the Callpay Administrator account, it is possible to create new user accounts for each and every user in Callpay. To create a new user account, follow the steps below from the Callpay Home page:

1. Select the **Admin** tab and click **Create New User**



2. Complete the **First Name**, **Surname** and **Email** address fields for the user, please use the same email address for existing Payments Hub users
3. Select the appropriate **User Privileges** from the list
4. Click **Create** to add callpay for this user

The new user has now been added to Callpay and the account highlighted on screen. They will now be able to see Callpay on their Payments Hub dashboard.

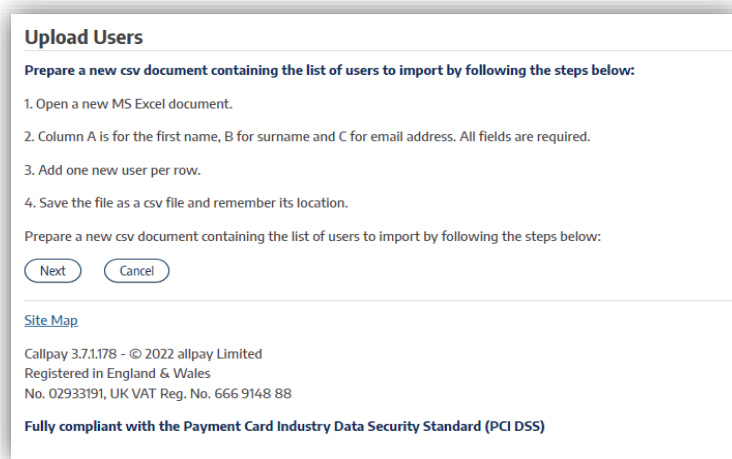
### Manage Users

	First Name	Surname	Email	Search	Payments	Refunds	Reports	Create Accounts	Recurring	Enabled
Edit	Kyle	Craig	cpata@allpay.net	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Lauren	Crasey	cpata@allpay.net	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	LDFirstName	LDSurname	joseph.broggs@allpay.net	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Learning	Development	training@allpay.net	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 11.4 Import Users

Using the Callpay Administrator account, it is possible to create new user accounts for each and every user in Callpay. To create a batch of new user accounts, follow the instructions below:

1. Log in using the Callpay Administrator account
2. Select the **Admin tab**
3. Click **Import Users** to begin the Upload Wizard



**Upload Users**

Prepare a new csv document containing the list of users to import by following the steps below:

1. Open a new MS Excel document.
2. Column A is for the first name, B for surname and C for email address. All fields are required.
3. Add one new user per row.
4. Save the file as a csv file and remember its location.

Prepare a new csv document containing the list of users to import by following the steps below:

[Next](#) [Cancel](#)

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4. Follow the instructions on screen to create a CSV file from a Microsoft Excel document containing a list of users
5. Select **Next** to continue
6. Click **Browse** to locate the CSV file before clicking **OK**
7. Select **Next**

If the import has been successful, the user upload wizard will display check boxes to assign collective permissions. Should specific accounts require different permissions, these may be changed on an individual basis later.

Select the appropriate group permissions and select **Next**.

8. The user upload wizard will now confirm on screen the new accounts. Select **Next** to proceed. Choose **Edit** to modify any specific Users, or **Delete** to remove the User from the list

### Upload Users

Confirm selections for the new users

	Username	Firstname	Surname	Email	Search	Payments	Refunds	Reports	Create Accounts
<a href="#">Edit</a> <a href="#">Delete</a>	jodi2809	Johnny	Depp	Johnnydepp@allpay.net	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Edit</a> <a href="#">Delete</a>	chhe6801	Chris	Hemsworth	ChrisHemsworth@allpay.net	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Previous](#)
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9. The wizard will automatically save the usernames of the new accounts to a dated file and send it to the nominated Callpay Administrator email account. **Send Password Notification emails to new Users** is checked by default. Uncheck if passwords are not to be sent directly to users. Click **Finish** to complete the process

### Upload Users

Select the default permissions for this set of users.

You may alter individual user permissions later.

- Search
- Payments
- Reports
- Refunds
- Create Accounts

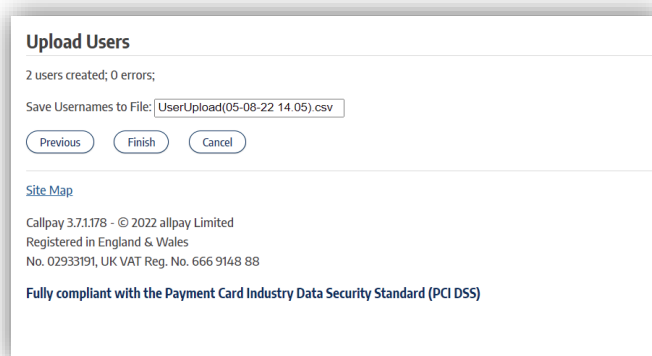
[Previous](#)
[Next](#)
[Cancel](#)

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## 11.5 Manage Images

Barcoded bills may be customised using a corporate logo or image. These may be uploaded by the Callpay Administrator using the **Manage Images** functionality.

To add an image to the barcoded invoice, follow the steps below from the Callpay Home screen:

1. Select the **Admin** tab
2. Click **Manage Images**
3. Select **Browse** and locate the image selecting **Open** when complete
4. Select **Upload**

The image will now be uploaded into Callpay and will appear on the barcoded invoices. The image may be modified or removed at any time by the Callpay Administrator.

## 12 Contact Information

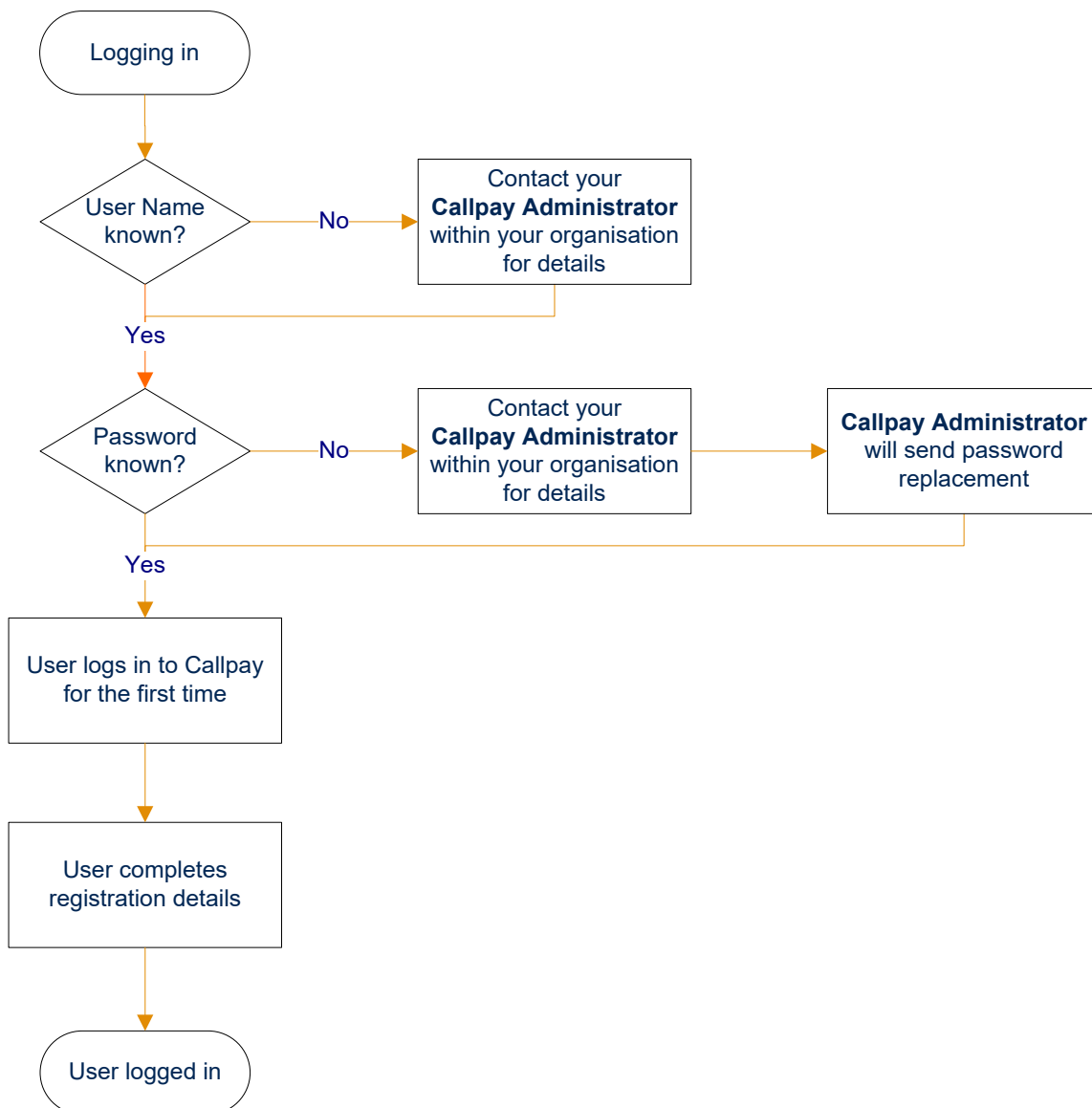
allpay provides a wide range of support services which cover all aspects of the business and its products and services. Normal office hours at allpay are 8:00am to 6:00pm Monday to Friday.

- |                     |                     |  |
|---------------------|---------------------|--|
| • Client Support    | +44 (0)330 135 9510 | <a href="mailto:enquiries@allpay.net">enquiries@allpay.net</a>           |
| • General Enquiries | +44 (0)330 135 9515 | <a href="mailto:enquiries@allpay.net">enquiries@allpay.net</a>           |
| • Client Onboarding | +44 (0)330 135 9513 | <a href="mailto:implementation@allpay.net">implementation@allpay.net</a> |
| • Sales             | +44 (0)330 135 9514 | <a href="mailto:sales@allpay.net">sales@allpay.net</a>                   |

## 13 Appendix

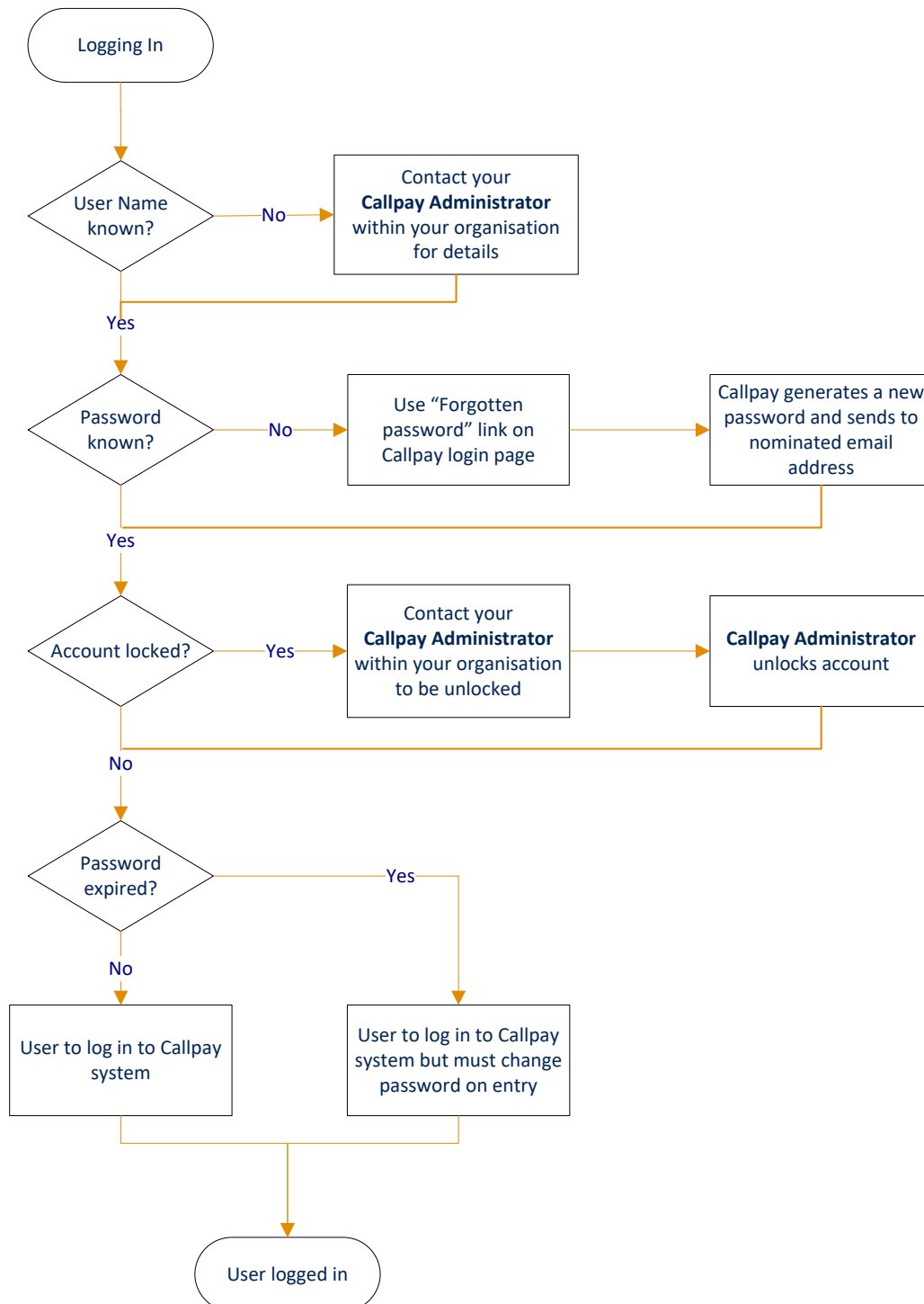
### 13.1 User Registration Support Route

When a new user is given an account they must register their details for security purposes. This process is short and only required when first logging into Callpay.



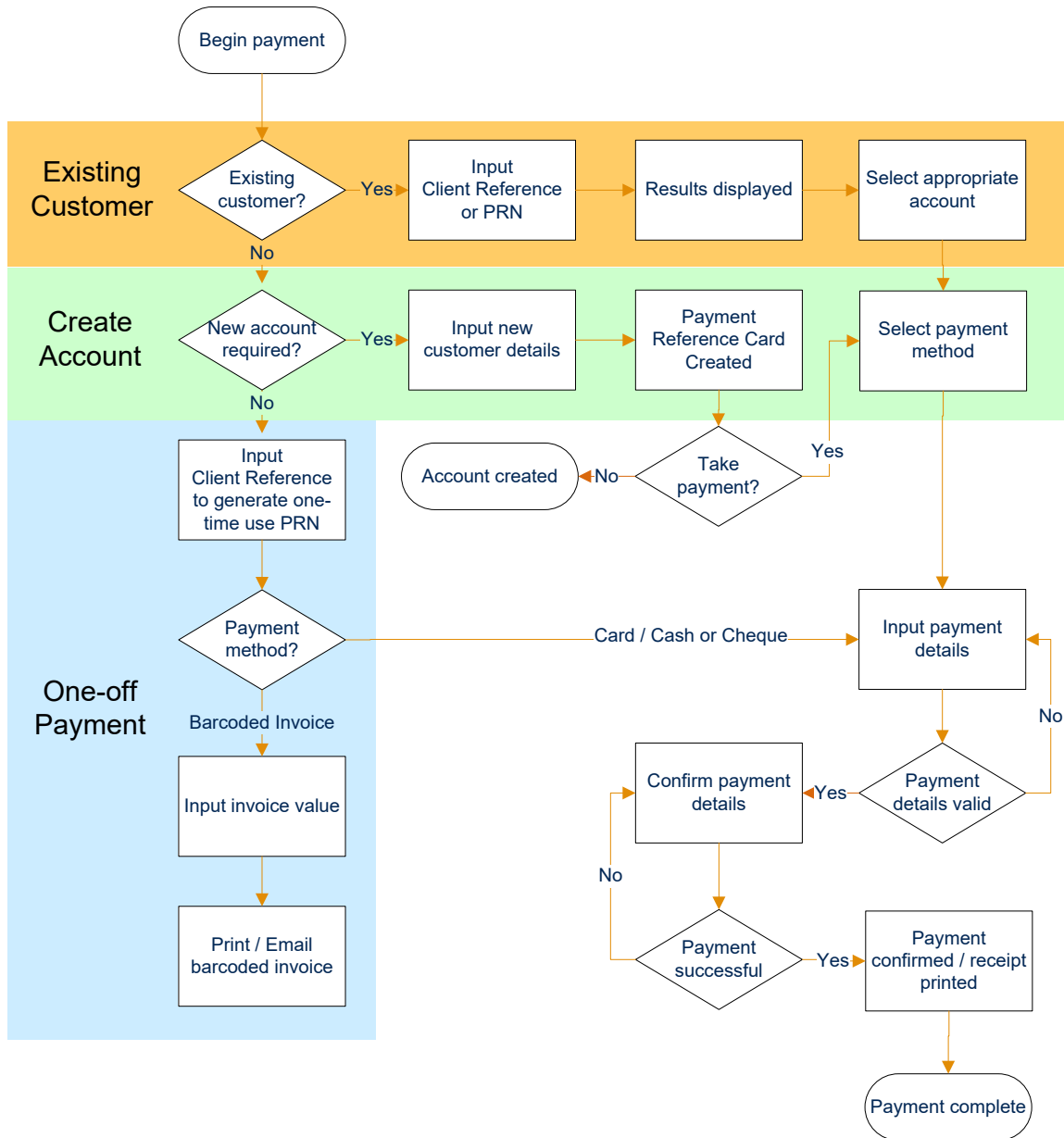
## 13.2 Access Issues Support Route

The flowchart below summarises the most common issues that can occur during the login process. Using the arrows you can then determine the appropriate action to take to resolve the issue.



## 13.3 Take Payment Flowchart

The flowchart below outlines the various payment options within Callpay. Using this chart it is possible to follow each specific payment type from start to finish including all steps in the middle.





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For all contact details please refer to our contact page on our website: [www.allpay.net](http://www.allpay.net)

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