



CUSTOMER ACCOUNT MANAGER

User Guide.

We make payments easy

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

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1 Introduction to Customer Account Manager

Customer Account Manager is a secure solution that enables your organisation to create and manage customer accounts as well as order Payment cards. Customers can use these cards to make a payment over the counter at one of our payment network providers; Post Office, PayPoint or Payzone, or via one of our online payment platforms.

Access to Customer Account Manager is via the allpay Payments Hub. To see details about logging on to the Payments Hub please visit www.allpay.net/training-homepage

Customer Account Manager will appear greyed out for users who do not have the appropriate permissions enabled. Please refer to 'Section 3' **User Permissions** (later in this user guide) for an overview of all available permissions. Alternatively speak with the Payments Hub administrators within your organisation if you do not have the permission required for your job role.

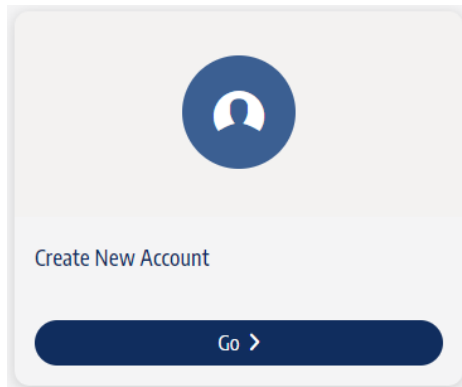
2 Customer Accounts

Customer Account Manager offers you the option to create Customer Accounts. These accounts can be used to generate a payment reference number (PRN) required for taking payments. You can request a physical card with the cardholder's name and PRN embossed on the front if you would like your customer to make payments at a **Post Office, PayPoint or Payzone** outlet.

All physical cards ordered through Customer Account Manager will be produced and mailed on the same working day (where possible) if the request is received before 12 noon.

2.1 Creating a New Account

To create a new account using Customer Account Manager select **Go** on **Create New Account**:



Enter the **Customer Information**:

Customer Information

Client Code * DUMI - DUMI Scheme Code	Reference *	Cardholder Name *
Title & First Name *	Last Name *	

Client Code

The Client Code represents a particular scheme linked to your organisation. Please be aware, you may have more than one client code in the drop-down menu, when creating the account ensure that you select the correct Client Code as this is not a field that can be changed after the request is submitted, or the account is created.

Payment Reference Number (PRN)

If you are required to submit the 19-digit PRN to allpay, please enter those details into this field (This option will only appear if it is applicable to this specific client code).

Reference

The reference entered in this field will be used by allpay when notifying you of payments made by this customer. This field can contain a maximum of 16 alphanumeric characters.

Cardholder Name

The details entered here will be embossed on the front of the payment card. This field can facilitate multiple names (e.g. Mr & Mrs A Customer) and can contain a maximum of 27 letters.

Title & First Name

Enter the customer's title and first name, as shown on the letter that accompanies the payment card (**Mr Adam** Customer).

Last Name

Enter the customer's last name, as shown on the letter that accompanies the payment card (e.g. Mr Adam **Customer**).

Use the next box to enter the delivery address as pictured below: Address Line 1, Town/City and Postcode are mandatory fields.

Delivery Address

Address Line 1*	Address Line 2
Town/City*	County
Postcode*	

By default, the **Use Delivery Address** tick box will be completed. If your customer has an alternative billing address untick this box and enter details as required. Noting again that Address Line 1, Town/City and Postcode are mandatory fields.

Billing Address

Use Delivery Address? ⓘ

Virtual Account

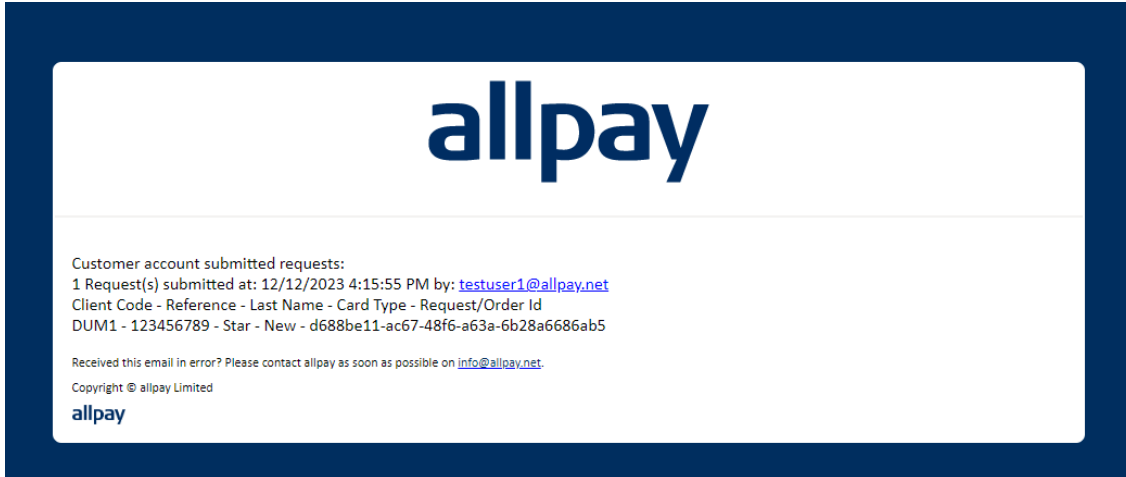
Create virtual account? ⓘ

[Submit request for approval](#)

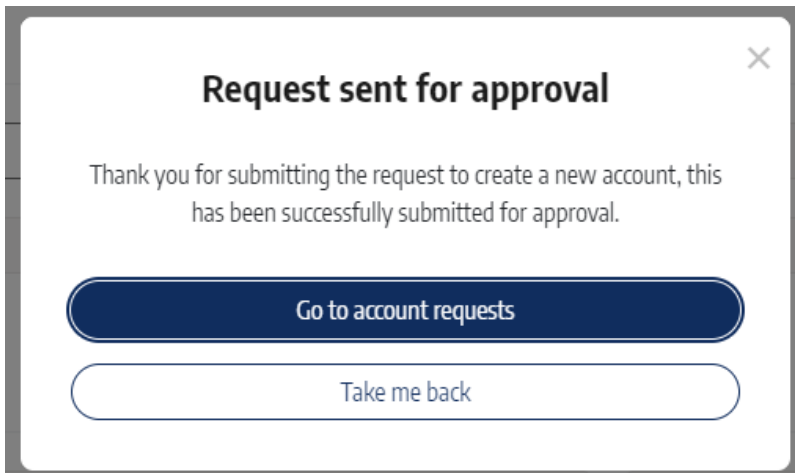
Finally, select whether this account will be a virtual account. By default, payment cards are produced and delivered for new accounts. By ticking the checkbox below, **Create virtual account?** you can generate a PRN for the account without producing a card. You can still order cards for virtual accounts later.

Once you are satisfied with the account detail entered and if the account will be virtual, select **Submit request for approval**.

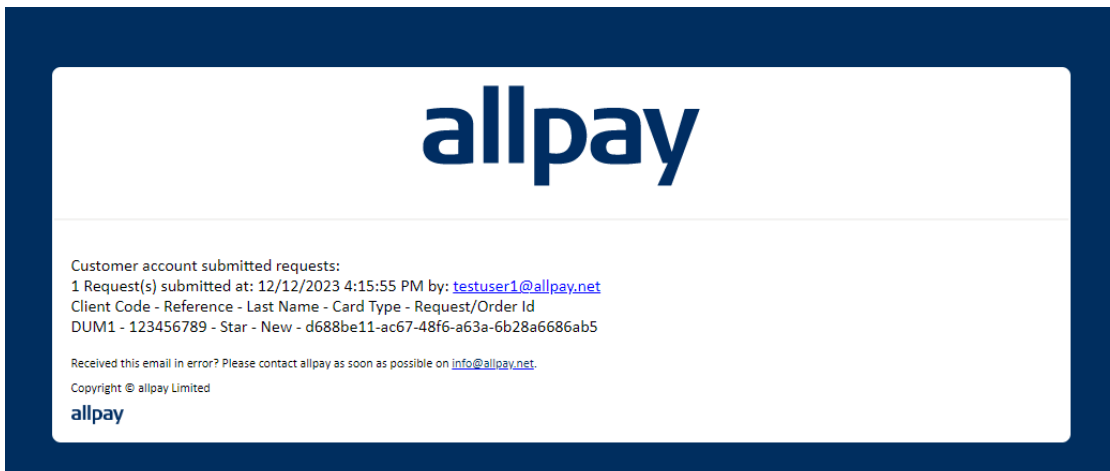
You will receive an email shortly after submitting a request confirming the information submitted. This email will come from maildispatcher@allpay.net.



Once you have submitted the account request, you will be presented with the following window:

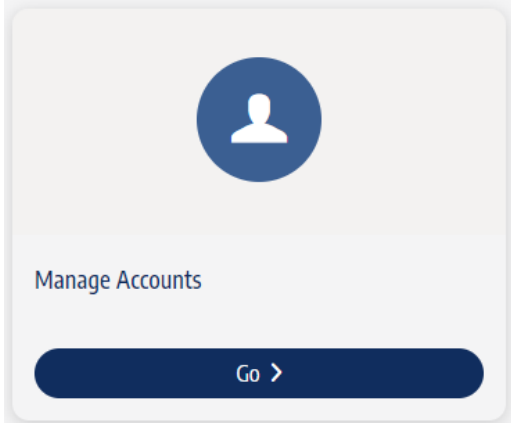


Select **Go to account requests** to go straight to the account requests page or select **Take me back** to stay on the **Create a New Account** page.



2.2 Order a Card on an Existing Account

To order a card on an existing account, navigate to **Manage Accounts**.



Use any of the filters to identify the account needing a payment card.

Manage Accounts Bulk upload

Client Code

Reference * Surname *

Advanced Search ^

Name on card Address line 1

Address line 2 City

County Postcode

i New accounts may take up to 48 hours to appear after submission to allpay.

Search

Select the account that you'd like to order a payment card for.

Search Results

Client Code ^	Title/First Name ^	Last Name ^	Reference ^	⋮
<input type="radio"/> Client Code	<input type="text" value="Title/First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Reference"/>	
<input type="checkbox"/> DUM1	MRT	CASH	123	***

You will be presented with the information stored for this account. Select **Order replacement Card for approval**. This will add a replacement card for this customer to the **Account Requests** list.

Please note: This feature can be used for both virtual accounts that have never had a physical card ordered, and for accounts where a second or replacement card is required.

X Close

Customer Information

Client Code *
DUM1

PIR
9826903725879910559

Reference *
964287

Name on card *
MS TERRY

Title & First Name *
MS TERRY

Last Name *
ALLPAY

Delivery Address

Address Line 1 *
18 THE ROAD

Address Line 2

Town/City *
TOWN

County

Postcode *
HR1 3SQ

Billing Address

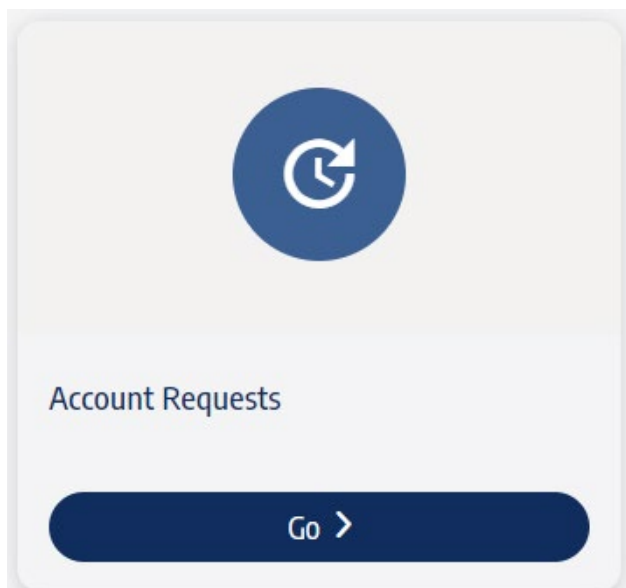
Use shipping address as billing address

Update account details
Order replacement card for approval

2.3 Approve an Account Request

Once you've created a new physical or virtual account using **Create New Account** or ordered a payment card through **Manage Accounts** you will need to approve this using the **Account Requests** screen.

Select Go on the **Account Requests**:



Here you will find a list of all the current requests that have been made by your organisation. You can find a quick preview of the information submitted for each request in the below table. Left click on a request if you wish to make any changes before submission.

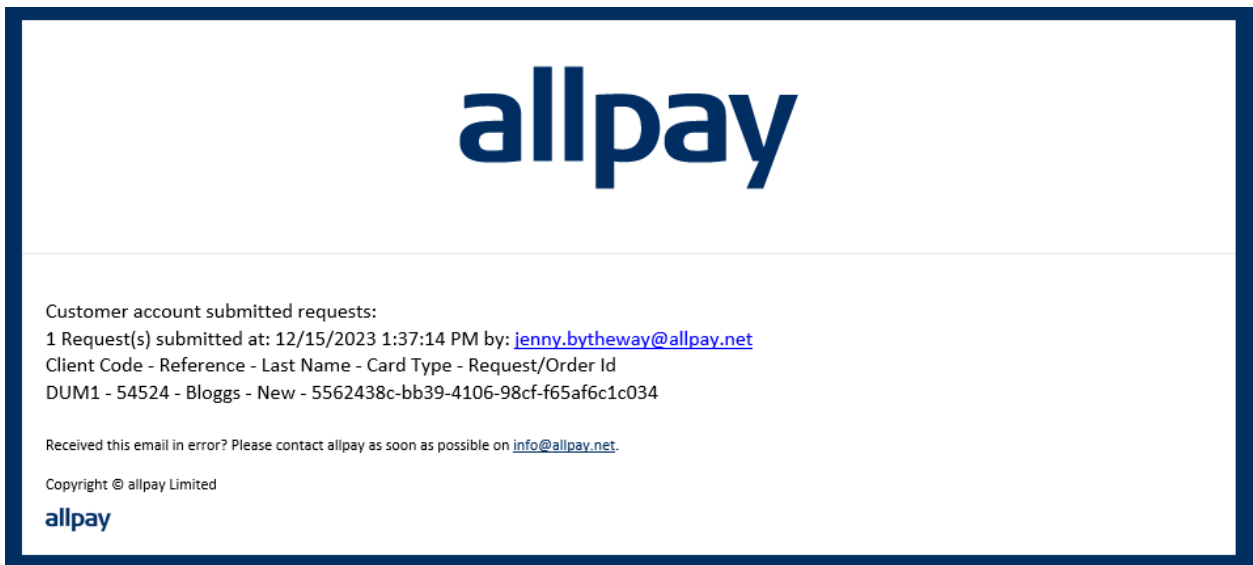
The screenshot shows the 'Customer Account Manager' interface. On the left, a table lists account requests with columns for Client Code, Cardholder Name, Title/First Name, Last Name, and Account type. Each row has a checkbox and a 'New' button. On the right, a detailed view for 'MR A TEST' shows the status as 'Pending' and a 'New' button. Below this, the 'Customer Information' section contains form fields for Client Code (*), Reference (*), Name on card (*), Title & First Name (*), and Last Name (*). At the bottom right, there are two buttons: a red 'Delete' button and a dark blue 'Approve card request' button.

When you are ready to submit a request to allpay, tick the check box on the left side of the respective row, then select **Approve _ Requests**.

Account Requests

This screenshot shows the 'Account Requests' table with one row selected. The table has columns for Client Code, Cardholder Name, Title/First Name, Last Name, Account type, Status, and Reference. The selected row has Client Code 'DUM1', Cardholder Name 'Mr Test Man', Title/First Name 'Mr Test', Last Name 'Man', Account type 'New', Status 'Pending', and Reference '12345'. Above the table, there are buttons for 'Cancel 1 Requests' and 'Approve 1 Requests'. Below the table, there are pagination controls showing 'Rows per page 5' and '1-1 of 1'.

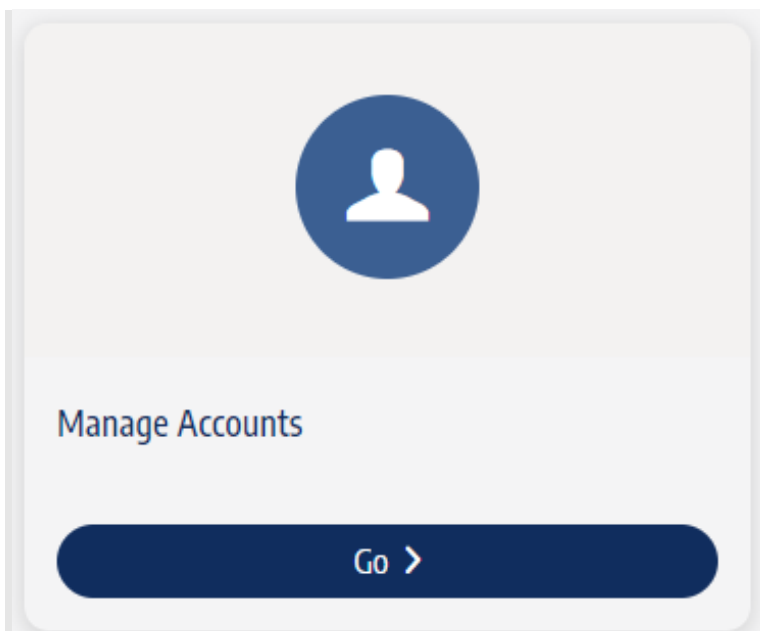
You can also select **Cancel _ Requests** if you would like to remove requests from this list. Once submitted, you can view requests in **Submitted Account History**. You will receive an email shortly after selecting **Submit Requests** confirming the information approved. This email will come from maildispatcher@allpay.net.



2.4 Changing Customer Account Details

To change customer details on an existing account, navigate to **Manage Accounts**.

Use any of the filters to identify the account you wish to change. **Please note:** New accounts may take up to 48 hours to appear after submission.



Manage Accounts Bulk upload

Advanced Search ^

i New accounts may take up to 48 hours to appear after submission to allpay.

Search

Select the account that you wish to change.

Search Results

<input type="checkbox"/> Client Code ^	<input type="checkbox"/> Title/First Name ^	<input type="checkbox"/> Last Name ^	<input type="checkbox"/> Reference ^	☰
<input type="text" value="Client Code"/>	<input type="text" value="Title/First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Reference"/>	🔍
<input type="checkbox"/> DUM1	MS TERRY	ALLPAY	964287	***

Rows per page 1-1 of 1 ⏪ ⏩

A menu will appear on the right side of the screen with the account information contained within, select **Update account details**.

✕ Close

MS TERRY

Customer Information

Client Code *
DUM1

PRN
9826903725879510559

Reference *
964267

Name on card *
MS TERRY

Title & First Name *
MS TERRY

Last Name *
ALLPAY

Delivery Address

Address Line 1 *
18 THE ROAD

Address Line 2

Town/City *
TOWN

County

Postcode *
HR1 3SQ

Update account details

Order replacement card for approval

Make the required changes to the account, then select **Update account details** again to commit the changes.

2.5 Bulk Card Ordering

File Import is available to Customer Account Manager users to order and re-order cards in bulk. This functionality avoids the need for users to enter records individually through the portal. After a bulk import file is uploaded, you will still need to submit the request through **Account Requests**.

To get started you will need to download the required template from the training library at <https://www.allpay.net/training-homepage/customer-account-manager/>

You can bulk upload **New Cards**, **Replacement Cards** and **Virtual Accounts (No card issued)** files at input stage, all use the same template and column layout.

2.5.1 Enter the Account Detail

Download the **Bulk Import** template. Use the headings as a guide for what information needs to populate each column, for each customer.

Each column on the template corresponds to a field of data in a customer account, mandatory fields are indicated in **bold**.

Column	Data	Length
A	Client Code	4
B	Client Reference	16
C	Title and Initials	20
D	Surname	19
E	Name on Card	27
F	Delivery Address Line 1	40
G	Delivery Address Line 2	40
H	Delivery Address Line 3	40
I	Delivery Address Line 4	40
J	Delivery Postcode	8
K	Billing Address Line 1	40
L	Billing Address Line 2	40
M	Billing Address Line 3	40
N	Billing Address Line 4	40

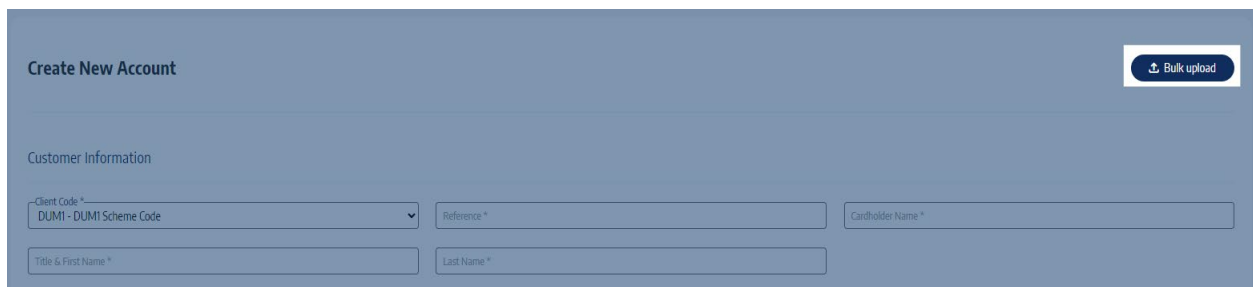
O	Billing Address Postcode	8
R	PRN*	Varies

Each row of the template excluding the headers on row 1 should contain at least the mandatory data required for each customer. Please use the table above to determine which column corresponds with each piece of data, fields in bold indicate mandatory, all other columns are optional.

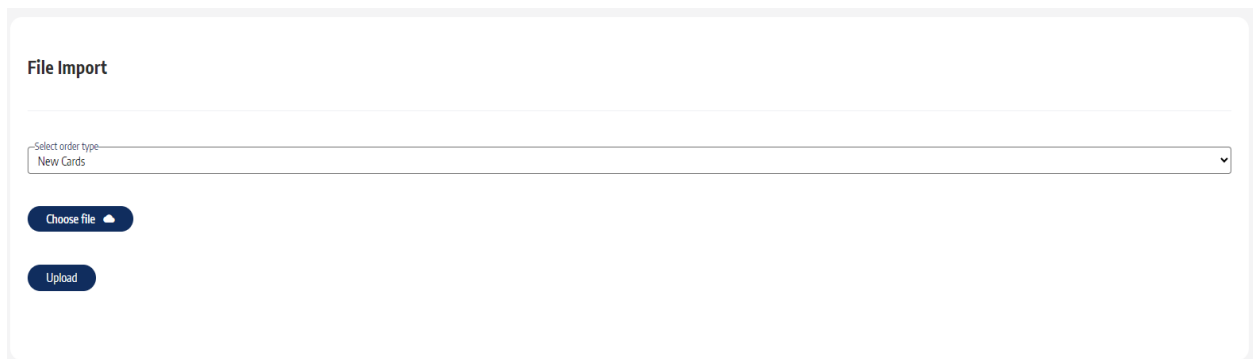
*Please note if you are configured to enter your own Payment Reference Numbers this will be a mandatory field. If you do not enter your own Payment Reference Numbers, please leave this field blank.

2.5.2 Uploading the completed template

On the **Create New Account** screen, in the top right you will find **Bulk upload**:

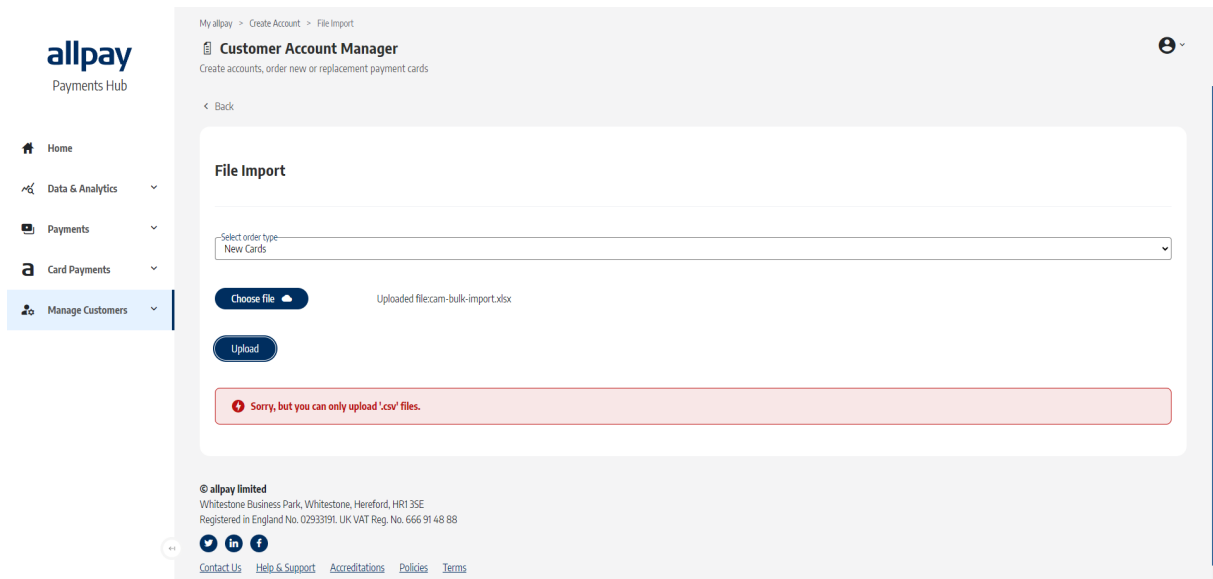


On the next screen you will be asked if you would like to submit a **New Cards** file, a **Replacement Cards** file, or a **Virtual Accounts (No Card issued)** file. Select from the drop down menu.

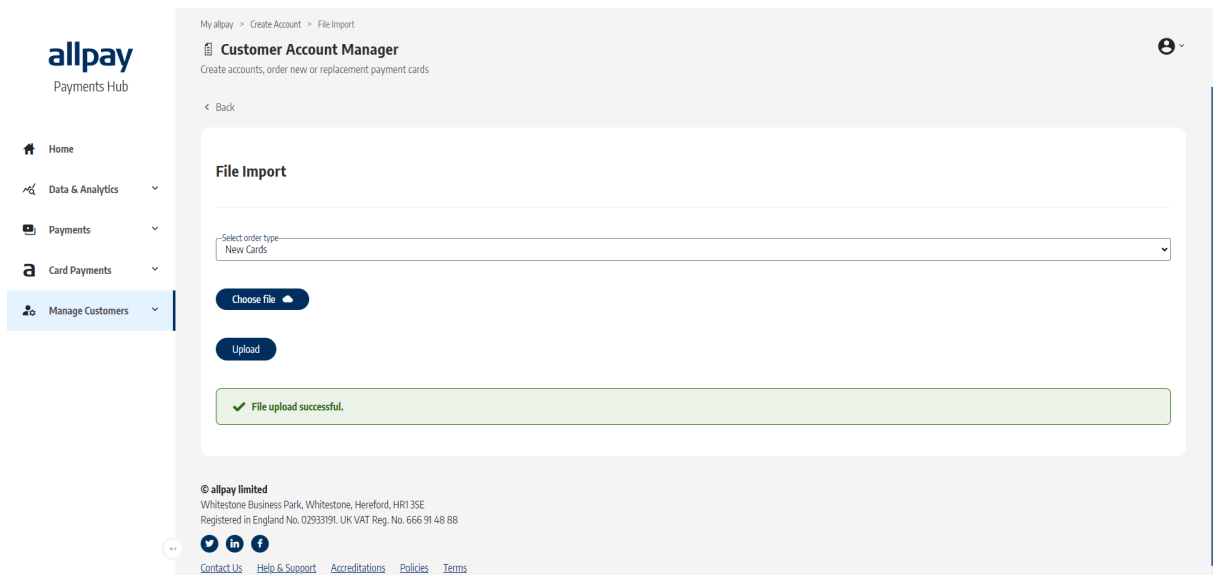


Select **Choose File** and then find the saved completed template in your file explorer. Once you've chosen the file, select **Upload**.

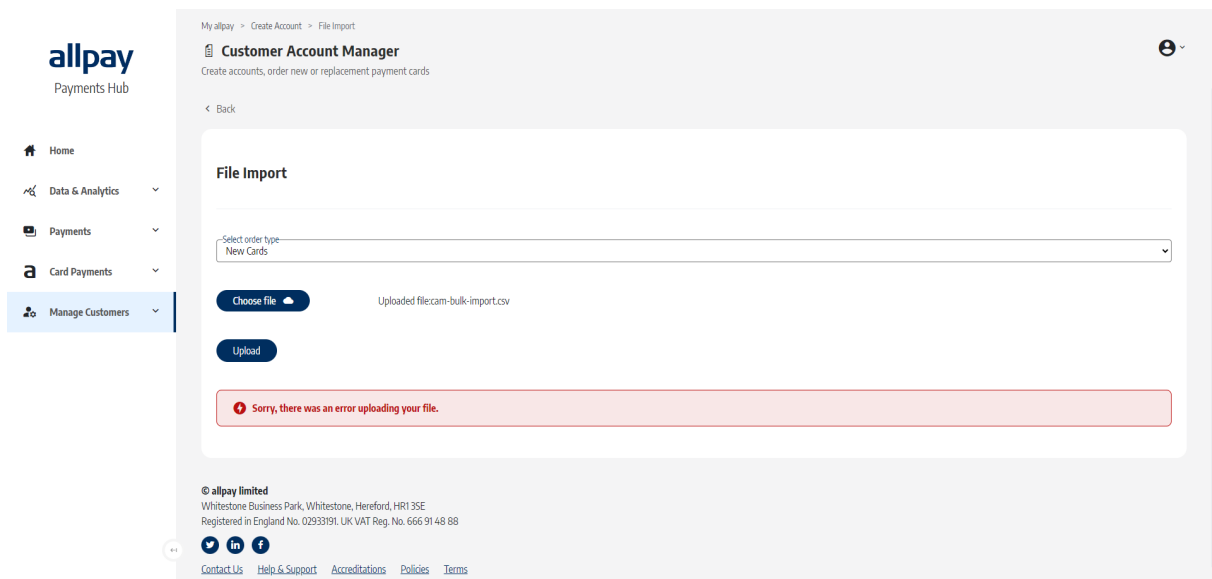
Please note: The upload file must be CSV format that does not exceed 2GB in size. If you attempt to upload a file that is not in a CSV format the following message will be displayed:



If your upload has been successful, you will be presented with the following screen:



If your upload has been unsuccessful the following message will be displayed. In these cases, it is likely that a mandatory field has not been completed as required. Please revisit the template, amend, and resubmit.



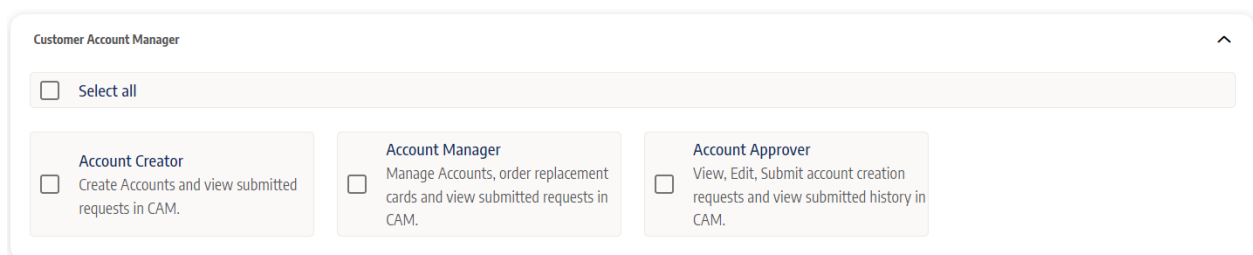
2.5.3 Submit the Requests

Once you have uploaded the completed template, the listed requests will appear in Account Requests.

Please Note: No accounts will be generated, and no physical cards will be produced until accounts are approved as outlined in section 2.3

3 User Permissions

When you access **User Permissions** on the Payments Hub, you can modify access and permission for elements of Customer Account Manager.



Account Creator allows users to submit new account requests via the **Create New Account Screen**.

Account Manager allows users to view accounts, edit account details and order cards on accounts that are already present in Customer Account Manager.

Account Approver allows a user to view, edit and submit account requests created by users.

If users have both **Account Creator** and **Account Approver** permissions, they can both submit and approve new account requests without the input of any other users. If users have no permissions on Customer Account Manager, the product will not appear in their Payments Hub dashboard.

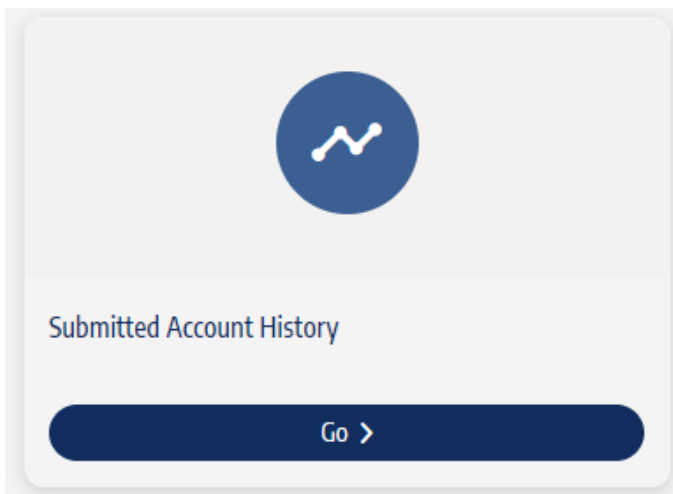
3.1 Client Code Groups

Users will only be able to create accounts for, submit requests for, and view accounts for, Client Codes in groups that they are members of.

For more information on Client Code groups please refer to the Payments Hub user guide which can be found at <https://www.allpay.net/training/paymenthub>.

4 Submitted Account History

Submitted Account History allows users of Customer Account Manager to access a list of account requests that have been approved already using **Account Requests**.



You will be presented with a list of approved requests in chronological order.

Submitted Account History

Client Code ^	Cardholder Name ^	Title/First Name ^	Last Name ^	Account type ^	Status ^	Reference ^
<input type="text" value="DUM1"/>	<input type="text" value="Cardholder Name"/>	<input type="text" value="Title/First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Account type"/>	<input type="text" value="Status"/>	<input type="text" value="Reference"/>
DUM1	Mr A AddressTest	Mr A	AddressTest	New	Processed	11122233
DUM1	Mr A AddressTest	Mr A	AddressTest	New	Processed	11122234
DUM1	Mr A AddressTest	Mr A	AddressTest	New	Processed	11122244
DUM1	MR TEST CARD	Mr Test	Card	New	Processed	12345
DUM1	Miss A Customer	Miss Anna	Customer	New	Processed	92646264

Rows per page: 1-5 of 6

Select on a record to view the information submitted to allpay.

5 Support and Training

5.1 Support

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.

[Contact allpay Limited | allpay](#)

5.2 Training

To make best use of Customer Account Manager for your organisation we recommend users familiarise themselves with our training library materials at <https://www.allpay.net/training/customer-account-manager/>

In the training library, alongside this user guide, you will find instructional videos and answers to frequently asked questions.

Please note we advise users not to print out this user guide. This ensures they are always accessing the most up-to-date version.



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