

Quick start guide

allpay Recurring Payments within Callpay quick start guide

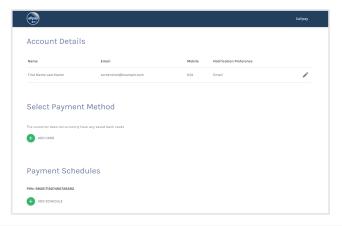
Please navigate to the website address https://www.callpay.net and reference this document.

User Permissions

- 1. Select **Create New User** or **View Users > Edit** from the **Admin** tab
- 2. Under User Privileges, tick Recurring Transactions in order to activate Recurring Payments for this User
- 3. The Recurring Transaction option will now be visible when the User takes a payment.

Selecting a Recurring Payment

- 1. After entering the **PRN** or **Client Reference** within Callpay, select the customer wishing to make a payment
- 2. Click Next under Schedule a Recurring Payment
- 3. The **Create Customer Profile** page will be displayed.



Step 1 - Create Customer Profile

- 1. The **PRN** is pre-populated from the account selected within Callpay. It is not possible to edit the PRN here
- Enter the customer's First Name and Last Name, then select their preferred method of contact for notifications: Email or SMS
- 3. Click **Save** after entering their email address or mobile phone number
- 4. If the email address or mobile number does not already exist in allpay's database, the User is taken to the **customer's account**.

Step 2 - Edit Customer Profile

- 1. If the email address or mobile number already exists in allpay's database, a message is displayed to confirm the PRN which this is set up against
- 2. To add the PRN against the existing customer profile, select **Yes**
- 3. If **No** is selected, a unique email address or mobile number must be entered for the customer
- It is possible to update the First Name, Last Name and notification preference for an existing customer by clicking /



continued overleaf

Step 3 - Select Payment Method

- If no bank card is currently saved in the customer's profile, select Add Card
- Enter the Card Number, Expiry Date, Security Code and Cardholder's Name, then click Save Card
- 3. Select **Continue** on the next page to return to the home page
- 4. Once the card has been saved, the card number is obscured in order to comply with Payment Card Industry Data Security Standards (PCI DSS)
- 5. Select the **radio button O** next to the bank card to be used for the recurring payment.

Step 4 - Payment Schedules

- Select Add Schedule below Payment Schedules
- 2. 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).

Ongoing Schedules

- 1. Select a **Start Date** for the Payment Schedule; this must be in the future, but not more than three months ahead
- 2. Enter the **amount** to be paid for each transaction
- 3. Select the **frequency of payments**: Weekly, Fortnightly, Monthly, Quarterly, Annually. (The weekly and fortnightly payment is taken on a set **day**. The monthly, quarterly and annually payment is taken on a set **date**)
- 4. Select **Submit** and read out the script to confirm the details to the customer, before clicking **Confirm**
- 5. The details of this recurring payment are displayed in the **Payment Schedule**. It is possible to edit
 or delete this schedule by selecting the appropriate button.

Note: when editing an ongoing payment schedule, the new start date must be at least 12 days in the future

Fixed Schedules

- 1. Select a **Start Date** for the Payment Schedule; this must be in the future, but not more than three months ahead
- 2. Enter the **total amount** to be paid this will be the total sum of the full schedule
- 3. Select the **frequency of payments**: Weekly, Fortnightly, Monthly, Quarterly, Annually. (The weekly and fortnightly 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
- 5. Select **Submit** and read out the script which contains a calculation of the payment schedule to confirm the details to the customer, and click **confirm**
- 6. The details of this recurring payment are displayed in the **Payment Schedule**. It is possible to edit
 or delete this schedule by selecting the appropriate button.

Note: when editing an ongoing payment schedule, the new start date must be at least 12 days in the future

Email and SMS Notifications

- 1. Your customer will receive a notification via **email** or **SMS** in the following circumstances:
 - When a **new** recurring payment schedule is created
 - When a payment is due to be taken **more than six months** after the previous payment
 - When a change is made to the recurring payment schedule
 - When the recurring payment schedule is **closed**
- 2. All notifications will include the name of the organisation and details of the payment (if applicable).

