

Guide to using the WorldPay Customer Management System

Issue 2.1

Software Version 0.35



WorldPay Ltd
the quick and easy way to sell online

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About this document

Welcome to the Guide to using the WorldPay Customer Management System.

Who should use this document

You should use this document if you are a customer using WorldPay's payment systems. In this document the term *customer* refers to a business that is using WorldPay to facilitate the selling of its products/services whereas the term *shopper* refers to an individual who is buying the customer's products/services.

What this document covers

This document provides a guide to all the facilities available to a customer on the Customer Management System and how to use them.

It does not include instructions on using any related software such as Microsoft Windows or Internet Browsers.

What you need to know

To use this guide, you need to know how to use Microsoft Windows and Internet browsers (such as Netscape Navigator or Internet Explorer).

How this document is organised

This document contains six chapters and an index.

About this document, introduces you to the Guide. It provides an explanation of what the document contains and how it is laid out.

Introduction gives a brief description of the Customer Management System and what it does.

Page layout describes the look and feel of the Customer Management System and the conventions that it uses. This section explains how to enter information on a page, how to perform actions and how to navigate round the system.

The reference section is a quick and easy to use guide to show you how to perform tasks on the system.

Supporting information contains more detailed information to back up the reference guide.

The **glossary** defines terms used in this document.

Associated documents

The following documents are also available:

- ◆ Integration Guide
- ◆ Customer Procedures Guide

Conventions

Text format

Instructions Each time you are required to do something, the instruction is preceded by a square bullet (as shown below):

- From the pull-down list at the top of the window, select the date for which you wish to view refunds.

Screen buttons Screen buttons are denoted by bold type (see below):

- Click on **LOG IN**

Notes Information that is being emphasised is shown in bold type and is preceded by a picture of an exclamation mark. An example is shown below:



This information is important.

Hypertext links When using this document as an on-screen PDF file, hypertext links are shown in blue type (see below):

- Refer to [Key Benefits](#) on page 7.

Introduction

The Customer Management System (CMS) is a facility provided to all WorldPay customers. This enables you to access your WorldPay account information and to process transaction refunds and post-authorisations online.

Main Facilities

You can:

- ◆ access information on all transactions processed, at both a summary and detailed level
- ◆ process your own refunds
- ◆ post-authorise transactions
- ◆ change the configuration of an account
- ◆ update your customer specific properties for WorldPay pages


These facilities give you peace of mind that transactions have been processed and the information relating to them is safely recorded.



Access to CMS is strictly password protected for additional security.

Key Benefits

- ◆ Easy-to-use online account administration facility
- ◆ Instant sales tracking record
- ◆ Valuable tools to assist with shopper queries
- ◆ Available 24 hours a day
- ◆ Transactions appear in 'real time'
- ◆ You can process refunds in an easy-to-use and secure environment
- ◆ You can use a search engine to find specific transactions
- ◆ You can change your password at any time

Reference Guide

<p>Accessing the Customer Management System</p>	<p><i>From your web browser</i></p> <ul style="list-style-type: none"> ■ In the Address bar/Location, type http://wcc.select.worldpay.com/wcc/admin and press ENTER <p><i>The Customer Management System Login page is displayed</i></p>
<p>Logging on to the Customer Management System</p> <p>You have one username and password for CMS. This identifies you to the system and allows you access to all your WorldPay customer accounts and configuration details.</p> <p></p> <p>Your password is displayed as * for security reasons</p>	<p><i>From the Customer Management System Login page</i></p> <ul style="list-style-type: none"> ■ Type your Username ■ Type your Password ■ Click on LOG IN <p><i>Your Customer Management System Home page is displayed</i></p>
<p>Your Home Page</p> <p>All the actions listed on the right hand side are initiated from the Home Page.</p>	<p><i>Your Customer Management System Home page displays:</i></p> <ul style="list-style-type: none"> ◆ The END WORLDPAY SESSION option ◆ User Options <ul style="list-style-type: none"> ● Change username/password option with CHANGE ◆ A list of all your accounts with the following details for each: <ul style="list-style-type: none"> ● Account type ● AccountID ● Status (live or test) ● Remittance (currency) ● The following actions are available: <ul style="list-style-type: none"> – Get statement – Other Actions – Configuration options ◆ The facility to search for a specified transaction ◆ A list of all your installations with the following details for each: <ul style="list-style-type: none"> ● Installation ID ● The following actions are available: <ul style="list-style-type: none"> – File Management – Configuration options

<p>Logging off the Customer Management System</p> <p>To maintain the security of your WorldPay accounts, we strongly advise that you log out of CMS when you have finished browsing it. Your session is automatically disconnected after half an hour of not being used.</p>	<p><i>From your Customer Management System Home page</i></p> <ul style="list-style-type: none"> ■ Click on END WORLDPAY SESSION <p><i>The Customer Management System Login page is displayed</i></p>
<p>Changing your username and/or password</p> <p>You are given a userid and password that identifies you to the system, and allows you to view your account and configuration details.</p> <p>For security purposes we recommend that you change your password as soon as possible after receiving it.</p> <p> Challenge is an extra level of security built in to stop an un-authorized user from changing your username or password.</p> <p> Your username, password and challenge are all case sensitive</p>	<p><i>From your Customer Management System Home page</i></p> <p>First change of password:</p> <ul style="list-style-type: none"> ■ Click on CHANGE <p><i>The Change Username and/or password page is displayed</i></p> <ul style="list-style-type: none"> ■ Type your new Username (if you are changing it) ■ Type your Password (if you are changing it) and Confirm it ■ Type your Challenge hint ■ Type your Challenge and Confirm it ■ Click on SUBMIT <p><i>Your Customer Management System Home page is displayed with a message that your username and password has been updated</i></p> <p>Subsequent changes of password:</p> <ul style="list-style-type: none"> ■ Click on CHANGE <p><i>The Change Username and/or password page is displayed</i></p> <ul style="list-style-type: none"> ■ Type your Challenge ■ Type your new Username (if you are changing it) ■ Type your password (if you are changing it) and Confirm it ■ Click on SUBMIT <p><i>Your Customer Management System Home page is displayed with a message that your username and password has been updated</i></p>

View a statement for an account

This allows you to view a statement of all transactions that have been processed via WorldPay's systems within the specified time period that you have entered on the statement request page.



See page 18 for a list of statement formats.



You can choose which columns appear on your statement and in which order. See page 11.



See page 18 for a description of the Full Account Statement and page 24 for a description of the Full Transaction Information page.

From your Customer Management System Home page

- Click on **GET STATEMENT** for the chosen account

The Statement Request page is displayed

- Select the Start and End Date range for the statement.
Transactions between these dates (inclusive) are included
- Choose which transactions you wish to appear in the statement (*Authorised only, Authorised and Failed* or just *Failed*)
- If you are a **NatWest Acquired customer**, choose the sort order for the statement (*Authorise Time* or *Process Time*)
- If you are set up to use **Deferred Processing** or **Authorisation and Completion**, select whether you wish to see
 - only the transactions which have been *authorised* (*Authorise Time*), or
 - transactions *completed* during the statement period (*Complete Time*). If you select this option, transactions are ordered by Complete Time.

- Choose the format for the statement

- Click on **VIEW STATEMENT**

If you selected HTML formatting, the Full Account Statement page for the account is displayed

If you selected any other formatting for the report, the CMS displays a dialogue box asking what to do with the statement file.

To view the full details for a transaction, at the Full Account Statement page:

- Click on **View** next to the id of the transaction you wish to view

The Full Transaction Information page is displayed

Set up Statement Emails

You can configure the CMS to send you a statement periodically by email.



You can only choose to receive compressed formats by email. See page 18 for a list of statement formats.



The statement will use the column configuration which is current at the time of sending. See below for details of how to change the statement layout.



The saved configuration will be available to you the next time you go to the Statement Emails page.

From your Customer Management System Home page

- Click on **GET STATEMENT** for the chosen account

The Statement Request page is displayed

- Click on **EMAILS**

The Statement Emails page is displayed

- Choose the interval between emails
- Choose the date for the next statement (intervals will be calculated from this date)
- Choose which transactions you wish to appear in the statement (*Authorised only, Authorised and Failed* or just *Failed*)
- If you are a **NatWest Acquired customer**, choose the sort order for the statement (*Authorise Time* or *Process Time*)
- If you are set up to use **Deferred Processing**, select whether you wish to see
 - only the transactions which have been *authorised* (*Authorise Time*), or
 - transactions *completed* during the statement period (*Complete Time*). If you select this option, transactions are ordered by Complete Time.

- Choose the format for the statement

- Put a tick in the **Email enabled?** box

- Click on **SAVE CONFIGURATION**

The page is re-displayed with a success message

To return to the Statement Request page:

- Click on **BACK TO STATEMENT REQUEST**

Change the layout of a statement



The fewer columns that appear on the statement, the quicker the statement will be produced.



The saved configuration will be available to you the next time you request a statement.

From your Customer Management System Home page

- Click on **GET STATEMENT** for the chosen account

The Statement Request page is displayed

- Click on **COLUMNS**

The Statement Columns page is displayed

- Choose the columns that you would like to appear in the statement and their positions

- Click on **SAVE CONFIGURATION**

The page is re-displayed with a success message

To return to the default configuration:

- Click on **RESET TO DEFAULT**

To return to the Statement Request page:

- Click on **BACK TO STATEMENT REQUEST**

View the full transaction information for a specified transaction

This allows you to search for a particular transaction and view the full transaction information straight away (without paging through statements).



See page 24 for a description of the Full Transaction Information page.

From your Customer Management System Home page

If you know the Transaction ID

- Type the Transaction ID in the **Transaction ID** box.
- Click on **View**

The Full Transaction Information page for the chosen transaction is displayed

If you know the Cart ID

- Type the Cart ID (fully or partially) in the **Cart ID** box.
- If you entered part of the Cart ID, select Match Criteria from the pull-down list (*starts with, contains, ends with, exact match*)
- Click on **View**

The CMS displays a list of all transactions whose Cart ID match the search criteria. If there are more than 100 transactions, the CMS asks you to refine your search criteria.

- Click on the **DETAILS** button for the required transaction.

The Full Transaction Information page is displayed

View currently disputed transactions for an account

This allows you to view all outstanding disputed transactions for an account.

Following receipt of a complaint from a shopper regarding a purchase made from a WorldDirect Customer or WorldAccount Customer, WorldPay acts as an intermediary to resolve the matter. Until such time, the purchase transaction is set to disputed and payment will not be remitted to the customer.



See page 24 for a description of the Disputed Transactions page.

From your Customer Management System Home page

- Click on **OTHER ACTIONS** for the chosen account

The Account Actions page is displayed

- Click on **DISPUTED TRANSACTIONS**

The Currently Disputed Transactions page is displayed

To view the full details for a transaction:

- Click on **View** next to the id of the transaction you wish to view

The Full Transaction Information page is displayed

Refund a payment

Where a transaction has been processed incorrectly, (for example, a shopper did not receive the goods or the goods are damaged) a refund of their payment may be necessary.



Refunds are made from the Full Transaction Information page (see [View the full transaction information for a specified transaction on page 12](#)).

From your Customer Management System Home page

EITHER

- Follow all the steps outlined in [View the full transaction information for a specified transaction on page 12](#)

OR

- Follow all the steps outlined in [View a statement for an account on page 10](#)
- Select the transaction you wish to refund and click on **View**

THEN

If you can make your own refund:

- Click on **FULL REFUND**
- Or enter the amount to be refunded (if you are making a partial refund) and click on **MAKE PARTIAL REFUND**

The page is re-displayed with a success message, an email is generated and sent to you (the customer) and the shopper to confirm the refund has taken place, and the refund is reflected in the account statement.

Otherwise:

- Complete the details of how much is to be refunded
- Print a copy of the current page using the print option on your web browser
- Fax the page to WorldPay at the number printed on the page

The refund is processed by a member of the Customer Acceptance department and reflected in your account.

An email is generated and sent to you (the customer) and the shopper to confirm the refund has taken place. The refund is reflected in the account statement.

Completing transactions (for UK acquired customers)

Refer to [Deferred Processing \(for UK Acquired Customer Accounts\)](#) on page 25 for more details.



You can complete individual transactions from the Full Transaction Information page (see [View the full transaction information for a specified transaction](#) on page 12)

EITHER

From your Customer Management System Home page

- Click on **OTHER ACTIONS** for the chosen account

The Account Actions page is displayed

If the account is set up for authorisation and completion

- Click on **COMPLETE**

The Completion Form page is displayed with all outstanding pre-authorised transactions

- Select the transactions to be completed:

Either Select by date/time range

- Select Start date and End date (inclusive) from the drop down list and click on

SELECT BY DATE/TIME RANGE

This puts a tick in the **complete** box next to any transactions that are within the date range

Or Select all transactions

- Click on **SELECT ALL**
This puts a tick in the **complete** box next to all transactions

Or Select individual transactions

- Click in the **complete** box next to any transaction that needs to be completed

Or Unselect all transactions that were previously selected

- Click on **UNSELECT ALL**
This clears all the previously selected transactions

- Click on **COMPLETE SELECTED TRANSACTIONS**

The Completion Results page is displayed with the completion result for each transaction

OR

From your Customer Management System Home page

- Follow all the steps outlined in [View a statement for an account](#) on page 10

- Select the transaction you wish to complete and click on **View**

- Click on **COMPLETE** to fully authorise the transaction

OR

From your Customer Management System Home page

- Follow all the steps outlined in [View the full transaction information for a specified transaction](#) on page 12

- Select the transaction you wish to complete and click on **View**

- Click on **COMPLETE** to fully authorise the transaction

Completing transactions (for NDC acquired customers)

The pre-authorisation of credit card transactions is used to authorise an estimated purchase amount, and verify that sufficient funds are available for the authorised amount.

The transaction must be “completed” in order to generate the payment transaction against the shopper’s account.

If all the goods are not to be delivered in one shipment, a transaction (order) can be partially completed to reflect this. Any subsequent deliveries would require a new pre-authorised transaction to be completed and remitted for the remaining amount.

Use [Re-authorising partially completed transactions](#) (on page 16) to do this.

Refer to [Pre-Authorisation and Completion \(for NDC Acquired Customer Accounts\)](#) on page 25 for more details.

From your Customer Management System Home page

- Click on **OTHER ACTIONS** for the chosen account

The Account Actions page is displayed

If the account is set up for authorisation and completion

- Click on **COMPLETE**

The Completion Form page is displayed with all outstanding pre-authorised transactions

- Select the transactions to be completed:

Either Select by date/time range

- Select Start date and End date (inclusive) from the drop down list and click on **SELECT BY DATE/TIME RANGE**. This puts a tick in the **complete** box next to any transactions that are within the date range
- If you wish to partially complete any transactions click on the P(artial) radio button and enter the amount to complete. Otherwise the default radio button is F(ull)

Or Select all transactions

- Click on **SELECT ALL**. This puts a tick in the **complete** box next to all transactions
- If you wish to partially complete any transactions click on the P(artial) radio button and enter the amount to complete. Otherwise the default is F(ull)

Or Select individual transactions

- Select whether to F(ully) complete or P(artially) complete
- Click the **complete** box for any transaction that is to be completed


Or Unselect all transactions that were previously selected

- Click on **UNSELECT ALL**. This clears all the previously selected transactions

- Click on **COMPLETE SELECTED TRANSACTIONS**

The Completion Results page is displayed with the completion results

<p>Re-authorising partially completed transactions</p> <p>This generates a new pre-authorised transaction for the remaining amount of a partially completed transaction.</p> <p>Refer to Pre-Authorisation and Completion (for NDC Acquired Customer Accounts) on page 25 for more details.</p>	<p><i>From your Customer Management System Home page</i></p> <ul style="list-style-type: none"> ■ Click on OTHER ACTIONS for the chosen account <p><i>The Account Actions page is displayed</i></p> <ul style="list-style-type: none"> ■ Click on RE-AUTH <p><i>The Re-authorisation Form page is displayed with all outstanding partially completed transactions that can have the remaining amount re-authorised</i></p> <ul style="list-style-type: none"> ■ Select the transactions to be completed: <ul style="list-style-type: none"> Either Select all transactions <ul style="list-style-type: none"> ● Click on SELECT ALL. This puts a tick in the complete box next to all transactions Or Select individual transactions <ul style="list-style-type: none"> ● Click the re-auth box for any transaction that needs a new pre-authorised transaction generating Or Unselect all transactions that were previously selected <ul style="list-style-type: none"> ● Click on UNSELECT ALL. This clears all the previously selected transactions ■ Click on RE-AUTHORISE SELECTED TRANSACTIONS <p><i>The Re-authorisation Results page is displayed with the authorisation results</i></p>
<p>Changing the Configuration options for an account</p> <p>This option allows you to amend the configuration details for an account.</p>	<p><i>From your Customer Management System Home page</i></p> <ul style="list-style-type: none"> ■ Click on CONFIGURATION OPTIONS for an account <p><i>The Configuration Options page is displayed</i></p> <ul style="list-style-type: none"> ■ Click the automatic email receipts for purchase payments box (if you want to receive receipts). ■ Type your email address ■ Click on SAVE CHANGES <p><i>Your Customer Management System Home page is displayed with a message that your configuration options have been amended</i></p>

<h2>File Management</h2> <p>This option allows you to upload template and property files for the configuration of WorldPay pages (except for Select Checkout installations).</p> <p>Refer to your installation guide for more in-depth details on this option.</p>  <p>Some older versions of browsers do not support file uploads. Contact customerservice@worldpay.com if you encounter problems</p>	<p><i>From your Customer Management System Home page</i></p> <ul style="list-style-type: none"> ■ Click on FILE MANAGEMENT under installations <p><i>The File Manager page is displayed</i></p> <p>To upload files from your system to WorldPay's system:</p> <ul style="list-style-type: none"> ■ Either type the path and file name that you wish to upload Or click on the Browse button to use you local PC/network browser to search for the file you wish to upload ■ Type the name of the file that it is stored under on WorldPay's system ■ Click on UPLOAD <p><i>The page is re-displayed with a success message and the Files for Installations section updated with the file and its details</i></p> <p>To view a file on WorldPay's system</p> <ul style="list-style-type: none"> ■ Click on the file to open it in a new browser window <p>To delete a file on WorldPay's system</p> <ul style="list-style-type: none"> ■ Click the delete box for any files that you wish to delete ■ Click on DELETE <p><i>A further confirmation page is displayed</i></p> <ul style="list-style-type: none"> ■ Either click the YES button to delete Or click on the NO Button to cancel the operation <p><i>The File Manager page is re-displayed with a success message</i></p>
<h2>Changing the configuration options for an installation</h2> <p>Configuration details affect the behaviour of your installation. They are set up when an account is created. If you wish to amend any of the options, change the details on this page.</p> <p>Refer to your installation guide for more in-depth details on this option.</p>	<p><i>From your Customer Management System Home page</i></p> <ul style="list-style-type: none"> ■ Click on CONFIGURATION OPTIONS under installations <p><i>The Configuration Options page is displayed with your current options displayed</i></p> <ul style="list-style-type: none"> ■ Click on Valid (if you are changing it) ■ Type your Description (if you are changing it) ■ Type your Shop URL (if you are changing it) <p><i>The rest of the options vary according to the type of installation you are using.</i></p> <ul style="list-style-type: none"> ■ Amend each option (if required) to use either your own options or override what you have done by clicking on the default. ■ Click on SAVE CHANGES <p><i>The screen is re-displayed with a success message</i></p>

Supporting Information

Statements for accounts

This facility provides details of all the transactions that have been processed against an account for a specified time period. There are different levels of detail available:

- ◆ **Full Account Statement** - Contains:
 - a complete list of all the transactions (in process date order)
 - a summary of the total number and value of all the transactions broken down by the type of transaction (for example, Purchase, Refund and Remittance)
 - a summary of all pre-authorised transactions that have been processed (that is, if the account is set up for pre-authorisation/completion)*
 - a summary of agreed charges for this account during the statement period
- ◆ **Full Transaction Information** - Contains full details on each transaction including shopper details, authorisation details and refund details

Full Account Statement

For details of how to display the Full Account Statement, refer to page [10](#).

For details of how to receive statements periodically via email, refer to page [11](#).

For details of how to change the format of the Full Account Statement, refer to page [11](#).

Formats

You can obtain Full Account Statements in the following formats:

- ◆ HTML
- ◆ CSV file
- ◆ Keyed CSV file
- ◆ CSV ZIP file
- ◆ Keyed CSV ZIP file
- ◆ CSV GZIP file
- ◆ Keyed CSV GZIP file

HTML statements are displayed on-screen. Statement summaries are shown at the bottom of the statement.

You can open the CSV files in MS Excel.

Keyed versions show certain fields (for example, card type) numerically rather than as text. They also display currencies in separate columns from amounts.

* Summary information is shown in HTML statements only.

Columns

Column	Explanation	WDC	NWAC	AMEXC	OBAC	NDCC	WAC
Trans Id	Unique reference for a transaction assigned by WorldPay. To see full details of the transaction, click on View .	X	X	X	X	X	X
Authorise Time (GMT)	Date and time the transaction was completed (or if authorisation/completed) / initially authorised.	X	X	X	X	X	X
Process Time (GMT)	The time at which NatWest processed the transaction.	-	X	-	-	-	-
Process Status	The process status: <i>Bank Accepted, Bank Pending</i> or <i>Bank Rejected</i> .	X	X	-	-	-	-
Complete Time (GMT)	If authorisation/completion Date and time the transaction was completed.	X	X	X	X	X	X
Trans Type	Type of transaction, e.g. purchase, refund.	X	X	X	X	X	X
Trans Status	The transaction status: <i>Authorised</i> or <i>Failed</i> . If authorisation/completion, <i>Completed</i> or <i>Timed Out</i> .	X	X	X	X	X	X
Auth Code	The authorisation code returned by WorldPay.	X	X	X	X	X	-
AVS Code	The result of the AVS check, the full text of which is given on the Full Transaction Information page. For non-NDC accounts this is a check on the country the card was issued in only.	X	X	X	X	X	-
Card Type	The type of card, e.g. Visa, Switch.	X	X	X	X	X	-
Trans Amount	The amount to be debited from/credited to the shopper's card/ WorldAccount for this transaction (in the acquisition currency).	X	X	-	-	-	X

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Column	Explanation	WDC	NWAC	AMEXC	OBAC	NDCC	WAC
Amount	The amount to be debited from/credited to the shopper's card for this transaction (in the acquisition currency).	-	-	X	X	X	-
Converted Amount	The amount credited to/debited from your account for this transaction (in your remittance currency).	X	X	-	-	-	X
Exchange Rate	The exchange rate for this transaction.	X	X	-	-	-	X
TSC	The amount of TSC to be debited from/credited to your account for this transaction (in your remittance currency).	-	-	X	X	-	X
WP TSC	The amount of WorldPay's TSC to be debited from/credited to your account for this transaction (in your remittance currency).	-	X	-	-	-	-
Bank TSC	The amount of the bank's TSC to be debited from/credited to your account for this transaction (in your remittance currency).	-	X	-	-	-	-
Total TSC	The total amount of TSC to be debited from/credited to your account for this transaction (in your remittance currency).	X	X	-	-	-	-
Agreement Id	The id for your agreement type. If this column is displayed, the Agreement Summary is shown below the Full Account Statement.	X	X	X	X	-	X
Agr Trans Cat	The transaction category, which depends on the card type and currency. Agreements explain charging for different categories.	X	X	X	X	-	X
Remit Amount	The total amount remitted to your account for this transaction.	X	X	X	X	-	X

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Column	Explanation	WDC	NWAC	AMEXC	OBAC	NDCC	WAC
Bank Amount	The total amount remitted to the customer's bank account for this transaction.	-	X	-	-	-	-
Remitted By	The remittance transaction id that remitted this transaction.	X	-	-	-	-	-
Cart Id	The shopping cart reference assigned by the customer's shopping system.	X	X	X	X	X	X
Description	A description of the purchase.	X	X	X	X	X	X
Name	The name of the cardholder.	X	X	X	X	X	X
Email	The shopper's email address.	X	X	X	X	X	X
Address	The shopper's postal address.	X	X	X	X	X	X
Postcode/Zipcode	The shopper's post code or zip code.	X	X	X	X	X	X
Country Code	The shopper's country code.	X	X	X	X	X	X
Fax	The shopper's fax number.	X	X	X	X	X	X
Phone	The shopper's telephone number.	X	X	X	X	X	X
Legend	WDC – WorldDirect Customer NWAC – NatWest Acquired Customer AMEXC – American Express Acquired Customer OBAC – Other Bank Acquired Customer NDCC – NDC Acquired Customer WAC - WorldAccount Customer						

Transaction Summary* This section is displayed, if the **Trans Type** and the **Trans Status** columns are included in the Full Account Statement.

The Transaction Summary can only summarise information that appears in the statement. For example, if *Remit Amount* is not included in the statement, then it cannot appear in the Transaction Summary.

To ensure that a Transaction Summary is displayed, reset the layout of the Full Account Statement to its default. For details of how to do this, refer to page 11.

Row	Explanation	WDC	NWAC	AMEXC	OBAC	NDCC	WAC
Balance Brought Forward	Balance brought forward from previous statement period	X	-	-	-	-	X
Purchase	Total number and value of all purchase transactions processed ¹	X	X	X	X	X	X
Refund	Total number and value of all refund transactions processed	X	X	X	X	X	X
Reversal/ Chargeback	Total number and value of all WorldPay initiated refunds following a dispute	X	-	-	-	-	X
Adjustment	Total number and value of all refunds initiated by WorldPay, where WorldPay has made an error. The amount includes any TSC.	X	X	X	X	X	X
Remittances	Total number and value of all remittances made for an account	X	-	-	-	-	X
Balance Carried Forward	Balance to be carried forward to next statement period	X	-	-	-	-	X
Notes	¹ - NWAC GBP remittance account also shows the Transaction Service Charge (TSC) to be deducted at the summary and transaction level. NatWest remits the full transaction amount to your bank account and then invoices you for the agreed TSC separately.						
Legend	WDC – WorldDirect Customer NWAC – NatWest Acquired Customer AMEXC – American Express Acquired Customer OBAC – Other Bank Acquired Customer NDCC – NDC Acquired Customer WAC - WorldAccount Customer						

* Summary information is shown in HTML statements only.

Authorise /Complete Summary* This only appears on accounts that have the deferred processing/authorisation and completion facility enabled on their account.

Row	Explanation	WDC	NWAC	AMEXC	OBAC	NDCC	WAC
Auth balance brought forward	Balance brought forward from previous statement period	X	X	X	X	X	X
Authorisations	Total number and value of all new pre-authorised transactions made ²	X	X	X	X	X	X
Completions	Total number and value of all new completions made	X	X	X	X	X	X
Time-outs	Total number and value of all authorisations that have been timed out ³	X	X	X	X	-	X
Auth balance carried forward	Balance to be carried forward to next statement period	X	X	X	X	X	X
Notes	² Shows all the new transactions that have been authorised from the beginning of the statement period (minus authorised timeout allowance – only applies to accounts with deferred processing) ³ Time-outs see Deferred Processing (for UK Acquired Customer Accounts) on page 25. This does not apply to NDC authorisation and completion accounts.						
Legend	WDC – WorldDirect Customer NWAC – NatWest Acquired Customer AMEXC – American Express Acquired Customer			OBAC – Other Bank Acquired Customer NDCC – NDC Acquired Customer WAC - WorldAccount Customer			

Agreement Summary This section is displayed, if the **Agreement Id** and the **Agr Trans Cat** columns are included in the Full Account Statement. It summarises the agreed charges for this account.

For details of how to change the layout of the Full Account Statement, refer to page 11.



Note: This section does not apply to NDC accounts.

* Summary information is shown in HTML statements only.

Full Transaction Information

For details of how to display Full Transaction Information, refer to page [12](#). The information available for an individual transaction is as follows (apart from remittance transactions):

- ◆ Account Holder
- ◆ Statement Period
- ◆ Transaction Id
- ◆ Transaction Type
- ◆ Shopper details such as account id, shopper name and address
- ◆ Purchase/refund details such as date and time, cart id, purchase price
- ◆ Authorisation details including authorisation code from the card issuer (not required for WorldAccount)
- ◆ Details of partially completed transactions relating to the same order (NDC customers only)
- ◆ Details of any refunds made against this transaction (if this is a purchase transaction)
- ◆ Refund box to make any refunds

Disputed Transactions

This is only applicable for WDC and WAC. It highlights where transactions have been in dispute. For details of how to display Disputed Transactions, refer to page [12](#).

Row	Explanation
Balance b/f	Balance brought forward from previous statement period
Balance c/f	Balance to be carried forward to next statement period

Deferred Processing (for UK Acquired Customer Accounts)

The deferred processing facility allows you to check a shopper's credentials/creditworthiness before providing the goods or services. Once sure, use the completion facility (refer to [Completing transactions \(for UK acquired customers\)](#) on page 14) or the Complete button on the Full Transaction Information page to generate the remittance request to be sent to the shopper's card issuer.

Deferred processing also allows you to identify duplicate transactions before they are sent through to the banks for processing.

Deferred processing differs from normal authorisation in the following way:

- ◆ When a shopper makes a purchase from your site, the purchase transaction is authorised as normal but is set to a 'pre-authorised' status.
- ◆ Instead of requesting the card issuer to remit the money immediately to your account, deferred processing allows you time to perform any checks or restock goods if they are not readily available.
- ◆ When you are ready to despatch the goods, you must complete the sale so that the money is debited from a shopper's card.

Pre-Authorisation and Completion (for NDC Acquired Customer Accounts)

The CMS follows the US Direct Mailing market sector requirements for pre-authorisation and completion. Refer to US Card Issuer documents for a complete breakdown of their rules for pre-authorisation and completion.

CMS has implemented the following features related to the above:

- ◆ Transactions can be authorised up to and including, but not in excess of the original authorised amount. The Direct Mailing market sector has a zero% tolerance level for completing transactions.
- ◆ If you are unable to despatch all your goods (relating to an order) in one go, you can partially complete a transaction to reflect the amount of goods to be delivered. The remaining amount can then be re-authorised (as a pre-authorised transaction), and later completed, when you are ready to despatch goods to the shopper again.
- ◆ Where an order has had a number of deliveries/transactions, you can view all the transaction details relating to an order in the [Full Transaction Information](#) page (refer to page 24).
- ◆ Re-authorised transactions are highlighted on the [Full Transaction Information](#) page for a transaction (refer to page 24).

Glossary

A

AMEXC

American Express Customer

authorisation

A process where the transaction is approved.

C

cardholder

See *shopper*.

chargeback

A transaction dispute procedure, initiated by a cardholder/shopper, which may result in a debit being applied to the customer's account.

Click and Build

multi-currency and multilingual online shopping system and catalogue builder

customer

A business that is using WorldPay to facilitate the selling of its products/services.

Customer Acceptance

Previously known as *Risk*. The Customer Acceptance Team receives the customer's initial application form. They assess his application and decide whether he can become a WorldPay customer. The **International Customer Acceptance Team** deal with companies incorporated outside the UK and the **UK Customer Acceptance Team** deal with companies registered within the UK. Once the customer's web site is live, they also check any changes he wishes to make, ensuring he adheres to any agreements he has signed with us. Occasionally, they run random checks on his web site to ensure it conforms to all agreements.

Customer Care Manager (CCM)

The Customer Care Manager oversees all components of WorldPay's service to the customer and ensures that the customer is receiving a good level of service. The customer can contact the Customer Care Manager for advice on who to speak to at WorldPay with his question or problem. He can also register any comments or complaints that he may have.

Customer Management System (CMS)

A tool for WorldPay customers to manage their WorldPay accounts. Previously known as MAMS or WAS.

Customer Service

The same as *Customer Support*.

Customer Support

Also known as *Customer Service*.

The Customer Support Team have four functions:

Integration - They set up the WorldPay computers to accept the customer's payment pages, once he has been accepted by Customer Acceptance.

Testing - They check the customer's site at the testing stage to ensure there are no technical or operational errors before it goes live. They will inform the customer of any errors and may be able to advise as to how to correct them.

Activation - They are responsible for making the customer's web site live. Upon

receipt of the customer's Activation Request Form and after approval from Customer Acceptance, they will activate the customer's site.

General Support - The Customer Support Team deal with technical queries the customer may have during the integration of his site with WorldPay. They are available to receive the customer's request for support between 0800 and 1800 BST, Monday to Friday.

Customer Support Extranet

A resource that is available to customers using Select Checkout, Intershop or Shop@ssistant.

F**FuturePay**

Enables both fixed amount (standing-order-like) contracts and variable amount (direct-debit-like) contracts with infinitely flexible permutations on possible constraints. It need not involve any initial payment, and the amount and timing of payments may vary.

I**Integration Guide**

The technical guide that helps a customer to set up his Shopping System to use the WorldPay Internet payment mechanism. He can view or download this document when he has paid for WorldPay. He can also view or download the document from the Customer Support Extranet.

M**Merchant Service Charge (MSC)**

The charge levied on a transaction by the acquiring bank. See also [Transaction Service Charge \(TSC\)](#).

multi-currency transaction

Transaction where the currency in which the shopper makes payment may differ to the currency in which the customer receives payment. Allows shoppers to purchase goods and services in a currency that they recognise and understand. The customer can offer goods in over 160 currencies and receive payment in any of 22 currencies.

N

NDC

National Data Corporation

NDCC

NDC Acquired Customer

NWAC

NatWest Acquired Customer

O

OBAC

Other Bank Acquired Customer

R

Refund

When funds for a transaction are returned to a shopper by the customer.

remittance

The funds that WorldPay pays to the customer.

For customers offering WorldAccount: Transactions are remitted to the customer's bank account each Wednesday, 5 weeks in arrears. Bank Transfer Charges, Refunds and WorldPay's TSC are calculated and deducted before remittance occurs.

For WorldDirect customers: Transactions are remitted to the customer's bank account each Wednesday, 5 weeks in arrears. Bank Transfer Charges, Refunds and WorldPay's TSC are calculated and deducted before remittance occurs.

For NatWest Acquired customers: Transactions are remitted to the customer's bank account 3 to 5 working days after the transaction was made. If the customer is set up to process sterling transactions only, NatWest debits the agreed MSC from the customer's bank account each month. If the customer is set up for multi-currency processing, NatWest collects the MSC before remittance.

For Other Bank Acquired customers: Transactions are remitted to the customer's bank account 3 to 5 working days after the transaction was made. The acquiring bank debits the agreed MSC from the customer's bank account each month.

remittance currencies

The currencies in which WorldPay pays the customer. The customer must have an account for each remittance currency before applying. There are 22 remittance currencies.

Risk

See [Customer Acceptance](#)

S**settlement**

See [remittance](#).

shopper

A cardholder who is buying a customer's products/services. See also [customer](#).

single currency transaction

Transaction where the payment currency is the same for both the shopper and the customer. Developed to satisfy the demands of companies wishing to transact electronic commerce solely in their own country. WorldPay support 22 single currency options.

SMS

Shopper Management System. Previously known as MAMS or WAS.

T**transaction currencies**

The currencies in which a shopper pays for goods/services on your web site. There are over 160 transaction currencies.

Transaction Service Charge (TSC)

The charge levied on a transaction by WorldPay. See also [Merchant Service Charge \(MSC\)](#).

W**WAC**

WorldAccount Customer

WAS

WorldPay Administration Server. The server on which the CMS and the SMS reside.

WorldAccount

An additional option for WorldPay customers who are using Select Pro or Select Junior. A WorldAccount allows the shopper to make low value purchases in the lowest denomination of up to 22 currencies. The shopper sets up a virtual account with WorldPay, a *WorldAccount*, in the currency of his choice and “loads” his account using a credit or debit card. With his WorldAccount username and password, he can then buy goods and services from participating customers in his preferred currency.

WDC

WorldDirect Customer

WorldDirect

A fully approved customer acquisition solution for processing credit and debit cards which operates in over 125 countries.

WorldPay Customer Agreement

The Agreement that the customer signs when accepted as a WorldPay customer. Both the customer and WorldPay hold a copy of this agreement.

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