

# Pennies Salesforce Cartridge Guide

**A guide to enabling Pennies on the  
Salesforce E-Commerce Platform.**

Document Version 1.01

Code Version 24.1.4

**Thank you for downloading the free Pennies Salesforce Extension. We're excited to welcome you to the micro-donations movement and help you raise vital donations for your nominated charity partners.**

**Before proceeding with the installation, please contact the Pennies team so they can guide you through the recommended project steps: [ecommerce@pennies.org.uk](mailto:ecommerce@pennies.org.uk)**

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## Version Control

Version Control			
Version	Author	Date	Changes
Doc 1.01 / Code 24.1.4	CMH	October 2023	Documentation updates Solicitation, soundbite and title fields Transaction ID to reporting call EUR/USD currency Solicitation Reporting  Test Accounts Tested on SFRA 6.3.0

For information regarding use with the Salesforce Site Genesis version, please contact Pennies.

# Confidentiality

## Non-disclosure statement

The content of this document (content being images and text) is copyright © The Pennies Foundation (registered in England no. 064189820) and a charity (registered with the Charity Commission for England and Wales charity no. 1122489).

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## Purpose

We have supplied you with one copy of the Pennies Enablement Guide - Salesforce for the purpose of evaluating the Pennies technical implementation.

## Confidentiality

The content of this High-Level Systems Overview is confidential, and you must not:

- make it available in any form whatsoever to any person other than to those of your employees who have a need to know;
- use or disclose it to a third party;
- make any use of it for your own benefit or the benefit of any third party; or
- use or reproduce it without our written consent.


## Jurisdiction


These terms and conditions shall be governed and construed in accordance with the laws of England and Wales and any disputes arising hereunder shall be subject to the exclusive jurisdiction of the Courts of England and Wales.


## Introduction to Pennies

Pennies is the leading UK charity working to protect and grow micro-donations. We partner with businesses to support charities in need, offering people the chance to add a donation to their purchase when they pay digitally. In 13 years, we've unlocked 200 million micro-donations and counting for 900+ charities. Making giving simple, every day.

Pennies makes it easy for businesses to give their customers the option to donate to charity. The digital charity box extension integrates simply into the checkout process, allowing customers to add a small donation to their purchase.

 Donations are automatically reported to Pennies and granted to the merchant's chosen charity. Automated reconciliation reporting allows a simple settlement process, ensuring donations reach the nominated charity quickly.

 In an increasingly cashless society, Pennies' digital charity box gives customers paying by card or digital wallet a simple, affordable, and data-free way to add a small donation to their purchase – in-store, online and in-app. 100% of funds raised going to charity.

 Pennies is also the leading voice on micro-donations, championing affordable, feel-good giving for charity. We help businesses build purpose into the heart of what they do and have created a movement that is working together to build a legacy of digital giving. Because micro-donations matter.

## How to go live with Pennies: recommended project steps

### 1. Contact the Pennies team: [ecommerce@pennies.org.uk](mailto:ecommerce@pennies.org.uk)

- With 13 years' experience and 100+ live brands, the Pennies team are on hand to offer their free expertise and impartial advice, to help you raise as much as possible for your charity partners.
- Your dedicated Pennies Partnership manager will support you through every step of the process, to ensure you can start collecting donations as quickly as possible.
- In one quick 30 min phone call, they will ask a few simple questions to better understand your business, e-comm architecture, ESG strategy and charity partnerships – agree the implementation scope and give you a tailored plan for going live with Pennies.

### 2. Continue with the implementation

- After speaking with the Pennies team, please continue following the steps in this enablement guide to install the extension
- Speak to the Pennies team about testing and test credentials.
- **Please note – you won't be able to go live and start collecting donations until Pennies gives you live credentials.** You will only receive these once the following project steps have been completed and we have validated your solution:

### 3. Finance, governance and due-diligence

Before going live with Pennies, a retailer will need to do the following:

- **Sign an NDA:** This is to protect both parties and allow you to feel comfortable sharing commercial information like transaction and conversion data
- **Sign a Fundraising Agency Agreement (FAA):** The FAA is an agreement to establish the money flows for the donations and our relationship going forward, e.g. how we agree on a beneficiary charity which Pennies will then grant to. It also set out various legal protections for both Pennies and the merchant and ensures we are all operating within UK&I charitable laws and regulations.
- **Nominate a Finance Lead:** We recommend having a 'sponsor' in the finance team to own the Pennies partnership, and to be involved in the implementation so they understand the end to end process. Pennies also needs a named contact to send donation settlement requests to.
- **Nominate a Charity Partner:** You need to nominate the charity(ies) you wish to collect donations for. Pennies carries out due diligence on the charity on your behalf, and has a short onboarding process for the charity to complete to ensure we have their correct bank details, branding and impact statements.

### 4. Partnership Success & Resource Hub

- The Pennies resource hub is full of best practice guides to help you maximise your donations. Contact the Pennies team to learn more.

### 5. Testing, Pilot and go live

- Pennies will help you test and validate your new donation function before going live, to confirm that there are no adverse impacts on your conversion rate or site's render speed.



# How to implement the Pennies Salesforce E-commerce extension

## Overview

The Pennies Salesforce extension allows retailers to give their customers the option to donate to charity, by simply rounding up or topping up their order.

Once installed, the extension makes micro-donations easy:

- All the wording, charity information and donation amount comes from Pennies. Once you nominate your charity and decide on your donation proposition – Pennies will provide you with a unique Pennies ID and Access token, which you configure in the dashboard.
- So, if you ever want to change charity or try a different donation amount – it's easy. Pennies updates your credentials, and all the new information is pulled through. This means no extra development work if you ever want to make changes.
- The extension also makes reporting, reconciling, and granting donations easy:
  - The donation is added to the customer's basket, and is settled into the retailer's bank account in one payment and authorisation
  - In the extension dashboard, you have a report of all donations made
  - The extension also reports to Pennies every time a donation is made. We don't receive any customer data or card details – just donation data: time, date and amount
  - We then use these reports to settle the donations with the retailer on a monthly basis
  - The donations are then settled to Pennies, and we grant them out on your behalf. 100% of donations go to charity. 90% to your nominated charity. 10% to Pennies also a charity - Pennies is a registered charity in England and Wales (charity no. 1122489) and the Republic of Ireland (charity no. 20106331).

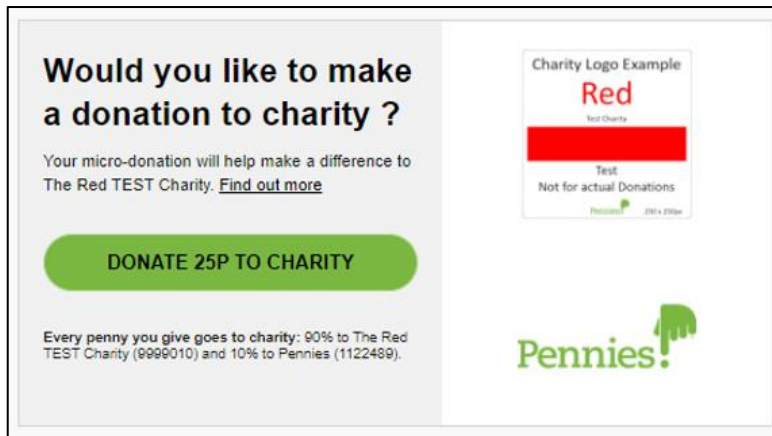
### *Pennies extension in the checkout*

The screenshot displays a checkout page with a blue header bar containing the text "FREE 2 Day SHIPPING FOR ORDERS OVER \$100" and the "Salesforce commerce cloud" logo. Below the header, the page is divided into several sections:

- Customer:** Includes an email input field, a "Continue as guest" button, and links for "Already have an account? Sign in", "Login with Google", and "Login with Facebook".
- Shipping:** A section for entering shipping details.
- Payment:** A section for entering payment details.
- Order Summary:** A table showing the order details and totals.

Order Summary		
Subtotal		£88.32
Shipping		£5.99
Sales Tax		£4.50
Total		£94.31
- 1 Items:** A table showing the items in the cart.

1 Items		
Boardroom Sheath Dress		
Each	Quantity	Total
£88.32	1	£88.32
- Would you like to make a donation to charity?** A section with a "DONATE 25P TO CHARITY" button and a "Pennies!" logo.



*Close-up of the donation ask and front-end example of the Pennies Salesforce Extension. FYI 'The Red Charity Logo' is just for test and example purposes – this is where your charity partner logo will appear.*

## Features

- Easy to toggle the integration on and off in your checkout
- All content visible in the front end of the extension is pulled from unique credentials (Pennies ID and Access Token). So, it's easy to change charity, wording and donation proposition – just ask Pennies to update your credentials
- Multiple donation propositions to choose from:
  - **Round up:** Rounds the customers order up to the nearest £1
  - **Top up:** The same fixed value donation every time, i.e. £0.25 / £0.50 / £1
  - **Flexi:** Combination of above two features. Will round up, unless its an already round number, then it will add a fixed value donation
  - **Banding:** Donation size is proportionate to basket size – i.e. donation will increase as basket size increases. You control the logic i.e.
    - Order under £5 – no donation
    - £5 - £25 = £0.25
    - £25 - £50 = £0.50
    - £50+ = £1
- Compatible with GBP, EUR and USD currency
- Pre-enabled test configurations, making it easy to test different donation propositions (**please ensure you only test in your sandbox – any testing in live environment will be recorded as actual donations**).
- Donation is added to customers basket and order value, without being added to Salesforce's revenue model
- Pennies doesn't create an additional step in the customer journey. It can be completely ignored. The customer has to actively choose to donate, but can ignore it and still complete the journey
- No data security concerns – Pennies only hold data about the donation (see reports at end of this document), information about the customer, the payment and the order (other than the

order number) are not recorded, visible to the cartridge or sent to Pennies. Therefore, PCI and data protection rules are not relevant to the cartridges use.

## Installation – how to install the extension

See installation documents for details:

[pennies-sfra/cartridges at main · ChrisHawkinsPennies/pennies-sfra · GitHub](#)

The integration consists of an archive with contents as described in the below table.

Name	Purpose
cartridges	Contains Pennies integration cartridges
cartridges\int_pennies_SFRA	This cartridge contains the SFRA specific changes required for Pennies integration
cartridges\int_pennies_core	This cartridge contains the code for the storefront changes, Integration framework and Service framework (Pennies API call).
site-template	Contains custom attributes and settings required for the integration
documentation	Contains this document “Pennies Integration Guide”

### Compatibility

Available since Commerce Cloud Platform Release 18.10, SFRA 6.3.

The cartridge is available for installations on storefronts that support both SFRA and Site Genesis implementations, Site Genesis is no longer maintained and is provided as a legacy version.

### Cartridges

Cartridges relevant to the controller version are int\_pennies\_SFRA and int\_pennies\_core

### Cartridge path

Add the cartridges shown below to the beginning of the cartridge path

Site Cartridge Path	int_pennies_SFRA:int_pennies_core
BM Cartridge Path	int_pennies_core

### Metadata Import

Through site import/export please import the files in **site\_template**

*Please note that the cartridges need to be imported first before importing the site template as the Job Schedules import will fail if the cartridge int\_pennies\_core isn't uploaded to BM.*

## Services Import

The following new services has been created as part of the integration.

- pennies.donation.http.service
- pennies.calculation.http.service

Import File: **site\_template\services.xml**

Please set the URLs as shown below based on the instance where the cartridge is being integrated

Environment	URL
Non production instances	https://testapi.pennies.org.uk/v1.1/donation
Production instances	https://api.pennies.org.uk/v1.1/donation/

## Jobs Import

The following jobs have been developed as part of the cartridge.

Job Name	Job Description
Generate Pennies Donation Report	This job generates the pennies donation report. The report contains only orders whose donation details have been exported to Pennies
Post Pennies Donation Details	This job posts the donation details of orders whose donation status has been marked as 'Ready for export' using the Pennies Post Donation API and should be scheduled to run daily.
Pennies - Solicitation Reporting	This job posts the order totals to Pennies and should be scheduled to run daily.

Import File: **site\_template\jobs.xml** (*Please note, importing jobs xmls work only in replace mode*)

*NOTE: Please change the site-id to the correct site id before importing. As this is scheduled job, please check and update the frequency as per merchant requirements.*

## Generate Pennies Donation Report Job Configurable Parameters

Parameter	Mandatory	Type	Description
ReportStartDate	N	Date	This parameter is indicating the start date when the report has to be generated based on date range
ReportEndDate	N	Date	This parameter is indicating the end date when the report has to be generated based on date range
FileNamePrefix	Y	String	File name prefix for the generated report

IMPEXFolderPath	Y	String	Folder path relative to IMPEX where the report should be generated
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“Pennies” site preference group has been created for this cartridge

Name	Purpose
Pennies Donation Integration Enabled	Indicates if the pennies integration has been enabled on the site. The client can switch off/on the pennies integration feature.
Pennies Access Token	Access token provided by Pennies
Pennies Merchant ID	Merchant ID Provided by Pennies

## ISML Changes

Search this snippet

<iscomment>Start Pennies donation Changes</iscomment>

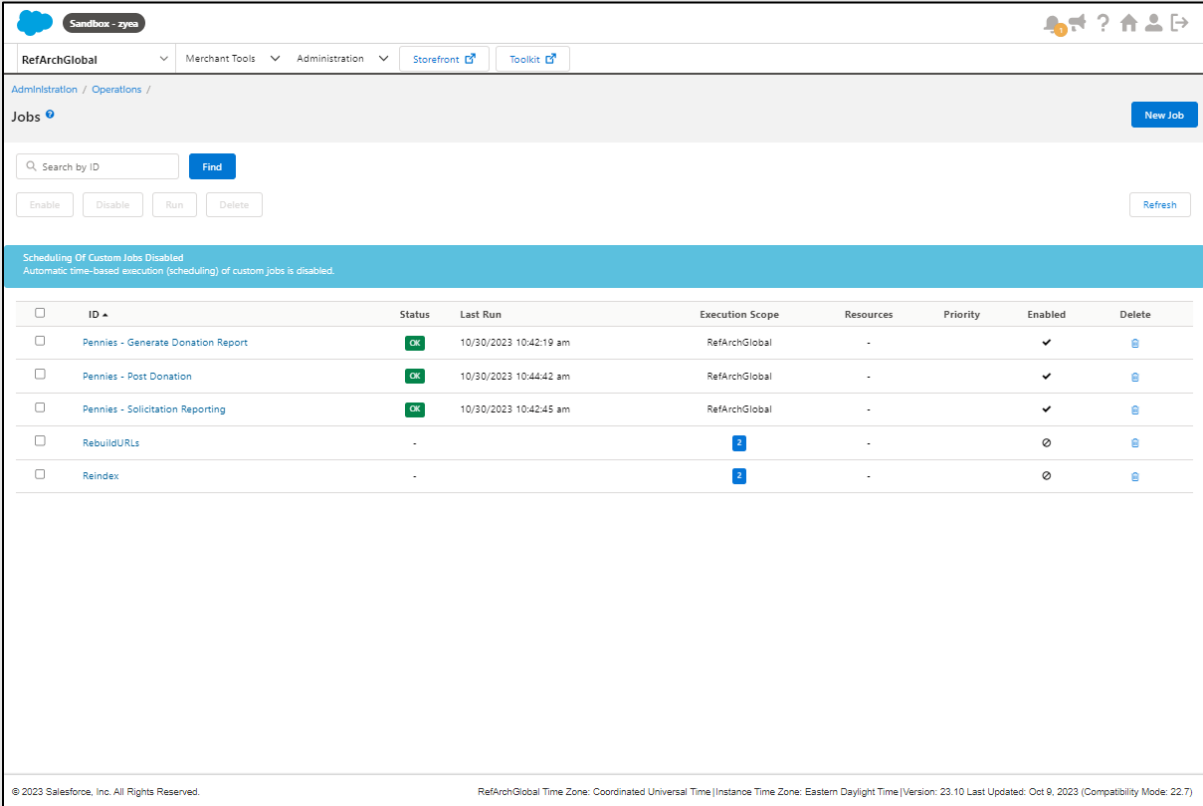
<iscomment>End Pennies donation Changes</iscomment>

in the following files and integrate it into your ISML

- templates/default/common/htmlHead.isml
- templates/default/common/scripts.isml
- templates/default/cart/cart.isml
- templates/default/cart/cartTotals.isml
- templates/default/checkout/checkout.isml
- templates/default/checkout/orderTotalSummary.isml
- templates/default/checkout/confirmation/confirmationOrderTotal.isml

## Configuration - Reporting

In the Salesforce control panel under Ref Arch Global - Administration/Operations/Jobs, you will see the following page, this is where you need to set up the two automated reports.

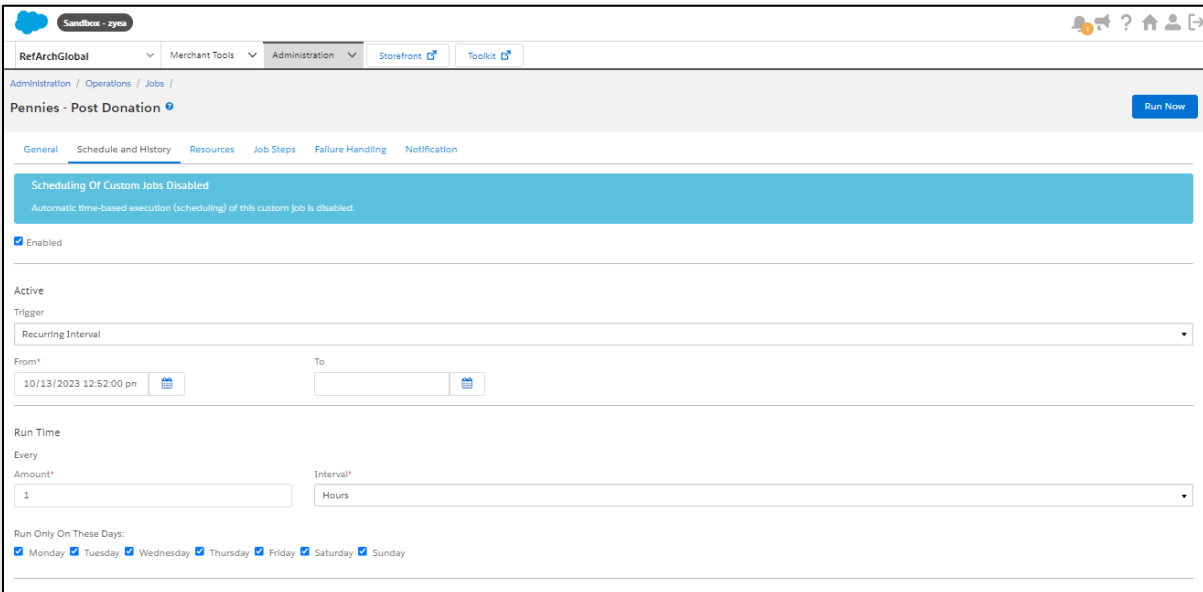


The screenshot shows the Salesforce interface for the 'RefArchGlobal' org. The navigation bar includes 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. The 'Jobs' section is active, displaying a list of jobs. A blue banner at the top of the job list states: 'Scheduling Of Custom Jobs Disabled. Automatic time-based execution (scheduling) of custom jobs is disabled.' The job list table has columns: ID, Status, Last Run, Execution Scope, Resources, Priority, Enabled, and Delete. The jobs listed are:

ID	Status	Last Run	Execution Scope	Resources	Priority	Enabled	Delete
Pennies - Generate Donation Report	OK	10/30/2023 10:42:19 am	RefArchGlobal	-		✓	
Pennies - Post Donation	OK	10/30/2023 10:44:42 am	RefArchGlobal	-		✓	
Pennies - Solicitation Reporting	OK	10/30/2023 10:42:45 am	RefArchGlobal	-		✓	
RebuildURLs	-			-		⊗	
Reindex	-			-		⊗	

At the bottom of the page, the footer text reads: '© 2023 Salesforce, Inc. All Rights Reserved. RefArchGlobal Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Daylight Time | Version: 23.10 Last Updated: Oct 8, 2023 (Compatibility Mode: 22.7)'

Set up the **Post Donation** to run each hour, every day. This logs your donations with Pennies. The “Post Donation” job exports the pennies donation details to pennies via api calls. This is used to verify and send the donation amounts on completed orders.



The screenshot shows the configuration page for the 'Pennies - Post Donation' job. The 'Schedule and History' tab is selected. A blue banner at the top of the configuration area states: 'Scheduling Of Custom Jobs Disabled. Automatic time-based execution (scheduling) of this custom job is disabled.' The configuration options are:

- ☒ Enabled
- Active**
- Trigger**
  - Recurring Interval
  - From\*: 10/13/2023 12:52:00 pm
  - To: [empty]
- Run Time**
  - Every
  - Amount\*: 1
  - Interval\*: Hours
- Run Only On These Days:**
  - ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday

Set up the **Pennies Generate Donation Report** to run monthly at 12:00 am on the first of the month. This gives your finance team the data they will need to move the donations collected to Pennies for granting to the merchants nominated charity.

Sandbox - zyea

RefArchGlobalMerchant ToolsAdministrationStorefrontToolkit

Administration / Operations / Jobs /

Pennies - Generate Donation ReportRun Now

GeneralSchedule and HistoryResourcesJob StepsFailure HandlingNotification

Scheduling Of Custom Jobs DisabledAutomatic time-based execution (scheduling) of this custom job is disabled.

☒ Enabled

Active

Trigger

Recurring Interval

From\*11/1/2023 12:00:00 amTo

Run Time

Every

Amount\*1Interval\*Months

Run Only On These Days:☒ Monday☒ Tuesday☒ Wednesday☒ Thursday☒ Friday☒ Saturday☒ Sunday

Lastly set the Solicitation Reporting to run once every day.

Sandbox - zyea

RefArchGlobalMerchant ToolsAdministrationStorefrontToolkit

Administration / Operations / Jobs /

Pennies - Solicitation ReportingRun Now

GeneralSchedule and HistoryResourcesJob StepsFailure HandlingNotification

Scheduling Of Custom Jobs DisabledAutomatic time-based execution (scheduling) of this custom job is disabled.

☒ Enabled

Active

Trigger

Recurring Interval

From\*10/27/2023 12:01:00 amTo

Run Time

Every

Amount\*1Interval\*Days

Run Only On These Days:☒ Monday☒ Tuesday☒ Wednesday☒ Thursday☒ Friday☒ Saturday☒ Sunday

Job History

ID	Execution Scope	Status	Start Time	End Time	Duration	Executing Server	Log File
<a href="#">Pennies - Solicitation Reporting</a> 161869	RefArchGlobal	OK	10/30/2023 10:42:45 am by chris.hawkins@pennies.org.uk	10/30/2023 10:42:45 am	0:00:00	ecom-sandbox-zyea-001-app-6bbfcd748-tp9n4-0	<a href="#">Log File</a>

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RefArchGlobal Time Zone: Coordinated Universal Time | Instance Time Zone: Eastern Daylight Time | Version: 23.10 Last Updated: Oct 9, 2023 (Compatibility Mode: 22.7)



## Reports

Reports can be generated via the three jobs in Administration > Operations > Jobs. The “Generate Donation Report” generates a transaction report in a timestamped CSV file in the following format (example PenniesDonationReport\_11-07-2023\_133358.csv) in src/pennies. The CSV lists transactions with the donation amount in pennies.

Jobs									New Job
<div>Q Search by ID <input type="button" value="Find"/></div> <div><input type="button" value="Enable"/> <input type="button" value="Disable"/> <input type="button" value="Run"/> <input type="button" value="Delete"/> Filter by <span>All</span> <input type="button" value="Refresh"/></div>									
Scheduling Of Custom Jobs Disabled Automatic time-based execution (scheduling) of custom jobs is disabled.									
<input type="checkbox"/>	ID ▲	Status	Last Run	Execution Scope	Resources	Priority	Enabled	Delete	
<input type="checkbox"/>	Pennies - Generate Donation Report	-		RefArchGlobal	-		✓		
<input type="checkbox"/>	Pennies - Post Donation	-		RefArchGlobal	-		✓		
<input type="checkbox"/>	Pennies - Solicitation Reporting	-		RefArchGlobal	-		✓		

The “Post Donation” job exports the pennies donation details to pennies via api calls. This is used to verify and send the donation amounts on completed orders. This should be scheduled to run daily.

The Solicitation report sends the total order count to pennies api and this should be scheduled to run daily.

## Configuration – Front end, charity, and donation proposition

**NOTE: Please ensure any and all testing is done in sandbox setting. Any test donations made in the live environment will be recorded as actual donations.**

In **Merchant Tools/Site Preferences/Custom Site Preference Groups/Pennies** you will see the Pennies Preferences area. Here you can enable and select the test or live environment. In the Test or sandbox environment you can choose one of four preset configurations to test the appearance, or enter in merchant specific details if provided by Pennies.

Sandbox - zyes

RefArchGlobal | Merchant Tools | Administration | Storefront | Toolkit

Merchant Tools / Site Preferences / Custom Site Preference Groups

Pennies

Cancel

Apply to Other Sites

Save

Instance Type  
Sandbox

Search by ID

1-4 of 4

Name	Value	Default Value
Pennies Test Accounts (penniesTestAccount) Pre-defined test accounts for testing	Top Up Fixed 25p (TEST1)	
		<a href="#">Edit Across Sites</a>
Pennies Access Token (penniesAccessToken) (String) Pennies Access Token		
		<a href="#">Edit Across Sites</a>
Pennies Donation Integration Enabled (penniesDonationIntegrationEnabled) Pennies Donation Integration Enabled	Yes	No
		<a href="#">Edit Across Sites</a>
Pennies Merchant ID (penniesMerchantID) (String) Pennies Merchant ID		
		<a href="#">Edit Across Sites</a>

For taking donation on a live site, Pennies will onboard the nominated charity and provide an ID and token to use. This will be configured to give the relevant options ( donation type and charity information ).

To go live – enter your unique Pennies credentials once provided, and switch to live

## **Testing and the Sandbox Environment**

In the drop down list, choose the sandbox option, if selected, any donations collected, will not be granted to the fictional charity, if used in conjunction with the SFRA test bank, then no funds will be taken from the card holders account either. This facility allows you to see the donation journey and test functionality.

There are four test accounts, each calculates the donation value differently and shows a different charity:

### **Top Up Fixed 25p**

Fixed value donation, regardless of the basket value of £0.25. The value can be decided by the merchant.

### **Round Up to Pound**

The donation value rounds the basket value up to the nearest pound. i.e. a basket value of 9.99 would create a 1 penny donation value solicitation

### **Flexi to pound or fixed 25p**

A combination of the above two models, where the donation value is normally a round up to the nearest pound based on the basket value, but if the value is already a round value, a fixed donation of 25pence is solicited.

### **Banded**

Based on basket size, the donation value will change, for example under £5 no donation is solicited, between £5.00 and £9.99, 25 pence and from £10.01 upwards £5 is the given option. Rules for donation value are set by Pennies based on the merchants wishes.

If you wish to have specific donation requirements, please let Pennies know and these can be created and a test Pennies ID and Token can be issued. Select None in the test account, but ensure you have the Sandbox environment selected before entering in the ID and token and saving the details.

## **Live Environment**

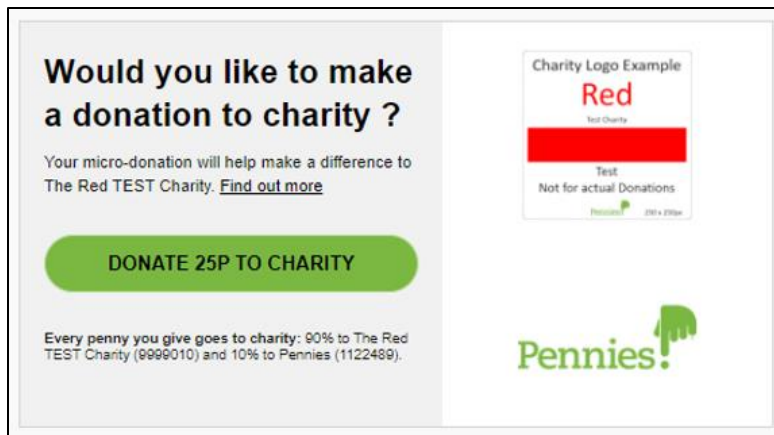
When you have nominated the charity to Pennies that you wish to support and been given a Pennies ID and Token, you can enter these in and save the details. Change the environment to live and save the settings. After this point any donation logged will be seen as real and requested for granting.

## **Styling CSS**

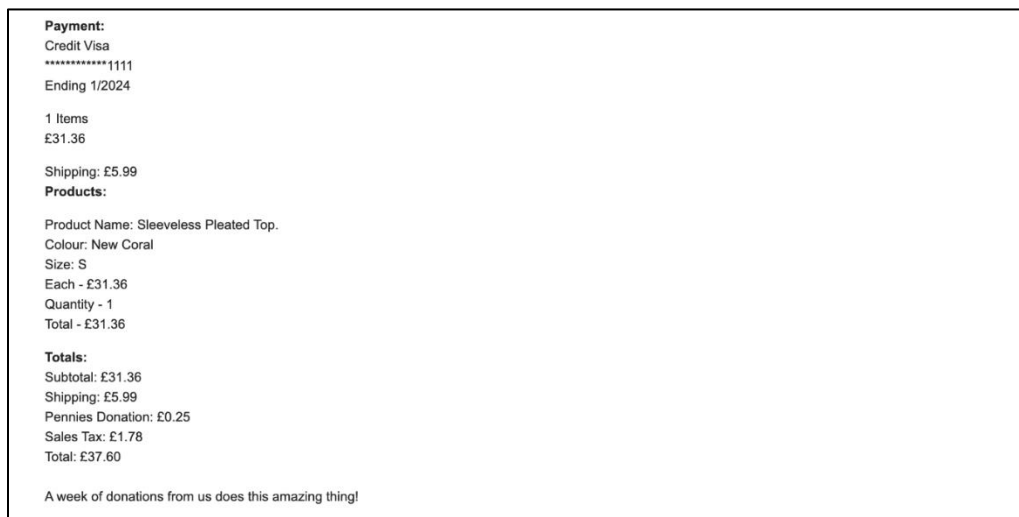
Styling can be edited (via the Pennies Cascading Style Sheet). If you wish to do this, please contact Pennies for guidance and to arrange testing to ensure legal wording etc is clear and legible.

## Usage: Front end UX

The Pennies Cartridge adds a display banner to the checkout page allowing the user to click the donate button to add the donation amount to the line totals.



The user will also receive the donation amount and soundbite (both configured by Pennies to your requirements) at the bottom of the email



## Reconciliation and Granting

### Reporting

Once you have set up the Pennies “Generate Donation Report”, as detailed above, the report will be created and written to the src/pennies folder on your system.

This report will be useful in a merchant's finance reconciliation process.

Here is an example of the file contents ( from Sites/Impex/src/pennies that can be accessed from the control panels Administration / Site Development / Development Setup – Folder Browser ). It shows each donation made, with the value the order ID, and the time and date.

Order Id	Transaction Post Date	Transaction Post Time	Donation Amount (in pennies)
301	13/10/2023	20:13:55	25
258	12/10/2023	12:13:55	85
221	12/10/2023	11:23:55	65
201	12/10/2023	11:13:55	25
157	10/10/2023	14:31:03	25
104	09/10/2023	16:23:54	65
100	09/10/2023	14:18:25	37
90	09/10/2023	14:06:14	25
2	09/10/2023	14:01:15	125

### Finance

Accounts and Finance teams are as much a part of a Pennies project as the IT and Retail teams. They are critical in moving the donations to Pennies for granting to the charities. Reporting requirements will need to be gathered. If PO numbers are required in Settlement Requests, please ensure that these are communicated to Pennies.

Typically, Pennies will send the Settlement Request on or around the 5<sup>th</sup> of each month for the previous calendar months donations. If required, this can be changed to a weekly or if dates are provided to a bespoke interval of the merchant's choice. Examples of reports and data that Pennies will send can be found on the following page.

### Settlement and Reconciliation

On a predefined schedule, typically once a month, on or around the 5<sup>th</sup>, Pennies will email a Donation Request (similar in many ways to an invoice) to the merchants Accounts Payable/Finance Team requesting the donations collected in the previous period are transferred electronically to Pennies. A weekly or other pre-arranged interval can be arranged for the transmission of these requests.

The email will contain two files (examples below), one is a PDF containing the daily and monthly total of donations and their value, the second is a CSV containing donation level information (again please see examples below).

With this in mind a merchant system report showing the numbers and values of donations will be required so that merchants Finance teams are able to check and agree the values to be transferred to Pennies.

In some cases, the payment systems portal logs all donation values and can be used to aid reconciliation processes, for online and applications, it should be built into the back-end reporting systems.

Reporting systems should be able to from a specified date range, provide numbers showing the numbers and values of donations and to aid support to show to a donation level the time etc the donation was logged.

Some accounts systems will require Pennies to be set up as a supplier, if this is the case then the Pennies Account Manager should be asked for the prerequisites. During an implementation, the Accounts personnel should have been introduced to their counterpart at Pennies so questions and queries can be raised and answered promptly.

## Settlement request example



SETTLEMENT REQUEST FOR PENNIES DONATIONS			
To Test Retailer Limited		Date of Settlement Request 31/12/2016	
Address 1 The Avenue		Merchant ID 1000000	
London		Settlement Request Ref 000000000001	
ABI ZCD			
Donation File Details	Donation Date	Record Count	Donation Sum GBP
Pennies donations collected by Test Retailer	01/12/2016	189	£94.65
Pennies donations collected by Test Retailer	02/12/2016	271	£135.70
Pennies donations collected by Test Retailer	03/12/2016	134	£66.70
Pennies donations collected by Test Retailer	04/12/2016	611	£30.50
Pennies donations collected by Test Retailer	05/12/2016	110	£53.75
Pennies donations collected by Test Retailer	06/12/2016	170	£84.30
Pennies donations collected by Test Retailer	07/12/2016	173	£86.50
Pennies donations collected by Test Retailer	08/12/2016	272	£135.85
Pennies donations collected by Test Retailer	09/12/2016	237	£118.50
Pennies donations collected by Test Retailer	10/12/2016	85	£42.45
Pennies donations collected by Test Retailer	11/12/2016	42	£19.75
Pennies donations collected by Test Retailer	12/12/2016	112	£56.05
Pennies donations collected by Test Retailer	13/12/2016	198	£99.00
Pennies donations collected by Test Retailer	14/12/2016	186	£93.00
Pennies donations collected by Test Retailer	15/12/2016	201	£100.76
Pennies donations collected by Test Retailer	16/12/2016	228	£114.00
Pennies donations collected by Test Retailer	17/12/2016	99	£49.50
Pennies donations collected by Test Retailer	18/12/2016	31	£15.45
Pennies donations collected by Test Retailer	19/12/2016	157	£78.22
Pennies donations collected by Test Retailer	20/12/2016	235	£118.65
Pennies donations collected by Test Retailer	21/12/2016	168	£84.00
Pennies donations collected by Test Retailer	22/12/2016	180	£89.95
Pennies donations collected by Test Retailer	23/12/2016	106	£53.00
Pennies donations collected by Test Retailer	24/12/2016	22	£10.70
Pennies donations collected by Test Retailer	26/12/2016	10	£5.00
Pennies donations collected by Test Retailer	27/12/2016	22	£11.05
Pennies donations collected by Test Retailer	28/12/2016	37	£18.50
Pennies donations collected by Test Retailer	29/12/2016	31	£15.15
Pennies donations collected by Test Retailer	30/12/2016	24	£12.00
Pennies donations collected by Test Retailer	31/12/2016	5	£2.50
TOTALS		3796	£1,895.53
Agreed Adjustments			
Details:			
		Net Settlement this Period GBP £1,895.53	
Please note that this may not represent all donations for the stated period as additional donations may be reported and therefore requested in subsequent statements			
Payment Advice			
The Net Settlement amount is now due and should be paid directly to the bank/ account detailed below, quoting the following ref: 22AAA000000			
Receiving bank details			
Bank:	HSBC	Account Number:	52324784
Sort Code:	40-04-01	Account Name:	Pennies Retailer Donation Account
IBAN:			
Any queries please email sales.ledger@pennies.org.uk, or call 0207 6009286			
Please note that voluntary donations to charity are deemed to be non-business income and outside the scope of VAT			

Registered address:  
Pennies! - Third Floor | 140 London Wall | London EC2Y 5DN | www.pennies.org.uk  
Charity No: 1122489 | Company No: 6418962

## CSV settlement request example

Merchant ID	Merchant	Store ID	Store Name	Terminal ID	Donation Date Time	Donation Amt	Pennies Invoice Number	Donation File
12345678	Penny and Sons	0	GBP	0	20/04/2018 09:50	0.25	5386	0
12345678	Penny and Sons	0	GBP	0	20/04/2018 10:17	0.25	5386	0
12345678	Penny and Sons	0	GBP	0	23/04/2018 09:53	0.25	5386	0
12345678	Penny and Sons	0	GBP	0	24/04/2018 11:49	0.25	5386	0
12345678	Penny and Sons	0	GBP	0	24/04/2018 15:57	0.25	5386	0
12345678	Penny and Sons	0	GBP	0	24/04/2018 17:24	0.25	5386	0
12345678	Penny and Sons	0	GBP	0	25/04/2018 11:35	0.25	5386	0
12345678	Penny and Sons	0	GBP	0	25/04/2018 15:21	0.25	5386	0
12345678	Penny and Sons	0	GBP	0	26/04/2018 16:10	0.25	5386	0
12345678	Penny and Sons	0	GBP	0	27/04/2018 11:12	0.25	5386	0
12345678	Penny and Sons	0	GBP	0	30/04/2018 09:40	0.25	5386	0
12345678	Penny and Sons	0	GBP	0	30/04/2018 15:47	0.25	5386	0
12345678	Penny and Sons	0	GBP	0	03/04/2018 13:23	0.25	5386	0

## Operations, Maintenance, and Support

### Failover / Recovery Process

In case the Pennies service is unavailable, the customer will not see donate to Pennies option during checkout.

The service availability can be tracked in SFCC using the Service Status.

### Technical support

For any issues, help or support – please contact Pennies: [ecommerce@pennies.org.uk](mailto:ecommerce@pennies.org.uk)