SupportPay

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Concept

SupportPay is a plugin module for the Kayako Fusion and Resolve Support software which allows you to charge for ticket resolution. It uses your existing users' accounts and adds information about credit levels in terms of either 'minutes', 'tickets' or both. These credits must be paid for by the users. A 'ticket' represents a single payment unit which will allow one ticket to be paid for, regardless of the amount of chargeable time on that ticket. A 'minute' represents one minute of chargeable time, and many 'minutes' would normally be needed to pay for a single ticket.

At its simplest, nothing more needs to be done after installation and configuration for the system to work. Your existing workflow can remain untouched. The users' experience will be identical except that they will have extra information about which tickets have been paid for, their current credit limits and their payment transactions.

You can choose to slightly alter your workflow, to explicitly demand payment after a ticket is closed. However, both incoming and outgoing payments are handled transparently so this step is not necessary.

Requirements

- ✓ Kayako Fusion or Resolve V4.01.204 or newer, leased or open versions.
- ✓ ionCube Loader.
- ✓ An account with PayPal (Premier or Business) or Authorize.net . If you need to accept payments from WorldPay, Google Checkout, 2Checkout then please contact us, these providers will be added according to demand.

Key Features

- ✓ Simple installation
- ✓ Built-in software update check
- ✓ Bill for Tickets and Live Support
- ✓ Charge clients by number of minutes spent or per ticket
- ✓ Little to no change to your existing workflow
- ✓ Grant discounts to selected users
- ✓ Can import financial data from TicketPay and SupportPay for Kayako 3
- ✓ Integrate with WHMCS for payment and package details*
- ✓ Create fixed-price packages of tickets and minutes
- ✓ Reporting features built in
- ✓ Clients can view their transactions and print statements
- ✓ Give bonuses to clients who sign up others*
- ✓ Use PayPal Express Checkout or Website Payments Pro*
- ✓ One client can be responsible for others' payments*
- ✓ Use existing Kayako "Organizations" for group management*

* Paid options

New in SupportPay for Fusion

There are several new features in SupportPay for Fusion when compared with the previous version. These are listed here.

- ✓ Pre-authorised Payments
- ✓ Recurring Payments
- ✓ WHMCS integration
- ✓ Start-up packages can be assigned to specific user groups
- ✓ More than one package can be bought at the same time
- ✓ Restrict posting to each department to users with enough credit
- ✓ Charge different amounts of 'minute' credits for each minute worked, according to department
- ✓ Several ways of handling sales tax
- ✓ Payment gateway fees are recorded

Installation

The installation process is straightforward, involving nothing more than unzipping the archive containing the SupportPay software and asking Fusion or Resolve to load it. Please note that since Fusion V4.50, "Modules" were renamed to "Apps". In the following instructions, where you see "Modules" and "__modules", please be prepared to look for "Apps" and "__apps" instead.

Install New Files

First, find your Fusion installation directory. Make sure it contains folders called "__modules" and "__swift", along with several others. Unzip the SupportPay package to a temporary location on your disk; this too should have folders called "__modules" and "__swift". Copy the new files into your Fusion installation directory. **None of your Kayako files are overwritten.**

Install WHMCS Integration

If you are using the WHMCS integration option, you need to copy some files into the WHMCS "api" directory. These add some features that SupportPay requires.

These files are supplied in the "WHMCS/includes/api" folder of the SupportPay package, and must be copied to the existing "includes/api" folder of your WHMCS installation.

Activate the Module

Once the files are in place, you must use Kayako's "Modules" function in the Administrator console to activate the new module.
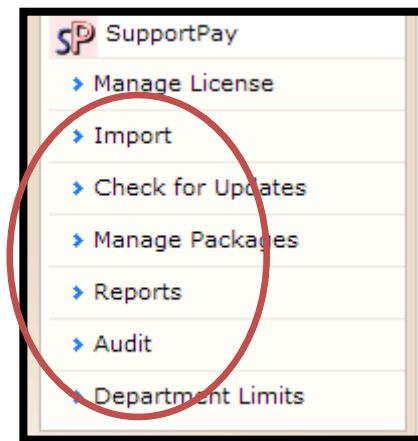
Click the "SupportPay" item and then the "Install" button on the next page. The database objects will be created, and the next screen should show that the module has been installed.

Congratulations – you are now ready to use SupportPay!

Now all the new modules should be visible:

The Admin console
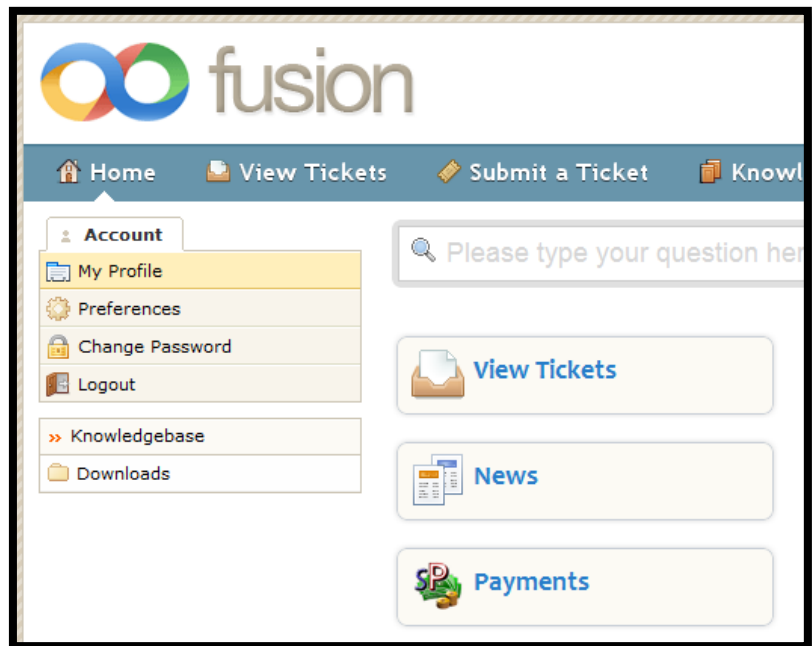
The User Console
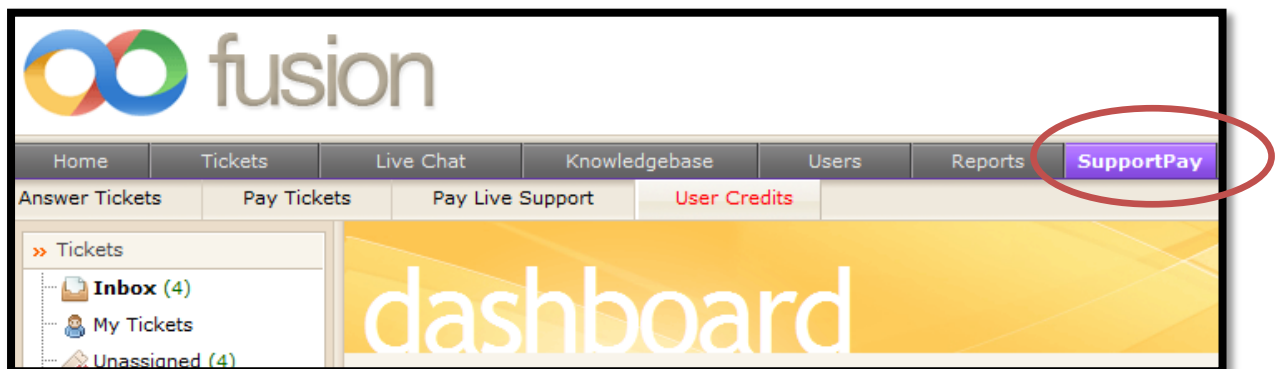
The Staff Console

Post-Install

At this point, the software is installed but is not quite ready to use. There are some configuration options that must be set first. These are covered in detail in the Configuration section of the manual, but are also listed here for reference.

- ✓ Your payment gateway must be chosen, and the credentials entered if you intend to take payments.
- ✓ Define your staff group permissions on the "SupportPay Permissions" page.
- ✓ Define which departments are chargeable and which are free.
- ✓ Enter a license. You can get a demo license from our License Manager at https://www.support-pay.com/support/index.php?/vshop/VSMain/Index . You will be asked to specify which site you require a license for. The site is shown at the top of the "Manage License" page of the SupportPay section of the Administrator's Control Panel. It should match the full domain of your Kayako installation. For example, if the full URL for your helpdesk were "http://www.support-pay.com/support/", you would request a license for "www.support-pay.com".

Removal

If you need to remove SupportPay, use the Module section of the Administrator console again, and simply click the "Uninstall" button for SupportPay. This will completely remove all traces of SupportPay from your Kayako database. If you have made any financial transactions with SupportPay, please make sure you have a record of these elsewhere.

Data Migration

If you previously used SupportPay for SupportSuite, or TicketPay, you can migrate your old data into SupportPay for Fusion.

This works the same way as the data migration you would have used to import your old SupportSuite data into Fusion. First, select whether you want to import from SupportPay or TicketPay and then enter the details of the source database. Clicking on "Next" will start the import.
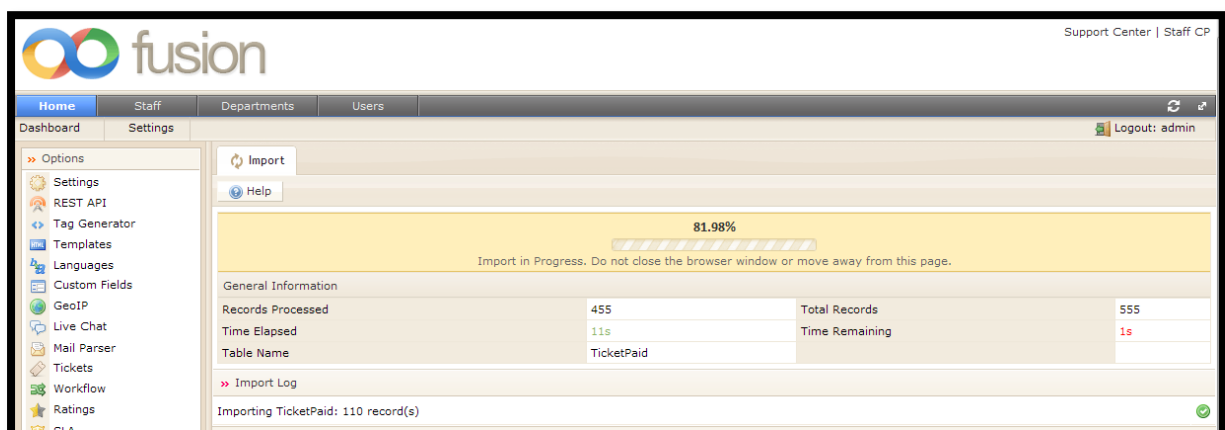
Licensing

The module itself can be licensed in two different ways, either with an up-front annual payment or as a pay-as-you-go model. Both license types take into account the number of active staff. Licensing is simple to complete online within a few minutes from:
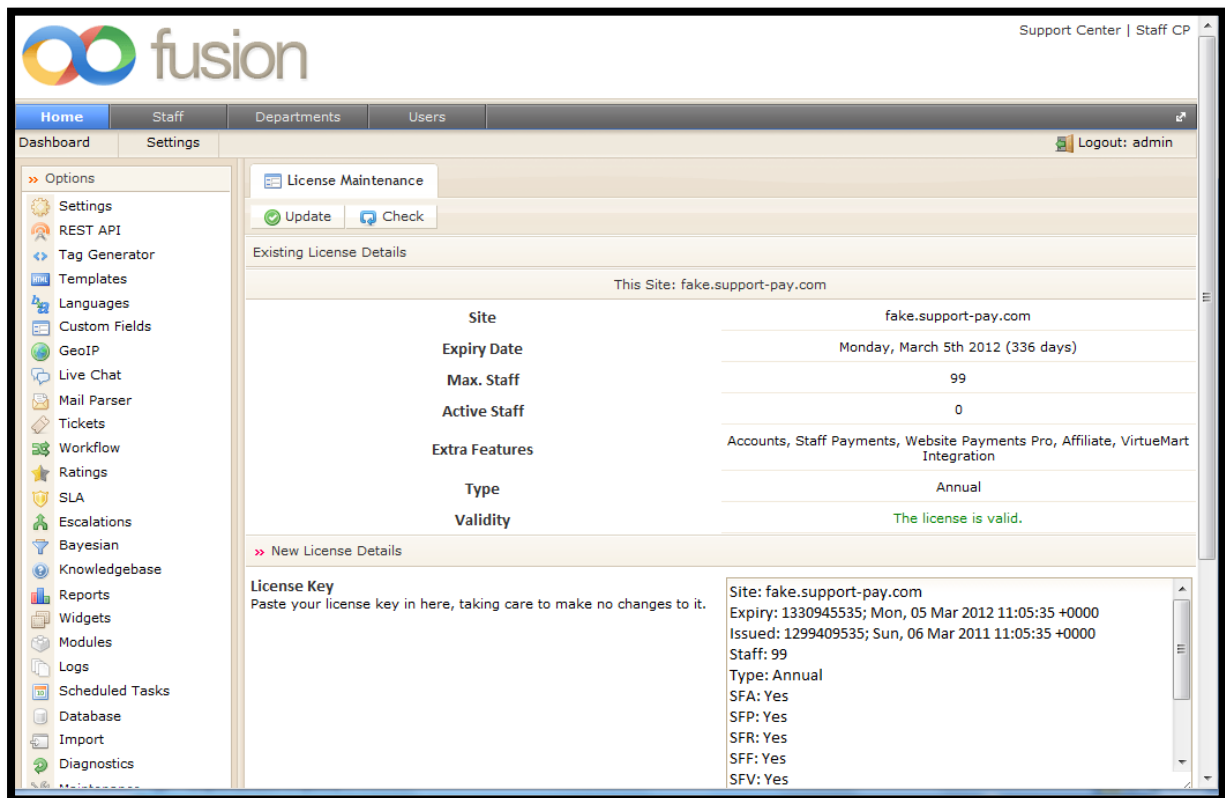
https://www.support-pay.com/support/index.php?/vshop/VSMain/Index

As with Fusion itself, a license is valid only for a single domain. In addition, it is limited to a specific number of active staff. This is gathered automatically based on ticket activity over the previous month. Your current license details including what type of license it is, your current number of active staff and when it will expire, are shown at the top of the screen.

Annual Licenses

An Annual license allows you to operate the SupportPay module for one year. The limits are the expiry date of the license, and the number of active staff. When you buy a license, the expiry date is set automatically and you can choose to increase the number of supported staff.

Pay-As-You-Go (PAYG) Licenses

This license type avoids any up-front costs. A PAYG license is valid for one month. As with the annual license, it is limited by expiry date and the number of active staff. All these are calculated automatically when you buy a new license, and you can choose to increase the number of supported staff.

Demonstration Licenses

A demo license allows you full, unrestricted access to all of SupportPay's features including taking live payments. In practise, a demo license is a PAYG license which is expired when you download it, so you will see relevant warnings in all the staff and admin SupportPay screens.

A demo license will only be issued once for any given domain.

License Expiry

All administrative and staff members will get a prominent warning on screen when the license is due to expire, starting 7 days beforehand. One day before the license expires, the warning will become more prominent.

If the license does expire, the SupportPay module *will continue to work* for two weeks, giving you additional time to install a new license. After this time, it will no longer allow users to buy credit although their existing credit will still be usable. When you buy a new license, it will start on the expiry date of the previous one rather than the date of purchase.

Staff Levels

To try and cater for all sizes of companies, the license is issued for a fixed number of active staff. This number is calculated based on the number of different staff members that have worked on Tickets or Live Support for which payment has been received. In other words, staff responding to calls for non-billable departments or who have not charged for their time are not included in the 'active staff' total.

There is a report available to the Administrator which shows current active staff levels, and it is also shown on the License Maintenance screen.

If the number of active staff goes beyond the number allowed by the license, any staff or administrators will receive a warning whenever they access a SupportPay screen. If the maximum number of staff is exceeded over a two-week period, SupportPay will stop accepting any user payments.

Upgrading

The upgrade process is similar to the installation.

- Unzip the new software to a temporary location.
- If you have changed the language definitions in <kayako>/__modules/supportpay/locale/en-us/en-us.php, you must take a copy of this file before copying in the new files. Any new lines will always be included at the end of the file, so you should be able to easily see what changes you must make to your customised version.
- Copy the files to your server and visit the Administrator's "Modules" screen. If a database upgrade is required, you will be given a warning:

- If you need to run the database upgrade, click on the module name and then the "Upgrade" link.
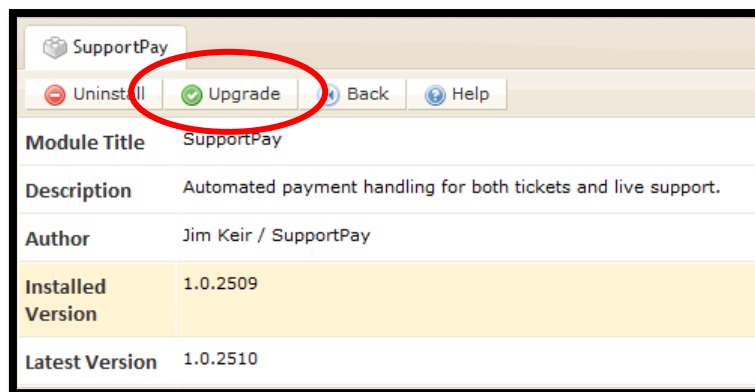
You have the option to allow SupportPay to check for updates automatically. If an update is available you will receive a PM inside Kayako telling you what version is out, and what changes have been made. No information about your installation is sent to our servers during the update check.

If you choose to disable the automatic check, you can check manually using the Administrator's console.

Configuration

Many aspects of SupportPay's operation can be changed. They are all controlled from the Settings page of the Fusion Administrator's console.

Most of the settings are described on the Settings page itself; some of the most important ones are detailed below.

Wording

This section controls the words used for the three main payment units, 'tickets', 'minutes' and 'packages'. You can change these, for example substituting 'tickets' for 'calls' or 'problems', in every screen by changing the words in these boxes.

Payment

The Payment section controls your payment options in terms of 'minutes' and 'tickets', rather than cash payments which are controlled in the PayPal section.

- **Payment Gateway**
  Choose which payment processor you wish to use. There is an option to use "None"; in this case, no payment option will be visible to the clients. Manual payments can still be entered by staff, or imported from WHMCS.
- **Currency**
  Choose your preferred currency from the drop-down list. Not all payment processors support all currencies. Please see the list in the Payment Gateways section for more information.
- **Accept Payments**
  Controls which type of credit you accept – 'minutes', 'tickets' or both. You can change this setting at any time, but credits which have already been bought by users will still be used; they just won't be given the option of buying any more.
- **Minimum Ticket Purchase and Minimum Minute Purchase**
  You can restrict the number of credits bought by users to a sensible amount using these settings. For smaller amounts, for example if a user were to buy one minute credit, you could find that the payment processor's fees exceed the amount paid and that you receive nothing at all.
- **Cost per Minute and Cost per Ticket**
  These are the amounts, in your chosen currency, which you charge users to buy credits. You should not enter any currency symbols, just the number. For example, 0.5 would represent 50 cents/pence.
- **Minimum Sale Value**
  It is possible to prevent sales below a certain value. This helps avoid selling items where the majority of your sale would be lost to the payment processor's fees.
- **Minimum Live Support Bill Time**
  If you are charging for Live Support, no credit will be deducted for sessions which last less than this many minutes.
- **Use Ticket When Billable Above**
  This is used by the automatic payment-clearing system (the Reconciler) to decide whether to use minutes or tickets, when a user has credit in both. When a ticket has more than this number of billable minutes, the Reconciler will choose to use a 'ticket' credit for payment.
  You can use this to tell the Reconciler to always use one option or the other by using '0' (in which case it will always use a 'ticket'), or a very high value such as 999999 in which case it will always use 'minutes'.

- **Footer Text for Client Invoices**
  A user can choose to view and print invoices at any time. The body of the invoice can be altered by changing the Kayako Template, but to allow simpler customisation you can change just the footer text (i.e. the small print) using this setting.

- **Chargeable Departments**
  You need to specify which of your departments charge for support. Use this control to select one or more departments. This is set to 'none' by default to avoid billing unexpectedly immediately after installation.

- **Automatically Bill Live Support**
  Normally, payments are taken automatically up to five minutes after the Live Support session ends. By setting this control to 'No', you can disable the automatic payment system. This allows you to manually adjust the billable time without worrying that the payment may be taken automatically first.

- **Automatically Bill Tickets**
  As above, prevents payments being deducted for tickets automatically. You will need to choose which tickets to pay using the "Pay Tickets" screen with this set of "No".

- **Deduct Credit Immediately**
  Set this to "true" to deduct credit from clients immediately after a billing entry or billable ticket response has been created. Set to "false", credit will only be deducted after the ticket has been closed. This has no effect on billing for Live Support sessions, for which credit is always deducted after the session finishes.

- **All replies default to billable**
  A payment is only taken if billable time is added to a ticket, and by default Fusion does not add any billable time. If you enable this switch, each reply will automatically have 1 minute of billable time added when the Reply tab is opened. This time can be removed or over-typed as required.

- **Add billable time automatically**
  Each new staff reply to a ticket in a billable department will have this many minutes' billable time set. It can be removed or overridden, this just pre-populates the "billable time" field.

- **Make billable time a required field**
  Prevent replies from being posted if "billable time" is not filled out when replying to tickets in a billable department.

- **… after this many replies.**
  Alters the previous setting so that a number of replies can be sent without entering billable time. This gives you the option of issuing a quick or predefined reply to a simple question without charging, but still enforcing billable time once more than a certain number of replies have been sent.

- **Credit-change Emails**
  Send an email to clients when their credit level changes. If you set this to "Yes" you will also need to set two other options, "… from address" and "… subject" for the emails to be sent.

- **Credit-change Email Threshold (minutes and tickets)**
  These two options set a lower limit to the credit that will trigger a credit-change email. When the client has more than this amount of credit, no email will be sent. If you accept both minute and ticket credit, an email will be sent only if the client has less credit than you specify here in *both* categories.

- **Minimum interval between credit-change emails**
  No credit-change email will be sent if the previous notification was sent less than this many hours ago.

- **Redirect ticket posts to paid departments**
  If a client tries to post a ticket to a paid department, this setting controls whether they are prevented from posting or redirected to a payment page. By default they are redirected to the SupportPay payment page, but you can override this, for example to redirect to a WHMCS payment page, using the next setting – "URL to redirect payments to".
- **Submit Ticket message for insufficient credit**
  When a client tries to post a ticket to a paid department, this message is displayed on screen. Any valid HTML is acceptable.

PayPal

PayPal may be used as the payment processor. This section allows you to change several aspects of the payment process, as well as providing your business account details so that you can receive payments.

- **Live/Sandbox PayPal Account Name, Password and Signature**
  These entries should be copied directly from your PayPal Profile. For help in finding these, see "How to Connect" on p.40 .

- **Use PayPal Live Servers**
  PayPal offer a 'Sandbox' mode, where you can make test transactions without actually taking payment. Use this checkbox to choose whether you want to use 'Live' mode (taking real payments) or 'Test' mode.
  To use 'Test' mode, you will need to have a PayPal developer account, because the API credentials and both buyer and seller accounts are different to real ones. See p.41 for instructions for setting up a PayPal Sandbox account.

- **Order Page Region**
  PayPal offers you the option of specifying which language you would like their screens to use. Choose from the drop-down list.

- **"Override IPN" and "IPN Callback URL"**
  PayPal's IPN (or Instant Payment Notification) is a method of alerting you when a payment event happens. When a PayPal payment is taken, it may be cleared immediately in which case PayPal are able to tell you immediately that the payment is successful. However, in some cases a payment may need some time to clear, for example when PayPal must request the funds from elsewhere or if you have chosen to manually accept or deny payments in foreign currency. When a deferred payment is finally cleared, PayPal can send a message to the "IPN Callback URL" to tell you that the money is available.
  The default IPN URL will be created during the first installation. If you need to reset it afterwards, the correct URL will be as follows, where www.mysite.com/support should be replaced by the base URL for your Kayako Fusion installation.
  http://www.mysite.com/support/__modules/supportpay/client/paypal/ipn.php

  SupportPay will periodically check on the status of deferred payments even if "Use IPN" is not enabled, but in this case there will of course be a delay between the payment being approved and the paid-for credits being added to the user's account.
  IPN will also handle reversed (refunded) payments, deducting the credits bought from the user's account.

- **"Use Header Image"**
  When a user is sent to PayPal to log in, a standard screen is displayed. You can choose to customise that screen by having your own logo at the top.
  You should prepare an image, 750 pixels wide and 90 high, to use as this logo. It must be accessible from a browser on a secure (https://) URL. This is because PayPal's login screen is always secure, and browsers can refuse to display images on a secure page which are not themselves secure.

- **"Header Background Colour" and "Form Background Colour"**
  Use these options to change the colour of PayPal's login and information screens. A standard web colour description is expected (e.g. #FFFFFF for white).

- **Process Credit Cards Using.**
  Select whether you want to use Express Checkout or Website Payments Pro to process credit card payments. Express Checkout (EC) is available to everyone with a PayPal account at no

charge, but uses the PayPal interface to collect credit card information. Website Payments Pro (WPP) allows you to bypass the PayPal interface. However, you are required to also offer a standard PayPal payment option, it is only available to Business accounts and PayPal charge a monthly fee. WPP is also a paid option on SupportPay.

Affiliate

If you choose, you can have your users advertise your services in exchange for a reward using the optional Affiliates system. If a user persuades one of their friends to join your service and buy credits, the first user will earn credits every time the second user buys some.

It does not work as a 'pyramid' or 'Ponzi' scheme. Only the person who is directly responsible for signing up the person who bought credits gets any bonus credit. Let's assume a 10% bonus rate for an example: if Alice signs up Bill and Bill signs up Charlie, and Charlie buys 150 minutes' credit, Bill gets 15 minutes' bonus credit and Alice gets nothing.

Individual users can be given permanent discounts (described on p.20). If a user with a discount buys something which triggers the affiliate system, the discount is used in the calculation of the affiliate bonus. In the previous example, if Charlie had had a 33% discount then Bill would have received 10 minutes' bonus credit instead of 15.

- **Allow Affiliates**
  This simply enables or disables the affiliate system. With this disabled, no affiliate links are shown on the user screens, and no affiliate payments of accounts which already exist are paid.

- **Minute Percentage Rate and Ticket Percentage Rate**
  Change the amount of credit earned by affiliates when their dependents buy credit. These values should be entered as the percentage number, not a multiplier. For example, "10" would mean 10%, so that if 40 credits were bought, 4 bonus credits would be awarded.

- **Affiliate Button Message**
  The text here will be added to the HTML code that is given to affiliate users to put on their own website.

- **Affiliate Expiry**
  If this is set to non-zero, any affiliate bonus will stop being paid after this many days. The account still exists, and neither the new user or the person who signed them up are notified.
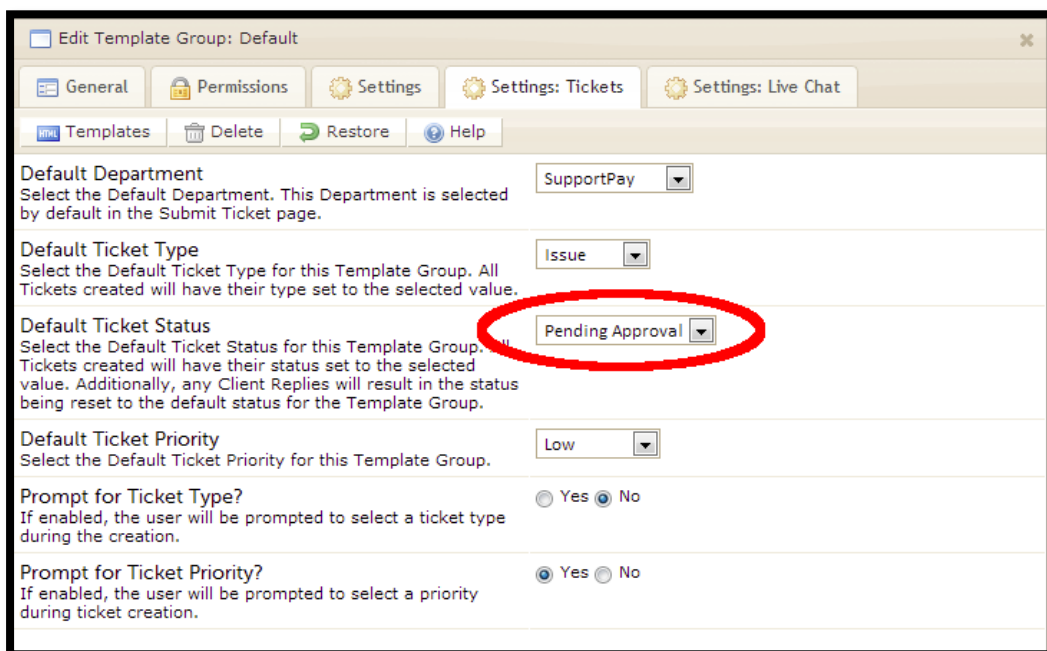
Ticket Status Filter

New in build 3034, this feature allows you to block tickets to payable departments where the client has not got enough credit to post. The required amount of credit can be set for each department, using the "Department Limits" page. This filter works even for emailed tickets.

Using existing Fusion features, all tickets for a given template group are created with a new Status, for example "Pending Approval", instead of "Open". Using a scheduled task, any tickets in this new status are evaluated frequently and if the client has enough credit to post, they are moved from the "Pending Approval" status to "Open". By creating a custom view in the Tickets pages, you can filter out any "Pending Approval" tickets if you don't want them to appear at all. Otherwise, you can simply tell your staff not to respond to any tickets with this status.

To configure this:

1) Create a new ticket status in the Administrator's console. In the "Tickets" group, click "Statuses" and create a new one called something like "Pending Approval". You *should not* set "Mark as Resolved", and you *should* set "Status Type" to be "Private" on the Options tab. Other settings should be whatever meets your requirements.
2) Set this status to be the default for the appropriate template group by clicking on "Templates", then "Groups", then the correct template group.

3) Now configure SupportPay to change the ticket status when appropriate. Go into the Settings page for SupportPay, to the "Ticket Status Filter" section. Select the appropriate ticket statuses, where "Original Status" is the new one that you just created and "New Status" is the one that approved tickets should be moved to. Also make sure you switch the feature on.

If a post is made where the user does not have enough credit, they receive a single email telling them so and inviting them to add more. This email is defined in the "sp_pleaseaddcredit" template, so can be changed if required. It is added as a reply to the ticket appearing to come from the user themselves, so you can check that it has been sent.

Permissions

You can assign different rights to different groups of staff using the new "SupportPay Permissions" settings group.
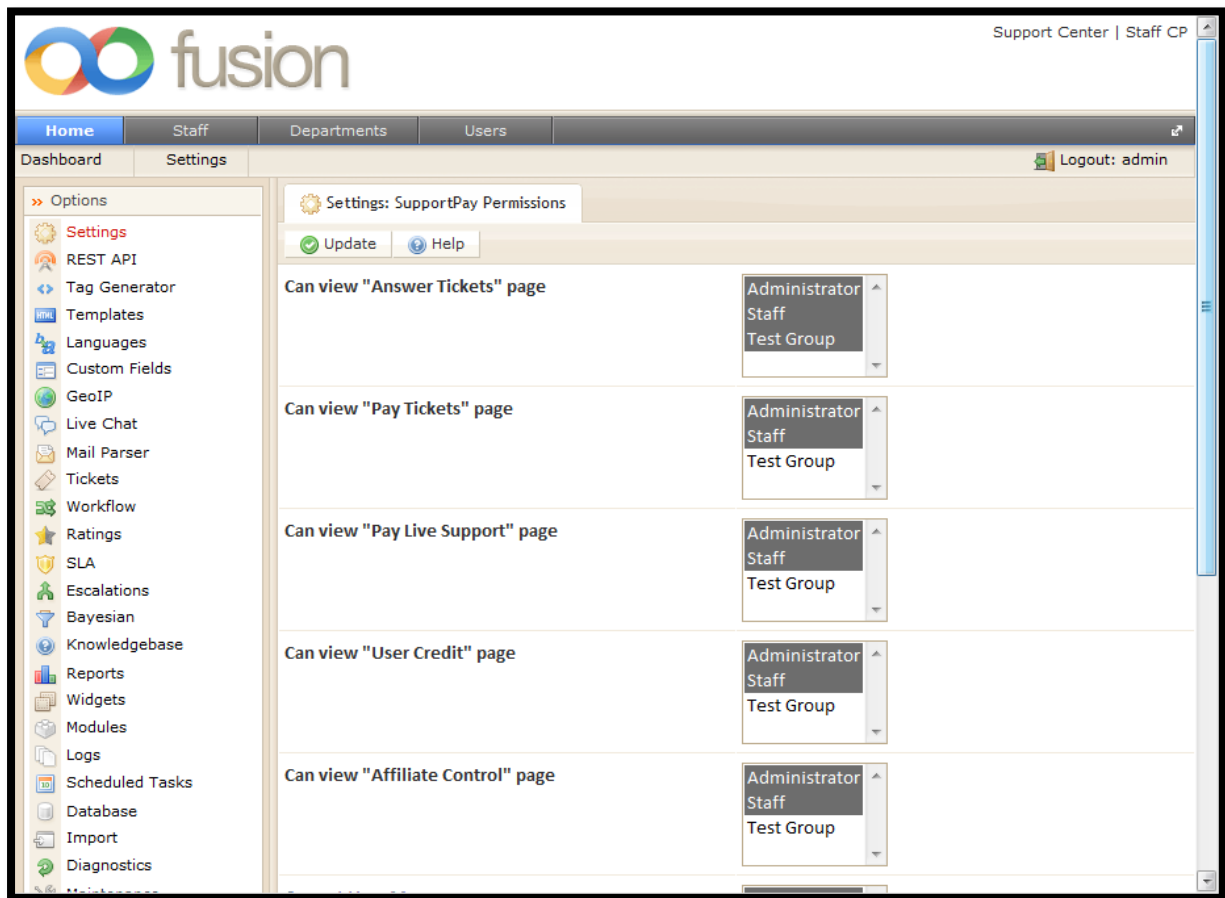
By default, these are all disabled. You will need to ensure that you allow your staff access to the appropriate pages.
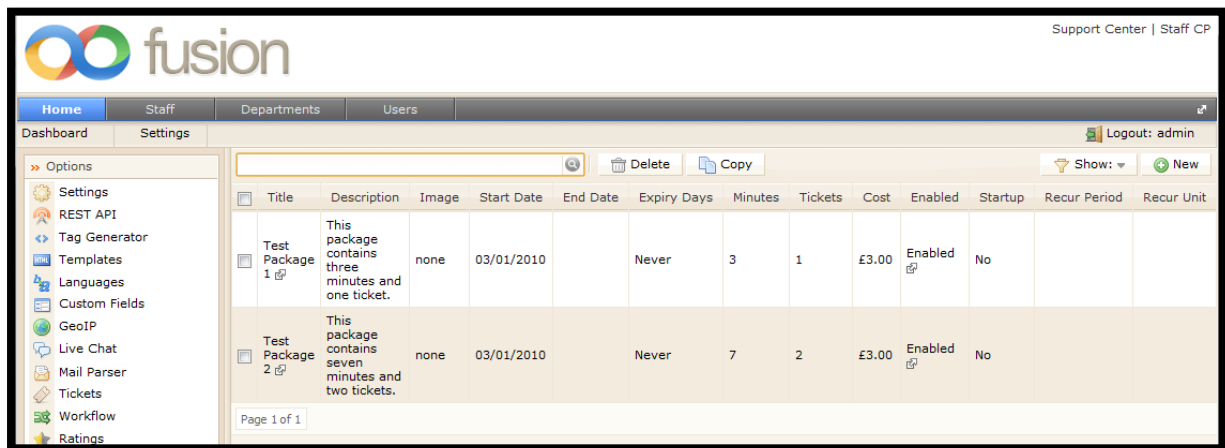
Packages

You can offer your users fixed-price combinations of 'minute' and 'ticket' credits by creating packages. These have no relation to the prices you have set for per-minute and per-ticket costs; you can choose any number of each credit type, and sell them for any price. You can think of them as special offers.

As with most special offers, a package can be made to only run for a fixed amount of time. By setting start and end dates, you can choose to offer a package for only a certain period. Outwith that period it will not be available for purchase, although anyone who purchased it while it *was* on sale will still have their credits.

Another variation is the 'payload timeout'. This controls the validity of the package *after* it has been bought, by automatically removing any unused credits after a certain number of days. Typically this would be used for things such as monthly deals where any unused minutes are removed 30 days after purchase.

Last, you can set any package to be a 'startup package'. These are added to new users' accounts automatically and would be used to give them free credits. Since a startup package is added for free, they are not taken into account for any affiliate bonus credits; these are only calculated where you have been paid.

Startup packages can be created so that they are assigned to all new registered users, or to a specific user group. A new user will be given all active, relevant startup packages so it's possible to have more than one package being given.
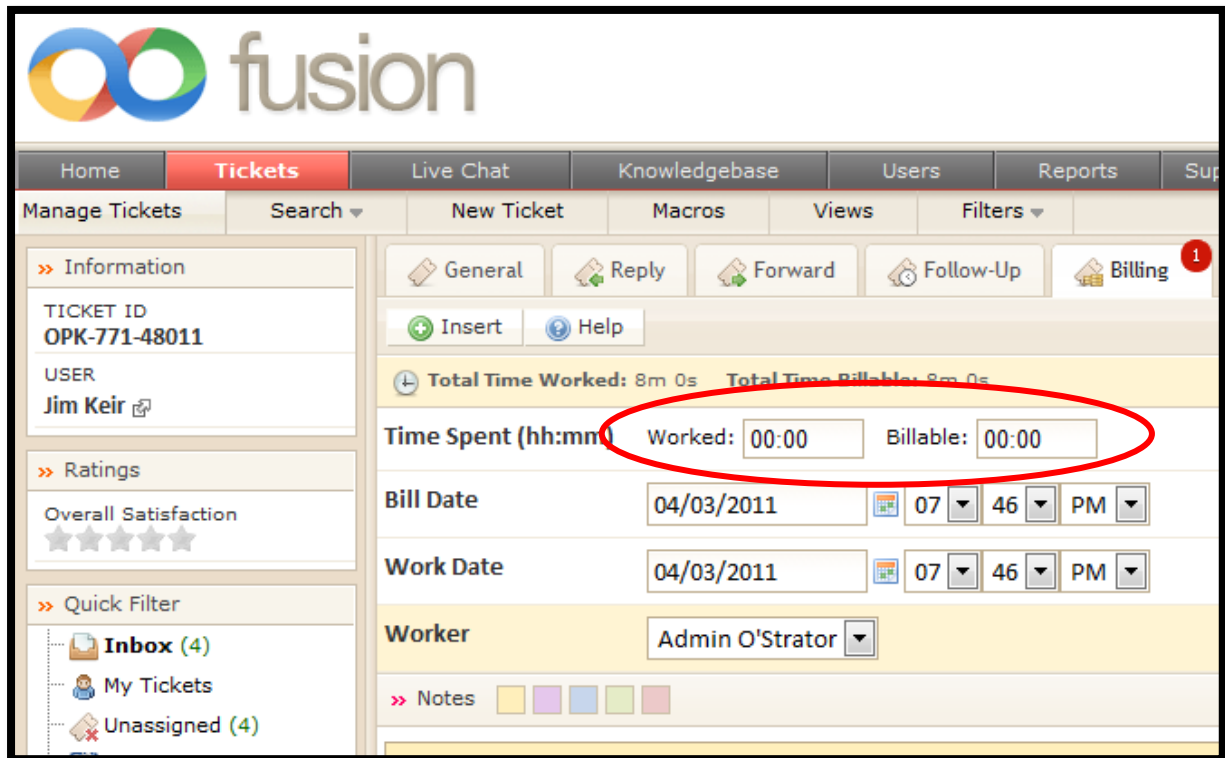
A package may be changed from a normal package to a startup package at any time, but be aware that startup packages are not offered for sale. You can also enable or disable packages at any time, with disabled packages also not being offered for sale.

Only packages which have never been bought can be deleted. This is because their details are used on users' statements, and if the package were to be deleted then the statements would be incomplete. If you are prevented from deleting a package, you still have the option of disabling it.

New packages are added using the "Create Package" command on the toolbar, above the package list.

Ticket Handling

The SupportPay module has been designed to keep the changes to your existing workflow to a minimum, possibly requiring no changes at all. You would still open, respond to and close tickets as you currently do. The only real change required of your staff is that they check a user's credit levels before working on a ticket, but it still their choice whether they do the work or not. In addition, you can define certain departments as being only available to users with a specific credit level.
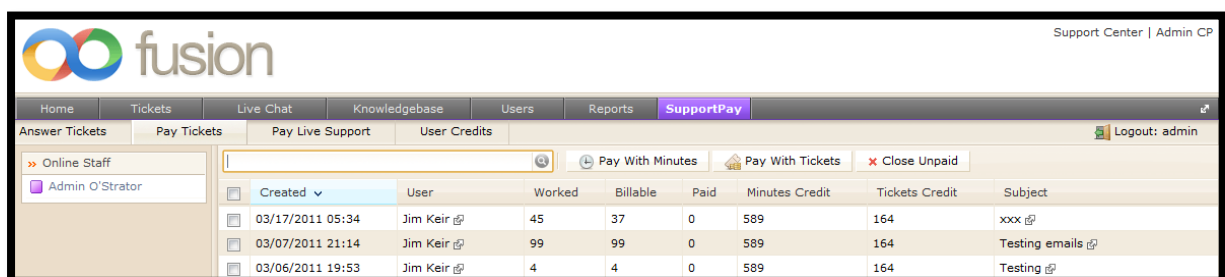

When work is done on a ticket, you enter a value in the "Time Worked" box, which automatically gets duplicated into the "Billable" box.

The first difference occurs when a ticket is closed. This would happen as usual, by simply changing the ticket status. However, you now want to make sure that you are paid for the work completed.

In the staff's "SupportPay" menu section, there is a new option called "Pay Tickets". Once a ticket is closed, provided it has billable work and has not already been paid, it will be listed on this page. Only those tickets which are assigned to the current staff member and those which are not assigned to anyone are listed.

At this point, you can use the controls to request payment for one or more tickets. Any available credits are removed from the user owning the ticket. If they don't have enough credits, the ticket will remain partially unpaid until they buy more.

A ticket may never appear on this page, even if it billable. With newer versions of SupportPay and Fusion, credit can be deducted immediately after a ticket has been closed or even after every individual billable staff response. If a ticket has no

outstanding credit, it will not appear in the "Pay Tickets" page. If you want to check that a ticket has been paid for, there are two ways to do this. First, you can use the new "Payments" tab while viewing the ticket, or alternatively you can check the user's full history from the "SupportPay->User Credits" page. Click on the credit level for the user you are interested in and you will be taken to the credit history.
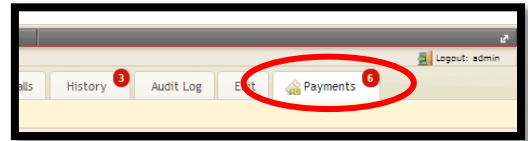
The Reconciler

Manually requesting payment is simple, and ensures you remove user credits as soon as possible. However, there is an easier alternative – don't bother. A scheduled task called the Reconciler runs every five minutes, automatically taking payment for any closed but unpaid tickets.

The Reconciler also takes care of most other time-based tasks, such as removing credits from expired packages. It is important that this scheduled task is left running.

Responding to Tickets

This can be done from the existing Manage Tickets screen with no changes at all. However, there is a new "Answer Tickets" screen which lists all open tickets along with the ticket owner's available credit limits. Tickets which are unassigned, or are assigned to the current staff member, are shown. They can be responded to directly from this screen, making it an alternative to the "Manage Tickets" screen.

Checking User Credit

Finding user credit levels is done using the new "User Credit" screen. It works the same way as the existing staff "Manage Users" screen, but adds several columns to the list including two showing how many 'minute' and 'ticket' credits each user has. As with other sections, if the Administrator has chosen to only allow one of these credit types, the unused one will not be shown.

This screen also controls user discounts (p. 20), account managers (p. **Error! Bookmark not defined.**) and affiliates (p. 35). These are all described separately.

Adjusting User Credit

Sometimes you may wish to add or remove credit manually. This can be done on the new "Add Credit" screen in the Staff Console, accessed from the right-hand side of the "User Credit" screen. You simply enter the number of 'tickets' or 'minutes' to add, or a package, a price or any combination. Giving a negative number will remove credit instead of adding it. Finally, a comment must be entered.

Any adjustments done using this screen will be entered as transactions. As such, they will be visible to the user so you should use the Comments field to explain why their credit is being adjusted. It can be used for any kind of adjustment, but any cash values entered here are not processed by your payment gateway. They could be used, for example, for cash payments which you want recorded against the user's account.

Setting Discounts

You can choose to set a permanent discount for specific users. This will be used when calculating any charges when they buy credit. To set a discount, click the 'Discount' button on the User Credit screen and then enter a value in the form that appears.
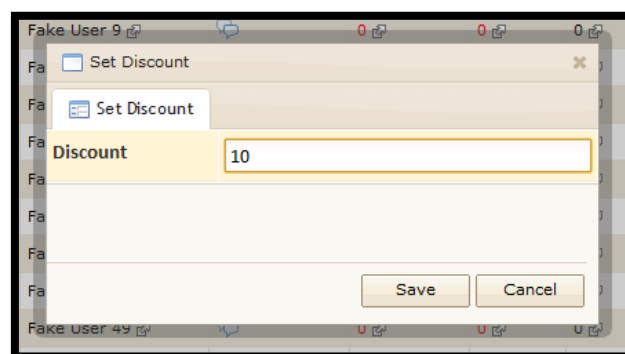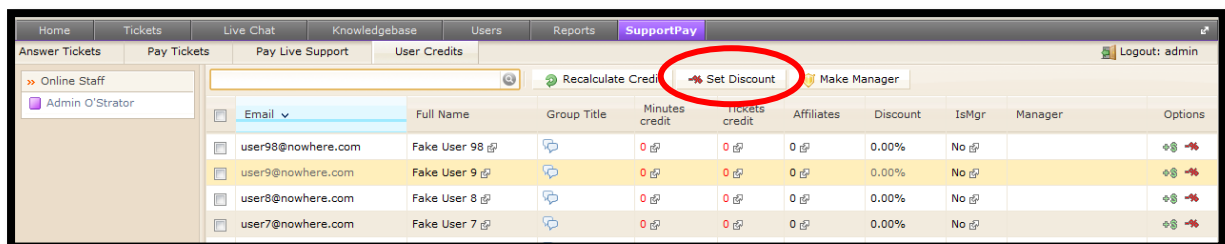
You can also set negative discounts - in effect, surcharges. The discount range is limited to a value lower than 100, with 100 meaning "full discount", 0 meaning "no discount" and values lower than this i.e. negative values meaning a surcharge.

Affiliate Control

If you have the Affiliate system enabled, you can see which of your registered users have affiliates using the Staff "User Credit" page. The "Affiliates" column contains a link to another page which will show you the affiliates of any given user. You can also use the same page to add or remove affiliates yourself.
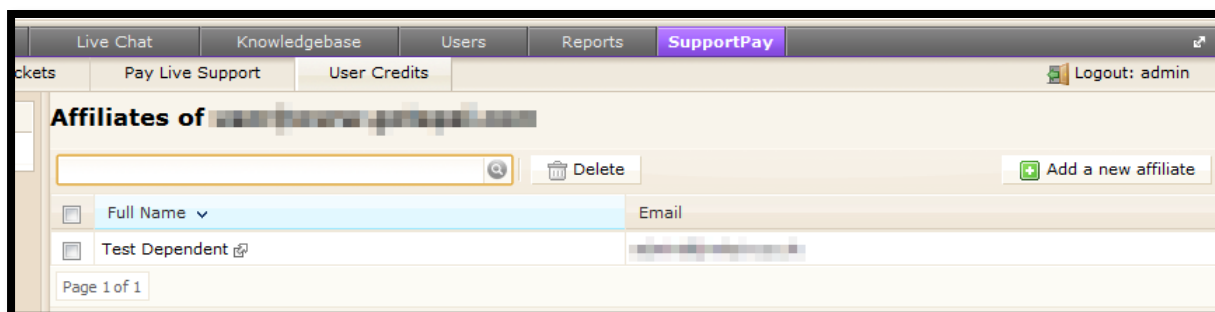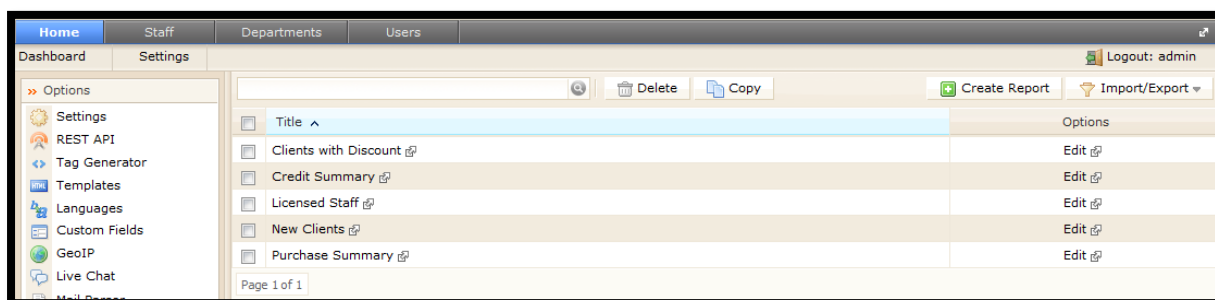

Reports

A small selection of reports are supplied with SupportPay. It is intended that these will be added to over time, and you can also add your own if you know how to write SQL queries.

It is also possible to add reports using the standard Fusion reports module, but this is limited to only simple lists coming from a single source. The SupportPay reporting module is able to handle much more complicated data, but is limited to producing text-based lists.

Running Reports

The SupportPay reports screen lists each available report, and gives you options to import/export, edit and delete reports.

To run a report, simply click the report name. Each report will be produced on-screen in a list, and you can export the list as a CSV file for graphing in another program such as Excel or OpenOffice.

Editing Reports

It is possible to edit and create your own reports, but you will need to understand SQL. To create a new report, you will need to write two SQL statements; one to get the data, and another to count the number of rows that will be returned.

Live Support Handling

In addition to billing for completed Tickets, it is possible under some circumstances to bill for Live Support. There is a complication in that it is possible to request and receive Live Support without having logged into Kayako, including people who have no account with your helpdesk.

If the person requesting Live Support is logged in, then the support session already has the correct user identifier assigned to it. **_Not true in V4 – probably a bug in Fusion._** Otherwise, SupportPay attempts to match Live Support sessions with accounts after they are completed. This only works if the person entered a valid email address at the start of their support session, and that email address belongs to an existing account.
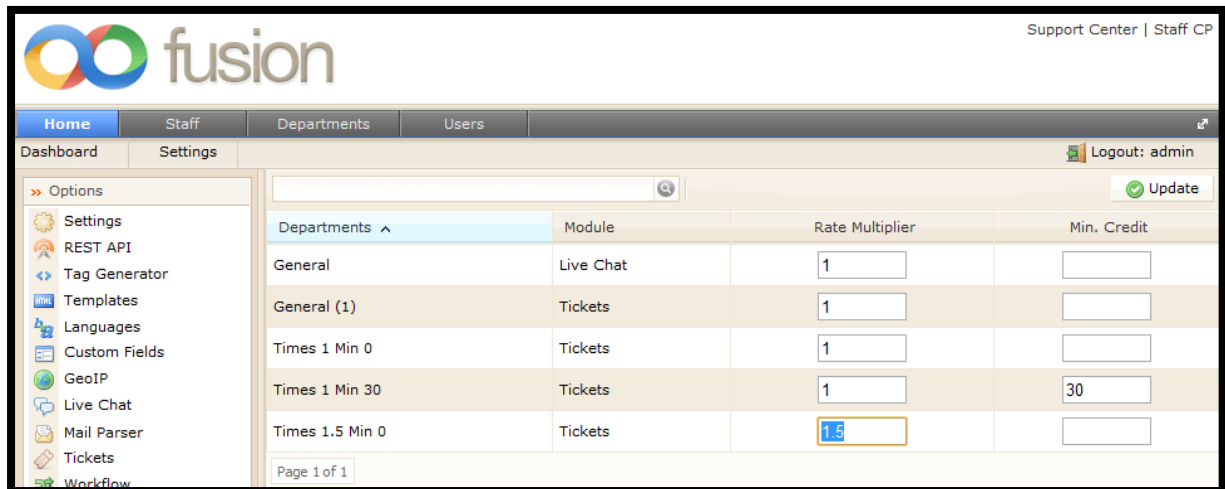
Live support is billable if:

- ✓ The session was answered and has ended
- ✓ The session was between a member of staff and a client
- ✓ The support session belongs to a billable department
- ✓ The client has an account when the session ended

The last rule gives your staff a chance to sign up new clients during a chat session, and have them billed at the end of it. However, there is no opportunity to explicitly state how much billable time went into a Live Support session. To help with this, another setting allows you to disable the automatic billing for Live Support, instead requiring your staff to request payment for each Live Support session. This allows them to alter the billable time beforehand.

You may notice that the billable time is not the same as the duration as shown in the standard Kayako Live Support pages. The billable time is taken as the time between the start of the call and the last _staff_ response. This is then rounded up to the nearest minute. You can choose to restrict billing to only those Live Support sessions which have lasted for more than a set number of minutes in the Settings page. This allows you to avoid charging for very short sessions, for example where someone asks a simple question or where they were not aware they were to be charged.

Payment Filtering

You will already have seen that some departments can be marked as payable and some free, in the Settings. There is also the possibility to customise individual departments, changing the number of minute credits charged for each minute of billable support and the minimum level of credit a client must have in order to create a ticket. This is controlled using the "Department Limits" page in the Administrator console.

In the screenshot above, each department that has been marked as billable is shown. The first four departments will be charged at normal rate, while the last one will be charged at 1.5 times the normal rate. For example, if a ticket was had 30 minutes' billable time recorded against it, 45 minutes credit would be deducted from the client when the ticket was closed.

Again from the screenshot, the example department "Times 1 Min 30" would only require a single minute credit for a minute billed. However, if the client has less than 30 minutes' credit available they would be prevented from submitting a ticket to that department.

Ticket credits are not affected by these per-department rates because a ticket credit is always an entire payment.

Payment Processing

This section describes the movement of a ticket and a live support session through the SupportPay system.

Tickets

1) A ticket is closed using the normal Kayako ticket management system.
2) If there are billable minutes associated with this ticket *and* it belongs to a billable department then it is marked as billable by SupportPay.
3) Any billable tickets will show up in the staff "Pay Tickets" screen, and the transaction history for both staff and client. At this point it will not have been paid.
4) The staff may *optionally* use the "Pay Tickets" screen to immediately deduct payment for this ticket, provided the user has credit available. Partial payments can be taken.
5) The Reconciler scheduled task will scan every five minutes to see if there are closed and unpaid tickets. If so, it will deduct payment where the user has credit available. If both minutes and tickets are available, it will decide which to use based on the amount of billable time and the setting which dictates the level above which a Ticket credit should be used.

Live Support

1) A Live Support session between Staff and Client ends and is marked by Kayako as being complete.
2) If the session is longer than the minimum time defined in Settings *and* was conducted by a member of a billable department, it will appear in the "Pay Live Support" screen in the Staff console and the client's "View Ticket Bills" screen.
3) Your staff can use the "Pay Live Support" screen to immediately deduct payment, provided the user has credit available. Partial payments can be taken.
4) If you have enabled automatic payments for Live Support, then the Reconciler scheduled task will deduct payment where the user has credit available. If both minutes and tickets are available, it will decide which to use based on the amount of billable time and the setting which dictates the level above which a Ticket credit should be used.

Tax Rules

Simple Flat-rate Tax

You can define a flat rate of tax in the SupportPay Settings, which will be applied to every sale. Simply enter the rate – e.g. 17.5 for 17.5% tax – and SupportPay will perform the calculations based on the entered prices.

To make this simpler, you can choose whether your display prices include tax already or must have it added afterwards, using the "Reverse Tax" setting. If you set this to "Yes", the items will be sold at a price where, with tax added, the total sale price is as close as possible to the one you enter. Note that calculating this price is more involved than "price – 17.5%"; to calculate the tax-free price, you must use this formula:

$$\text{Tax free price} = (\text{display price} * 100) / (100 + \text{tax rate})$$

For example, on a "final" price of 29.95 and a tax rate of 17.5%, the calculation would be:

Tax free price   = (29.95 * 100) / 117.5
                 = 25.49

Complex Tax Rules

Currently only Google Checkout and PayPal Website Payments Standard support automatic tax rules. This is where you define geographic tax bands in the PayPal or Google Merchant consoles and have them applied to each transaction automatically, based on the purchaser's location. PayPal does not apply tax rules to the more advanced "Website Payments Pro" or "Express Checkout" methods.

It may be enough to simulate this for other payment providers by using the "Discount" feature for specific users, adding their relevant sales-tax rate.

User Experience

Although the staff workflow has remained almost unaltered, the user workflow has one important change – they must buy credits! A new button (widget in Kayako terms) has been added to their Support Center screen. Clicking this button leads to the SupportPay control options, where several new controls are available.
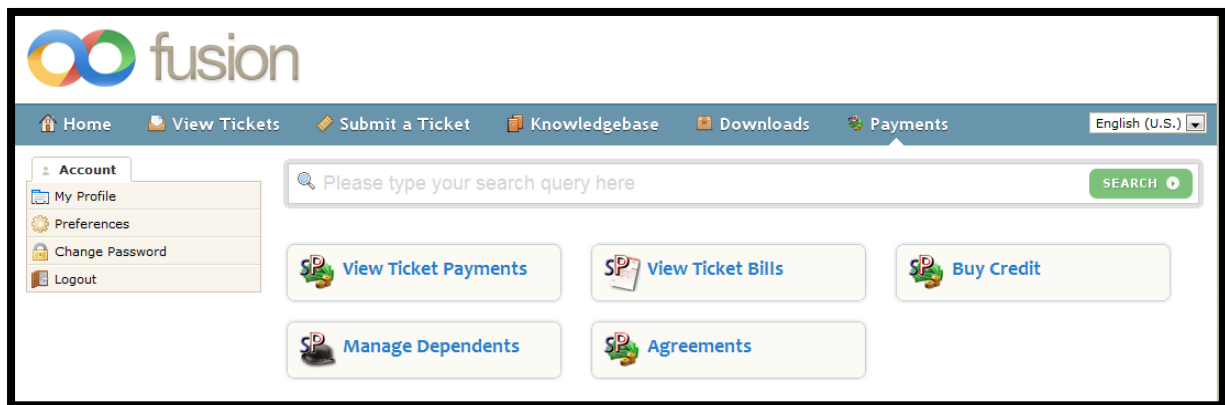
View Ticket Payments

This page lists the user's transactions in terms of money. As well as their credit limit, they can see a list of all their purchases, and all withdrawals from their credit.
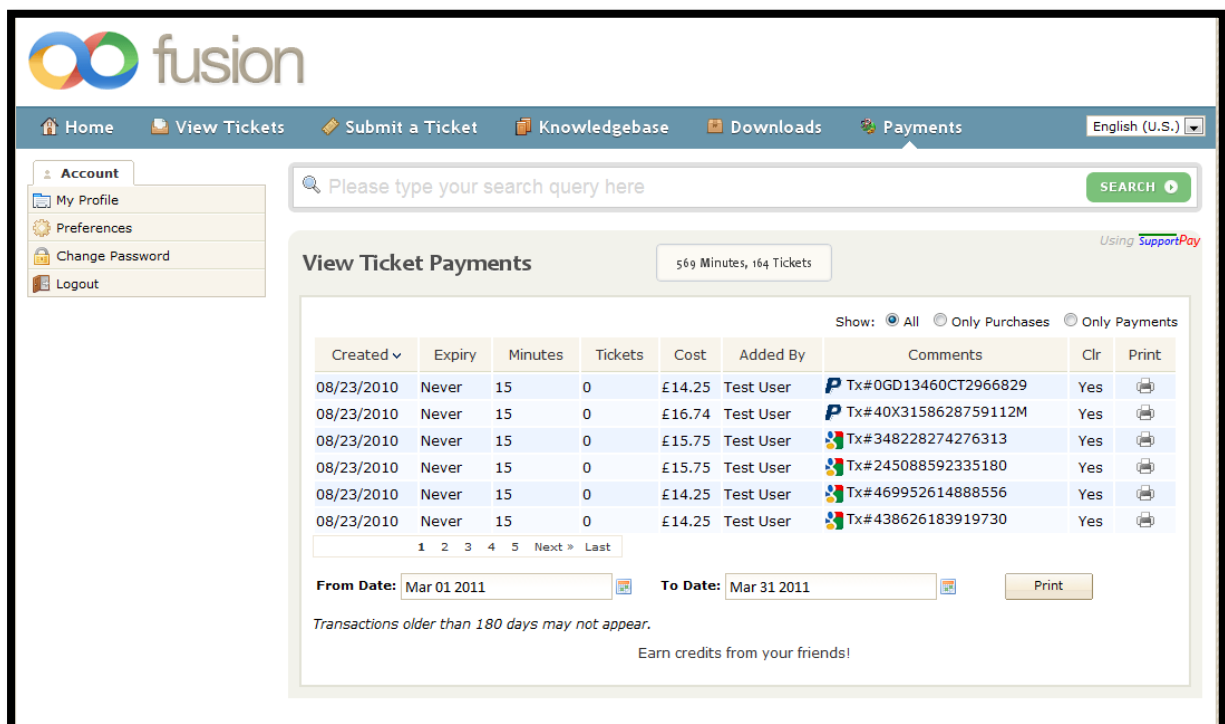
Each entry can be printed as a statement by clicking on the printer icon on the right. Multiple items can be printed as a single statement by selecting the tickboxes and clicking on the "Print Statement" button above the main list.

More comprehensive statements can be printed using the controls beneath the list of payments. These allow a user to print their own statements for any date range they choose.

Next are some controls for purchasing more credits. The purchase process is described below.

Last, if it is enabled, is a link to the Affiliate system page.

Affiliate Page

This page describes the Affiliate system – what it is, and how to use it. As with other similar systems, it provides a chunk of HTML code which people can place on their own websites to try and get their friends to sign up to your support service.

Any credit earned by a user through the affiliate system will be shown as individual transaction entries on their "View Ticket Payments" page. The identity of the person who actually bought the credits for which they have been awarded a bonus is not visible anywhere for data protection reasons. For the same reason, there is no list of people who have signed up as affiliates. This information is, however, available to staff from the Staff Console.

View Ticket Bills

This provides a list of a user's transactions in terms of 'minutes' and 'tickets' – that is, every deduction from their credit limit. They can see which tickets have been paid, and whether they were paid in 'minutes' or 'tickets'. They can go to a ticket's details by clicking on the Subject in the ticket list.

As with the "View Ticket Payments" page, controls are available for purchasing credits and providing Affiliate information.

Standard Payment Process

Normally, your clients would buy their own credit rather than having your staff manually enter it for them. The outline of the process is very similar to any other online payment.

First, they would choose between buying Minute or Ticket credit depending on which you have enabled, or packages.
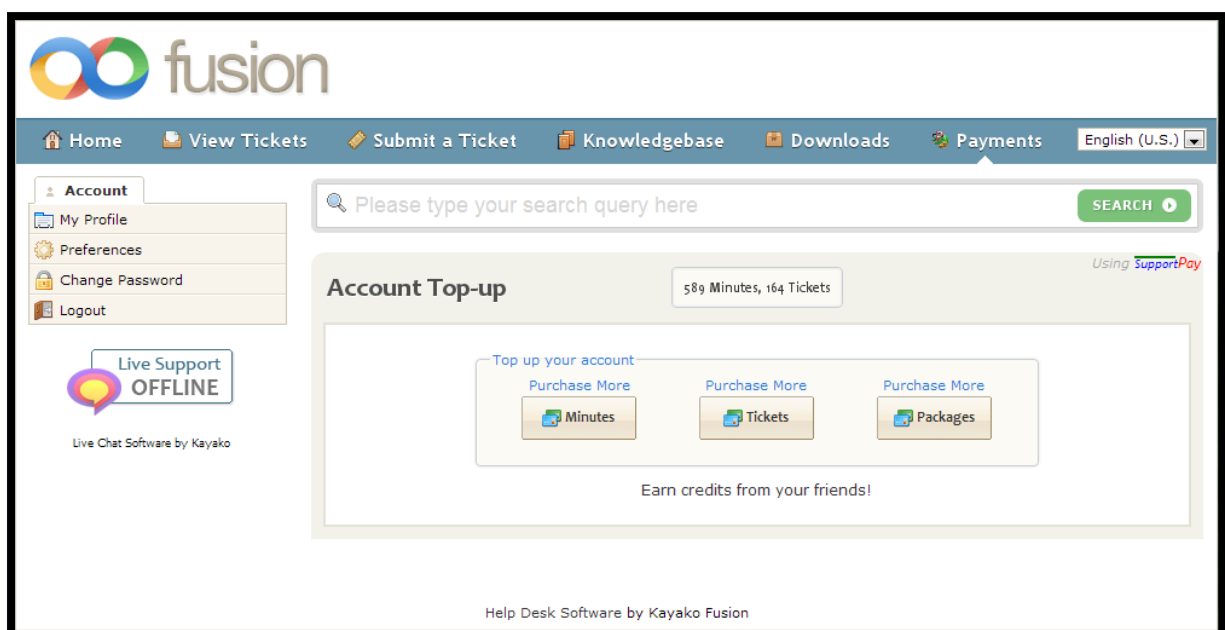
Next they would choose which payment method to use, and enter the quantity of items to buy.

Purchase More minutes

From here you can buy more minutes. There is a minimum of 15.

Minutes: 15

Price: £14.25

Check out **PayPal**
with
The safer, easier way to pay

PayPal
MasterCard VISA AMERICAN EXPRESS DISCOVER BANK

Purchase More Packages

TEST PACKAGE 2
This package contains seven minutes and two tickets.
£3.00   0

TEST PACKAGE 1
This package contains three minutes and one ticket.
£3.00   0
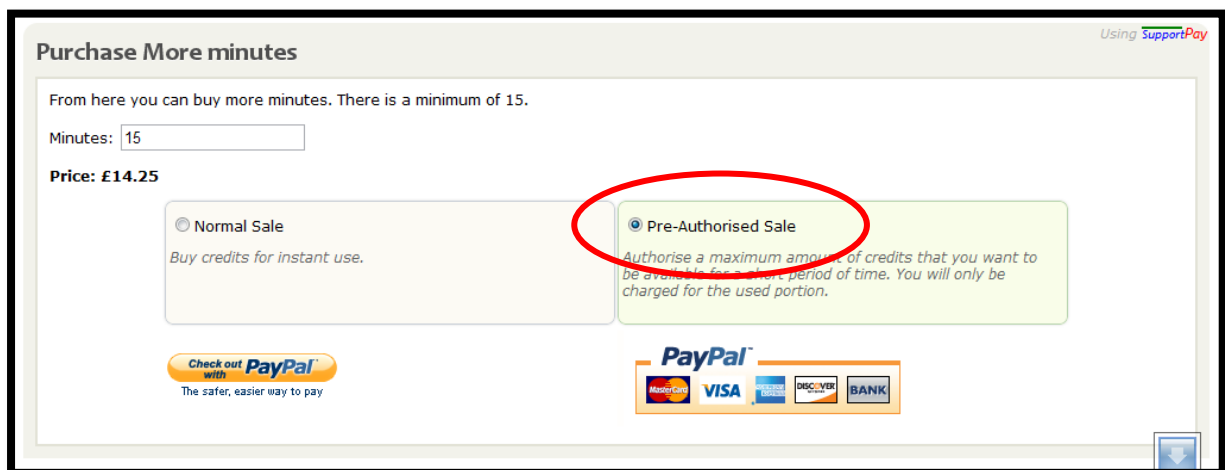
Submit

Pre-authorised Payments

When using PayPal as your payment gateway, it is possible to use pre-authorised payments. This is where the client agrees to pay up to a certain amount and this is recorded against, but not deducted from, their credit card or PayPal account.

This deduction is guaranteed by PayPal for up to three days. Provided you complete the work and claim the payment before this, you need have no concerns about not being paid. At the same time, you can choose to charge less than the full authorised amount.

The intention is that you get the client to authorise the maximum possible cost for a job, and then only charge for the time it actually took.

A client simply needs to choose the option when buying credit. Once they do this, their account will be credited with the number of minutes or tickets bought for three days. The next time a payment is deducted from their account, SupportPay will take payment from the authorised payment in preference to normal credit. Any unclaimed portion of the authorised payment will no longer be available.

For example, a client authorises up to 30 minutes' credit. Their SupportPay credit is increased by 30 minutes. You perform 23 billable minutes of work on a ticket for them, and close the ticket for payment. At this point PayPal deducts the value of 23 minutes' credit from their PayPal account. Their SupportPay account is reduced by 30 minutes' credit – the original authorised amount – because the authorised payment has been taken and is no longer available, even though the final amount taken was lower than the maximum amount authorised.

Recurring Payments

With SupportPay for Fusion it is now possible to set up regular, or recurring, billing agreements with a client. These would arrange for PayPal to automatically pay you from a client's account, on a preset schedule. This payment would be for a package, and you would normally configure the package so that it's contents expire at the same time that the next payment is due. You could, for example, set up a package which, when bought, will set a monthly billing agreement with the purchaser. The package would usually also be set to expire after a month, so that any unused credit at the end of the month is lost.

Setting up a billing agreement must be done by the client, using the "Agreements" button. It is the same process as buying a normal package; the only difference is that the client can only buy packages which have been set up as recurring packages.
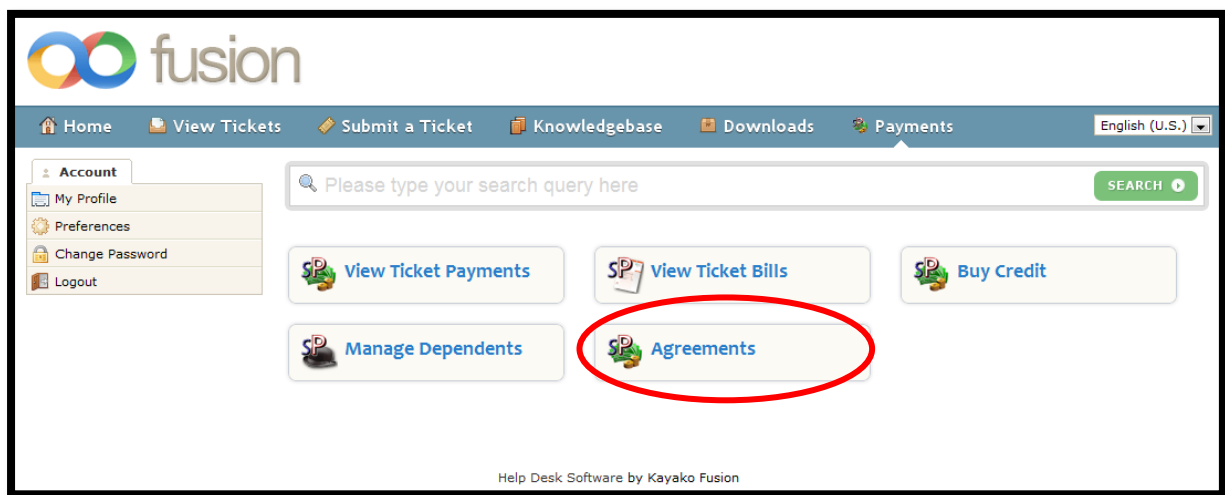
Customising Further

Most aspects of the user screens can be changed to suit your own requirements. They are designed as Templates, and can be edited like any other template using the Kayako Admin console.

Templates

The templates are:

- **sp_acctmanager**
  Account Management control for users. This allows them to send an email to others, inviting them to join and have their bills paid by the sender.

- **sp_affilliate**
  Shows details of the affiliate scheme, and the HTML that a user should add to their website to encourage people to sign up.

- **sp_afflink**
  A small template called from other pages, showing a link to the affiliate page. You could, for example, have this as a floating box or a image instead of the simple text link.

- **sp_buybuttons**
  Another partial template, this time giving the layout of the buttons for "Buy Minutes", "Buy Tickets" and "Buy Packages".

- **sp_cardgather**
  Requests credit-card information from the user when they are buying something using direct payment rather than PayPal.

- **sp_credit**
  Shows current user credit on the user "List Payments" and "List Debits" pages, as well as from the Staff "User Credit" page.

- **sp_depaccept**
  Someone responding to an Account Manager's invitation sees this screen.

- **sp_dependentemail**
  This is used as the basis of the email sent by an Account Manager when they make an invitation.

- **sp_dopay**
  Shown when a payment has been completed.

- **sp_invoice**
  A sample statement layout, used to show user's transaction statements. This can be also customised by changing a CSS file – see below for details.

- **sp_listdebits**
  The user's ticket transactions. This shows their ticket payment summary, including those which are currently open and have not been paid.

- **sp_listpayments**
  Details of each event where their credit limit has changed – payments and debits.

- **sp_purchase**
  A page allowing the user to buy more credits.

- **sp_reviewpay**
  Displays a review of a PayPal payment that is about to take place. The user has a chance here to accept or reject the payment.

All templates have access to the standard template variables, including settings. They are accessed by using a variation of "**<{$settings[sp_ticketstxt]}>**" in the template, as with any other template value. These are the settings, corresponding to the values in the Admin console Settings dialog, that you may wish to use in customised templates:

- **sp_minutetxt**   The word "minute"
- **sp_minutestxt**   The word "minutes"
- **sp_tickettxt**   The word "ticket"
- **sp_ticketstxt**   The word "tickets"
- **sp_packagetxt**   The word "package"
- **sp_packagestxt**   The word "packages"
- **sp_paypallocale** The two-character code e.g. "GB" for PayPal's language
- **sp_currency**   The three-character currency code, e.g. "GBP"
- **sp_paypalimgurl**   URL to the banner heading given to PayPal
- **sp_accept**   Code for which type of user payment is accepted:
  - 1 = Minutes
  - 2 = Tickets
  - 3 = Both
- **sp_minmin**   The smallest number of minutes which can be purchased
- **sp_mintkt**   The smallest number of tickets which can be purchased
- **sp_usepackages**   Set non-zero if buying packages is allowed
- **sp_affiliate**   Set non-zero if the affiliate system is enabled
- **sp_affminmult**   The multiplier for affiliate-earned minutes
- **sp_afftktmult**   The multiplier for affiliate-earned tickets
- **sp_affmsg**   The message for the affiliate button

If you need changes made to the supplied layouts but are not happy to make them yourself, we do offer a customisation service. Please contact us for details and prices.

The "**sp_dopay**" template is used in response to a payment regardless of what payment processor you are using. Rather than having to submit many payments to test changes to this, there is a test mode where you can choose the payment processor and payment status. There is no link to the test form, but you can access it using https://www.support-pay.com/support/index.php?/supportpay/TestReceipt .

Other Methods

You can also change other elements of the appearance by simpler methods. All of the images used, for example in certain buttons, are in the "**modules/supportpay/resources**" folder and can be replaced with any image you prefer.

One page, the user statement controlled by the "sp_invoice" template, is further controlled using a CSS file which is also in the same "resources" folder. You can change the styles in here to control most aspects of the statement's appearance as long as the basic layout is acceptable.

Localisation

SupportPay is designed to have the language updated, as with other modules. All the phrases for staff, admin and client interfaces are stored in the following file:

- **__modules/supportpay/locale/*en-us*/en-us.php**

This file can be changed using a normal text editor. It is a simple list of names and phrases. You can change any phrase in the file to anything you like. The only thing to check is that the file is still valid PHP after you have finished editing it.

The easiest way to do this is to use a text editor with syntax highlighting, such as "Notepad++" or "Textpad". These change the colour of the text according to its meaning, which makes it much easier to see any problems.

This section is a valid file. Most of the text is green, in this case meaning text.

```
697  'sp_rblisttitle' => 'Billing Agreements',
698  'sp_del_agreement' => 'Are you sure you want to stop this billing agreement?',
699  'sp_agreement_deleted' => 'Billing agreement deleted.',
700  'sp_last_paid' => 'Last Paid',
701  'sp_too_many_billing_items' => 'Unable to add multiple items to a recurring billing agreement.',
702  'sp_agreementstxt' => 'Text for Billing Agreements',
703  'd_sp_agreementstxt' => 'This is the label on the purchase button',
704  'sp_addaggmessage' => 'Add a new',
705  'sp_agree_id' => 'Agreement ID',
706
707  'sp_allusergroups' => 'All Registered Groups',
708
709  'sp_agreement' => 'License Agreement',
710  'sp_agree_details' => 'Before you can use SupportPay, you must read and agree to the license terms below.',
711  'sp_i_agree' => 'I Agree',
712  );
713
714 require_once("__modules/supportpay/locale/en-us/sp_menus.php");
715
716 if (DB_TYPE == "mysql" && !empty($_SWIFT->Database)) {
717   $_SWIFT->Database->Execute("SET SQL_BIG_SELECTS=1");
718 }
```

In the next section, most of the text after the 'sp_agree_id' line has changed colour to back, indicating that there is a problem:

```
699  'sp_agreement_deleted' => 'Billing agreement deleted.',
700  'sp_last_paid' => 'Last Paid',
701  'sp_too_many_billing_items' => 'Unable to add multiple items to a recurring billing agreement.',
702  'sp_agreementstxt' => 'Text for Billing Agreements',
703  'd_sp_agreementstxt' => 'This is the label on the purchase button',
704  'sp_addaggmessage' => 'Add a new',
705  'sp_agree_id' => 'Agreement ID
706
07   'sp_allusergroups' => 'All Registered Groups',
708
709  'sp_agreement' => 'License Agreement',
710  'sp_agree_details' => 'Before you can use SupportPay, you must read and agree to the license terms below.',
711  'sp_i_agree' => 'I Agree',
12   );
713
714 require_once("__modules/supportpay/locale/en-us/sp_menus.php");
715
716 if (DB_TYPE == "mysql" && !empty($_SWIFT->Database)) {
717   $_SWIFT->Database->Execute("SET SQL_BIG_SELECTS=1");
718 }
719
720 ?>
721
```

The colours themselves don't matter. The key point is that different colours mean different things and if a colour changes, the meaning has also changed.

Optional Extras

There are several options for SupportPay available at extra cost which may help you with your business. They are detailed below.

Account Management – SupportPay version

With this option, your customers can be set up as 'account managers', where one user can be made responsible for paying the support costs of many others. Only a staff member can make a client into an Account Manager, using the User Credits screen. However, the Account Manager sends their own email invitations to whoever they wish using a pre-formatted email. Each invitation is valid for 14 days, and can be activated only once by the specific person it was intended for. The email address that the invitation was originally sent to must match one of the email addresses stored by Kayako for the user accepting the invitation.

Once an invitation has been accepted, any bills will be deducted first from the user's own credit and, when that runs out, from their Account Manager's credit.

Account Management – Fusion Version

It is also possible (since V1.0.2685) to use existing Fusion "Organizations" to manage groups of users. A new screen exists in the Staff console to help manage Organization credit and membership.

Each Organization must be assigned a single manager, so that credits can be bought for that organization. The "Org. Credits" screen will show you whether each organization has a manager currently. To assign or change the organization's manager click the organization's name and a list of the organization members is shown. The final column in the new display shows whether this member is the manager. Choosing a new manager is just a case of clicking the link in this final column.

When you change managers, you are offered the option to move the current manager's credit to the new account. This is to help you change managers where, for example, a real user's account has been used as the manager account and that person should no longer be the manager but you don't want to lose the existing credit.

As with the SupportPay version of Account Management, users will use any personal credit first and then their organization's credit.

Website Payments Pro

PayPal offer an additional service where you can submit credit card payments without using the PayPal interface. However, they charge a monthly fee for this service. If you have a Website Payments Pro account, you can buy this option which will allow you to use the direct credit card processing.

You can still accept credit cards without this option, but the credit card information will be collected by PayPal instead of Kayako.

Affiliate Bonus

This option allows you to automatically award bonus credits (minutes or tickets) to clients if they persuade others to sign up to your service and purchase something.
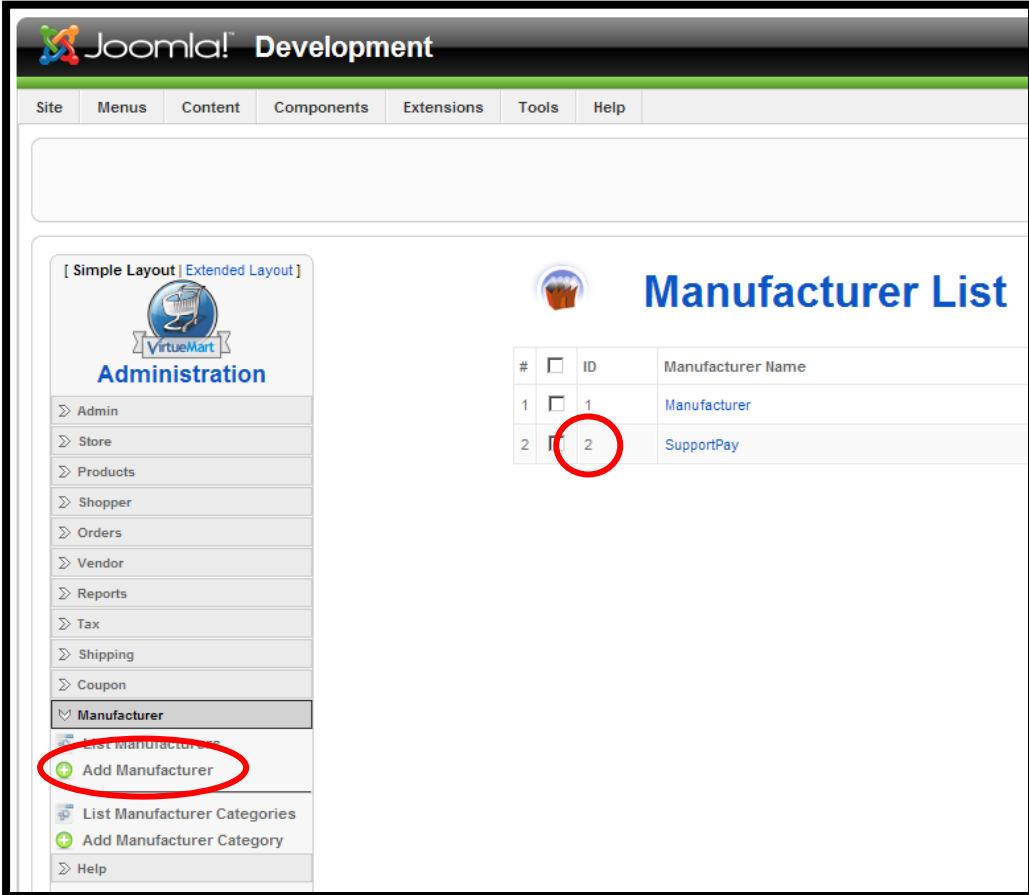
VirtueMart Integration

If you run Joomla and VirtueMart, it is possible to add items to your VirtueMart shop which correspond to packages in SupportPay. To do this, you need to create a new Manufacturer and then add products for that Manufacturer. The package ID is taken from the individual product SKU.

When you create a new product in VirtueMart, you will need to ensure that there are no delivery charges added. This can be done by making sure you have a suitable Shipping Rate setup up for items with 0 weight, or by marking the product as a digital download.

1) **Create a new Manufacturer**
   In VirtueMart, click the 'Add Manufacturer' link in the control menu. You can enter any details you like for the manufacturer; the important information is the numeric ID.
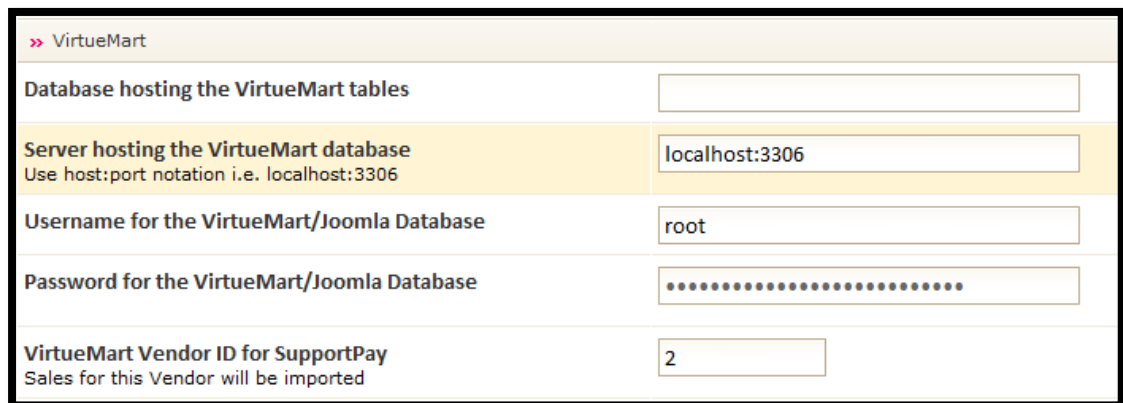
2) **Configure SupportPay**

In the Admin Control Panel of Kayako, show the SupportPay settings group. Add the VirtueMart Manufacturer ID and database credentials. The Manufacturer ID should match the one you created in Virtuemart.
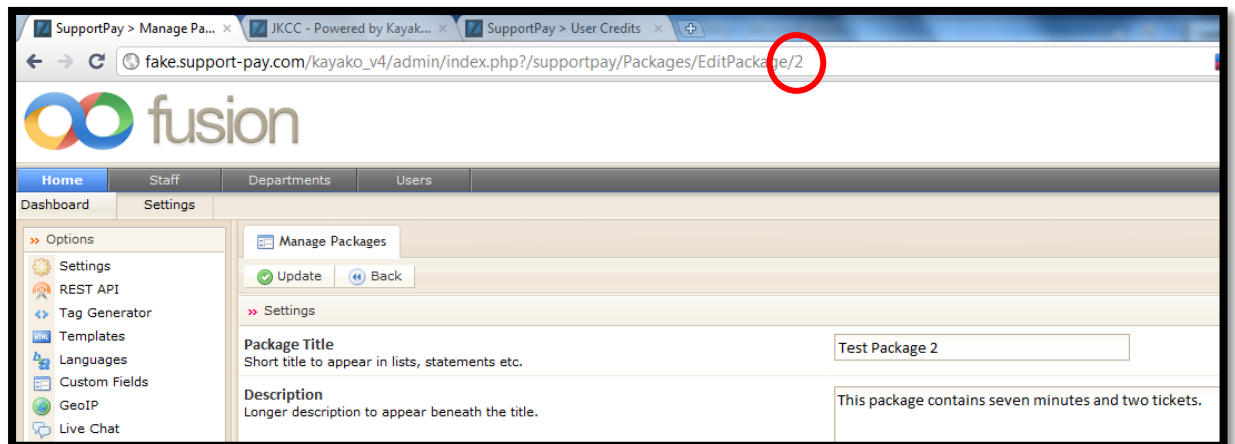

3) **Create a new product to match an existing SupportPay package**

Back in VirtueMart, you can now add your products. Each product will correspond to a single SupportPay package. The package code is taken from the VirtueMart product's SKU; this can be anything you like as long as it contains a number which matches the SupportPay package ID. For example, "SPPKG123", "SP123", "SP123PKGID" would all match the SupportPay package with ID "123".

The SupportPay Package ID can be found indirectly on the Admin "Packages" page. If you edit a package, the last element of the URL is the package ID – in this example, "3".

On completion of a sale, VirtueMart should mark the order as "Completed". When SupportPay scans the VirtueMart sales, it looks for any completed orders for the chosen manufacturer. Any that are imported are marked as "Shipped".

VirtueMart orders are scanned when:

-   A client views their "Payments" page. Only orders for this client are imported. To be matched, the email address on the order must match one of the client's registered email addresses in Kayako.
-   A staff member views the "User Credit" page. In this case, all "Completed" orders for the chosen manufacturer are imported. If an order can't be matched to an existing account, a new account is created with a random password. The normal Kayako account creation email will be sent to the client, allowing them to log in.

Affiliates

The affiliate system allows individuals to earn credit from signing up others who then make purchases. You can specify in the Admin Console's "Settings" screen what proportion of the purchased credit is awarded using the "Minute Percentage Rate" and "Ticket Percentage Rate" controls.

The user wishing to sign others up will be provided with a small section of HTML code which they can place on their website. When others click on the link, they will be brought to your website's "Register" screen. This will proceed as normal except that after the new user has successfully registered, their account is marked in a way which identifies them as having been signed up as an affiliate.

This mark can optionally be removed after a fixed number of days, effectively stopping the bonus from being paid. This allows you to tailor your affiliate scheme for example to be "earn 10% of their first month's purchases".

Remove Branding

This very simply allows you to remove the small SupportPay logo from the user's pages:
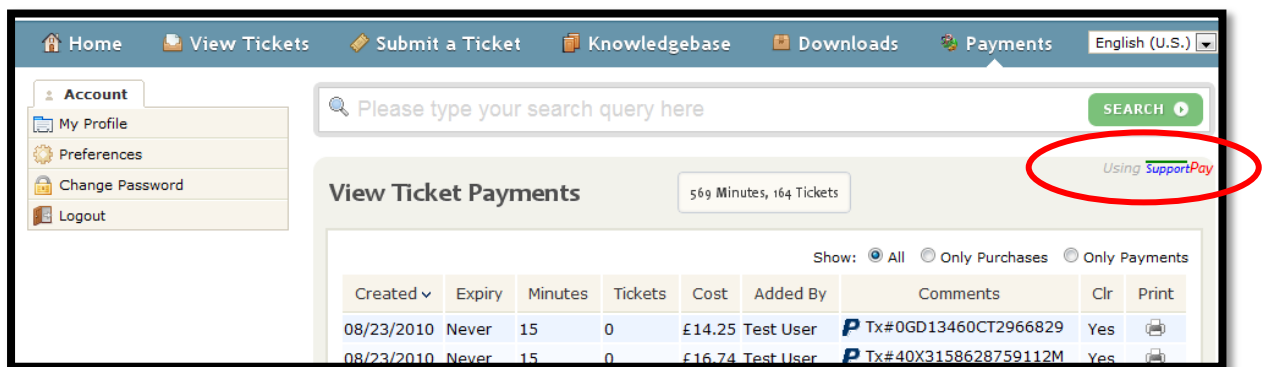
Payment Gateways

Here you will find information on how each of the supported payment gateways interacts with SupportPay, including how to set each of them up correctly.

Please note that currently, SupportPay for Fusion only supports the PayPal and Authorize.net gateways. The others listed here will be added according to demand.

Comparison

This is a summary of the supported payment gateways. It is believed to be correct at the time of writing – please take the time to check before signing up with one particular company. The fees listed for each transaction may vary depending on sales volume.

Name	Signup	Tx. Fees	Notes
PayPal (Express C/out) http://www.paypal.com	Free	3.4% + GBP £0.20	• Accepts PayPal and credit cards using a PayPal-hosted form. • *Recurring payments supported.*
PayPal (Website Pro) http://www.paypal.com	Free	£20/month 3.4% + GBP £0.20	• Accepts PayPal and credit cards using a customised form. • *Recurring payments supported.*
2Checkout http://www.2checkout.com This is supported due to demand. However, 2Checkout have so many inconsistencies in their implementation that we cannot recommend strongly enough that YOU DO NOT USE 2CHECKOUT.	USD $49	5.5% + USD $0.45	• Impossible to test integration correctly, INS is only used for real payments. • Can't check currency, you must manually change it in both SupportPay and 2Checkout Account. • "Instant" Notifications can take several hours to arrive, during which your customers are left waiting. • Money can only be withdrawn once per week. • Refunds and pending payments must be manually processed; 2Checkout sometimes can send many notifications for a single refund and so are not able to be trusted. • *Recurring payments NOT supported.*
WorldPay http://www.rbsworldpay.com	Free	£15/month 3.35% + GBP £0.15	• Refunds must be manually processed. • *Recurring payments supported.*
Authorize.net http://www.authorize.net	USD $99	$20/month USD $0.10	• Must have a US bank account • All transactions in USD • Refunds must be manually processed. • Comparison at http://www.authorize.net/advantage/ is incorrect in many ways. • Resellers may be cheaper. • *Recurring payments supported.*
Google Checkout http://checkout.google.com	Free	3.4% + GBP £0.20	• Only one currency supported. • *Recurring payments supported.*

Supported Currencies

Not all payment processors support all currencies. They all claim to accept payments in most currencies but have limitations on the currency in which you submit payments – that is, the currency you list prices in.

As with the comparison chart on the previous page, this information is believed to be accurate but please take the time to check directly with the providers.

		PayPal EC	PayPal WPP	PayPal WPP (UK)	2Checkout	Authorize.net	WorldPay	Google Checkout
Pounds Sterling	**GBP**	✓	✓	✓	✓		✓	✓*
Euros	**EUR**	✓	✓	✓	✓		✓	
US Dollars	**USD**	✓	✓	✓	✓	✓	✓	✓*
Australian Dollars	**AUD**	✓	✓	✓	✓		✓	
Canadian Dollars	**CAD**	✓	✓	✓	✓		✓	
Swiss Francs	**CHF**	✓		✓	✓		✓	
Danish Kroner	**DKK**	✓		✓	✓		✓	
Hong Kong Dollar	**HKD**	✓		✓	✓		✓	
Indian Rupee	**INR**				✓		✓	
Japanese Yen	**JPY**	✓	✓	✓	✓		✓	
New Zealand Dollars	**NZD**	✓		✓	✓		✓	
Singapore Dollars	**SGD**	✓		✓			✓	
Swedish Kroner	**SEK**	✓		✓	✓		✓	

URLs for each Payment Processor

PayPal
https://ppmts.custhelp.com/cgi-bin/ppdts.cfg/php/enduser/std_adp.php?p_faqid=240

WorldPay
https://crm.rbsworldpay.com/cgi-bin/rbsworldpay.cfg/php/enduser/std_adp.php?p_faqid=969&p_created=1236176638&p_topview=1

Authorize.net
http://developer.authorize.net/faqs/#global

2Checkout
http://www.2checkout.com/community/blog/getting-started/international-issues/are-foreign-currencies-supported

Google Checkout
There isn't any clear documentation on this. The closest is the first line of this error message description:
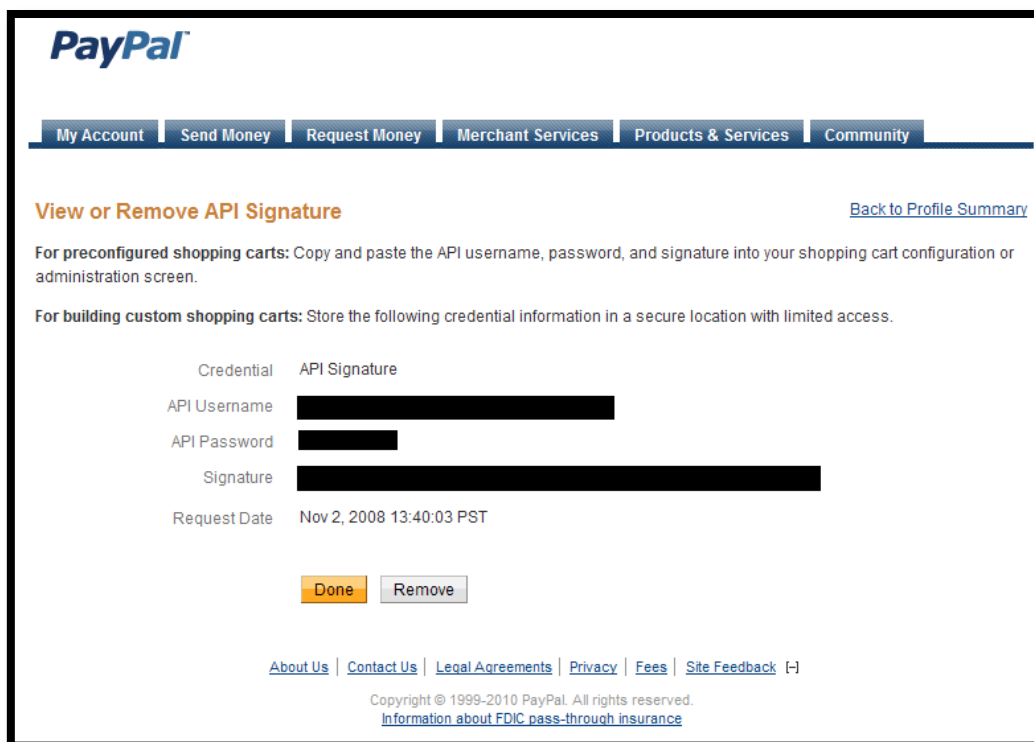http://checkout.google.com/support/sell/bin/answer.py?hl=en&answer=71444

PayPal

The payment gateway – that is, the company that processes payment requests – is PayPal. One of their requirements for accepting direct credit card payments is that you also offer PayPal payments. This is why there are two buttons on the user's Payment screens. However, those buttons are easily changed by simply using different text or images so there is no reason to keep the PayPal logo on the "Pay by Card" button if you don't want it there.

How to Connect

PayPal supports two main types of connection, and SupportPay uses the more versatile "API" method. This provides many more abilities than the simpler method. To use the PayPal API, you need to provide API credentials in the Settings page. To find these, you need to log in to PayPal with your Merchant account.

Select the "More Options" item on the "Profile" menu. Under "Account Information", select the "API Access" item and then "View API Certificate". The next page to appear will contain the information you need:


If there is no "View API certificate" item, you may need to apply for API credentials. Look for a "Request API credentials" link instead, and follow PayPal's instructions. When the application is approved you will be able to fetch your API credentials as described above.

While you are in the settings page you may want to allow direct credit-card payments. Select the "Profile" tab, then "Website Payment Preferences" in the "Selling Preferences" column, and then switch on the option for "PayPal Account Optional". Without this set, people trying to pay by credit card will be forced to open a PayPal account unless you use Website Payments Pro.

Credit Card Validation

When PayPal approve a direct credit card payment they naturally use a range of checks, including on the CVV number and the cardholder's address. By default, these checks don't necessarily cause a card with invalid details to be rejected.

You can change the rejection criteria using PayPal's account controls. To access these, log in to your Merchant account at http://www.paypal.com and select the "More Options" item on the "Profile" menu. Under "Selling Preferences", choose the "Fraud Management Filters" item:
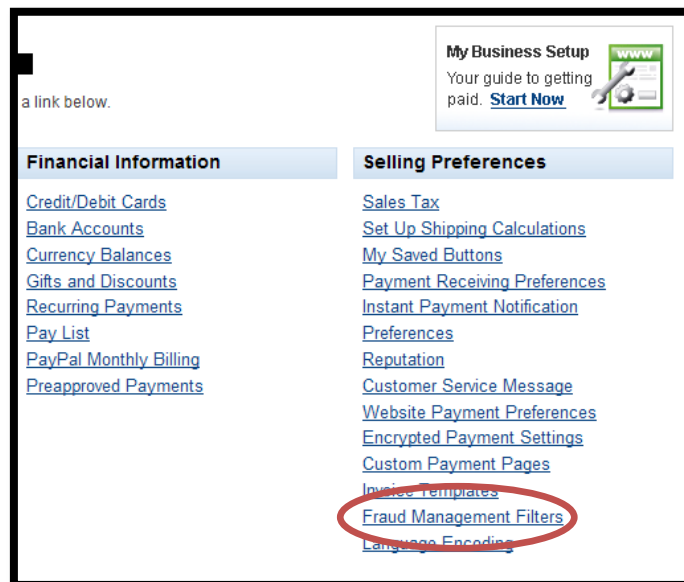
From here you can change your filter settings to accept or reject payments based on many different criteria.

Refunds and Chargebacks

PayPal sends notifications for refunds and chargebacks, so any items purchased which are later the subject of a refund will automatically be removed from the client's account.

Creating a Sandbox Account

PayPal provide a testing environment called a Sandbox. This functions exactly like the 'live' environment except that fake credit cards and accounts are used. No real money changes hands. SupportPay can be configured to connect to PayPal's Sandbox instead of their real servers, for testing purposes. This is controlled with the "Use PayPal Live Servers" setting.

Unfortunately things get a little more complex here. First, your real PayPal account is completely separate from your Sandbox account. You need to create a Sandbox account before you can use the Sandbox. Next, your Sandbox account *contains* multiple other accounts, typically one 'merchant' account and one 'buyer' account. It is these accounts that you can use to test PayPal transactions.

To create a Sandbox account, go to http://developer.paypal.com and use the "Sign Up Now" button. It is recommended to **not** use the same username and password as for your real business PayPal account to avoid confusion.


You now have access to the Sandbox, but no fake PayPal accounts with which to test. Click the "Test Accounts" on the left and then the "Preconfigured" link on the right:
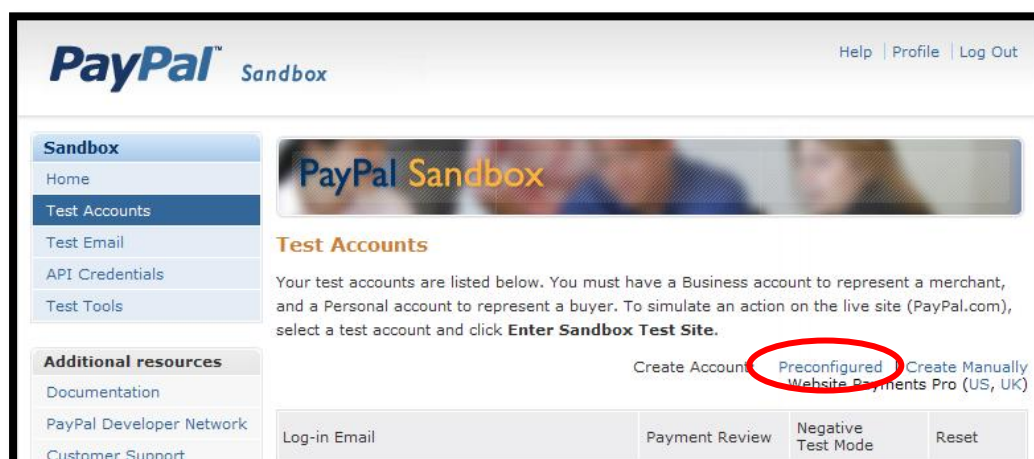
You will need to create two accounts – one to act as your business (to receive payments) and one or more to act as clients (to make payments). When you have created your fake business account, you can get API credentials using the "API Credentials" link just below the "Test Accounts" link, on the left.

Before you can log into any of the fake accounts in your Sandbox, you must first log into the Sandbox. Since you have just created the accounts, you are already logged in. However, when you come to make a payment later you may see this screen when you would normally expect to see the PayPal login screen:
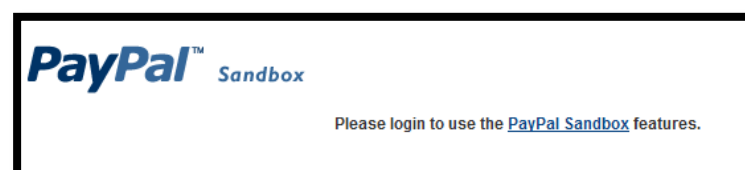
If so, visit https://developer.paypal.com and log into your Sandbox account and then re-try the payment. You should now go to the normal PayPal login screen.

Authorize.net

Since version 1.0.3028 of SupportPay for Fusion, it is possible to use Authorize.net for taking payments. Both normal and pre-authorised payments are supported, as are automatic notifications from Authorize.net. At present, recurring billing is *not* supported for Authorize.net, but may be added in future if there is demand.

It is possible to set up a sandbox, or test, account with Authorize.net by visiting https://developer.authorize.net/testaccount/ . This works exactly the same way as a normal Authorize.net account, except that it is free to create and does not take real payments. You can use this to check that your configuration is correct. If you set the "Use Authorize.net Live Servers" setting in SupportPay to "No", then all purchases will be directed to their sandbox service instead of the live service. A standard Authorize.net "live" account will not work in the sandbox.

IMPORTANT

At the time of writing there is a significant problem in Authorize.net's implementation of Fraud Detection. If a request for authorisation is made, and it is filtered out by the Fraud Detection Service, then when the authorisation is accepted in your Merchant Gateway console it is reported as being a full payment, not an authorisation, if you have the FDS set to "Authorize and Hold". If it is set to "Do not authorize but hold for review", then they appear to be processed correctly.

There is no way for SupportPay to tell the difference between a 'real' payment, and an incorrectly-reported authorization. Normal authorisations which are not held by the Fraud Detection Service are handled correctly.

Settings

In the Settings page for SupportPay, you will need to enter your Authorize.net account details to allow payments to be made. You will need:

- Login ID
- Transaction Key
- MD5 Secret Phrase

To find these, log into your Merchant Gateway console at Authorize.net. Click on the "Account" tab, then the "API Login ID and Transaction Key" link. Your API Login ID will be listed halfway down the page.

The Transaction Key is not shown anywhere in the Merchant Gateway. It is only shown when it is first generated, for security reasons. If you do not have a note of your Transaction Key, you can use this same page to generate a new one.

Finally, you will need your MD5 Secret Key. Again go to the "Account" tab and this time choose the "MD5-Hash" link. Again, this is not shown for security reasons but this page will show whether one is set or not. It will also allow you to generate a new one if you don't have a note of it.

The "Relay Response URL" field should normally be left blank. This URL is used by Authorize.net to override their own receipt page. If you leave this field blank it will return your clients to the correct page in SupportPay when a transaction is complete. Only set this to a different page if you need a different, non-standard Transaction Complete page. Provided that you have correctly enabled the "Silent Post" feature, all your payments will be received correctly.

Configuring Authorize.net to talk to SupportPay

There are two more places which must be configured in your Authorize.net Merchant Gateway to allow SupportPay to communicate with it.

Again go to the "Account" tab, and choose the "Silent Post URL" link. This is the page which will be called by Authorize.net when a transaction is made. Although SupportPay will work without this URL being set, it is important that you do set it so that changes such as manual authorisations are picked up correctly.

The URL should be set to the following, changing the site name and path as appropriate for your installation:

http://www.mysite.com/support/__modules/supportpay/client/authnet/ipn.php

If the URL is correct you should be able to enter it into a browser and see an error message displayed, saying "Authorize.net IPN requires POST data.".

Now go to the "Response/Receipt URLs" link. This page specifies which URLs it will allow to be given as a Relay Response URL. This URL is used to show a customised receipt page, and is a part of SupportPay's payment processing.

Once on this page, click on the "Add URL" link and add a new URL like the following, again customised for your installation:

http://www.mysite.com/support/__modules/supportpay/client/authnet/relay.php
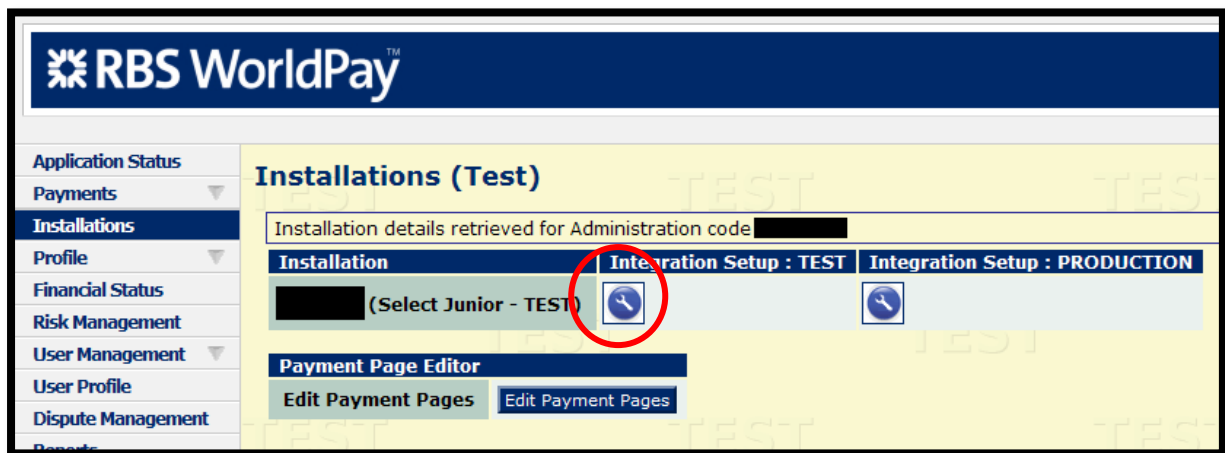
Entering this URL into a browser should show the error message "Authorize.net Relay requires POST data.".

WorldPay

Entering a Secret Key

SupportPay encourages the use of the "MD5 Secret Key" feature of WorldPay, to ensure that your payments are not tampered with during transmission. This key is used to sign the payment request from Kayako. To enable this feature you must enter a shared, secret key into both SupportPay and WorldPay.

Log into your **LIVE** Merchant panel at WorldPay and choose the "Integration Setup" button under "Installations". From here you can change settings for both your LIVE and TEST environments. For some reason, if you log in to the TEST environment you are unable to change any settings.

Enter your "MD5 password", which can be anything up to 16 characters:

Now enter the same "MD5 password" into your SupportPay settings panel. If these settings do not match, WorldPay will refuse to process any incoming payments.

Set up Payment Response

Normally after completing a payment with WorldPay, you are taken to a standard RBS page. You can choose to provide a customised page instead, which is more fitting to your application. SupportPay provides a simple, customised screen for WorldPay which confirms the transaction has completed and provides a link back into the client console.

To enable this, simply tick the box for "Enable the Shopper Response" in your WorldPay Merchant panel. You can customise the screen further by modifying the template called "**sp_dopay**".

You can choose to improve security further by enabling WorldPay's "Payment Response Password" feature. This is a simple password which is sent by WorldPay with any payment notification, and prevents people from sending you fake payments.

To enable this, choose a password and enter it into both WorldPay's "Payment Response password" field and SupportPay's "WorldPay Callback Password" field. For a payment to be processed, both passwords must match.

Refunds and Chargebacks

Unfortunately WorldPay does not send any notification for a refunded or recalled payment. You must manually enter an adjusted transaction using the "User Credits" screen if you receive an email from WorldPay with details of a refund.
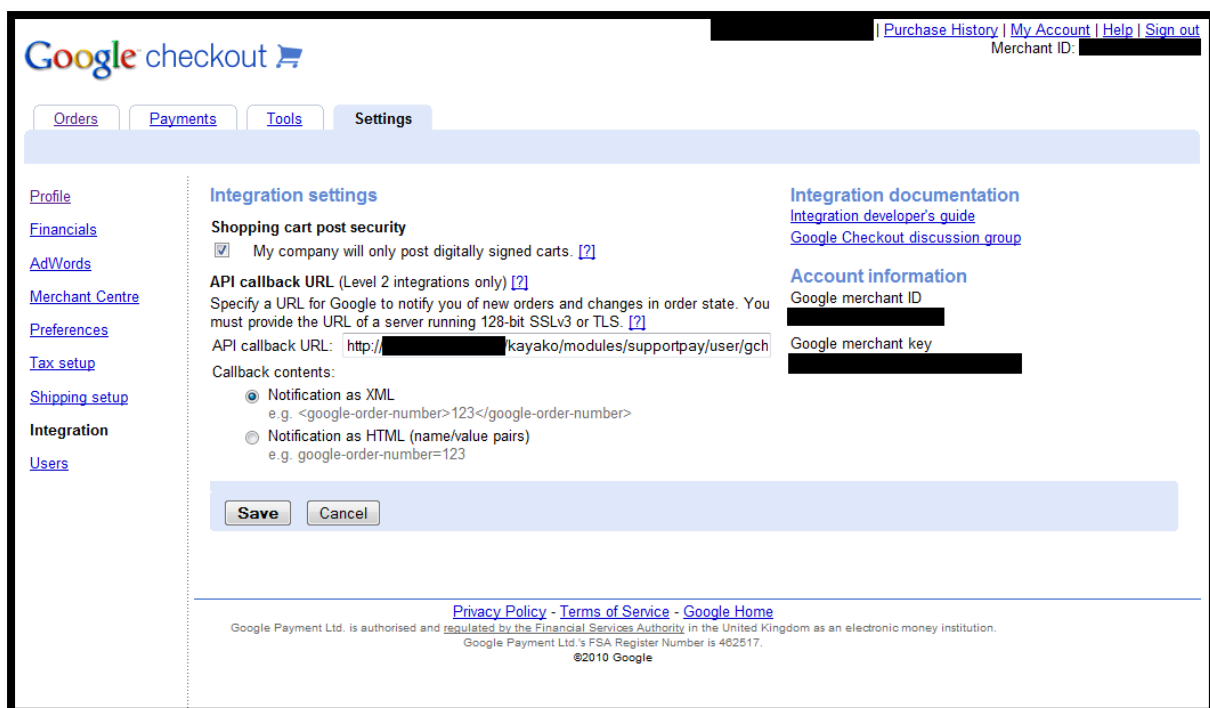
Google Checkout

SupportPay uses the more advanced XML method of communicating with Google. This allows a significant security bonus – it is the only method that supports signing of the purchase information. Without this, it may be possible for a fake transaction to be submitted where, for example, the total purchase price has been altered.

Account Setup

First you will need to configure your Google Checkout account to enable the security features, and the Notification features. Notification is vital to allow Google Checkout to report purchases to Kayako; without this, people will not receive what they have paid for.

After signing up to Google Checkout at http://checkout.google.com, click on "My Sales" at the top of the screen and then the "Settings" tab, then "Integration" on the left. You should now see your Merchant ID and Merchant Key:

Copy the Merchant ID and Merchant Key values into the appropriate places in the SupportPay settings. There are two sets of ID and Key values, one for "Live" and one for "Sandbox" – the testing environment where payments are processed but no money is taken. Preparing for the Google Checkout Sandbox is the same as for Live, except that you log in using a different URL: http://sandbox.google.com/checkout . Your Sandbox account will have a different Merchant ID and Key to your Live account.

Google Checkout only accepts payments in one currency, and this currency is fixed to either "GBP" or "USD" when you create your account.

Notification Setup

These values will allow you to send payment requests to Google, but not to receive notification of whether or not the payment was successful. Without this, items bought by your clients will not be automatically added to their accounts. To set this up, enter the correct URL for the Google Checkout Notification page for your site. A secure URL (i.e. beginning with https://) is required for live transactions; in the Sandbox, a non-secure (http://) URL will work. The URL you enter will be similar to:

https://www.my-website.com/kayako/modules/supportpay/user/gcheckout/ipn.php

If you enter this URL into Firefox, if all is correct you should see an error:

This shows that the correct page has been found. Once this has been checked, on your Integration page you can choose either of "Notification as XML" or "Notification as HTML". The callback page will accept either format.

You must also enable the enhanced security features provided by Google Checkout if they are not already enabled. Make sure that the tickboxes for "My company will only post signed carts" and "Require notification acknowledgments to specify the serial number of the notification" are both ticked. The final screen should look like this:

One more thing must be done to fully enable Notifications. Normally a web server processes and removes and authentication headers.

Google's notes on configuring Notifications can be found at:

http://checkout.google.com/support/sell/bin/answer.py?hl=en&answer=70647

Refunds and Chargebacks

Google sends notifications for refunds and chargebacks, so any items purchased which are later the subject of a refund will automatically be removed from the client's account.

WHMCS Integration

From V1.0.2576, it is possible to integrate SupportPay with WHMCS to exchange information about clients, support credits and packages sold. This integration can be completely automatic, or done manually for full control. You can also choose whether to have WHMCS, SupportPay or even both take payments.

Setting Up the WHMCS Link

SupportPay needs to contact your WHMCS system frequently to fetch the latest sales and user information. It uses the standard WHMCS "API" interface to do this, so this interface must be set up for access.

This setup is detailed on the WHMCS website at http://docs.whmcs.com/API#API_User_Setup . Exact methods may change according to the version of WHMCS, but the basic process is detailed below.
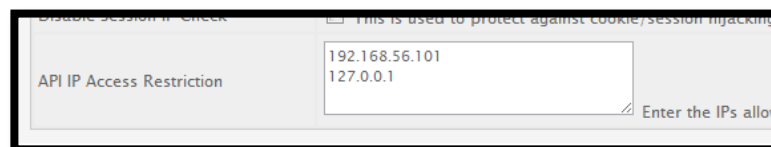
1) In WHMCS, check that you have an "API User" Administrator Role. Select "Setup->Administrator Roles" and check for one called "API User". If this doesn't exist, create a new role and assign only the "API Access" permission – all other permissions should be disabled.
2) Create a new Administrator for API access. It is recommended that you do *not* use your existing administrator user. Select "Setup->Administrators", then "Add New Administrator".
3) Assign the "API User" role to your new API-access administrator, and take note of the username and password.

4) Next, go to the "Setup->General" menu and choose the "Security" tab. Enter the IP address that your Fusion installation will be connecting from in the "API Access Restriction" box. This will normally be the server's actual IP address, or 127.0.0.1 if the same server hosts both WHMCS and Fusion.
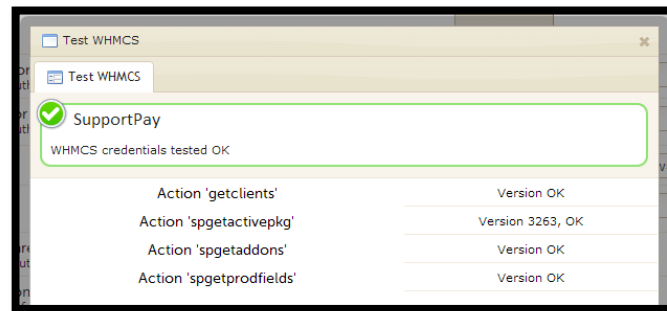
5) In Fusion, go to the Admin console, SupportPay settings. Find the "WHMCS Integration" section and enter the URL for your WHMCS system, and the "API UserID" and "API Password" values. You should now be able to use the "Test" button and validate the connection.

Package Details

Both SupportPay and WHMCS have the concept of "packages". SupportPay is able to read details of packages from WHMCS and create or disable packages automatically. This is controlled by the "Create WHMCS Packages" tickbox on the SupportPay Settings page, in Fusion.

Automatic Import

In this mode, SupportPay will bring in any changes to WHMCS packages every fifteen minutes. This is controlled using a Scheduled Task.

Manual Import

In manual mode, you are responsible for defining SupportPay packages to match WHMCS packages. A new control will be available on the Package Management page, listing all WHMCS packages. You can choose one of these as the equivalent of your manually-created SupportPay package. If you change the contents of the WHMCS package or remove it, you must also remember to make the equivalent changes to the SupportPay package.

Defining WHMCS Packages

WHMCS has two potential areas for creating packages for sale. One is the "Product", and the other is the "Product Addon". Full details of these can be found in your WHMCS documentation, and they are both accessed from the "Setup" menu of the Administrator's console.

To make these suitable for linking to SupportPay, some minor changes will need to be made. You do not need to recreate or duplicate existing Products or Addons. These changes are required so that SupportPay knows which of your WHMCS packages are relevant, and also how much credit should be added when a client buys one of the packages.
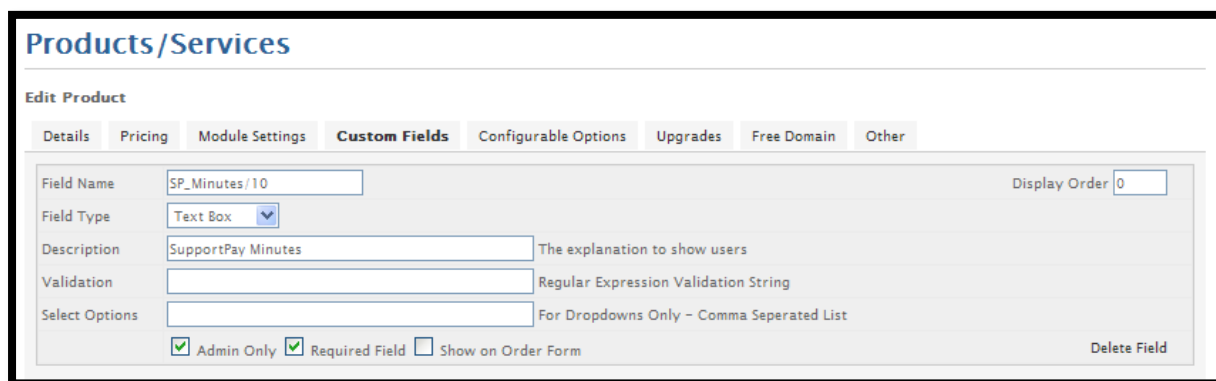
Products

You may wish to grant an amount of bundled support credit to your clients when they buy a WHMCS Product. SupportPay will monitor your defined products and sales, looking for any that are marked as being relevant.

It needs to know how much credit to add, and for a Product this is controlled using a custom field. Two custom fields are defined:

- SP_Minutes/<number> for Minutes credit
- SP_Tickets/<number> for Tickets credit.

An example is shown below, where a product has had a Custom Field added to it which would give every purchaser of this Product 10 minutes support credit. Note that the "Admin Only" option is set, and the "Show on Order Form" is not ticked. These settings are optional, but they serve to hide this setting from your customers.

SupportPay does not look for the value of this custom field, only its existence, so it is not necessary to have your clients or staff enter a value during the order process.
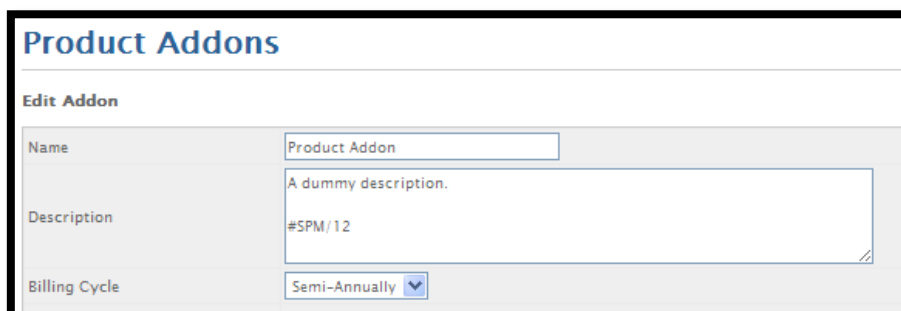

Addons

You may wish to sell support 'top-up' packages to your clients. These can be done using Product Addons in WHMCS. Unfortunately there is no mechanism at present for adding custom fields to an Addon, or any other kind of information that is not visible to the client.

SupportPay will monitor your Product Addons, looking for any where the following strings exist in the Addon's "Description" field:

- #SPM/<number> for minutes credit
- #SPT/<number> for tickets credit

Credit Information Exchange

There are several different ways of exchanging information about support credits between SupportPay and WHMCS.

In all three modes, SupportPay will use a client's available SupportPay credit before sending information to WHMCS. This makes it possible for SupportPay credit to be purchased from either system, or from both systems. It is possible to disable SupportPay's purchasing methods by selecting a payment gateway of "None" in the Settings page, giving WHMCS sole responsibility for payments.

Instant Billing

When SupportPay tries to take payment for a closed ticket and there is not enough SupportPay credit, it will send a "Billable Item" notification to WHMCS and mark the ticket as having been paid. It is now down to WHMCS to bill for the support time as part of the regular invoicing process.

Each support ticket will appear as an individual item on the WHMCS clients' invoices.

Scheduled Billing

This works in a very similar way to the previous method, except that notifications are not sent immediately but gathered together and sent either daily, weekly or monthly. A single line will appear on your WHMCS invoices showing the total credit used by the client. The frequency of updates is controlled using the SupportPay settings page.

Autonomous

Finally, since SupportPay will still try to use it's own credit system first, it is possible to not send any billing information to WHMCS. SupportPay can be configured to accept payments independently using PayPal or another supported provider (i.e. normal operation) in addition to checking with WHMCS for any purchased Products or Addons which provide SupportPay credit. When a new purchase is detected, the appropriate amount of credit will be added to the SupportPay credit limit for that customer.

Credits bought using WHMCS will only be added to SupportPay if a matching package exists. That is, a SupportPay Package must have been linked to a WHMCS Addon or Product. This will be done automatically if you have enabled this feature in the SupportPay Settings screen, or can be done manually by creating a package using the Package Management screen. If your license covers WHMCS integration, an additional control will be visible, showing a list of all suitable WHMCS Addons and Products.

Client Information Exchange

In order to exchange information about credit limits and purchases, it is necessary for SupportPay to map from Kayako Fusion accounts to WHMCS accounts. It does this simply by matching the email addresses. This mapping is checked every fifteen minutes by the "SupportPay WHMCS Integration" scheduled task.

Troubleshooting

If your sales or package details are not being exchanged correctly, please check your PHP error log. The SupportPay additions to WHMCS must be installed for the integration to work – please refer to the Installation section earlier in this document.

LoginShare

It is usually convenient to share accounts between Fusion and WHMCS. This can be done using a LoginShare module. Several already exist, but in testing none have worked. There is now a LoginShare module supplied with SupportPay which is easy to configure and has some extra features when compared

with normal LoginShare modules. However, if you prefer another LoginShare module and you have better luck in getting it to operate correctly, you are of course free to use it.

The SupportPay WHMCS LoginShare module will, as with any other, allow Fusion to accept passwords from WHMCS accounts. In addition, it has these features:

- Needs no additional installation
- Uses existing database credentials
- Also imports WHMCS "Company" data into Fusion's "Organization" field when a user is created.
- Also imports WHMCS "Notes" field into Fusion when the user logs in.
- Suppresses the initial "Please complete your profile" page on the client's first login.

To set up LoginShare, go to the LoginShare Settings section in the Admin console. Under the "User LoginShare Settings" section, make sure it is marked as "Enabled" and enter the appropriate URL for your Fusion installation:

```
http://www.my-server.com/support/index.php?/supportpay/WHMCSLS
```

To test the URL, simply enter it into a browser. You should get a simple error message:

```
<loginshare>
<result>0</result>
<message>No Post Parameters</message>
</loginshare>
```

Finally, you need to state which Fusion "Template Groups" are allowed to use the LoginShare system. To do this, go to the Admin Console, then "Templates", then "Groups". Pick the group that you want to use LoginShare and bring up the Edit box. Make sure that "Use LoginShare" is set:

After these settings have been entered, simply click Update and try to log into Fusion as a WHMCS user.

Creating a Test Server
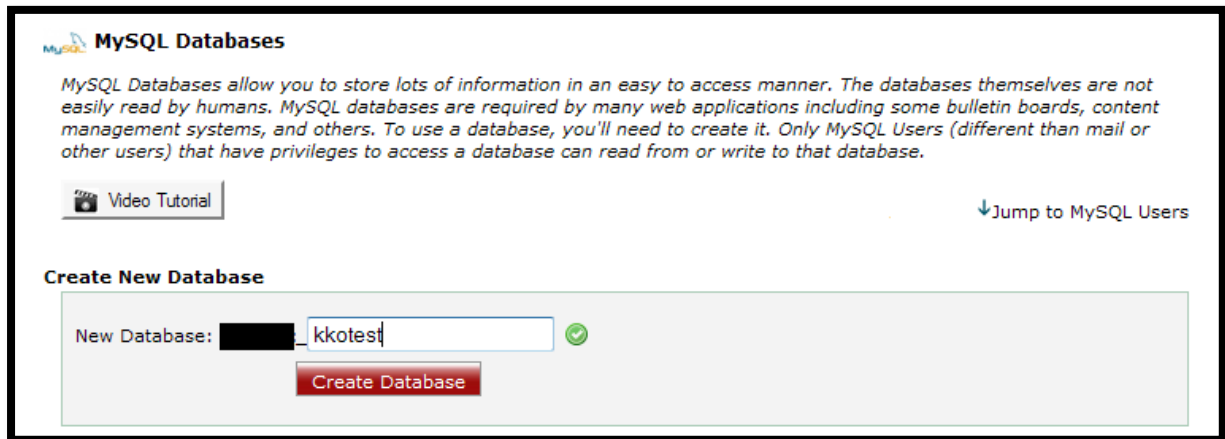
Before deploying any new software on a production server you should test it in a separate environment. This section will give a very brief overview of how to copy your live Kayako server, creating a test installation. All hosting providers will be slightly different, so the instructions here are for guidance only. The screenshots here all refer to CPanel and phpMyAdmin. In CPanel, all the database functions are accessed from the "Databases" section:
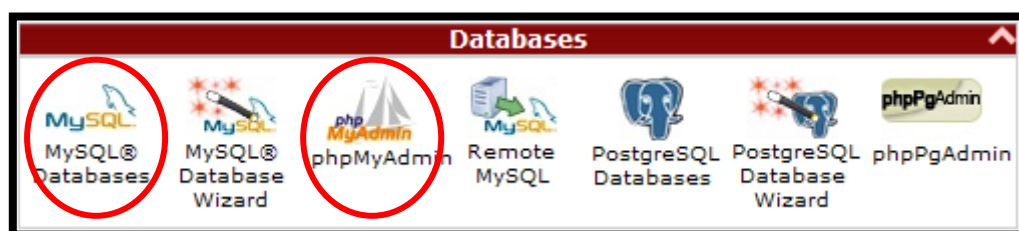
Please note that performing this type of database operation is dangerous and could result in damage to, or loss of, your main database. Always make a backup before any such operation. The information here is for use by suitably trained staff only.

Create the Database

Use your ISP's control panel to create a new MySQL database.

Next, enter phpMyAdmin and select your production database from the list on the left, and then the "Operations" tab at the top:
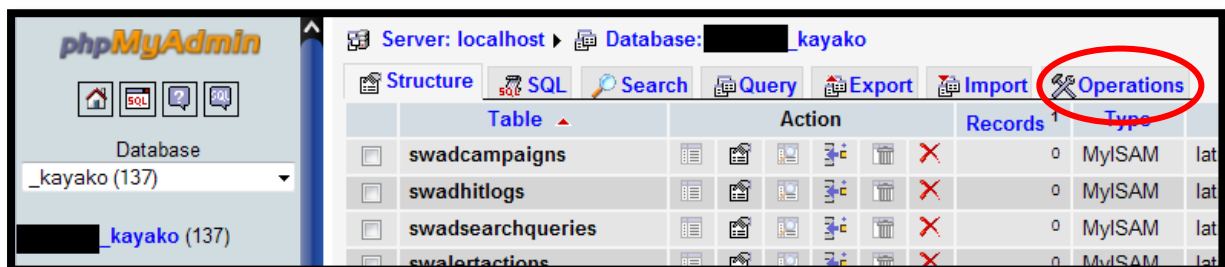
Under the "Operations" tab, use the "Copy Database" panel to copy the contents of your live database to the new test one. Enter the same name as is displayed in the list of databases on the left, and make sure to un-tick the "CREATE DATABASE" option. The checkboxes should be as shown here:
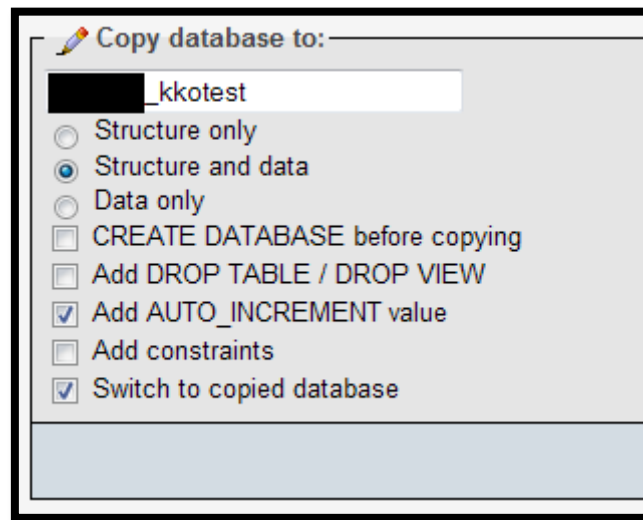
This step may take some time, depending on the size of your database. However, once it has finished you will have an identical copy of your production database.

Last, some entries need to be changed. Again in phpMyAdmin, **make sure you are viewing the new test database by selecting it from the list on the left. If this is not done you will cause problems for your live site. Since each hosting provider may handle MySQL databases slightly differently, there may be additional steps involved in copying your database which are not detailed here.**

If you are not confident to create your own Test service please contact us via http://www.support-pay.com and request that we make a copy for you.

Select the table called "swsettings" and then enter the Search tab. Type "general_producturl" into the "Value" box for "vkey" and click "Go":
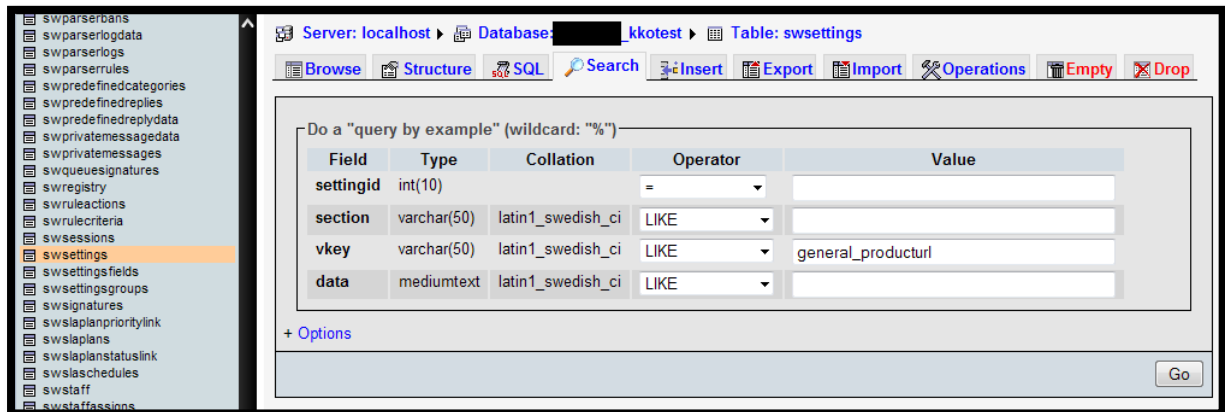
This will return a single row of data. Click the "Edit" icon to change this data:
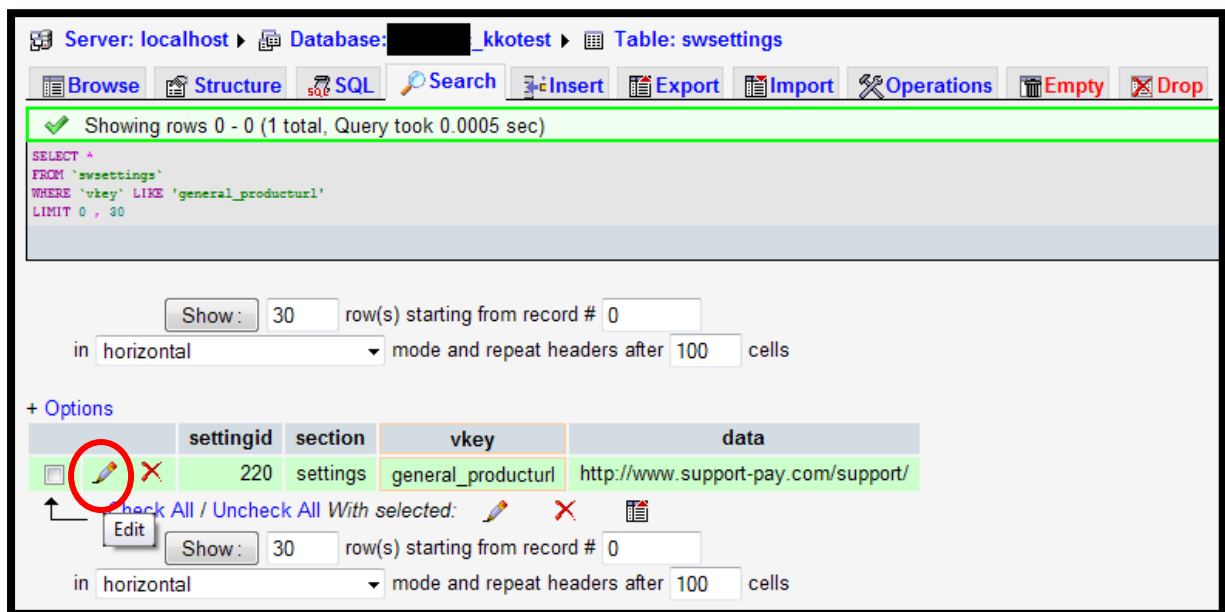
Change the "data" value to the URL you wish your test server to use. Note that this will need to use the same base as your live URL otherwise your Kayako and SupportPay licenses will not be valid. For example, a suitable URL for the screenshot above would be http://www.support-pay.com/test . Finally, click "Go" to make the changes.

Copy the SupportSuite files

Using FTP or your CPanel File Manager, copy your existing SupportSuite files into place so that the URL you entered into the database is correct. In CPanel File Manager, right-click on your live Kayako folder and select "Copy", then enter the name of the new copy:

Inside the new folder, find and edit the file called "__swift/config/config.php". In here you will need to change the values for:

```
-   define('DB_USERNAME', 'root');
-   define('DB_PASSWORD', 'password');
-   define('DB_NAME', 'kayako');
```
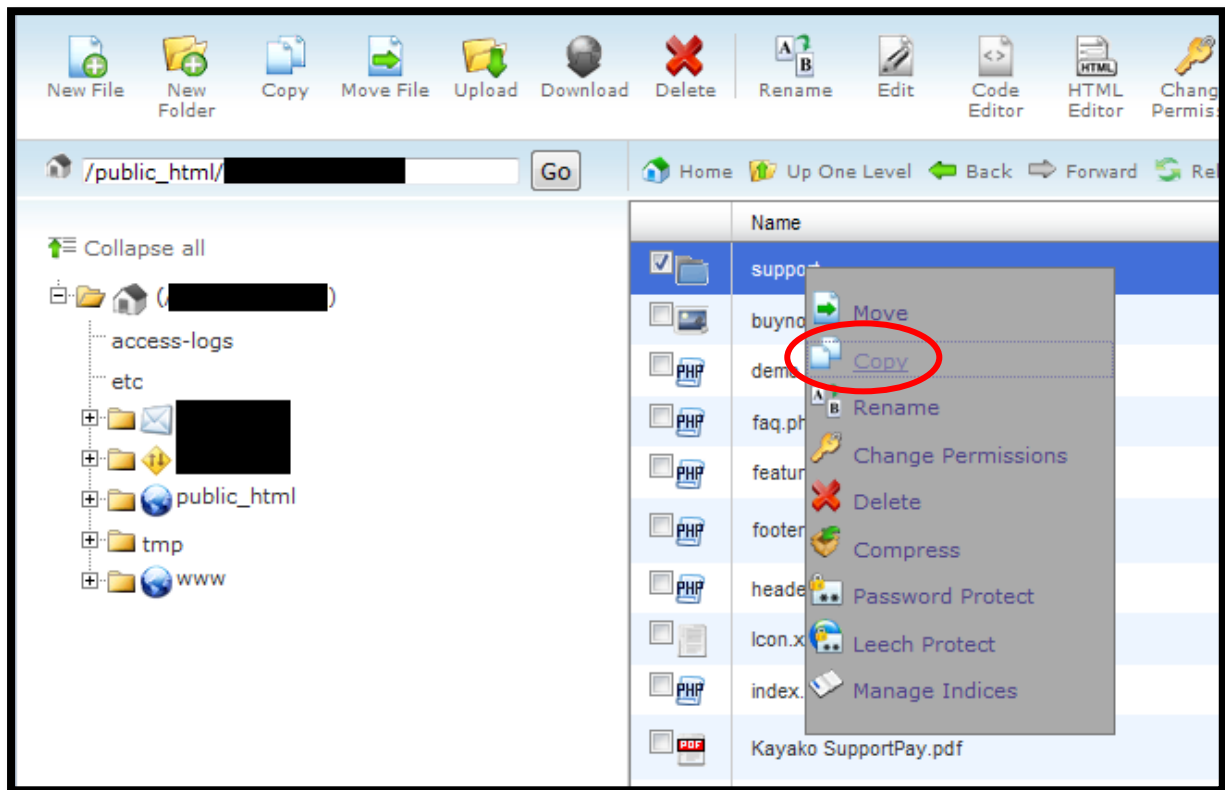
All of these should match the values used to set up your Test database. You should now be ready to try your Test server by entering the appropriate URL into a browser.

First enter the Administration section (i.e. http://www.myserver.com/test/admin") and select the "Diagnostics" item on the left, followed by "Rebuild Cache". Now view the General category of Settings. Check that the ProductURL setting is correct – that is, that it shows the URL of the test server and not the live one. **If it shows the live server's URL you are connected to the live database – check the changes to config.php immediately and do not use the test service.**

As a final test, create a ticket in your Live service and then ensure that it does **not** show up in your Test service. Repeat this, creating it in Test and checking that it does not appear in Live. You should now have a fully working copy of your Live service which can be used for testing.

List of Software Changes

Release 1.0.3081

- NEW: Add record to ticket Audit Log when "insufficient credit" email is sent.
- FIX: Change template for "please add credit" email to avoid bug in SWIFT_Mailer where emails can be truncated.
- FIX: Some pre-authorised transactions could revert to the original value after being claimed.
- FIX: Adding credits to an org manager then moving to a different page results in an error.
- FIX: Error was reported incorrectly when changing an organisation owner.
- NEW: Allow "Agreements" buton to be hidden.
- FIX: Was calculating the wrong price for packages with fractional prices
- FIX: Credit display in the tickets tab was showing in red only if credit was precisely 0, not for 0 or less.
- NEW: Pre-approval system for emails or posts to chargeable departments when insufficient credit exists.
- FIX: When buying multiples of a single package, incorrect credit was added.
- NEW: Option to redirect client to URL (i.e. payment page) if they post without enough credit
- FIX: Pre-authorized payments not being captured if older, pre-paid credit existed
- NEW: Add support for Authorize.net as a payment gateway
- FIX: Allow managers to be selected when all members of an organisation are managers
- NEW: Optionally redirect ticket posts requests to the purchase page, where the client has insuffiicient credit to post.
- FIX: For WHMCS SendSingleTicket invoicing, create a visible history entry in SupportPay to show that it's been sent to WHMCS.
- FIX: "needUpdate not defined" error in whmcs integration when a user does not exist.
- FIX: Set default PayPal IPN URL on installation.
- FIX: Members added to organisations retrospectively were not picked up automatically
- NEW: Highlight credit on the tickets page where credit is 0 for chargeable departments
- FIX: Display bug in Unpaid Tickets page where tickets from non-billable departments were shown
- NEW: Support HTTP authentication for WHMCS API connections
- NEW: Add an option to make Billable Time required, in addition to existing option to pre-populate it.
- FIX: Continue if credit-change emails are unable to be sent due to non-existent template groups
- NEW: Add ability to test WHMCS connection from Settings page
- NEW: Staff Add Credit page now includes disabled packages
- FIX: Upgraded but unpaid orders in WHMCS were not being processed correctly
- Reduce displayed errors in the case of damaged WHMCS records
- NEW: Add extra option for auto-adding billable time; can now specify to add time only after a number of staff replies
- NEW: Show credit more prominently in the Tickets page
- FIX: WHMCS packages with no associated invoices should use the package status to determine whether they're active or not
- FIX: Problems with payment screens with PHP output buffering switched off
- FIX: User was not restricted in posting to chargeable departments if a template group was specified

- Chargeable departments not being mapped correctly during migration from V3 to V4
- FIX: WHMCS users never had the organistion value updated in some cases
- FIX: Error when creating a user based on an WHMCS user is handled incorrectly
- Update WHMCS sales queries to not show package info for non-existent users
- FIX: Free/one-off packages not being picked up correctly from WHMCS
- NEW: Add support for perpetual licensing model
- FIX: Warning when calling cron - output starts before header.

Release 1.0.3034

- Allow SupportPay to work on multiple domains from one license
- Warning when calling cron - output starts before header.
- Add support for perpetual licensing model
- Free/one-off packages not being picked up correctly from WHMCS
- Update WHMCS sales queries to not show package info for non-existent users
- Error when creating a user based on an WHMCS user is handled incorrectly
- WHMCS packages with no associated invoices should use the package status to determine whether they're active or not
- WHMCS users never had the organistion value updated in some cases
- Chargeable departments not being mapped correctly during migration from V3 to V4
- User was not restricted in posting to chargeable departments if a template group was specified
- Fix problems with payment screens with PHP output buffering switched off
- Reduce displayed errors in the case of damaged WHMCS records
- Show credit more prominently in the Tickets page
- Add extra option for auto-adding billable time; can now specify to add time only after a number of staff replies
- Upgraded but unpaid orders in WHMCS were not being processed correctly
- Staff Add Credit page now includes disabled packages
- Add ability to test WHMCS connection from Settings page
- Continue if credit-change emails are unable to be sent due to non-existent template groups
- Add an option to make Billable Time required, in addition to existing option to pre-populate it.
- Support HTTP authentication for WHMCS API connections
- Display bug in Unpaid Tickets page where tickets from non-billable departments were shown
- Highlight credit on the tickets page where credit is 0 for chargeable departments
- Members added to organisations retrospectively were not picked up automatically
- Set default PayPal IPN URL on installation.
- Fix "needUpdate not defined" error in whmcs integration when a user does not exist.
- For WHMCS SendSingleTicket invoicing, create a visible history entry in SupportPay to show that it's been sent to WHMCS.
- Optionally redirect ticket posts requests to the purchase page, where the client has insuffiicient credit to post.
- Add support for Authorize.net as a payment gateway
- Allow managers to be selected when all members of an organisation are managers
- Fixed bug where pre-authorized payments not being captured if older, pre-paid credit existed
- Option to redirect client to URL (i.e. payment page) if they post without enough credit
- Pre-approval system for emails or posts to chargeable departments when insufficient credit exists.

- Fix: When buying multiples of a single package, incorrect credit was added.

Release 1.0.2581
- Addition of WHMCS Integration
- Fixes for SEO-friendly mode in Fusion
- The "tickets" column in the Staff "Credit History" page had the wrong heading

Release 1.0.2510
- 2510 Initial Release