



Payment Pages Customisation  
Version 2

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## 1 Introduction

This document has been written to provide detailed information on the customisation options available to you using version 2 of the Payment Pages.

### 1.1 Useful documents

#### 1.1.1 Payment Pages Setup Guide

The Payment Pages Setup Guide will provide you with information on how to configure your Payment Pages and process your first payment. It is recommended that you read this document first and ensure you understand the flow of a standard payment.

<http://www.securetrading.com/files/documentation/STPP-Payment-Pages-Setup-Guide.pdf>

#### 1.1.2 Online documentation

We recommend that you go to our online documentation and read the introduction provided in the “Information” tab. This covers the basics needed to get started with customising the Payment Pages.

<http://www.securetrading.com/paymentpages/customisation.html>

### 1.2 Process Overview

To ensure customisation is applied to your Payment Pages, you will need to complete the following steps:

- // Write code, using st.fields and st.blocks where required.
- // Upload the files to MyST using the File Manager.
- // Modify the HTTPS POST to Secure Trading to include the name of the profile.
- // Ensure you submit the **version** field in the HTTPS POST, with value 2.
- // Perform tests to ensure your page displays the required information.

### 2 Profiles

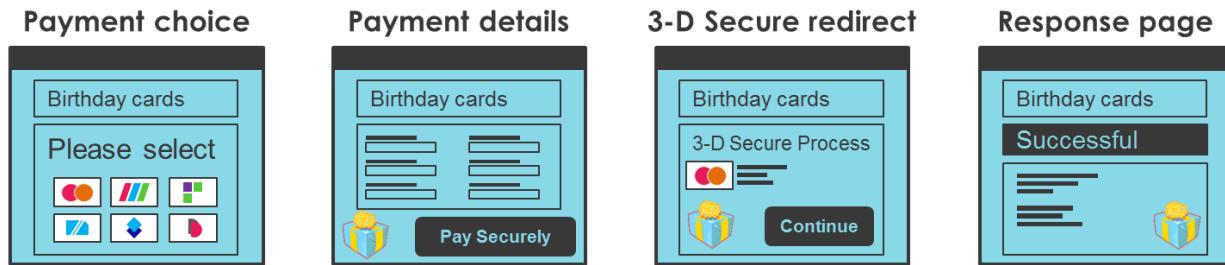
To customise the appearance of your Payment Pages, you will need to make use of **profiles**.

In the context of the Payment Pages, a profile consists of a collection of custom files that can be applied to a Payment Pages session, replacing Secure Trading's default appearance with that defined in your own CSS, JavaScript and HTML code.

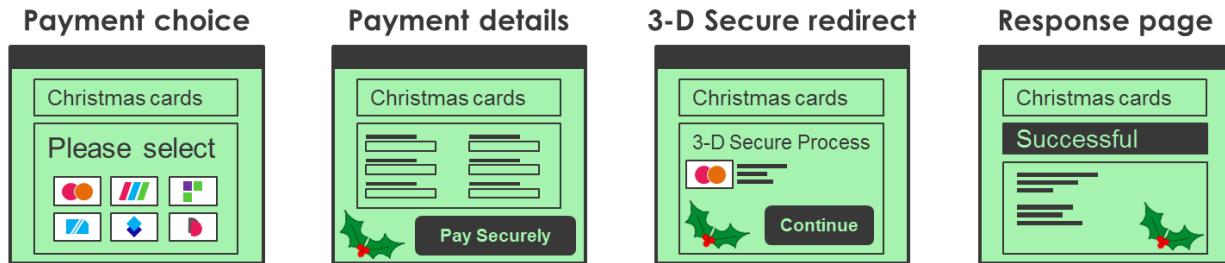
You can have a number of profiles for different scenarios. Each payment session can be assigned a different profile if required by including the `stprofile` element in the request to Payment Pages. Only one profile can be applied per customer session.

You could have different profiles to apply unique layouts and/or styling for different departments within your company.

e.g. For a greeting cards shop, you could have an `stprofile=birthday` for customers purchasing birthday cards:



And a seasonal `stprofile=christmas` for customers purchasing Christmas cards:



If a custom profile isn't specified, or the profile that is specified doesn't have the files required to perform customisation, the default Secure Trading-branded pages are displayed.

#### 2.1 Requirements

- # Profile names must include lowercase letters and/or numbers (max length 20).
- # Profile names **must not** include uppercase letters, punctuation or spaces.
- # Multiple profiles can be defined for a single site reference.
- # Uploaded files can only be used on their associated site reference.
- # To use a profile over multiple sites the files must be uploaded to each site reference.

### 3 Uploading the files

#### 3.1 Mark-up

In order to customise your Payment Pages, you can upload an HTML file for each of the pages hosted by Secure Trading you would like to customise and/or a single CSS and/or JavaScript file that will be applied to every page in the session.

When uploading the files, the filenames must use the following structure, where “[stprofile]” is the name of your profile:

```
// [stprofile]choice.html - The payment choice page  
// [stprofile]details.html – The billing details page  
// [stprofile]locked.html – Page shown when customer refreshes their browser  
before the initial request has been completed (section 9.3)  
// [stprofile]3dredirect.html – The 3-D Secure redirect page  
// [stprofile]response.html – The response page  
// [stprofile].css – Styling for all pages using the profile  
// [stprofile].js – JavaScript for all pages using the profile
```

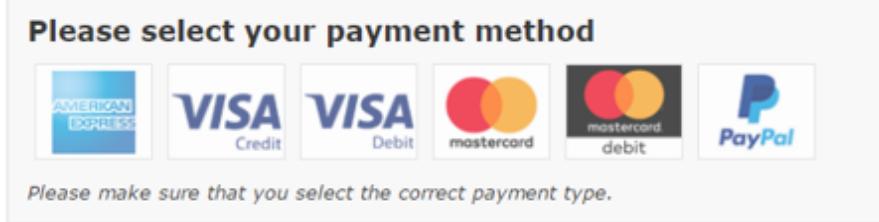
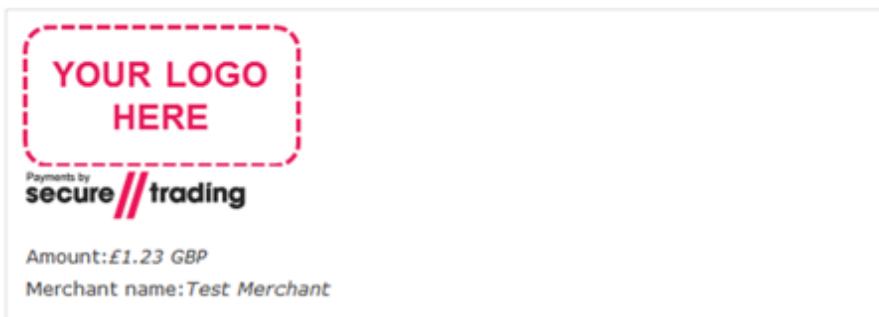
**Note:** When uploading text files (e.g. HTML, CSS, JS), these must be encoded in **UTF-8** or **ASCII**.

e.g. To customise the appearance of the billing details and response pages, by applying a profile you have named “birthday”, you could upload the following files:

```
// birthdaydetails.html – The billing details page  
// birthdayresponse.html – The response page  
// birthday.css – Styling for all pages using the profile
```

#### 3.2 About changing the logo

You can easily update your Payment Pages to display your own logo, without needing to write any custom mark-up. This is shown alongside a small “Payments by Secure Trading” icon.



To configure, sign in to MyST and upload an image called “merchantlogo” using the File manager (see section 3.3 for further information). We support the following image extensions: bmp, gif, jpeg, jpg, png, svg, tif, tiff.

### 3.3 Using the File Manager

Files are uploaded using the MyST File Manager. The following is a summary of this process.



**Note:** You must have a MyST account with role site admin, developer or developer 2 to use the File Manager.

Once signed in, type your site reference into the search box at the top of the page and submit.

The screenshot shows the 'Profile settings' section of the secure/trading interface. At the top right, there is a search bar with a magnifying glass icon and a 'Help' link. Below the search bar, the user's name 'Joe Bloggs' is displayed, along with a small profile picture and some navigation icons. The main area shows 'Profile settings' and a breadcrumb trail 'Users > joe.bloggs'.

Then click "File manager".

The screenshot shows the 'Site reference' section of the MyST configuration interface. It includes fields for 'Site reference' (test\_site12345), 'Live status' (0 - Test), 'Site status' (Enabled), and 'Merchant name' (Merchant test site). Below this, there is a navigation menu with several icons: 'Site settings' (gear), 'Accounts' (bank), 'File manager' (cloud with up arrow, highlighted with a red dashed box), and 'Rule manager' (gears). At the bottom, there is a 'Site users' section with a people icon.

From the File manager, you can view and manage all files that have been uploaded to your site reference. You can upload files by dragging and dropping them onto the page (see below).

File manager

Sites > site12346 > File manager

You can select a different site reference if needed.

Change site

Drop files here or click to upload for the site site12346

To upload files, drag and drop them into this box, or click to open a dialogue box.

Files for site12346

Display 10 files

Search

Uploaded files appear here. It may take a few minutes for changes to appear.

<input type="checkbox"/>	Filename	Type	Date uploaded	Size
<input type="checkbox"/>	myimage.gif	GIF	2019-03-12 12:17:43	529.91 Kb
<input type="checkbox"/>	styling.css	JPG	2019-03-21 09:18:02	8.22 Kb
<input type="checkbox"/>	yellow.png	PNG	2019-03-21 09:18:44	10.29 Kb

## 4 Writing the HTML

By uploading custom HTML, you have greater control of the content and layout of each page. When writing your HTML code, you will need to make use of in-built **fields** and **blocks** in order to display fields on the pages when rendered by Secure Trading.

**Our online documentation hosts a record of all the fields and blocks available:**

(Certain blocks are required; these are also outlined at this URL)

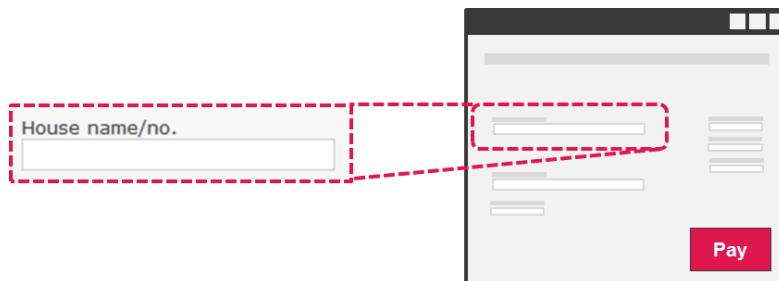
<http://www.securetrading.com/paymentpages/customisation.html>



If you customise your site's Payment Pages, it is your responsibility to ensure your solution remains compliant with relevant schemes.

### 4.1 Fields

You can include **st.fields** in your HTML to easily display information from the session, and inputs such as textboxes and dropdown boxes as part of the rendered page. Using CSS and HTML, you can fully customise these elements, and their location on the page.



#### 4.1.1 Field types

The following are examples of the types of fields to be included in your HTML code:

(Certain fields do not support text fields or dropdowns; this is outlined in the [online documentation](#))

##### 4.1.1.1 Values

A value is used to display previously entered information. E.g.

You can use the following reference to track your order:  
`{ {st.orderreference.value} }`

You can use the following reference to track your order: ABC123

##### 4.1.1.2 Text fields

A text field allows the customer to enter new information. E.g.

Please enter your postcode: `{ {st.billingpostcode.textfield} }`

Please enter your postcode:

##### 4.1.1.3 Dropdowns

Similar to text fields, dropdowns are used to obtain new information from the customer. E.g.

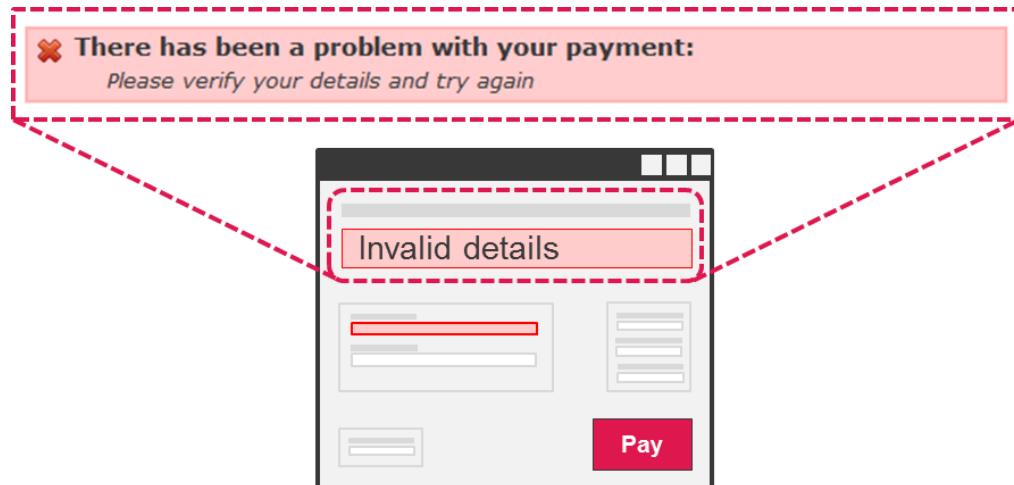
Country: `{ {st.billingcountryiso2a.dropdown} }`

Country:

**4.1.2 Pre-fill and validation**

The HTML forms outlined in previous sections are automatically pre-filled with information from the session, if it has already been provided. If the customer fails to provide information in all the required fields or enters invalid information, the payment will not continue and the field in question will be highlighted on screen.

All Secure Trading fields are validated. Custom fields cannot be validated by Secure Trading.

**About posting information to the Payment Pages**

If invalid details are included in the HTTPS POST to the Payment Pages, the payment will not be successful, but the field errors raised will only be highlighted to the customer if the fields are displayed on the page.



e.g. If a UK billing postcode has not been formatted correctly when submitted in the HTTPS POST, the payment will not be successful, but the customer will be unable to correct this on the Payment Pages if the field has been hidden from view.

Please ensure that all data has been validated to our specification before posting to the Payment Pages, OR that you display the billing / delivery details on the Payment Pages to allow the customer to make changes if necessary.

**4.1.3 Custom fields**

Custom text input fields and values can be entered in the same way as the built-in fields outlined previously. e.g.

```
Enter your Membership Id: {{st.memberid.textfield}}  
This is your Membership Id: {{st.memberid.value}}
```



**Please note** that st.fields does not support dropdowns for custom fields.  
Secure Trading cannot validate custom fields.

This topic is continued over the page.

**4.1.4 Notifications and redirects**

The majority of fields used in a Payment Pages session, including custom fields, can be posted to your website as part of a redirect or as part of a URL notification. These are configured using the [MyST Rule Manager](#).

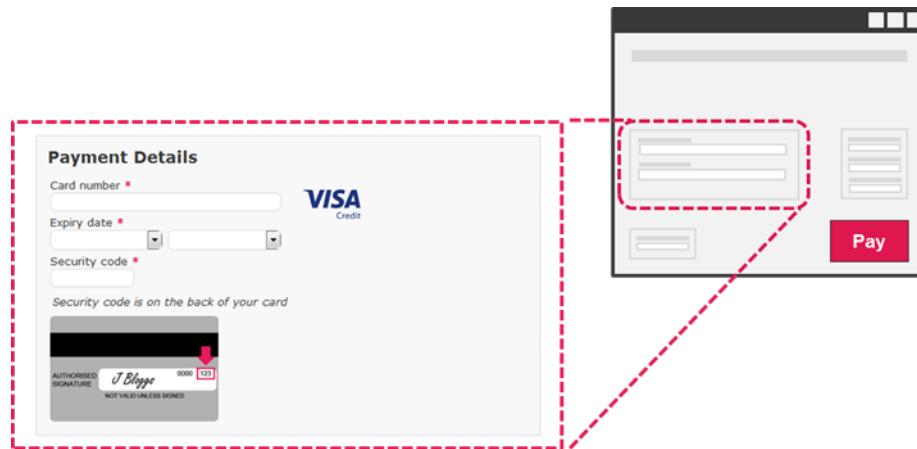
**4.1.5 Additional notes**

**Please note** that we may introduce new attributes to our st.fields in future updates.

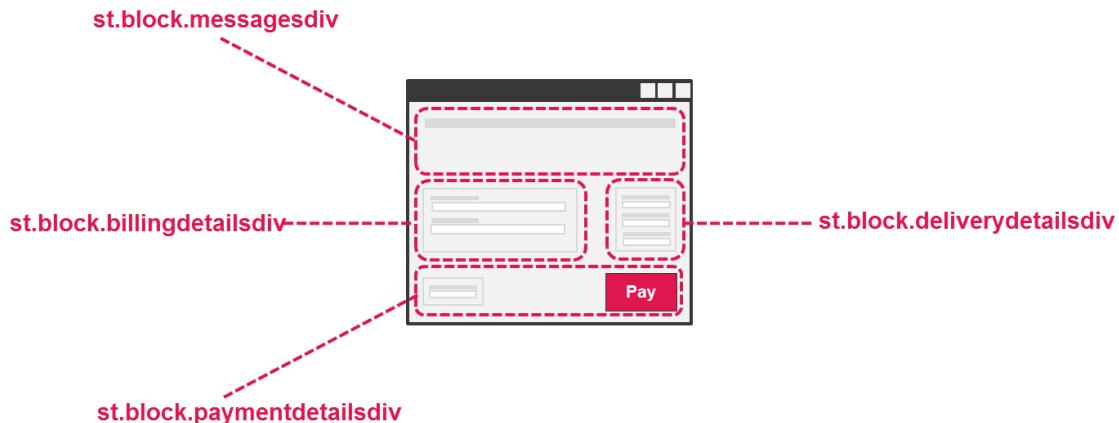
## 4.2 Blocks

An **st.block** is a reference you can include in your HTML to display grouped page elements when the page is rendered, instead of defining each element individually. Blocks are written as follows (including curly brackets): `{{st.block.blockname}}`

e.g. When passing the reference `{{st.block.paymentdetailsdiv}}` on the billing details page, Secure Trading will display the payment fields when rendering the page.



In this way, you can quickly construct pages by including a series of blocks in your HTML code.



Certain **st.blocks** are required on uploaded HTML files.  
Please refer to the online help for a full list of required blocks:  
<http://www.securetrading.com/paymentpages/customisation.html>

### 4.2.1 Additional notes



Please note that we may introduce new attributes to our **st.blocks** in future updates.

#### 4.3 Body class

Secure Trading recommends specifying  `{{st.bodyclass.value}}`  in the class attribute of the body tag on all pages, to ensure shortcuts appear with the correct styling in the following situations:

- // If you are planning on using Secure Trading CSS with modifications.
- // If you are planning on uploading CSS that applies different styling depending on the page being rendered.

For example: `<body class=" {{st.bodyclass.value}} ">`

#### 4.4 Referencing images in your HTML

Use  `{{stresource.<filename>}}`  to reference images uploaded to your account using the MyST File Manager.

e.g.  `{{stresource.companylogo.gif}}`



We recommend that you only reference images stored in the MyST File Manager and not an external source, otherwise the customer's browser may show a warning that the page isn't secure.

#### 4.5 Default HTML pages

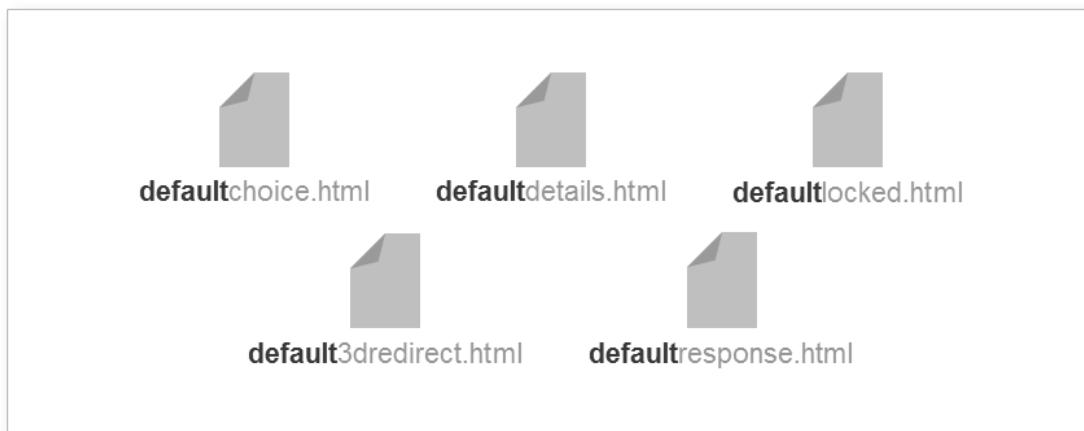
The default Secure Trading HTML code is used on your Payment Pages in the following scenarios:

- 〃 You specify “default” as the **stprofile** in the request to Payment Pages.
- 〃 You specify an **stprofile** in the request to Payment Pages, but the required **[profile] [page].html** file has not been uploaded to the site reference processing the payment.

It is possible to override and use your own default HTML code. These files will be called instead of Secure Trading’s default HTML code in the scenarios outlined above.

You can upload any of the following files:

- 〃 **defaultchoice.html** - The payment choice page
- 〃 **defaultdetails.html** – The billing details page
- 〃 **defaultlocked.html** – The session-locked page (section 9.3)
- 〃 **default3dredirect.html** – The 3-D Secure redirect page
- 〃 **defaultresponse.html** – The response page



To summarise, if you submit **stprofile = “birthday”** in the request, for each page rendered:

- 〃 Secure Trading will use **birthday[page].html**.
- 〃 If **birthday[page].html** has not been uploaded, Secure Trading will use **default[page].html**.
- 〃 If the **default[page].html** has not been uploaded, the default Secure Trading branding will be used.



Default HTML files will only be used if there are no other HTML files available when rendering a page.

## 5 Modifying the POST

After you have uploaded your profile files, they can be used to render your pages by modifying your POST to include the name of your profile.

When the profile name is included in the POST, the associated files are used [if available] for each Secure Trading-hosted page.

When the profile is not included in the POST, the default styling will be used during the payment process. (This will show Secure Trading branding unless you have uploaded your own default files by following the steps in section 4.5)

### 5.1 To the payment choice page



The payment choice page allows the customer to choose their preferred payment method from a list of payment methods supported on your site reference. On the subsequent page, they can enter their billing and payment information.

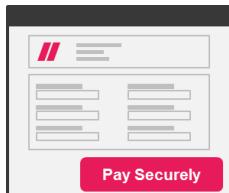
The following POST to the payment choice page has been modified to include a profile called "birthday":

```
<html>
<head>
</head>
<body>
<!--YOUR HTML-->
<form method="POST"
action="https://payments.securetrading.net/process/payments/choice">
<input type="hidden" name="sitereference" value="test_site12345">
<input type="hidden" name="stprofile" value="birthday">
<input type="hidden" name="currencyiso3a" value="USD">
<input type="hidden" name="mainamount" value="100.00">
<input type="hidden" name="version" value="2">
<input type="hidden" name="orderreference" value="myorder12345">
<input type="submit" value="Pay">
</form>
</body>
</html>
```

#### 5.1.1 Additional notes

- # The profile name is submitted in a field called **stprofile**.
- # You must only include one **stprofile** in a request.
- # The profile name you choose must follow the guidelines outlined in section 2.1.
- # Ensure **version** is "2".

## 5.2 To the billing details page



The billing details page allows the customer to enter their billing and payment information and click “**Pay**” to process a transaction.

The following POST to the billing details page has been modified to include a profile called “birthday”:

```
<html>
<head>
</head>
<body>
<!--YOUR HTML-->
<form method="POST"
action="https://payments.securetrading.net/process/payments/details">
<input type="hidden" name="sitereference" value="test_site12345">
<input type="hidden" name="stprofile" value="birthday">
<input type="hidden" name="currencyiso3a" value="USD">
<input type="hidden" name="mainamount" value="100.00">
<input type="hidden" name="version" value="2">
<input type="hidden" name="paymenttypedescription" value="VISA">
<input type="hidden" name="orderreference" value="myorder12345">
<input type="submit" value="Pay">
</form>
</body>
</html>
```

### 5.2.1 Additional notes

- // The profile name is submitted in a field called **stprofile**.
- // You must only include one **stprofile** in a request.
- // The profile name you choose must follow the guidelines outlined in section 2.1.
- // Ensure **version** is “2”.
- // If the payment method of the customer is known beforehand, you can include this in the field **paymenttypedescription** in the POST (as shown above).
  - o If you opt not to submit this field, you will need to use the `{{st.paymenttypedescription.dropdown}}` field in the HTML for this page to allow the customer to choose their payment method.

## 6 Sending Emails

You can configure your Secure Trading account to send email notifications after a transaction has been processed on your site reference. You can use custom HTML to alter the content and appearance.

### 6.1 Default email rules

Default emails are sent when the following pre-defined Secure Trading rules are enabled on your site reference:

- 〃 STR-2 -- Sends email confirmation to the `billingemail` following a successful transaction.
- 〃 STR-3 -- Sends email confirmation to the `billingemail` following a declined transaction.



Customer emails are sent to the address submitted in the `billingemail` field, NOT the `customeremail` field.

- 〃 STR-4 -- Sends email confirmation to the `merchantemail` included in the request, following a successful transaction.
- 〃 STR-5 -- Sends email confirmation to the `merchantemail` included in the request, following a declined transaction.

Each of these rules can be enabled independently of each other; you can opt to enable just one rule, or a combination of multiple rules, as shown in the following example.

These rules can be enabled per transaction by modifying the HTTPS POST, for example:

```
<!--Sends email confirmation to the customer:-->
<input type=hidden name="ruleidentifier" value="STR-2">
<input type=hidden name="ruleidentifier" value="STR-3">

<!--Sends email confirmation to the merchant's email address:-->
<input type=hidden name="ruleidentifier" value="STR-4">
<input type=hidden name="ruleidentifier" value="STR-5">
<input type=hidden name="merchantemail" value="merchant@email.com">
```



If submitting the `merchantemail` in the HTTPS POST, it is recommended that you include the `merchantemail` field within your site security.

These rules can be permanently enabled/disabled using the [MyST Rule Manager](#).

By default, any email sent by these rules will use Secure Trading branding. For information on customising the appearance, see section 6.3.

Examples of the appearance of default email notifications can be found in the Appendix (section 9).

## 6.2 Custom email rules

Using the MyST Rule Manager and File Manager, you can configure logic that sends specific email templates in different situations, following transactions processed on the Payment Pages.



Custom emails cannot currently be used with Secure Trading rules and require a rule to be created manually.

### 6.2.1 About email identifiers

You will need to make use of email identifiers to apply a custom template to emails. Email identifiers must be uppercase and/or lowercase letters. (No numbers/spaces/punctuation)

### 6.2.2 The File Manager - Specifying which email is sent

The templates are uploaded to the MyST File Manager (containing HTML following the specifications outlined in section 6.3). The template filenames follow this structure:

Merchant emails: **<stprofile><email identifier>merchant.email**

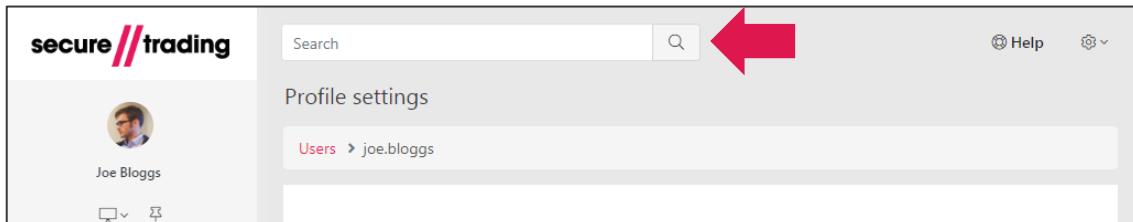
Customer emails: **<stprofile><email identifier>customer.email**

*Combined, the stprofile and email identifier have a maximum length of 22.*

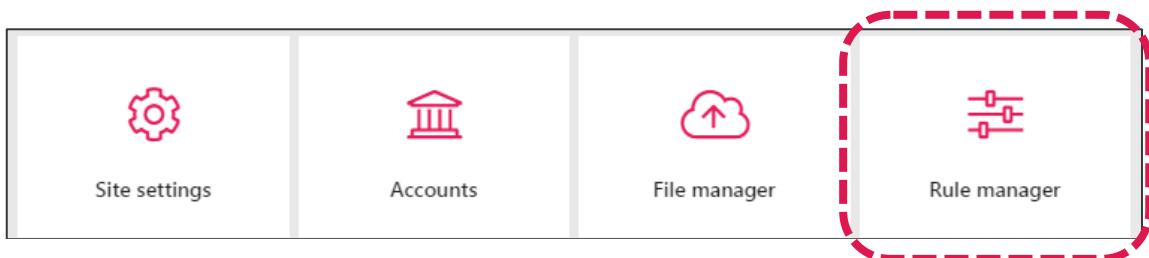
**6.2.3 The Rule Manager - Specifying when the email is sent**

To specify when different templates are used, you will need to use the MyST Rule Manager to configure rules, following these basic steps:

- 〃 Type your site reference into the search box at the top of the page and submit.



- 〃 Then click “Rule manager”.



- 〃 Using the drop-down box at the top of the page, change the type of action to be payment pages merchant or customer email.

A screenshot of the Rule manager configuration interface. It shows a flowchart-like structure: "If Condition is met" leads to "then Action is performed". Each step has a "Create rule" button. Two red arrows point to the "Add new condition" and "Add new action" buttons, which are highlighted with red boxes.

- 〃 Create a new condition that defines the criteria under which emails will be sent.
- 〃 Create a new action. **Steps continued over the page >>>**



To learn more about adding conditions and actions using the Rule manager, please refer to our [online documentation](#).

// Create a new action:

The screenshot shows a form for creating a new action. The fields are as follows:

- Action name: Merchant email action
- Email: recipientofemail@merchant.com
- Email subject: Testing custom email template
- Email reply to: thepersontoreplyto@merchant.com
- Identifier for the template: complete

A red "Save" button is at the bottom left.

- “Action name” = Action name displayed when managing rules in the Rule manager.
- “Email” = Recipient of the email
- “Email subject” = Custom subject for the email
- “Email reply to” = Address the recipient replies to
- “Identifier” = Used to specify the email template previously uploaded to the File Manager you would like to use.

e.g. If you have a stprofile called “red” and your custom rule action has an identifier of “**complete**”, Secure Trading would use the following file in your File Manager to generate the merchant email: **redcompletemerchant.email**

// Combine your condition and action to create a rule.

#### 6.2.4 Final checks

- // Ensure that the stprofile submitted in the POST to Payment Pages matches the prefix of the email filename.
- // The email identifier in your action must match the identifier in the email filename.
- // Ensure your custom rule is set to “Active” in the Rule Manager (indicated with a tick).

### 6.3 Using custom HTML

To customise the appearance of emails configured in the MyST Rule Manager, you can upload custom HTML files to your site reference using the MyST File Manager. Each file will need to contain HTML mark-up that makes use of st.fields (see examples below).

// <stprofile>successfulcustomer.email - Defines appearance of email sent to customer following successful transaction.  
// <stprofile>declinedcustomer.email - Defines appearance of email sent to customer following a declined transaction.

e.g. For stprofile **birthday**, the file containing HTML for a success customer email would be named:

**birthdaysuccessfulcustomer.email**.



In your email HTML, custom fields are supported,.e.g you could have a field called 'myfield' referenced as follows:  
e.g. {{st.myfield.value}}

**Note: Filenames are case-sensitive.**



Use {{stresource.<filename>}} to reference images uploaded to your account using the MyST File Manager.  
e.g. 

**Note: Filenames are case-sensitive.**

#### 6.3.1 Customer email example HTML

```
<html>
    <head><title>Customised Email</title>
        <style>background-color:#F00;</style>
    </head>
    <body>
        <!--inserts image (optional)-->
        
        <p>Thank you for your order received today</p>

        Amount:{{st.mainamount.value}}
        AuthCode:{{st.authcode.value}}
        Reference:{{st.transactionreference.value}}
    </body>
</html>
```

## 6.4 Test

Now you have enabled the rules and uploaded the required files, you can test that this works on your test site reference.



Any email rules enabled via the Rule Manager will automatically disable any active email notifications configured via the Notifications system.

The emails are only sent when the following criteria have been met:

- // The rule has been configured and activated on the same site reference the requests are being processed on.
- // The necessary email rules must be active.
- // For customer emails, the `billingemail` field must be submitted in the HTTPS POST, or entered by the customer on the Payment Pages.
- // For merchant emails, the `merchantemail` field must be submitted in the HTTPS POST.
- // For customisation:
  - o The required files need to be uploaded to the same site reference the requests are being processed on.
  - o The stprofile submitted in the POST matches the stprofile in the name of the HTML file uploaded.

## 7 Additional Notes

### 7.1 Troubleshooting

If modifications are not visible on your Payment Pages, please consider the following:

- 〃 **Site reference:** Have you uploaded your files to the right site reference? Go to the file manager and ensure the necessary files are shown at the bottom of the page for your site reference. Ensure your request to Payment Pages contains the correct site reference.



**Please note** that test site references are independent from live site references, and you will need to upload files to the live site reference once you have finished testing.

- 〃 **Profile:** If you are using profiles, ensure you have included the correct profile in the request to Payment Pages and it is spelt exactly as in your file names. The file names must start with the profile name, and then the name of the page without any spaces or other characters in-between. Uppercase characters are not permitted.

e.g. For profile “**birthday**”:

- Correct: *birthdaydetails.html*
- Incorrect: *birthday details.html*, *birthday-details.html*, *BirthdayDetails.html*

### 7.2 DCC/CPC Modifications

Secure Trading actively ensures that the text shown in the default Payment Pages for DCC payments complies with rules specified by the relevant card schemes and third parties. For this reason, we strongly recommend against modifying any of the text shown relating to the currency conversion performed and the exchange rates provided, both on the billing details and receipt pages.

### 7.3 PayPal

Please note that it is not possible to modify the PayPal pages as these are hosted by PayPal and not Secure Trading. As such these pages will continue to use the PayPal default styling.

### 7.4 Referencing custom files in your CSS or JavaScript

To reference files uploaded to the File Manager from your CSS or JavaScript, use the relative path as follows:

```

```

e.g.

```

```



We recommend that you only reference custom files stored in the MyST File Manager and not an external source, otherwise the customer's browser may show a warning that the page isn't secure.

### 7.5 “Card only” layout for default profiles

If your Payment Pages are configured to use stprofile=default and you would like to hide the address fields (billing and delivery), you can add the following to your POST:

```
<input type="hidden" name="stdefaultprofile" value="st_cardonly">
```

We have an alternative for use with iframes which has a more concise layout:

```
<input type="hidden" name="stdefaultprofile"
value="st_iframe_cardonly">
```

## 8 Further Information and Support

This section provides useful information with regards to documentation and support for your SecureTrading solution.

### 8.1 SecureTrading Support

If you have any questions regarding integration or maintenance of the system, please contact our support team using one of the following methods.

Method	Details
Telephone	+44 (0) 1248 672 050
Fax	+44 (0) 1248 672 099
Email	<a href="mailto:support@securetrading.com">support@securetrading.com</a>
Website	<a href="http://www.securetrading.com/support/support.html">http://www.securetrading.com/support/support.html</a>

### 8.2 SecureTrading Sales

If you do not have an account with SecureTrading, please contact our Sales team and they will inform you of the benefits of a SecureTrading account.

Method	Details
Telephone	0800 028 9151
Telephone (Int'l)	+44 (0) 1248 672 070
Fax	+44 (0) 1248 672 079
Email	<a href="mailto:sales@securetrading.com">sales@securetrading.com</a>
Website	<a href="http://www.securetrading.com">http://www.securetrading.com</a>

### 8.3 Useful Documents

The following documents should be read in conjunction with this document:

- // [STPP Payment Pages Setup Guide](#) – This document outlines how to use Payment Pages to process payments on your website.
- // [MyST documentation](#) – This document outlines how to use MyST to monitor your transactions and manage your account.

Any other document regarding the STPP system can be found on SecureTrading's website (<http://www.securetrading.com>). Alternatively, please contact our support team as outlined above.

### 8.4 Frequently Asked Questions

Please visit the FAQ section on our website (<http://www.securetrading.com/support/faq>).

## 9 Appendix

### 9.1 Example of Customer Email Notification

**secure // trading**  
A UC GROUP COMPANY

Auth Confirmation 2015-06-03 09:28:18

Successful

Your request has been securely processed by Secure Trading on behalf of: Test Merchant.

We hope that you find our service satisfactory.

The details of the request are:

Request type description	AUTH
Merchant name	Test Merchant
Transaction currency	GBP
Transaction amount	£1.23
Auth code	000022
Transaction reference	42-67-25
First name	Paying
Last name	Customer
Email	customer@email.com
House name/no.	No 789
Street	Test Street
Town	Bangor
County	Gwynedd
Postcode	TE45 6ST
Country	United Kingdom
Order reference	MyOrder123

Secure Trading are not involved in the provision of goods and services ordered and paid for. If you have any issues with this transaction please contact the merchant as stated above.

**9.2 Example of Merchant Email Notification**

**secure // trading**  
A UC GROUP COMPANY

Auth Confirmation 2015-06-03 09:28:18

Successful

A request has been processed by Secure Trading for site reference: test\_site12345. More information about the transaction can be found by logging into MyST at <https://myst.securetrading.net>

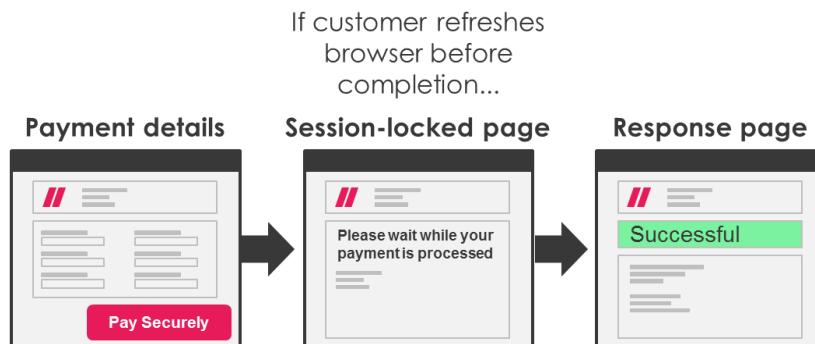
The details of the request are:

Request type description	AUTH
Merchant name	Test Merchant
Transaction currency	GBP
Transaction amount	£1.23
Auth code	000022
Transaction reference	42-67-25
First name	Paying
Last name	Customer
Email	customer@email.com
House name/no.	No 789
Street	Test Street
Town	Bangor
County	Gwynedd
Postcode	TE45 6ST
Country	United Kingdom
Order reference	MyOrder123

This e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

### 9.3 Session-locked page

If the customer refreshes their browser before their request has completed, they will be shown the session-locked page (default behaviour). This page will automatically refresh periodically until the initial request has been completed. Following this, the customer will be shown either a success or error message, depending on the final outcome of the request.



If you have uploaded a custom CSS and/or JavaScript file to customise the appearance of all pages in a given `stprofile` (as described in section 3.1), this will also modify the appearance of the session-locked page.

### 9.4 Handling iframes on iOS devices

To avoid compatibility issues when rendering the Payment Pages in iframes on iOS devices, include the following in your HTML mark-up:

```
<div style="overflow:hidden; min-width:100%">
<iframe class="zonalIframe" scrolling="no" src="WIDGETURL"
style="width:1px; min-width:100%;">
</iframe>
</div>
```

And the following CSS:

```
overflow:hidden;
min-width:100%
```