



Recurring Payments Service (FuturePay) Guide

Version (BG) – September 2010

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About this Guide

This guide describes RBS WorldPay's online Recurring Payments service (also known as FuturePay). The guide provides practical guidance, as well as in-depth reference material and in-context information.

To get the most from this guide, you will need to know basic HTML and have had some experience of online development.

Update History

Change description	Date	Affected Pages
MD5 enhancement	September 2010	rpf8002.html
Not compatible with MOTO payments	January 2010	p6
Payment Service Directive amends	October 2009	p6, 7, 8, 15.
RBS WorldPay rebrand	February 2009	All pages
Details of cards that can be used for recurring payments	November 2008	Card Types and What is the Recurring Payments Service?

Copyright

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Introduction

What is the Recurring Payments Service?

The Recurring Payments service (also known as FuturePay) is an internet-based equivalent of traditional standing order and direct debit facilities. It enables you to make online arrangements similar to standing orders and direct debits with your shoppers.

You just arrange to get funds debited from the shopper's card, rather than from their bank account.

Most cards can be used as the basis for a Recurring Payments agreement - both credit and debit cards. However Maestro and Solo cards cannot be used due to card scheme rules.

Shoppers choose from pricing schemes that you offer. Once an agreement is created, shoppers can view their payments and amend elements of their agreement details online through the Shopper Management System (SMS) on our website.

Note that it is the shopper who selects your product or service together with the associated pricing scheme, and therefore forms the agreement with you. They do this by interacting with a completely automated online process - providing that you have set up your website for this. Note that the contract is between you and the shopper and we have no contractual relationship with them.

You can set up subscriptions, or payment by instalments, or more complex arrangements - enabling you to claim payments at regular or irregular intervals, and for fixed or variable amounts. Our Recurring Payments service enables you to set up arrangements that are even more flexible than direct debit agreements, including taking a payment before the scheduled payments start.

Please note that the Recurring Payments service cannot be used with Mail and Telephone Order (WorldAccess) payments.

The Agreement Types

There are two types of Recurring Payments agreement:

- **Limited** agreements, where you can take variable payments at any time, within limits that you place on: a) the total amount payable, and b) the interval of payments.
- **Regular** agreements, where payments occur at regular fixed intervals and you can fix or vary the amount paid.

Please refer to Agreement Types - Compare for comparison details and, for detailed descriptions of the agreement options, please refer to Regular Agreement Options and Limited Agreement Options.

Enable the Service

You must have applied for an RBS WorldPay account before the Recurring Payments service (FuturePay) can be enabled. Please note, if you have not paid an additional product fee for the Recurring Payments service upon application for your RBS WorldPay account, there may be an additional cost charged for this service.

Once you have purchased the Recurring Payments service, we will enable it for you, on your existing installation ID if you have one, and notify you by email - usually within 2 working days of your request.

You then need to complete the integration of the Recurring Payments service with your systems.

- In the case of an integration using our Payment Page, you need to add parameters to the HTML order details submission form. For details, please refer to the guide Submitting Transactions using the Hosted Payment Page (HTML Redirect).
- For other integration methods, please refer to your guides/datasheets for additional information.

To activate your installation ID, follow the steps outlined within our setting-up procedure at:

<http://www.rbsworldpay.com/support/bg/activation/index.html>

When your installation ID is set to **Live**, you can start to accept recurring Payment from shoppers.

Both Regular and Limited agreements are submitted to us, and are processed by us, in a similar manner to standard, one-off payments - but with the addition of certain Recurring Payment specific parameters. For details please also refer to Regular Agreement Parameters and Limited Agreement Parameters.



If you use a shopping cart, please contact the cart provider to check that the Recurring Payments service (FuturePay) will work with your cart.

Accessing the Service

Once the Recurring Payments service (FuturePay) has been enabled, you can access the service from the left-hand Menu in the Merchant Interface.

- Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu.
- By default the Merchant FuturePay Administration Page will open.

Recurring Payments operations with the Merchant Interface are divided into two main areas: Administration and Reports, as indicated by the FuturePay options in the left-hand Menu.

- The **Administration** option deals with individual agreements. For example, viewing them and changing them. Please refer to the section Recurring Payments Administration Page for details.
- The **Reports** option deals with searching for agreements, and generating and displaying reports about agreements, payments and transactions. Please refer to the Recurring Payments Reporting Page for details.



Note that some management tasks can be carried out independently of the Merchant Interface, please refer to Automation and Remote Administration for further information.

Shoppers Make Agreements

It is the shopper who selects your product or service together with the associated pricing scheme, and therefore forms the agreement with you. They do this by interacting with a completely automated online process - providing that you have set up your website for this. Note that the contract is between you and the shopper and we have no contractual relationship with them.

The shopper chooses a product or service and a payment scheme on your website, which captures their order details, your website then directs the shopper and their order details to our Hosted Payment Page. The shopper can then see the agreed payment schedule, and can enter their payment details to accept the agreement.

When the shopper's agreement has been set up, the Recurring Payments service creates a unique reference number, the **agreement ID**. The agreement ID is sent to you and the shopper in confirmation emails. Note that you can be automatically informed by using an HTML Payment Response message to your site. The agreement ID identifies the agreement on the Merchant Interface and enables the shopper to monitor the progress of the agreement with the Shopper Management System.

To find out more about the Merchant Interface and the Shopper Management System, please refer to the Merchant Interface Guide and the Shopper Management System Guide for details.


Making Payments

Once a shopper has completed the Hosted Payment Page and the agreement has been set up, payments will then be collected according to the type of agreement.

If the agreement is set up to take an immediate payment, the shopper can also choose to process a standard payment at the same time as setting up a Recurring Payments agreement.

Customising the Hosted Payment Page

Note that you can customise the Hosted Payment Page. To find out more about customisation, please refer to the Customising Guides (Standard and Advanced) An example of a Hosted Payment Page is shown below.



RBS WorldPay
Help FAQs Security

Secure Payment Page



Regular FuturePay Agreement

Description	Computer course
Amount now due	£150.00
Date of first payment	2007-July-15
Individual payments	£12.50 (Adjustable by merchant)
Number of payments	12
Interval between payments	1 Month
Agreement cancellation possible	Any time

FuturePay Administration ?

Have you used **WorldPay** before? Log in here to retrieve your details.
Have your username and password ready.

Username
Password

LOG IN ➔

Card Details ?

You must fill in fields marked with *

* Card number
Security code
* Expiry Date
* Cardholder's Name

Cardholder Details ?

You must fill in fields marked with *

* Billing Address
Postcode/Zip code
* Country United Kingdom
Telephone
Fax
* Email address

⏪ START AGAIN **MAKE PAYMENT** ✓
✕ CANCEL PURCHASE

Refunds and Returns
For more information visit our [refund and returns policy](#).

payments powered by **RBS WorldPay** WorldPay is part of the Royal Bank of Scotland Group.
For help with your payment visit the: [WorldPay Help](#).

Figure: Hosted Payment Page for Recurring Payments service

Shoppers FAQs

Our website provides a useful collection of shopper-related FAQs relevant to our Recurring Payments service (FuturePay). If your shoppers have questions about Recurring Payments or have problems with it, please refer to the section **Recurring Payments** on our website at the URL:

<http://www.rbsworldpay.com/shopper/>

Transactions - Searching for and Reporting

You can carry out a range of searching and reporting tasks with the Recurring Payment service (FuturePay).

- Up to 1000 records can be displayed in response to a search query. Please refer to **Search - Using a Range of Parameters** for details.
- You can get a daily report sent to you by email. The report includes daily totals for payments, agreements, cancellations and payment failures and declines as well as cumulative totals. Please refer to **Emails - Daily Report** for details.

For details of the other reporting features available please refer to **Recurring Payments Reporting Page**.

Tasks and Roles

There are a number of management tasks and roles that we, you or your shoppers can carry out. For example, you can make a refund but only a shopper can change their username, and although you can invoke a new auto-generated password for a shopper so too can the shopper.



Note that both you and a shopper can make changes to their agreement. However, depending on the type of agreement, you may not be able to make the changes you want, in which case you will have to cancel the current agreement and create a new one.

Please refer to **Tasks and Roles - Details and Logging-in and Passwords** for further details.

Remote Administration

You can carry out a number of management tasks independently of the Merchant Interface.

Some of these tasks enhance the value of the Recurring Payments service (FuturePay) by allowing the automation of large numbers of transactions, without the need to login, by using remote administration. Other tasks deal with day-to-day matters, such as email records of transactions.

Please refer to Automation and Remote Administration for further details.



Note that the [Payment Notifications](#) feature provides data exchange facilities and some management functions, again independently of the Merchant Interface, but these are distinct from [Remote Administration](#). Please refer to [Payment Notifications \(Callbacks\)](#) for details.

What Do You Want To Do?

⇒ Agreements

- ⇒ **Search** - find an agreement ID
- ⇒ **View** - examine your agreements
- ⇒ **Cancel** - you and the shopper can cancel
- ⇒ **Regular Agreement** - change the start date using an iadmin script
- ⇒ **Limited Agreement** - take a payment
- ⇒ **Refund** - all or part
- ⇒ **Compare** - the differences between the agreement types
- ⇒ **Times** - important times in agreements

⇒ Reports

- ⇒ **Expiring cards** - get warnings in advance
- ⇒ **Excel** - format your reports for Excel
- ⇒ **Daily summary of business** - generate a daily summary
- ⇒ **Schedule Reports** - automate report generation
- ⇒ **Statement-style** - create reports about agreements
- ⇒ **Statement layout** - configure your statements

⇒ Login

- ⇒ **Logging In and Passwords** - how to login and recover passwords

⇒ Managing Shoppers

- ⇒ **Password** - reset a shopper's password
- ⇒ **Email Address** - change a shopper's email address

⇒ Automation and Remote Administration

- ⇒ **Administer** - manage agreements with Remote Administration
- ⇒ **Automate** - handle large numbers of agreements with automation
- ⇒ **Our responses** - how we respond to your automated requests

⇒ Emails


- ⇒ **Emails to you and your shoppers** - the emails you and your shoppers get
- ⇒ **Daily Report** - your daily report email
- ⇒ Customise
 - ⇒ **Emails and Payment Service Pages** - make changes and add information
- ⇒ Payment Notifications (Callbacks)
 - ⇒ **Payment Notifications (Callbacks)** - update with real-time data

Reference

Introduction

The topics listed below provide access to the main areas of information about our Recurring Payments (FuturePay) service.

- ➞ Card Types for Recurring Payments
- ➞ Recurring Payments Administration Page
- ➞ Recurring Payments Reporting Page
- ➞ Logging-in and Passwords
- ➞ Tasks and Roles - Details
- ➞ Agreement Types - Compare
- ➞ Regular Agreements
- ➞ Limited Agreements
- ➞ Times in Agreements
- ➞ Automation and Remote Administration
- ➞ Payment Notifications (Callbacks)

All of this information is available online when you are using the Merchant Interface. To access it online select the Help button (the 'question mark' icon ) displayed in the top right corner of each Page.

Card Types

Most cards can be used as the basis for a Recurring Payments agreement - both credit and debit cards. However Maestro and Solo cards cannot be used due to card scheme rules.

FuturePay Administration Page

Purpose

This chapter describes the **Administration Page** of the Recurring Payments (FuturePay) service and the different operations you can carry out with it. The Administration Page enables you to display, change and cancel your agreements.

The agreements available to you may depend upon the way your account has been set up. For instance, your company may have multiple merchant codes, and you may well have access to all agreements across multiple merchant codes, on the other hand you may have access only to agreements for a single merchant code. Please contact us if you want to change the scope of your access.

If you attempt to access agreements you do not have access rights to, a message box will inform you:

You do not have permission to access that FuturePay agreement. Please contact your company's administrator.



Note that you can search for your agreement IDs via the Reporting Page. Please refer to the section Recurring Payments Reporting Page for details.

Use

To open the Recurring Payments service's Administration Page: login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. This will open the **Merchant FuturePay Administration page** by default.

Please refer to the topics listed below for information about the Administration Page.

☞ Agreements

- ☞ **View** - examine your agreements
- ☞ **Cancel** - you and the shopper can cancel
- ☞ **Limited Agreement** - take a payment
- ☞ **Merchant Reference** - change in an agreement

☞ Transactions

- ☞ **View** - examine your transactions
- ☞ **Refund** - all or part

☞ Managing Shoppers

- ☞ **Password** - reset a shopper's password
- ☞ **Email Address** - change a shopper's email address

☞ FuturePay Administration Page

- ☞ **Screen Shot** - Merchant FuturePay Administration Page
- ☞ **Page Description** - Merchant FuturePay Administration Page

☞ View Agreement Page

- ☞ **Screen Shot** - Regular Agreement
- ☞ **Page Description** - Regular Agreement
- ☞ **Screen Shot** - Limited Agreement
- ☞ **Page Description** - Limited Agreement

Agreement - View

You can view any of the agreements you have access rights to by entering the agreement ID in the Merchant FuturePay Administration Page.

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The Merchant FuturePay Administration Page will open.
2. Enter the Recurring Payments agreement ID you want to view in the **Agreement ID** field, then select the **View Agreement** button. The agreement will be displayed in the **View Agreement** Page.

If you don't know the ID for an agreement, you can search for it using a range of options, such as the shopper's name, please refer to **Search - Find an Agreement ID** for details.

Agreement - Cancel

You must not allow a recurring transaction to collect payment where a cardholder has withdrawn authorisation for that transaction. Authorisation is withdrawn when the shopper requests that the Recurring Payment agreement is cancelled. You or the shopper may notify us of cancellation of a Recurring Payment agreement, using the RBS WorldPay system, up until the end of the business day before the next payment is due to be made. A shopper may also cancel the Recurring Payment agreement by notification to you direct and where this occurs, it is your responsibility to notify us of such cancellation before the next payment. If you fail to cancel the Recurring Payment agreement and allow a payment to be processed, then the transaction in question will be deemed to be unauthorised. It may be subject to chargeback in accordance with the terms of your RBS WorldPay account agreement.

If you need to find an agreement ID for the shopper, please refer to **Search - Find an Agreement ID** for details.

1. Login to the **Merchant Interface** and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open.
2. Enter the agreement ID you want to cancel in the **Agreement Id** field, and then select the **View Agreement** button. The agreement will be displayed in the **View Agreement** Page.
3. Navigate to the **Cancel this agreement** field and select the **Cancel** button.
4. You will be prompted to confirm the cancellation, if you are sure this is what you want to do, select the **Yes** button. Otherwise select the **Go back to agreement** button.

If successful, a green banner will appear at the top of the page advising you that the agreement has been cancelled. Otherwise a red banner will show the reason why the attempt failed.

When an agreement is cancelled emails are automatically sent informing both you and your shopper about the cancellation. A record is also kept in the agreement's audit history.



Note that you can also use the `iadmin` servlet to cancel an agreement without logging in to the Merchant Interface. Please refer to `iadmin - Cancel an Agreement` for details.

Limited Agreement - Take a Payment

You can take a payment for a **limited** type agreement during the time it is operational. If you need to find an agreement ID for the shopper, please refer to `Search - Find an Agreement ID` for details.

1. Login to the **Merchant Interface** and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open.
2. Enter the agreement ID in the Merchant FuturePay Administration Page, then select the **View Agreement** button. The agreement will be displayed in the **View Agreement** Page.
3. Navigate to the Information area and enter the amount you want to take in the **Enter Amount** field.
4. Select the **Take Payment** button.

If successful, a green banner will appear at the top of the page advising you that the payment has been made. Otherwise a red banner will show the reason why the payment failed.



Note that you can only take payments in this way for **limited** agreements.

Merchant Reference - Update

You may want to change the reference you assign to an agreement. For instance, when you change the payment frequency/plan or the type of service to which the payments relate.

The reference for an agreement is known in our system as the **Merchant Reference**, but it is reported in the Payment Notifications feature and in emails as **cartId**. You can use the Merchant Interface to update this online, with changes effective immediately.

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open.
2. Enter the agreement ID you want to view in the field, then select the **View Agreement** button. The agreement will be displayed in the **View Agreement** Page.
3. Navigate to the Information area and enter a new merchant reference in the **Change merchant reference** field.

4. Select the **Submit** button.

If successful, a green banner will appear at the top of the page advising you that the change has been made. Otherwise a red banner will show the reason why the change failed.

If you need to find an agreement ID for the shopper, please refer to Search - Find an Agreement ID for details.

Transactions - View for an Agreement

You can view the payment and transaction history for an agreement. If you need to find an agreement ID for the shopper, please refer to Search - Find an Agreement ID for details.

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. By default the **Merchant FuturePay Administration Page** will open.
2. Enter the agreement ID in the Merchant FuturePay Administration Page, then select the **View Agreement** button. The agreement will be displayed in the **View Agreement** Page.
3. Select the **View Payments** button at the top of the page. The Payments Page will open. Note that if no payments have been made for the agreement, the View Payments button will not be displayed.

The items in the Transaction Code and View Payments columns are hypertext links that open further pages, please refer to the Payments Page for details.

Transaction - Refund a Payment

You can refund a payment, in full or in part. If you need to find an agreement ID for the shopper, please refer to Search - Find an Agreement ID for details.

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open.
2. Enter the agreement ID in the Merchant FuturePay Administration Page, then select the **View Agreement** button. The agreement will be displayed in the **View Agreement** Page.
3. Select the **View Payments** button at the top of the page. The Payments Page will open.
4. Navigate to the payment row you want to refund, and select **View Payments** in the right-hand column. The Payment Details Page will open.
5. Navigate to the refund area. If the amount shown in the field is the amount you want to refund, then select the **Refund** button. Otherwise enter the amount you want to refund before selecting the **Refund** button.

The Recurring Payment Service (FuturePay)

If successful, a green banner will appear at the top of the page advising you that the refund has been made, details will also be shown in the refund area. Otherwise a red banner will show the reason why the refund failed.

A record of the refund will also be kept in the agreement's audit history.

Shopper's Password - Reset

You can reset a shopper's password via a button on the View Agreement Page. If you need to find an agreement ID for the shopper in order to identify them, please refer to [Search - Find an Agreement ID](#) for details.

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open.
2. Enter an agreement ID for the shopper in the Merchant FuturePay Administration Page, then select the **View Agreement** button. The agreement will be displayed in the **View Agreement** Page.
3. Select the **Reset Shopper Password** button. The new password will be generated and sent to the shopper only by email. Note that you will never have access to the password.

If successful, a green banner will appear at the top of the page advising you that the payment has been made. Otherwise a red banner will show the reason why the payment failed.

A record of the reset will also be kept in the agreement's audit history.

Shopper's Email Address - Change

You can change a shopper's email address via a button on the View Agreement Page. If you need to find an agreement ID for the shopper, please refer to [Search - Find An Agreement ID](#) for details.

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open.
2. Enter an agreement ID for the shopper in the Merchant FuturePay Administration Page, then select the **View Agreement** button. The agreement will be displayed in the **View Agreement** Page.
3. Select the **Update Shopper Email Address** button. The Update Shoppers Email Address Page will open.
4. Enter the new email address in the **New Email Address** field, and then select the **Submit** button.

If successful, a green banner will appear at the top of the page advising you that the payment has been made. Otherwise a red banner will show the reason why the payment failed.

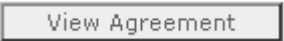
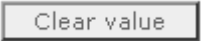
A record of the update will also be kept in the agreement's audit history. Please also refer to the Update Shoppers Email Address Page for further details.

Screen Shot - Merchant FuturePay Administration Page

Figure: The Merchant FuturePay Administration Page

Page Description - Merchant FuturePay Administration


The following table describes each element or 'item' on the page, top-to-bottom, left-to-right.

<i>page item</i>	<i>Description</i>
View Agreement	The gateway to your agreements. When you enter an agreement ID and select the View Agreement button to open the View Agreements Page, you can display, change and cancel your agreements.
Agreement ID Field	Enter the agreement ID you want to display in this field. It must be a valid FuturePay agreement ID for your merchant code.
	Select this button to open the View Agreement Page.
	Select this button to clear the contents of the Agreement ID field.

View Agreement Page : Regular

Screen Shot - View Agreement Page : Regular

The figure below shows a typical Regular Agreement page.

-  Note that the exact number of fields displayed in the View Agreement Page may vary depending upon the option chosen when the agreement was made. For detailed descriptions of these options please refer to Regular Agreement Options, and for examples of their use please refer to Regular Agreement Parameter Examples.

FuturePay View Agreement

-- Select Language --

View Payments

Reset Shopper Password

Update Shopper Email Address

View Agreement Audits

Find another agreement

Regular FuturePay Agreement Details	
Agreement ID	2709
Merchant Reference	Futurepay agreement 1
Merchant Name	MYCOMPANYM1
Description	
Payment Currency	GBP
Payments from credit/debit card no	4444*****1111
Credit/debit card expiry date	07-09
Time created	01 February 2007 12:16:28 GMT
Date of first payment	02 February 2007
First payment	19.99
Subsequent payments	9.99
Number of payments	20
Interval between payments	3 Days
Agreement cancellation possible	Any time
Information	
Agreement status	Operational
Payments made	0
Change merchant reference	<input type="text"/> <input type="button" value="Submit"/>
Next payment due	02 February 2007
Cancel this agreement	<input type="button" value="Cancel"/>
Shopper Details	
Name	A Shopper
Address	A Shoppers address
County/State	
Postcode	9AB 8CD
Country	UNITED KINGDOM
Telephone	
Email Address	ashopper@ashopper.com

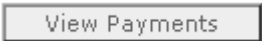
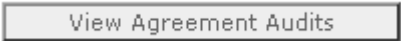


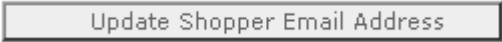
Figure: Viewing A Regular Agreement

Page Description - View Agreement : Regular

The following table describes each element or 'item' on the page, top-to-bottom, left-to-right.



Note that the exact number of fields displayed in the View Agreement Page may vary depending upon the option chosen when the agreement was made. For detailed descriptions of these options please refer to [Regular Agreement Options](#) and, for examples of their use, please refer to [Regular Agreement Parameter Examples](#).

page item	description
	This button opens the Payments Page, which shows the payment history for a particular agreement. Please refer to the Payments Page for details. Note that this button will only be displayed if payments have been made.
	This button opens the Agreement Audit History Page. Please refer to the Agreement Audit History Page for details.
	This button resets the shopper's password. Note that this action will be recorded in the agreement's audit history.
	This button re-opens the Merchant FuturePay Administration Page.
	This button opens the Update Shopper Email Page, which allows the shopper's email address to be changed. Note that changes will be recorded in the agreement's audit history. Please refer to the Update Shoppers Email Address Page for details.
Regular Recurring Payments (FuturePay) Agreement Details	This area displays details of the agreement.
Agreement ID	RBS WorldPay unique identifier of the agreement. It is automatically generated by RBS WorldPay at the time the agreement is created.
Merchant Reference	The merchant generated reference for this agreement. By default the cart ID is initially

	supplied but it can be changed in this page, please refer to the Change merchant reference field in the Information Area of the page.
Merchant Name	The name of the merchant as known to WorldPay.
Description	<p>An abbreviated description of the agreement. For example, it may be Reg op1, int 2 weeks: meaning that it is an Option 1, Regular Agreement, with a 2 week interval between payments.</p> <p>Please refer to Regular Agreement Options for details.</p>
Payment Currency	The currency to be used when debiting the credit/debit card by the payment amounts.
Payments from credit/debit card no	The number of the credit/debit card that will be debited by the payment amounts.
Credit/debit card expiry date	The expiry date of the credit/debit card.
Time created	The time at which the agreement was created, in GMT.
Date of first payment	The date on which the first payment will be made.
First payment	The amount of the first payment.
Subsequent payments	The amount of each of the subsequent payments.
Number of payments	The number of payments to be taken from the shopper's credit/debit card.
Interval between payments	The interval between payments, as specified by the merchant at the time the agreement was made.
Agreement cancellation possible	The conditions under which the agreement can be cancelled. This is usually Any time .
Information	This area shows information about the agreement. You can change the merchant reference and cancel the agreement.
Agreement status	The current status of the agreement. This can be one of: Just Created, Operational, Complete, Cancelled by Merchant, Cancelled by Shopper, Awaiting Start Date, Attempt Limit Reached, Merchant Account Suspended,

	Shopper Card Expired, Waiting Validation Payment.
Payments made	The number of payments made to date.
Change merchant reference	This edit field allows you to alter the reference shown in the Merchant reference field in the Details area of the page. By default the cart ID is initially supplied for this field. Select the Submit button to save the changes.
Next payment due	The date on which the next payment is due.
Cancel this agreement	Click the Cancel button to cancel the agreement. Note that once it has been deleted the agreement cannot be recovered.
Shopper Details	This area shows details about the shopper.
Name	The shopper's name, as entered in the merchant's payment page.
Address	The shopper's address, as entered in the merchant's payment page, not including county/state, postcode, or country.
County/State	The shopper's county, as entered in the merchant's payment page.
Postcode	The shopper's postcode, as entered in the merchant's payment page.
Country	The shopper's country, as entered in the merchant's payment page.
Telephone	The shopper's telephone number, as entered in the merchant's payment page.
Email Address	The shopper's email address, as entered in the merchant's payment page. FuturePay allows the merchant to change this - please refer to the Update Shoppers Email Address Page for details.

Payments Page Example

Screen Shot - FuturePay Payments Page Example

FuturePay Payments -- Select Language -- ? ↑ 📱

CARD payments made under agreement ID #2710

[Go back to agreement](#) [Find another agreement](#)

Date Time	Transaction Code	Amount	Status	Payment Number	Merchant Reference	Description	
03 March 2007 14:31:32 GMT	1423	50.00	CAPTURED	1	Futurepay agreement 2	Payment 1 of FuturePay agreement ID 2710	View Payment

1 payments found

Figure: The FuturePay Payments Page

Page Description - FuturePay Payments Example

The following table describes each element or 'item' on the page, top-to-bottom, left-to-right.

page item	description
Go back to agreement	This button returns you to the View Agreement Page.
Find another agreement	This button returns you to the Merchant Interface Page.
Date Time	The date and time at which the attempt at payment was made, in GMT.
Transaction Code	The unique number assigned by RBS WorldPay to identify this transaction. The code is a hypertext link that opens a page showing the transaction details.
Amount	The amount of this transaction, in the currency originally selected by the shopper in the Payment Page. Please refer to your integration guide for details of the currency codes.
Status	The payment status. This value can change as the transaction progresses through the system. Values can be: SENT_FOR_AUTHORISATION,

	AUTHORISED, CAPTURED, SETTLED.
Payment Number	The actual number of this payment in the sequence of payments.
Merchant Reference	The merchant generated reference for this agreement. By default the cart ID is initially supplied but it can be changed in the View Agreements Page.
Description	A description of the payment, showing the payment number and the agreement ID.
View Payment	A hypertext link that opens a page showing the payment details.

Agreement Audit History Page

Screen Shot - Agreement Audit History Page

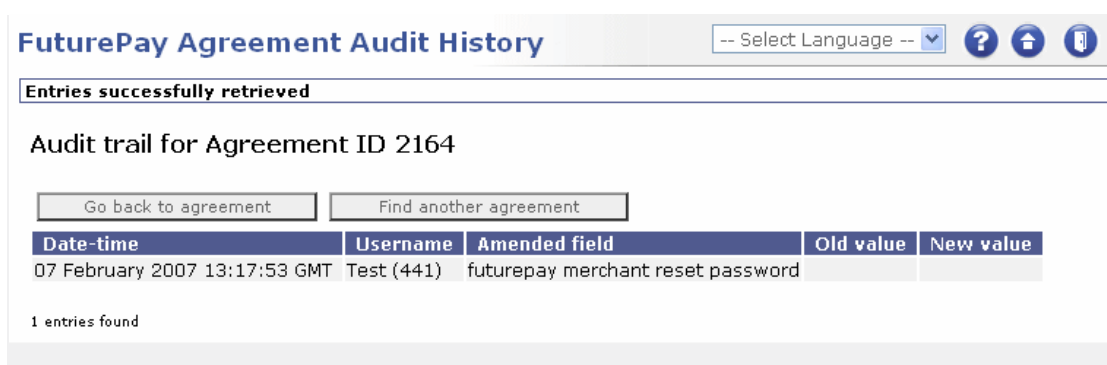


Figure: The Agreement Audit History Page

Page Description - Agreement Audit History

The following table describes each element or 'item' on the page, top-to-bottom, left-to-right.

<i>page item</i>	<i>description</i>
	This button returns you to the View Agreement Page.
	This button returns you to the Merchant Interface Page.
Date-time	The date and time at which the event happened, in GMT.
Username	The user name of the person causing the event.

	For example, it will be the merchant user name if the event was a shopper password reset.
Amended field	The field that has been amended.
Old value	The old value of the amended field.
New value	The new value of the amended field.

Update Shoppers Email Address Page

Screen Shot - Update Shoppers Email Address Page

Figure: The Update Shopper's Email Address Page

Page Description - Update Shoppers Email Address Page

The following table describes each element or 'item' on the page, top-to-bottom, left-to-right.

<i>page item</i>	<i>description</i>
	This button returns you to the View Agreement Page.
	This button returns you to the Merchant Interface Page.
Current contract details for agreement	This area displays the shopper's details and provides an edit field to allow you to change the shopper's email address.
Name	The shopper's name, as entered in the merchant's payment page or as modified by

	the Shopper Management System.
Address	The shopper's address, as entered in the merchant's payment page or as modified by the Shopper Management System, not including county/state, postcode, or country.
County/State	The shopper's county, as entered in the merchant's payment page or as modified by the Shopper Management System.
Postcode	The shopper's postcode, as entered in the merchant's payment page or as modified by the Shopper Management System.
Country	The shopper's country, as entered in the merchant's payment page or as modified by the Shopper Management System.
Telephone	The shopper's telephone number, as entered in the merchant's payment page or as modified by the Shopper Management System.
Email Address	The shopper's email address, as entered in the merchant's payment page or as modified by the Shopper Management System or as previously updated in this page.
New Email Address	<p>The shopper's new email address. When you are satisfied with your changes, select the Submit button to update the details.</p> <p>Note that the shopper will be sent an email, to the new address, with details of the change. A green banner will also be displayed at the top of the View Agreements Page showing details of the change, and a record of the change will be made in the agreement's audit history.</p>

Recurring Payments Reporting Page

Purpose

This chapter describes the **Recurring Payments (also known as FuturePay) Reporting Page** and the different types of reports that it can display.

The Reporting Page enables you to search for agreements and to produce a range of report types. You can also configure your reports so that they present the information you want in your own layout.

The agreements available to your reports may depend upon the way your account has been set up. For instance, your company may have multiple merchant codes, and you may well have access to all agreements across multiple merchant codes, on the other hand you may have access only to agreements for a single merchant code. Please contact us if you want to change the scope of your access.

The different types of report are shown in the General Merchant Reports Page, which opens when you select the **Reports** option from the left-hand Menu. Please note that, when you select **Reports**, if you have more than one merchant code you will need to select the relevant one from the list displayed before the General Merchant Reports Page will open.



Note that the titles displayed in the General Merchant Reports Page are hypertext links, each of which opens a specialised Reporting Page for the selected type of report.

Use

Please refer to the topics listed below for information about the Reporting Page.

⇒ Searching

⇒ **Agreements** - search for using an agreement ID

⇒ **Agreements** - search for using a range of parameters

⇒ Reports

⇒ **Cards getting close to expiry** - get warnings in advance

⇒ **Excel** - format your reports for Excel

⇒ **Format** - PDF, comma separated and other formats

⇒ **Daily summary of business** - generate a daily summary

⇒ **Schedule Reports** - automate report generation

⇒ Statements

⇒ **Statement-style** - create reports about agreements

⇒ **Statement layout** - configure your statements

➤ Reporting Pages

➤ **Screen Shots** - Reporting Pages

➤ **Page Descriptions** - Reporting Pages

Search - Find an Agreement ID

You can search for agreements using a variety of parameters via the Reporting Page. For example, you can use shopper names or even their postcodes.

To search for a shopper's agreement ID when you know their name:

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open, ignore this for now.
2. Select the **Reports** option from the left-hand Menu. The Reporting Page will open, displaying the four types of reports that are available.

Note that each report description is a hypertext link that opens a reporting page specifically designed for the report type.

3. Select the **FuturePay Search Results** option. The Search Results reporting page will open, please refer to Screen Shot - Search Results for details.
4. Select **Shopper Name** from the **Search By** drop-down menu.
5. Enter the shopper's name in the **Enter Details** field. If you only know the beginning of the shopper's name, enter this and select the **Starts With** option from the **Match By** drop-down menu.
6. By default the report will be generated as a web page, to be shown on screen. For now accept these defaults and select the **generate** button. The report will be displayed as soon as it has been generated.

This reporting page allows you to generate reports based upon searches for agreements that meet a variety of criteria, such as agreement ID, shopper name, agreement type and payment method. Wildcard searches are supported. You can choose to view the results as a web page on the screen, or email them, or save them in various formats, such as Excel or PDF.

For further details please refer to Page Description - Recurring Payments Search Results.

Search - Using a Range of Parameters

You can search your agreements using agreement, installation, payment, merchant or shopper details. For example, you can use Agreement Id, Payment Type or Merchant reference. You can refine searches by Agreement Type and Agreement Status. The system can display up to 1000 records in response to a search.

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open, ignore this for now.

The Recurring Payment Service (FuturePay)

2. Select the **Reports** option from the left-hand Menu. The Reporting Page will open, displaying the four types of reports available. Note that each report description is a hypertext link that opens a reporting page specifically designed for the report type.
3. Select **FuturePay Search Results**. The Reporting Page for this type of report will open.
4. Select the FuturePay search criteria from the **Search By** drop-down list.
5. Select an **Agreement Type**, **Agreement Status**, and **Payment Method** from the drop-down lists.
6. Select **Match By**, and enter the details for the search criteria.
7. There are a number of other formatting fields with preset default values, for now accept these defaults and select the **generate** button. The report will be displayed on screen, as a web page, as soon as it has been generated. All FuturePay agreements that match your search criteria will be displayed.
8. Select an **Agreement ID** from the page to display transaction details for that agreement.

This reporting page allows you to generate statements that meet a wide variety of other criteria. You can choose to email the results, or save them in various formats, such as Excel or PDF.

For further details please refer to Page Description - Recurring Payments Search Results.

Expiring Cards - Reporting on Cards Approaching Expiry

You can generate a report that shows expiring cards, as well as cards due to expire in the near future.

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open, ignore this for now.
2. Select the **Reports** option from the left-hand Menu. The Reporting Page will open, displaying the four types of reports available. Note that each report description is a hypertext link that opens a reporting page specifically designed for the report type.
3. Select the **FuturePay agreements with cards approaching expiry** option. The Reporting Page for this type of report will open.
4. By default the report will be generated as a web page, to be shown on screen. For now accept these defaults and select the **generate** button. The report will be displayed as soon as it has been generated.

The generated report shows details of cards that have already expired, cards that will expire this month and cards that will expire in two or three months. You can choose to view the results as a web page on the screen, or email them, or save them in various formats, such as Excel or PDF.

For further details please refer to Page Description - Recurring Payments Agreements with Cards Approaching Expiry.



Note that you can also specify when automated reports are to be generated. Please refer to Schedule Reports - Automate Report Generation for details.

Format - Excel Format Reports

You can specify that your reports are to be in Excel format, as well as in a range of other formats, including PDF and comma separated text. For example, you can generate a report in Excel format, showing all of your agreements for the past month in a single statement.

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open, ignore this for now.
2. Select the **Reports** option from the left-hand Menu. The Reporting Page will open, displaying the four types of reports available. Note that each report description is a hypertext link that opens a reporting page specifically designed for the report type.
3. Select the **FuturePay Statement View** option. The Reporting Page for this type of report will open.
4. Enter your merchant code in the **Merchant code** field.
5. Enter the date for a month ago in the **Statement Start** field. Note that you can use one of the dating options and then modify the presented date.
6. Enter today's date in the **Statement End** field. Note that you can select the **today** dating option.
7. Navigate to the **Format** drop-down menu and select the **Excel spreadsheet** option.
8. There are a number of other fields with preset default values, for now accept these defaults and select the **generate** button. Once the report has been generated you will be prompted to save it as a file or to open it for immediate viewing.

This reporting page allows you to generate statements that meet a wide variety of other criteria. You can choose to view the results on screen as web pages, or email them, or save them in various formats, such as PDF and comma-separated text.

For further details please refer to Page Description - Recurring Payments Statement View Page.



Note that you can also manage the column configuration of the generated reports and specify when automated reports are to be generated, please refer to Schedule Reports - Automate Report Generation for details.

Format - Reports in Other Formats

You can choose to display and save your reports in various formats, such as PDF and comma separated text. For example, you can generate a report in PDF format, showing all of your agreements for the past month in a single statement for the past month.

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The Merchant FuturePay Administration Page will open, ignore this for now.
2. Select the **Reports** option from the left-hand Menu. The Reporting Page will open, displaying the four types of reports available. Note that each report description is a hypertext link that opens a reporting page specifically designed for the report type.
3. Select the **FuturePay Statement View** option. The Reporting Page for this type of report will open.
4. Enter your merchant code in the **Merchant code** field.
5. Enter the date for a month ago in the **Statement Start** field. Note that you can use one of the dating options and then modify the presented date.
6. Enter today's date in the **Statement End** field. Note that you can select the **today** dating option.
7. Navigate to the **Format** drop-down menu and select the **PDF** option.
8. There are a number of other fields with preset default values, for now accept these defaults and select the **generate** button. Once the report has been generated you will be prompted to save it as a file or to open it for immediate viewing.

For further details please refer to Page Description - Recurring Payments Statement View Page.



Note that you can also manage the column configuration of the generated reports and specify when automated reports are to be generated, please refer to Schedule Reports - Automate Report Generation for details.

Daily Summary of Business - Generate

You can generate a complete summary of agreement and transaction activity for a specified day, such as today.

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open, ignore this for now.
2. Select the **Reports** option from the left-hand Menu. The Reporting Page will open, displaying the four types of reports available. Note that each report description is a hypertext link that opens a reporting page specifically designed for the report type.

3. Select the **FuturePay Agreements Summary** option. The Reporting Page for this type of report will open.
4. Enter today's date in the **Date** field by selecting the **today** option.
5. By default the report will be generated as a web page, to be shown on screen. For now accept these defaults and select the **generate** button. The report will be displayed as soon as it has been generated.

This reporting page allows you to generate a summary for any date, by entering the specified date in the Date field. You can choose to email the summary, or save it in various formats, such as Excel or PDF.

For further details please refer to Page Description - Recurring Payments Agreements Summary.

You can also specify when automated reports are to be generated. Please refer to Schedule Reports - Automate Report Generation for details.



Note that a daily report showing transactions is emailed to you. Please refer to the section [Emails - Daily Report](#) for details.

Schedule Reports - Automate Report Generation

You can use schedules to automate report generation, so that they are made at a convenient time, such as at midnight.

Schedules are available for the following report types:

- Recurring Payments agreements with cards approaching expiry.
- Recurring Payments Statement View.
- Recurring Payments Agreements Summary.

The following example describes how to set a schedule for generating a daily summary. Note that setting a schedule for the other report types is much the same.

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open, ignore this for now.
2. Select the **Reports** option from the left-hand Menu. The Reporting Page will open, displaying the four types of reports available. Note that each report description is a hypertext link that opens a reporting page specifically designed for the report type.
3. Select the **FuturePay Agreements Summary** option. The Reporting Page for this type of report will open.
4. Enter today's date in the **Date** field by selecting the **today** option.
5. Navigate to the **Schedule the report** radio button and select it, note that the fields immediately under the button become active.
6. Enter the email address you want to send the report to in the **address** field.

7. Enter a suitable description for this report in the **reference** field, for example, *Daily*.
8. Select the **Every weekday at midnight** option from the **schedule** drop-down menu
9. Now select the **generate** button to save the schedule.

A new page will open to advise you about the status of the schedule. If the schedule has been successfully saved its details will be shown at the bottom of the Reporting Page.

For further details please refer to Page Description - Recurring Payments Agreements Summary.



Note that you have a great deal of flexibility with statement type reports, not only can you create layouts to suit a range of purposes, you can also create a separate schedule for each one. Please refer to [Statements - Configure Statements for details](#).

Statement-style Reports

You can generate statements about agreements that meet certain criteria, such as a date range, the agreement type and status. You can save the report in a variety of formats, including Excel, or choose to display your report on screen as a web page. For example, you can view all of your agreements for the past month in a single statement, on screen, as a web page.

To generate a report:

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open, ignore this for now.
2. Select the **Reports** option from the left-hand Menu. The Reporting Page will open, displaying the four types of reports available. Note that each report description is a hypertext link that opens a reporting page specifically designed for the report type.
3. Select the **FuturePay Statement View** option. The Reporting Page for this type of report will open.
4. Enter your merchant code in the **Merchant code** field.
5. Enter the date for a month ago in the **Statement Start** field. Note that you can use one of the dating options and then modify the presented date.
6. Enter today's date in the **Statement End** field. Note that you can select the **today** dating option.
7. There are a number of other formatting fields with preset default values, for now accept these defaults and select the **generate** button. The report will be displayed on screen, as a web page, as soon as it has been generated.

This reporting page allows you to generate statements that meet a wide variety of other criteria. You can choose to email the results, or save them in various formats, such as Excel or PDF.

For further details please refer to [Page Description - Recurring Payments Statement View Page](#).

You can also manage the column configuration of the generated reports and specify when automated reports are to be generated, please refer to [Statements - Configure Statements and Schedule Reports - Automate Report Generation](#) for details.



Note that you have a great deal of flexibility with statement type reports, not only can you create layouts to suit a range of purposes, you can also create a separate schedule for each one.

Statements - Configure Statements

You can configure your reports so that they present the information you want in your own layout. You can create your own layout configurations and add, remove and adjust the positions of columns in existing configurations.

To do this you will need to access the **Report Column Configuration Page**:

1. Login to the Merchant Interface and select the **FuturePay** option from the left-hand Menu. The **Merchant FuturePay Administration Page** will open, ignore this for now.
2. Select the **Reports** option from the left-hand Menu. The Reporting Page will open, displaying the four types of reports available. Note that each report description is a hypertext link that opens a reporting page specifically designed for the report type.
3. Select the **FuturePay Statement View** option. The Reporting Page for this type of report will open.

To create a new configuration:

1. Select the **Create** button in the **Manage Report Column Configurations** area at the bottom of the page.

If you have already created one or more layout formats you can select one as the basis of a new one with the listbox, before selecting the **Create** button.

2. The Report Column Configuration Page will open, you can now modify it as described below.

To select an existing column configuration layout:

1. Select the **Edit** button in your chosen column configuration row at the bottom of the page.
2. The Report Column Configuration Page will open, you can now modify it as described below.

The Recurring Payment Service (FuturePay)

For further details please refer to Page Description - Report Column Configuration.

To modify a column configuration layout:

1. Select the items you want to move from one list to the other, and then click the appropriate arrow button.
2. Alternatively, click one of the **move all** buttons to move all items from one list to the other.
3. To move an item up or down the list, focus on it and then use the up or down buttons. Note that the topmost item of the list corresponds to the leftmost column in the report.
4. When you have finished laying out your report, enter a suitable name for it in the field beside the **save** button, and then select the **save** button.

Alternatively, if the configuration has already been named, select the **update** button to save the changes.

5. Select the **go back** button to return to the **FuturePay Statement View** report Page.



Note that you have a great deal of flexibility with statement type reports, not only can you create layouts to suit a range of purposes, you can also create a separate schedule for each one.

Screen Shots - Reporting Pages

Note that there are significant differences between the different report types, although they share many common fields and features. Examples of the different report types are listed below.

- ⇒ General Merchant Reports - the initial Reporting Page
- ⇒ Recurring Payments Agreements with Cards Approaching Expiry
 - ⇒ Web Page example
- ⇒ Recurring Payments Search Results
 - ⇒ Web Page example
- ⇒ Recurring Payments Statement View
 - ⇒ Web Page example
 - ⇒ Report Column Configuration
- ⇒ Recurring Payments Agreements Summary

General Merchant Reports

Reporting
-- Select Language --
?
?
?

Successfully retrieved reports list

display tree view

General Merchant Reports

Department	Category	Title
Internal	FuturePay	FuturePay agreements with cards approaching expiry
Internal	FuturePay	FuturePay Search Results
Internal	FuturePay	FuturePay Statement View
Internal	FuturePay	FuturePay Agreements Summary

4 reports found.

Figure: The Initial Reporting Page

Recurring Payments Agreements With Cards Approaching Expiry

Reporting
-- Select Language --
?
?
?

Successfully retrieved report parameters

Please enter the parameters and display format for this report as requested below.

FuturePay agreements with cards approaching expiry

Administration code MYCOMPANY

Format Web page

Output

☒ Show on screen
☒ open in new window
☐ Email me the report
address
☐ Use merchant's locale if applicable
☐ Schedule the report
address
reference
schedule Monthly on the 20th at midnight


generate clear form go back

Manage the Report Schedules

Reference	Schedule Description	
Daily	Monthly on the 20th at midnight	load delete

Figure: A Reporting Page For Expiring Cards

Cards Approaching Expiry Web Page Example



Parameters

Company Name	Administration Code
My Company	MYCOMPANY

Details

Description	Month	Number
Number of agreements with cards that expired last month	Dec 2005	0
Number of agreements with cards expiring this month	Jan 2006	0
Number of agreements with cards expiring in two months	Mar 2006	0
Number of agreements with cards expiring in three months	Apr 2006	0
Number of agreements with cards expiring next month	Feb 2006	1

Details card expired last month

Agreement ID	Merchant Reference	Shopper Name	Shopper Email
--------------	--------------------	--------------	---------------

Details cards expiring this month

Agreement ID	Merchant Reference	Shopper Name	Shopper Email
--------------	--------------------	--------------	---------------

Details cards expiring next month

Agreement ID	Merchant Reference	Shopper Name	Shopper Email
2710 Futurepay agreement 2	A Shopper		newshopper@ashopper.com

Figure: A Web Page Example Of An Expiring Cards Report

Recurring Payments Search Results

Reporting
-- Select Language --
?
↑
↓

Successfully retrieved report parameters


Please enter the parameters and display format for this report as requested below.

FuturePay Search Results	
Administration code	MYCOMPANY
Search By	-- None --
Agreement Type	All
Agreement status	All
Payment method	-- All payment methods --
Match By	Exact Match
Enter Details	<input type="text"/> Wildcards allowed
Format	Web page
Output	<input type="checkbox"/> Show on screen <input checked="" type="checkbox"/> open in new window <input type="checkbox"/> Email me the report address <input type="text"/> <input type="checkbox"/> Use merchant's locale if applicable

generate
clear form
go back

Figure: The Search Results Reporting Page

Recurring Payments Search Results Web Page Example



Parameters

Administration Code	Search By	Match By	With a Value Of	Agreement Type	Agreement Status	Payment Method
MYCOMPANY	Agreement ID	Exact Match	2710	All	All	ALL

Details

Agreement ID	Merchant Reference	Agreement Type	Created	Shopper Name	Agreement Status	Payment Method	Payments
2710	Futurepay agreement 2	Limited	2005-12-01 12:21:51	A Shopper	Operational	VISA	1

Figure: A Web Page Example Of A Search Results Report

Recurring Payments Statement View

Reporting
-- Select Language --
?

Successfully retrieved report parameters

Please enter the parameters and display format for this report as requested below.

FuturePay Statement View

Administration code	4DJSONLY
Merchant code	<input type="text"/> Wildcards allowed
Statement Start	<input type="text"/> YYYY-MM-DD [hh:mm:ss] yesterday today no time specification means: start of day (00:00:00)
Statement End	<input type="text"/> YYYY-MM-DD [hh:mm:ss] yesterday today no time specification means: start of day (00:00:00)
Agreement Type	All <input type="button" value="v"/>
Current agreement status	All <input type="button" value="v"/>
Agreement status in period	All <input type="button" value="v"/>
Format	Web page <input type="button" value="v"/>
Column Configuration	Daily Layout <input type="button" value="v"/>
Output	<input type="checkbox"/> Show on screen <input type="checkbox"/> open in new window <input type="checkbox"/> Email me the report address <input type="text" value="a.merchant@myisp.com"/> <input type="checkbox"/> Use merchant's locale if applicable <input type="checkbox"/> Schedule the report address <input type="text" value="a.merchant@myisp.com"/> reference <input type="text" value="1212Daily"/> schedule <input type="button" value="v"/> Every weekday at midnight

generate
clear form
go back

Manage the Report Schedules

Reference	Schedule Description		
tom statement	Every Monday, Wednesday and Friday at midnight	load	delete
1212Daily	Every weekday at midnight	load	delete

Manage Report Column Configurations

Create a new column configuration based on a standard configuration


Column Configuration	default <input type="button" value="v"/>	create
----------------------	--	--------

Edit or delete your own configurations

Tom columns	edit	delete
Daily Layout	edit	delete

Figure: The Statement View Page

Recurring Payments Statement View Web Page Example



Parameters

Administration Code	Company Name	Statement Period	Agreement Type	Current Agreement Status	Agreement Status in Period
MYCOMPANY	My Company	2005-10-19 - 2005-12-12	All	All	All

Details

Agreement ID	Created	Agreement Status	Agreement Type	Shopper Name	Merchant Ref	Payments
2709	2005-12-01 12:16:28	Operational	Regular	A Shopper	Futurepay agreement 1	0
2710	2005-12-01 12:21:51	Complete	Limited	A Shopper	Futurepay agreement 2	2

Figure: A Web Page Example Of A Statement View Report

Report Column Configuration

-- Select Language --
?

Successfully loaded column configuration "Daily Layout"

Edit or create a new column configuration on this screen.

Column configuration name: Daily Layout

Eligible Columns		Selected Columns	
Description		Agreement ID	
Installation ID		Created	
Merchant Code		Agreement Status	
Option		Agreement Type	
Payment Currency		Shopper Name	
Payment Interval		Merchant Ref	
Payment Type		Payments	
Shopper Address		Amount Limit	
Shopper Country		Initial Amount	
Shopper Email		Next Payment Due	
Shopper Phone		Normal Amount	
Shopper Postal Code		Total Payments	
Agreement Start Date			

Update the current column configuration

Daily Layout

update

Save as new column configuration

save

Return to the report parameter screen

go back

Figure: The Report Column Configuration Page

Recurring Payments Agreements Summary

Reporting
-- Select Language --
?
↑

Successfully retrieved report parameters

Please enter the parameters and display format for this report as requested below.

FuturePay Agreements Summary

Administration code	MYCOMPANY
Date	<input type="text"/> <input type="button" value="YYYY-MM-DD"/> YYYY-MM-DD yesterday today
Format	Web page
Output	<input checked="" type="checkbox"/> Show on screen <input checked="" type="checkbox"/> open in new window <input type="checkbox"/> Email me the report address <input type="text"/> <input type="checkbox"/> Use merchant's locale if applicable <input type="checkbox"/> Schedule the report address <input type="text" value="another@myco.com"/> reference <input type="text"/> schedule <input type="text" value="Every day at 9:00h"/>

generate
clear form
go back

Manage the Report Schedules

Reference	Schedule Description
No Saved Schedules.	

Figure: The Agreements Summary Page

Page Descriptions - Reporting Pages

Note that there are significant differences between the different report types, although they share many common fields and features. Examples of the different report types are described below.

- ⇒ General Merchant Reports - the initial Reporting Page
- ⇒ Recurring Payments Agreements with Cards Approaching Expiry
 - ⇒ Web Page example
- ⇒ Recurring Payments Search Results
 - ⇒ Web Page example
- ⇒ Recurring Payments Statement View
 - ⇒ Web Page example
 - ⇒ Report Column Configuration
- ⇒ Recurring Payments Agreements Summary

Logging-in and Passwords

Purpose

This chapter describes login and password related topics for Recurring Payments (also known as FuturePay) merchants and shoppers.

Use

Logging into the Recurring Payments service

You login using the Merchant Interface, then select the **FuturePay** option from the left-hand Menu.

Forgotten your password?

A login details retrieval feature is available on the Login Page to help you retrieve login details when you have forgotten them.

This feature is also available to shoppers when they login to the Shopper Management System.

Resetting a shopper's password?

When you reset a shopper's password via the View Agreement Page, the payment system auto-generates a new password for the shopper. For security reasons, the username and new password are sent to the shopper in separate emails. The shopper will be requested to change this password the first time they login with it.

For more information about resetting a shopper's password, please refer to Shopper's Password - Reset.

Agreement/Payment Confirmation Page

This Page is displayed to your shoppers when they set-up a Recurring Payments agreement. The shopper's username and password are shown in **BOLD**.



The help option on the login Page offers help if you have forgotten your password, select the blue question-mark at the top right of the page.

Tasks And Roles - Details

Purpose

This chapter describes the tasks and roles that we, you and your shoppers can carry out.

Use

The table below shows who is responsible for specific tasks and roles.



Note that both you and a shopper can make changes to their Recurring Payments agreement. However, depending on the type of agreement, you may not be able to make the changes you want, in which case you will have to cancel the current agreement and create a new one. But please first refer to the table below for details.

<i>Recurring Payments service task</i>	<i>can be done by</i>
Reset a shopper's email address.	You and the shopper only. RBS WorldPay cannot reset a shopper's email address.
Change a shopper's username.	The shopper only. Neither RBS WorldPay nor you can change a shopper's username.
Reset/change a shopper's password.	You and the shopper can reset the password. Only the shopper can change it. RBS WorldPay cannot reset a shopper's password.
Change/update a shopper's card details.	<p>The shopper only, using the Shopper Management System (SMS). RBS WorldPay sends emails to alert both you and the shopper if the attempt to take payment has failed due to failed authorisation of card details, such as:</p> <ul style="list-style-type: none"> the card is beyond its expiry date the card has been replaced by the issuer the card account has been suspended after theft or fraud. <p>Neither RBS WorldPay nor you can change these</p>

	details for a shopper.
Change/update a shopper's contact details.	<p>The shopper only, using the Shopper Management System (SMS). A shopper can change:</p> <ul style="list-style-type: none">• card details• contact details• username and password. <p>Neither RBS WorldPay nor you can change these details for a shopper.</p>
Change a Recurring Payments agreement amount.	<p>You only. Whenever you set or adjust the amount of a payment, we automatically send an email to your shopper to notify them of the change.</p> <p>Neither RBS WorldPay nor the shopper can change the agreement amount.</p>
Refund a Recurring Payments transaction	<p>You only. When you refund a payment, we automatically send an email to you and your shopper, to notify you both of the change.</p> <p>RBS WorldPay are not authorised to provide a shopper with a refund.</p>
Change the frequency between Recurring Payments.	<p>For limited agreements - you only.</p> <p>For regular agreements - this cannot be changed. The shopper must create a new agreement.</p>
Cancel a Recurring Payments agreement	<p>You and the shopper only. When you cancel an agreement, we automatically send an email to you and your shopper, to notify you both of the change.</p> <p>RBS WorldPay are not authorised to cancel a Recurring Payments agreement.</p>

Agreement Types - Compare

Purpose

This chapter describes the features of Regular and Limited agreements and enables you to compare them.

Please be aware that Agreement Options define an agreement, for detailed descriptions of these options please refer to Regular Agreement Options and Limited Agreement Options.

Use

The following table illustrates the different functionality of Limited and Regular agreements.



Note that both types of Recurring Payments agreement can run indefinitely, or for a fixed period. Either you or the shopper can cancel an agreement at any time. When a shopper cancels an agreement, we alert you (and the shopper) by email. You can also arrange to be automatically informed by using an Payment Notifications message to your site.

<i>Limited Recurring Payments Agreement</i>	<i>Regular Recurring Payments Agreement</i>
With Limited agreements you can take variable payments at any time, within limits that you place on: a) the total amount payable, and b) the interval of payments.	With Regular agreements payments occur at regular fixed intervals and you can fix or vary the amount paid.
Limited agreements are created with the shopper to allow an amount (up to a specified limit) to be debited from their card either at anytime or a fixed interval.	Regular agreements are created with the shopper to allow the same amount to be debited from their card automatically at a regular fixed interval.
The amount and interval may both be subject to limitations depending upon the limited agreement option chosen.	Ideal for shoppers who pay the same amount at regular fixed intervals over a specific time. For example, a monthly subscription.
Ideal for shoppers who make repeated purchases from your website, as it allows a shopper to be billed for separate purchases without having to re-enter their card details each time.	
Allows payment to occur at anytime or a fixed interval. Payments can run indefinitely or over a fixed period.	Allows payments to occur at a regular fixed interval. Payments can run indefinitely or over a fixed period.
	A regular agreement can initiate the payment whenever it is required.
The amount must always be specified by you each time a payment is to be taken.	The amount only has to be specified once by you, when the regular agreement is created.
Once the amount has been specified by you, payment occurs immediately unless it is not currently permitted because of the limitations set in the agreement.	If the amount is not specified when the agreement is created, the amount must be set at least two weeks before the first payment is due. Please refer to Regular

You can also set-up payments to be taken automatically by a Remote Payment Request.

You can change the amount once the agreement has been created, but only to an amount within the limit originally agreed with the shopper.

RBS WorldPay can automatically update your system with payment details by using a Payment Notifications message to your website. Please refer to Payment Notifications for details.

An agreement can be cancelled by you or the shopper at any time.

Agreement Payment Details.

You can change the amount once the agreement has been created (for option 1 or 2 agreements) Please refer to Regular Agreement Payment Details. Note that the change must be made at least 8 days before the next payment is due.

RBS WorldPay can automatically update your system with payment details by using a Payment Notifications message to your website. Please refer to Payment Notifications (Callbacks) for details.

An agreement can be cancelled by you or the shopper at any time.

Regular Agreements

Purpose

This chapter describes the Regular Agreement, its features and options. Payments for Regular Agreements are made at regular intervals. Note that operation of the agreement depends upon the **option** chosen.

Please also refer to Regular Agreement Payments and Regular Agreement Examples for further information.



Note that you can make changes to a **regular** agreement's start date, or the amount to be paid, without logging into the Merchant Interface by using Remote Administration, please refer to Automation and Remote Administration for details..

Use

Please refer to the topics listed below for information about the Regular Agreement.

- ☞ Options
 - ☞ **Regular Agreement** - the vital options
- ☞ Regular Agreement
 - ☞ **Payment details** - for Regular Agreements
 - ☞ **Number of payments** - fixed or unlimited
 - ☞ **Dates** - specify the date or delay
 - ☞ **Notification** - how you are informed
 - ☞ **Failures** - the reasons for them
 - ☞ **Examples of parameters** - combinations of options
 - ☞ **Parameters** - the additional parameters

Please also refer to the following topic:

- ☞ **Comparing** - with Limited agreement

Regular Agreement Options

Operation of the agreement depends upon the option chosen, as described below. Note that the payment intervals are fixed for all options.

Option 0

- The individual payment amounts are fixed on creation of the agreement.
- You can set a different initial payment amount for the first payment if required.

Option 1

- You must set the normal payment amount when the agreement is created.
- You can set a different initial payment amount for the first payment if required. If you wish you can then adjust the individual payment amount after the agreement has started.
- The amount cannot be adjusted when less than 8 days from the next payment date.
- The shopper will be sent an email whenever you adjust the amount.

Option 2

- You cannot set the payment amount when the agreement is created. Before each payment you must set the payment amount using the Merchant Interface. If you do not set the amount then no payment is taken.
- The amount cannot be set when less than 8 days from the next payment date.
- The shopper will be sent an email whenever you set the amount.

Regular Agreement Payment Details

Although you can change a **regular** agreement's start date, or the amount to be paid with the Merchant Interface, you can also make these changes without logging into the Merchant Interface by using Remote Administration, please refer to Automation and Remote Administration for details.

Number of Payments

The number of payments can be fixed or unlimited. If it is unlimited payments will continue until the agreement is cancelled by the shopper or by you via the Merchant Interface.

Payment Dates

You can set the first payment to happen either on an explicit date (for example, 2008/02/01) or to happen after a specified delay from the setting up of the agreement (for example, after four weeks).

- The first payment cannot happen on the day the agreement is set up. If you want an immediate payment then you can include a standard payment in the submission to RBS WorldPay.
- Agreements can be created without a start date. In this case no payments will occur until you use iadmin to enter a start date.
- Subsequent payments happen regularly at an interval that you specify. If you specify a date that does not occur in a particular month (such as 30th of every month, which does not exist in February) then the payment will happen on the last day of the month.

Payment Notification

Both you and the shopper are notified by email of every transaction that is attempted, including failures.

Payment Failures

<i>reason for failure</i>	<i>what happens when payments fail?</i>
The shopper's credit/debit card has expired.	The agreement is immediately suspended. The shopper can reactivate the agreement by updating their credit/debit card details in the Shopper Management System (SMS).
The shopper's credit/debit card has insufficient funds.	RBS WorldPay will try to take payment three times over two days. RBS WorldPay will try to take payment on the morning and afternoon of the first day, and on the morning of the second day. A warning email will be sent to both you and the shopper on each failed attempt. If a payment has still not been taken, the agreement is suspended. The shopper can reactivate the agreement by updating their credit/debit card details on Shopping Management System, or by ensuring that sufficient funds become available to the credit/debit card.
The customer's account has been suspended.	The agreement is suspended along with your account. When your account is reactivated, the agreement is automatically reactivated.



Note that if there are still payments outstanding when an agreement is suspended, the payment history of the agreement is brought up to date on its reactivation.

Regular Agreement Parameter Examples

The following examples demonstrate the effects of various combinations of parameters. Please also refer to Regular Agreement Parameters for further information.

<i>parameter combination</i>	<i>description</i>
<ul style="list-style-type: none"> • number of payments = 10 • interval = 1 month • normal amount = £60 • option = 0 	After an immediate payment of £60 when the agreement is created, this will produce 10 payments of £60 starting a month after the agreement is created and repeating at monthly intervals.
<ul style="list-style-type: none"> • start delay = 1 day • number of payments = 10 • interval = 1 week • normal amount = £50 • option = 0 	After an immediate payment of £50 when the agreement is created, this will produce 10 payments of £50 starting the day after the agreement is created at intervals of one week.
<ul style="list-style-type: none"> • start date = 2007/05/01 • number of payments = 3 • interval = 2 months • initial amount = £23.50 • normal amount = £25 • option = 0 	This will produce 3 payments, the first of £23.50 and the others of £25. The first payment will be on 2007/05/01 and the others will fall on the same day of the month at 2 monthly intervals.
<ul style="list-style-type: none"> • start date = 2007/05/01 • number of payments = 1 • normal amount = £25 • option = 0 	This will produce 1 payment of £25 on 2007/05/01.
<ul style="list-style-type: none"> • start date = 2007/03/31 • number of payments = 4 • interval = 1 month • normal amount = £25 • option = 1 	<p>This will produce 4 payments of £25 starting on the 2007/03/31 at monthly intervals. On months where there are less than 31 days the payment will fall on the last day of the month. Setting the interval to 4 weeks is not the same as setting it to 1 month.</p> <p>You can adjust the payment amount with the iadmin servlet, please refer to Automation & Remote Administration for details. Note that the amount cannot be adjusted when less than 8 days from the</p>

<ul style="list-style-type: none"> start date = 2007/04/15 number of payments = 2 interval = 3 weeks option = 2 	<p>next payment date.</p> <p>This will produce 2 payments, the first on 2007/04/15 and the second three weeks later. Payments will not occur if you fail to set the amount before these payment dates.</p> <p>You can adjust the payment amount with the iadmin servlet, please refer to Automation & Remote Administration for details. Note that the change must be made at least 8 days before the next payment is due.</p>
<ul style="list-style-type: none"> start date = 2007/04/15 number of payments = unlimited interval = 13 days normal amount = £10 option = 0 	<p>This will produce payments of £10 starting on 2007/04/15 and repeating every 13 days until the agreement is cancelled.</p>

Regular Agreement Parameters

If you integrated with the Hosted Payment Page all of the following additional parameters are required in a payment submission to us. The following examples demonstrate the effects of various combinations of parameters. If an item is to be unset then it should be omitted or submitted with an empty value.

For examples of these parameters please refer to Regular Agreement Parameter Examples.

<i>parameter</i>	<i>format</i>	<i>comments</i>	<i>limitations</i>
futurePayType	String: "regular"		
startDate	yyyy-mm-dd	The date on which the first payment will be made.	<p>If this is set, the start date must be in the future and not today.</p> <p>If not set, the agreement is set-up and marked as <i>awaiting-start-date</i>. The start date can be set later using the Merchant Interface.</p> <p>Option 2: must be two weeks or more in the future.</p>
startDelayUnit	One digit: 1-day, 2-week, 3-month, 4-year.	The unit of the delay between when the agreement is	<p>This can only be set if the start date is not specified. Only the listed values are valid.</p> <p>Option 2: Start delay must be at least</p>

		created and when the first payment will be made.	2 weeks.
startDelayMult	integer	Delay unit multiplier.	The actual delay is obtained by multiplying the startDelayUnit by startDelayMult. If set, must be ≥ 1 .
noOfPayments	integer	Number of payments which will be made under the agreement.	Positive integer. Set to 0 or leave unset for unlimited.
intervalUnit	One Digit: 1-day, 2-week, 3-month, 4-year.	The unit of the interval between payments.	Must be set except when number of payments is 1, in which case it cannot be set. Only the listed values are valid. Options 1, 2: minimum interval is 2 weeks.
intervalMult	integer	The interval unit multiplier.	The actual interval between payments is intervalUnit multiplied by intervalMult. If set must be ≥ 1 .
initialAmount	decimal	The amount of the initial payment.	If not set, first payment will be for the normal amount. Option 0: can be set or not. Option 1: can be set or not. Option 2: cannot be set.
normalAmount	decimal	Amount of normal payments.	Option 0: must be set, cannot be zero. Option 1: must be set, cannot be zero. You can adjust it using the iadmin servlet at any time. Option 2: cannot be automatically set. You must set it using the iadmin servlet before every payment.
option	One Digit: 0, 1 or 2.	Agreement option.	Must be one of the listed values.

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In addition to the above parameters, the parameters shown below must be set as for a normal purchase submission.

<i>Parameters</i>	<i>Comments</i>
instId	Merchant's installation reference.
cartId	Merchant's reference for the agreement and immediate payment if present.
amount	Should be set to 0 unless there is also an immediate payment.
currency	Currency for amounts defined in the agreement and immediate payment, if present.
desc	Description for the agreement and immediate payment, if present.

Limited Agreements

Purpose

This chapter describes the Limited Agreement, its features and options. Payments under limited agreements can be made at any time and can be for any amount, subject to certain limitations.

You must use the Merchant Interface to initiate payments. Note that operation of the agreement depends upon the **option** chosen.

Please also refer to Limited Agreement Parameters and Limited Agreement Examples for further information.

Use

Please refer to the topics listed below for information about the Limited Agreement.

- ⇒ Options

- ⇒ **Limited Agreement** - the vital options

- ⇒ Agreement

- ⇒ **Payment Details** - for Limited Agreements

- ⇒ **Duration** - the start and end dates

- ⇒ **Payment Dates** - specify the dates

- ⇒ **Examples of parameters** - combinations of options

- ⇒ **Parameters** - the additional parameters

Please also refer to the following topic:

- ⇒ **Comparing** - with Regular agreement

Limited Agreement Options

Operation of the agreement depends upon the option chosen, as described below.

Option 0

- **amount limit** This limits the amount of each individual payment. It does not limit the total value of the payments that can be made under the agreement.
- **number of payments** This is a limit on the total number of payments that can be made under this agreement.
- **interval** This is the minimum interval allowed between payments.



Note that any of these above limits can be left unset for this option.

Option 1

- **amount limit** This limits the amount of each individual payment. It does not limit the total value of the payments that can be made under the agreement.
- **number of payments** This is a limit on the number of payments that can be made during the specified interval.
- **interval** This must be one of: 1 - day, 2 - week, 3 - month or 4 - year.

Option 2

- **amount limit** This is a limit on the total value of payments that can be made under this agreement.
- **number of payments** This cannot be set.
- **interval** This cannot be set.

Option 3

- **amount limit** This is a limit on the total value of payments that can be made during the specified interval.
- **number of payments** This cannot be set.
- **interval** This must be one of: 1 - day, 2 - week, 3 - month or 4 - year.

Limited Agreement Payment Details

Duration of a Limited Agreement

You can choose to set start and end dates for the agreement.

- If a start date is not set the agreement will run from when it is created.
- If an end date is not set the agreement will run until cancelled.
- You or the shopper can cancel the agreement at any time via the Merchant Interface.

Payment Dates

Payments are always initiated by you, using the Merchant Interface or a script.

- If a payment is not currently permitted (because of the limitations in force) then you will be given the date on which you will next be able to take a payment.
- If a payment is possible then you enter the amount (within the limits set) and initiate a payment.
- If it fails you will only be told that the payment was declined. You will also be notified if the agreement becomes suspended. You can then contact the shopper to inform them of the problem.

Please also refer to Limited Agreement Options for further information.

Limited Agreement Parameter Examples

The following examples demonstrate the effects of various combinations of parameters. Please also refer to Limited Agreement Parameters for further information.

<i>parameter combination</i>	<i>description</i>
<ul style="list-style-type: none">• option = 0	This will produce an agreement which is effective immediately; where you can initiate an unlimited number of payments of an unlimited value, with no limit on the minimum interval between them. The agreement will run until cancelled.
<ul style="list-style-type: none">• start date = 2007/1/10• number of payments = 3• amount limit = £20• end date = 2007/7/15• option = 0	Will produce an agreement where the payments are possible from 2007/1/10 to 2007/7/15. The number of payments is limited to a maximum of 3. The maximum individual payment amount is £20.
<ul style="list-style-type: none">• start date = 2007/11/10• number of payments = 1• end date = 2007/11/10• option = 0	This will produce an agreement where one payment is possible on 2007/11/10. There is no limit on the payment amount.
<ul style="list-style-type: none">• number of payments = 1• interval = 1 day• amount limit = £10• agreement length = 4 weeks• option = 1	This will produce an agreement where you can initiate up to 1 payment per day with a maximum value of £10. It is effective immediately and will run for 4 weeks after the date it is created.
<ul style="list-style-type: none">• number of payments = 2• interval = 1 month• amount limit = £20• option = 1	This will produce an agreement where you can initiate up to 2 payments per month with a maximum value of £20. It is effective immediately and will continue until cancelled by either you or the shopper.

<ul style="list-style-type: none"> number of payments = unlimited amount limit = £100 option = 2 	This will produce an agreement which will cost the shopper no more than £100. It is effective immediately and will continue until cancelled by either you or the shopper.
<ul style="list-style-type: none"> start delay = 2 weeks number of payments = unlimited interval = 1 day amount limit = £1 option = 3 	This will produce an agreement which will cost the shopper no more than £1 a day. It is effective 2 weeks from when it is created and will continue until cancelled by either you or the shopper.

Limited Agreement Parameters

If you integrated with the Hosted Payment Page, all of the following additional parameters are required in a payment submission to us. If an item is to be unset then it should be omitted or submitted with an empty value.

Please also refer to Limited Agreement Examples for further information.

Parameter	Format	Option	Comments	Limitations
futurePayType	String: "regular"			
startDate	yyyy-mm-dd	all	The date from which payments can occur.	Must be in the future and not today. Can be left unset.
startDelayUnit	One digit: 1-day, 2-week, 3-month, 4-year.	all	Unit of the delay between when the agreement is created and when the payments can occur.	Cannot be set if startDate is specified.
startDelayMult	integer	all	Delay unit multiplier.	Should not be set if startDate is specified. The actual delay is obtained by multiplying the startDelayUnit by startDelayMult If set must be ≥ 1
noOfPayments	integer	0	Limit on the number of payments which can be made under the	Positive integer. Set to 0 or leave

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			agreement	unset for unlimited.
		1	Limit on the number of payments possible in each interval period	Cannot be unlimited. Must be set to the number of payments.
		2	N/A	Must be 0 or unset.
		3	N/A	Must be 0 or unset.
intervalUnit	One Digit: 1-day, 2-week, 3-month, 4-year.	0	Unit of the minimum interval between payments.	Can be left unset. Must not be set if noOfPayments is 1.
		1	Unit of the period in which number of payments is limited.	Must be set.
		2	N/A	Must not be set.
		3	Unit of the period in which payment amount is limited.	Must be set.
intervalMult	integer	0	Unit multiplier of the minimum interval between payments.	Can be left not set. Must not be set if noOfPayments is 1.
		1	Unit multiplier of the period in which number of payments is limited.	Must always be set to the value 1.
		2	N/A	Must not be set.
		3	Unit multiplier of the period in which payment amount is limited.	Must always be set to the value 1.
amountLimit	decimal	0	Individual payment amount limit.	Leave unset or set to zero for unlimited.
		1	Individual payment amount limit.	Must be set to a positive, non-zero value.
		2	Agreement payment amount limit.	Must be set to a positive, non-zero value.
		3	Payment amount limit for interval period.	Must be set to a positive, non-zero value.

endDate	yyyy-mm-dd	all	End date of the agreement, past which no payments are possible.	Must be in the future and not before the startDate. Can be left unset.
lengthUnit	One Digit: 1-day, 2-week, 3-month, 4-year.	all	The unit of the period of time for which payments will be possible under the agreement.	Cannot be set if endDate is specified.
lengthMult	integer	all	The unit multiplier for the period of time for which payments will be possible under the agreement.	The period is calculated by multiplying lengthUnit by lengthMult The period must be at least one day. Cannot be set if endDate is specified.
option	One Digit: 0, 1 or 2.		Determines the operation of the agreement.	Must be one of the listed values.

In addition to the above parameters, the parameters shown below must be set as for a normal purchase submission.

Parameters	Comments
instId	Merchant's installation reference.
cartId	Merchant's reference for the agreement and immediate payment if present.
amount	Should be set to 0 unless there is also an immediate payment.
currency	Currency for amounts defined in the agreement and immediate payment, if present.
desc	Description for the agreement and immediate payment, if present.

Times in Agreements

Purpose

This chapter describes significant times for Recurring Payments (also known as FuturePay) agreements and options.

Use

When using Recurring Payments agreements it is important to consider the following time issues:

- RBS WorldPay performs all of its time calculations using **GMT**.
- Where either debit intervals or the start of the agreement are in multiples of months or years (for example, such as when `intervalUnit` or `startDelayUnit` are 3 or 4), and a debit is due on a date which does not exist, such as, 31 February 2008, the end of the debit interval will be the last date of the month, for example, 29 February 2008.
- When using **regular** agreements the end of the debit interval means from when RBS WorldPay will first attempt to debit the agreement. When using **limited** agreements this specifies the last date by which the debit can be initiated.
- For **regular** agreements the debit interval ends at 00:00.00 GMT. For **limited** agreements the debit interval ends at 23:59.59 GMT.

If timing is an important issue in your application, use the `transTime` parameter returned in the Payment Notifications message (callback), when the agreement was initially created, as the starting point for your calculations. You could then calculate by when payments should normally be due (or by when changes or debit requests can be attempted).

You could also use `transTime`, `transStatus` and `desc` in authorisation Payment Notifications messages (callbacks) to determine when attempts were made, whether they were successful or not, and for which corresponding payment.

- With **regular** agreements RBS WorldPay will initially attempt to debit the agreement at any point during the day on which it is due. If this is unsuccessful then RBS WorldPay will retry once per day for the following two days. If all three attempts fail then the agreement becomes suspended, and it will remain suspended until the shopper amends the payment details associated with the agreement in the Shopper Management System.

If a shopper amends payment details associated with the agreement in the Shopper Management System then any outstanding payments are attempted by RBS WorldPay from the following day onwards, one attempt per day until either there are no outstanding payments or there have been three consecutive failures. In the latter case the agreement will become suspended.

- When using **limited** agreements, with option 1 or 3, note that a specific debit interval behaviour is used, as explained in the table below.

The number of intervals, either in part or full, within which `noOfPayments` may be taken is defined by the duration of the agreement; that is, the time from when it starts (set using either `startDelayUnit` and `startDelayMult`, an explicit `startDate`, or from when the agreement is created if neither of these are specified), to when it is either cancelled or eventually expires (set using either `lengthUnit` and `lengthMult`, an explicit `endDate`, or never if neither of these are specified).

<i>intervalMult</i>	<i>intervalUnit</i>	<i>maximum interval length within which noOfPayments may be taken</i>
1	1	Per 1 day 00:00:00 through to 23:59:59
1	2	Per 1 calendar week 00:00:00 GMT on Sunday through to 23:59:59 on Saturday
1	3	Per 1 calendar month 00:00:00 GMT on 1st of month through to 23:59:59 on last day of month
1	4	Per 1 calendar year 00:00:00 GMT on 1st January through to 23:59:59 on 31st December

Automation & Remote Administration

Purpose

This chapter describes some of the management tasks that can be carried out independently of the Merchant Interface.

You can administer agreements independently of the Merchant Interface, without the need to login, by using `iadmin`, our remote administration servlet. This can be very useful if you are dealing with large numbers of agreements and you want to automate their processing.



Note that the [Payment Notifications](#) feature provides data exchange facilities and some management functions, again independently of the Merchant Interface, but these are distinct from [Remote Administration](#). Please refer to [Payment Notifications \(Callbacks\)](#) for details.

Use

Please refer to the topics listed below for information about automation and remote administration.

⇒ Automation

⇒ **Automating** - automate your administration

⇒ **Points to note** - important points to bear in mind

⇒ Agreements

⇒ **Cancel** - using the iadmin servlet to cancel an agreement

⇒ Responses

⇒ **Our Responses and code examples** - what we send in response to your submissions, with iadmin code examples

Please also refer to the following MAI topics.

⇒ **Recurring Payments Administration Page** - display, change and cancel your agreements

⇒ **Recurring Payment Reporting Page** - search for agreements and create reports

Automating your Administration

If you are dealing with a substantial number of agreements, especially where calculations are required prior to making alterations, or where changes are time-critical, it may be more appropriate to automate these processes and to manage them remotely using our iadmin servlet rather than by using the Merchant Interface.

However, you will need an installation ID to be specifically set up for remote administration. Please contact us about this.

Points to Note

If you intend to implement remote administration functions within a server-side script on your web site, we advise you to implement this functionality so that:

- your `instId` and `authPW` are not revealed to the public,
- the script can collect the response to each request and interpret it correctly before proceeding. For details of the responses we send when we receive iadmin message submissions please refer to Our Responses.

The HTML examples shown in this chapter use the POST method to submit data to RBS WorldPay. Note that you can use either POST or GET for submitting these details, and they can be generated using any server-side scripting language. You must use secure **https://** URLs.

If you are using a Hosted Payment Page installation ID with the setting 'MD5 secret for transactions' enabled, you must provide a signature with remote administration. Please refer to the Submitting Transactions to our Hosted Payment Page (HTML Redirect) guide.

Do not add any M_, MC_ or C_ variables in the requests as these will be discarded.

If you wish to use Payment Notifications (callbacks), please refer to the Payment Notifications Guide.

iadmin Example - Cancel an Agreement

You can cancel an agreement with the iadmin servlet as well as with the Merchant Interface. There is no need to login if you use the iadmin servlet.


To use the example shown below:

1. copy the example to your website,
2. change the `instId` and `authPW` values to your own values,
3. run the example in your browser, and simply enter the ID of the Recurring Payments Agreement you want to cancel, and then select the **Cancel FuturePay Agreement** button to post the message to

```
https://secure.wp3.rbsworldpay.com/wcc/iadmin
```

For details of the responses we send when we receive this type of message please refer to Our Responses.

Example

```
<h2>Cancelling the FuturePay Agreement</h2>
<form action="https://secure.wp3.rbsworldpay.com/wcc/iadmin"
method=POST>
This code cancels the agreement that you give the id
for.<br>
<input type=hidden name="instId" value="*****">
<input type=hidden name="authPW" value="*****">
<p>Enter the FuturePay Agreement to be cancelled
<input name="futurePayId" value="" size=6>
<input type=hidden name="op-cancelFP">
Cancelling an agreement
<P>
<input type=submit value="Cancel FuturePay Agreement">
To end of form

</form>
```

Our Responses and Code Examples

The iadmin code examples shown below are accompanied by tables of response strings appropriate to the functionality used.

These code examples show the installation ID and remote authorisation password as **XXXXXX** and **YYYYYY** respectively. If you re-use these examples please ensure that you substitute your own installation ID and password.

Cancel an Agreement

```
<form action="https://secure.wp3.rbsworldpay.com/wcc/iadmin"
method="post">
<input type="hidden" name="instId" value="XXXXXX">
<input type="hidden" name="authPW" value="YYYYYY">
<p>Enter the FuturePay Agreement to be cancelled: <input
type="text" name="futurePayId"
value="" size="10"></p>
<input type="hidden" name="op-cancelFP">
<input type="submit" name="cancel" value="Cancel this
FuturePay Agreement">
</form>
```

You must use the response generated to determine the success of the request. Note that a FuturePay Payment Notifications (callback) message will not always be triggered.

<i>response string</i>	<i>meaning</i>
Y,Agreement cancelled	You have successfully cancelled this futurePayId
E,Problem cancelling agreement	Could not cancel this futurePayId

Change or Specify an Agreement's Start Date

You can change a **regular** agreement's start date, or specify the start date for a **regular** agreement which was not set at initial setting-up; simply enter the date in the format **YYYY-MM-DD**.

```
<form action="https://secure.wp3.rbsworldpay.com/wcc/iadmin"
method="post">
<input type="hidden" name="instId" value="XXXXXX">
<input type="hidden" name="authPW" value="YYYYYY">
<p>Enter the start date of the FuturePay Regular Agreement
(YYYY-MM-DD) <input type="text"
name="startDate" value=""></p>
<p>Enter the FuturePay Regular Agreement to initiate: <input
type="text" name="futurePayId"
value="" size="10"></p>
```

```
<input type="hidden" name="op-startDateRFP">
<input type="submit" name="startDate" value="Set Agreement
start date">
</form>
```

You must use the response generated to determine the success of the request. Note that no FuturePay Payment Notifications (callback) message will be triggered.

<i>response string</i>	<i>meaning</i>
Y,Start date set OK	You have successfully set <code>startDate</code> for this <code>futurePayId</code>
E,Agreement already has start date	You cannot amend the <code>startDate</code> of a <code>futurePayId</code> if it has already been set
E,Missing start date	You are attempting to start a FuturePay Regular agreement with no <code>startDate</code>
E,Start date must be >= 2 weeks in the future	You are attempting to start a FuturePay Regular agreement (option 1 or 2), with a <code>startDate</code> less than 2 weeks from now
E,Start date must be in the future	You are attempting to start a FuturePay Regular agreement with a <code>startDate</code> either today or in the past
E,Failed to set start date	RBS WorldPay could not set the <code>startDate</code> of this <code>futurePayId</code>
E,Invalid year : 1 Usage: yyyy	<code>startDate</code> not in recognised format
E,Agreement is not RFP	You cannot remotely set the <code>startDate</code> of a FuturePay Limited agreement

Change the Amount of Subsequent Debits / Set the Amount of the Next Debit

You can change the amount of a **regular** agreement with the `iadmin` servlet, for option 1 or 2 agreements, providing that there is at least 8 days before 00:00 GMT on the day the payment is due.

```
<form action="https://secure.wp3.rbsworldpay.com/wcc/iadmin"
method="post">
<input type="hidden" name="instId" value="XXXXX">
<input type="hidden" name="authPW" value="YYYYY">
<p>Enter the amount to request from the FuturePay Regular
```

The Recurring Payment Service (FuturePay)

```
Agreement: <input type="text"
name="amount" value="" size="7"></p>
<p>Enter the FuturePay Regular Agreement to take payment
from: <input type="text"
name="futurePayId" value="" size="10"></p>
<input type="hidden" name="op-adjustRFP">
<input type="submit" name="setPayment" value="Set next
payment(s)">
</form>
```

You must use the response generated to determine the success of the request. Note that no FuturePay Payment Notifications (callback) message will be triggered.

<i>response string</i>	<i>meaning</i>
Y,Amount updated	You have successfully updated the amount for this futurePayId
E,Not a RFP	You are attempting to alter the amount of a FuturePay Limited Agreement
E,Amount is fixed	For this futurePayId you cannot change the amount
E,Invalid amount	The amount specified is invalid, for example, 199.9r
E,Inside warning period	Attempt to change amount inside the warning period for this futurePayId

Debit from an Agreement

```
<form action="https://secure.wp3.rbsworldpay.com/wcc/iadmin"
method="post">
<input type="hidden" name="instId" value="XXXXX">
<input type="hidden" name="authPW" value="YYYYY">
<p>Enter the amount to request from the FuturePay Limited
Agreement: <input type="text"
name="amount" value="" size="7"> (Merchant's currency)</p>
<p>Enter the FuturePay Limited Agreement to take payment
from: <input type="text"
name="futurePayId" value="" size="10"></p>
<input type="hidden" name="op-paymentLFP">
<input type="submit" name="setPayment" value="Take set
payment">
</form>
```

You must use the response generated to determine the success of the request. Note that a FuturePay Payment Notifications (callback) message will not always be triggered.

<i>response string</i>	<i>meaning</i>
Y,transId,A,rawAuthMessage,Payment successful	You have successfully debited this <code>futurePayId</code>
E,Agreement already finished	This FuturePay Limited agreement has not yet started or the originally specified <code>amountLimit</code> has been reached
E,Not a LFP	You are attempting to debit from a FuturePay Regular Agreement
E,Payment would exceed agreement limits	Attempting to debit a FuturePay Limited Agreement beyond its limits

The following messages, which are applicable only when attempting to debit a FuturePay **Limited** agreement, use `transId` for the resultant RBS WorldPay transaction ID, and `rawAuthMessage` for either the authorisation code or indication of the failure.

<i>response string</i>	<i>meaning</i>
E,Payment failed – customer's card failed	An attempted debit failed. The shopper should amend the payment details associated with this <code>futurePayId</code>
N,transId,A,rawAuthMessage,Payment failed - customer's WorldAccount has insufficient balance	An attempted debit failed. The shopper should amend the payment details associated with this <code>futurePayId</code>
E, Security violation	An attempted debit failed. Please contact your local Technical Support team with details of the error and the <code>futurePayId</code> you're using
N,transId,A,rawAuthMessage,Payment failed due to bank connection problem	There was an error in trying to submit the debit request; if retrying the request doesn't resolve the problem please contact your local Technical Support team with details of the error and the <code>futurePayId</code> you're using
N,transId,N,cardbe.msg.declined,Payment failed	An attempted debit failed. The shopper should amend the payment details associated with this <code>futurePayId</code>
N,transId,A,rawAuthMessage,Payment failed - unexpected exception	An attempted debit failed. Please contact your local Technical Support team with details of the error and the <code>futurePayId</code> you're using

N,transId,A,rawAuthMessage,Unknown result code	An attempted debit failed. Please contact your local Technical Support team with details of the error and the futurePayId you're using
---	--

Other FuturePay iadmin Responses

The following responses are generated when using iadmin requests not described above.

<i>response string</i>	<i>meaning</i>
E,Problem checking password	Either instId or authPW are incorrect.
E,Invalid agreement ID	Invalid futurePayId specified, for example, 1009ed
E,Invalid agreement ID	futurePayId not present
E,Problem building agreement	RBS WorldPay could not retrieve details of this futurePayId
E,Agreement does not exist	A non-existent futurePayId specified
E,Not company agreement	futurePayId does not belong to your Company ID
E,Problem checking ownership	RBS WorldPay could not determine which Company ID owns this futurePayId
E,Agreement already finished	Agreement complete, cancelled or suspended
E,Invalid operation	The op- variable is not known to RBS WorldPay

Emails to you and your Shoppers

Purpose

This chapter describes the automatically generated confirmation emails of Recurring Payments (also known as FuturePay) transactions and events.

Use

Please refer to the topics listed below for information about emails.

⇒ Emails

⇒ **Emails to your shoppers** - the emails your shoppers get

⇒ **Emails to you** - the emails you get

⇒ **Daily Report** - your daily report

⇒ Customise

⇒ **Emails and Payment Service Pages** - make changes and add information

Emails - What we Send to your Shoppers

Most Recurring Payments (FuturePay) transactions and events are confirmed by automatically generated emails sent to your shoppers as well as to you.

Each email we send to your shoppers makes it clear that the transaction being confirmed by the email is in relation to their agreement with you. This makes it easier for your shoppers to match entries on their credit/debit cards statements with the confirmation emails we send on your behalf. Please note that the email content will depend upon the agreement option.



Note that you can customise the emails we send to your shoppers by adding your own text, such as promotional messages. Please refer to the section [The Shopper Interface - Customising for details](#).

This example is an initial email sent by the payment system when an agreement is set up:

```
From: <shopper@uk.rbsworldpay.com>
To: <david.webb@test.rbsworldpay.com>
Subject: RBS WorldPay CARD FuturePay Confirmation
Date: 26 April 2007 15:20
IMPORTANT: PLEASE RETAIN THIS INFORMATION FOR FUTURE USE.
The following FuturePay agreement with Litupd has been set
up for you:
```

The Recurring Payment Service (FuturePay)

Agreement ID: 6000307
Merchant reference: Garden
Furniture
Merchant Name: Litupd
Description: Sun
Lounger
Payment currency: GBP
Date/Time created
(GMT): 26/Apr/2007 14:19:22
Credit/debit card
no.: 5555*****4444
Credit/debit card expiry date: 12-08
Date of first payment: 2007-04-27
First payment: GBP 20.00
Subsequent payments: GBP 25.00
Interval between payments: 1 Day

In addition to this RBS WorldPay FuturePay confirmation, you may also receive confirmation from the merchant.

For all enquiries about your order, such as delivery, cancellation, duplicate payments and refunds, please email your merchant at david.webb@test.rbsworldpay.com quoting the agreement ID shown above.

Visit our Shopper Help page at

<http://support.rbsworldpay.com/shopper> if:

- * You have a query regarding the billing of your agreement
- * You want to login to the Shopper Management System to check your FuturePay agreement details, cancel the agreement, or make changes to your card, contact or username/password details.

Your login details are:

Username: 7597215043

Password: tWgkGUrYudeJ

Note: The username and password are case-sensitive, so you need to type them in exactly as shown. If you have any difficulty getting them accepted, copy them from this email and paste them into the relevant fields.

We strongly advise you to change these details to something easier for you to remember. To do this:

1. Go to the WorldPay Shopper Help page at

<http://support.rbsworldpay.com/shopper>

2. Using your new details, login to the Shopper Management System.

3. Click the 'edit details' button.

4. Change your login details.

Thank you for using WorldPay, processing payments securely on behalf of Litupd.

Emails - What we Send to you

Most Recurring Payment service (FuturePay) transactions and events are confirmed by automatically generated emails sent to your shoppers as well as to you.

This section describes the emails sent by our payment service to you. Please note that the email contents will depend upon the agreement option.



Note that we have recently made minor formatting and content changes in the emails we send you. So, if you apply automatic processes to these emails, you should review them to ensure that the changes in format and content do not compromise your processes. If they do then you will need to update your processes. Alternatively, use the Payment Notifications feature to retrieve data. Please refer to [Payment Notifications](#) for details.

Examples of the following confirmation emails are provided below:

- ⇒ Regular Agreement.
- ⇒ Limited Agreement.
- ⇒ Payment / Instalment.
- ⇒ Cancellation You Made.
- ⇒ Renewal of a Suspended Agreement.
- ⇒ Payment Amount Adjustment.
- ⇒ Payment Failure.

Confirmation of a Regular Agreement

```
RBS WorldPay Regular FuturePay
RBS WorldPay confirmation of your Regular FuturePay
Agreement
Agreement ID:                194321
Merchant reference:          SB_Test
Merchant Name:               SBTest6
Description:                  SB_Test_descript
ion
Payments currency            GBP
Payments from credit/debit card no.: 5100*****0000
Credit/debit card expiry date: 08-04
Time created (GMT):          13/Aug/2007
08:34:03
Date of first payment:       To be set
Subsequent payments:         GBP 23.0
```

The Recurring Payment Service (FuturePay)

(Adjustable by merchant)

Number of payments:	50
Interval between payments:	15 Days
Agreement cancellation possible:	Any time

The above FuturePay Agreement has been created. To administer the agreement, please login to The Merchant Interface at:
<http://www.rbsworldpay.com/admin>
The Merchant Interface enables you to view agreement transactions, change your contact details or payment method and make agreement cancellations.
Thank you for using RBS WorldPay.

Confirmation of a Limited Agreement

RBS WorldPay Limited FuturePay
RBS WorldPay confirmation of your Limited FuturePay Agreement

Agreement ID:	194322
Merchant reference:	SB_Test
Merchant Name:	SBTest6
Description:	SB_Test_description
Payments currency	GBP
Payments from credit/debit card no.:	5100*****0000
Credit/debit card expiry date:	08-02
Time created (GMT):	13/Aug/2007 09:46:57
Date of first payment:	To be set
Minimum interval between payments:	No limit
Payment number limit:	No limit
Agreement cancellation possible:	Any time

The above FuturePay Agreement has been created. To administer the agreement, please login to The Merchant Interface at:
<http://www.rbsworldpay.com/admin>
The Merchant Interface enables you to view agreement transactions, change your contact details or payment method and make agreement cancellations.
Thank you for using RBS WorldPay.

Confirmation of Payment / Instalment

Your RBS WorldPay account ID: 13757070
Your cart ID: New Jnr FP
Purchase transaction ID: 21183617
Generated at: 13 Aug 2007 09:47:16 GMT
Sale value: GBP 10.00

Description: Payment 12 of FuturePay agreement ID 193866
 Shopper IP address: IP address not known
 The above payment has been processed.
 AVS results:
 security code comparison - not supported
 postcode comparison - not supported
 address comparison - not supported
 card issue country/contact country comparison - matched
 For further explanation of AVS and security code see:
<http://www.rbsworldpay.com/support/kb/bg/fraud/managingfraud/mfg5104.html>
<http://www.rbsworldpay.com/support/kb/gg/fraud/managingfraud/mfg5104.html>
<http://www.rbsworldpay.com/support/kb/ggse/fraud/managingfraud/mfg5104.html>
 For further information on this and other transactions please view your online statement at: <http://www.rbsworldpay.com/admin>
 Thank you for using RBS WorldPay internet payment systems.

Confirmation of a Cancellation Made by you

FuturePay Agreement Cancellation
 Regular FuturePay Agreement ID: 193844
 Merchant reference: New Jnr FP
 Time of agreement cancellation: 13/Aug/2007 10:13:36
 Agreement cancelled by customer.
 Thank you for using RBS WorldPay.

Confirmation of the Reinstatement of a Suspended Agreement

FuturePay Agreement Suspension
 The following FuturePay agreement was suspended due to your customer's card having expired.
 The suspension has now been removed and the agreement renewed.
 Your customer has also been informed of the reinstatement of this agreement.
 Agreement ID: 193859
 Merchant reference: New Jnr FP
 Thank you for using RBS WorldPay.

Confirmation of Payment Amount Adjustment

```
FuturePay Agreement Adjustment
RBS WorldPay FuturePay Agreement amount adjustment for
Regular FuturePay Agreement
Agreement ID:                               194305
Merchant reference:                         SB_Test
The next payment for this FuturePay agreement GBP 28.00
Note: The next payment amount can be set-up to one week
before
the due date. Each time you set the amount, the customer
is alerted by email. To prevent confusion please set
the amount only once before each payment takes place.
Thank you for using RBS WorldPay.
```

Confirmation of a Payment Failure

```
Payment failure for your Limited FuturePay Agreement
Agreement ID:                               194322
Merchant reference:                         SB_Test
Merchant Name:                             SBTest6
Payment number:                             1
Reason for payment failure: Payment failed - customer's card
has expired
The customer has been informed of this failure
Thank you for using RBS WorldPay.
```

Emails - Daily Report

The daily report is sent to you by email. It includes daily totals for payments, agreements, cancellations, and payment failures and declines, as well as cumulative totals - that is, the total number of agreements that have been created since you started using our Recurring Payments service (FuturePay).

An example report is shown below. Please note that descriptive field headings are used. When there is no data to report a file will display the message 'No activity'.

```
RBS WorldPay - FuturePay Agreements Summary
Summary of FuturePay Agreement status for company Fantastic
Company
Company (100270)
This report consists of twelve sections. Sections one
through to section
seven are time-specific reports generated for the period
between 12-Aug-2007 00:00:00.0 (GMT) and 13-Aug-2007
00:00:00.0.
```

Sections eight through to twelve report cumulative (that is total) Recurring Payment (FuturePay) activity to the present date.

***** 12-Aug-2007 *****

Daily Successful Recurring Payment (FuturePay) Transactions

Account ID	No. of Agreements	Value of Transactions
No activity		

Daily Failed Recurring Payment (FuturePay) Transactions

Account ID	No. of Agreements	Value of Transactions
No activity		

Daily New Recurring Payment (FuturePay) Agreements

Account ID	No. of Agreements
No activity	

Daily New Recurring Payment (FuturePay) Agreements by card types

Card Type	No. of Agreements
No activity	

Daily Shopper Cancelled Recurring Payment (FuturePay) Agreements

Account ID	No. of Agreements
No activity	

Daily Merchant Cancelled Recurring Payment (FuturePay) Agreements

Account ID	No. of Agreements
No activity	

Daily Suspended Recurring Payment (FuturePay) Agreements

Account ID	No. of Agreements
No activity	

***** Totals To Date *****

Total Number of Cancelled Recurring Payment (FuturePay) Agreements

Account ID	No. of Agreements
No activity	

Total Number of Active Recurring Payment (FuturePay) Agreements

Account ID	No. of Agreements
No activity	

The Recurring Payment Service (FuturePay)

```
Total Number of Active Recurring Payment (FuturePay)
Agreements with expired shopper cards
Account ID    No. of Agreements
No activity

Total Number of Recurring Payment (FuturePay) Agreements
awaiting a start date
Account ID    No. of Agreements
No activity

Total Number of Recurring Payment (FuturePay) Agreements
with attempt limit reached
Account ID    No. of Agreements
No activity

Thank you for using RBS WorldPay
```

Emails and Payment Service Pages - Customising

You can change the emails and Payment Service web pages presented to your shoppers in several ways, as described below.

When a shopper has completed an agreement you can present your own version of the Confirmation Page:

- You can customise the Confirmation Page using either the Payment Page Editor (part of the Merchant Interface) or by copying and modifying the configuration files we supply, for details please refer to our Customising Guide (Advanced).
- You can also use the Payment Notifications (Callbacks) feature to supply a HTML file to be used in place of the Confirmation Page we supply, for details please refer to the Payment Notifications Guide.

You can add text to the emails we send to your shoppers:

- You can create new messages and specify where in the email you want to place them, for example, you could add special offer information or details about your loyalty program, for details please refer to our Customising Guide (Advanced).
- Although you cannot change RBS WorldPay supplied text, you can add your own, again please refer to our Customising Guide (Advanced).

Payment Notifications (Callbacks)

Purpose

This chapter briefly describes the Payment Notifications (Callbacks) feature, which enables you to pass data between your system and the RBS WorldPay payments service, so that you can keep your system updated with information about your shoppers agreements and associated payments. For instance, for order fulfillment and back-office roles.



Note that the data is sent in real-time so your system can be updated immediately when a transaction takes place. This data exchange is carried out independently of the Merchant Interface.

Use

To use the Payment Notifications feature you will need to create a program to receive and action the data we send you. For comprehensive details, please refer to the Payment Notifications Guide.

Please also refer to the topics listed below.

- Managing Payment Notifications
 - **Setting-up** - start and stop with the Merchant Interface
 - **Examples** - managing with Payment Notifications
 - **Cancel** - you and the shopper can cancel agreements
- Data
 - **Transaction data** - what is available
- Confirmation Page
 - **Changing** - use a different HTML page for the Confirmation Email

Setting-up Payment Notifications (Callbacks)

You set-up Payment Notifications with the Merchant Interface.

For example, to start and stop Payment Notifications:

1. login to the Merchant Interface using the username and password given to you by Technical Support,
2. select the **Installations** option from the left-hand Menu,
3. the Installations Page will open and list your installations,
4. select the spanner button in an **Integration Setup** column for the installation you are interested in,
5. navigate to the **Callback enabled?** and **FuturePay callback enabled?** fields and use the check boxes to turn both of these features either ON or OFF.



Note that there are Test and Production columns for each installation listed. If you are setting-up for the first time you should initially select the Test column, this will enable you to develop and test every feature of your website Pages before moving the settings to a real, Production Environment.

You will also need to bear in mind the points listed below.

- The Payment Notifications feature for the Recurring Payments (FuturePay) is set **OFF** by default.
- Your Payment Notifications program/script needs to be able to process the additional cancellation information generated by FuturePay. Please refer to Examples of Payment Notifications Data for details.

Your script must identify each transaction as either a FuturePay transaction or a non-FuturePay transaction and process the data according to your requirements. All FuturePay Payment Notifications messages include the FuturePay agreement ID in the Description (*desc=*) field.

- If you are already using Payment Notifications for non-FuturePay payments, don't automatically assume that your Payment Notifications program/script will work correctly for FuturePay. For instance, if you use Payment Notifications to generate your own version of our Payment Confirmation Page, you would need to assess if that page would be suitable for a shopper paying by instalments.

Our Recurring Payments (service) generates data for a cancellation - there is no equivalent to this for non-FuturePay transactions so your Payment Notifications program/script should be updated to cater for it.

For comprehensive details about setting up the Payment Notifications feature, please refer to the Payment Notifications Guide.

Examples of Payment Notifications Data

This section provides examples showing the data passed to your system by the Payment Notifications (Callbacks) feature for different types of transaction. The examples are:

- ⇒ Agreement Completed
- ⇒ Payment Declined
- ⇒ Cancellation of an Agreement by you
- ⇒ Cancellation of an Agreement by your Shopper

Agreement Completed


```

Plain auth response received for installation 52793
AVS=2410
address=Susan's New Shopper Contact Details
amount=15.00
amountString=&#163;15.00
authAmount=15.0
authAmountString=&#163;15.00
authCurrency=GBP
authMode=A
cardType=Mastercard
cartId=Regular Payment Notifications LIVE
charenc -> ISO-8859-1
compName=SBTest6
country=AD
countryMatch=0
countryString=Andorra
currency=GBP
desc=for example "Payment 3 of FuturePay agreement ID
193743" - this is passed from your product order Page
through to the RBS WorldPay system with the purchase
information.
email=clare@fantastic
fax=11111
futurePayId=193762
instId=52793
installation=52793
msgType=authResult
name=
postcode=cb1 3pt
rawAuthCode=A
rawAuthMessage=Authorised
_SP.charEnc -> ISO-8859-1
tel=111111
testMode=0
transId=21172954
transStatus=Y
transTime=1028815409000

```



Note that the fourth digit of the AVS is valid for immediate payments only, and not subsequent payments.

Payment Declined

The Recurring Payment Service (FuturePay)

```
Plain auth response received for installation 52793
AVS=2410
address=1 Main Street
amount=10.00
amountString=&#163;10.00
authAmount=10.0
authAmountString=&#163;10.00
authCurrency=GBP
authMode=A
cardType=Mastercard
cartId=Regular FuturePay Payment Notifications LIVE
charenc -> ISO-8859-1
compName=SBTest6
country=GB
countryMatch=0
countryString=United Kingdom
currency=GBP
desc=for example "Payment 3 of FuturePay agreement ID
193743" - this is passed from your product order Page
through to the RBS WorldPay system with the purchase
information.
email=susan@fantasticbuinsess.com
fax=01223
futurePayId=193743
instId=52793
installation=52793
msgType=authResult
name=Cardholder Name
postcode=CB1 1HT
rawAuthCode=D
rawAuthMessage=Declined
_SP.charEnc -> ISO-8859-1
tel=01223
testMode=0
transId=21167440
transStatus=N
transTime=1028734490000
```

Cancellation of an Agreement by you

```
Plain auth response received for installation 99999
futurePayId=193721
futurePayStatusChange=Merchant Cancelled
instId=99999
installation=99999
msgType=authResult
```

Cancellation of an Agreement by your Shopper

```
Plain auth response received for installation 99999
futurePayId=193744
futurePayStatusChange=Customer Cancelled
instId=99999
installation=99999
msgType=authResult
```

Transaction Data Available via Payment Notifications

The Payment Notifications (Callbacks) feature enables access to data about the following transaction types.

- **Successful payments**
Payment Notifications data has the same format and content as for other credit/debit card payments. Please refer to Examples of Payment Notifications Data for details.
- **Failed payments**
In the event of a failed payment, the **rawAuthMessage** reads **Declined** but otherwise Payment Notifications data has the same format and content as for other credit/debit card payments. Please refer to Examples of Payment Notifications Data for details.
- **Cancelled agreement**
Cancelled by your shopper.
- **Cancelled agreement**
Cancelled by you.

All parameters which were input to a transaction are included, as well as those generated as a result of a transaction. A parameter is provided for you to determine under which circumstance the Payment Notifications message was initiated. You can input your own data to the transaction and so pass information through the RBS WorldPay system.

For a description of the data passed for credit/debit card payments, please refer to the Payment Notifications Guide.

If you opt to receive Payment Notifications messages, or email notification, for every transaction in an agreement, valid **countryMatch** values are sent in the Payment Notifications message and email for the first payment only (providing the first

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payment is immediate). The **countryMatch** field still appears in subsequent Payment Notifications messages and emails, but its value is always '0' (not checked).

The four digit **AVS** value in Payment Notifications messages and emails is valid for Postcode and Address comparisons (digits 2 and 3), but not for security code and card/contact country comparisons (digits 1 and 3).

Confirmation Page - Changing

You can use the Payment Notifications (Callbacks) feature to supply a HTML file to be used in place of the Confirmation Page we provide. Please refer to the Payment Notifications Guide for details.

For details of other changes to what is presented to the shopper, please refer to Emails and Payment Service Pages - Customising.