WorldPay™

Customising Advanced Guide

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Business Gateway

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About This Guide

Welcome to the Advanced Customising Guide. This guide explains how you can customise your payment pages. It provides practical guidance as well as reference material.

Version	Change description	Date	Affected Pages
4.0	Gateway and guide name added to navigation path	December 2011	All pages
3.1	Payment Page updates	October 2011	p16,24,42-45
3.0	WorldPay rebrand	May 2011	All pages

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Introduction

Installation Settings

To a great extent our payment service behaviour is managed via installation settings. You can modify these settings with the integration setup pages to customise the way individual installations behave.

When you open an account with us we provide at least one payment service installation. An installation comprises:

- **a Production setup** - this enables you to customise the installation settings for the Production Environment, which is the live payment service that takes real payments for items and services from your website shop
- **a Test setup** - this enables you to customise the installation settings for the Test Environment, which allows you to develop your payment service in a risk-free environment
- **an Activation page** - this enables you to specify your activation details and to submit an activation request to make your website go live. This is not available for Mail and Telephone Order payment service (also known as WorldAccess) installations, which is activated within WorldAccess itself.

Note that you can have more than one installation for a single administration code. You should also note that each installation has its own set of customised Payment Service page.

What Do You Want To Do?

What Do You Want To Do?

- **Installation Settings**
    - What are installation settings? - an overview of the settings.
    - How do I change the settings? - change the installation settings with the Integration Setup pages.
    - What are the settings for WorldAccess? - the installation settings for the Mail and Telephone Order payments service (WorldAccess)
    - How do I activate my website? - specify your website URL and submit an activation request to go live.
- **Test and Production - Environments**
    - What are they? - two separate URLs for two separate environments.
- **Test and Production - Installation Setups**
    - What are they? - separate setup pages for the test and production environments.
    - How do I switch between them? - switching between the Integration Test and Production setups.
    - What are they? - separate properties pages for the test and production environments.
- **Test and Production - Payment Service Page Files**
    - What are they? - two separate sets of Payment Service pages.
- **Payment Service Page Files**
    - Can I customise the Payment Page? - directly modify the files used to build the Payment Service pages.
    - Are there any examples of customised pages? - view examples of standard and customised pages and emails.
    - What files are used to build the Payment Service Pages? - the files used to build and support the pages.
    - Do I need to do anything special for the Actinic Catalog cart? - add special links in the result pages.
    - How do I change the messages shown on the Payment Service Pages? - change the message and help properties files.

- Can I add messages in another language? - a new language based upon the English properties files.
- How do I allow for other character sets? - ensure that non-English characters display correctly.
- Can I modify the confirmation emails? - customise the emails produced by the WorldPay payment service.
- Can I use shopper details from my own shopping cart? - streamline the payment service.

Customising your service

Introduction

This part of the guide describes the administration settings which enable you to modify the behaviour of our payment service and to customise the look and feel of the Payment Service pages.

Screen shots and page descriptions of the administration and setup pages are provided, as are examples of standard and customised Payment Service pages and emails.

Also provided are descriptions and schematic diagrams of the Payment Service pages.

Access to Administration Settings

Access to the administration settings is via the Installations Page. To open the Installations Page:

1. select the **Installations** option from the left-hand Menu in the Merchant Interface, the Installations Page will open,
2. alternatively, select the tick button in the **Edit your payment page** option in the **Home** page of the Merchant Interface.

Please refer to the following sections for details:

- **The Installations Page** - the gateway to administration settings and the Payment Page Editor.
- **Customising the Installation Settings** - specify how each of your installations is to behave.
- **Customising the Payment Service Pages** - directly modify the files used to build the Payment Service pages.

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 Merchant Interface page.

You can also navigate through this guide using the contents list on the left side. This list can be toggled on or off by means of the Show/Hide Full Guide hotspots under the main pictures on each page.

Using Parameters

References to parameters are made throughout this guide. It is assumed that you are familiar with the treatment of parameters as presented in the guide Submitting Transactions in the Hosted Payment Page (HTML Redirect).

For more information, please refer to Using Parameters and Tags.

Please also use the Submitting Transactions in the Redirect Model guide as a reference source for the standard parameters.

Customising the Installation Settings

Introduction - Customising the Installation Settings

This section describes how to customise the behaviour of the WorldPay payment service by changing the installation settings with the Integration Setup pages.

You can customise the settings for the Test and Production setups for each installation. You can also specify activation details and send an activation request to make your website go live.

Please refer to the followings topic s for further information about customising the installation settings.

- **Installation Administration - Integration Setup pages** - the installation settings described and displayed.
- **Mail and Telephone Order payments service (WorldAccess) Installation Setup** - specific settings for WorldAccess installations described and displayed.
- **Activation Details Page** - how to specify your details and request activation. Note that this is not available for the Mail and Telephone Order payments service (WorldAccess) installations.

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 Merchant Interface page.

Test and Production - Integration Setups

Your access to the installation settings in the integration setups is determined when your account is created.

In some cases your access may be limited to making minor changes to the settings, in other cases you may well have complete access to all of the settings for both the Test and Production setups.

We advise you to carry out development and testing of your installation by modifying the settings in the Test setup rather than directly in the Production setup - changes to the Test setup affect only the Test environment and do not directly affect the live payment service.

The Test setup provides a safe development environment, which allows you to develop, test and refine the behaviour of the integration until you are completely happy with it. You can then copy the settings to the Production setup using the **Copy To Production** button. Alternatively, you can manually change each setting in the Production setup.

Note that the Copy to Production operation will overwrite the existing settings in the Production Setup.

Switching between Test and Production Setups

You can quickly switch between the Test and Production setups by means of a button at the bottom of the Integration Setup pages, as described below.

From Production to Test:

1. in the **Integration Setup: PRODUCTION Page**, select the **To other actions** link,
2. or scroll to the bottom of the page and, in the **Other Actions** area of the page, select the **Edit Installation** button to open the **Integration Setup: TEST Page**.

From Test to Production:

1. in the **Integration Setup: TEST Page**, select the **To other actions** link,
2. or scroll to the bottom of the page and, in the **Other Actions** area of the page, select the **Edit Installation** button to open the **Integration Setup: PRODUCTION Page**.

Installation Administration - Setup Pages

Purpose

This chapter shows and describes the installation settings that can be customised in the Integration Setup pages.

Use

The topics listed below provide details about customising the installation settings.

- **Screen Shot - Integration Setup Page** - what an Integration Setup page looks like.
  - **Other Actions Area - Production** - the Other Actions area in the Production setup.
- **Page Description - Integration Setup Page** - descriptions of the installation settings.

- **Other Actions Area - Production** - descriptions of the Other Actions area in the Production setup.

Screen Shot - Integration Setup Page

The figure below shows the settings for the **Integration Setup: TEST Page**. Note that the settings for the Production setup are the same except for the Other Actions area at the bottom of the page, for details please refer to Other Actions Area - Production shown below.

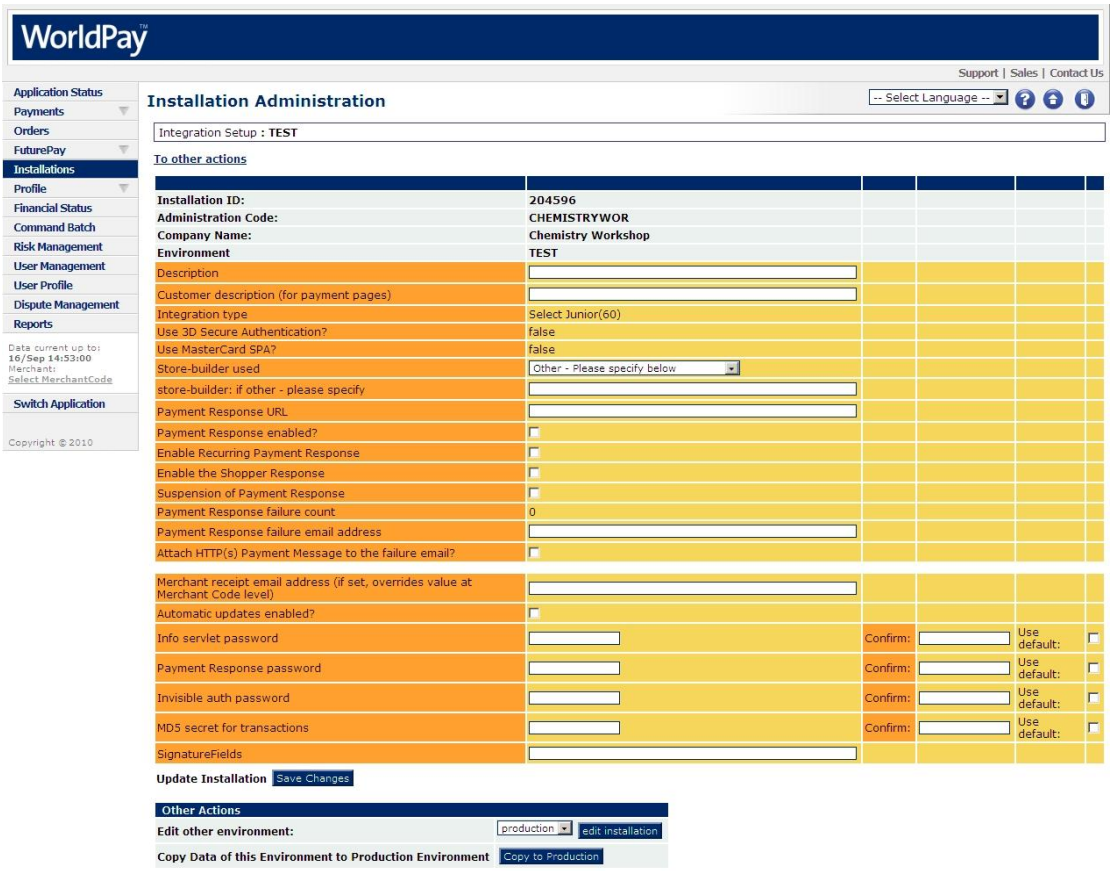


Figure: Integration Setup: TEST Page

Other Actions Area - Production

The figure below shows the options for the Other Actions area at the bottom of the Integration Setup: PRODUCTION Page.

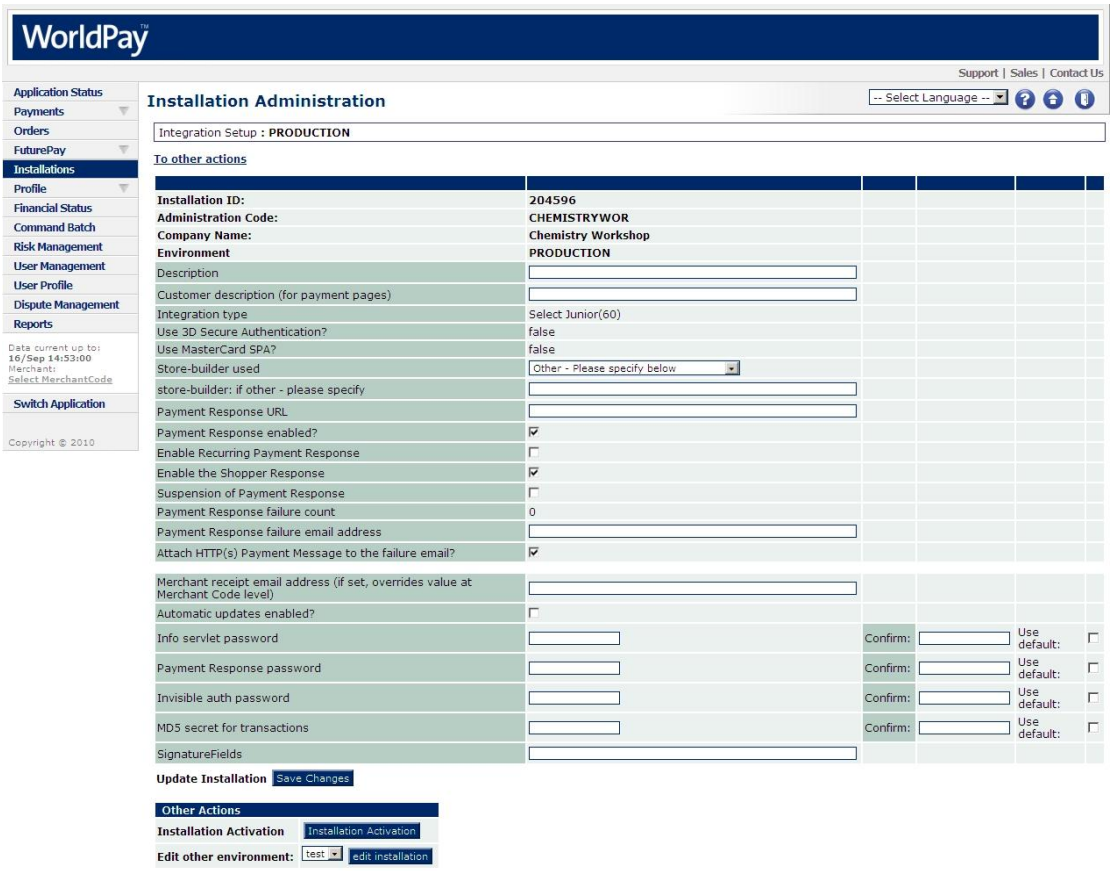


Figure: Other Actions Area - Integration Setup: PRODUCTION Page

Page Description - Integration Setup Page

The table below describes the settings for the **Integration Setup: TEST Page**. Note that the settings for the Production setup are the same except for the Other Actions area at the bottom of the page, for details please refer to Other Actions Area - Production shown below.

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

item	*description*
To other actions	This link enables you to navigate to the **Other Actions** area, at the bottom of the page (where you can activate your installation and edit the installation settings for the Production environment) .
Installation ID	The ID for this installation. For example, 204596.

Administration Code	The Administration Code (ID). For example, CICERO.
Company Name	This displays the company name that has been set by us for the Administration Code to which this installation is associated. This name will be displayed on the shopper confirmation email. If you want to change the Company Name please contact us to discuss the change - various rules apply depending upon the type of company, for instance, a limited company has to show its limited status in the Company Name field.
Environment	The environment used to store the various details and settings for this integration. For example, TEST.
Description	This is your own reference for this installation. This can be useful if you have multiple installations and you wish to easily distinguish them.
Customer description (for payment pages)	A text description you can enter and modify that will be shown to shoppers on the Payment Service pages. For example, Fred's Car Shop.
Integration type	The integration method that this integration uses to connect to our system.
Use 3D Secure Authentication?	Also known as Verified by Visa. This enables you to specify whether or not 3D Secure Authentication is to be used for payment attempts. For more information, please refer to the Cardholder Authentication Guide.
Use MasterCard SPA?	Also known as MasterCard SecureCode. This enables you to specify whether or not 3D Secure Authentication is to be used for payment attempts. For more information, please refer to the Cardholder Authentication Guide .
Store-builder used	The store-builder software, or shopping cart, that you use to collect the shopper's order and process their payment, via our payment

	service.
store-builder: if other - please specify	The store-builder software, or shopping cart, that you use, if this is not available in the **Store-builder used** list, above.
Payment Response URL	The web address URL for the Payment Notifications, sent via HTTP POST, that we use to return an HTTP notification to your system.
Payment Response enabled?	Enables you to return a Payment Notifications message to your system.
Enable Recurring Payment Response	Enables you to return a Payment Notifications message to your system that includes extra information about repeated payments, when a shopper makes a purchase via our Recurring Payments (FuturePay) service. Note that the **Payment Response enabled?** setting for this integration must also be selected/enabled, as this setting enables/disables all Payment Notifications messages for the integration.
Enable the Shopper response	Enables you to use a Payment Notifications script to generate and display Result Pages to your shoppers. For more details, please refer to the Payment Notifications Guide .
Suspension of Payment Response	We will suspend Payment Notifications if there are more than 200 consecutive Payment Notifications failures to your system. This box will show a tick if Payment Notifications have been suspended. When you have fixed the problem, you can clear the **Suspension of Payment Response** checkbox and we will start sending Payment Notifications again. If the next Payment Notifications message is successful, then the **Payment Response failure count** (see below) will be reset to 0.
Payment Response failure count	The total number of attempted payments made by shoppers, where we tried to return a Payment Notifications message to your

	system, but the message was not accepted by your system. The count figure is reset to 0 when a Payment Notification succeeds.
Payment Response failure email address	The email address used to send our "Payment Notifications Failure Alert " message, when a shopper attempted to pay and we were unable to return a Payment Notifications message to your system.
Attach HTTP(s) Payment Message to the failure email?	Enables you to attach Payment Notifications log information to the "Payment Notifications Failure Alert " message that we send to you. This message is sent when a shopper attempted to pay and we were unable to return a Payment Notification to your system. The log information may assist your attempts to debug the Payment Notifications.
Shopper receipts enabled?	Enables you to specify whether or not confirmation emails are to be sent to the shopper.
Merchant receipt email address	If you want confirmation emails, relating to just this installation, sent to you at a different address to that specified in Profile > Configuration Details enter it in this field. Note that this email address will override the email address specified in Profile > Configuration Details for this installation only.
FuturePay daily reports?	Enables a daily email to you, showing a report of transactions made via our Recurring Payments service (FuturePay).
Info servlet password	Enables extra security for the exchange rate files sent from WorldPay.
Confirm:	Confirm your entered **Info servlet password**.
Use Default:	To remove the Info servlet password from use, select the **Use default** checkbox. This sets the password to an empty string.
Payment Response	This password is used to validate a Payment

password	Notifications message. When you enter a password here, this password is returned in the Payment Notification as the value of the `callbackPW` parameter. Because the `callbackPW` value is known only by our payment service and you, you can verify the `callbackPW` value with a simple security check within your script. To remove the Payment Notifications password from use, select the **Use default** checkbox. This sets the password to an empty string.
Confirm: **Use Default:**	Confirm your entered **Payment Response password**. To remove the Payment Notifications password from use, select the **Use default** checkbox. This sets the password to an empty string.
MD5 secret for transactions	When you enter a value for the MD5 secret, MD5 encryption becomes active for your purchase requests. For more details, please refer to the guide Submitting Transactions in the Redirect Model.
Confirm:	Confirm your entered **MD5 secret**.
Use Default:	To remove the MD5 secret from use, select the **Use default** checkbox. This sets the secret to an empty string.
SignatureFields	The SignatureFields parameter tells the WorldPay payment service, which values to use when checking your MD5 signature. The value you supply must be the same as that used to calculate your signature and will be a colon separated list of parameter names. This field will only accept alphanumeric characters along with custom parameters M_, C_ and MC_. For more details please refer to the guide Submitting Transactions in the Redirect Model.

Update Installation 	Select this button to save the changes you have made.
Other Actions	
Edit other environment: list box and button 	The list box enables you to choose the environment you want to open, such as Production. Select the button to open the setup shown in the list box. For more details, please refer to Test and Production - Setups.
Copy Data of this Environment to Production Environment 	When you have completed making changes to the Test setup settings, you can copy the settings to the Production setup using this button. When you copy your Test settings, these will over-write your current Production settings. We advise you to print or record your current Production settings before you over-write them with your Test settings. Note that the Copy to Production operation applies only to the **Integration settings** - it does not copy the Payment Service Page files to the Production Environment. For more details, please refer to Test and Production - Setups.

Other Actions Area - Production

The table below describes the options for the Other Actions area at the bottom of the Integration Setup: PRODUCTION Page.

item	*description*
Other Actions	
Installation Activation 	This button opens the Activation Page, which enables you to specify your website URL and submit an activation request to go live. Select this button when your testing is complete and you are ready for your

	Production integration to go live. For more details, please refer to the Activation Details Page .
Edit other environment: list box and button 	The list box enables you to choose the environment you want to open, such as Test. Select the button to open the setup shown in the list box. For more details, please refer to Test and Production - Setups .

WorldAccess Installation Setup

Purpose

This chapter shows and describes the Mail and Telephone Order payments service (also known as WorldAccess) installation settings that can be customised in the Integration Setup page.

Note that the Activation Details page is not available for **WorldAccess** installations. WorldAccess activation is carried out via the WorldAccess application. For more details, please refer to the Mail Order / Telephone Order Payment Service (WorldAccess) User Guide.

Use

The topics listed below provide details about customising the installation settings for WorldAccess.

- **Screen Shot - Integration Setup Page** - what the WorldAccess Integration Setup page looks like.
  - **Other Actions Area - Production** - the Other Actions area in the Production setup.
- **Page Description - Integration Setup Page** - descriptions of the installation settings for WorldAccess.
  - **Other Actions Area - Production** - descriptions of the Other Actions area in the Production setup.

Screen Shot - Integration Setup (WorldAccess)

The figure below shows the settings for the WorldAccess **Integration Setup: TEST Page**. Note that the settings for the Production setup are the same except for the

Other Actions area at the bottom of the page, for details please refer to Other Actions Area - Production shown below.

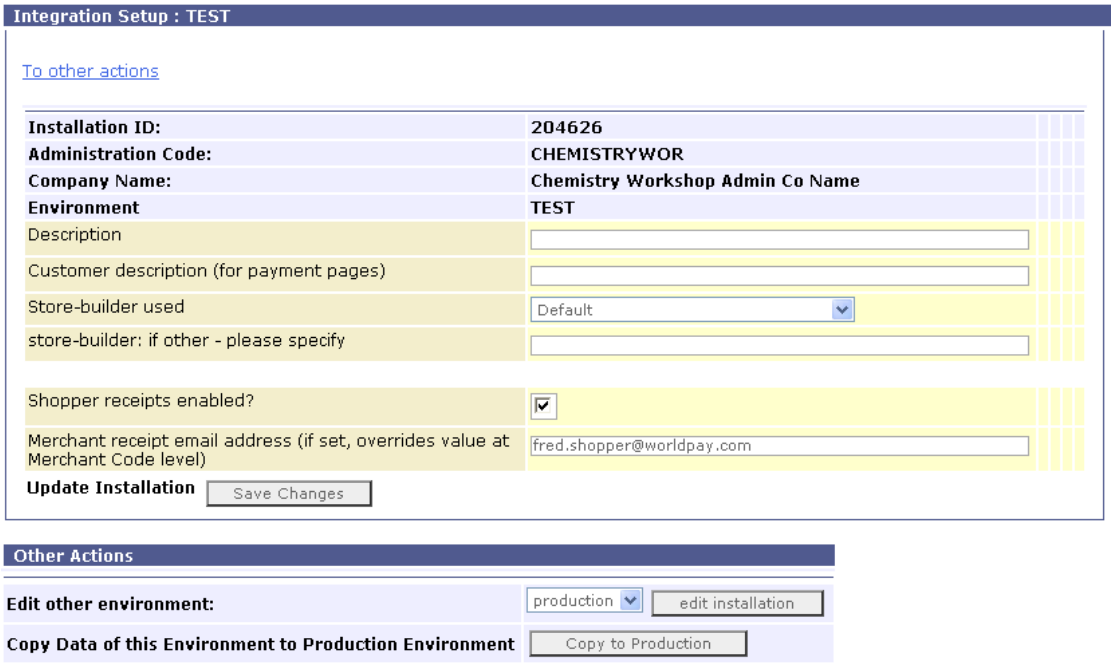


Figure: WorldAccess Integration Setup: TEST Page

Other Actions Area - Production

The figure below shows the options for the Other Actions area at the bottom of the Integration Setup: PRODUCTION Page.

Figure: Other Actions Area - WorldAccess Integration Setup: PRODUCTION Page

Page Description - Integration Setup (WorldAccess)

The table below describes the settings for the Mail and Telephone Order payments service (WorldAccess) **Integration Setup: TEST Page**. Note that the settings for the Production setup are the same except for the Other Actions area at the bottom of the page, for details please refer to Other Actions Area - Production shown below.

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

item	*description*

To other actions	This link enables you to navigate to the **Other Actions** area, at the bottom of the page (where you can activate your installation and edit the integration settings for the Production environment).
Installation ID	The ID for this installation. For example, 204596.
Administration Code	The Administration Code (ID). For example, CHEMISTRYWOR.
Company Name	This displays the company name that has been set by us for the Administration Code to which this installation is associated. This name will be displayed on the shopper confirmation email. If you want to change the Company Name please contact us to discuss the change - various rules apply depending upon the type of company, for instance, a limited company has to show its limited status in the Company Name field.
Environment	The environment used to store the various details and settings for this integration. For example, TEST.
Description	This is your own reference for this installation. This can be useful if you have multiple installations and you wish to easily distinguish them (for instance, in the Merchant Interface pages).
Customer Description (for payment pages)	A text description you can enter and modify that will be shown to shoppers on Payment Service pages. For example, Fred's Car Shop.
Store-builder used	The store-builder software, or shopping cart, that you use to collect the shopper's order and process their payment, via our payment service.
store-builder: if other - please specify	The store-builder software, or shopping cart, that you use, if this is not available in the **Store-builder used** list, above.
Shopper receipts enabled?	Enables you to specify whether or not confirmation emails are to be sent to the shopper.

Merchant receipt email address (if set, overrides value at Merchant Code level)	If you want confirmation emails, relating to just this installation, sent to you at a different address to that specified in Profile > Configuration Details enter it in this field. Note that this email address will override the email address specified in Profile > Configuration Details for this installation only.
Update Installation 	Select this button to save the changes you have made.
Other Actions	
Edit other environment: list box and button 	The list box enables you to choose the environment you want to open, such as Production. Select the button to open the setup shown in the list box. For more details, please refer to Test and Production - Setups.
Copy Data of this Environment to Production Environment 	When you have completed making changes to the Test setup settings, you can copy the settings to the Production setup using this button. When you copy your Test settings, these will over-write your current Production settings. We advise you to print or record your current Production settings before you over-write them with your Test settings. For more details, please refer to Test and Production - Setups.

Other Actions Area - Production

The table below describes the options for the Other Actions area at the bottom of the Integration Setup: PRODUCTION Page.

item	*description*
Other Actions	
Edit other environment: list box and button edit installation	The list box enables you to choose the environment you want to open, such as Test. Select the button to open the setup shown in the list box. For more details, please refer to Test and Production - Setups.

Activation Details Page

Purpose

This chapter shows and describes the Activation Details Page, which enables you to specify your website URL and submit an activation request to go live.

Note that this page is not available for **WorldAccess** installations. WorldAccess activation is carried out via the WorldAccess application. For more details, please refer to the Mail Order / Telephone Order Payment Service (WorldAccess) User Guide.

Use

The topics listed below provide details about the Activation Page.

- **Screen Shot - Activation Details Page** - what the page looks like.
- **Page Description - Activation Details Page** - descriptions of the activation details.

Screen Shot - Installation Activation Details Page

The figure below shows the **Installation Activation Details Page**.

Note that an Activation Request will be sent when you select the **Save Changes** button. When we have received your activation details, it should take two working days to activate your site - assuming that it works correctly and all your paperwork is in order.

For more details about activation and going live, please refer to the Test and Go Live guide.

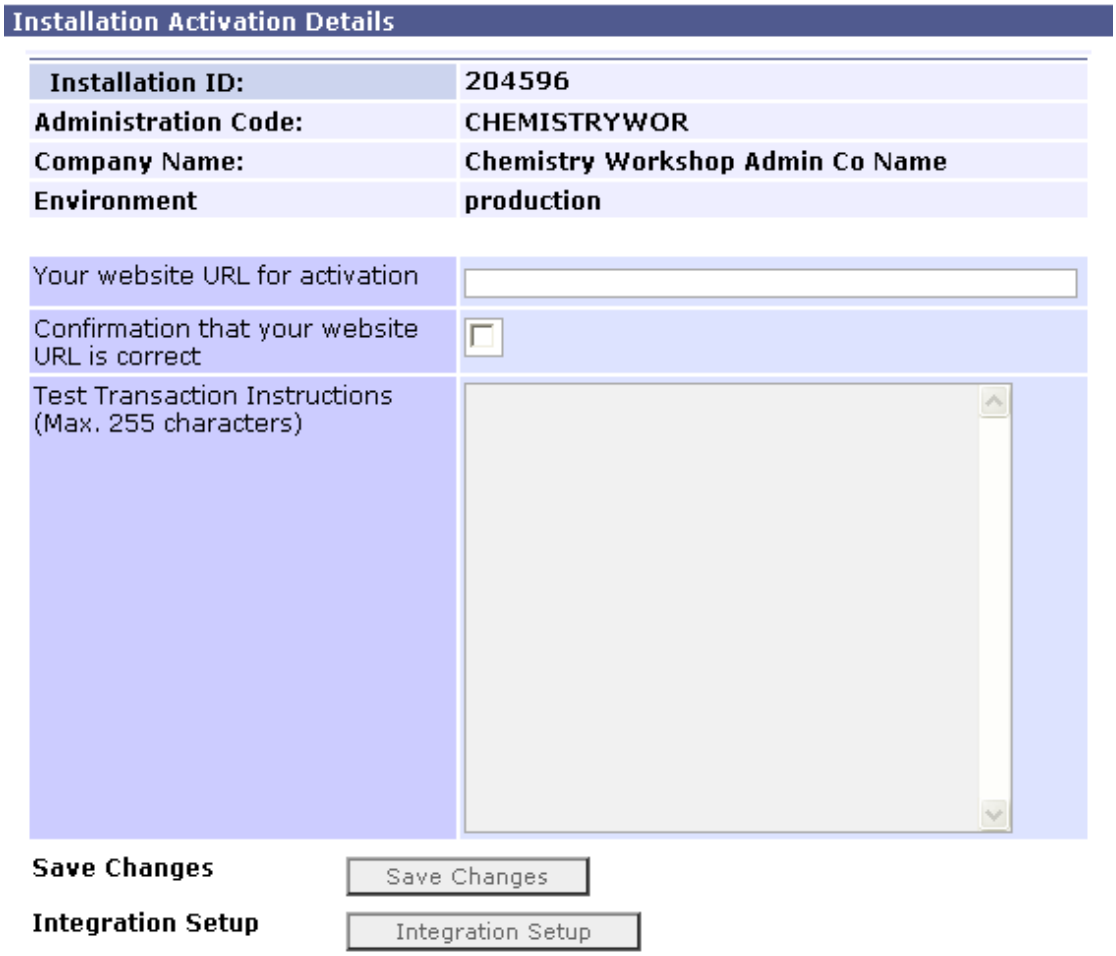


Figure: Installation Activation Details Page

Page Description - Installation Activation Details Page

The table below describes the fields and settings for the **Installation Activation Details Page**.

Note that an Activation Request will be sent when you select the **Save Changes** button. When we have received your activation details, it should take two working days to activate your site - assuming that it works correctly and all your paperwork is in order.

For more details about activation and going live, please refer to Test and Go Live guide.

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

item	*description*
Installation ID	The ID for this installation. For example, 204596.
Administration Code	The Administration Code (ID). For example, CHEMISTRYWOR.
Company Name	This displays the company name that has been set by us for the Administration Code to which this installation is associated. This name will be displayed on the shopper confirmation email. If you want to change the Company Name please contact us to discuss the change - various rules apply depending upon the type of company, for instance, a limited company has to show its limited status in the Company Name field.
Environment	The environment used to store the various details and settings for this integration. For example, Production.
Your website URL for activation	The internet address URL of the website shop that will be using this installation to accept live payments from shoppers. For example: http://www.nobodys-workshop.com Please ensure that you have entered the correct URL. This is a one-time editable field - once you have confirmed the URL, you cannot change it. If at a later date you need to change this URL, please contact activations@worldpay.com.
Confirmation that your website URL is correct	Confirm the URL above by entering a tick in the confirmation checkbox. Note that you cannot go live until you have supplied your website URL and have confirmed here that it is correct.
Test Transaction Instructions (Max. 255 characters)	Enter your Test Transaction Instructions in the text area provided (to a maximum 255 characters). Please note that our activation team will test your site and these instructions could be very useful to them when they attempt a test transaction. For instance, if your website requires special instructions, such as the selection of a special

item	*description*
	button to carry out a transaction, then our team would appreciate it if you would let them know this in the text area.
Save Changes button	Select this button to save the changes you have made and to automatically confirm that you intend to go live.
Integration Setup button	Select this button to return to the Integration Setup: PRODUCTION Page.

Customising the Payment Service Pages

Introduction

This section describes the structures and properties of the files used to build the Payment Service pages.

You can customise the Payment Service pages by directly modifying these files. This method of customising enables you to make more detailed changes and to have more control over the Payment Service pages than is possible with the Payment Page Editor alone.

Briefly, to customise the files:

1. you will first need to download the default versions from our payment service,
2. edit them as required using a text editor,
3. and then upload them to the Test environment using the Payment Page Editor.

For more information, please refer to the sections Downloading Payment Service page Files and Uploading Customised Files.

Please note that you will need expertise with IT techniques as well as HTML coding for this kind of customisation.

Please note that we need to keep some control over the display of our Payment Service pages, and we have to protect some items/areas from customisation. Accordingly, some properties, such as the banner properties, cannot be changed.

Please refer to the followings topics for further information about customising the Payment Service Files.

- **HTML Payment Service pages** - the structure of the Payment Service pages and the HTML files used to build them.
- **Property Files** - property values you can change are stored in files that you can download.
- **Message Files - Language Versions** - adding languages and changing the messages in message properties files.
- **Using Parameters and Tags** - useful ways of customising the Payment Service pages and adding information.
- **Emails** - customise the emails produced by our payment service.
- **Shopper Contact Details** - pre-fill the Payment Page with shopper details and bypass the Payment Selection page.
- **Example Payment Pages and Emails** - examples of standard and customised Payment Service pages and emails.

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 Merchant Interface page.

Test and Production - Payment Service Pages

As with the Payment Page Editor, any changes you make will only be applied to Payment Service pages in the Test Environment. This is to ensure that any untested changes are not made to the 'live' pages that you display to your shoppers.

However, you can apply changes to the Production environment by copying customised Test environment files to it, using the Payment Page Editor's **Copy To Production** menu option. This applies whether you modify the files with a text editor or with the Payment Page Editor.

The Test environment thus provides a safe development environment, which allows you to develop, test and refine your Payment Service pages until you are completely happy with them.

Note that the Copy to Production operation will overwrite the existing pages in the Production Environment. Also note that it may take up to six hours for the changes to be updated on our server and for them to appear in your live Payment Service pages.

What Files can be Customised?

The following files are used to build and support the Payment Service pages. You can download them and edit them directly to customise the Payment Service pages.

HTML Files - Payment Service Pages

The Payment Service pages are built dynamically, using several HTML files held on our server. You can add text, images, new fields and HTML code to these files. These files specify how the Payment Service pages are built for all language versions.

You can download them from:

https://secure.worldpay.com/global3/payment/default/head.html

https://secure.worldpay.com/global3/payment/default/stylesheet.css

https://secure.worldpay.com/global3/payment/default/header.html

https://secure.worldpay.com/global3/payment/default/footer.html

https://secure.worldpay.com/global3/payment/default/tableFoot.html

https://secure.worldpay.com/global3/payment/default/tableHead.html

https://secure.worldpay.com/global3/payment/default/paymentTopFields.html

https://secure.worldpay.com/global3/payment/default/paymentMiddleFields.html

https://secure.worldpay.com/global3/payment/default/paymentBottomFields.html

https://secure.worldpay.com/global3/payment/default/resultY.html

https://secure.worldpay.com/global3/payment/default/resultC.html

Note that if you open these HTML files in a browser, the files will not display the final layout and appearance as shown by the Payment Service pages. Some files may not display anything at all when viewed in your browser.

Message Properties Files

Each of our supported languages has four message properties files, two of these files contain information for the Payment Service pages and the other two contains information for the Confirmation Emails, as shown below. For details of the language versions of these files, please refer to The Message Properties Files.

You can download the English versions from:

https://secure.worldpay.com/global3/payment/default/messages_en.properties

https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_en.properties

https://secure.worldpay.com/global3/email/default/messages_en.properties
https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_en.properties

Display Properties File

This file controls the appearance of all language versions of the Payment Service Pages, including the Result Pages. For more information about this file, please refer to Types of Properties Files.

You can download it from:

https://secure.worldpay.com/global3/brands/worldpay/payment/default/display.properties

Help Files

Each of our supported languages has a number of help message files that are referenced from links on the Payment Service pages. For details of the language versions of these files, please refer to Help Message Files.

You can download the English versions from:

https://secure.worldpay.com/global3/brands/worldpay/payment/default/help_en.html

https://secure.worldpay.com/global3/brands/worldpay/payment/default/help_faqs_en.html

https://secure.worldpay.com/global3/brands/worldpay/payment/default/help_security_en.html

https://secure.worldpay.com/global3/payment/default/help_card_en.html

https://secure.worldpay.com/global3/payment/default/help_dispatcher_en.html

https://secure.worldpay.com/global3/payment/default/help_securitycode_en.html

https://secure.worldpay.com/global3/payment/default/help_elv_en.html

https://secure.worldpay.com/global3/brands/worldpay/payment/default/help_futurepay_en.html

https://secure.worldpay.com/global3/brands/worldpay/payment/default/help_refunds_en.html

https://secure.worldpay.com/global3/payment/default/help_contactus_en.html

Downloading the Payment Service Page Files

The default Payment Service page files contain the standard HTML code and property values we initially supply. You can download copies of these files to your own computer.

Download a file by selecting its URL from the website version of this guide, as follows:

1. chose a file for download by using the right-hand mouse button to select the URL directly from the web page, such as in What Files can be Customised,
2. a popup menu will open, select the **Save Target As...** option and then navigate to the folder you want to save the file into, then select the **Save** button.

Alternatively, you can open the file and then save it on your own computer, as follows:

1. select the URL directly from the web page, or enter the URL text from the guide into your browser's address bar, and then select it,
2. when the file has opened, select the **File>Save As..** option and navigate to the folder where you want to save the file, then select the **Save** button.

For details how to upload your customised property files to your Test environment, please refer to Uploading Customised Files.

Uploading Customised Files

After you have downloaded the files and have customised them, you will then need to upload them to your Test environment for the installation you are customising.

To upload your files:

1. log on to the Merchant Interface, and select the **Installations** option to open the Installations Page,
2. open the Payment Page Editor,
3. select the **File Management** option from the File menu,

4. use the **Browse** button to locate the files you want to upload, then select the **Upload** button.

For details about using the Payment Page Editor, please refer to the Customising Guide (Standard).

Please note the following points.

File names are case-sensitive and must be in an alphanumeric format, no longer than 255 characters and should not contain special characters including hyphens.

All file extensions (such as .html, or .gif) need to be correct, so if you enter 'htm' rather than 'html' as the file extension, then the file will not be correctly named.

If you do not name the uploaded file correctly, then our payment service will be unable to find the required file when building and operating your Payment pages; and so we will substitute our standard file if needed (that is, the default version that we initially supplied).

Server Space and File Size

The limits to the number and size of files you can upload to your installation area within our secure server are shown below:

- the maximum recommended size of file that you can upload is **500 KB**
- the default space allocation per installation is: **1.5 MB**

These size limits should enable you operate most types of website shop, and to support various language versions of the Payment Service pages.

Please avoid using large files, as these increase the time it takes for your Payment page to load into a shopper's browser.

HTML Payment Service Pages

Actinic Result Page Templates

If your website shop uses the Actinic Catalog shopping cart, then you need to include some special links in the resultY.html and resultC.html pages.

- **resultY.html** - this file needs to contain the following link, enabling the shopper to retrieve the receipt from your website:

```
<a href="<wpdisplay item=CACTCAT_ReceiptPage>">
```

- **resultC.html** - this file needs to contain the following link, enabling the shopper to return to your website:

```
<a href="<wpdisplay item=CACTCAT_ReturnToShop>">
```

The `wpdisplay` tags enable the substitution feature to supply the values of special Actinic-specific parameters, which provide destination URLs for the required links.

Purpose

This chapter describes the structures and properties of the Payment Service pages and the HTML files that are used to build them.

The Payment Service pages are built dynamically, using several HTML files held on our server. You can add text, images, new fields and HTML code to these files.

To customise an HTML file you must first download it, then modify it using a text editor, and then upload it to your Test environment on our server. For further details please refer to Downloading Payment Service page Files and Uploading Customised Files.

Use

The topics listed below provide details about customising the Payment page HTML Files.

- **Common Files and Features** - the common parts of the pages and shared files.
- **The Structure of the Payment Selection Page** - how the Payment Selection page is built.
- **The Structure of the Payment Page** - how the Payment page is built.
- **The Structure of the Result Pages** - how the Result pages are built.
- **Modifying the Header and Footer Files** - points to note about the headers and footers.
- **Adding to the Payment Container Area** - adding text, HTML and fields.
- **The tableHead.html and tableFoot.html Files** - extra control over content in the pages.
- **Our Banner - required Content** - using our banner and what it must contain.
- **Actinic Result Page Templates** - include special links for the Actinic Catalog shopping cart

Common Files and Features

Some of the HTML file content is common to one or more of the Payment Service pages, so please note that when you change a common feature, such as a header in the Payment Selection page, the change may affect some of the other pages.

This commonality extends to changes made to common elements with the Payment Page Editor, such as colour changes, as well as changes made to files.

The table below describes the HTML files used to construct the Payment Service pages and also shows their commonalities.

file	*affects these pages*	*use*
head.html	Payment Selection page Payment page result pages	To add meta data including style sheet links, in between the Payment Service <head> tags.
stylesheet.css		To add additional style elements to the default inline style sheet for the Payment Service pages.
header.html		To add text and images to the header section of the Payment Service pages.
footer.html		To add text and images to the footer section of the Payment Service pages.
tableHead.html	Payment Selection page Payment page	To add text and images to a table, just after the header section
tableFoot.html		To add text and images to a table, just after the header section
paymentTopFields.html	Payment page	To add new fields (or any HTML), into the top part of the Payment Container section. You can also use form elements to gather values for custom parameters in this part.
paymentMiddleFields.html	Payment page	To add new fields (or any HTML) into the bottom part of the payment form. You can also use form

file	*affects these pages*	*use*
		elements to gather values for custom parameters in this part.
paymentBottomFields.html	Payment page	To add new fields (or any HTML) into the bottom part of the payment form. You can also use form elements to gather values for custom parameters in this part.
resultY.html	resultY page	To customise the 'Successful' payment result page.
resultC.html	resultC page	To customise the 'Cancelled' payment result page.
Help Files	All pages	To customise the help files linked from the Payment Service pages.
Property Files	All pages	To define attributes such as messages, styles and configuration parameters. For more information, please refer to Types Of Property Files.

Modifying the Header and Footer Files

Before you begin modifying the HTML files you should note that you can make simple changes to the default header and footer files by using our Payment Page Editor.

Our standard header and footer files include complex tags and tables structures, where some tables start in the header and end in the footer. These files are not complete HTML files, but are instead HTML fragments that are included within the Payment Service pages.

Note that a table spans the header and footer in our default files - it is opened in the header and closed in the footer. So, if you add to or delete the table code in the header you will also need to update the code in the footer, to ensure that the table remains balanced and

valid.

Language Issues

If you are creating Payment Service pages in several languages, you cannot just add text in one language to the header and footer files - you need to use a 'displayer tag', which calls text for each of the languages you want to support. This ensures that when the Payment Service pages are displayed in one language, the correct text is used for that language. For more details, please refer to Creating your own Language Versions.

The header.html File

The header.html file defines the header area of the Payment Service pages, it includes:

- the WorldPay logo
- the side column and side column image
- the co-branding image
- the header links (to help files)
- the background colour.

The header file should be named "header.html". If this file is not included in your set of Test environment files, then our default header.html version will be used.

Body Tags

The header.html file **needs to start with a body tag** (<body>), followed by anything else that you wish to include at the top of the Payment Service pages, including graphics.

However, you do **not** need to end the header.html file with a closing body tag, as this is done in the footer.html file.

Help Links

The default header.html file includes links that appear at the top left corner of the Payment Selection page and Payment page, these are: **Help**, **FAQ** and **Security**. By default these links are for our standard help files, but you can change the links and the files that the links identify. For more details, please refer to Help Message Files.

The Default header.html File

We recommend that you use our standard default header.html file as the basis of your own customised version. Download the file from:

```
https://secure.worldpay.com/global3/payment/default/header.html
```

Although the HTML code in the standard header.html file may seem complex if you are new to HTML programming, you should note that you do not need to change all of the file's content in order to customise it. For instance, you can make small

changes, then upload the file, and then make use of the **Preview** link in the Payment Page Editor to assess the effect of the changes.

For example, to remove our logo and the table area that it displays in, delete the code shown in **bold** below:

```
<!-- header.html $Revision: 1.8.48.1 $ -->
<body>
<table width="100%" cellpadding="0" cellspacing="0"
border="0">
 <tr>
  <td style="width:100%;" valign="top" align="left">
   <table width="760" cellpadding="0" cellspacing="0"
border="0">
    <tr>
     <td valign="top" style="width:760px; height:67px;">
      <table class="header" cellspacing="0" cellpadding="0">
       <tr>
        <td><img src="<wpdisplay config=logo.image>"
style="width:372px; height:67px; border:0px;"
alt="<wpdisplay msg=header.logo.alt>" /></td>
        <td class="headerlogo1"><wpdisplay disp=header.logo1
pre="<img src=&quot;" post="&quot; alt=&quot;<wpdisplay
msg=header.logo1.alt>&quot; />"></td>
      </tr>
     </table>
    </td>
   </tr>
   <tr>
    <td style="width:760px;">
     <table class="nav" cellspacing="0" cellpadding="0">
      <tr>
       <td style="width:10px; height:21px;"
align="left"><img src="/images/wp/magic.gif"
style="width:10px; height:21px; border:0px;" alt="" /></td>
       <td align="left" style="vertical-
align:middle;">  <a href="<wpdisplay
msg=header.tabonelinkaddress>" class="header"
target="_blank" title="<wpdisplay msg=header.tabone> -
<wpdisplay msg=newwindow.title>"><wpdisplay
msg="header.tabone"></a>     <a
href="<wpdisplay msg=header.tabtwolinkaddress>"
class="header" target="_blank" title="<wpdisplay
msg=header.tabtwo> - <wpdisplay
msg=newwindow.title>"><wpdisplay
msg="header.tabtwo"></a>     <a
href="<wpdisplay msg=header.tabthreelinkaddress>"
```

```
class="header" target="_blank" title="<wpdisplay
msg=header.tabthree> - <wpdisplay
msg=newwindow.title>"><wpdisplay
msg="header.tabthree"></a></td>
      </tr>
     </table>
    </td>
   </tr>
   <tr>
    <td colspan="5" style="width:760px;" valign="top"
align="left">
     <table cellpadding="2" cellspacing="0" border="0">
      <tr>
       <td class="headerlogo2"><wpdisplay disp=header.logo2
pre="<img src=&quot;" post="&quot; alt=&quot;<wpdisplay
msg=header.logo2.alt>&quot; />"></td>
       <td style="width:<wpdisplay disp=wp.container.width>"
valign="top" align="left">
```

The footer.html File

The footer.html file defines the footer that appears at the bottom of the Payment Service pages.

The footer file should be named "footer.html". If this file is not included in your Test environment, then our default footer.html version will be used.

Note that this file **needs to end with a closing body tag** (</body>).

Also note that the table structure within the header.html file is finally balanced by the three </table> closing tags included in the default footer.html file.

The Default footer.html File

We recommend that you use our standard default footer.html file as the basis of your own customised version. Download the file from:

```
https://secure.worldpay.com/global3/payment/default/footer.html
```

The default footer.html contains the following HTML code:

```
        </td>
       </tr>
       <tr>
        <td colspan="5" valign="top" align="left"
style="height:5px;"><img src="/images/wp/magic.gif"
style="height:5px; border:0px;" alt="" /></td>
       </tr>
      </table>
```

```
     </td>
    </tr>
    <tr>
     <td colspan="5" class="footerdivider"><img
src="/images/wp/magic.gif" style="width:1px; height:1px;
border:0px;" alt="" /></td>
    </tr>
    <tr>
     <td colspan="5" class="footer"><wpdisplay
msg="footer.copy" stylize=footer></td>
    </tr>
   </table>
  </td>
 </tr>
</table>
</body>
```

Including Images

To add an image into the header or footer areas of the Payment Service pages you will first need to upload it using the Payment Page Editor's **File Management** option.

You will then need to add HTML code that references the image as follows:

```
<img src="/i/instId/fileName.ext">
```

Where:

- ***/i/*** - denotes the images folder in your Test environment on our server,
- **instId** - is the ID of the installation you are customising,
- **fileName.ext** - is the name and extension of the image file (both are case-sensitive), such as png, jpeg, or gif.

Note that you should avoid using links to images or files on your server, as this will cause a warning to be displayed to shoppers about both secure and non-secure items being displayed on our secure Payment Service pages.

Examples - Including Images

The following header HTML fragment sets the background colour, adds an image "logo.gif" and sets the header title to "My Company Ltd.":

```
<body bgcolor="#aaaa44">
<img src="/i/1234/logo.gif" align=left alt="Company Logo">
<br/>
<h1>My Company Ltd.</h1>
```

The following footer HTML fragment adds an image "baseline.gif" to the footer:

```
<img src="/i/1234/baseline.gif" alt="">
</body>
```

The Structure of the Payment Selection Page

Some of the HTML files used to construct the Payment Selection page are common to the other Payment Service pages as shown in the table below.

file	*affects these pages*	*use*
head.html	Payment Selection page Payment page result pages	To add meta data including style sheet links, in between the Payment Service <head> tags.
stylesheet.css		To add additional style elements to the default inline style sheet for the Payment Service pages.
header.html		To add text and images to the header section of the Payment Service pages.
footer.html		To add text and images to the footer section of the Payment Service pages.
tableHead.html	Payment Selection page Payment page	To add text and images to a table, just after the header section
tableFoot.html		To add text and images to a table, just before the footer section

Payment Service Page Construction

The Payment Selection page is constructed as follows:

<table>
<tr><td colspan="3">header.html</td></tr>
<tr><td>Image
(our logo)</td><td>(controls the three images: our logo as well as the Co-Brand and side column images)</td><td>Co-Brand Image</td></tr>
<tr><td colspan="3">tableHead.html</td></tr>
<tr><td rowspan="4">image
(side column)</td><td></td><td rowspan="4">These html files are used to dynamically build the 'Payment Container' section of the Payment Pages</td></tr>
<tr><td></td></tr>
<tr><td>Buttons area</td></tr>
<tr><td>WorldPay Information Area</td></tr>
<tr><td colspan="3">tableFoot.html</td></tr>
<tr><td colspan="3">footer.html</td></tr>
</table>

Example - Layout of Payment Selection Page

The picture below is an example of our standard Payment Selection Page.

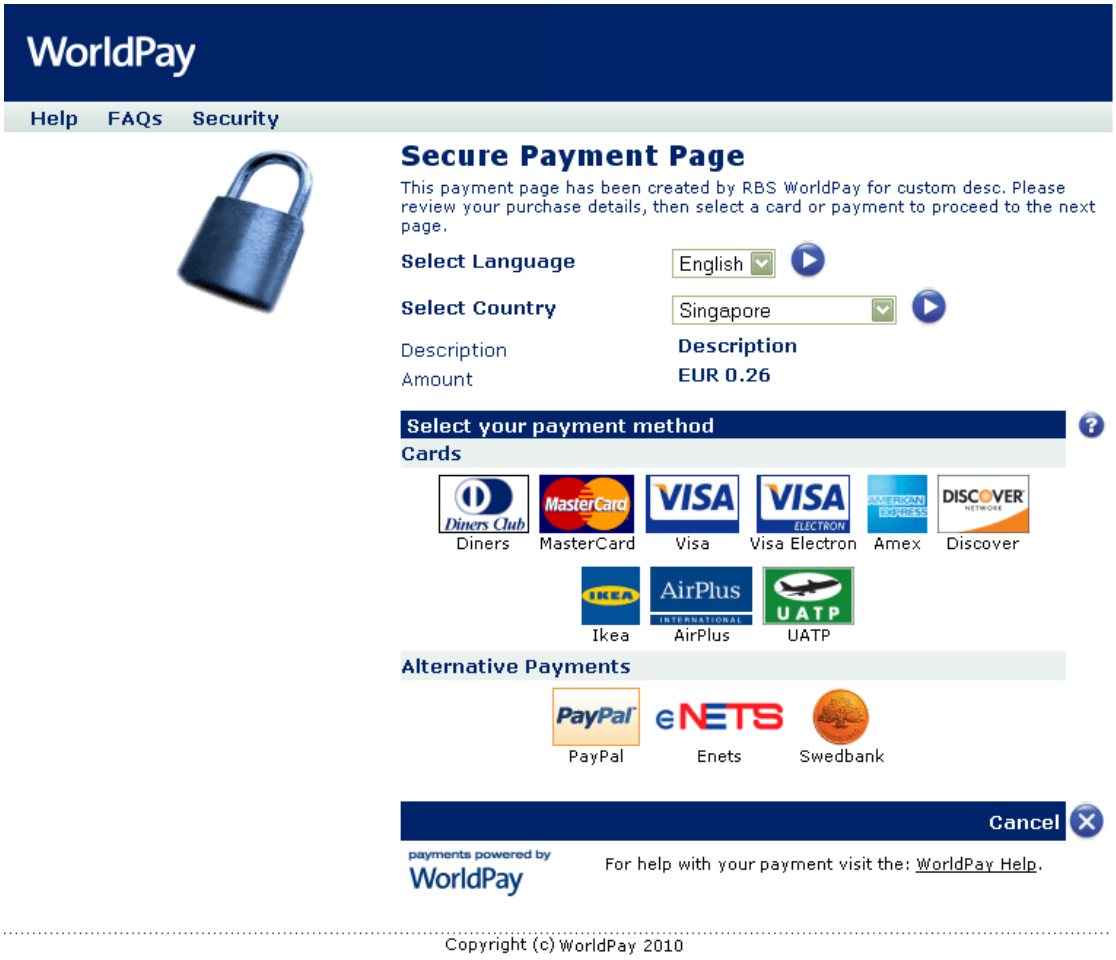


Figure: The Payment Selection Page.

The Structure of the Payment Page

Some of the HTML files used to construct the Payment page are common to the other Payment Service Pages as shown in the table below.

file	*affects these pages*	*use*
head.html	Payment Selection page Payment page Result pages	To add meta data including style sheet links, in between the Payment Service <head> tags.
stylesheet.css		To add additional style elements to the default inline style sheet for the Payment Service pages.

file	*affects these pages*	*use*
header.html		To add text and images to the header section of the Payment Service pages.
footer.html		To add text and images to the footer section of the Payment Service pages.
tableHead.html	Payment Selection Page Payment Page	To add text and images to a table, just after the header section
tableFoot.html		To add text and images to a table, just before the footer section
paymentTopFields.html	Payment Page	To add new fields (or any HTML), into the top part of the Payment Container section. You can also use form elements to gather values for custom parameters in this part.
paymentMiddleFields.html	Payment Page	To add new fields (or any HTML) into the middle part of the Payment Container section. You can also use form elements to gather values for custom parameters in this part.
paymentBottomFields.html	Payment Page	To add new fields (or any HTML) into the bottom part of the Payment Container section. You can also use form elements to gather values for custom parameters in this part.

Payment Page Construction

The Payment page is constructed as follows:

<table>
<tr><td>Image (our logo)</td><td colspan="2">header.html

(controls the three images: our logo as well as the Co-Brand and side column images)</td><td>Co-Brand Image</td></tr>
<tr><td colspan="4">tableHead.html</td></tr>
<tr><td rowspan="7">image (side column)</td><td colspan="2">Order Details
(our standard entries)</td><td rowspan="7">These html files are used to dynamically build the 'Payment Container' section of the Payment Pages</td></tr>
<tr><td colspan="2">paymentTopFields.html</td></tr>
<tr><td colspan="2">Card Details
(our standard form fields)</td></tr>
<tr><td colspan="2">paymentMiddleFields.html</td></tr>
<tr><td colspan="2">Cardholder Details
(our standard form fields)</td></tr>
<tr><td colspan="2">paymentBottomFields.html</td></tr>
<tr><td colspan="2">Buttons area</td></tr>
<tr><td colspan="4">tableFoot.html</td></tr>
<tr><td colspan="4">footer.html</td></tr>
</table>

Example - Layout of the Payment Page

The picture below is an example of our standard Payment page.

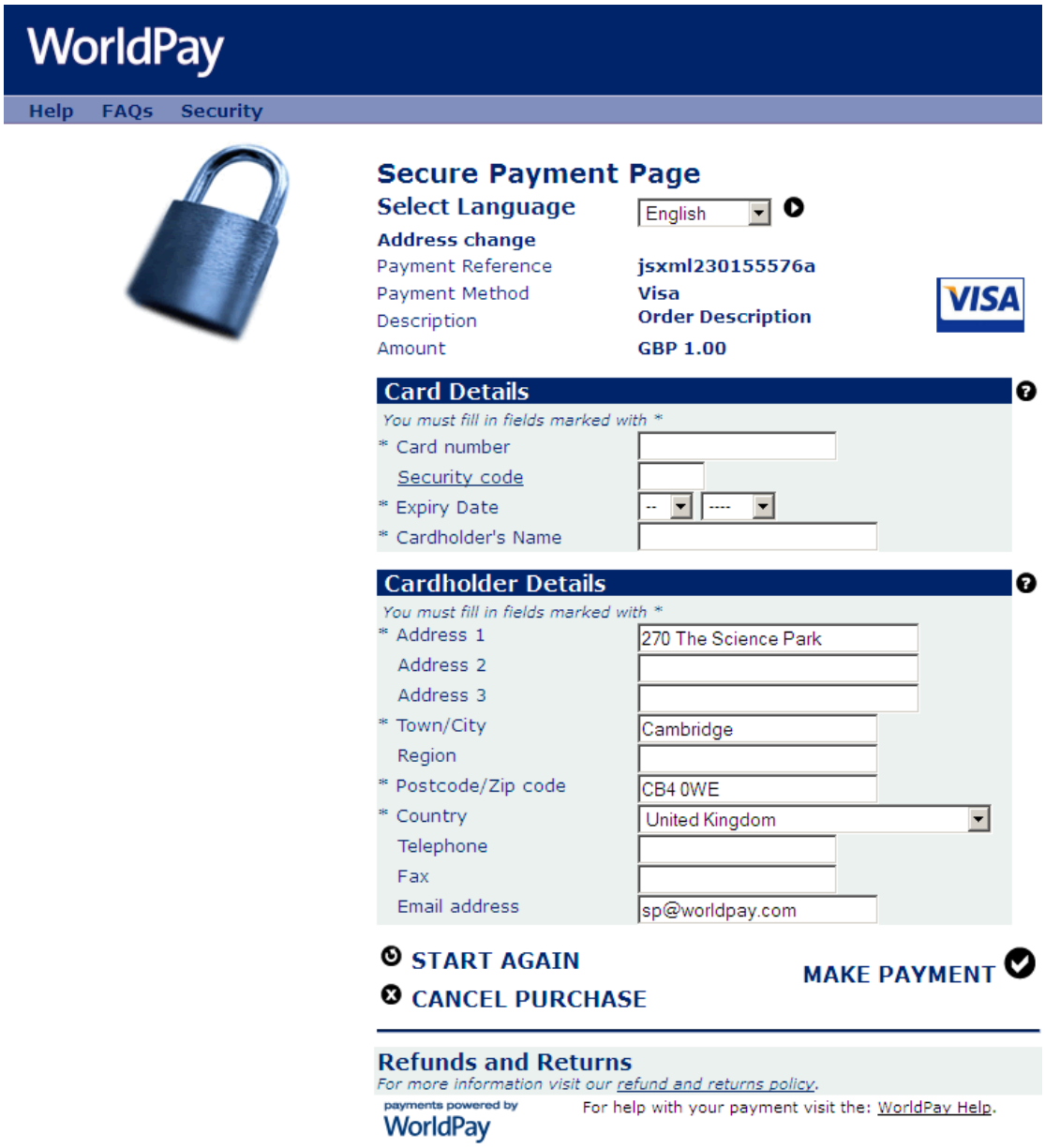


Figure: The Standard Payment Page.

The Structure of the Result Pages

Some of the HTML files used to construct the Result pages are common to the other Payment Service pages as shown in the table below.

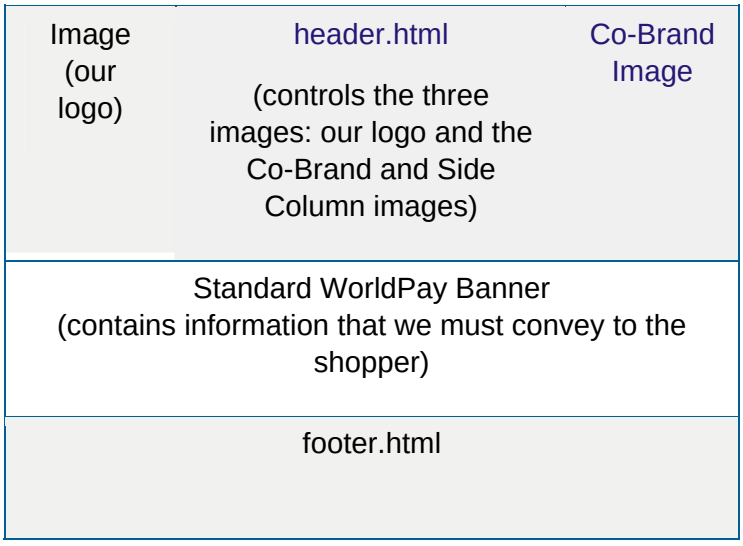
file	*affects these pages*	*use*
head.html	Payment Selection page Payment page	To add meta data including style sheet links, in between the Payment Service <head> tags.

file	*affects these pages*	*use*
stylesheet.css	Result pages	To add additional style elements to the default inline style sheet for the Payment Service pages.
header.html		To add text and images to the header section of the Payment Service pages.
footer.html		To add text and images to the footer section of the Payment Service pages.
resultY.html	resultY page	To customise the 'Successful' payment Result page.
resultC.html	resultC page	To customise the 'Cancelled' payment Result page.

TIP Although you can download and modify our default versions of the Result Page files, they do include complex tags, accordingly we recommend that you begin by creating simple versions, rather than modifying the code used in our default versions.

Result Pages Construction

The Result pages are constructed as follows. Note that they include a mandatory banner area, this banner displays information that we must convey to the shopper.



Building Result Pages

As the Result pages need only to include our standard banner you can remove the Header and Footer areas from your Result page files, as shown below:

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.0
Transitional//EN">
<HTML>
```

```
<BODY>
<WPDISPLAY ITEM=banner>
</BODY>
</HTML>
```

This will produce a Result page similar to the following example.

Example - resultY Page

The figure below is an example of a basic successful Result page.

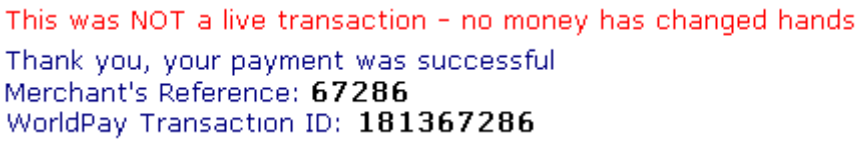


Figure: Layout of the Successful (resultY.html) Page - with banner only

You can easily add other HTML content by including files already within an installation, such as your current header.html and footer.html files. These can be the default versions we supply, or your own customised versions. For example, to include the current header.html file into a Result page, you would need to add the following code at the point where you wanted the header to appear:

```
<WPDISPLAY FILE=header.html>
```

Note that if you view the result pages in a browser, they will appear to contain lots of errors - this is normal.

Adding to the Payment Container Area

You can add HTML to the Payment Container area of the Payment page, using the files described below.

You can also collect extra information on the page using M_, C_ or MC_ parameters. For more information, please refer to Using Parameters and Tags.

Note that the Payment Container files are relevant only to the Payment page, they are not used in the other Payment Service pages.

Please be aware that the text and backgrounds used for the payment top/middle/bottom areas and fields are still affected by any customisations of text, background colours and styles, carried out using the **Text Styles** and **Colours** options in the Payment Page Editor.

The Payment Container files are:

- **tableHead.html** - inserted after the content of the header.html file, but before our standard order details, for more details please refer to The tableHead.html and tableFoot.html Files
- **paymentTopFields.html** - inserted between "Amount" and "Card Details"
- **paymentMiddleFields.html** - inserted between "Cardholder's Name" and "Cardholder Details"
- **paymentBottomFields.html** - inserted between "Email Address" and the "Start Again" button
- **tableFoot.html** - inserted after the end of our Standard Information area, but before the content of the footer.html file, for more details please refer to The tableHead.html and tableFoot.html Files.

You should avoid deleting the standard contents of these files, as you will disrupt the way that the Payment Service pages operate.

We advise that you change the content of these files only if you: 1) have advanced knowledge of HTML, and 2) fully understand how the Payment Service pages operate.

Example - Payment Container Area

The following figure shows the Payment Container files in use in an example Payment Page:

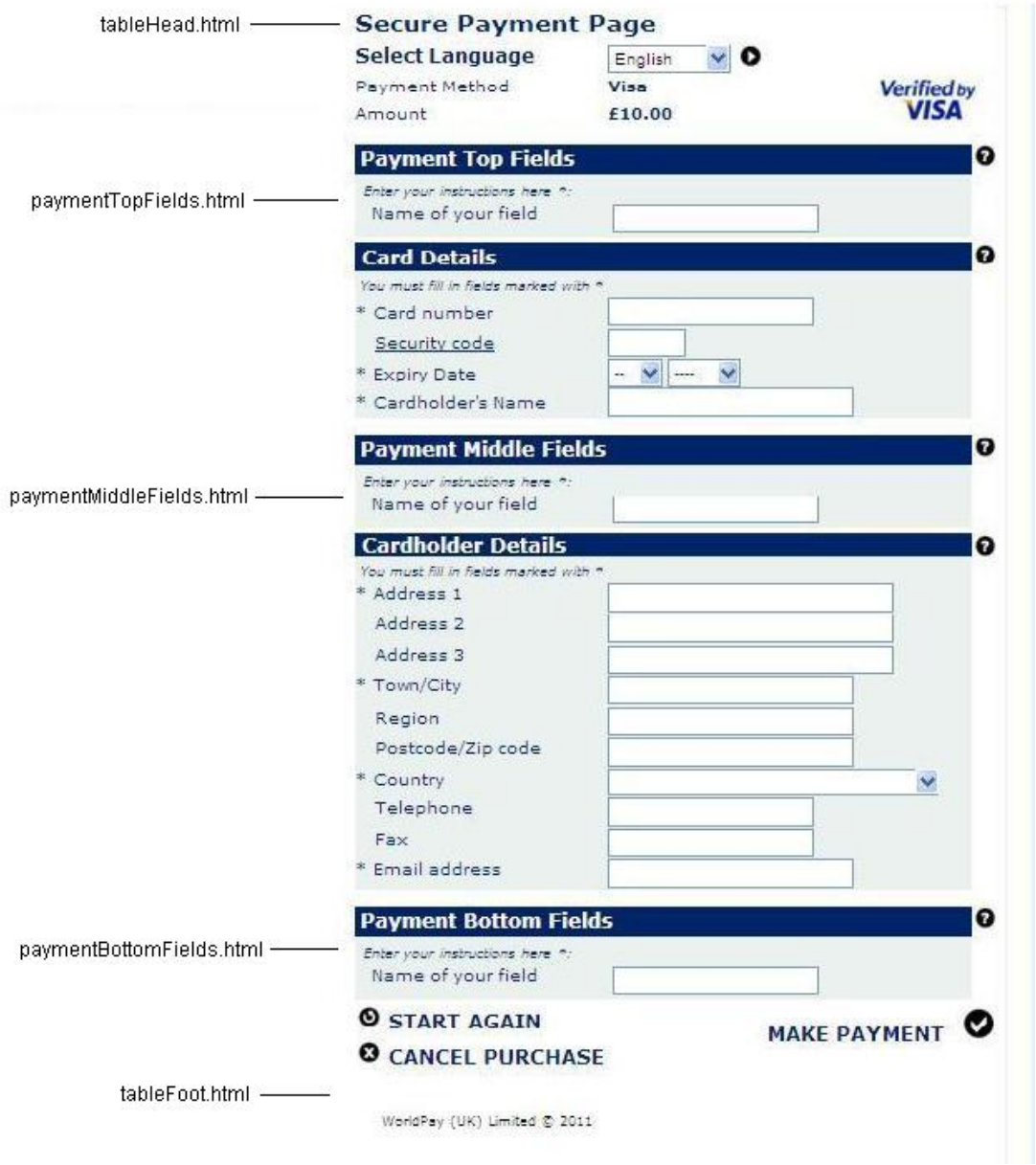


Figure: Payment Container files used in the Payment Details Page

Example - paymentTopFields.html

The following HTML code is an example of a paymentTopFields.html file which was used to add the paymentTopFields area in the figure above.

```
<tr valign="top">
<td class="one" colspan="2">
<table width="100%" cellpadding="0" cellspacing="0"
border="0">
<tr>
<td class="three" align="left" width="100%">
 <wpdisplay msg="Payment Top Fields"
```

```
stylize="3.button">
</td>
<td class="one" align="right">
<a href="<wpdisplay msg="Link to your help page">"
target="_blank">
<img src="<wpdisplay disp=help.button>" style="border:0;"
alt=""></a>
</td>
</tr>
<tr>
<td class="two" width="100%">
<table cellpadding="0" cellspacing="2" border="0">
<tr valign="top">
<td colspan="2" <wpdisplay disp="2.bg" pre="
bgcolor=">> <wpdisplay msg="Enter your instructions
here *:" stylize="2.instr"></td>
</tr>
<tr valign="top">
<td class="two width190"><wpdisplay msg="  Name of
your field" stylize="2"></td>
<td class="two" colspan="1" <wpdisplay disp="2.bg" pre="
bgcolor=">><INPUT TYPE="text" NAME="MC_top" value=""></td>
</tr>
</table>
</td>
</tr>
</table>
</td>
</tr>
```

The tableHead.html and tableFoot.html Files

These files enable you to control some of the content displayed in the Payment Service pages.

tableHead.html

This file adds content just below the content provided by the header.html file. You can download this file from:

```
https://secure.worldpay.com/global3/payment/default/tableHead.html
```

The header.html file creates a specific table structure, so the tableHead.html file needs to continue this table structure through the page.

The following HTML code is provided in our default tableHead.html file:

```
<table class="container" cellpadding="<wpdisplay
disp=wp.container.border.width>"
cellspacing="0" align="center">
<tr>
```

```
<td>
<!-- the main content table -->
<table class="containercell" cellspacing="<wpdisplay
disp=wp.container.cellSpacing>"
  cellpadding="<wpdisplay disp=wp.container.cellPadding>">
<tr>
  <td class="title" colspan=2>
     <!-- page title -->
     <h1><wpdisplay msg=payServ.name></h1>
     <!--  end page title -->
  </td>
</tr>
<!-- end tableHead.html -->
```

Note that the code in bold represents an area with closed tags, whereas the opening <table>, <tr>, <td> and <table> tags are to be closed in the tableFoot.html file, as shown below.

tableFoot.html

This file adds content just before the content provided by the footer.html File. You can download this file from:

```
https://secure.worldpay.com/global3/payment/default/tableFoot.html
```

This file needs to close off any HTML from the tableHead.html file.

The following HTML code is provided in our default tableFoot.html file:

```
   </table>
 </td>
</tr>
</table>
```

Note that these tags enable the closure of the corresponding <table>, <tr>, <td> and <table> tags in the default tableHead.html file, as shown above.

Adding a Customer Description

You can insert extra text in the Payment Service pages to provide a description of your website or services.

This text will be displayed in various places in the Payment Service pages, such as:

- in the Payment Selection page it will be embedded in the description at the top of the page and it will also appear above the Description field,
- in the Payment page it will appear above the Payment Method field.

The example below shows the locations in the Payment Selection page.

Add your own Customer Description

To add an optional Customer Description:

1. login to the Merchant Interface,
2. select the **Installations** option from the left-hand Menu in the Merchant Interface, the Installations page will open,
3. open the Test or Production Setup Page for the installation you want to add the description to, by selecting its spanner button, the Integration Setup Page will open,
4. navigate to the **Customer description (for payment pages)** field and enter the description,

   alternatively, to remove an existing description, clear the contents of this field,
5. select the **save** button to save your changes.

Note that you can only enter plain text - do not enter HTML code.

Note that the **Customer description** field can be left blank if no value is required

Example - Locations of the Customer Description

The following picture shows the locations where the Customer description text gets displayed in the Payment Selection page. In this example the text is "**custom desc**".

Figure: Locations of Text For Customer Description

Our Banner - Required Content

We insert a standard 'banner' into the Result pages which contains information that we must convey to the shopper. Our banner shows our standard confirmation text for the shopper's payment and the dynamically generated text, shown in the example below as: **Merchant's Reference: 67286** and **WorldPay Transaction ID: 181367286**.

The banner is inserted using the following HTML tag in both the resultY.html and resultC.html files:

```
<WPDISPLAY ITEM="banner">
```

Although you cannot customise the content of our banner you do have control over the remainder of the Result pages. You can also customise the format of the dynamically generated text by modifying the display.properties file, for details please refer to Customising Our Banner.

For information about how to add the banner and to change your Result pages, please refer to Structure of the Result pages.

Avoid Redirection Before Our Banner

As we need to display our banner information to the shopper before you attempt to redirect them back to your website shop, we do not enable you to redirect shoppers from our result page before the banner is displayed.

Rather, we advise you to redirect the shopper by opening a new page after the Result pages, or by providing the shopper with links from the Result Page that returns the shopper to your website shop.

Our Banner - Example

Our banner is the box showing the confirmation text for the shopper's payment and the dynamically generated text: **Merchant's Reference: 67286** and **WorldPay Transaction ID: 181367286**.

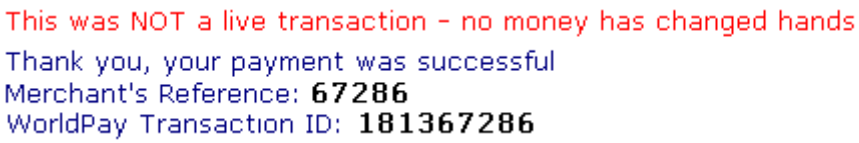


Figure: Required Content - Our Banner

Property Files

Purpose

This chapter describes the property files and the property values they contain; these properties are used when the Payment Service pages are being built.

To customise a property file you must first download it, then modify it using a text editor, and then upload it to your Test environment on our payment service. For further details please refer to Downloading Payment Service Page Files and Uploading Customised Files.

Note that some properties are reserved, such as those used in the banner, which means that you cannot change them. This ensures that the Payment page meets legal requirements and protects consumer rights.

Use

The topics listed below provide details about the property files and what you can do with them.

- **What are Property Files?** - the containers of messages and display definitions.
- **Customising the Property Files** - what you can do with them.
- **Showing Properties on Pages - Message Substitution** - how to display the property names.
- **Other Ways to Display Property Names** - alternative ways to display the names.
- **Customising our Banner** - what you can do with our banner.
- **Showing Properties on the Result Pages** - displaying the property names in the Result pages.
- **Property Descriptions** - the properties named and described in detail.

What Are Property Files?

Property files contain the property values that are used to display text, tables, graphics and other information in the Payment Service pages and Confirmation Emails. Each field or element in the Payment Service pages and the Confirmation Emails has a 'property'.

For example, the property for the 'Title' field in the Payment page which displays the text: 'Secure Payment Page' is `payServ.name`. In the property file messages_en.properties, this is expressed as follows:

```
payServ.name=Secure Payment Page
```

Where:

payServ.name	This is the name of the property that our payment service uses to specify the title text for the Payment Service pages.	**You cannot change the property name.**

Secure Payment page	This is the value of that property.	**You can change the value of a property**.

Types of Properties Files

The properties are contained in the following types of files:

file	*description*
messages_*.properties	This type of message file contains most of the **text messages** that appear on the Payment Service pages and Confirmation Emails. Each of our supported languages has its own message files. The asterisk * in the name is a placeholder for the two-letter code of the language. For example, the English version is messages_en.properties (where * = "en"), and the French version is messages_fr.properties (where * = "fr"). For more information, please refer to The Message Properties Files.
display.properties	This file defines the **colours and fonts** used for the Payment Service pages. The settings within this file do not affect the actual text, they affect only the fonts and colours used for the text. So please do not enter text, or forms, or other fragments of html code into this file. When you make changes to colours, fonts, backgrounds, and so on, using the Payment Page Editor, these changes are automatically updated within the display.properties file. You can also use this file to reference different images for use as buttons on the Payment Service pages. Note that the settings within the display.properties file control the colours and fonts for all of the language versions of the Payment Service pages, including the Result pages.

Customising the Property Files

Each of the property files is commented to help you identify which message appears in which area of the Payment Service pages.

Once you have customised the property values you want, **delete** the remaining properties in the file, so that only your changes remain in a minimal, customised file: the WorldPay default values will be used for any properties that are not defined in your file. Then upload the minimal, customised file to your Test environment.

Please ensure that the filename and extension for the file to be uploaded is the same as that for the file that you downloaded, so if you download the "display.properties" file, you should upload a file named "display.properties".

If you already have a customised property file you may want to blend previous customisations with new ones, by copying content from one file to another.

We recommend that you make a backup copy of the current version of a property file before you make any direct changes to the file.

Example - Customising the `card.cancel.butt` Property Value

To customise the property value `card.cancel.butt`, which is used to show the "CANCEL PURCHASE" text in the English version of the Payment Page:

1. download the English version of the messages file, messages_en.properties, from:

   https://secure.worldpay.com/global3/payment/default/messages_en.properties

2. open the messages_en.properties file using a text editor and search for the property called `card.cancel.butt`,
3. alter the value of `card.cancel.butt`,
4. delete the all of the other properties you do not want to define,
5. save your changes, then upload the altered messages_en.properties file to the Test environment on our payment service.

You can view the effect of your changes by using the **Preview** link from any of the Payment Editor pages.

Showing Properties on Pages - Message Substitution

The **Message Substitution** option in the Test Submission Page provides a useful way for displaying the otherwise hidden properties and messages that are used to build the Payment Service pages.

With the option switched off the property names are shown rather than the contents of the properties. Customising the pages becomes much easier when you know which property produces which of the displayed values.

To show the property names in the Payment Service pages:

1. open the Payment Page Editor and select **Preview**, the Test Submission page will open in a new window,
2. enter the details for the test transaction,

3. for the **Message Substitution** option, select **NO**,
4. then select **Submit**, the Payment Selection page will appear, with property names displayed, rather than their values, as shown in the example figure below,

   if you had selected **YES** for the **Message Substitution** option, then the actual property values would have been shown, such as text and images.

Payment Selection Page Example

This example shows the standard Payment Selection page, displayed via the **Preview** option, with the **Message Substitution** option set to 'NO', so that property names are shown, rather than their values:

Figure: The Payment Selection Page with Message Substitution Switched Off

Other Ways to Show Property Names

There are two other ways to show property names in the Payment Service pages, these are briefly described below:

- **using an HTML Order Details Submission** - Add the `subst="no"` parameter to your HTML order details submission. For example, by adding the following to your order details submission:

  ```
  <input type="hidden" name="subst" value="no">
  ```

- **using a URL String** - Add `&subst=no` as an extra parameter to the URL string that you use to submit order details.

Customising our Banner

Our banner is a box displayed on either of the Result pages, showing our standard confirmation text for the shopper's payment and the dynamically generated text, shown in the example below as: **Merchant's Reference: cartId** and **WorldPay Transaction ID: 179402243**.

Note that some properties are reserved, such as those used in the banner, which means that you cannot change their contents. This ensures that the Payment page meets legal requirements and protects consumer rights. However, you can change the fonts and colours of these property values, as described below.

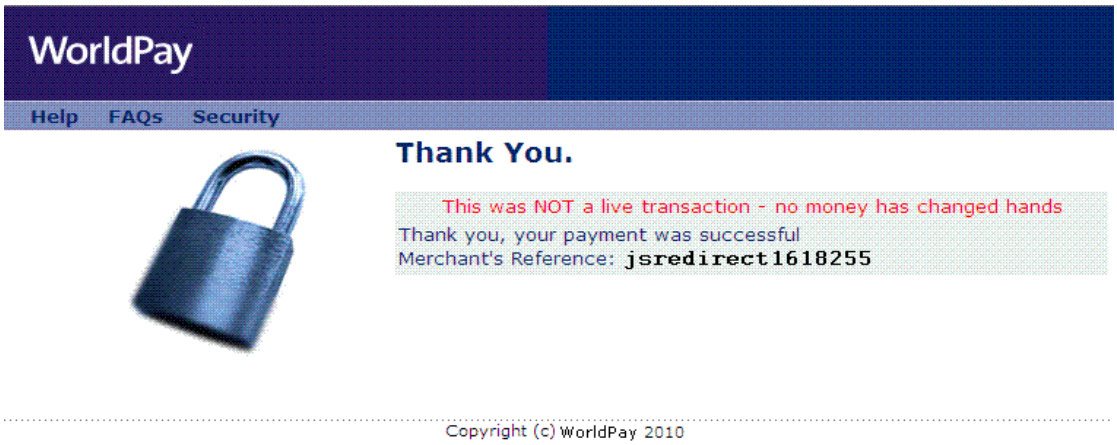


Figure: Required Content - Our Banner

Formatting the Dynamically-Generated Text

The format of the dynamically generated text is controlled by the lines shown in italics in the following fragment of the display.properties file.

```
#################################################################
###########
# default font styles for use throughout unless changed for
specific style
#################################################################
###########
default.font=Verdana,Geneva,Arial,Helvetica,Sans-Serif
default.font.size=2
default.style.start=
default.style.end=

# for card labels and small instruction text
small.font.size=1

# for button labels, by default bold text
button.font=Verdana,Geneva,Arial,Helvetica,Sans-Serif
button.font.size=3
button.style.start=<strong>
button.style.end=</strong>

# mono-space font is used when we must distinguish
```

```
characters in e.g.
# a password or user name.
monospace.font=Courier
monospace.font.size=3
monospace.style.start=
monospace.style.end=
monospace.bold.font=@monospace.font
monospace.bold.size=@monospace.size
monospace.bold.style.start=<strong>
monospace.bold.style.end=</strong>
```

You can customise the dynamically-generated text by adding to and modifying the properties. For example, to change the colour of the bold text in the banner to white, add the following property for the foreground (fg):

```
monospace.bold.fg=#000000
```

Customising the Banner

To make the banner look like a page on your website shop, you may need to customise some of the following settings within our standard display.properties file:

```
########################
#  Banner - displayed on result page
########################
banner.bg=@2.bg
banner.fg=@2.fg
banner.font=@2.font
banner.font.size=@2.font.size
banner.style.start=
banner.style.end=

banner.button.fg=@banner.fg
banner.button.font=@button.font
banner.button.font.size=@button.font.size
banner.button.style.start=@button.style.start
banner.button.style.end=@button.style.end
banner.button=@proceed.button

# colours for error messages and warnings within the banner,
on banner.bg
banner.error.fg=@error.fg
banner.error.font=@error.font
banner.error.font.size=@error.font.size
banner.error.style.start=
banner.error.style.end=

# configuration of container for banner
banner.width=@wp.container.width
banner.border.bg=@wp.container.border.bg
```

```
banner.border.width=@wp.container.border.width
banner.cellSpacing=@wp.container.cellSpacing
banner.cellPadding=@wp.container.cellPadding
banner.cellBorder=@wp.container.cellBorder
```

Showing Properties on the Result Pages

You can view our default Result pages, such as resultY.html, with the property names displayed, as shown below. For more information, please refer to Showing Properties on Pages - Message Substitution.

Note that you cannot change the properties that begin with "ban.", as these are part of our standard banner, which display information that is fixed by us. However you can change the colours and fonts of these property values.

Figure: Standard resultY.html Page - with Property Names Displayed

Property Descriptions

This section describes the major properties used in the Payment Service pages, and the default values we provide.

Note that you can view the pages with the property labels showing rather than the properties themselves, by using the Message

Substitution feature. For more details, please refer to Showing Properties on Pages - Message Substitution.

The properties are displayed below in the following groupings, please note that the lists are not exhaustive, only the main properties are shown.

- Header Properties
- TableHead Properties
- Footer Properties
- Payment Selection Page Properties
- Payment Page Properties.

The examples shown are for the English version of the messages file, messages_en.properties, it can be downloaded from:

https://secure.worldpay.com/global3/payment/default/messages_en.properties
https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_en.properties

Header Properties

The following properties are used in the header of the Payment Service pages.

property	*default value*
header.tabone	Help
header.tabonelinkaddress	/global3/brands/worldpay/payment/default/help_en.html
header.tabtwo	FAQ
header.tabtwolinkaddress	/global3/brands/worldpay/payment/default/help_contactus_en.html
header.tabthree	Security
header.tabthreelinkaddress	/global3/brands/worldpay/payment/default/help_security_en.html

TableHead Properties

The following properties are used as titles in the Payment Service pages.

property	*default value*

wp.name	WorldPay
payServ.name	Secure Payment Page
resultY.name	Thank You.
resultC.name	Cancellation.

Footer Properties

The following properties are used in the footer of the Payment Service pages.

property	*default value*
footer.copy	Copyright (c) RBS plc 2010

Payment Selection Page Properties

These properties are used in the Payment Selection page.

property	*default value*
disp.title	Welcome to WorldPay
disp.securityIcon	/images/secure.gif
disp.securityAlt	padlock
disp.testMode	TEST MODE - this is not a live transaction
disp.intro.text	This payment page has been created by WorldPay for %1%. Please review your purchase details, then select a card or payment to proceed to the next page.
disp.desc	Description
disp.price	Amount
disp.currencies	Choose currency
disp.paymentMethods	Click on your payment method

disp.langSelect.butt	Select Language
disp.cancel.butt	Cancel
disp.submit.butt	Continue
disp.helpURL	/global3/payment/default/help_dispatcher_en.html
disp.helpalt	Choose your payment method - Opens in a new window
disp.statusTitle	Payment Status
disp.redirectTitle	Redirecting to payment server
disp.similarTitle	Similar Payment Already Submitted
disp.similar.info	This payment appears to duplicate a previous payment. Cancel this purchase, or contact <A HREF="mailto:shopper@worldpay .com" class="one">shopper@worldpay .com</A> for more information.

Payment Page Properties

These properties are used in the Card Payment page.

Property	*Default Value*
cardTitle	WorldPay Card Payment
card.testMode	TEST MODE - this is not a live transaction
card.desc	Description
card.price	Amount
card.method	Payment Method
card.selectedCurrency	Selected Currency

card.cardDetails	Card Details
card.instructions	You must fill in fields marked with *
card.number	Card number
card.cvv.url	/global3/payment/default/help_securitycode_en.html
card.cvv	Security code
card.cvv.help	Security code help - Opens in new window
card.validFrom	Valid from
card.expiry	Expiry Date
card.issueNo	Issue Number
card.cardHolderDetails	Cardholder Details
card.cardHolderDetails.instructions	You must fill in fields marked with *
card.name	Cardholder's Name
card.address1	Address 1
card.address2	Address 2
card.address3	Address 3
card.region	Region

card.town	Town
card.BillingAddress.url	/global3/payment/default/help_securitycode_en.html#billing
card.BillingAddress.help	Billing address help - Opens in a new window
card.postcode	Postcode/Zip code
card.country	Country
card.tel	Telephone
card.fax	Fax
card.email	Email address
card.makePayment.butt	MAKE PAYMENT
card.startAgain.butt	START AGAIN
card.cancel.butt	CANCEL PURCHASE
card.langSelect.butt	Select language
card.confirmPayment.butt	CONFIRM PAYMENT
card.refunds.title.text	Refunds and Returns
card.refunds.help.text	For more informations visit our <a href="%1%" class="twoinstr" target="_blank" title="Refunds and returns policy - opens in a new window">refund and returns policy</a>.

card.refunds.link.url	/global3/brands/worldpay/payment/default/help_refunds_en.html
card.deliveryDetails	Delivery Details
card.deliveryName	Delivery Name
card.deliveryAddress1	Address 1
card.deliveryAddress2	Address 2
card.deliveryAddress3	Address 3
card.deliveryRegion	Region
card. deliveryTown	Town
card.deliveryPostcode	Postcode/Zip code
card.deliveryCountry	Country
card.carddetails.helpURL	/global3/payment/default/help_card_en.html#card
card.carddetails.helpalt	Help with your card details - Opens in a new browser window
card.cardHolderDetails.helpURL	/global3/payment/default/help_card_en.html#contact
card.cardHolderDetails.helpalt	Help with your contact details - Opens in a new browser window
card.deliveryDetails.helpURL	/global3/payment/default/help_card_en.html#delivery
card.deliveryDetails.helpalt	Help with your delivery address details - Opens in a new browser

	window

Message Files - Language Versions

Purpose

This chapter describes the files that support the supplied language versions of the Payment Service pages. You can customise the supplied languages by changing the messages in appropriate message properties files and help message files.

The chapter also describes how to create your own language versions of these files.

To customise a message properties file you must first download it from our payment service, then modify it using a text editor, and then upload it to your Test environment on our payment service. For further details please refer to Downloading Payment Service Page Files and Uploading Customised Files.

Use

The topics listed below provide details about the message properties files.

- **The Message Properties Files** - the types of message properties files.
- **Message Properties Files - Language Identifiers** - vital identifiers for modified files.
- **Customising our Supported Language Versions** - customising our language files.
- **Creating your own Language Versions** - how to create your own language files.
- **Character Sets for the Selected Language** - how to provide support for languages.
- **Help Message Files** - the sources of help messages.
- **Display Tags for Multiple Languages** - automating language support.

The Message Properties Files

Each of our supported languages have four message properties files, two of these files contains information for the Payment Service pages and the other two contains information for the Confirmation Emails, as shown in the table below.

Filename Format

The filenames of our message properties files have the following format: messages_*.properties.

Where the asterisk in the messages_*.properties filename is a placeholder for the two-character ISO 639-1 code of the language that the file will support. For example, the English language version is: messages_en.properties.

For a complete list of ISO language codes, please refer to the following Internet site, note that the two-character codes are listed as ISO 639-1 codes:

http://www.loc.gov/standards/iso639-2/php/code_list.php.

Our Supported Languages and Properties Files

The currently supported languages and the locations of the default language versions of the message properties files are listed below:

language	*two-character language code*	*download the default files from:*
English	en	https://secure.worldpay.com/global3/payment/default/messages_en.properties https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_en.properties https://secure.worldpay.com/global3/email/default/messages_en.properties https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_en.properties
Dutch	nl	https://secure.worldpay.com/global3/payment/default/messages_nl.properties https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_nl.properties https://secure.worldpay.com/global3/email/default/messages_nl.properties https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_nl.properties
French	fr	https://secure.worldpay.com/global3/payment/default/messages_fr.properties https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_fr.properties https://secure.worldpay.com/global3/email/default/messages_fr.properties https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_fr.properties

German	de	https://secure.worldpay.com/global3/payment/default/messages_de.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_de.properties
		https://secure.worldpay.com/global3/email/default/messages_de.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_de.properties
Italian	it	https://secure.worldpay.com/global3/payment/default/messages_it.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_it.properties
		https://secure.worldpay.com/global3/email/default/messages_it.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_it.properties
Japanese	ja	https://secure.worldpay.com/global3/payment/default/messages_ja.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_ja.properties
		https://secure.worldpay.com/global3/email/default/messages_ja.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_ja.properties
Spanish	es	https://secure.worldpay.com/global3/payment/default/messages_es.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_es.properties
		https://secure.worldpay.com/global3/email/default/messages_es.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_es.properties

Bulgarian	bg	https://secure.worldpay.com/global3/payment/default/messages_bg.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_bg.properties
		https://secure.worldpay.com/global3/email/default/messages_bg.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_bg.properties
Czech	cs	https://secure.worldpay.com/global3/payment/default/messages_cs.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_cs.properties
		https://secure.worldpay.com/global3/email/default/messages_cs.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_cs.properties
Danish	da	https://secure.worldpay.com/global3/payment/default/messages_da.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_da.properties
		https://secure.worldpay.com/global3/email/default/messages_da.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_da.properties
Greek	el	https://secure.worldpay.com/global3/payment/default/messages_el.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_el.properties
		https://secure.worldpay.com/global3/email/default/messages_el.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_el.properties

Estonian	et	https://secure.worldpay.com/global3/payment/default/messages_et.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_et.properties
		https://secure.worldpay.com/global3/email/default/messages_et.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_et.properties
Finnish	fi	https://secure.worldpay.com/global3/payment/default/messages_fi.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_fi.properties
		https://secure.worldpay.com/global3/email/default/messages_fi.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_fi.properties
Hungarian	hu	https://secure.worldpay.com/global3/payment/default/messages_hu.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_hu.properties
		https://secure.worldpay.com/global3/email/default/messages_hu.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_hu.properties
Korean	ko	https://secure.worldpay.com/global3/payment/default/messages_ko.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_ko.properties
		https://secure.worldpay.com/global3/email/default/messages_ko.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_ko.properties

Latvian	lv	https://secure.worldpay.com/global3/payment/default/messages_lv.properties https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_lv.properties https://secure.worldpay.com/global3/email/default/messages_lv.properties https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_lv.properties
Norwegian	no	https://secure.worldpay.com/global3/payment/default/messages_no.properties https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_no.properties https://secure.worldpay.com/global3/email/default/messages_no.properties https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_no.properties
Polish	pl	https://secure.worldpay.com/global3/payment/default/messages_pl.properties https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_pl.properties https://secure.worldpay.com/global3/email/default/messages_pl.properties https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_pl.properties
Portuguese	pt	https://secure.worldpay.com/global3/payment/default/messages_pt.properties https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_pt.properties https://secure.worldpay.com/global3/email/default/messages_pt.properties https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_pt.properties

Romanian	ro	https://secure.worldpay.com/global3/payment/default/messages_ro.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_ro.properties
		https://secure.worldpay.com/global3/email/default/messages_ro.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_ro.properties
Russian	ru	https://secure.worldpay.com/global3/payment/default/messages_ru.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_ru.properties
		https://secure.worldpay.com/global3/email/default/messages_ru.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_ru.properties
Slovak	sk	https://secure.worldpay.com/global3/payment/default/messages_sk.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_sk.properties
		https://secure.worldpay.com/global3/email/default/messages_sk.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_sk.properties
Swedish	sv	https://secure.worldpay.com/global3/payment/default/messages_sv.properties
		https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_sv.properties
		https://secure.worldpay.com/global3/email/default/messages_sv.properties
		https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_sv.properties

Turkish	tr	https://secure.worldpay.com/global3/payment/default/messages_tr.properties https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_tr.properties https://secure.worldpay.com/global3/email/default/messages_tr.properties https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_tr.properties

Message Files - Language Identifiers

Each messages_*.properties file that you create or customise must contain the following language identifier properties at the top of the file:

```
lang.name=language-name
lang.charset=character-set-id
```

Where:

- **language-name** - is the name of the language as you want it to appear to your shoppers in the **Select Language** drop down box on the Payment Selection page. If the name includes special characters, such as, umlauts and accents, then you will need to specify these in Unicode, to ensure these characters display correctly in all browsers.
- **character-set-id** - is the name of the encoding needed to support the display and the characters used by the language.

For example, the properties for the German language should be:

```
lang.name=Deutsch
lang.charset=ISO-8859-1
```

Where the character set id ISO-8859-1, also known as 'Latin-1', is a standard character encoding of the Latin alphabet.

A message file that does not include the required language identifiers will not function correctly.

Note that if you use the **Languages** option in the Payment Page Editor to add a language version, a message file containing just the language identifiers will be added to your Test environment.

Similarly, if you use a message file to add one of our supported languages, you do not need to add the entire language file to your Test environment, you only need to include the language identifiers in the file to enable the language.

Supported Language Identifiers

You can update the properties and the required values manually, or copy them from the following files on our secure server.

language	*download language identifier properties from:*
Dutch	`https://secure.worldpay.com/global3/common/default/lang-names/messages_nl.properties`
French	`https://secure.worldpay.com/global3/common/default/lang-names/messages_fr.properties`

German	https://secure.worldpay.com/global3/common/default/lang-names/messages_de.properties
Italian	https://secure.worldpay.com/global3/common/default/lang-names/messages_it.properties
Japanese	https://secure.worldpay.com/global3/common/default/lang-names/messages_ja.properties
Spanish	https://secure.worldpay.com/global3/common/default/lang-names/messages_es.properties
Bulgarian	https://secure.worldpay.com/global3/common/default/lang-names/messages_bg.properties
Czech	https://secure.worldpay.com/global3/common/default/lang-names/messages_cs.properties
Danish	https://secure.worldpay.com/global3/common/default/lang-names/messages_da.properties
Greek	https://secure.worldpay.com/global3/common/default/lang-names/messages_el.properties
Estonian	https://secure.worldpay.com/global3/common/default/lang-names/messages_et.properties
Finnish	https://secure.worldpay.com/global3/common/default/lang-names/messages_fi.properties
Hungarian	https://secure.worldpay.com/global3/common/default/lang-names/messages_hu.properties
Korean	https://secure.worldpay.com/global3/common/default/lang-names/messages_ko.properties
Latvian	https://secure.worldpay.com/global3/common/default/lang-names/messages_lv.properties
Norwegian	https://secure.worldpay.com/global3/common/default/lang-names/messages_no.properties
Polish	https://secure.worldpay.com/global3/common/default

	/lang-names/messages_pl.properties
Portuguese	https://secure.worldpay.com/global3/common/default/lang-names/messages_pt.properties
Romanian	https://secure.worldpay.com/global3/common/default/lang-names/messages_ro.properties
Russian	https://secure.worldpay.com/global3/common/default/lang-names/messages_ru.properties
Slovak	https://secure.worldpay.com/global3/common/default/lang-names/messages_sk.properties
Swedish	https://secure.worldpay.com/global3/common/default/lang-names/messages_sv.properties
Turkish	https://secure.worldpay.com/global3/common/default/lang-names/messages_tr.properties

Customising our Supplied Language Versions

You can customise the standard language versions of the Payment Service pages and Confirmation Emails by downloading the appropriate messages_*.properties file for a language from our server, then customising the messages to suit your needs, and then uploading the modified file to your Test environment on our payment service.

To customise a language version:

1. download the appropriate message_*.properties file for the language. Note that there are four for each language: one for Payment Service page messages and one for the Confirmation emails. For example, the English versions are:

```
https://secure.worldpay.com/global3/payment/default/messages_en.properties
https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_en.properties
https://secure.worldpay.com/global3/email/default/messages_en.properties
https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_en.properties
```

2. open the downloaded messages_*.properties file with a text editor and customise the messages as required,
3. combine the contents of both files and **delete** messages you do not want to change, so that only your changes remain in a minimal, customised file - our latest version of a message will be used if a particular message does not exist in your minimal, customised version of the file, as we merge your changed messages with our unchanged messages into one single messages_*.properties file
4. if you have previously customised some of the text messages, then you may want to include these changes in your new version.
   Note that we store details of all the messages that have been changed for your Test environment: to view these changes, select the **File Management** option in the Payment Page Editor, and examine any message files within the list of Property Files
5. ensure that the target language identity properties have appropriate values, such as, `lang.name=English` and `lang.charset=ISO-8859-1`: for more details please refer to Message Files - Language Identifiers,
6. upload the customised messages_*.properties file to your Test environment, using the **File Management** option in the Payment Page Editor.

Testing and Using the Customised Language Version

To view your customised Payment Service pages, use the **Preview** option in the Payment Page Editor.

We advise that you test the Payment Service pages for your customised version at the earliest opportunity by sending some test transactions through the WorldPay payment service.

You may also want to customise the help files used by the Payment Service pages. To do this you will need to provide customised help files. For details please refer to Help Message Files.

Note that if your Payment Service pages support several languages, you can make use of display tags that will automatically display texts in the appropriate language. For more information, please refer to Display Tags for Multiple Languages.

Translating - Content Reserved for Our Use

Some content is reserved for our use only. You cannot customise/translate our reserved/fixed content. For example, the following property is reserved for our use:

brand.copy=WorldPay is part of the Royal Bank of Scotland Group. For help with your payment visit the: WorldPay Help.

For more information about translating these reserved areas, please email our Technical Support staff.

Creating your own Language Versions

You can create your own language versions of the Payment Service pages and emails by downloading an appropriate messages_*.properties files from our server, then translating the messages to suit your needs, and then uploading the modified file to your Test environment on our server.

Before proceeding, we suggest that you contact Technical Support with information about the language you want to use, as we may already have Payment Service pages in that language.

To create a new language version based upon the English message properties files:

1. download the following files that we use to provide all of the standard English text messages for the Payment Service pages and Confirmation Emails:

```
https://secure.worldpay.com/global3/payment/default/messages_en.properties
https://secure.worldpay.com/global3/brands/worldpay/payment/default/messages_en.properties
https://secure.worldpay.com/global3/email/default/messages_en.properties
https://secure.worldpay.com/global3/brands/worldpay/email/default/messages_en.properties
```

2. collect all of these messages into one file, then rename its two-character language identity to suit the target language: for example, messages_la.properties for the Latin language. For more information on naming conventions, please refer to The Message Files

3. open the messages_la.properties file with a text editor and translate the value of each message value as required, take care to translate only the value of each property rather than the property name: for example, to change the English value of the **Make Payment** button, alter the property value `card.makePaymt.butt=MAKE PAYMENT` to `card.makePaymt.butt=SERVITIUM,`

4. add target language identity properties and appropriate values, such as, `lang.name=Latin` and `lang.charset=ISO-8859-1`: for more information please refer to Message Files - Language Identifiers.
If your new language will use a specific character set to enable support of non-English characters, such as Arabic, Russian or Chinese characters, then please refer to Character Sets for the Selected Language,

5. upload the new messages_la.properties file to your Test environment, using the **File Management** option in the Payment Page Editor

6. enable the language with the **Languages** option in the Payment Page Editor - the language will then appear in the **Select Language** drop down box displayed on the Payment Selection page.

Testing and Using the New Language Version

To view your new language on the Payment Service Pages, use the **Preview** option in the Payment page Editor and select your new language from the **Select Language** drop down box.

We advise that you test the Payment Service pages for your new language version at the earliest opportunity, by sending some test transactions through the WorldPay payment service.

You may also want to provide help files for the Payment Service pages in your new language. To do this you will need to provide translated help files and a message properties file with updated links to your new files. For details please refer to Help Message Files.

Note that if your Payment Service pages support several languages, you can make use of display tags that will automatically display texts in the appropriate language. For more information, please refer to Display Tags for Multiple Languages.

You can also pre-select this language for your shoppers, so that the Payment Service pages will be initially displayed in the language, by including the parameter 'lang' within the order details submission - for example, with its value set to 'la', as shown below:

```
<input type=hidden name="lang" value="la">
```

Character Sets for the Selected Language

When you enable a language you can reasonably expect the shoppers who view the Payment Service pages in this language to enter information using the same language, such as their name and address details.

However, when this information is passed back to your system, you may not be able to read it - unless your systems can recognise the language's character set.

You need to ensure that non-English characters display in the correct format in the Payment Service pages, as well as within the Merchant Interface where you view the transaction details.

To do this, include the appropriate character set in the headers of all of the HTML pages of your website, as well as in our Payment Service pages, as shown in the example below.

Note that this approach also enables the correct support of any data that you send to our Payment Service so that it reaches us in the correct format.

Example - Supporting Japanese Characters

To display Japanese characters in the correct format on Payment Service pages, you need ensure that your website code supports the display and entry of Japanese character sets. To do this in your Payment Service pages, you need to add the following meta tag to the HTML header for each page:

```
<meta http-equiv="Content-Type" content="text/html;
charset=Shift_JIS">
```

Your own Language - Character Support

If you add your own language and create the required customised Payment Service pages for this language, you may need to support the character set for that language using the approach described above.

For example, you could create customised Chinese Payment Service pages using the Big5 character set ("charset=Big5"), where this encodes the traditional characters favoured in Hong Kong and Taiwan. You would then need to add the following code into the header area of each HTML page, to enable the correct entry, handling and display of Chinese characters:

```
<meta http-equiv="Content-Type" content="text/html;
charset=Big5">
```

Help Message Files

Each of our supported languages has a number of help message files that are referenced from links in the Payment Service pages. The sections below identify the standard links for the English version messages_en.properties file and their associated help message files.

Also described are additional email messages in the email message properties file.

Adding New Language Help Files

If you add a language version you may also want to provide help files in your target language. To do this you will need to provide translated help files and a Payment Service pages messages properties file with updated links to your new files.

We suggest that you download copies of our standard files as a starting point and then translate them into your target language.

You should name the new help files, and the messages properties file, in accordance with our naming format described in The Message Files, and then upload them to your Test environment.

Payment Service Page Help Links

Help Links and associated help message files for the English Version of the messages properties file, messages_en.properties, are shown below. This file can be viewed and downloaded from:

```
https://secure.worldpay.com/global3/payment/default/messages
_en.properties

https://secure.worldpay.com/global3/brands/worldpay/payment/
default/messages_en.properties
```

Header Help Links

```
#-------------------------------------------------------------
---------
# Default Header
#-------------------------------------------------------------
---------
header.tabone=Help
header.tabonelinkaddress=/global3/brands/worldpay/payment/de
fault/help_en.html
header.tabtwo=FAQs
header.tabtwolinkaddress=/global3/brands/worldpay/payment/de
fault/help_faqs_en.html
header.tabthree=Security
header.tabthreelinkaddress=/global3/brands/worldpay/payment/
default/help_security_en.html
```

These files can be viewed and downloaded from:

```
https://secure.worldpay.com/global3/brands/worldpay/payment/
default/help_en.html
https://secure.worldpay.com/global3/brands/worldpay/payment/
default/help_faqs_en.html
https://secure.worldpay.com/global3/brands/worldpay/payment/
default/help_security_en.html
```

Payment Page Help Links

```
#-------------------------------------------------------------
---------
# Help for the payment page
#-------------------------------------------------------------
---------
card.carddetails.helpURL=/global3/payment/default/help_card_
en.html
card.carddetails.helpalt=Help with your card details
card.cardHolderDetails.helpURL=/global3/payment/default/help
_card_en.html
card.cardHolderDetails.helpalt=Help with your contact
details  - Opens in a new window
card.deliveryDetails.helpURL=/global3/payment/default/help_c
ard_en.html

card.deliveryDetails.helpalt=Help with your delivery address
details  - Opens in a new window
```

This file can be viewed and downloaded from:

```
https://secure.worldpay.com/global3/payment/default/help_car
d_en.html
```

Dispatcher Page Help Link

```
#-------------------------------------------------------------
---------
# Dispatcher page template (dispPage.templ)
#-------------------------------------------------------------
---------
disp.helpURL=/global3/payment/default/help_dispatcher_en.htm
l
disp.helpalt=Choose your payment method - Opens in a new
window
```

This file can be viewed and downloaded from:

```
https://secure.worldpay.com/global3/payment/default/help_dis
patcher_en.html
```

Security Code Help Link

```
#-------------------------------------------------------------
---------
# Card template (card/cardPage.templ)
# Note: each card type is just a variant on same template
# so uses same messages, with a few exceptions
#-------------------------------------------------------------
---------
card.cvv.url=/global3/payment/default/help_securitycode_en.h
tml
card.cvv=Security code
```

This file can be viewed and downloaded from:

```
https://secure.worldpay.com/global3/payment/default/help_sec
uritycode_en.html
```

Refund Help Link

```
#-------------------------------------------------------------
---------
# Text to left of  refunds and returns button
#-------------------------------------------------------------
---------
card.refunds.title.text=Refunds and Returns
card.refund=For more information visit our <a href="%1%"
class="twoinstr" target="_blank" title="Refunf and returns
policy - Opens in a new browser window">refund and returns
policy</a>.
card.refunds.link.url=/global3/brands/worldpay/payment/defau
lt/help_refunds_en.html
```

The file can be viewed and downloaded from:

```
https://secure.worldpay.com/global3/brands/worldpay/payment/
default/help_refunds_en.html
```

ELV Help Linkd

```
#-------------------------------------------------------------
---------
# ELV payment page Help
#-------------------------------------------------------------
---------
elv.accountdetails.helpURL=/global3/payment/default/help_elv
_en.html#account
elv.accountdetails.helpalt=Help with your ELV account
details - Opens in a new window
elv.accountHolderDetails.helpURL=/global3/payment/default/he
lp_elv_en.html#accountholder
elv.accountHolderDetails.helpalt=Help with your contact
details - Opens in a new window
elv.deliveryDetails.helpURL=/global3/payment/default/help_el
v_en.html#delivery
elv.deliveryDetails.helpalt=Help with your delivery address
details - Opens in a new window
```

This file can be viewed and downloaded from:

```
https://secure.worldpay.com/global3/payment/default/help_elv
_en.html
```

Recurring Payments (FuturePay) Help Link

```
#-------------------------------------------------------------
---------
# Recurring Payments (FuturePay) payment page Help
#-------------------------------------------------------------
---------
fpay.helpURL=/global3/brands/worldpay/payment/default/help_f
uturepay_en.html
fpay.helpalt=Help with your FuturePay Account.
```

This file can be viewed and downloaded from:

```
https://secure.worldpay.com/global3/payment/default/help_fut
urepay_en.html
```

Contact Us Help Link

If you want to add a link to Contact Us help on your HTML pages and you have added a new language you may need to translate a version of it to support the language. Our standard file can be viewed and downloaded from:

```
https://secure.worldpay.com/global3/payment/default/help_con
tactus_en.html
```

Merchant Email

You can add extra information to the merchant email by adding text to the properties in the email message properties file, which can be viewed and downloaded from:

```
https://secure.worldpay.com/global3/email/default/messages_en.properties
```

Add text to the following properties:

```
# a special fields for merchant's own additional information
email.merchPurch.top=
email.merchPurch.middle=
email.merchPurch.bottom=
```

You can add as much extra text as you wish. To provide multiple lines of text, add line breaks by using "\n" in the message. For example, to add some additional lines to the top of the email:

```
email.merchPurch.top=This is my first paragraph.\n\nA new
line followed by a blank line precedes this paragraph\nmore
stuff on a new line.
```

Please avoid including a literal carriage return in the message, as this terminates the message.

Custom Parameters

To include an MC_ variable called MC_test in the middle of the email, you would need to add:

```
email.merchPurch.middle=MC_test: <WPDISPLAY ITEM= MC_test>
```

Changes to Shopper Emails

If you want to make changes to the shopper email, you will need to use the **Confirmation Email** option in the Payment Page Editor to make these changes.

Display Tags for Multiple Languages

If you are creating Payment Service pages in several languages, you can make use of display tags that will automatically display texts in the appropriate language.

To add a display tag capable of automatically displaying various language translations:

1. create a message property named `resY.tag_name` with an English value of `text here`, by inserting the property and value into a downloaded copy of the messages_en.properties file, for example:

   ```
   resY.tag_name=text here
   ```

2. then save the customised messages_en.properties file and upload it to your Test environment,

3. insert the following tag code into an appropriate place in the Payment Service pages HTML files:

```
<WP DISPLAY MSG="resY.tag_name">
```

When you view the English version of the Payment Service pages the message "`text here`" will be displayed.

Apply the same method to the messages_*.properties file for each language you want to support. Ensure that you translate just the property **value** in the message properties files - and remember to upload them after customising them.

When the Payment Service pages are viewed the message will be displayed in the appropriate language.

Using Parameters and Tags

Purpose

Parameters and tags provide useful ways of customising the Payment Service pages. This chapter provides descriptions and examples of using parameters and tags to accomplish a range of customising tasks. For example:

- you can use parameters to specify the language to be used in the Payment Service pages and control the display of the Select Language and Choose Currency list boxes,
- you can use parameters to customise the Payment Service pages and the Confirmation Emails to include 'dynamic' and merchant defined content, so that the pages and emails display extra information about the transaction.

For more information about using parameters, please refer to the various parameter topics in the guide Submitting Transactions in the Redirect Model and the Payment Notifications Guide.

Use

The topics listed below provide descriptions and examples of using parameters and tags.

- **Fixing the Currency** - hide the display of the Choose Currency list box.
- **Specifying and Fixing the Language** - specify a language and hide the Select Language list box.
- **Dynamic Information Parameters** - this is content that is created by our payment service as the transaction proceeds.
- **Merchant-defined Parameters** - this is content that originates from your own system.

Fixing the Currency

If you have more than one currency available for your merchant code, the **Choose Currency** list box will be displayed automatically when the Payment Selection page is displayed.

You can use a parameter in the order details submission to hide this list box, so that shoppers cannot change the currency used in the Payment Service pages - this effectively "fixes" the currency you specify in the value of the `currency` parameter in the order details submission.

To fix the currency used in the Payment Service pages, include the `hideCurrency` parameter, with its value set to "true", in the order details submission. Note that the value of the `hideCurrency` parameter can also be left empty - a null value defaults to "true".

For example, include the following in the order details submission:

```
<input type=hidden name="hideCurrency" value="true">
```

To enable display of the Choose Currency list box, set the value to "false" or ensure that the noLanguageMenu parameter is not included in the order details submission.

Note that if you have enabled shoppers to bypass the Payment Selection Page, the Choose Currency list box will not be shown. Accordingly, you do not need to use the `hideCurrency` parameter. For more details, please refer to Bypassing the Payment Selection Page.

Specifying and Fixing the Language

If you have more than one language enabled for your installation you can use a parameter in the order details submission to specify the language initially used in the Payment Service pages.

You can also use a parameter to prevent the **Select Language** list box being displayed in the Payment Selection Page, so that shoppers cannot change the language used in the Payment Service pages - this effectively "fixes" the language you specify.

Note that if you have enabled shoppers to bypass the Payment Selection page, the Select Language list box will usually be displayed on the Payment page. To avoid this, you will need to specify a language and then fix it by hiding the list-box, as described below. For more details, please refer to Bypassing the Payment Selection page.

Specify the Language

To specify the language for the Payment Service pages, include the `lang` parameter, with its value set to a valid two-character language code, in the order details submission.

For example, to specify that the Payment Service pages are to be initially displayed in French, include the following in the order details submission:

```
<input type=hidden name="lang" value="fr">
```

The language value must be a two-character ISO language code for one of our supported languages, or for a language you have created. For more information, please refer to Our Supported Languages and Properties Files and Creating your own Language Versions.

Note that the language specified must have been enabled with the **Languages** option in the Payment Page Editor. If the language has not been enabled then English will be used by default.

Also note that the value of the `lang` parameter cannot contain more than six characters - anything longer will be truncated.

Specify the Country for the Language

You can also specify the country or region for the specified language, by adding the two-character ISO-3166-2 country code to the `lang` parameter value.

This country code must be in uppercase and the codes must be separated by a hyphen. For example, "en-GB" specifies UK English.

For a complete list of ISO-3166-2 country codes please refer to the following Internet site:

```
http://www.iso.org/iso/en/prods-services/iso3166ma/02iso-3166-code-lists/index.html
```

Fixing the Language

You can use a parameter to hide the **Select Language** list box, so that shoppers cannot change the language used in the Payment Service pages - this effectively "fixes" the language you specify.

To fix the language used in the Payment Service pages, include the `noLanguageMenu` parameter, with its value set to "true", in the order details submission. Note that the value of the `noLanguageMenu` parameter can also be left empty - a null value defaults to "true".

For example, include the following in the order details submission:

```
<input type=hidden name="noLanguageMenu" value="true">
```

To enable display of the Select Language list box, set the value to "false" or ensure that the `noLanguageMenu` parameter is not included in the order details submission.

Dynamic Information Parameters

You can include dynamic information that has been created during the transaction, in the Payment Service pages or the Shopper Confirmation Email by using parameters in the Payment Service HTML files or the email message properties files.

Note that you can also use the Payment Page Editor to add parameters to Shopper Confirmation Emails. For details, please refer to Shopper Confirmation Email.

Adding a Tag to a Payment Service Page

To include dynamic information in a Payment Service page:

1. download the relevant Payment Service HTML file,
2. open the file with a text editor and add the tag at an appropriate place in the file. For example, use the tag:

   ```
   <WPDISPLAY ITEM="name_of_parameter">
   ```

   Where "`name_of_parameter`" is the name of the parameter you want to include. The parameter should be one of our standard parameters. For details of including merchant-defined parameters, please refer to Custom Parameters.

3. save the file and upload it to your Test environment.

For example, the following HTML code in the resultY.html file would display our `address` parameters after the usual text, in this case it would be the shopper's address:

```
<p>Thank you for purchasing with us. Your item will be
delivered to the following address:</p>
<WPDISPLAY ITEM="address1">
<WPDISPLAY ITEM="address2">
<WPDISPLAY ITEM="address3">
<WPDISPLAY ITEM="town">
<WPDISPLAY ITEM="region">
<WPDISPLAY ITEM="postcode">
<WPDISPLAY ITEM="country">
```

An alternative option is to supply a single address item, which includes all the address data, (other than postcode and country, which must be displayed separately) as shown below:

```
<WPDISPLAY ITEM="address">
<WPDISPLAY ITEM="postcode">
<WPDISPLAY ITEM="country">
```

Note that you can apply the same procedure to the Confirmation Emails - make the changes to the relevant email messages_*.property file for your language.

Custom Parameters

You can use merchant-defined, custom parameters, such as the MC_ or CM_ parameters, to add content to the Payment Service pages and the Confirmation Emails.

You will need to supply these parameters, with values, in the order details submission.

Alternatively, you can gather the values from the shopper via form elements within the paymentTopFields.html, paymentMiddleFields.html and paymentBottomFields.html parts of the Payment Page. For more details, please refer to Structure of the Payment Page.

Note that you can also use the Payment Page Editor to add custom parameters to Shopper Confirmation Emails. For details, please refer to Shopper Confirmation Email.

For more information about using custom parameters, please refer to the Payment Notifications guide.

Adding a Tag to a Payment Service Page

To include your own merchant-defined, custom parameter in a Payment Service page:

1. download the relevant Payment Service HTML file,
2. open the file with a text editor and add the tag at an appropriate place in the file. For example, use the tag:

   ```
   <WPDISPLAY ITEM="MC_myText">
   ```

   Where "`MC_myText`" is the name of your own merchant-defined parameter. For details of including our standard parameters, please refer to Dynamic Information Parameters.

3. save the file and upload it to your Test environment,
4. include the parameter `MC_myText` and its value in the order details submission, for example:

   ```
   <input type=hidden name="MC_myText" value="Thank you
   for taking advantage of our special offer.">
   ```

   You can also gather the value from the shopper via a form element within the paymentTopFields.html, paymentMiddleFields.html or paymentBottomFields.html parts of the Payment page.

Your text message will now appear in the Payment Service page when it is displayed.

Note that you can apply the same procedure to the Confirmation Emails - make the changes to the relevant email

messages_*.property file for your language.

Example resultY.html File

The following example of the resultY.html file returns a response to a shopper who has just paid for their order - in this case, a software download.

Note that the example depends upon the custom parameters `CM_download_URL` and `MC_shipping_address` and values being included in the order details submission.

```
<html>
<head>
<title>Thank you for your payment</title>
</head>
<WPDISPLAY FILE=header.html DEFAULT="<body
bgcolor=#ffffff>">
<h1>My Company Ltd.</h1>
<WPDISPLAY ITEM=name>, thank you for your payment of
<WPDISPLAY ITEM=amountString> for
<WPDISPLAY ITEM=desc>. Please go to <WPDISPLAY
ITEM=CM_download_URL> to download your software.
Your magazine will be sent to <WPDISPLAY
ITEM=MC_shipping_address>

<WPDISPLAY ITEM=banner>
<WPDISPLAY FILE=footer.html DEFAULT="</body>">
</html>
```

This would return the response:

```
=== header.html content ===

My Company Ltd.

<name>, thank you for your payment of <amountString> for
<desc>. Please go to <CM_download_URL> to download your
software. Your magazine will be sent to
<MC_shipping_address>

=== then the banner and footer.html content ===
```

Emails

Purpose

This chapter describes how to customise the emails produced by our payment service.

Note that an email messages_*.properties file contains the email messages for each of our supported languages. For details of our supported language versions, please refer to The Message Properties Files.

Use

The topics listed below provide descriptions and examples of shopper and merchant emails.

- **Shopper Confirmation Email** - making changes to our acknowledgement email.
- **Merchant Confirmation Email** - adding text to the merchant's email.
- **Providing a Support Email Address** - add the email address of your support staff to the Shopper Confirmation Email.
- **Changing your Email Address** - specify the email address to which Merchant Confirmation Emails are sent.
- **Troubleshooting Customised Emails** - what to look for when something goes wrong.

Shopper Confirmation Email

The Shopper Confirmation Email sent by our payment service is an acknowledgement from us that we have processed a transaction. The email is not intended to provide a way for you to acknowledge a shopper's transaction.

The Confirmation Email is displayed in one of two formats: a plain text version and an HTML version. If your shoppers have a suitable email application, then the HTML version of the email will be displayed by default.

The HTML version contains HTML formatting and promotional images, which cannot be customised. However, the text in both the HTML and plain text version can be customised, as described below.

Note that both the HTML and text versions of the Shopper Confirmation Email use the same property file. Any changes to the email message_*.properties file will be displayed in both versions.

Adding Text and an Image

As mentioned above, the look and feel of the Shopper Confirmation Email is fixed by us, so you cannot change its design. However, you can use the Payment Page Editor to add your own text and a small image.

You can also customise the message properties files and the Payment Service HTML files to include text as well as dynamic information, created during the transaction. For more information, please refer to Dynamic Information Parameters.

Example - Adding Text with a Custom Parameter

To insert merchant-defined text into the Shopper Confirmation Email with the Payment Page Editor, you will need to include a custom parameter, with its value, in the order details submission and then enable its display via the Payment Page Editor, as described below.

For example:

1. select the **Confirmation Email** option from the Payment Page Editor's **Edit** menu,
2. the Shopper Confirmation Email Page will open and display three fields where you can enter the HTML tag which will enable display of your text. For example, enter the following custom tag in one of the fields:

```
<wpdisplay item="MC_myText">
```

> Note that once you have entered this HTML tag to display your custom text, you cannot view this code when re-editing the email with the Editor's Confirmation Email option. However, you can view and edit this HTML tag by editing the messages_*.properties file for the appropriate language.

3. select the **Add Text or Image** button to save your changes,
4. include the parameter `MC_myText` and its value in the order details submission, for example:

```
<input type=hidden name="MC_myText" value="Thank you
for taking advantage of our special offer.">
```

Your text message will now appear in the Shopper Confirmation Email when it is displayed.

For more information, please refer to the **Confirmation Email** section in the **Editor Menu Items** chapter of the Customising Guide (Standard).

Merchant Confirmation Email

The Merchant Confirmation Email is sent to you each time a transaction is successfully processed via your Payment Service pages. You will receive a Merchant Confirmation Email when a shopper's purchase reaches a Payment Status of 'AUTHORISED' or 'SENT_FOR_REFUND'.

> Note that you can change the email address the Merchant Confirmation Email is sent to, for details please refer to Changing your Email Address.

Adding Extra Text and Information

Some shopper details already appear in the Merchant Confirmation Email, such as the shopper's **Name** and **Address**. However, you can add extra shopper details and some transaction-specific information, including:

- almost all of what is stored about an authorised transaction in the Merchant Interface,
- any parameters included in the original order details submission, which are prefixed with either M_, MC_, CM_ or C_.

For a complete list of these parameters, please refer to the **redirect specific parameters** chapter in the Submitting Transactions using Hosted Payment Page (HTML Redirect).

You can add extra information to your Merchant Confirmation Email by downloading the appropriate email messages_*.properties file for a language, and customising the messages to suit your needs, then uploading the modified file to your Test environment.

Examples - Adding Text

To add text:

1. add the following fields to the email messages_*.properties file: these are the fields that refer to the top, middle and bottom areas of your Merchant Confirmation Email:

```
email.merchPurch.top=
email.merchPurch.middle=
email.merchPurch.bottom=
```

2. add the extra text by entering it after any of the "=" symbols of these fields - depending on where you want the extra information to appear. For example, the following lines would add the text '`Put this at the top`' to the top part of your confirmation email:

```
email.merchPurch.top= Put this at the top
email.merchPurch.middle=
email.merchPurch.bottom=
```

Adding Extra Transaction Information

To add extra transaction information you can use our standard parameters. For example, to add a description of the item purchased:

```
email.merchPurch.top=
email.merchPurch.middle=
email.merchPurch.bottom= Item Description: <wpdisplay
item=desc>
```

Changing your Email Address

You can change the email address to which Merchant Confirmation Emails are sent in two ways, as described below.

Method 1 - For an Installation

1. login to the Merchant Interface,
2. select the **Installations** option from the left-hand Menu, the Installations Page will open,

3. open the relevant Integration Setup Page by selecting the Setup spanner button for the installation,
4. navigate to the **Merchant receipt email address** field, and enter your desired email address for your email confirmations,
5. select the **Save Changes** button to save your changes.

Note that this email address will override the email address specified in Profile > Configuration Details for this installation only.

Method 2 - For a Merchant Code

1. login to the Merchant Interface,
2. select the Profile option from the left-hand menu, then select Configuration Details, the Configuration Details Page will open.

   Note that if you have more than one merchant code you will first be prompted to select the relevant one.
3. navigate to the **Email Address Configuration** area,
4. set the **Send automatic email receipts for purchase payments** field to '**Yes**'. Alternatively, to stop receiving Merchant Confirmation Emails, select '**No**',
5. navigate to the **Email Address for Receipts** field and enter your desired email address for Merchant Confirmation Emails,
6. if desired, enter an email address for your support staff into the **Merchant support email address quoted in shopper receipts** field.

   This email address will then be included in the confirmation emails sent to shoppers.
7. select the **save** button to save your changes.

Note that the email address specified in the Configuration Details will apply to all installations in the selected merchant code - unless individual installations have email addresses specified for them, as described in Method 1 above.

Providing a Support Email Address

You can add the email address of your support staff to the Shopper Confirmation Email via the Merchant Interface.

Note that changes to the Configuration Details, such as adding your support email address, will apply to all installations in the selected merchant code.

To add a support email address to your Shopper Confirmation Email:

1. login to the Merchant Interface,
2. select the **Profile** option from the left-hand menu, then select **Configuration Details** to open the Configuration Details Page.

   Note that if you have more than one merchant code you will first be prompted to select the relevant one.
3. navigate to the Email Address Configuration area, and enter the support email address into the **Merchant support email address quoted in shopper receipts** field,
4. select the **save** button to save your changes.

Troubleshooting Customised Emails

If you experience any problems with your customised emails, please note the following:

- If the emails do not display the new parameters/changes, check that you have uploaded the file with the correct name - remember, it is case-sensitive.
- Some parameters, such as the M_, MC_, CM_ and C_ parameters, are not stored by our payment service - accordingly, they cannot be retrieved if the confirmation emails do not arrive at their destination.
- Please ensure that parameters do not contain any hyphens "-" in their names.
- If you are using Payment Notifications, please check for issues within your script.
- We recommend that you test your emails within your Test environment, before transferring email settings to a Production environment.
- Remember that emails are not a guaranteed delivery format and should be supplemented by other means of tracking online orders.

Shopper Contact Details

Purpose

This chapter describes how to streamline the WorldPay payment service if you have already gathered information about your shoppers, perhaps via your own shopping cart.

For instance, if you already have details about a shopper, such as their address details and desired payment method, you can pre-fill the Payment page with the details and also arrange for shoppers to skip or bypass the Payment Selection page.

If you store cardholder details then you need to be aware of the various requirements that apply to the secure storage of these details. Please contact your acquiring bank or the provider of the payment method, such as Visa or MasterCard for further details.

Use

- **Bypassing the Payment Selection page** - supply the payment method to bypass the Payment Selection page.
- **Passing on Shopper Contact Details** - pre-fill the payment details in the Payment page.
- **Example - Fixed Data Contact Details** - an example of passing contact details that the shopper cannot change.
- **Parameters for Shopper Contact Details** - the extra parameters needed for passing contact details.

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Bypassing the Payment Selection Page

If you already know a shopper's desired payment method, you can enable the shopper to skip or bypass the Payment Selection page and go directly to the Payment page, where they can enter details for their chosen payment method, such as the card number and its expiry.

Note that if you enable shoppers to bypass the Payment Selection page, the Select Language list box will usually be displayed on the Payment Page. To avoid this, you will need to specify a language and then "fix" it, for details please refer to Specifying the Language.

To enable bypassing you must supply the payment method in the order details submission by including the parameter `paymentType`, with its value set to the appropriate code for the payment method, as shown in the example below.

Example - Collecting the Payment Method

The example HTML shown below will prompt the shopper to select a payment method and will then set the value of the `paymentType` parameter to the appropriate payment method code.

Note that you may need to modify this HTML fragment, so that it displays only the payment methods that our payment service can accept for your installation.

```
<tr>
<td>Card Type</td>
<td><select name="paymentType">
<option value="">Payment method</option>
<option value="AMEX">American Express</option>
<option value="DINS">Diners Card</option>
<option value="ELV">ELV</option>
<option value="JCB">JCB Card</option>
<option value="MSCD">Master Card</option>
<option value="SOLO">Solo</option>
<option value="MAES">Maestro</option>
<option value="VISA">Visa</option>
<option value="VISD">Visa Delta</option>
<option value="VIED">Visa Electron</option>
<option value="VISP">Visa Purchasing</option>
<option value="">I will choose a method later</option>
</select>
</td>
</tr>
```

Payment Method Codes

The table below shows the valid payment method codes for the `paymentType` parameter, which must be included in an order details submission to cause the Payment Selection page to be skipped or bypassed.

payment method	*paymentType*
Amex	AMEX
Diners Card	DINS
ELV	ELV

JCB Card	JCB
MasterCard	MSCD
Solo Card	SOLO
Maestro	SWIT
Switch Card (until 30 June 2007 - then use Maestro)	SWIT
Visa Card	VISA
Visa Delta	VISD
Visa Electron	VIED
Visa Purchasing	VISP

Beware of Shopper Errors

If you collect payment methods in your website you may wish to add some supporting information to assist your shoppers in their choice of payment method, such as advice on what identifies one card from another.

You may also want to advise your shoppers about misreading their cards, which may cause them select the wrong payment method for their card.

For example, they might select Solo as the payment method, when they actually have a Maestro card. If they do this then they will enter the Maestro card number into the Payment page - which will not match - in this case their payment attempt will fail. However, in this case we will redisplay the Payment page, and thus enable entry of payment details for the selected Solo card.

When this happens, you may need to consider how your customised Payment Service pages could assist the shopper. For instance, you may wish to enable shoppers to review their order, or provide a link to a troubleshooting page, before they try again.

If you are familiar with the error messages that we display to shoppers for incorrect entry of payment details, then you could modify the relevant error messages within the appropriate messages_*.properties files to make allowances for events such as this.

Passing on Shopper Contact Details

If you know a shopper's address or delivery details you can use them to populate fields in the Payment page, and thus avoid making the shopper re-enter their

address/delivery details when the Payment page is displayed: the details will be shown when the Payment page is displayed.

The shopper then only needs to enter their card details and select the **Make Payment** button: we will pass their address details to the relevant financial institution to enable authorisation of the payment.

To cause our payment service to display address details in our Payment page, you must include the shopper's details in the order details submission, as shown in the example below.

If you want to make use of this technique please ensure that the payment method selected by a shopper is suited to their details, otherwise their payment may be rejected. For more information please refer to Bypassing the Payment Selection Page.

Example - Passing a Shopper's Address Details

To pass the following address and contact details:

```
Address: 11 Shopper Street, Shopper Suburb, Shopper City,
Shopper Area,
Country: UK;
Postcode: Z11 ZZ1;
Tel: 0123456789;
email: a.shopper@email.com;
```

You will need to include the details as shown below in the fragment of an order details submission:

```
<address>
  <firstName>John</firstName>
  <lastName>Doe</lastName>
  <address1>Worldpay</address1>
  <address2>270-289 The Science Park</address2>
  <address3>Milton Road</address3>
  <postalCode>CB4 0WE</postalCode>
  <city>Cambridge</city>
  <state>Cambridgeshire</state>
  <countryCode>GB</countryCode>
  <telephoneNumber>0870 3661233</telephoneNumber>
</address>
```

The WorldPay payment service will then automatically use these address details to complete the billing address fields within the payment page, as shown in the following figure.

Note that shoppers can change any address details that you pass to our payment service, unless you pass the details to us as 'fixed

data' - for more details please refer to Passing Fixed Data.

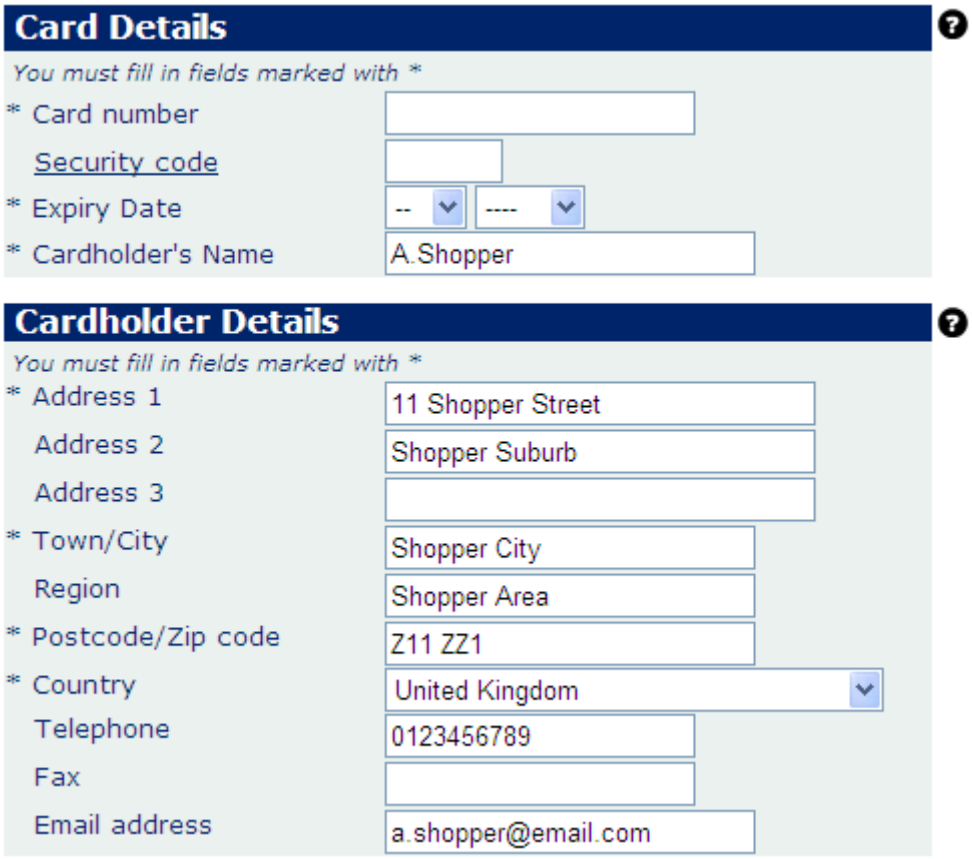

Figure: Example Cardholder Details as Editable Text (Unfixed)

Example - Fixed Data Contact Details

If you pass the shopper's billing address details to us when you submit order details, we automatically place them into the billing address fields that the shopper would be required to enter in the payment pages. However, the shopper can change these address details in the Payment page unless you specify that they are **fixed data**.

This example shows how to include both shopper and delivery address details in the order details submission, for display in the Payment page, and how to specify that these details are fixed data so that shoppers cannot edit them.

In the order details submission:

- set the value of the `fixContact` parameter to "true" - to ensure that the shopper cannot edit any address and delivery details,
- set the value of the `withDelivery` parameter to "true" (or to any value other than "false") - to enable the display/use of delivery details,
- include parameter values for displayed fields that the shopper cannot edit due to the use of `fixContact="true"`, these are:

shopper details: `address1`, `postcode` and `country` parameters and optionally the `name`, `tel`, and `email` parameters

delivery address details: `delvName`, `delvAddress1`, `delvPostcode` and `delvCountry` parameters.

For more details of the parameters that you can use to customise the display of shopper contact and delivery details on the Payment page, please refer to Parameters for Shopper Contact Details.

To pass and display the following shopper and delivery address details:

shopper details: A.Shopper, 11 Shopper Street, Shopper City, Shopper Area, UK, Z11 ZZ1, Tel: 0123456789 email: a.shopper@email.com,

delivery address details: A.B.Shopper, 22 Shopper Road, Shopper Town, Shopper Location, UK, A11 AA1,

you will need to include the following parameters in the order details submission:

```
<!-- Setting fixContact=true fixes any contact and delivery
details for the shopper,
so that the shopper cannot edit the text in the Cardholder
Details and Delivery
Details sections of the Payment page. -->
<input type=hidden name="fixContact" value="true">
<input type=hidden name="name" value="A.Shopper">
<input type=hidden name="address1" value="11 Shopper
Street">
<input type=hidden name="town" value="Shopper City">
<input type=hidden name="region" value="Shopper Area">
<input type=hidden name="postcode" value="Z11 ZZ1">
<input type=hidden name="country" value="GB">
<input type=hidden name="tel" value="0123456789">
<input type=hidden name="email" value="a.shopper@email.com">

<!-- Setting the parameter withDelivery=true ensures that
the Delivery Details:
delvName, delvAddress1, delvaddress2, delvAddress3,
delvTown, delvRegion, delvPostcode and delvCountry, are
displayed on the Payment Page.
If fixContact is true, then the shopper cannot edit the
delivery details that
are displayed. -->
<input type=hidden name="withDelivery" value="true">
<input type=hidden name="delvName" value="A.B.Shopper">
<input type=hidden name="delvAddress1" value="22 Shopper
Road">
<input type=hidden name="town" value="Shopper Town">
```

```
<input type=hidden name="region" value="Shopper Location">
<input type=hidden name="delvPostcode" value="A11 AA1">
<input type=hidden name="delvCountry" value="GB">
```

Our payment service will automatically use these details to populate the display fields in the Payment page, where the shopper would otherwise have to enter these details, as shown below:

Figure: Example Payment Page with Fixed Text Cardholder and Delivery Details

Example Payment Pages

Purpose

This chapter provides examples of standard and customised Payment Service pages .

Use

The following topics provide examples of the Payment pages and emails:

- **Payment Selection Page - Example** - our standard Payment Selection page.
- **Standard Payment Page - Example** - our standard Payment page.
- **Customised Payment Page - Example 1** - an example with customised Header and Column Side image.
- **Customised Payment Page - Example 2** - an example with an added Co-brand image.
- **Result Page - Successful Payment - Example** - our standard Result page.
- **Shopper Confirmation Email - Example Of HTML Version** - our standard Confirmation Email.

Payment Selection Page - Example

When your shopper's browser first reaches our payment service, we usually display the Payment Selection page, which enables the shopper to select their desired method of payment, such as a debit or credit card. An example is shown below.

We then display a Payment page that is suited to the chosen payment method.

You can customise many of the graphic and text elements displayed on the Payment Selection page, by using the Payment Page Editor.

Note that many of the changes you make to the Payment Selection page, using the Payment Page Editor, will also be applied to the Payment page.

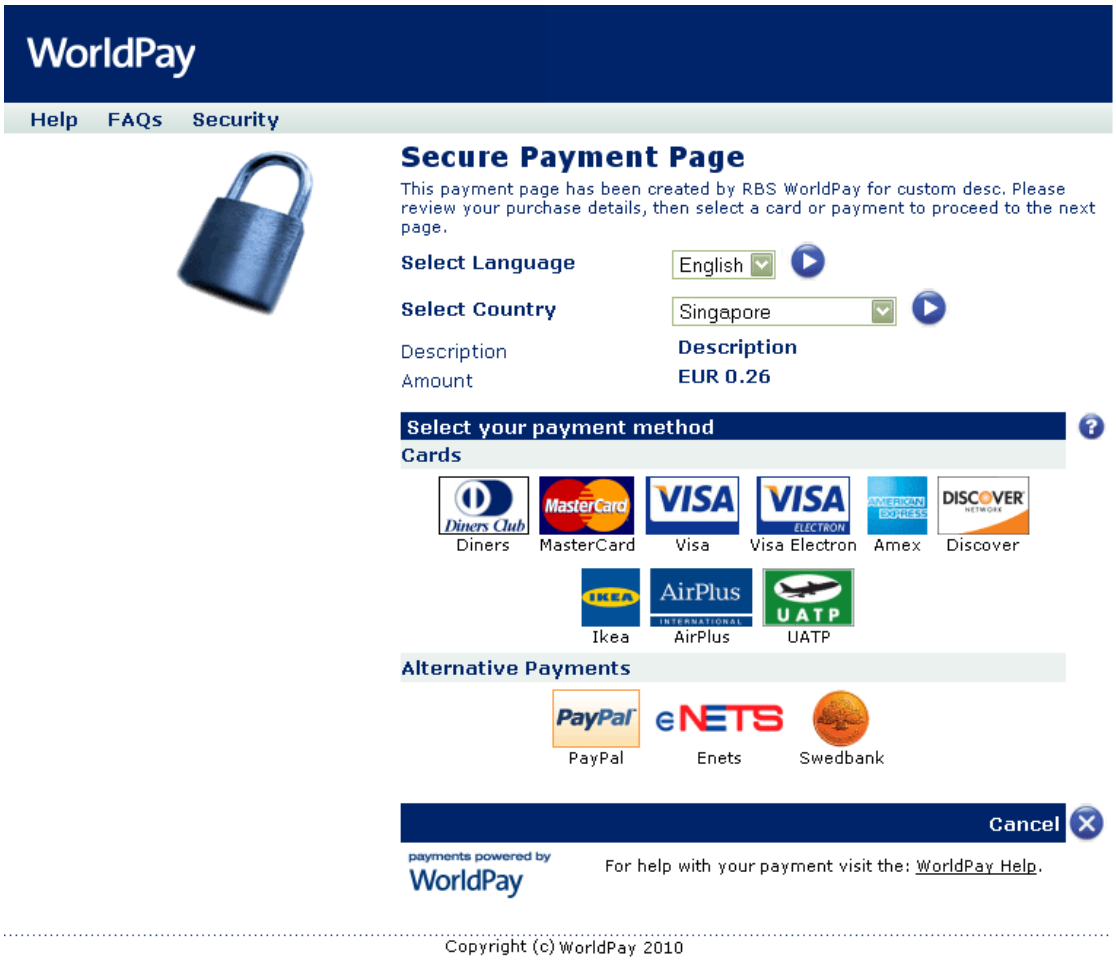

Figure: The Payment Selection Page.

Standard Payment Page - Example

The Payment page, such as our standard one shown below, is displayed after a shopper has submitted a purchase from your website shop to our payment service, and has then selected a payment method from the Payment Selection page.

You can customise many of the graphic and text elements displayed on the Payment page, by using the Payment Page Editor.

Note that many of the changes you make to the Payment Page, using the Payment Page Editor, will also be applied to the Payment Selection Page.

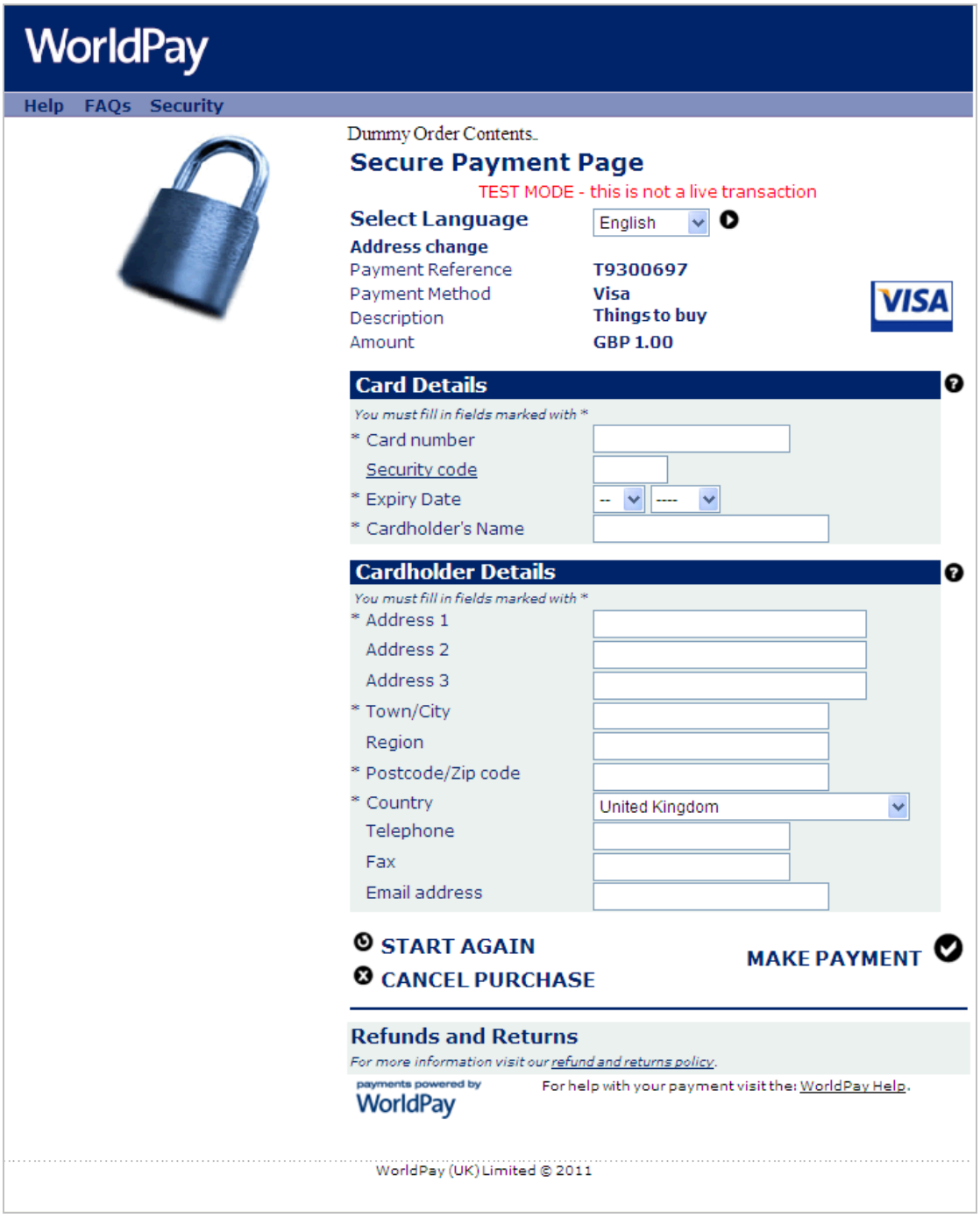

Figure: The Standard Payment Page.

Customised Payment Page - Example 1

In this Payment Page example, the header has been completely replaced, and a new Column Side image has been added. Texts, fonts, buttons and messages have also been customised.

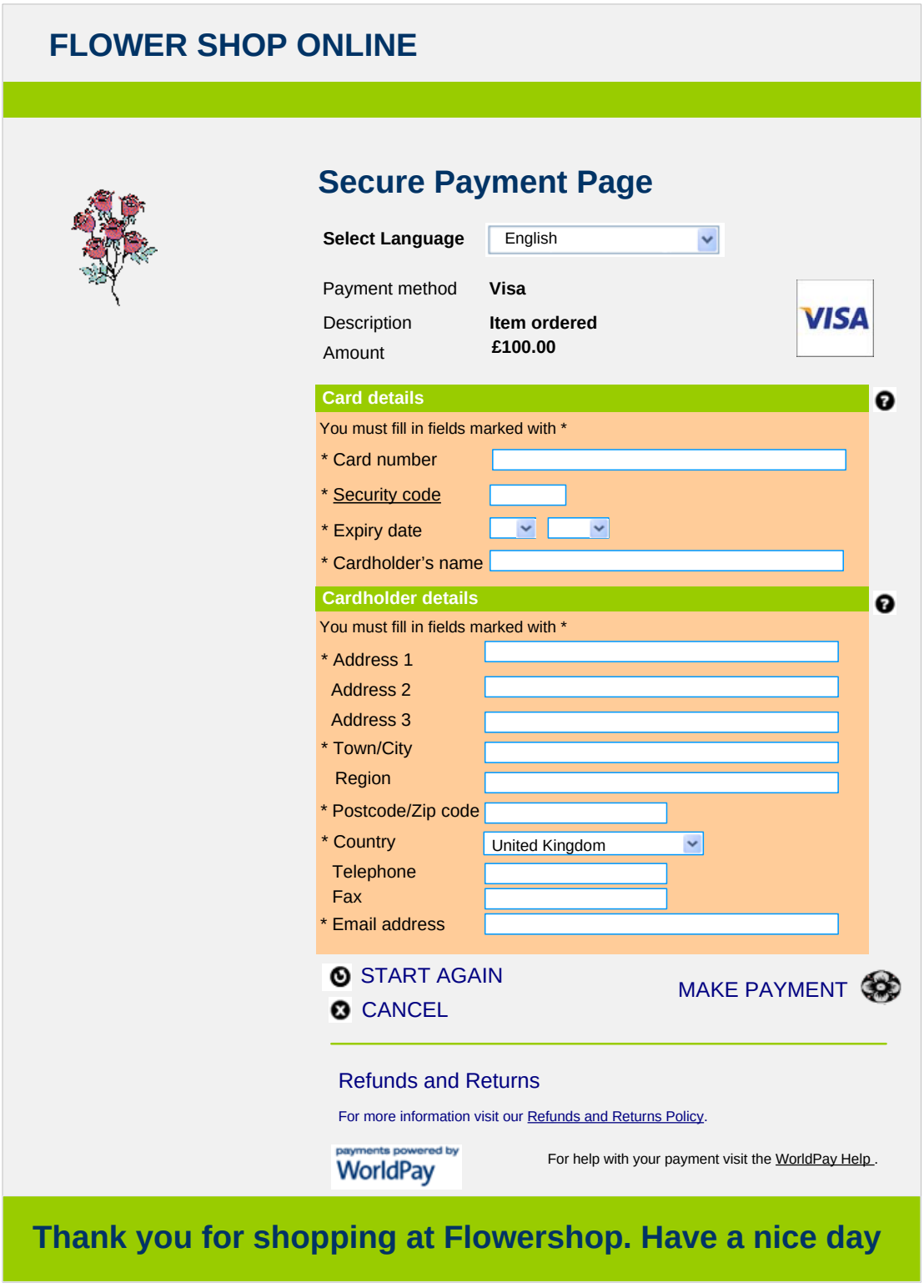

Figure: A Customised Payment Page.

Customised Payment Page - Example 2

In this Payment page example, the Header colour has been changed and a Co-brand image has been added, as has a new Column Side image. Footer, title, texts, fonts and messages have also been updated.

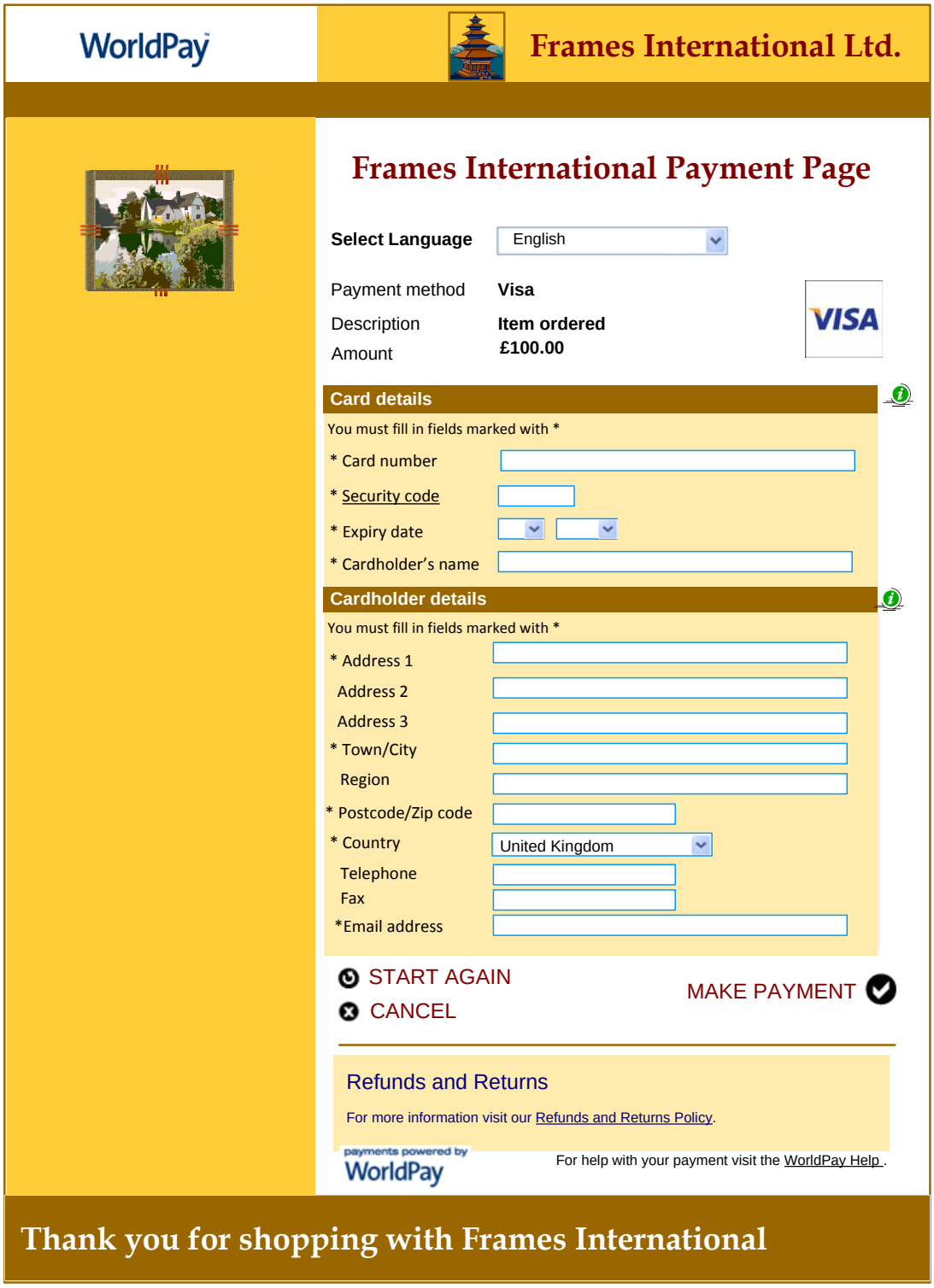

Figure: A Customised Payment Page.

Result Page for a Successful Payment - Example

The following Result Page is an example of the output produced by the *resultY.html* file, which is returned after a successful payment by a shopper.

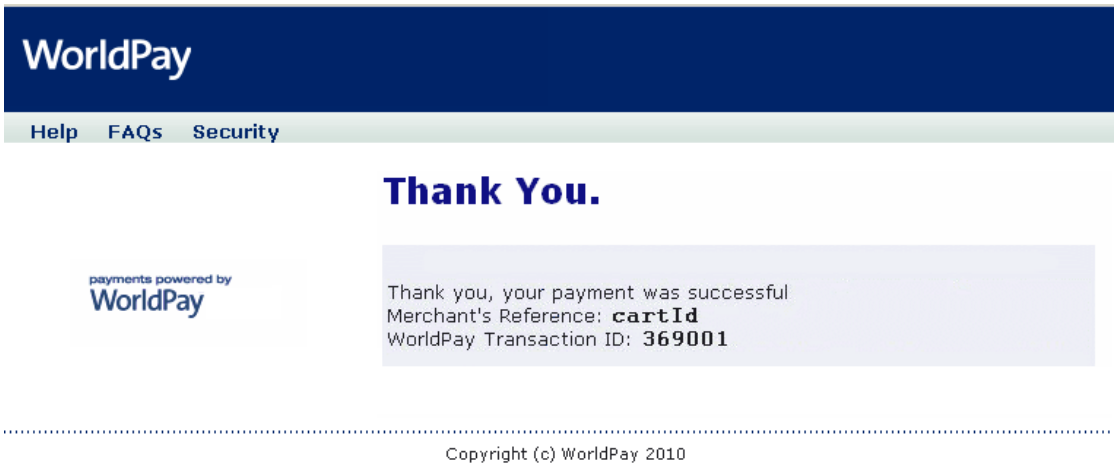

Figure: The Result Page for a Successful Transaction.