



Customising (Standard) Guide

Version 2 – April 2009

Table Of Contents

About This Guide	4
Copyright.....	4
Introduction	5
What Can You Customise?.....	5
Test and Production - Environments	6
The Payment Service Pages	7
How the RBS WorldPay Payment Service Works	8
The Payment Page Editor	10
Purpose.....	10
Use.....	10
The Test Environment.....	11
Opening the Payment Page Editor	11
Do You Have Customised Payment Service Pages?	12
Previewing Your Payment Service Pages	12
Labelled Payment Page - Example	16
Screen Shot - Payment Page Editor.....	17
Page Description - Payment Page Editor	17
Editor Menu Items.....	19
Some Basic Customisations	37
Purpose.....	37
Use.....	37
Adding Your Company Name	37
Changing the Colours	38
Adding Your Co-brand Logo	38
Example Payment Pages and Emails	40
Purpose.....	40
Use.....	40
Payment Selection Page - Example	40
Standard Payment Page - Example	41

Customised Payment Page - Example 1	42
Customised Payment Page - Example 2	43
Result Page for a Successful Payment - Example	44
Shopper Confirmation Email - Example of HTML Version	45

About This Guide

This guide explains how you can customise the RBS WorldPay payment service. It provides practical guidance as well as reference material.

To get the most from this guide, you will need to know how to use an HTML or text editor.

Change description	Date	Affected Pages
RBS Worldpay rebrand	February 2009	All pages

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Introduction

What Can You Customise?

You can customise the appearance of the RBS WorldPay payment service. For instance, if you would prefer to have our Payment Service pages match the other pages in your website, rather than use our standard ones, then you can do this.

We provide a Payment Page Editor which enables you to carry out a range of customising tasks. Access to the Editor is via the Installations Page, for further details please refer to Opening the Payment Page Editor.

- This guide covers the customisations you can carry out using the Payment Page Editor.
- Some basic but frequently used customisations are described in the chapter Some Basic Customisations.

Skills Needed

You can make simple but effective customisations very easily with our Payment Page Editor. For instance, you can easily specify that your own logo is to appear on the standard Payment Pages rather than ours.

Advanced topics, such as modifying the files used to build the Payment Service Pages, are described in the Customising Guide (Advanced). You will need to have gained some expertise with HTML and the tools we provide in the Payment Page Editor, as well as with the payment service itself to work at an advanced level.

Your Website Shop

Your website shop and any customised Payment Service pages need to conform to our guidelines concerning internet trading. For information about these guidelines, please refer to the following URLs:

for the UK and other non-USA countries:

<http://www.rbsworldpay.com/support/bg/rules/>

for the USA:

<http://www.rbsworldpay.com/support/bg/usrules/>

Test and Production - Environments

When you register with us you will be given two separate URLs for each installation. These URLs are needed for your order details submissions. One will be the URL to use in order details submissions to the **Test Environment** and the other will be the URL to use in order details submissions to the **Production Environment**.

You should note that:

- order details submissions will need to use either a **Test** or **Production** URL,
- order details submissions will also need to specify which **installation** to use - if you have only one then this will be the same for all submissions.

If you have more than one **installation**, note that each of your installations has its own **Integration Setup pages** and **Payment Service pages** for each of the Test and Production environments.

That is, for each installation:

- you have two **Integration Setup pages** for installation settings - one for test and one for production,
- you also have two sets of **Payment Service pages** - one set for test and one set for production.

Accordingly, for each installation, you can customise the payment pages as well as the Integration Setup pages in the safety of the Test environment.

The Test Environment

The Test environment is a special environment that enables you to configure and test an installation. When you run in the Test Environment you are actually using a complete, working environment that behaves in the same way as the live Production Environment - except that no money is actually transferred when you submit transactions, so you can use real card details rather than dummy test cards.

Only when you are completely confident with our Payment Service pages do you need to copy the Test environment customisations and settings to the live, Production environment for the installation.

The Production Environment

The live payment page uses settings and files that are stored within the Production environment. Although you can directly modify the installation settings for the Production environment, you should note that you cannot directly customise the Payment Service pages for the Production environment.

To use customised Payment Service pages in the Production environment you must first customise the pages within the Test environment, then copy these to the Production environment.


Once you have copied your Test environment settings and customisations to the Production environment you will also need to update the URL references in your test HTML pages to the Production URL.

For more information about the test and production environments, please refer to Test and Go Live guide.

The Payment Service Pages

The payment pages are displayed when a shopper is redirected from your website's shopping cart or order page to the RBS WorldPay payment service, so that we can process their payment.

You can customise many features of these pages with the Payment Page Editor.

 **A note on naming:** throughout this guide the term **Payment Service pages** will often refer to the complete set of pages and emails that constitute the visible aspects of the RBS WorldPay payment service. The set consists of: the Payment Selection page, the Payment page, the Result pages and the Confirmation emails. In cases where only a single page is being described, it will be made clear that the references are for just that page.

Elements You Can Change

The following elements of the RBS WorldPay payment service can be customised using the Payment Page Editor:

- **Payment Selection Page** - where the shopper selects their payment method.
- **Payment Page** - where the shopper enters their card details.
- **Result Pages** - one of two result pages, which is displayed for a successful or cancelled attempt at payment.
- **Shopper Confirmation Email** - the email sent to the shopper to confirm the order and payment details.
- **merchant confirmation email** - the email sent to your email address, with the shopper's order details.
- **Language Versions** - the languages supported by our payment service.
- **Recurring Payments (FuturePay) Transactions** - items relating to recurring payments.


For information on how these elements of the Payment Service are presented to online shoppers, please refer to How The Payment Service Works.

For examples of customisations, please refer to Example Payment Pages and Emails.

How the RBS WorldPay Payment Service Works

The figure below shows the different parts of the RBS WorldPay payment service, as experienced by the shopper. The numbered topics below correspond to the numbered arrows in the diagram.

1. A shopper, browsing your website shop, selects items in a shopping cart and submits an online order request. Your website submits the order details.
2. The shopper is redirected to the Payment Selection page, where the shopper chooses their payment method (for example, Visa, MasterCard, AMEX). You can arrange to bypass this page if your order details submission supplies the payment method.
3. The shopper is then passed to the Payment Page, where they enter their payment details.

 Note that if your RBS WorldPay payment service is enabled for the Visa/MasterCard/Maestro card authorization scheme, then a Visa, MasterCard or Maestro window may be displayed. The shopper enters a PIN (Personal Identification Number), to prove that they are the cardholder. However, you cannot customise this window. For more details, please refer to the [Cardholder Authentication Guide](#).

4. Once the payment is processed by our payment service, a Result Page is displayed, indicating the status of the transaction, this can be either successful or cancelled.
5. A confirmation email is sent to the shopper, confirming the transaction details.
6. A separate confirmation email is sent to you as the merchant, again confirming the transaction details.
7. If you use our Payment Notifications (Callback) feature, then our secure server returns all the transaction details back to your web server. For more information, please refer to our [Payment Notifications Guide](#).

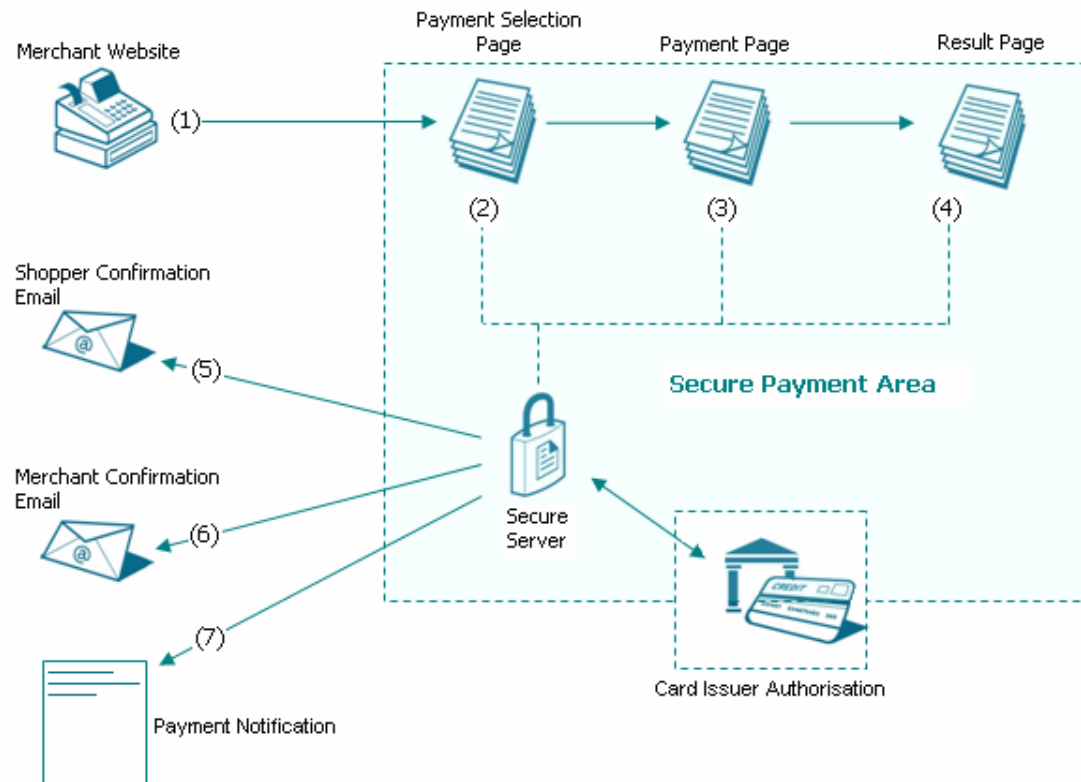



Figure: The Flow through the RBS WorldPay payment service

The Payment Page Editor

Purpose

This chapter describes the Payment Page Editor, which provides a fast and easy way to customise and manage your Payment Service pages. An example of a labelled payment page is provided which identifies the page components.

-  Please note that we fix the content and operation of some features and messages to ensure that transactions are processed legally and according to our codes of practice. Also note that we reserve the right to reject any changes that we believe may mislead shoppers or contravene their rights.

The Editor also provides a preview feature, which enables you to preview how your Payment Service pages will appear to shopper.

We recommend that you save a backup copy of the Payment Service pages for an installation, using the **Backup and Restore** option, before you customise them. Then, if anything goes wrong you will be able to restore the pages from the backup copy.


Use

- ⇒ **The Test Environment** - customise and test in a safe environment.
- ⇒ **Opening the Editor** - getting going with a selected installation.
- ⇒ **Do You Have Customised Pages?** - have your pages already been customised?
- ⇒ **Previewing Your Payment Service** - view how your pages will appear to a shopper.
- ⇒ **Test Transaction Submission Page** - starting a test submission.
- ⇒ **Test Card Numbers** - credit card numbers you can use in test submissions.
- ⇒ **Labelled Payment Page** - an example of a payment page with identifying labels.
- ⇒ **Screen Shot - Payment Page Editor** - what the Editor looks like.
- ⇒ **Page Description - Payment Page Editor** - descriptions of the Editor's features.
- ⇒ **Editor Menu Items** - the menu items.
 - ⇒ **Screen Shots** - the individual pages available from the menu.
 - ⇒ **Page Descriptions** - descriptions of the individual pages available from the menu.

The Test Environment

The Payment Page Editor operates within the Test environment only. This means that you cannot directly customise the Payment Service pages within the Production environment, you must copy customised pages from the Test environment to the Production environment.


When you have customised and developed your Payment Service pages in the Test environment, and have tested them thoroughly, you can then copy them to the Production environment by using the Editor's **Copy To Production** menu option.

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

Opening the Payment Page Editor

Access to the Payment Page Editor is via the Installations Page, as shown in the figure below.


To open the Payment Page Editor:

1. select the **Edit Payment Pages** button at the bottom of the Installations Page,
2. the Payment Page Editor will open in a new window,
3. if you have more than one installation, they will be shown in the **Installation Id** list, select the installation you want to customise and then select the **Edit Payment Pages**  button to start the Payment Page Editor.

The Installations Page

The Installations Page displays all of your installations, you will have at least one for each merchant code. Each one is identified by its Installation Id, such as 204493 in the example below.

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.

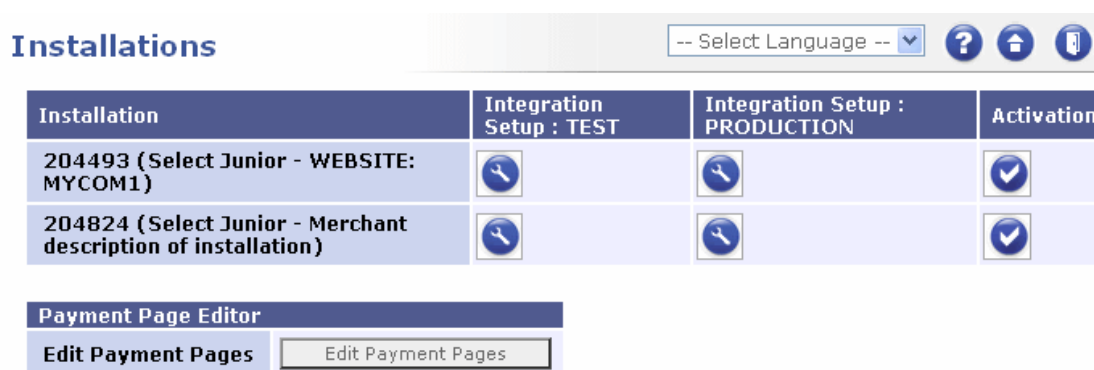


Figure: The Installations Page

- i** Note that the spanner buttons in the TEST and PRODUCTION columns open Setup Pages, which enable you to customise the settings for the installations. For more information about the settings, please refer to the Customising Guide (Advanced).


Do You Have Customised Payment Service Pages?

If you have been operating your website shop for a long time or if your website was set-up by a third party, and you are unsure if your Payment Service pages have been customised, you can find out as follows:

Select the Payment Page Editor's **File Management** option from the **File** menu. A list of the files included in the installation will be displayed.

- If a file called display.properties is included in your installation, then the appearance of your Payment page has been customised. For instance, a logo may have been added or the colours or fonts may have been changed.
- If a file called messages_*.properties is included in your installation (where * is a 2 character code representing a language, for example: 'en' for English, 'es' for Spanish), then the text that appears on your Payment Page has been customised. For instance, a language version has been added, or some words have been added or changed.

Previewing Your Payment Service Pages

You can preview how your Payment Service pages will appear to shoppers by selecting the Preview link  at the top-right of the Payment Page Editor pages.

The preview presents a complete sequence of Payment Service pages, as if a shopper had decided to buy something from your website shop - note that no money actually changes hands because it operates within the Test Environment.

When you select the Preview link a Test Transaction Submission Page will open, which enables you to enter a variety of field values so that you can test various scenarios.

The preview provides a quick and easy way to test your Payment Service pages. Note that you can also use this option to test Recurring Payments (FuturePay) transactions.

Using the Test Transaction Submission Page

To open the Test Transaction Submission Page, select the **Preview** link. The page will open with your Installation ID already entered into the first field.

Enter suitable values into the fields, as shown in the table below, then select the **Submit** tick button to display your Payment Selection Page.

<i>field</i>	<i>action/description</i>
cart ID	Enter a unique identifier for this transaction. For example, "abcd123".
Amount	Enter the total amount for the shopper's order. For example, "10.00".
Currency	Enter a currency code (based on the ISO code). For example, "GBP" for Pounds Sterling.
Description	Add an optional description of the shopper's order. For example, "Blue Tee Shirt".
Language	Enter the 2-letter language code for the language to be used in the Payment Service pages. For example, "en" for English. For details of our other supported languages, please refer to the following section in the Customising Guide (Advanced): Our Supported Languages and Properties Files in The Message Properties Files page in the Message Files - Language Versions chapter.
Authorisation	Specify the type of authorisation for the transaction. 'E' to specify manual capture of funds from the shopper, where Capture Delay is set to 'off' for this transaction, or 'A' to specify capture of the funds from the shopper within the next 14 days, where Capture Delay is set

between 0-14 days for this transaction.

**Message
Substitution
listbox**

This listbox enables you to view the pages as they will appear to the shopper, alternatively you can view the pages with the property names of the page elements showing, rather than the elements themselves.

To display the payment pages as the shopper would see them, select 'YES' in the Message Substitution listbox.

To display the property names of the messages used to build the payment pages, select 'NO' in the Message Substitution listbox.

For more information, please refer to the following section in the Customising Guide (Advanced):

Showing Properties on Pages - Message Substitution in the **Property Files** chapter.

**Submit tick
button**

When you select this tick button your Payment Selection page will be displayed.

Then, acting as the shopper, you can proceed through a complete test transaction: select a payment method in the Payment Selection page, then enter your payment details in the Payment page, and then view the Result pages.

You can examine the payment details in the Merchant Interface environment and view the Confirmation Emails in your mailbox.

Note that you can use the following test card numbers in the payment page:

4917 6100 0000 0000 for Visa

or, 5100 0800 0000 0000 for MasterCard

Expiry Date: Within seven years from submission

Security Code: 123

For details of other test card numbers please refer to the [guide Test and Go Live](#).

Screen Shot - Test Transaction Submission Page

Test Transaction Submission	
Submit a test transaction	
Installation ID*	<input type="text" value="131004"/>
Cart ID*	<input type="text" value="cartId"/>
Amount*	<input type="text" value="100"/> (can be 0 if FuturePay present)
Currency*	<input type="text" value="GBP"/> (ISO code)
Description	<input type="text" value="Things to buy"/>
Language	<input type="text" value="en"/>
Authorisation	<input type="text" value="A"/> E - Pre-authorised, A - Full authorised
Message Substitution	<input type="text" value="YES"/>
Submit	
FuturePay Agreement Common Details	
FuturePay type	<input type="text"/> (if you want FuturePay, "regular" or "limited")
Start date	<input type="text"/> yyyy-mm-dd (if Regular and no start delay defined)
Start delay unit	<input type="text"/> Values: 1-day, 2-week, 3-month, 4-year (if Regular and no start date defined)
Start delay multiplier	<input type="text"/> (if Regular and no start date defined)
Interval unit	<input type="text"/> Values: 1-day, 2-week, 3-month, 4-year (if Regular, defaults to 1)
Interval multiplier	<input type="text"/> (if Regular, defaults to 1)
Number of payments	<input type="text"/> (acts as limit on Limited type)
Option*	<input type="text"/>
<i>Regular options: 0-amount is fixed, 1-amount adjusted occasionally, 2-amount adjusted every payment</i> <i>Limited options: 0-amount limit is per payment, 1-no of payments limited to interval, 2-amount limit is per agreement, 3-amount limit is per interval</i>	
Regular FuturePay	
Initial amount	<input type="text"/> (will default to normal amount)
Normal amount	<input type="text"/> (if not adjustable)
Limited FuturePay	
Amount limit	<input type="text"/>
End date	<input type="text"/> yyyy-mm-dd
Agreement length unit	<input type="text"/> Units: 1-day, 2-week, 3-month, 4-year
Agreement length multiplier	<input type="text"/>
Submit	

Figure: The Test Transaction Submission Page

Labelled Payment Page - Example

The picture below identifies the different parts of the Payment page.

RBS WorldPay Co-brand Logo **MyCompany plc**

Help FAQs Security

Header Tabs

Side Column Image

Page Title: Secure Payment Page

Error Message: TEST MODE - this is not a live transaction

Payment Method: Visa
Description: Things to buy
Amount: £100.00

Card Details

You must fill in fields marked with *

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

Cardholder Details

You must fill in fields marked with *

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

Buttons: START AGAIN, CANCEL PURCHASE, MAKE PAYMENT

Refunds and Returns

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

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

Page Footer Text: © 2005 WorldPay Limited

Figure: A Labelled Payment Page.

Screen Shot - Payment Page Editor

For descriptions of the Editor's features, please refer to Page Description - Payment Page Editor.

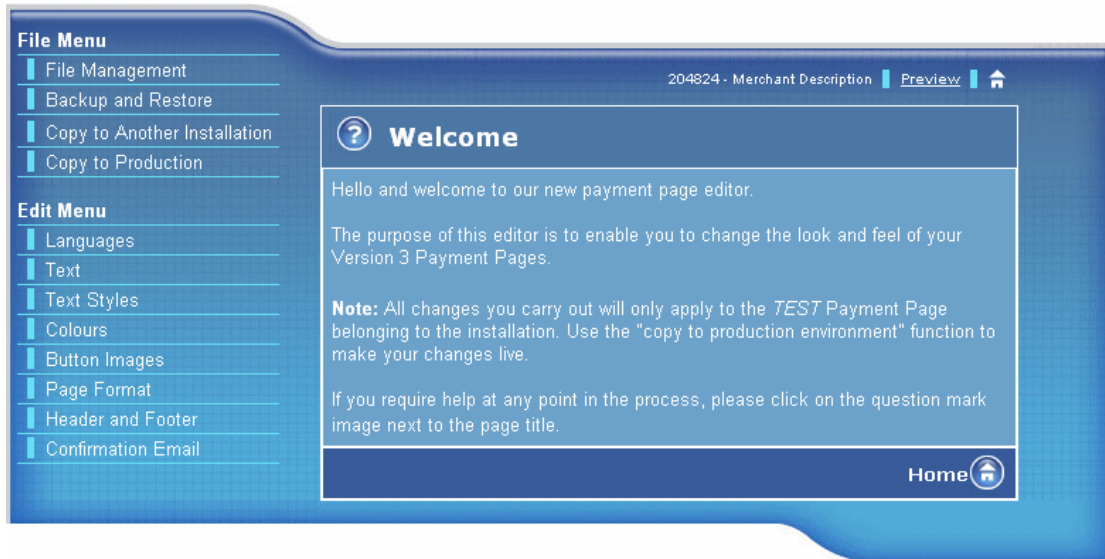


Figure: the Payment Page Editor

Page Description - Payment Page Editor


The main features of the Editor are the left-hand menu and the central panel, which provides the main working body of the editor.

A small header provides information about the installation currently being edited, as well as a link to the Preview feature and a Home button. The small footer area also provides a Home button.

Feature Descriptions

The table below describes the features displayed in the Payment Page Editor.

<i>feature</i>	<i>description</i>
File Menu	The options in this menu enable you to manage the files used to build the Payment Service pages. For more information, please refer to Payment Page Editor Menu Items.
Edit Menu	The options in this menu enable you to customise the Payment Service pages to suit your website store. For more information, please refer to Payment Page Editor

	Menu Items.
Central panel	This panel provides the main working body of the editor. The appearance and content of the panel will depend upon the option selected from the left-hand menu.
Header area	<p>The following information appears at the top-right corner of the Payment Page Editor:</p> <div data-bbox="691 539 1106 582"></div> <p>Installation identifier - this displays the ID of the current Test installation. The example above shows an installation ID and description as "10221 - Multiple Items"</p> <p>Preview link - this link enables you to preview your Payment Service pages for the current installation. The preview will include any customised changes you have made.</p> <p>Note that the Preview page creates a test payment transaction - where no money changes hands. For more details, please refer to Previewing Your Payment Service pages.</p> <p>Home button - this button will return you to the list of Installations.</p>
Footer area	The footer at the lower-right corner of the Payment Page Editor also offers a Home button, which will return you to the list of Installations.

Editor Menu Items

Page Descriptions - Payment Page Editor Menu Items

The menu options for the Payment Page Editor are shown below.


- ⇒ **File Menu** - manage the files used to build the Payment Service pages.
 - ⇒ **File Management** - load files onto your Test installation.
 - ⇒ Backup and Restore - save the Payment Service pages and restore from a backup.
 - ⇒ Copy to Another Installation - copy the Payment Service pages from one test installation to another.
 - ⇒ Copy to Production - copy the Payment Service pages to the Production environment.
- ⇒ **Edit Menu** - customise the Payment Service pages to suit your store.
 - ⇒ Languages - choose the languages for your Payment Service pages.
 - ⇒ Text - change the text and links for the Payment Service pages.
 - ⇒ Text Styles - select the font and font sizes for text in the Payment Service pages.
 - ⇒ Colours - specify the background, section and text colours for the Payment Service pages.
 - ⇒ Button Images - specify the images to be used as buttons in the Payment Service pages.
 - ⇒ Page Format - specify background image, border size and page width.
 - ⇒ Header and Footer - add images and text to the top and bottom areas of the Payment Service pages.
 - ⇒ Edit Header and Footer Directly - add images and text to the top and bottom areas of the Payment Service pages.
 - ⇒ Confirmation Email - customise the confirmation email sent to your shoppers on completion of an online transaction.

Screen Shots - Payment Page Editor Menu Items

The menu options for the Payment Page Editor are shown below.


- ⇒ **File Menu** - manage the files used to build the Payment Service pages.
 - ⇒ **File Management** - load files onto your Test installation.
 - ⇒ **Backup and Restore** - save the Payment Service pages and restore from a backup.
 - ⇒ **Copy to Another Installation** - copy the Payment Service pages from one test installation to another.
- ⇒ **Edit Menu** - customise the Payment Service pages to suit your website shop.
 - ⇒ **Languages** - choose the languages for your Payment Service pages.
 - ⇒ **Text** - change the text and links for the Payment Service pages.
 - ⇒ **Text Styles** - select the font and font sizes for text in the Payment Service pages.
 - ⇒ **Colours** - specify the background, section and text colours for the Payment Service pages.
 - ⇒ **Button Images** - specify the images to be used as buttons in the Payment Service pages.
 - ⇒ **Page Format** - specify background image, border size and page width.
 - ⇒ **Header and Footer** - add images and text to the top and bottom areas of the Payment Service pages.
 - ⇒ **Edit Header and Footer Directly** - add images and text to the top and bottom areas of the Payment Service pages.
 - ⇒ **Confirmation Email** - customise the confirmation email sent to your shoppers on completion of an online transaction.

Screen Shot - The File Management Page


File Management



Upload File

WorldPay Name for File:







View and Delete Files







Image Files

	worldpay_logo.gif	3.21 KBytes	Tue Feb 18 17:51:26 GMT+00:00 2003	Delete	
---	-----------------------------------	----------------	---------------------------------------	---------------	---

HTML Files

	resultC.html	227 Bytes	Tue Feb 18 17:51:26 GMT+00:00 2003	Delete	
	resultY.html	1.61 KBytes	Tue Feb 18 17:51:26 GMT+00:00 2003	Delete	

Property Files

	display_properties	1.46 KBytes	Fri Feb 21 15:55:47 GMT+00:00 2003	Delete	
	messages_en.properties	1.9 KBytes	Tue Feb 18 17:51:26 GMT+00:00 2003	Delete	
	messages_es.properties	42 Bytes	Wed Feb 26 10:50:01 GMT+00:00 2003	Delete	

Other Files



	bak	1 KBytes	Mon Feb 03 16:55:37 GMT+00:00 2003	Delete	
---	---------------------	----------	---------------------------------------	---------------	---

Figure: The File Management Page.

Screen Shot - Backup and Restore Page

Backup and Restore

Backup and Restore Options

Reset to Default

Create Backup

Insert backup comment here

Make Backup

Restore from Backup

yellow installation	4 Jan 2001 13:30:18 GMT	Restore
My example for displaying different contexts clearly - use for testing	16 Jan 2001 11:47:06 GMT	Restore
junk box	28 Feb 2001 14:46:43 GMT	Restore
	13 Mar 2001 09:59:02 GMT	Restore
why are my paras so thin?!	2 Apr 2001 17:38:01 GMT	Restore

Delete Backup

yellow installation	4 Jan 2001 13:30:18 GMT	Delete
My example for displaying different contexts clearly - use for testing	16 Jan 2001 11:47:06 GMT	Delete
junk box	28 Feb 2001 14:46:43 GMT	Delete
	13 Mar 2001 09:59:02 GMT	Delete
why are my paras so thin?!	2 Apr 2001 17:38:01 GMT	Delete

Figure: The Backup and Restore Page.

Screen Shot - Copy to Another Installation Page

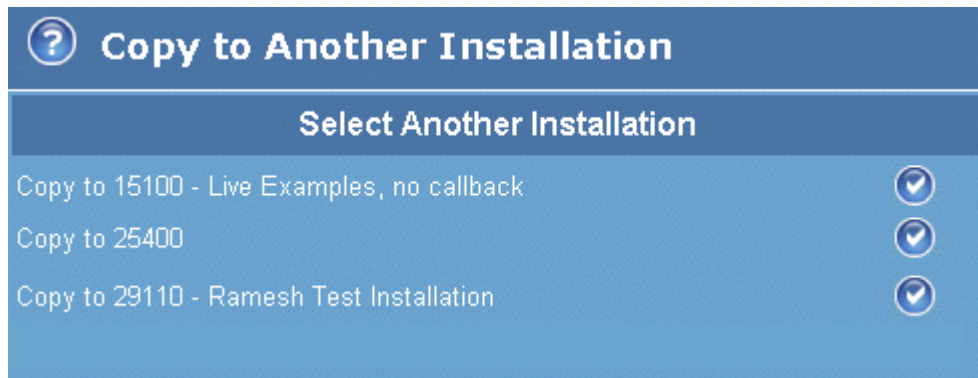


Figure: The Copy to Another Installation Page.

Screen Shot - Copy to Production Environment Page

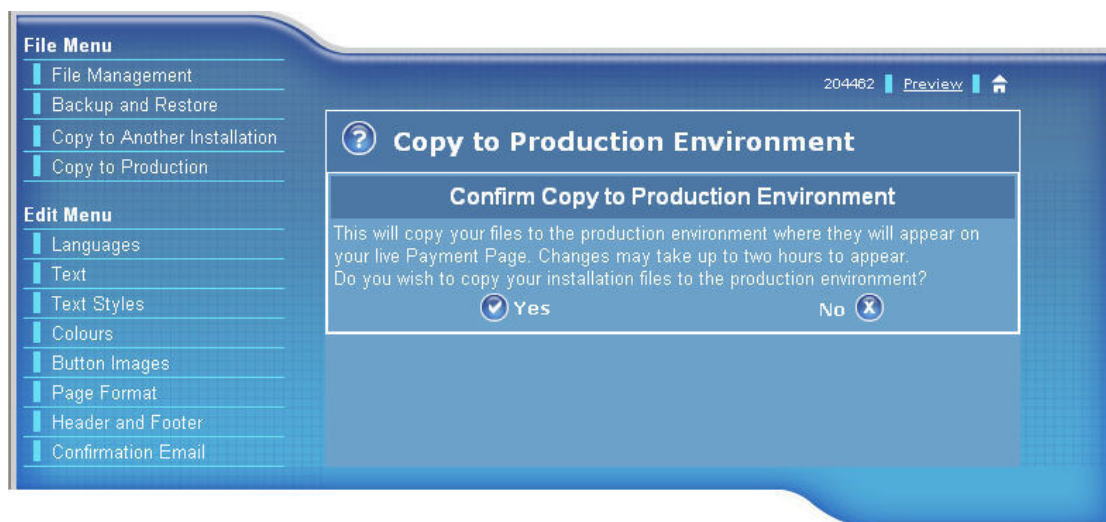


Figure: The Copy to Production Environment Page.

Screen Shot - The Languages Page

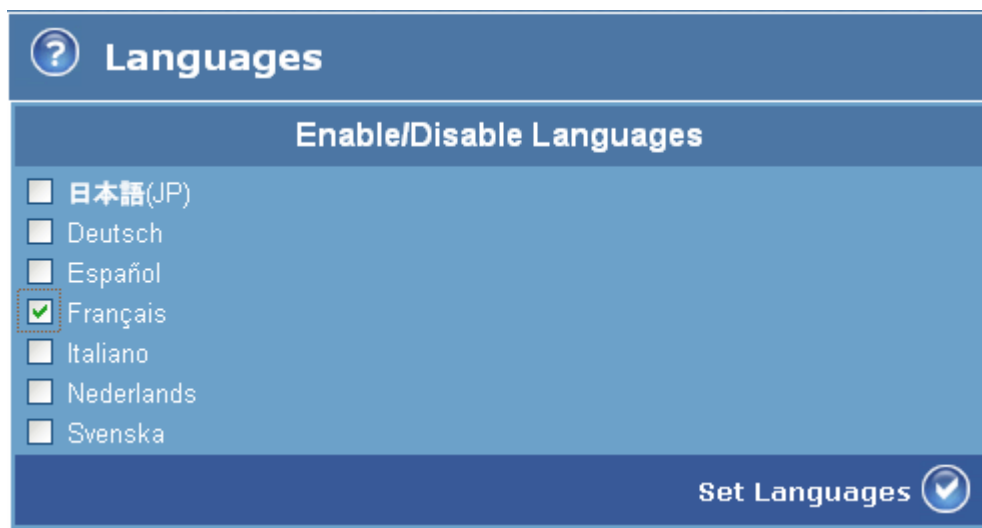




Figure: The Languages Page.

Screen Shot - Text Page

 **Text**

Select Language

Language

Select Language 

Edit Text

Enter the text you want to display on your payment pages in the fields below.

Label for header tab 1

URL for header tab 1

Label for header tab 2

URL for header tab 2

Label for header tab 3

URL for header tab 3

Title for the Payment Pages

Payment selection introduction

Label for Make Payment button

Label for Start Again button

Label for Cancel button

Title for the Result Y page

Title for the Result C page

Footer text


Add Text 

Figure: The Text Page.

Screen Shot - Text Styles Page

Text Styles			
Default	Times	2	Example
Title	Times	5	Example
Table headings	Times	2	Example
Button labels	Times	2	Example
"Make Payment" button label	Arial	3	Example
Size of text for instructions and comments			1 Example
Set Text Styles			

Figure: The Text Styles Page.

Screen Shot - Colours Page

Colours

Background Colours

Note: If you are using a background image, you must set all background colours to blank.

Page body	#ffffff	<input type="text"/>	
Page title	#FFFFFF	<input type="text"/>	
Payment container	#FFFFFF	<input type="text"/>	
Form fields	<input type="text"/>	Text	
Table headings	#5164A6	<input type="text"/>	
Border for payment container	#FFFFFF	<input type="text"/>	

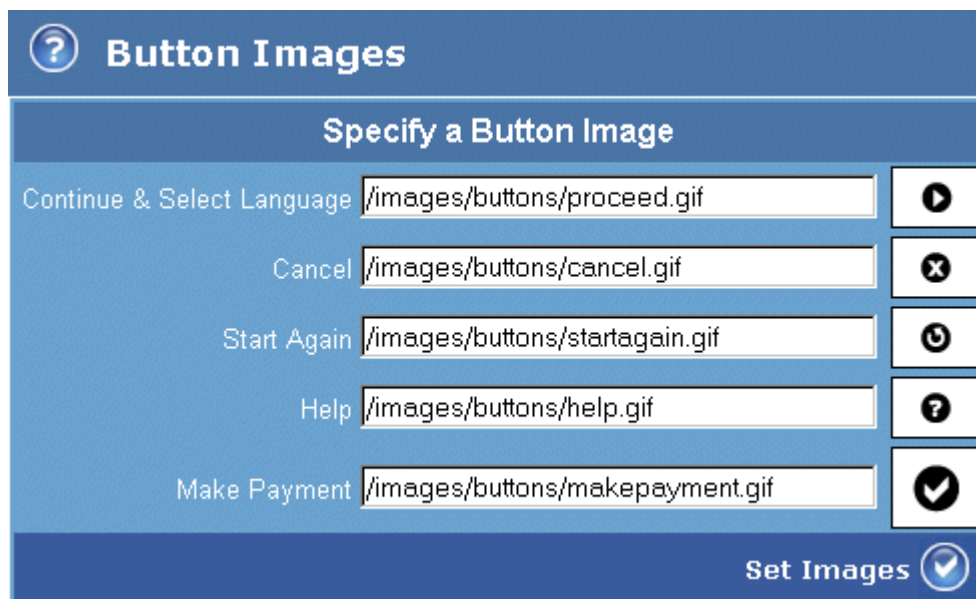
Text Colours

Page title	#101084	Text	
Default	#101084	Text	
Form fields	#101084	Text	
Table headings	#5164A6	<input type="text"/>	
"Make Payment" button label	#5164A6	Text	
"Start Again" button label	#5164A6	Text	
"Cancel" button Label	#5164A6	Text	
Card labels on "Payment Selection" page	#000000	Text	
Footer Text	#000000	Text	
Error messages	#FF0000	Text	






Set Colours

Figure: The Colours Page.

Screen Shot - Button Images Page



The screenshot shows a web interface for configuring button images. At the top, there is a header bar with a question mark icon and the title "Button Images". Below this is a section titled "Specify a Button Image". This section contains five rows, each with a label, a text input field, and a corresponding icon button. The rows are: "Continue & Select Language" with the path "/images/buttons/proceed.gif" and a play button icon; "Cancel" with the path "/images/buttons/cancel.gif" and a close button icon; "Start Again" with the path "/images/buttons/startagain.gif" and a refresh button icon; "Help" with the path "/images/buttons/help.gif" and a help button icon; and "Make Payment" with the path "/images/buttons/makepayment.gif" and a checkmark button icon. At the bottom right of the form is a "Set Images" button with a checkmark icon.

Specify a Button Image		
Continue & Select Language	<input type="text" value="/images/buttons/proceed.gif"/>	
Cancel	<input type="text" value="/images/buttons/cancel.gif"/>	
Start Again	<input type="text" value="/images/buttons/startagain.gif"/>	
Help	<input type="text" value="/images/buttons/help.gif"/>	
Make Payment	<input type="text" value="/images/buttons/makepayment.gif"/>	


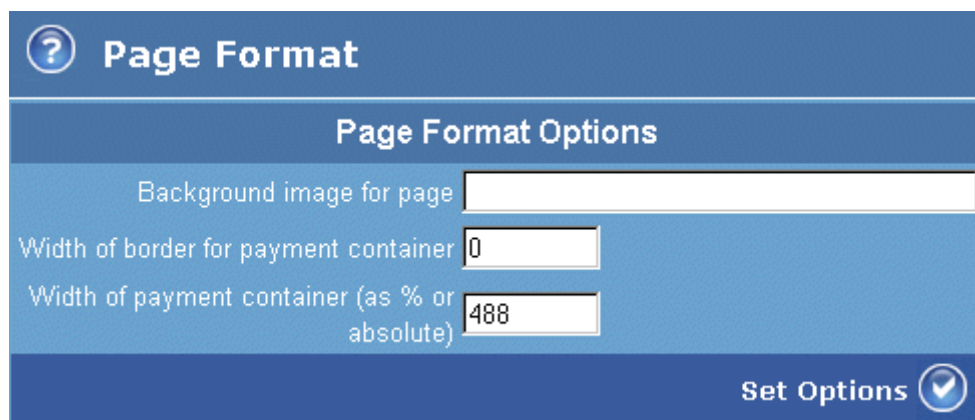
Set Images 

Figure: The Button Images Page.

Screen Shot - Page Format page



The screenshot shows a web interface for configuring page format options. At the top, there is a header bar with a question mark icon and the title "Page Format". Below this is a section titled "Page Format Options". This section contains three rows, each with a label and a text input field. The rows are: "Background image for page" with an empty input field; "Width of border for payment container" with the value "0"; and "Width of payment container (as % or absolute)" with the value "488". At the bottom right of the form is a "Set Options" button with a checkmark icon.

Page Format Options	
Background image for page	<input type="text"/>
Width of border for payment container	<input type="text" value="0"/>
Width of payment container (as % or absolute)	<input type="text" value="488"/>


Set Options 

Figure: The Page Format Page.

Screen Shot - Header and Footer Page

Header and Footer

Header Options

The co-brand image will be placed above the header tabs.

Co-brand Image

Vertical Align

middle

Horizontal Align

center

The side column image will replace the current padlock image.

Side Image

Vertical Align

middle

Horizontal Align

right

Set Options

Edit Header or Footer directly

If you choose to edit the header and footer directly your choices of background image/colour and header images will no longer be automatically applied.

Edit Header

Edit Footer

Figure: The Header and Footer Page.

Screen Shot - Edit Head/Footer Window

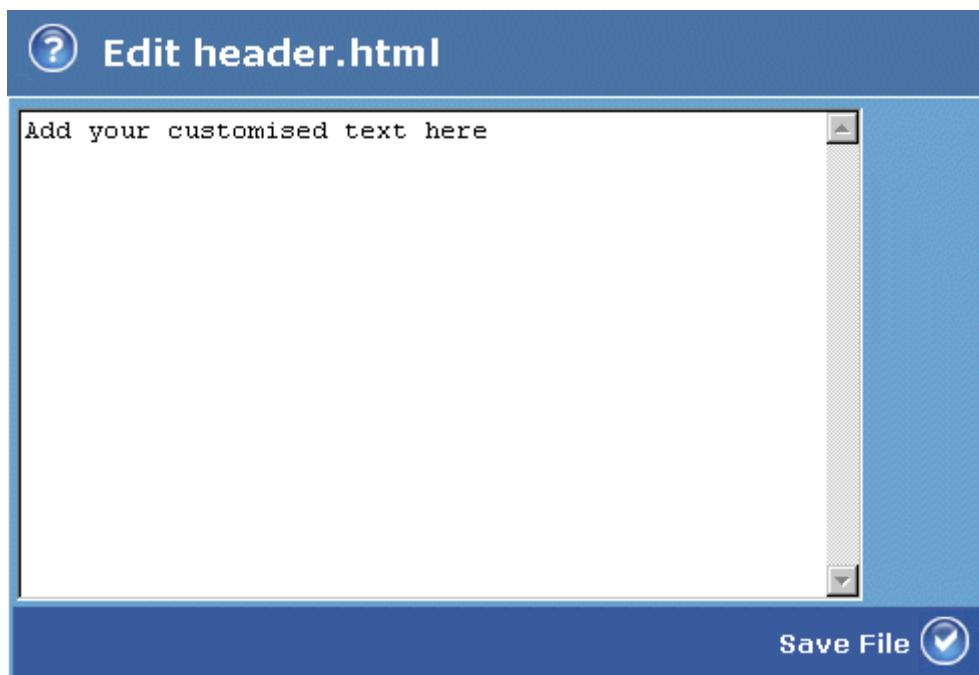


Figure: The Edit Header Text Window.

Screen Shot - Confirmation Email Page

88978 - Wordcraft - Your Cart [Preview](#)

Confirmation Email

Select Language

Language

Select Language

Add your own text to shopper email receipt

Language: English (character encoding ISO-8859-1)

Transaction Confirmation - Please retain for your records.

Thank you

Your transaction has been processed by WorldPay, on behalf of Wordcraft.

Transaction details:

Transaction for the value of:
Description:
From:
Merchant's cart ID:
Authorisation Date/Time:
WorldPay's transaction ID:
This is not a tax receipt.

Enquiries

This confirmation only indicates that your transaction has been processed successfully. It does not indicate that your order has been accepted. It is the responsibility of Wordcraft to confirm that your order has been accepted, and to deliver any goods or services you have ordered. If you have any questions about your order, please email Wordcraft at: <mailto:royc@write-stuff.biz>, with the transaction details listed above.

Thank you for shopping with Wordcraft.

When you submit your transaction for processing by WorldPay you confirm your acceptance of WorldPay's shopper privacy policy, a copy of which can be viewed at: <http://support.worldpay.com/shopper/privacy/> To find out more about how your transaction was processed, visit WorldPay's Frequently Asked Questions at: <http://support.worldpay.com/shopper/faqs/>

Add your own image to the HTML Email

Email Image URL:

Note: The image must be no bigger than 190 x 80 pixels and must be stored on your own webserver.

Add Text or Image

Figure: The Confirmation Email Page.

Page Descriptions - Payment Page Editor Menu Items

The menu options for the Payment Page Editor are shown below.

- **File Menu** - manage the files used to build the Payment Service pages.
 - **File Management** - load files onto your Test installation.
 - Backup and Restore - save the Payment Service pages and restore from a backup.
 - Copy to Another Installation - copy the Payment Service pages from one test installation to another.
 - Copy to Production - copy the Payment Service pages to the Production environment.
- **Edit Menu** - customise the Payment Service pages to suit your store.
 - Languages - choose the languages for your Payment Service pages.
 - Text - change the text and links for the Payment Service pages.
 - Text Styles - select the font and font sizes for text in the Payment Service pages.
 - Colours - specify the background, section and text colours for the Payment Service pages.
 - Button Images - specify the images to be used as buttons in the Payment Service pages.
 - Page Format - specify background image, border size and page width.
 - Header and Footer - add images and text to the top and bottom areas of the Payment Service pages.
 - Edit Header and Footer Directly - add images and text to the top and bottom areas of the Payment Service pages.
 - Confirmation Email - customise the confirmation email sent to your shoppers on completion of an online transaction.

Page Description - File Management Page

The File Management page enables you to manage your Payment Service page files. You can browse for files on your PC/network and then upload them to your installation on the RBS WorldPay payment service.

Typically, you will use this option to load image files you want to use as buttons and background images, but it is also used for managing the property files associated with advanced customisation.

Some files are automatically added to your installation when you make changes to your Payment Service pages using options from the Payment Page Editor. For example, when you add a language version of the Payment Page, the relevant Property Files are automatically copied into your installation.

For more information on Payment Service Page files, please refer to the Customising Guide (Advanced).

Field Descriptions

The table below describes the fields displayed in the File Management page.

<i>label/field</i>	<i>description</i>
Upload Files	
Browse	Use this option to explore your PC/network and select the file that you want to upload.
RBS WorldPay Name for File	Enter an appropriate name for the uploaded file: the uploaded file will be renamed accordingly. For more details, please refer to the section below: Filenames When Uploading Files.
Upload	<p>Use this option to upload files from your PC/network to your Test installation on the RBS WorldPay payment service. For example, to upload images that you want to use for buttons or as backgrounds on your Payment Service pages.</p> <p>To replace an existing image, or any other file used within your installation, you should upload the file using the same name as the file that is to be replaced. The uploaded file then over-writes the current file. For more details, please refer to the section below: Filenames When Uploading Files.</p> <p>Notes:</p> <p>File names must be in alphanumeric format and not longer than 255 characters.</p> <p>File names are case-sensitive: so resulty.html is not the same as resultY.html. Whereas resultY.html is a standard file for a Result page, resulty.html would not be recognised as such.</p> <p>There is a limit to the size of files and the number of files you can upload. You should avoid using large files, as these increase the time taken for your Payment page to</p>

load into a shopper's browser. The maximum recommended size of file that you can upload is 500 KB. The default space allocation per installation is 1.5 MB.

View and Delete Files	
Opening a File	To open a file, select its name in the list, the file will open in your browser. You can now save it to your PC and make your desired changes. You can then use the Payment Page Editor to upload the changed file back to your Test installation.
Deleting a File	<p>To delete a file, select the Delete button.</p> <p>WARNING Note that we have no 'trash' or 'recycle bin' feature, so when you delete a file it is permanently deleted from your Test environment.</p> <p>Before deleting any file from your installation, we recommend that you make a backup copy of the file, to enable recovery. To make a backup, you can use the Backup and Restore option. For more details, please refer to Backup and Restore.</p>
File Types	
Image Files	These are files with file extension: .gif, .jpg, .png.
HTML Files	These are files with file extension: .html. Please avoid using the extension .htm, as this extension can cause server issues.
Property Files	<p>These are parameter files with file extension <i>.properties</i>, used by our systems. Some property files are automatically added to your installation. For example, when you use the Language Selection page to add a version of the Payment Service pages in a language other than English, a file called <i>messages_*.properties</i> (where * is a two character code representing a language, for example 'es' for Spanish) is added to your installation. For more details, refer to Customising the Property Files in the Customising Guide (Advanced).</p> <p>CAUTION: Properties files contain complex code which is used to control your Payment Service pages. Before you</p>

delete a properties file from your installation, we recommend:

- that you fully understand how properties files work with your Payment Service pages, and
- that you make a backup copy of the file before deletion, to enable recovery. To make a backup, you can use the **Backup and Restore** option. For more details, please refer to Backup and Restore.

Other Files

These are any files of a type not included in the Image, HTML and Properties sections.

Note that although you can upload any file type you want, certain files, such as executables or setup files, will not work from this directory.

Also note that we recommend that you upload any images/files for your Payment Service pages directly to your Test installation on our payment service. Referencing these files from a source on your server will result in an error and a security warning message that is visible to your shopper - as your Payment Service pages will be displaying both secure and non-secure elements. The referenced file may not appear, unless you carefully maintain the file locations that you use.

Filenames When Uploading Files

When you upload a file to your Test installation using the **File Management** option, you can enter the filename using the RBS WorldPay **Name for File** field. When you enter a filename the uploaded file is renamed, if required, by our systems.

If you upload:

- an image file, such as fileName.gif or fileName.jpeg, then the file is saved as an image, within the **Image Files** list.
- An html file, such as fileName.html, then the file is saved as an html file, within the **HTML Files** list.
- A properties file, either display.properties or messages_*.properties, (where * is a two-character code representing a language, for example 'es' for Spanish), then the file is saved as a property file, within the **Property Files** list.
- A file with an unrecognised extension, when the file is saved within the **Other Files** list.

However, if you upload a file named fileName.ext, but you enter the name of a standard installation file in the **RBS WorldPay Name for File** field, then the contents of the uploaded file will replace the standard file.

For example, if you browse to upload a file on your PC named resultOK.html, but enter resultY.html into the **RBS WorldPay Name for File** field, then the resultOK.html file will be uploaded to your Test installation with the name changed to resultY.html, and so will replace the current version of the resultY.html file.

Some Basic Customisations

Purpose

This chapter describes how to use the Payment Page Editor to carry out some basic, but frequently used customisations.

Use

The following topics provide descriptions of how to carry out some basic customisations using the Payment Page Editor.

- ⇒ **Adding your company name** - so that your company name will appear in the Payment pages
- ⇒ **Changing the colours** - so that the Payment pages display the colours you chose.
- ⇒ **Adding your Co-brand logo** - so that the Payment pages display your logo.

Adding Your Company Name

To add your company name to the Payment Service pages:

1. select the **Text** option from the Payment Page Editor's Edit Menu, the Edit Text page will open,
2. insert your company name in front of the existing "Secure Payment page" text in the **Title for the Payment pages** field.
3. then select the **Add text** button.

Your changes will be saved in the test environment for the installation.

To view your changes:

1. select the **Preview** link at the top of the page, the Test Transaction Submission page will open,
2. select the **Submit** button.

Your customised pages will be displayed.

Changing the Colours

You can change the colours of backgrounds and texts in the Payment Service pages. Note that you should enter colours as hexadecimal codes, such as #FFFFFF for white and #000000 for black.

For more information about hexadecimal colour values, please refer to http://www.w3schools.com/html/html_colors.asp and <http://www.w3.org/TR/css3-color/>.

To change the background colour of the Payment Service pages:

1. select the **Colours** option from the Payment Page Editor's Edit Menu, the Colours page will open,
2. enter the hexadecimal code for shows your chosen colour in the **Page body** field - for example, #FFFFCC is pastel yellow,
3. if you want to view a labelled example of a Payment Page, select the "eye" button to the right of the field,
4. then select the **Set Colours** button.

Your changes will be saved in the test environment for the installation.

To view your changes:

1. select the **Preview** link at the top of the page, the Test Transaction Submission page will open,
2. select the **Submit** button.

Your customised pages will be displayed.

Adding Your Co-brand Logo

You can add your own co-brand logo in the header area of the Payment Service pages. You will need to have a suitable logo prepared in .gif, .jpg, or .png format and you will need to upload this file.

To upload your logo file:

1. select the **File Management** option from the Payment Page Editor's File Menu, the File Management page will open,
2. enter the path and name of your logo file in the **Upload File** field, or browse for it using the **Browse** button,
3. then select the **Upload** button.

If the upload is successful the file will be listed in the Image Files area.

To add your co-brand logo:

1. select the **Header and Footer** option from the Payment Page Editor's Edit Menu, the Header and Footer page will open,
2. enter the name of your logo file in the **Co-brand Image** field,
3. then select the **Set Options** button.

Your changes will be saved in the test environment for the installation.

To view your changes:

1. select the **Preview** link at the top of the page, the Test Transaction Submission page will open,
2. select the **Submit** button.

Your customised pages will be displayed.



Please note the following.

File names are case-sensitive.

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

If you do not name the uploaded file correctly, then our system will be unable to find the file when building and operating your Payment Service pages - accordingly, we will substitute our standard default file if needed.

Example Payment Pages and Emails

Purpose

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

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.

RBS WorldPay Co-Brand Image

Help FAQs Security

Secure Payment Page

TEST MODE - this is not a live transaction

This payment page has been created by WorldPay for the supplier. Please review your purchase details, then select a card or payment to proceed to the next page.

Select Language English

Choose currency £100.00 (Pounds Sterling)

Description **Description: things ordered**

Amount **£100.00**

Select your payment method

Mastercard Visa Visa Delta

Cancel

payments powered by **RBS WorldPay**

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

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Local intranet

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.

RBS WorldPay
Help FAQs Security

Secure Payment Page

TEST MODE - this is not a live transaction

Select language English

Payment Method **Visa**
Description **Description: things ordered**
Amount **£100.00**

Card Details

You must fill in fields marked with *

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

Cardholder Details

You must fill in fields marked with *

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

[START AGAIN](#) [MAKE PAYMENT](#)
[CANCEL PURCHASE](#)

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

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For help with your payment visit the: [WorldPay Help](#).


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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.

Flower Shop Online



Secure Payment Page

Welcome to the Flower Shop Online payment page.
Please provide us with your card details, so that we can process your order.

Payment Method	Visa	
Description		
Amount	£100.00	

Card Details ?

You must fill in fields marked with *.

* Card number

[Security code](#)

* Expiry Date

* Cardholder's Name

Cardholder Details ?

You must fill in fields marked with *.

* [Billing Address](#)


Postcode/Zip code


* Country


Telephone

Fax

* Email address


 [START AGAIN](#)

 [CANCEL PURCHASE](#)

[MAKE PAYMENT](#) 

Refunds and Returns

For details of our refund and returns policy, click [here](#).



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For help with your payment visit the: [WorldPay Help](#).



Thank you for Shopping at Flowershop

Have a nice day!

Figure: A Customised Payment Page - Example 1.


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.



Frames International Ltd.

[Help](#)
[FAQs](#)
[Security](#)

Frames International Payment Page



Payment Method	Visa	
Description		
Amount	£100.00	

Card Details

You must fill in fields marked with *.

* Card number

[Security code](#)

* Expiry Date

* Cardholder's Name

Cardholder Details

You must fill in fields marked with *.

* [Billing Address](#)

Postcode/Zip code

* Country

Telephone

Fax


* Email address

☐ **Try Again**
☒ **Cancel**

PAY NOW! ☒

Refunds and Returns

For details of our refund and returns policy, click [here](#).


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

Thank you for shopping with Frames International

Figure: A Customised Payment Page - Example 2.

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.

You can customise the titles used in the Result pages by using the Payment page Editor. For details please refer to the **Text** option in the Payment Page Editor menu.

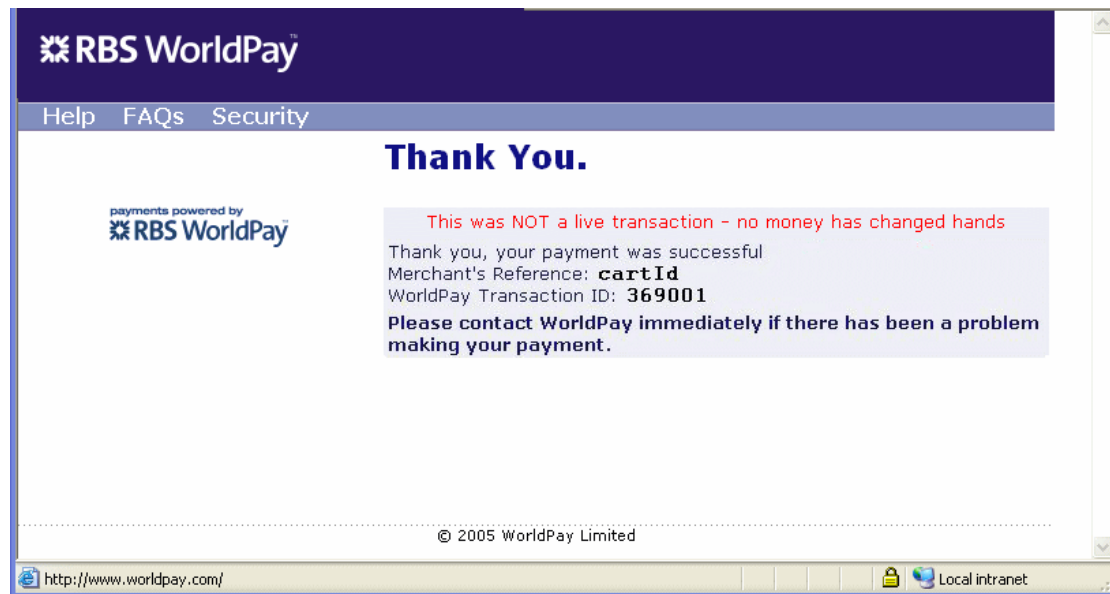


Figure: The Result Page for a Successful Transaction.

Shopper Confirmation Email - Example of HTML Version

A confirmation email is sent when a transaction is successfully completed, such as our standard one shown below.

You can customise the contents of both the text and HTML versions of this email by using the Payment Page Editor. For details please refer to the **Confirmation Email** option in the Payment Page Editor menu.

Transaction Confirmation

Please retain for your records

**This is a test transaction -
no real money is involved.**

Thank you

Your transaction has been processed on behalf of *Merchant Company Name*.

Transaction details:

Transaction for the value of: GBP 100.00
Description: Things to buy
*From: *Merchant Company Name**
Merchant's cart ID: cartId
Authorisation Date/Time: 30/May/2006 13:52:25
Transaction ID: 175832402
This is not a tax receipt.

If you have a query about your order

This confirmation only indicates that your transaction has been processed successfully. It does not indicate that your order has been accepted. It is the responsibility of *Merchant Company Name* to confirm that your order has been accepted, and to deliver any goods or services you have ordered.

If you have any questions about your order (including refunds, delivery status, wanting to cancel your order), please email *Merchant Company Name* at:
merchantsupport@merchant_email.com, with the transaction details listed above.

Thank you for shopping with *Merchant Company Name*

Your transaction has been processed by WorldPay on behalf of *Merchant Company Name*.

Other queries about your transaction? Visit:
<http://www.ibsworldpay.com/support/shopper/>

Figure: An HTML Version of the Shopper Transaction Confirmation Email.