

A QUICK START GUIDE TO USING BUSINESS MANAGER

Take a payment

Make a refund

View your transaction history

Run a report

Glossary and other useful links



Business Manager is your portal to manage the online payments your business takes. This guide shows you how to get started, but if you need more information, see our full guide.

Full guide



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2 Make a refund

3 View your transaction history

4 Run a report

5 Glossary and other useful links



Virtual Terminal Transactions

The Virtual Terminal allows you to accept payments from customers by phone.

Pay by Link Transactions

FuturePay Direct (Recurring) Transactions

1. Click **Create** from the options on the left hand menu and then select **Virtual Terminal** from the menu bar at the top.

2. Fill in the relevant details for the payment (mandatory fields marked with a *). This needs to be completed while your customer is on the phone.

3. Click **Submit Transaction** to take the payment.

Possible outcomes

Successfully Created - the new payment is processed with the Transaction ID shown.

Failed - a payment was not processed, and a message is displayed to help understand the reason.

[Click here](#) for more information about why a transaction fails.

Virtual Terminal Transactions

The Virtual Terminal allows you to accept payments from customers by phone.

Pay by Link Transactions

Pay by Link lets you create a payment link that you can send to a customer by email. When the customer clicks this link, they are sent to your payment page and the information you entered is automatically populated.

FuturePay Direct (Recurring) Transactions

1. Click **Create** from the options on the left hand menu and then select **Pay by Link** from the menu bar at the top.

2. Fill in the relevant details for the payment. (mandatory fields marked with a *)

3. Click **Create Link** to send the payment link to your customer's email.

Possible outcomes

You'll see the message: **Successfully Created** and an email containing the payment link is automatically sent to your customer's email address, and to yours.

Virtual Terminal Transactions

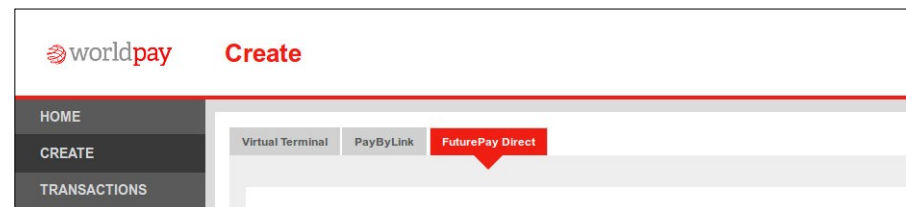
The Virtual Terminal allows you to accept payments from customers by phone.

Pay by Link Transactions

FuturePay Direct (Recurring) Transactions

FuturePay Direct lets you set up regular online payment agreements with your customers, such as a monthly subscription to a magazine.

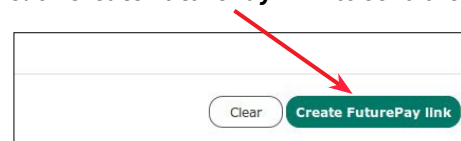
1. Click **Create** from the options on the left hand menu and then select **FuturePay Direct** from the menu bar at the top.



2. Fill in the relevant details for the payment. (mandatory fields marked with a *)

The screenshot shows the 'FuturePay Direct' form. It includes fields for 'ORDER DESCRIPTION', 'CUSTOMER NAME*', 'CUSTOMER EMAIL ADDRESS*', 'CART ID*', 'FIRST AMOUNT*', 'REGULAR AMOUNT*', 'CURRENCY*' (set to GBP), 'PAYMENTS COLLECTED EVERY*' (set to 1), 'PAYMENT COLLECTION START DATE*' (set to 02 Jun 2016), and a checkbox for 'Payments end on'.

3. Click **Create FuturePay Link** to send the payment link to your customer's email.



Possible outcomes

You'll see the message: **FuturePay link created.** and an email containing the link is automatically sent to your customer's email address and to yours, confirming the payment.

Follow these 3 easy steps to make a refund

Step 1

Step 2

Step 3

Search for the transaction you want to refund

The screenshot shows the Worldpay Transactions interface. On the left is a sidebar with navigation options: HOME, CREATE, TRANSACTIONS, FINANCE, and SETUP. The main area has tabs for Payments, Links, FuturePay Administration, FuturePay Reports, and Legacy Reports. The Payments tab is active, showing a search bar with fields for Transaction ID and Cart ID, and buttons for Search and Advanced search. Below the search bar is a table of transactions with columns: ALERT, TRANSACTION ID, CUSTOMER NAME, LAST ACTIVITY DATE, AUTHORISED AMOUNT, PAYMENT CURRENCY, and CURRENT STATUS. The table lists several transactions, some with red exclamation marks in the ALERT column. At the bottom, there is a pagination bar showing 'Showing 21 to 30 of 43 results' and a 'Generate Report' button.

ALERT	TRANSACTION ID	CUSTOMER NAME	LAST ACTIVITY DATE	AUTHORISED AMOUNT	PAYMENT CURRENCY	CURRENT STATUS
	3000121672	Null F	22 Sep 2014 13:30:50	0.03	GBP	Authorised
	3000121631	Null Fication	22 Sep 2014 11:11:33	0.03	GBP	Authorised
	3000121630	Null Fication	22 Sep 2014 10:41:48	0.02	GBP	Authorised
	3000121641	Null Fication	22 Sep 2014 10:18:35	0.01	GBP	Authorised
	3000121587	Fred Guy	19 Sep 2014 16:01:14	0.10	GBP	Authorised
	jsxm172899510	Fred Bloggs	18 Sep 2014 09:30:51	1.02	GBP	Authorised
	jsxm374429943	Fred Bloggs	18 Sep 2014 09:35:03	0.00		Refused
	jsxm3630411531	Fred Bloggs	18 Sep 2014 09:34:22	0.00		Refused
	3000121504	Fred Bloggs	18 Sep 2014 09:33:32	1.02	GBP	Authorised
	jsxm399817432	Fred Bloggs	17 Sep 2014 14:37:11	1.01	GBP	Authorised

- Click on the **Transactions** tab on the left hand side
- Select **Payments** from the top menu options
- Enter your search criteria – either date, transaction ID or cart ID
- Click the **Search** button in the bottom right hand corner
- You can use **Advanced Search** to search for multiple criteria

Follow these 3 easy steps to make a refund

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Select the transaction you want to refund from the list

The screenshot shows the 'Transaction History' tab in the Worldpay interface. A table lists transactions with columns for Transaction ID, Customer Name, Last Activity Date, Authorised Amount, Payment Currency, and Current Status. A transaction with ID 'jxmx3744229943' and status 'Refused' is highlighted. Below the table, a detailed view of the transaction is shown, including fields for Payment Type (MasterCard Credit Card), Card Number & Expiry Date (5418****9679 01/2016), Transaction Source (eComm from Installation ID - 100101), Order Description (apbPerfTest5), Card ID (apbPerfTest5-v3pp), Card Issuing Country (THAILAND), Customer IP Address (10.121.8.20), Current Transaction Value (1.02 GBP), and Risk Result (Warning).

Transaction ID	Customer Name	Last Activity Date	Authorised Amount	Payment Currency	Current Status
3000121672	Nat F	22 Sep 2014 13:30:50	0.03	GBP	Authorised
3000121631	Nat Pication	22 Sep 2014 11:11:33	0.03	GBP	Authorised
3000121630	Nat Pication	22 Sep 2014 10:41:48	0.02	GBP	Authorised
3000121641	Nat Pication	22 Sep 2014 10:18:35	0.01	GBP	Authorised
3000121587	Fred Guy	19 Sep 2014 18:01:14	0.10	GBP	Authorised
jxmx3744229943	Fred Bloggs	18 Sep 2014 09:35:03	0.00	GBP	Refused
jxmx3630411531	Fred Bloggs	18 Sep 2014 09:34:22	0.00	GBP	Refused
3000121504					Authorised
jxmx399817432					Authorised

Showing 21 to 30 of 43 results

Transaction Details:

- PAYMENT TYPE: MasterCard Credit Card
- CARD NUMBER & EXPIRY DATE: 5418****9679 01/2016
- TRANSACTION SOURCE: eComm from Installation ID - 100101
- ORDER DESCRIPTION: apbPerfTest5
- CARD ID: apbPerfTest5-v3pp
- CARD ISSUING COUNTRY: THAILAND
- CUSTOMER IP ADDRESS: 10.121.8.20
- CURRENT TRANSACTION VALUE: 1.02 GBP
- RISK RESULT: Warning

Click the Refund Transaction button to show the
REFUND TRANSACTION window

The screenshot shows the 'REFUND TRANSACTION' window. It contains two input fields: 'Amount available to Refund' with a value of 1.02 GBP, and 'Amount to Refund now' with a value of 0.02 GBP. Below these fields, there is a confirmation message: 'Please confirm that you wish to REFUND this transaction. This action can't be undone.' At the bottom, there are two buttons: 'Exit' and 'Refund Transaction'.

REFUND TRANSACTION

Amount available to Refund: 1.02 GBP

Amount to Refund now: 0.02 GBP

Please confirm that you wish to REFUND this transaction.
This action can't be undone.

Exit Refund Transaction

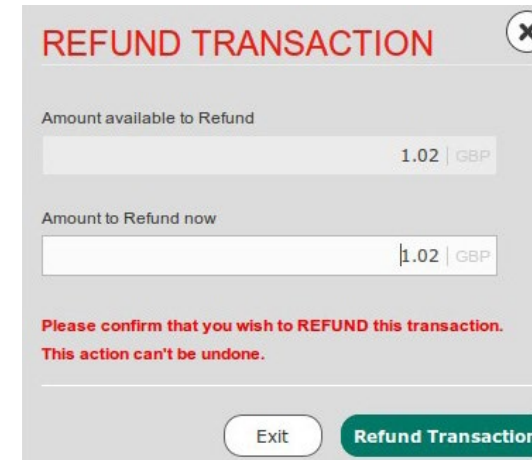
Follow these 3 easy steps to make a refund

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Enter the amount you want to refund - this can be the full amount or part of the transaction value



REFUND TRANSACTION ✕

Amount available to Refund

1.02 | GBP

Amount to Refund now

1.02 | GBP

Please confirm that you wish to REFUND this transaction.
This action can't be undone.

Exit Refund Transaction

- Click the **Refund Transaction** button to process the refund
- This transaction will now have the status of **Refunded** in the transaction list and the refund will begin to process
- You can view the refunded amount in the **Transaction History**

Find a list of your transactions

Find out when money is in your account

You can find a list of your transactions by clicking 'Transactions' from the left hand menu.

ALERT	TRANSACTION ID	CUSTOMER NAME	LAST ACTIVITY DATE	AUTHORISED AMOUNT	PAYMENT CURRENCY	CURRENT STATUS
	3100042143	Mrs J Smith	24 Jul 2014 11:25:56	12.34	GBP	Captured
!	3200021543	Siraj Meer	10 Jul 2014 08:24:37	75.00	GBP	Captured
	3200021522	Jowell Chism	10 Jul 2014 08:24:37	42.00	GBP	Captured
	3200021542	Shawna Valdez	10 Jul 2014 08:24:36	34.59	GBP	Captured
!	3200021536	Minda Velethworth	10 Jul 2014 08:24:36	19.99	GBP	Captured
	3200021515	Jesse Stokes	10 Jul 2014 08:24:36	17.99	GBP	Captured
	3200021556	Shantell Teel	10 Jul 2014 08:24:36	27.64	GBP	Captured
	3200021532	Marianna Galindo	10 Jul 2014 08:24:36	28.00	GBP	Captured
!	3200021521	Jay Clayton	10 Jul 2014 08:24:36	35.00	GBP	Captured
	3200021541	Ronam Erasmus	10 Jul 2014 08:24:36	57.00	GBP	Captured

Showing 1 to 10 of 403 results

Click to change page: Previous 1 2 3 4 5 Next

Generate Report

From here you can see the transactions that your business has taken online. Use the search bar to do the following:

- **Search for transactions within a specific date range**
With this Advanced Search feature you can see a list of all the transactions you took in a time period.
- **See transaction details**
On the far right column you can find out more information about specific transactions. Including whether they have been refunded or disputed.

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Find a list of your transactions

Find out when money is in your account

Find out when money will settle into your account by selecting the 'Finance' tab

The screenshot shows the 'Finance' tab in the Worldpay interface. It displays a table of transaction batches with columns for batch number, status, transaction date, and settlement date. The table is filtered for the date range 01 Jan 2014 to 31 May 2016. The table shows several batches, including BATCH 46, BATCH 47, and BATCH 48. Each batch entry includes details about the number of transactions, the total amount transferred, and the balance of the batch. The interface also includes a sidebar with navigation options like HOME, CREATE, TRANSACTIONS, FINANCE, and SETUP.

Batch	Status	Transaction Date	Settlement Date	Transactions	Total Transferred to You	Balance of Batch
BATCH 46	Closed	24 Aug 2014	24 Aug 2014	1 Settled transactions	60.00	60.00
BATCH 47	Closed	15 Aug 2014	15 Aug 2014	1 Settled transactions	60.15	60.15
BATCH 48	Closed	14 Aug 2014	14 Aug 2014	1 Settled transactions	60.33	60.33

The Finance tab shows you a breakdown of all the payments that will be going into your account.

- **See money going in and refunds going out**
If you have any chargebacks these will also be displayed here.
- **Advanced Search**
This option lets you see settlements from a specific date range so can find the transactions you're most interested in.

With Business Manager you can export your transaction data into different reports and download them into Excel® or .csv files to help with your paperwork.

To run a report on your transaction data you'll need to select the data that you're interested in.

The Transactions tab lets you see information about all the transactions that your business has taken. By using the search bar you can see transactions from a specific date range.

- Once you've chosen the data that you're interested in simply click the **Generate Report** button in the bottom right hand corner.
- You'll be given a choice of what information you'd like to see in the report which is easily customisable. Alternatively you can always use one of the standard report formats that we've built in for you.
- Once you've chosen the required data fields select the format you'd like to see your report. You can choose Excel® or .CSV.
- You can then either download the report or have it sent to you by email.

The screenshot displays the Worldpay Business Manager interface. On the left, a sidebar menu highlights the 'TRANSACTIONS' tab. The main area shows a list of transactions with columns for Transaction ID, Customer Name, Last Activity Date, Amount, Payment Channel, and Current Status. A search bar at the top allows for filtering transactions. Below the transaction list, a 'Generate Report' button is visible. To the right, a detailed report is shown, including a table of transactions and a summary of the total transferred to the user.

Transaction ID	Customer Name	Last Activity Date	Amount	Payment Channel	Current Status
3200042143	Miss J Smith	24 Jul 2014 11:28:58	12.34	GBP	Captured
3200021543	Rajni Meier	10 Jul 2014 08:34:37	75.00	GBP	Captured
3200021522	Jewel Cheson	10 Jul 2014 08			
3200021542	Shawna Valdez	10 Jul 2014 08			
3200021536	Maria Vrhovcova	10 Jul 2014 08			
3200021515	Jesse Stokes	10 Jul 2014 08			
3200021558	Charlotti Teal	10 Jul 2014 08			
3200021522	Marianna Galindo	10 Jul 2014 08			
3200021521	Jay Clayton	10 Jul 2014 08			
3200021541	Riannon Emmons	10 Jul 2014 08			

Showing 1 to 10 of 823 results

Click to change page

Generate Report

Report Name: [Default] Report Date: [24 Aug 2014] Report Type: [Batch Report]

Report Summary:

Batch	Batch Date	Batch Type	Batch Status	Batch Amount	Batch Count
BATCH 46	24 Aug 2014	Batch	Completed	12.34	1
BATCH 47	24 Aug 2014	Batch	Completed	75.00	1
BATCH 48	24 Aug 2014	Batch	Completed	12.34	1
BATCH 49	24 Aug 2014	Batch	Completed	75.00	1
BATCH 50	24 Aug 2014	Batch	Completed	12.34	1

TOTAL TRANSFERRED TO YOU: 284.10 EUR

Glossary and troubleshooting

'Failed' Message	What does it mean?
Payment refused by card issuer	The customer's card issuer has declined this payment
Please check the number of card digits and try again	The wrong number of card digits has been entered in the Card Number box. <ul style="list-style-type: none"> • For Visa cards, this should be 13 or 16 digits. • For MasterCard, this should be 16 digits. • For American Express, this should be 15 digits
Refused - possible fraud	Only applies to customers with Worldpay's Risk Management Module (RMM). This payment has been blocked. For more information please contact us on 0330 333 1233 (option 6).
Unable to process payment please see Help	There are various reasons why a payment is unable to process. A common reason is that your installation or account is not active. For more information please contact us on 0330 333 1233 (option 6).
You're not set up to accept this payment method	This payment method has not been activated on your account. If you want to add this payment method, please contact customeramendments@fisglobal.com .

Transaction detail	What does it mean?
Alert	This shows you an exclamation [!] symbol next to any transactions that have failed one or more key risk checks. When you see an exclamation [!] symbol, we recommend that you look more closely at this transaction before you fulfil the order. The Payment tab of this transaction shows you more information about the risk checks that may have failed.
Transaction ID	This shows the unique reference number created by us to identify each transaction. The Transaction ID is sometimes sent to you in various communications from us.
Customer	This shows the name entered by the person making the payment for this transaction. This could be the name on the card, but is not always. For example, if a corporate card is used, the name on the card may be different to the name entered.
Last Activity Date	This shows the most recent date and time that the status of the transaction changed. A transaction can change status a number of times. To learn about statuses and what they mean, see Current Status below.
Authorised Amount	This shows the amount of money that has been authorised for the transaction when it was first made. It may not show how much is due to be taken now (for example, if a partial refund was made).
Authorised Currency	This shows the currency used to authorise the transaction.
Current Status	This shows the current status of each transaction. A transaction will change status as various checks or actions are performed on it.

Other useful links

[Website integration guides](#)
[Managing fraud \(p8\)](#)
[Chargebacks \(p71\)](#)
[Support with online payments](#)



Dedicated customer support

If you have any further questions on how to get set up with Worldpay, let us know.

**Visit fisglobal.com
or give us a call on 0330 333 1233 option 6**