



Corporate Gateway

Mail and Telephone Order Payment Service (Hosted Call Centre) Guide

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1 Introduction

The Mail and Telephone Order Payment service (Hosted Call Centre) application enables a merchant's Call Centre to connect to the our payment service without having to integrate their system with the payment service. In this respect the Hosted Call Centre Application is different from Call Centre solutions that use any of the other service models to process payments.

To access the Mail and Telephone Order payment service (Hosted Call Centre), a Call Centre operator requires a workstation with Internet access, a Web browser, a user name and a password.

2 How does the Hosted Call Centre application work?

You enter order and payment information in the Hosted Call Centre application and submit it to the payment service. When we have processed a payment you are notified of the result. The result can also be sent directly to the shopper from the payment system by email, if required.

Order and payment information is submitted through the application is as follows:

1. The Call Centre operator logs on to the Hosted Call Centre application on our system.
2. The shopper calls the Call Centre to place the order.
3. The operator enters the order number, description, amount and currency, then creates the order.
4. The operator selects the payment method and enters the shopper payment information.
5. We send the information to the financial institutions for authorisation.
6. The results are displayed to the operator in the Hosted Call Centre application.
7. The operator is returned to the order entry page of the Hosted Call Centre application.

When using the standard Hosted Call Centre application, the number of payment methods that can be offered is limited to ones that do not need an interaction with the shopper. In general, these are credit and debit cards.

2.1 Accessing the Hosted Call Centre application

1. Log on to the Hosted Call Centre application through your Web browser, using the following URL: <https://secure.worldpay.com/merchant/callcentre/index.html>.
A secure HTTPS connection is established.
2. Enter your username and password.

2.2 Creating the order

Once you have logged on, the **pay new order** dialog displays.

Enter the order code, an optional order description, the currency and amount, and an optional shopper email address.

Note: The shopper email address field is visible if it has been activated for your account. The available currencies depend on your contract.

2.2.1 New order

There are two ways to generate the order codes for orders processed through the Hosted Call Centre application:

1. Order codes are generated by your back office system. The order code can either be:
 - Typed in the Order code field
 - Appended to the Call Centre URL
For more information, see [Importing order details](#).

2. Order codes are generated automatically by the Worldpay system, ensuring they are unique. This feature has to be activated for your account. You should make sure that there is a connection between the order codes generated by us and your back office and logistical systems.

The order description field can be filled in automatically for you with a fixed text, your Call Centre phone number, the order code, or a combination of these. Please contact Worldpay Support: <http://www.worldpay.com/global/support> to have this feature configured for your account.

If it is configured you may see the parameter names `${phoneNumber}` or `${orderCode}` in the description field when creating an order. These parameters will be automatically replaced by their value after the order is submitted to the payment service.

A **Reset** button is available to clear the form. By clicking the **Pay** button at the bottom of the dialog, the order is submitted to the Payment service and a payment selection dialog displays, as described below.

2.2.2 Existing order

1. Click the **Pay existing order** menu item, to the left of the screen. The **Pay an existing order** form displays. This form is used for existing orders that have been created, but for which no payment details have been submitted to the Payment service.
2. Enter the existing order code and click the **Pay** button. The payment selection screen displays.

2.2.3 Shopper payment result email

If you enter the shopper email address in the **Customer email address** field, an automatically generated email can be sent to the shopper with the result of the payment, after it has been processed. This feature, known as the shopper email protocol, is activated as follows:

1. In the MAI, select the **Integration** menu item, then select **Merchant Channel**.
2. You'll see the **Merchant Channels (Production)** and **Merchant Channels (Test)** sections. This is where you'll see the shopper email protocol. If you click, **Configure Authorized** or **Configure Refused**, you'll be able to change the email text. For more information, please refer to the [Merchant Admin Interface Guide](#).

2.3 Importing order details

Order details originating from your back office system can be imported directly into the Hosted Call Centre application by appending them to the Call Centre URL. You can append the following order details:

- `orderCode`
- `currencyCode`
- `amount`
- `description`
- `shopperEmail`

The example below directs your browser to the Hosted Call Centre application and automatically fills in the specified values:

```
https://secure.worldpay.com/merchant/callCentre/index.html?amount=10.00&orderCode=TEST1234567&Description=Order%20Description&shopperEmail=jshopper@myprovider.int&currencyCode=EUR
```



2.4 Creating the payment

In the Payment Method Selection dialog there is a list of available payment methods. These depend upon your contract details. At the bottom of the dialog you can select the applicable country and language.

Note: The available payment methods and their descriptions also depend on the selected (shopper) country.

1. Choose the payment method the shopper wants to use for paying the order.
2. Enter the payment details for the order.
The order code, description and order amount display at the top of the dialog. If the currency used to pay the order is different from the currency you will receive in your bank account (the settlement currency), an entry displays the order currency converted to the settlement currency.
3. Enter the payment details from the shopper In the Payment Details dialog, for example:
 - Card number
 - Expiry date
 - Cardholder name and, depending on your contract, the address data of the cardholder and Card Verification Code (CVC).
4. Click **Submit** at the bottom of the screen to submit the payment details to the Payment service.

2.5 Authorisation of the payment

After you submit the payment details, we contact the appropriate financial institution for authorisation.

- The payment status, which can either be AUTHORISED or REFUSED, displays automatically in a result window
- Select the link to go back to the order entry dialog to create the next order

2.6 Branding the call centre interface

The Hosted Call Centre interface can be branded with your company logo.

If you supply us with the logo in *.png format, the Call Centre interface can be configured to display the logo in the top right corner.

3 Sending an email with payment instructions

You can offer all of the available payment methods for your account to shoppers. To do this, you configure the Hosted Call Centre application to send the shopper an email with payment instructions. The email shows the shopper how to create the payment using the Worldpay Payment Method Selection dialog.

The steps for sending payment instructions through the Hosted Call Centre application are:

1. The Call Centre operator logs on to the Hosted Call Centre application.
2. The shopper calls the Call Centre to place the order.
3. The operator enters the required data:
 - Order number
 - Description
 - Amount
 - Currency
 - Shopper name
 - Shopper email address
4. The operator sends an email to the shopper and creates the order in the Worldpay Payment service.
5. The shopper clicks the link in the email to go to the Worldpay Payment Method Selection page.

Note: The shopper must complete the payment within 5 days or the payment link will expire.

6. The shopper selects a payment method and enters the relevant payment information in the dialog.
7. Worldpay sends the payment information to the financial institutions for authorisation.
8. The shopper is informed about the result of the payment.

To be able to send an email with payment instructions to the shopper, you must define and store one or more corresponding email templates. This is done using the Merchant Admin Interface.

3.1 Creating email templates in the Merchant Admin Interface

You can define templates for Emails with payment instructions in multiple languages, in the Merchant Admin Interface (MAI).

1. Log on to the MAI and select **Account** from the menu.
2. Go to the **Profile** section.
3. Under the Call Centre Properties section, click the pencil next to **Edit Call Centre email message**. You'll be taken to the **Edit Shopper Message** page.
4. Select a language to open the corresponding email template frame. The template frame contains the following fields:

Field:	Meaning:
MerchantCode	This shows your merchant code in our system.
Language	This shows the selected language for this template.
Reply address	The email address that is shown as the sender address in the email. You must fill in the email address where you wish to receive shopper email replies.
Subject	The subject of the email. A default subject line in English is provided.
Format	You can use HTML in your email message. However, not all email programs support rich email (with HTML). You can decide to use rich email (text/html) or just plain text (text/plain). When you use HTML in your message do not use the <html>, < and <body> > tags. We put those tags in your message for you.
Message body	<p>The email message to be sent to the shopper with the payment instructions. A default message in English is provided. Note the following mandatory tags:</p> <p>&ordercode; - The order code as created by you or your system</p> <p>&orderid; - Our order identification (payment reference)</p> <p>&amount; - The current and amount for this order</p> <p>&paymentselecturl; - The URL that the shopper has to visit to complete the payment.</p> <p>You can also include the optional tag &description;</p> <p>This will be substituted with the order description originally entered by you in the Hosted Call Centre interface.</p> <p>Note: When the parameters <code>#{phoneNumber}</code> or <code>#{orderCode}</code> are used to generate an order description automatically, the full parameter name will appear in the email, because the order has not yet been submitted when the email is sent. Please refer to Creating the Order.</p>

5. Click **Save Message** to store the new template in the Worldpay system.

Before you can use the email with payment instruction feature in the Hosted Call Centre application, you must first create and save at least one email template.

You can create a separate email template for any of the countries that are listed when you click the **Edit Call Centre email message** icon in the **Profile** page.

3.2 Creating the order

In the Hosted Call Centre application:

1. Select **e-mail new order** from the menu on the left side of the screen.
2. Enter the order code, an optional order description, the currency and amount in the displayed dialog.
3. Enter the name and email address of the shopper and select the email language.

For an email language to be available, you must create an appropriate email template in the MAI. You can generate the order codes yourself or have them generated by the Worldpay system. For more details, see [Creating the order](#).

4. Click **Send email**. The order is submitted to Worldpay and an email with the payment instructions is sent to the shopper. The message content is automatically shown to you in the Call Centre interface.

It is not possible to set an expiry date or a timeout for the URL (an order). Orders are valid for 5 days, after which the link becomes non-payable. If the shopper accesses the link, but leaves the order page before making the payment, they can come back and complete it within the 5 days as long as they do so from the same IP address.

3.3 Importing order details

Order details originating from your back office system can be imported directly into the Hosted Call Centre application by appending them to the Call Centre URL. You can append the following order details:

- orderCode
- currencyCode
- amount
- description
- shopperEmail
- shopperName

To open the Hosted Call Centre with the shopper email functionality always, include the `state=emailAction` parameter and value. The example below directs your browser to the Hosted Call Centre application and automatically fills in the specified values:

```
https://secure.worldpay.com/merchant/callCentre/index.html?state=emailAction&amount=10.00&orderCode=TEST1234567&Description=Order%20Description&shopperEmail=jshopper@myprovider.int&shopperName=J.Shopper&currencyCode=EUR
```

3.4 Customising the V1 Payment Page

You can customise the V1 Payment Page by using the `fontAttr` and `bodyAttr` parameters. If you use such parameters to customise the payment page, then they are to be appended to the URL shown above. Ensure that the value of the parameters are URLencoded.

fontAttr

You use `fontAttr` to set the font attributes of the payment selection screen. In the example below, the font face is set to Arial and the font colour is set to white.

```
&fontAttr=face%3D%22arial%22+color%3D%22white%22
```

When the font indicated is not available on the shopper's system, the browser's default font will be used. You can define alternative fonts by separating them with a comma (for example Arial, Verdana, Helvetica).

bodyAttr

You use the optional `bodyAttr` parameter to set the body attributes of the page. You can use anything that is valid in the `<body>` tag in HTML documents. In the example below, the background colour has been set to black.

```
&bodyAttr=bgcolor%3D%22black%22
```

For more information about what you're able to provide in the URL, refer to external HTML documentation.

Refer to external HTML documentation for more body attributes.

The `bodyAttr` parameter can also be used to define a background image to the Payment Method Selection pages. Please note that if you use a background image, the host of the URL of the image must have the same IP address as the order, as the Payment Method Selection pages run in a secure environment. If the image resides on a non-secure environment, the Worldpay HTTPS proxy should be used. This is achieved by putting the string

```
https://secure.worldpay.com/servlet/HTTPSProxy?
```

in front of the URL of the image.

3.5 Payment authorisation

The email sent to the shopper contains a link that directs them to our Payment Method Selection page. Here the shopper:

- Selects one of the available payment methods
- Completes the payment details
- Submits the payment

Note: Credit/debit cards are the only payment methods available to the shopper.

The payment service contacts the appropriate financial institution for authorisation. The result is presented to the shopper in a new window. The payment result can also be sent directly to the shopper from our system by email. For details please refer to [Creating the order](#).

The payment result is also displayed in the Merchant Admin Interface and can be sent directly to your system as part of a financial report, or as an XML order notification. These methods may, however, require some integration with the Worldpay Payment service. For details of notifications please refer to the [Order notifications](#) section of the [XML Integration Guide](#) and the [Merchant Admin Interface Guide](#).

4 About this guide

4.1 Changes

Version history.

Version	Change Description	Date
4.2	Updated: <ul style="list-style-type: none"> In the Creating the order topic, clarified that you're not able to set an expiry date or expiry limit for an order Updated two links to the Merchant Admin Interface Guide Updated the Shopper payment result email and the Creating email templates in the Merchant Admin Interface processes 	April 2017
4.1	Updated: <ul style="list-style-type: none"> Clarified the payment options available to Hosted Call Centre merchants Change link in Payment authorisation to Order notifications section of XML Integration guide 	March 2017
4.0	Worldpay rebrand	June 2014

4.2 Legal

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4.3 Feedback

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You can email us at: guides@worldpay.com



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- See our contact details at:
www.worldpay.com/global/about/contact-us

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