sage pay

Customer Management Services (CMS)

Customer
User Manual

Version 1.2 – April 2009

Table of Contents

1 An Introduction to CMS

This user manual gives a full user guide to the Sage Pay Customer Management Services (CMS) system.

The Sage Pay CMS system has been designed to make the administration of your Sage Pay account as fast and easy as possible.

The Sage Pay CMS system enables you to perform the following functions:

- **Change your billing details**
- **Set up or modify your Direct Debit details**
- **View your current invoice**

In the near future, the CMS system will be extended to allow you to:

- Manage your existing vendor accounts more effectively
- Apply for new accounts
- Change currencies and card types
- Switch fraud prevention options on or off
- Manage your contact details

If you have any questions about this guide, please email info@sagepay.com. If you have any comments or suggestions, please email feedback@sagepay.com.

2 Getting Started with CMS

Online Help

CMS has a very useful help system. If you need help whilst on any of the CMS screens, click on the [Help] button at the bottom of the page.

Accessing CMS

To access CMS type the following URL into your browser window:

https://customerservices.sagepay.com

The Administrator account: Login for the first time

Sage Pay will send you your CMS login details in the confirmation email that is sent to you on submission of your application form.

The first time you login to CMS, you will need to use the Administrator login details sent to you.

The Administrator account allows you to create and administer other user accounts. You will not be able to perform any other functions when you are logged in as an administrator.

Note: You must create your own User account before you will be able to access the full CMS system.

Your Administrator account details always remain the same and you should ensure that you keep this information in a safe place.

If you are unsure of your login details, you can access these easily via the CMS system. This is explained in the next section.
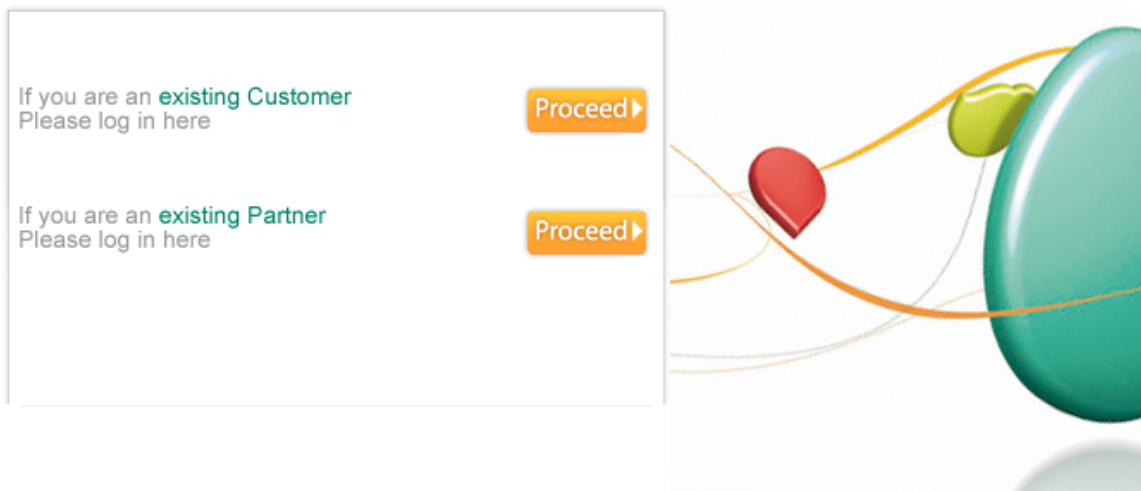
3 Logging into the CMS System

To log into the CMS system, click the **Customer Login** button on the CMS homepage.
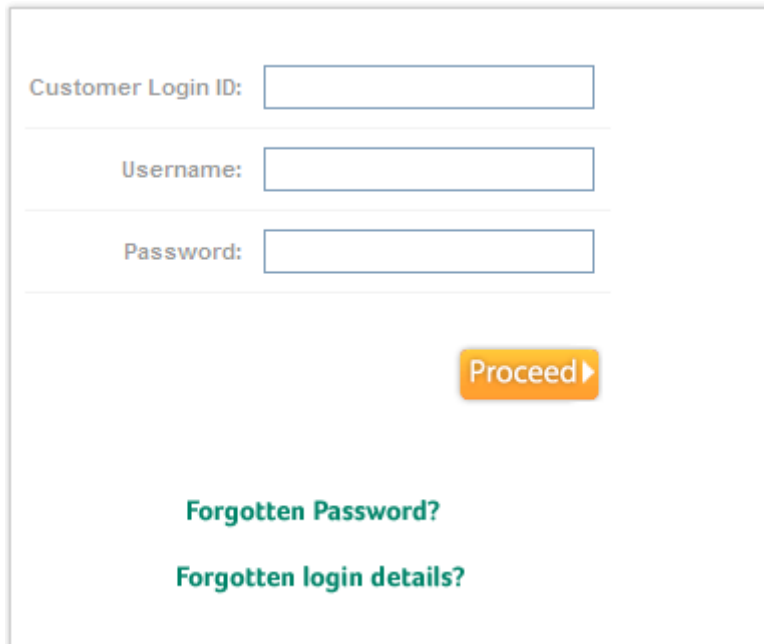
You will then be presented with the Customer Login screen:

Your CMS login details

You have been assigned a single Administrator account. The Administrator account will **only** allow you to create and administer other user accounts, from which you will be able to access the entire CMS system.

To login as the Administrator, enter the following information:

- **Customer Login ID**

- **Username**

- **Password**

If you are unsure of your login details, please follow the instructions in the following section.

4 Retrieving your Login Details

If you are unsure of your login details, you can access them easily in four simple steps:

- **Click on the** Forgotten login details? **link on the Login page.** You will then see the following:

Retrieve CMS Login Details

In order for you to access your login details to the CMS system, you will need to perform the following steps:

1. You will be first required to enter your Vendor Name in the box below.

2. An automated email will be sent to the primary contact against the vendor you specified, containing a link to the the Password Retrieval page. Click on that link.

3. You will now be prompted to enter your name and merchant number assigned to your company by your acquiring bank (without spaces) in the boxes given. If you do not know the merchant number, please refer to the Merchant Agreement document provided by your acquirer. If you have more than one merchant number against your account, you may enter any one of these.

4. If the merchant number you have entered is valid, you will be be granted access to a page displaying your login details.

IMPORTANT: You will ONLY be able to access the Password Retrieval page once. Your access will be logged and subsequent attempts will fail. In order to access the page again, you will need to contact Sage Pay directly at **info@sagepay.com**.

Enter your Vendorname: [   ] **Send Email**

- **Enter your Vendor Name** and click the **Send Email** button (if you have more than one Vendor Name, you may specify any one you wish).

  An email will be sent to the primary contact of the vendor account you specified. The email contains a link to a Password Retrieval page allowing you to securely retrieve your password details.

- **Click on the link within the email sent to you.** This will bring up the Password Retrieval page (see below):

Your Name: [   ]

Acquiring Bank Merchant Number: [   ]

Submit

- **Enter your name and the merchant number in the fields provided.** Ensure you enter the correct merchant number that has been assigned to your company by your acquiring bank. If you do not know the merchant

number, please refer to the Merchant Agreement document provided by your acquirer.

If you have more than one merchant number, you may enter any one of these.

Click the **Submit** button.

- If the merchant number you have entered is valid, you will be granted access to a page displaying the login details for your Administrator account. If you incorrectly enter your merchant number, you will need to contact Sage Pay directly at info@sagepay.com to unlock this page.

Note: Ensure you store your login details in a safe place as you will only be able to access the Password Retrieval page once. Your access will be logged and subsequent attempts will fail. In order to access the page again, you will need to contact Sage Pay directly at info@sagepay.com**.**

Once you have obtained your login details, you are then free to log into the CMS system. The following section explains how to do this.

Logging into CMS

Now that you have your login details, you are ready to login to CMS. Enter the following information into the Login screen:

- **CMS Customer Login ID** – Enter your unique CMS Customer Login ID

- **Username** – Enter your username.

- **Password** – Enter your password.

If you have forgotten your password, please enter your Customer Login ID and Username and click on the **Forgotten Password?** link. You will be sent an email containing your password.
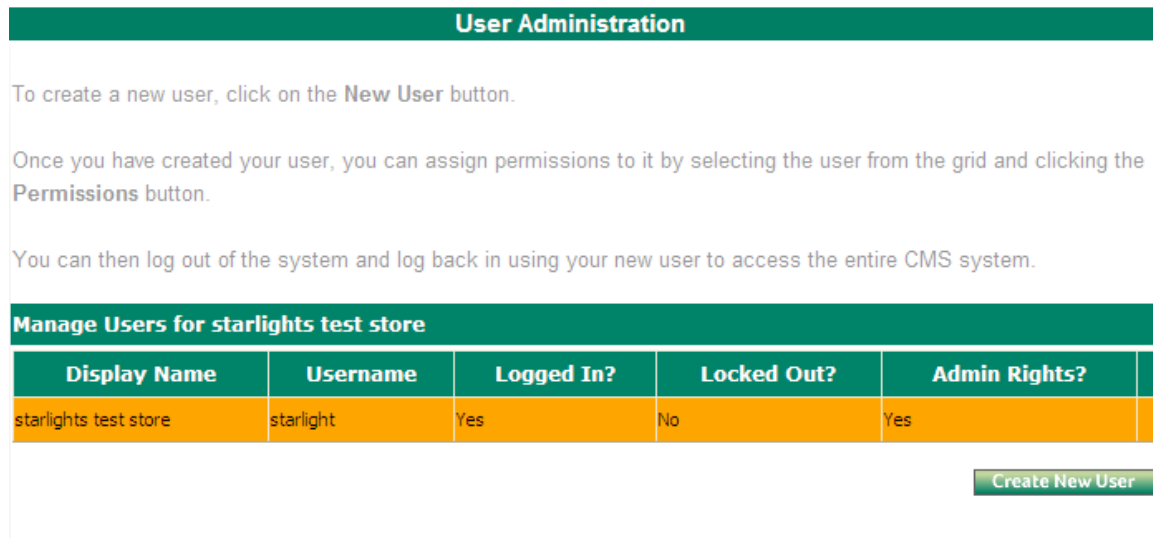
Important Note: Remember the Administrator account **only** allows you to create and administer other user accounts. You will not be able to perform any other functions when you are logged in as an administrator. You must create your own user account in order to access the full CMS system.

If you become locked out of the Administrator user account, you will need to email unlock@sagepay.com to request that your account be unlocked.

5 Creating User Accounts

When you have successfully logged in as the admin- only user you will be able to view the User Administration screen (similar to the screenshot below).

You can now create one or more users for yourself as well as for your colleagues and staff. You will have the option to assign permissions to each user, giving you control over which areas of the system each user is allowed access to.

User Administration

To create a new user, click on the **New User** button.

Once you have created your user, you can assign permissions to it by selecting the user from the grid and clicking the **Permissions** button.

You can then log out of the system and log back in using your new user to access the entire CMS system.

Manage Users for starlights test store

Display Name	Username	Logged In?	Locked Out?	Admin Rights?	
starlights test store	starlight	Yes	No	Yes	

Create New User

In the example screenshot given above, only one user currently exists – the Administrator user. The Administrator user will always be shown in orange.

The purpose of the Administrator account is to create other users, modify or delete existing users, and to perform functions such as unlocking users or locking them out of the system.

Creating other users

Creating a new user is a two step process:

1. You need to enter the new user's details in order to create the user.

2. You need to assign permissions to that user. This means granting them access to various screens and functions within the system (by default, a user is created with no permissions at all). The process involved in this step is described in more detail below.

1. Creating a user

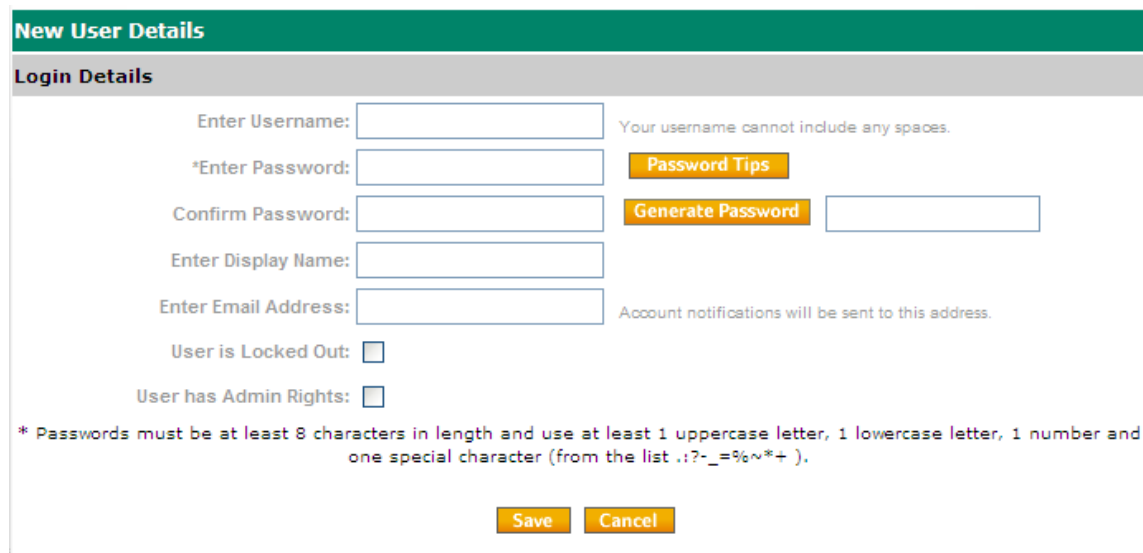To create a new user, click on the   Create New User button.

You will now be required to create a new user. You must specify a username, password, display name and email address (which will be used for account notifications).

If you wish, you can also choose to initially disable a user by selecting the **User is Locked Out** checkbox. You can then activate the account later when you are ready.

Additionally, you can select the **User has Admin Rights** checkbox if you wish to grant this user admin privileges (which will allow the user to login and create new users themselves).

When selecting a password, try to ensure you choose a password that is secure: a secure password contains a good combination of upper and lower case letters, numbers and special characters (such as %, & or $). It is also a good idea to choose a password that is at least eight characters long (you can click on the **Password Tips** button to view more detailed instructions on choosing a secure password).

If you prefer, you can allow the CMS system to randomly generate a secure password by clicking the **Generate Password** button.

When you have entered all the required information, click the **Save** button to save the new user settings.

The new user account will now be listed in the user table. If you ever need to unlock this new user account, change User Account Privileges, or delete a new user account altogether, you will need to log into your Administrator account in order to do so.

Important Note: Remember that with all accounts that you create, the CMS Customer Login will remain the same.

2. Assigning permissions to a user

By default a newly created user will have no permissions: they will be able to login, but they will not be able to view any information.
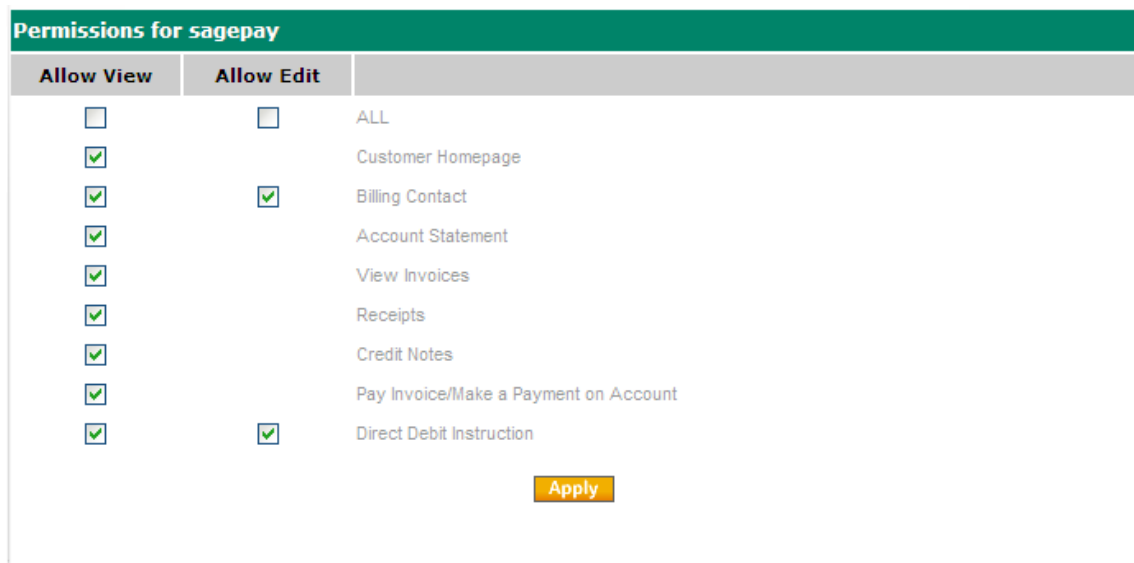
However, if a user has Admin Rights they will still be able to access the Administration screen.

In order for a user to be able to view or edit information, they will need to be assigned the relevant permissions. By default, a new user has no permissions. A user who attempts to access a page without the correct permission will be redirected to an "Access Denied" page.

To manage the permissions assigned to a user, perform the following steps:

Select the user from the table at the top of the screen and click on the [Permissions] button.

The Permissions panel will be displayed (see below). Tick the relevant checkboxes to grant those permissions to the user. Conversely, untick those checkboxes where you wish to deny the user that permission. Click the [Apply] button to save your changes.

Permissions for sagepay		
Allow View	**Allow Edit**	
☐	☐	ALL
☑		Customer Homepage
☑	☑	Billing Contact
☑		Account Statement
☑		View Invoices
☑		Receipts
☑		Credit Notes
☑		Pay Invoice/Make a Payment on Account
☑	☑	Direct Debit Instruction

[Apply]

Managing users

In addition to assigning permissions you are able to perform numerous other functions against a user.

Users are colour-coded in the table depending on their current status. Your Administrator user account will always be shown in orange; all locked out (deactivated) users will be shown in red; and all currently logged-in users will be shown in green.

Manage Users for starlights test store					
Display Name	**Username**	**Logged In?**	**Locked Out?**	**Admin Rights?**	
catherine jones	catherine	No	No	No	
starlights test store	starlight	Yes	No	Yes	
tom jones	tom	Yes	No	No	

In the above screenshot, the Administrator account (with the username 'starlight') is highlighted in gray. The username 'tom' represents a user that is currently logged in, highlighted in green. The username 'catherine' represents a user that is not logged in, highlighted in white.

To either modify or perform an action against a user, simply click the row in the table. The user you are currently modifying will be highlighted in dark grey:

Manage Users for starlights test store					
Display Name	**Username**	**Logged In?**	**Locked Out?**	**Admin Rights?**	
catherine jones	catherine	No	Yes	No	
starlights test store	starlight	Yes	No	Yes	
tom jones	tom	Yes	No	No	

Unlock User   Permissions   Edit User   Delete User   Create New User

In the example above, we can see that the username 'tom' (who is currently logged in) is selected. Additionally, John Smith is coloured red because he is locked out (i.e. user 'john' will not be able to login; his account is currently inactive).

Important Note: A user is automatically locked out of the system if they incorrectly enter their password three times in a row. They will not be able to log back into the system unless you unlock them.

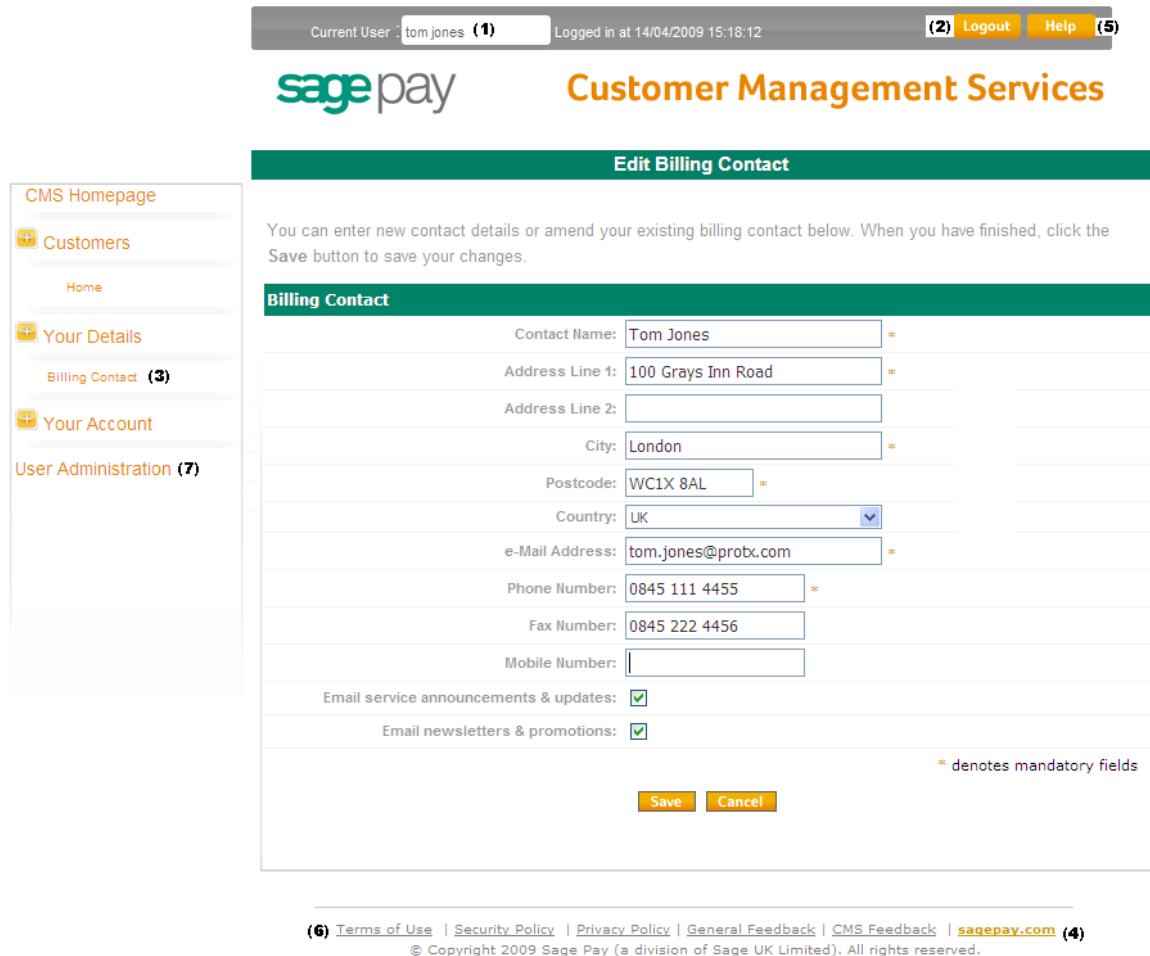## Performing functions against a user

You can perform a number of functions against a user:

- Click the **Edit User** button to amend the user's Display Name or password, or to grant/revoke admin rights to the user.

- Click **Delete User** to permanently remove the user from the system.

- If a user is locked out, click the **Unlock User** button to reactivate the user. Similarly, if the user is currently active, the **Lock Out User** button will be displayed, allowing you to deactivate the account. This function can be used if you do not wish to grant a user access to your CMS account.

- Additionally, if the selected user is currently logged in elsewhere, you can click **Logout User** to forcefully log the user out of the system (this will take immediate effect).

- As explained above, you can click the Permissions button to grant/revoke permissions against a user at any time (allowing the user view or edit access to different parts of the system).

6 Navigating Around the CMS System

The CMS system provides a menu on the left-hand pane to allow a user to navigate easily around the system. The screenshot below shows a currently logged-in user.

Note that an Administrative user would only see the 'User Administration' link in the menu, and would not have access to this page.
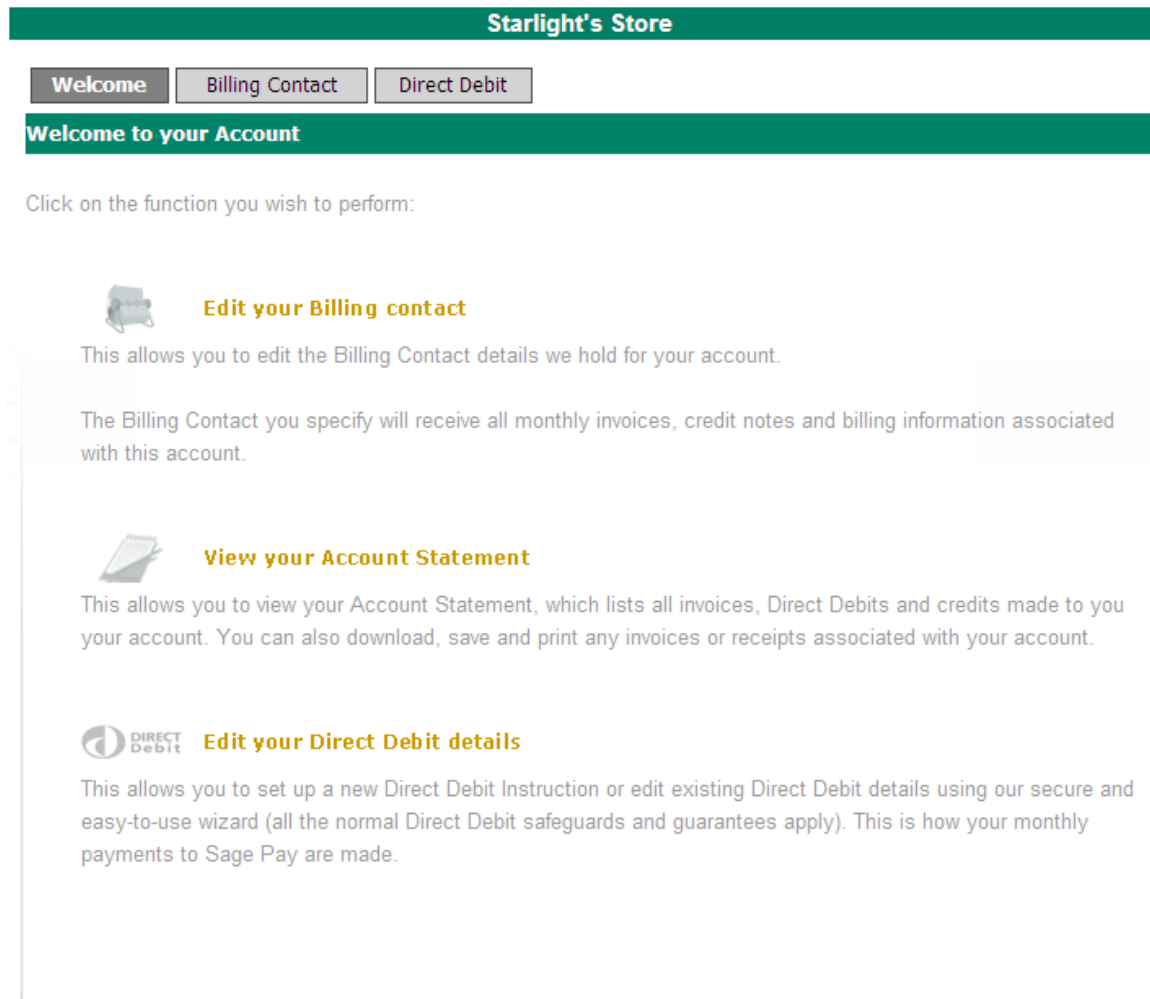
An explanation of the different sections of the screen has been provided below:

1. **User name and timestamp:** the name of the user and the time the user logged in are displayed at the top of the screen.

2. **Logout button:** the user should click this button when they wish to exit the system.

3. **Highlighted menu item:** this indicates the page the user is currently on.

4. **Link to the Technical Support website**
   (http://www.sagepay.com/support): this links to a comprehensive resource
   that includes extensive technical advice, fraud advice and merchant advice,
   covering everything from how to integrate your payment solution with Sage
   Pay to how to apply for a merchant account.

5. **Page-sensitive help**: this gives the user further information on the different
   functions available on their current screen and how to use them.

6. **Site Footer:** this links to the CMS terms of use, security policy and privacy
   policy. It also allows users to send feedback on both the CMS site and their
   experience with Sage Pay in general.

7. **Link to User Admin section:** if the user has administrative privileges (as in
   the example screenshot) a link to the User Administration page will also
   appear in the menu.

7 The Customer Homepage

After you log into the CMS system, you will be presented with the following page, giving you an overview of your CMS account:

The **Welcome** tab provides links to the three main functions available to the user:

1. Editing billing contact details
2. Viewing account statements and invoices
3. Setting up or editing Direct Debit instructions.

You can click on the **Billing Contact** or **Direct Debit** tabs to view your current billing contact or Direct Debit details.

You can also navigate to these functions using the menu in the left-hand pane of the screen.

Users who do not have privileges to view or edit the billing contact, account statement or Direct Debit details will be presented with an **Access Denied** message (see assigning permissions to a user above). In such instances, the user should contact their account administrator, not Sage Pay, who will be able to grant them the appropriate privileges.

If you require help at any point or if you need an explanation whilst in any parts of the system, you can view page-specific help by clicking on the **Help** link.

The following section provides a detailed breakdown of these three functions.

8 View/Edit Billing Contact

This section allows you to modify the billing contact on your Sage Pay account. The billing contact receives monthly invoices, credit notes and billing information. If details of your billing contact change, you should modify them here to ensure that all invoices and billing related information is relayed to the right person.

Click on **Edit your billing contact** from the Customer homepage to get to the screen below:

Billing Contact	
Contact Name:	Tom Jones *
Address Line 1:	100 Grays Inn Road *
Address Line 2:	
City:	London *
Postcode:	WC1X 8AL *
Country:	UK
e-Mail Address:	tom.jones@sagepay.com *
Phone Number:	0845 111 4455 *
Fax Number:	0845 111 4456
Mobile Number:	
Email service announcements & updates:	☑
Email newsletters & promotions:	☑

* denotes mandatory fields

Save   Cancel

This screen will contain the current billing contact information that is listed on your Sage Pay account. You can make minor adjustments or choose to change the billing contact information entirely. You can also choose whether or not your billing contact receives service announcements and updates as well as newsletters and information about Sage Pay promotions.

Once the new billing contact information has been entered, click the ▢Save button to commit your changes.

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9 View Account Statement

The **View Account Statement** section allows you to view credits and debits made against your Sage Pay account on or after the 1st April 2007. This allows you to view your account history and all payments taken by Sage Pay at a glance.

On the example Account Statement below we have provided a number of examples, including the account opening balance, standard monthly charge and other charges based on a 'per transaction' basis.

Important Note: The Receipts and Credit Notes tabs are features that are currently not available. The Invoices tab is available, but only for invoices dated after April 1st 2007. Please contact the Sage Pay Accounts team at accounts@sagepay.com for any enquiries relating to invoices dated **before** April 2007.

ALL	Invoices	Receipts	Credit Notes

Account Statement

Reference	Transaction No	Date	Details	Amount	Amt O/S
568494	1289356	31-10-2009	Surcharge	5.87	5.87
568494	1289355	31-10-2009	Small Business Service	23.50	23.50
548796	1248432	30-09-2008	Small Business Service	23.50	-23.50
DD rejec	1228604	15-09-2008	Unpaid Direct Debit	23.50	
512955	1208892	31-08-2008	Small Business Service	23.50	

To view invoices dated **after** 31st October 2009, you need to select the row in the table where the item you wish to view is listed, and click on the View button that appears (see the screenshot below). This lets you view the item you have selected in a printable format. You also have the option to save the invoice in PDF format[1] too.

Important Note: In order to view and print any account items you will first need to download and install a copy of Adobe Acrobat Reader. You can download the software at the following link:

http://www.adobe.com/products/acrobat/readstep2.html

Please also note that invoices are displayed in a separate pop-up window, so you therefore must ensure that your browser allows pop-ups in order to view an invoice.

In the example given above there is a transaction shown in red. This represents a payment that has not been made to Sage Pay as expected. In this example there is an outstanding balance of £23.50 on the account. The CMS system allows you to pay your outstanding balance by clicking on the table row (see the screenshot on the following page):

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[1] PDF stands for Portable Document Format. It's a distribution format developed by Adobe Corporation to allow electronic information to be transferred between various types of computers. The software which allows this transfer is called Acrobat. In order to view and print any invoice items you will first need to download and install a copy of Adobe Acrobat Reader.

ALL	Invoices	Receipts	Credit Notes

Account Statement

Reference	Transaction No	Date	Details	Amount	Amt O/S
568494	1289355	31-10-2009	Small Business Service	23.50	23.50
548796	1248432	30-09-2008	Small Business Service	23.50	-23.50
512955	1208892	31-08-2008	Small Business Service	23.50	
568494	1289356	31-10-2009	Surcharge	5.87	5.87
DD rejec	1228604	15-09-2008	Unpaid Direct Debit	23.50	

View   Pay Invoice Now...

You will be given the option to pay the invoice if you wish. Click on Pay Invoice Now... to pay the outstanding amount using your debit or credit card (see below):

Invoice Details

Reference No:	568494
Date:	31/10/2009
Details:	Small Business Service
Invoice Amount:	£23.50
Amount Outstanding:	£23.50
Amount to Pay:	£23.50

Click the **Proceed to Payment Page** button to make a payment of £23.50.

Alternatively, click the **Back** button to return to the previous page.

Proceed To Payment Page   << Back

If you select to pay the invoice, you will first be given the opportunity to review the details and ensure you are paying the correct amount for our services. If you are happy with this summary, you will need to click Proceed To Payment Page . You will then be presented with the Sage Pay payment page, where you will be required to enter your card details (you will also be given the option of confirming or cancelling the payment before authorisation takes place).

For further information, click on the Help link on the payment page for more detailed instructions.

10 View/Edit Direct Debit Details

The View/Edit Direct Debit Details section allows you to submit new Direct Debit details or edit existing Direct Debit details. **Please ensure that you have an up-to-date and current Direct Debit Instruction.**

To enter new Direct Debit details you will need to follow a simple four-step procedure:

1. Tick to say that you have read and accepted our terms and conditions

2. Enter your bank account details

3. Confirm your bank account details

4. Enter an email address so that we can send you a confirmation email.

Sage Pay will take payment by direct debit on a monthly basis.

To complete the Direct Debit instruction, you will need the following details to hand:

- Bank account number

- Bank sort code

- The full address of your bank including the post code

You will be presented with a screen similar to the one on the following page where you will be prompted to enter your bank account details:

sage pay

DIRECT
Debit

Sage Pay, a division of Sage UK Limited

Holborn Hall
100 Gray's Inn Road
London
WC1X 8AL

**Instruction to your Bank or Building
Society to pay by Direct Debit**

Name of Bank Account Holder

tom Jones

Originator's Identification Number

948598

Bank/Building Society Account Number

98745612

Reference Number (Not Mandatory)

Sagepay

Bank Sort Code

01 - 02 - 03

Instruction to your Bank/Building Society

Name of your Bank/Building Society

Bank of Sagepay

Postal Address of Bank/Building Society

987 Ways way
London

Please pay Sage Pay (a division of Sage UK
Limited) Direct Debits from the account
detailed in this instruction subject to the
safeguards assured by the Direct Debit
Guarantee. I understand that this Instruction
may remain with Sage Pay (a division of Sage
UK Limited) and, if so, details will be passed
electronically to my bank/building society.

Postal Code of Bank/Building Society

NW10 7TH

Today's Date

14/04/2009

Banks and Building Societies may not accept Direct Debit Instructions for some
types of account

When you have entered your bank account details you will need to click the [Next >>]
button to proceed to the confirmation screen (see the next page). Please ensure that
the details entered are accurate.

By clicking the [Next >>] button at this point you are confirming the details you have
entered. Sage Pay will now use these details to take monthly payments by direct
debit.

Confirmation

These are the details that you have entered for your Direct Debit Instruction.

Please click on the **Next** button to submit your Direct Debit Instruction to Sage Pay.

If you would like to change some of these details then please click on the **Back** button.

The collection of funds will be made on or just after the 16th of each month. Therefore your collections will begin on or just after the 16th of May.

The company name which will appear on your bank statements against the Direct Debit will be **Sage Pay** (a division of Sage UK Limited).

Note that if you have amended your existing Direct Debit Instruction, these changes will not come into effect until the 1st of the following month.

Your Details

Name of Bank Account Holder:	tom Jones
Account Number:	98745612
Sort Code:	01-02-03
Bank Name:	Bank of Sagepay
Bank Address:	987 Ways wayLondon
Bank Postcode:	NW10 7TH
Reference Number:	Sagepay

<< Back   Next >>   Cancel

The final screen will ask you to enter an email address so that we can send you an email confirming the new Direct Debit Instruction.

Your Direct Debit Instruction has been changed

To receive a confirmation email, enter your email address below and click the **Send Email** button.

We will not use this email address for any other purpose. If you do not receive your email confirmation for whatever reason, please contact us and we will be happy to send you a confirmation by post.

Confirmation Email Address: [   ]

<< Back   Send Email

Once you have done this, you will see an on-screen confirmation message that your new instruction is now active, shortly followed by your confirmation email.