PAPERLESS DIRECT DEBIT
USER GUIDE

V4.22

TABLE OF CONTENTS

LOGGING ONTO THE SYSTEM

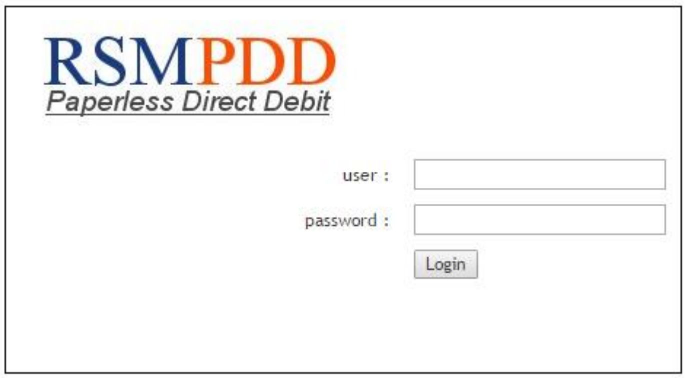
Open Internet Explorer and navigate to the following URL as detailed in your welcome email from RSM2000.

LIVE :

https://rsm2.rsmsecure.com/directdebit/login.php

DEMO :

https://rsm3.rsmsecure.com/demo/directdebit/login.php



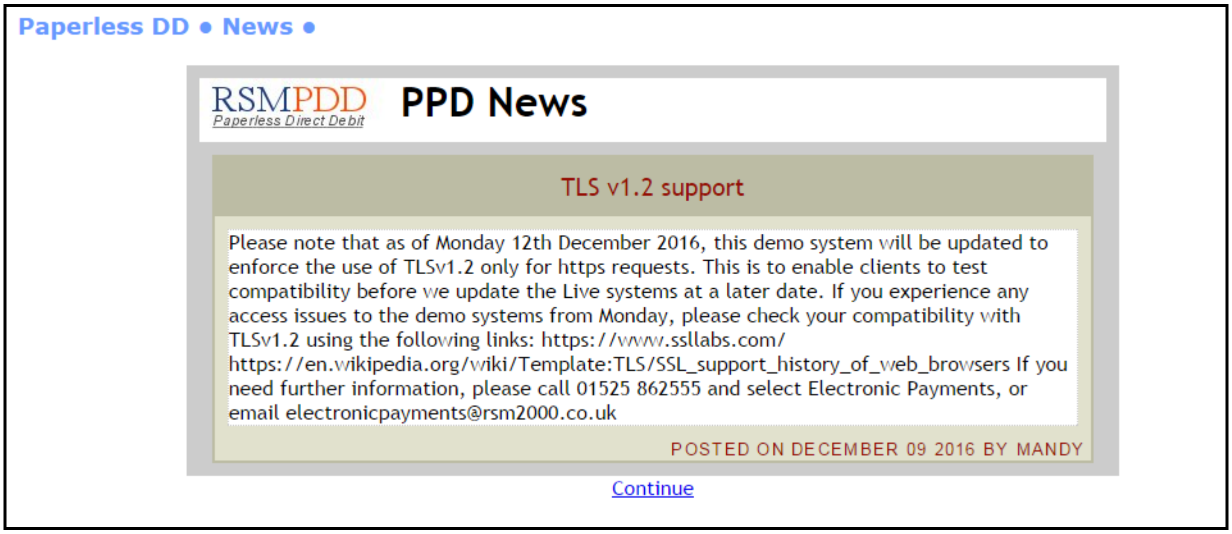
Enter your unique **user** and **password** details as supplied.

Click on the **Login** button.

SYSTEM UPDATE SPLASH SCREEN

When an update is made to the system, level 4 users will be notified of the change in the form of a splash screen immediately after logging-in. The splash screen will give a short summary of what has changed in the system.

Each announcement will be displayed once only. However going to the “latest news” section, which can be found in the lobby, older announcements can be revisited. Level 3 users do not receive the Splash Screen, but do have access to the “latest news” link.

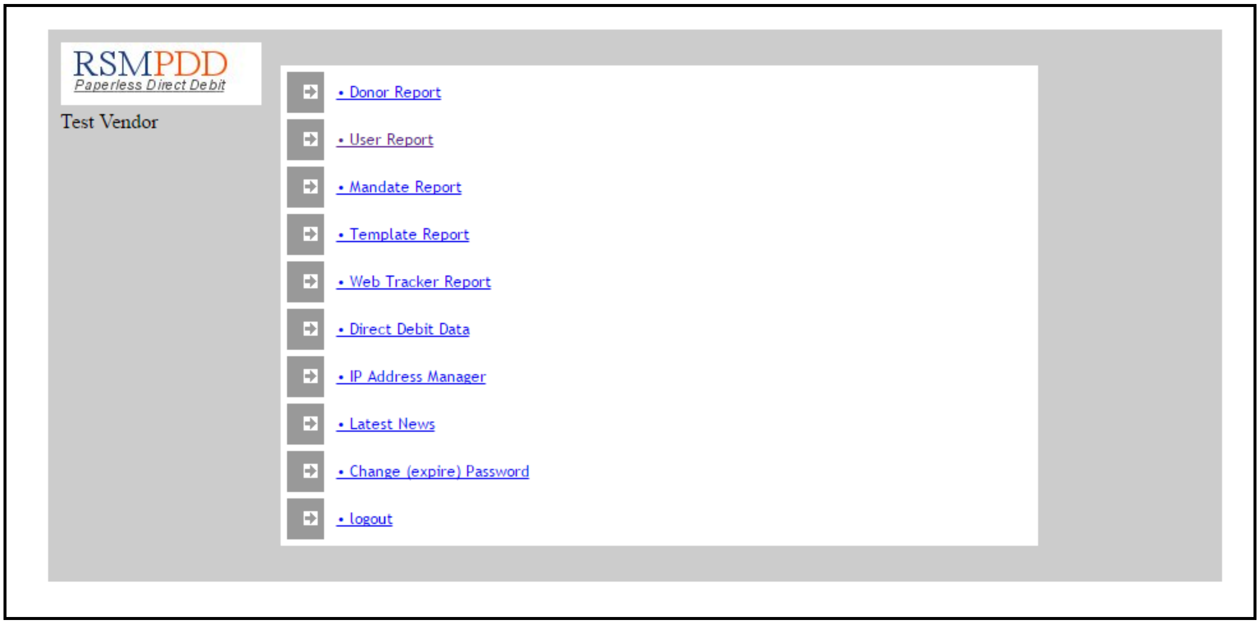


Main Menu

On successful login the main menu will be displayed. The menu displayed is for Level 4. There are four normal user levels:

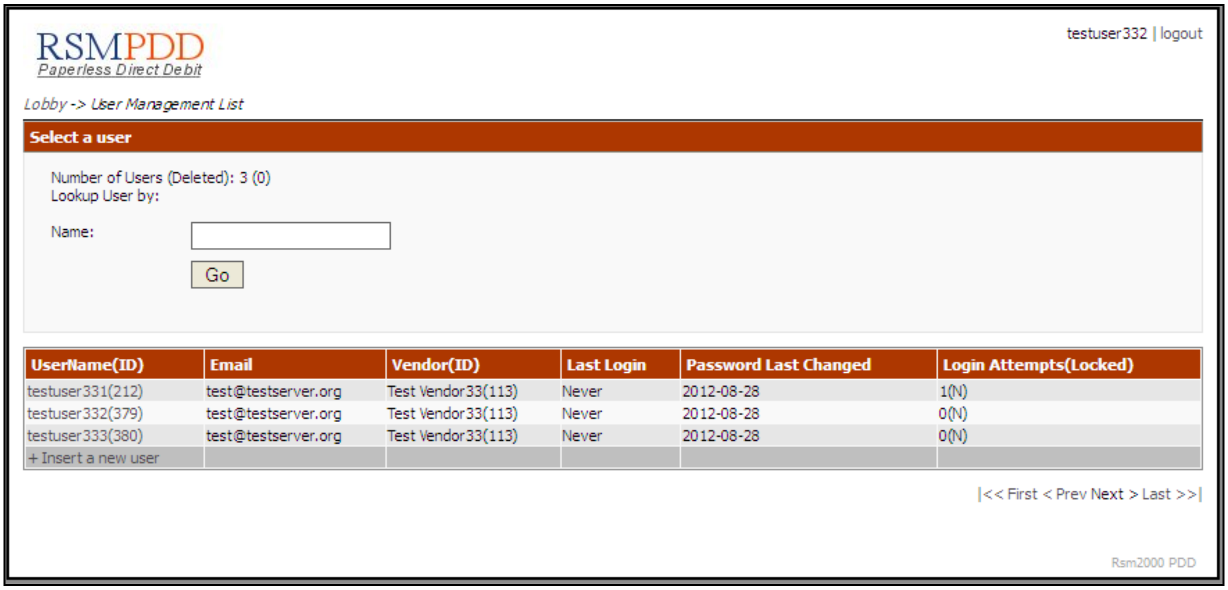
Level	Access Granted	Functions Available With Access
1	No access to administrative functions.	
2	Access to :	
	Direct Debit Data only.	Downloading CSV formatted report on Direct Debits.
3	Access to All of Level 2 Access Plus	
	Mandate Report.	Creating new mandate.
		Editing existing mandates.
		Disabling an existing mandate.
	Template Report.	Creating a new template.
		Editing an existing template.
		Deleting a template.
	Web Tracker Report.	Creating a new tracker report.
		Modifying an existing tracker.
		Deleting a tracker.
	Change (expire) Password.	Modifying account password.
	I.P Address Manager	Ability to white list I.P. addresses which can access the direct interface (if enabled).
	Latest News	Displaying all news items that have been posted.
4	Access to All of Level 3 Access Plus	
	User Report.	Creating new user account.
		Editing existing user account.

Users that which don't have access to perform a function will not be able to view its menu option.



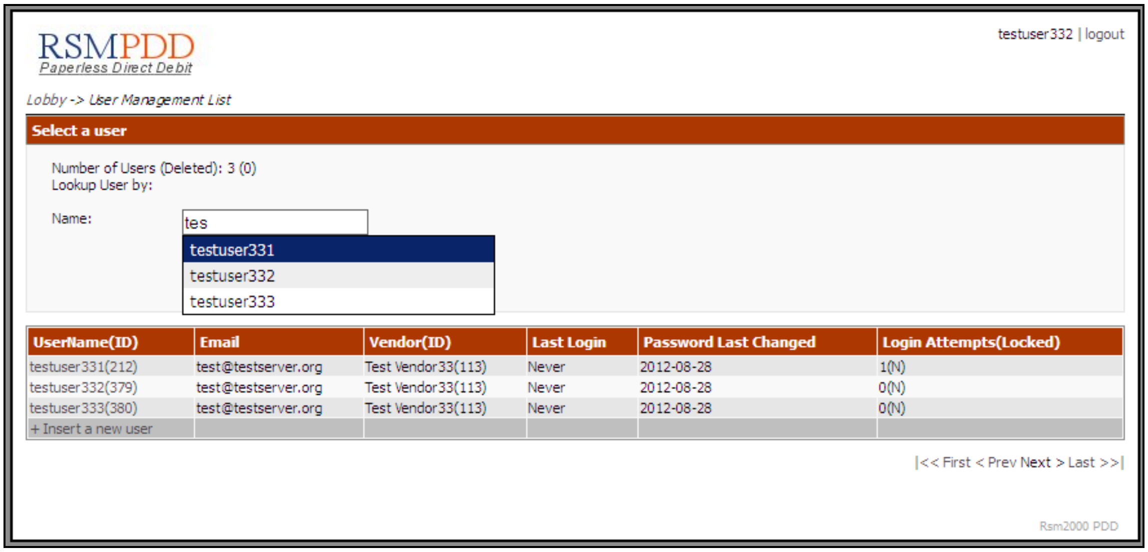
USER REPORT

User details can be added, amended, or deleted within this section. Click on a target row of the displayed list of users to delete or edit an existing entry, or select the “Insert a new user” menu option to add a new user.



The edit page and add new user page, are of the same format.

Typing in the target username against the Name box will lead the system to display any matching users that might exist within the records. Selecting the target user and clicking on the “Go” button will redirect the page to the edit screen for the selected user.

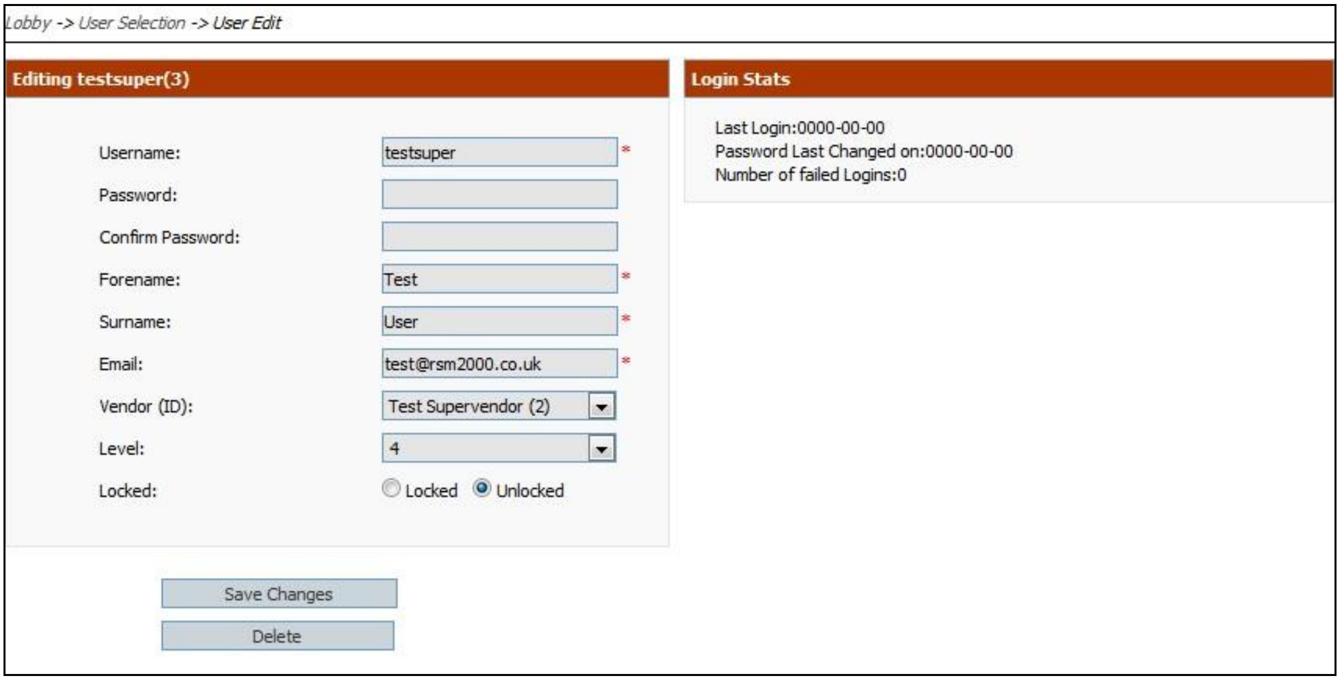


Clicking on an existing username or the line on which the username is displayed, brings up the “User Edit” page for the selected user. Alternatively, click on the “Insert a new user” link that is located to the bottom of the table, in order to add a new user.

EDIT USER/ADD A NEW USER

Select edit beside the relevant user entry within the User Report page or select “insert” to add a new user.

The ”User Editor” page :



Username

This is the login that the new user will enter. Note that usernames must be unique across the entire system. If a username is not accepted, but does not appear in your user report, then it may already be in use by another Organization.

New Password

This is the password to accompany the Username. Only level 4 users may set or change passwords. It is not possible to view an existing password. In the event of a lost password, a level 4 user must reset the user’s password to a new value.

Confirm Password

To avoid an incorrect entry of the new password, the password must be duplicated as a confirmation.

Forename

Compulsory Field, you must enter the new user's first name

Surname

Compulsory Field, you must enter the new user's surname

Email

User's email address - required for certain system notifications.

Level

See the table in Main Menu for details on user levels

Locked

The "lock" status of the user would determine whether a user is able to log into the system or not. The default state of this status will be "unlocked". A locked user cannot login into the system and shall need an account that has administrative privileges, to set its status back to "unlocked".

Once the information has been entered, clicking the 'Save Changes' button will save it.

If successful, you will be returned to the 'lobby' otherwise, a window will be displayed indicating the nature of the error.

You may return to the 'lobby' or 'logout' without saving the information, by clicking on the relevant links on the left-hand side of the page.

MANDATE REPORT

An Organization is represented by one or more 'vendor' entries, each of which are assigned a vendor identification number.

If an Organization receives funds into different accounts, it will have multiple 'vendors', one vendor for each account. Such an organization will have a main vendor account, known as a super-vendor; plus other accounts which are set up to work under the main vendor account.

Each Organization will have a unique OIN – Originator Identification Number. This is sometimes known as the Service User Number, and is usually, supplied by the organization's bank. It is possible to configure a different OIN for each campaign, but that will occur only in a case where multiple vendor accounts are set up as part of the same organization.

A user is associated with a particular vendor. For access to multiple vendors within a single organization, a user will require a separate username and password for each. A user that is associated with the main account for the multiple vendor organization, can set up other user accounts for its managed vendors.

Each vendor may set-up and manage multiple 'campaigns'. Although the funds will be deposited into the same account, data and reports are produced based on the campaign identifiers.

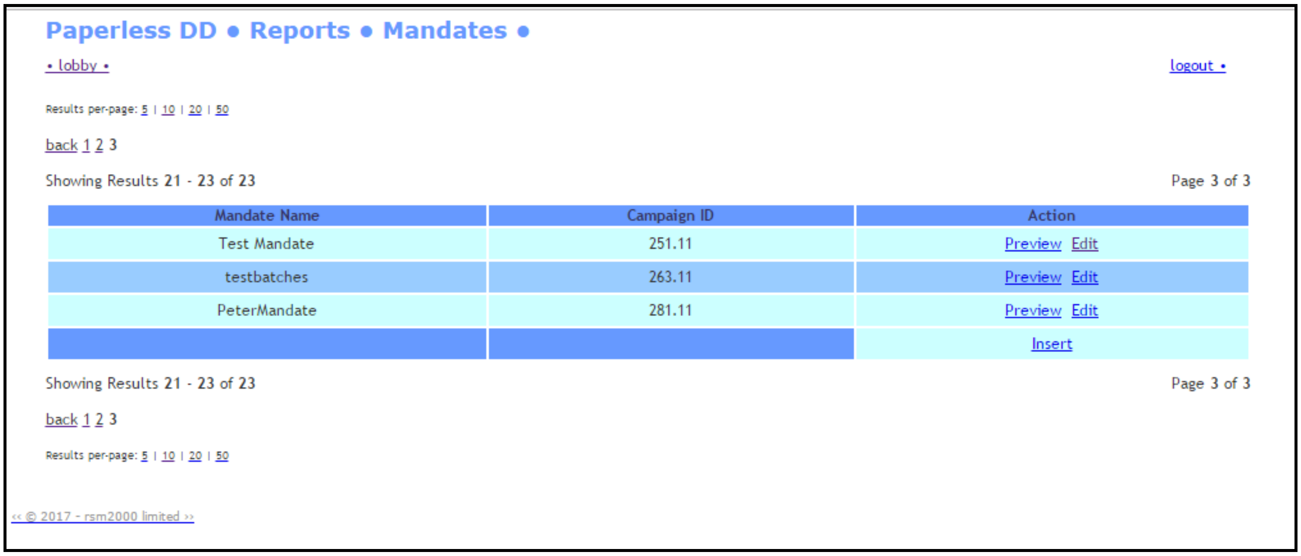
Each campaign has a mandate associated to it.

The correct mandate is selected by POSTING the unique vendor and campaign IDs when the page is called. This is explained in more detail later.

The format of each mandate, and therefore, each campaign, is configurable by the Organization. The following pages show how to configure and amend a mandate.

Once a new mandate has been added, details of it are shown within this section. Select the relevant 'Action' to either edit or view the mandate pages, or select 'insert' to add a new mandate. The view option displays the mandate as it will appear to the Payer, although some of the interactive features, such as address look-up, are not available.

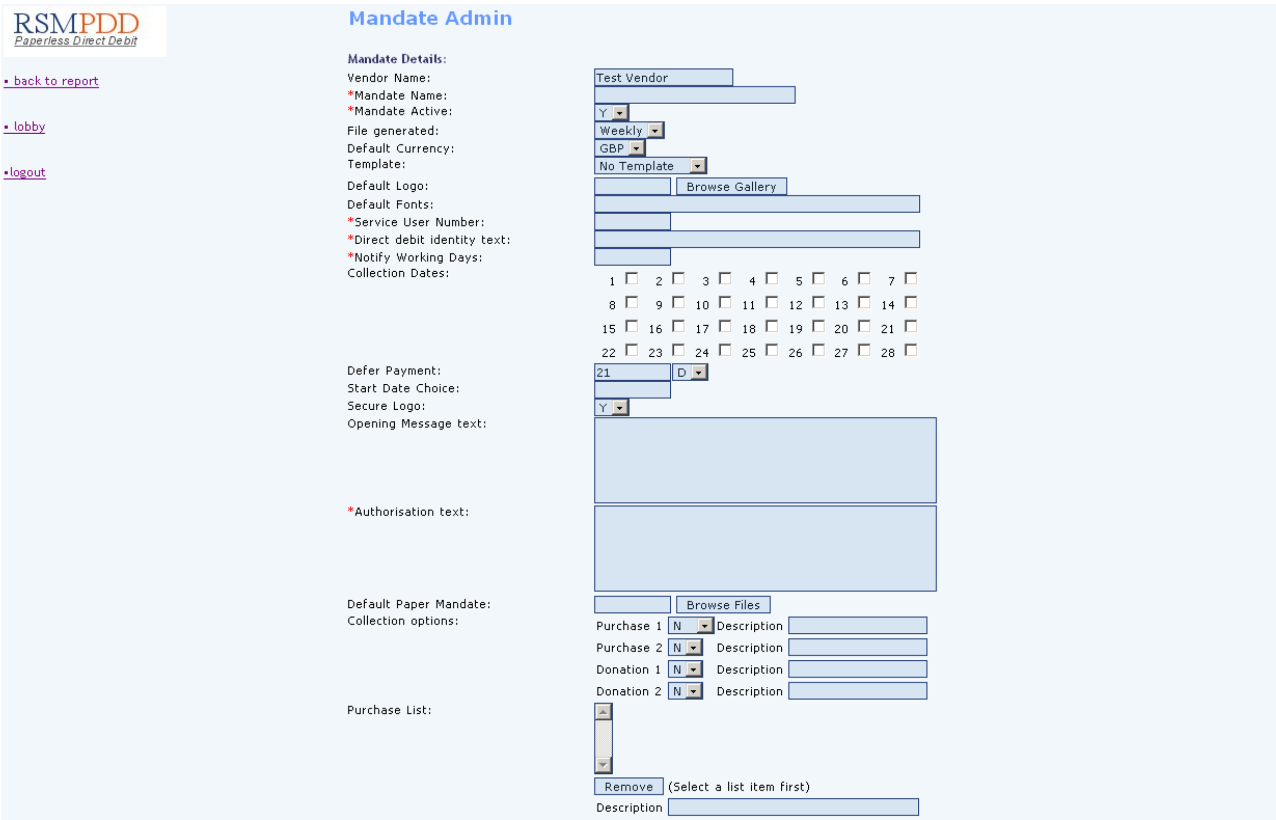
Each mandate has a unique campaign reference that must be posted when calling the payment page. The Campaign ID is shown in this section. The full URL of the mandate is available by editing the required mandate and scrolling to the bottom of the page. The campaign ID is shown with the URL as a parameter and this may be used with the test host. However, the campaign ID cannot be passed as a parameter to the live host and should be POSTed instead.

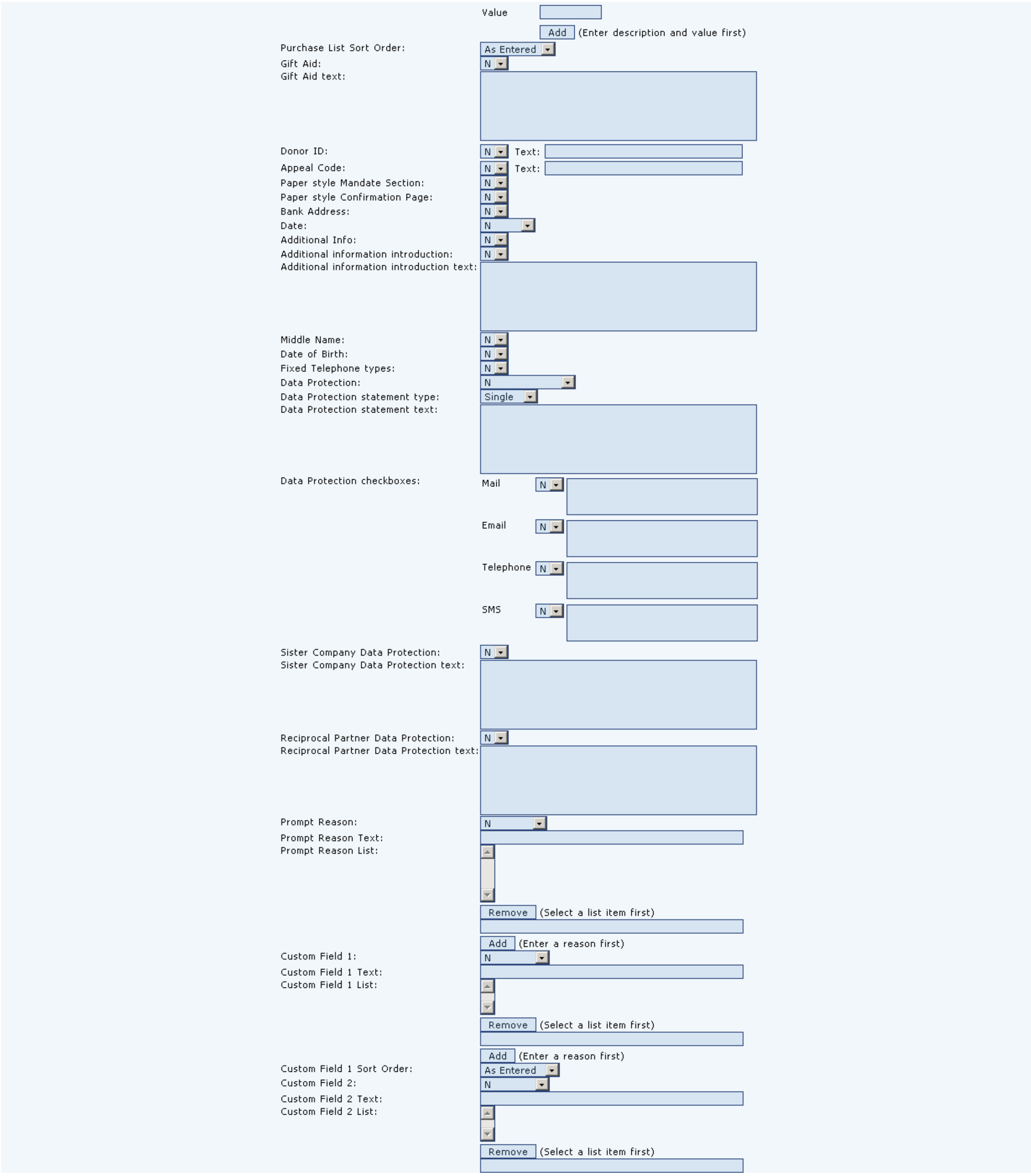


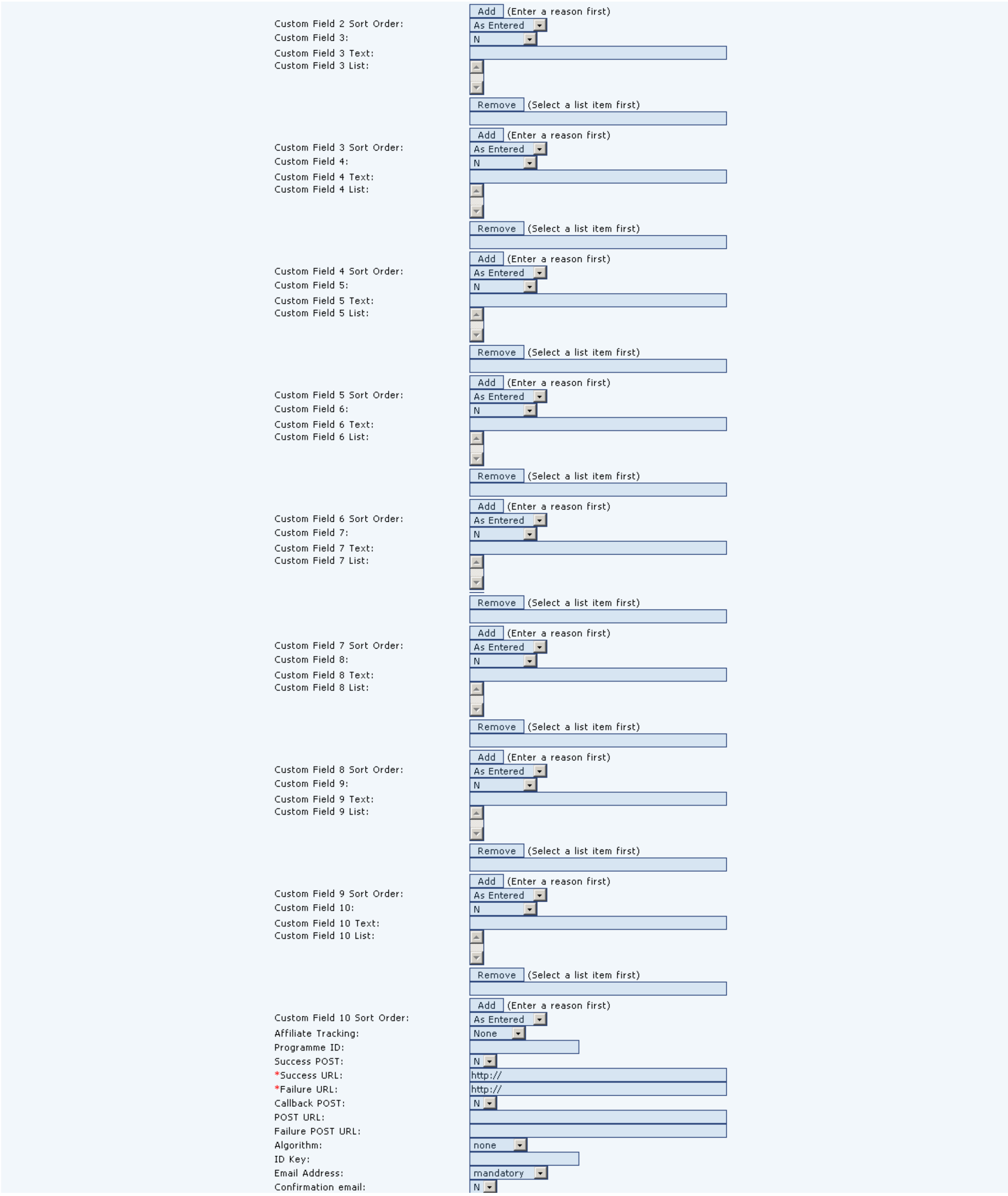
The edit page and 'Add New Mandate' page are displayed using the same format.

Edit Mandate/Add New Mandate

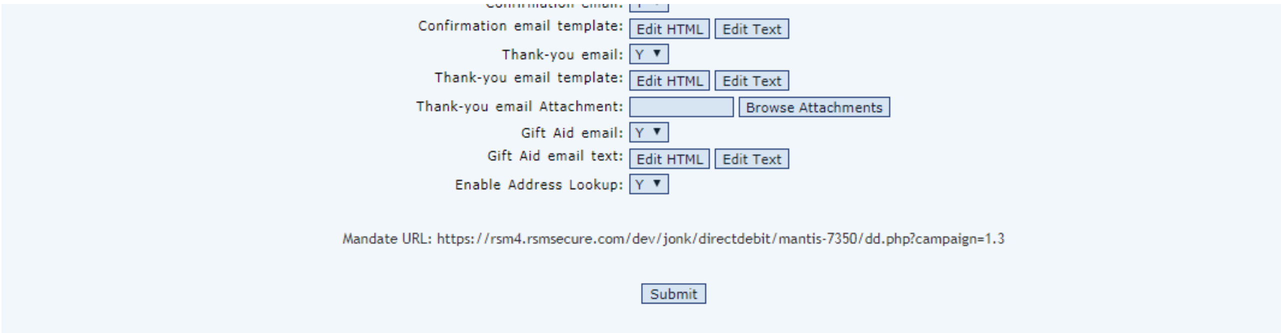
Select edit beside the relevant mandate entry in Mandate Report, or select 'insert' to add a new mandate.




Value
Add (Enter description and value first)
Purchase List Sort Order: As Entered
Gift Aid: N
Gift Aid text:
Donor ID: N Text:
Appeal Code: N Text:
Paper style Mandate Section: N
Paper style Confirmation Page: N
Bank Address: N
Date: N
Additional Info: N
Additional information introduction: N
Additional information introduction text:
Middle Name: N
Date of Birth: N
Fixed Telephone types: N
Data Protection: N
Data Protection statement type: Single
Data Protection statement text:
Data Protection checkboxes:
Mail N
Email N
Telephone N
SMS N
Sister Company Data Protection: N
Sister Company Data Protection text:
Reciprocal Partner Data Protection: N
Reciprocal Partner Data Protection text:
Prompt Reason: N
Prompt Reason Text:
Prompt Reason List:
Remove (Select a list item first)
Add (Enter a reason first)
Custom Field 1: N
Custom Field 1 Text:
Custom Field 1 List:
Remove (Select a list item first)
Add (Enter a reason first)
Custom Field 1 Sort Order: As Entered
Custom Field 2: N
Custom Field 2 Text:
Custom Field 2 List:
Remove (Select a list item first)



Add (Enter a reason first)
Custom Field 2 Sort Order: As Entered
Custom Field 3: N
Custom Field 3 Text:
Custom Field 3 List:
Remove (Select a list item first)
Add (Enter a reason first)
Custom Field 3 Sort Order: As Entered
Custom Field 4: N
Custom Field 4 Text:
Custom Field 4 List:
Remove (Select a list item first)
Add (Enter a reason first)
Custom Field 4 Sort Order: As Entered
Custom Field 5: N
Custom Field 5 Text:
Custom Field 5 List:
Remove (Select a list item first)
Add (Enter a reason first)
Custom Field 5 Sort Order: As Entered
Custom Field 6: N
Custom Field 6 Text:
Custom Field 6 List:
Remove (Select a list item first)
Add (Enter a reason first)
Custom Field 6 Sort Order: As Entered
Custom Field 7: N
Custom Field 7 Text:
Custom Field 7 List:
Remove (Select a list item first)
Add (Enter a reason first)
Custom Field 7 Sort Order: As Entered
Custom Field 8: N
Custom Field 8 Text:
Custom Field 8 List:
Remove (Select a list item first)
Add (Enter a reason first)
Custom Field 8 Sort Order: As Entered
Custom Field 9: N
Custom Field 9 Text:
Custom Field 9 List:
Remove (Select a list item first)
Add (Enter a reason first)
Custom Field 9 Sort Order: As Entered
Custom Field 10: N
Custom Field 10 Text:
Custom Field 10 List:
Remove (Select a list item first)
Add (Enter a reason first)
Custom Field 10 Sort Order: As Entered
Affiliate Tracking: None
Programme ID:
Success POST: N
*Success URL: http://
*Failure URL: http://
Callback POST: N
POST URL:
Failure POST URL:
Algorithm: none
ID Key:
Email Address: mandatory
Confirmation email: N



Vendor Name

This field cannot be edited. It shows the Organization name. The selected organization is determined by your username at login.

Mandate Name

The name you wish to apply to this mandate. You can have several campaigns with a different mandate layout for each campaign. Use a simple identifier to differentiate each mandate/campaign.

Mandate Active

This field is automatically defaulted to the ‘Yes’ position by a ‘Y’ indicator. It can be used to render the mandate in-operative by setting it to ‘N’ for ‘No’. This setting is necessary as there is no option for deleting a mandate.

File Generated

As each payer completes a mandate, it is stored in the database. However, these completed mandates are only made available for download in batches. This setting determines how often a new batch is created.

Default Currency

This is always set to GBP as Direct Debits are not currently supported outside the UK.

Template

If a custom page template has been loaded, it can be selected for use with this mandate. The field is a drop down list that shows the available templates. See Template Report section for more details.

Default Logo

Your logo is shown at the top of the PDD page. See Logo Management section for details.

Default Fonts

Type here the list of fonts you would prefer the page to be displayed with e.g. arial, helvetica. List in order of preference, separated by a comma. Note that these will only be used if they are available on the Payer's PC, otherwise their browser's default font will be used.

Service User Number

This is your BACS Originator Identification Number, or OIN. This is usually supplied by your bank.

Direct Debit identity text

This is the name that will be shown on the Payer's bank statement when Direct Debits are collected.

Notify Working Days

This is the number of days of Advanced Notice that you have agreed, as part of the set-up of your Originator number, for advising Payers of changes. If collecting variable amounts, you must inform the Payer of the amount to be debited, at least this far in advance of the debit being collected.

Collection Dates

If the amount and/or collection date for each debit can change and is notified to the payer by invoice or other advance notification, then it is not necessary to select a collection date here. For regular debits of the same amount on the same date, only a single advance notification is required. If an amount field is enabled (see below), it is assumed to be a regular debit, so at least one collection date must be specified. The mandate will prompt the payer to select the next available start date. The dates available are calculated based on these selections and the minimum notice required to set-up the instruction.

Defer Payment

This specifies the amount of days after the donor submits their details, that the first collection can be made. The minimum is 10 days.

Start Date Choice

This is the amount of months into the future that the first collection can be made. Should this be set to 3, all collection dates for the next three months will be available to the donor as the date for their first collection.

Secure Logo

Select 'Y' if you wish to display the secure site seal logo.

Opening Message text

This is a customisable message that will appear at the very top of the mandate page.

Authorisation text

The first section of the mandate requires the payer to confirm that they are the only person required to authorise debits on the chosen account. This free text box allows you to customise the message that appears in the section.

Default Paper Mandate

This is the electronic copy of the paper DD mandate that is accessible from the webpage for printing by the payer, if the payer is unable to authorise Direct Debits or simply prefers to complete a paper mandate instead.

Collection Options

The page can display various amount entry fields for the payer to enter the relevant amounts. The page can have up to 2 purchase and 2 donation amount fields. Select which fields you want displayed and enter the description that will appear beside them. Purchase 1 can be set to 'List 'to show items & values instead, one of which is selectable by the payer via a drop down list. Note that these settings can be overridden by parameters passed by the calling page. Enabling any of the amount fields here will cause the Payer to be prompted for frequency and start date selection. If a fixed frequency is required, the 'repeat' parameter must be passed. See the Parameter Passing section for more details.

Purchase List

If Payment 1 Collection Option is set to 'List', then the list of items & associated values to be shown is constructed here. New list items are added by entering the description and value, and then clicking 'add'. Amounts should be added with a decimal point if required (e.g. 1.99). No checks are made for repeated descriptions, so duplicate item descriptions with different amounts will be accepted. Existing items are deleted by highlighting the item in the list and clicking 'remove'. It is not possible to edit an item; it must be removed and then, added again with the change.

Purchase List Sort Order

Determines how the purchase list is sorted when displayed, choices are: As Entered, Description or Value. 'As Entered' displays in the same order as shown in the 'Purchase List'. 'Description' displays in ascending numeric and alphabetical order based on the description field. 'Value' displays in ascending value order.

Gift Aid

Select if you wish the Gift Aid opt-in checkbox to be displayed for donations

Gift Aid text

Message to appear next to the Gift Aid checkbox

Donor ID

Payer identification. Charities may have a unique Donor identifier; Clubs may use this field as a membership number; Retailers may use this as a customer identifier. This can be set to ‘Y’ or ‘N’ to indicate whether the field should be shown on the webpage. If ‘Y’ is selected, there is a free text box to customise the field description e.g ‘supporter ID’. If a Donor ID is passed as a parameter, then the ID is shown but cannot be edited by the Payer.

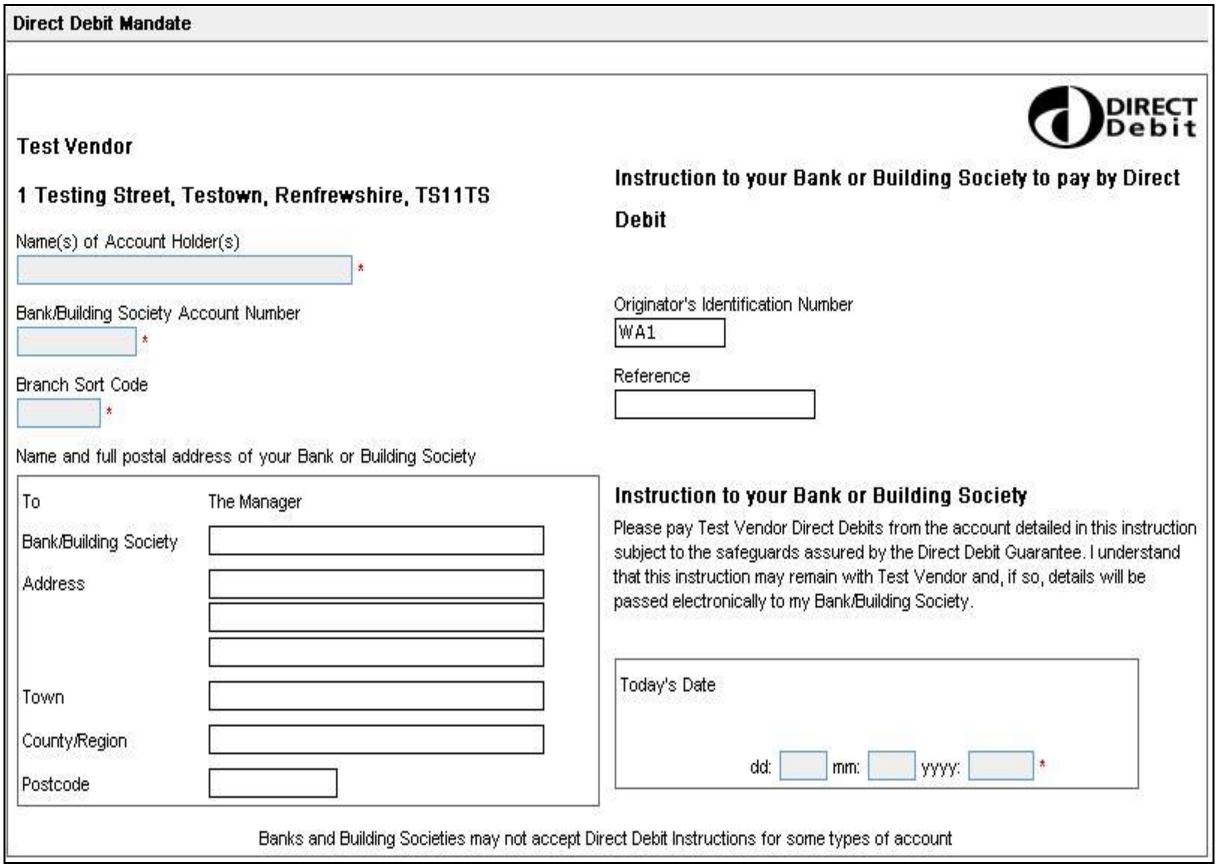
Appeal Code

Source identification: Charities may use this to identify the particular appeal that resulted in the donation; retailers may use this to identify the particular advert that resulted in a sale. It can be flagged to ‘Y’ or ‘N’ to indicate whether the field should be shown on the webpage. If ‘Y’ is selected, then there is a free text box to customise the field name e.g. ‘advert reference’. If an appeal code is passed as a parameter and this field is set to ‘Y’, then the ID is shown but cannot be edited by the Payer. If this field is set to ‘N’, then the passed-in parameter is stored for reporting but is NOT displayed on the page.

Paper style Mandate Section

Different sponsoring banks have different interpretations of the Mandate requirements. Select ‘Y’ if your sponsoring bank requires the Payer to enter data into a mandate section that resembles a paper mandate. Selecting ‘N’ will display the standard data capture boxes. Paper Mandate layout is recommended for use with the Bank Address and Date options.

Paper style:



Direct Debit Mandate

DIRECT Debit

Test Vendor

1 Testing Street, Testown, Renfrewshire, TS11TS

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

Name(s) of Account Holder(s) *

Bank/Building Society Account Number *

Branch Sort Code *

Originator's Identification Number

WA1

Reference

Name and full postal address of your Bank or Building Society

To The Manager

Bank/Building Society

Address

Town

County/Region

Postcode

Instruction to your Bank or Building Society

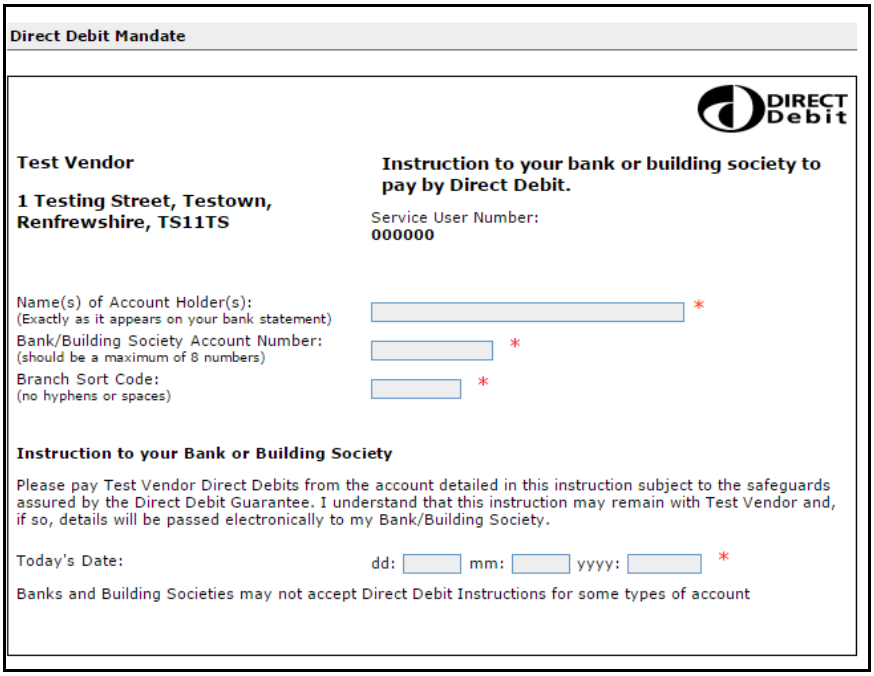
Please pay Test Vendor Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Test Vendor and, if so, details will be passed electronically to my Bank/Building Society.

Today's Date

dd: mm: yyyy: *

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

Non-paper style:



Direct Debit Mandate

DIRECT Debit

Test Vendor

1 Testing Street, Testown, Renfrewshire, TS11TS

Instruction to your bank or building society to pay by Direct Debit.

Service User Number:
000000

Name(s) of Account Holder(s): *
(Exactly as it appears on your bank statement)

Bank/Building Society Account Number: *
(should be a maximum of 8 numbers)

Branch Sort Code: *
(no hyphens or spaces)

Instruction to your Bank or Building Society

Please pay Test Vendor 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 Test Vendor and, if so, details will be passed electronically to my Bank/Building Society.

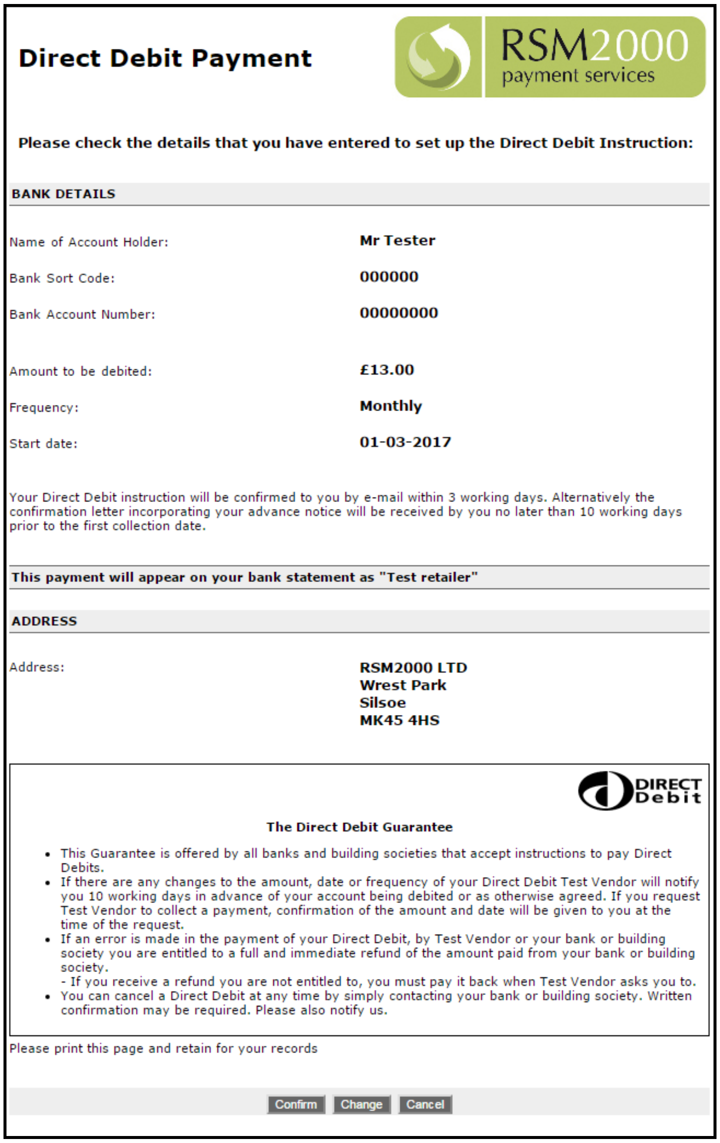
Today's Date: dd: mm: yyyy: *

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

Paper style Confirmation Page

The Confirmation Page is shown to the Payer so that they can make a final check on the entered details. Different sponsoring banks have different interpretations of the Mandate requirements. Select ‘Y’ if your sponsoring bank requires the Confirmation Page to resemble a paper mandate. Selecting ‘N’ will display the standard data layout.

Standard Layout style:



Direct Debit Payment

RSM2000 payment services

Please check the details that you have entered to set up the Direct Debit Instruction:

BANK DETAILS

Name of Account Holder:	**Mr Tester**
Bank Sort Code:	**000000**
Bank Account Number:	**00000000**
Amount to be debited:	**£13.00**
Frequency:	**Monthly**
Start date:	**01-03-2017**

Your Direct Debit instruction will be confirmed to you by e-mail within 3 working days. Alternatively the confirmation letter incorporating your advance notice will be received by you no later than 10 working days prior to the first collection date.

This payment will appear on your bank statement as "Test retailer"

ADDRESS

Address:	**RSM2000 LTD** **Wrest Park** **Silsoe** **MK45 4HS**

DIRECT Debit

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Test Vendor will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Test Vendor to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Test Vendor or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to, you must pay it back when Test Vendor asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Please print this page and retain for your records

Confirm Change Cancel

Paper style:

Direct Debit Payment

RSM2000 payment services

Please check the details that you have entered to set up the Direct Debit Instruction:

BANK DETAILS

DIRECT Debit

Test Vendor

1 Testing Street, Testown, Renfrewshire, TS11TS

Name(s) of Account Holder(s)

Mr Tester

Bank/Building Society Account Number

0 0 0 0 0 0 0 0

Branch Sort Code

0 0 0 0 0 0

Name and full postal address of your Bank or Building Society

To:	**The Manager**
Bank/Building Society	
Address	
Town	
County/Region	
Postcode	

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

Service User Number

0 0 0 0 0 0

Reference

Instruction to your Bank or Building Society

Please pay Test Vendor 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 Test Vendor and, if so, details will be passed electronically to my Bank/Building Society.

Date

25 / 01 / 2017

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

Your Direct Debit instruction will be confirmed to you by e-mail within 3 working days. Alternatively the confirmation letter incorporating your advance notice will be received by you no later than 10 working days prior to the first collection date.

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- If an error is made in the payment of your Direct Debit, by Test Vendor or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to, you must pay it back when Test Vendor asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Please print this page and retain for your records

Confirm Change Cancel

Bank Address

Select ‘Y’ if your sponsoring bank wishes to force bank address entry. The system will attempt to locate the bank details from the sort-code. The fields will be displayed on the page to be entered manually by the payer if it cannot be determined automatically. If the Paper style Mandate Section option is selected, the blank bank address fields will appear initially, but will be disabled. Only if the automatic look-up fails on submit will the page be redisplayed with the fields enabled and a request for the Payer to complete them.

Date

Your sponsoring bank may require today’s date to be entered here. If not, select ‘N’. If it is required, your sponsoring bank may require it to be entered automatically; in which case, select ‘Auto’. Alternatively, your sponsoring bank may require the Payer to enter today’s date into the mandate section themselves. If so, select ‘Manual’.

Additional Info

If you wish to capture additional information about the Payer’s partner, select ‘Y’. The additional data section will then be displayed on the webpage, prompting for partner’s gender, first name and last name. Note that fields within this section are not mandatory.

Additional information introduction

This allows text to be added to the mandate above the section where the additional info/custom fields appear if selected.

Additional information introduction text

This field must be completed with the required introductory text if the “Additional information introduction” is set to Y.

Middle Name

Select ‘Y’ if you want the middle name field displayed in the Payer’s name section. This field is not mandatory.

Date of Birth

Select ‘Y’ if you want the date of birth field displayed in the Payer’s name section. This field is not mandatory.

Telephone field N

If you select ‘User Select’, then the telephone type is selected by the Payer from a drop-down list. The telephone type can be fixed by selecting either: Home, Mobile, Work, or Other. Selecting ‘Custom’ will allow you to enter your own telephone type.

Telephone Field N Mandatory

If this field is set to ‘Yes’, then the ‘Telephone Field N’ becomes mandatory. The mandate cannot be completed until this field is.

Data Protection

This can be set to ‘N’, ‘Data Protection’ or ‘Contact Details’. Selecting ‘N’ will not display a data protection statement. Selecting ‘Data Protection’ will display the statement in a separate Data Protection section on the web-page. Selecting ‘Contact Details’ will display the statement within the Contact Details section. If either ‘data protection’ or ‘contact details’ is selected, then the Data Protection statement text field must be completed.

Data Protection statement type/ Data Protection statement text/ Data Protection checkboxes

These fields are only applicable if ‘Data Protection’ is set to a value other than ‘N’.

The ‘Data Protection statement type’ field can be set to ‘Single’ or ‘Multiple’. If ‘Single’ is selected, the ‘Data Protection statement text’ field must be completed, and this will be displayed on the webpage.

If ‘Single’ is selected, and one or more Data Protection checkbox is enabled, those check boxes are then displayed with their description alongside the statement. The descriptions are fixed as ‘Mail’, ‘Email’, ‘Telephone’, or ‘SMS’. For example:

May we contact you with other product or service details? If so, please tick those methods of contact that we may use.	Mail	☐
	Email	☐
	SMS	☐

If ‘Multiple’ is selected, the ‘Data Protection statement text’ field is optional. If entered, it is displayed on the web-page as a header before the checkboxes. At least one ‘Data Protection checkbox’ must be enabled, and the associated statement field completed. Each checkbox option is then displayed alongside the entered statement. For example:

We would like to contact you from time to time with details of additional services.

May we contact you by Mail?	☐
May we contact you by Email? If so, be sure to enter your email address.	☐
May we contact you by SMS? If so, be sure to enter your mobile number.	☐

Note. Data outputs will only indicate whether the checkbox was ticked, or not. The sense or meaning of the tick will be determined by the statement wording. For instance, ‘please tick here if we may contact you’, or ‘please tick here if you do not wish to be contacted’.

Sister Company Data Protection/ Sister Company Data Protection text

This may be set to 'Y' or 'N'. If 'N' is selected, no text or checkbox is displayed. If 'Y' is selected, the 'Sister Company Data Protection text' must be entered and the text is displayed beneath any Data Protection statement, with a checkbox. Although intended for indicating whether a Payer will allow their details to be sent to a sister company or organization, it may be used for other purposes depending on the wording of the statement.

Reciprocal Partner Data Protection/ Reciprocal Partner Data Protection text

This may be set to 'Y' or 'N'. If 'N' is selected, no text or checkbox is displayed. If 'Y' is selected, the 'Reciprocal Company Data Protection text' must be entered and the text is displayed beneath any Data Protection statement, with a checkbox. Although intended for indicating whether a Payer will allow their details to be sent to a third party company or organization, it may be used for other purposes depending on the wording of the statement.

Prompt Reason

This option is to display a field asking the Payer what prompted their visit to the web-site. This can be set to 'N', 'List', or 'Free Text'. If 'N' is selected the field is not displayed. If 'List' is selected, the 'Prompt Reason List' must have at least one entry. The list is presented to the Payer as a drop-down list for them to select the most appropriate entry. If 'Free Text ' is selected, a field is provided for the Payer to enter their reason. If 'List' or 'Free Text' is selected, the 'Prompt Reason Text' must be completed.

Prompt Reason Text

If 'Prompt Reason' is set to anything other than 'N', this field must be completed with the required question. For example, "What prompted you to visit our website today?"

Prompt Reason List

New list items are added by entering the reason description and then clicking 'add'. Existing items are deleted by highlighting the item in the list and clicking 'remove'. It is not possible to edit an item; it must be removed and then added again with the change.

Custom Field n

There are ten Custom Fields, displayed within the additional information section that may be customized to elicit further information that is not available within the standard fields, from the Payer. Each 'Custom Field' can be set to 'N', 'List', 'Free Text', or 'Checkbox'. If 'N' is selected the field is not displayed. If 'List' is selected, the 'Custom Field n List' must have at least one entry. The list is presented to the Payer as a drop-down list for them to select the most appropriate entry. If 'Free Text ' is selected, a field is provided for the Payer to enter their answer or information. If 'Checkbox' is selected, a tick box is provided for the Payer. If 'List', 'Free Text', or 'Checkbox' is selected, the 'Custom Field n Text' must be completed.

Custom Field n Text

If 'Custom Field n' is set to anything other than 'N', this field must be completed with the required question, prompt, or request for information.

Custom Field n List

New list items are added by entering the answer or information and then clicking 'add'. Existing items are deleted by highlighting the item in the list and clicking 'remove'. It is not possible to edit an item; it must be removed and then added again with the change.

Custom Field n Sort Order

This setting determines the order in which the list items are displayed. Options are 'As entered' or 'Alphabetical'. The default setting is 'As entered'.

Affiliate Tracking

Affiliate trackers which have been approved by RSM2000 can be selected from the dropdown list. For further instruction on how to submit new trackers, or edit existing ones (see the Affiliate Trackers and Web Tracker Report Sections)

Programme ID

This can be provided by the tracking provider. Only required where "Affiliate Tracking" is not set to "none" and one is specified.

Success POST

If selected, on successful completion of a mandate, various parameters are then POSTed to the Success URL. This can be used as well as, or instead of, the Callback POST URL. See the Callback Data Posting section for more details.

Success URL

Enter the URL that you wish the page to revert to when a successful mandate has been completed. 'http' can be replaced with 'https' if required.

Failure URL

Enter the URL that you wish the page to revert to if a mandate fails to be completed correctly. ‘http’ can be replaced with ‘https’ if required.

Callback POST/POST URL

If selected the POST URL must be completed with a URL. On successful completion of a mandate, various parameters are then POSTed to this URL, prior to reverting to the Success URL. See the Callback Data Posting section for more details.

Algorithm

This field has been added recently, to enable the callback POST to be validated at the client’s end. This can be set to “none”, in which case no validation will take place; or can be set to one of three “hash algorithm” values. If it is set to “none”, then no callback validation will take place. Otherwise, it must be set to one of “MD5”, “SHA-1” or “SHA256”.

ID Key

This should be used only if the Callback POST is set to ‘Y’, the POST URL has been completed and a hash Algorithm value has been selected. The ID key should be 16 characters in length and needs to be supplied by the user as part of the mandate configuration process.

Email Address

This can be set to ‘Y’ or ‘N’ depending on whether entry of Payer’s email address is mandatory or optional. If the set-up requires a confirmation, thank-you, or Gift Aid email to be sent, then this setting is overridden and email address entry will be mandatory.

This can be set to “mandatory”, “optional”, or “not required”, depending on whether an entry of the Payer’s email address is needed. If the set-up requires a confirmation, thank-you, or Gift Aid email to be sent, then this setting is overridden and email address entry will be mandatory.

Confirmation email/ Confirmation email text

This is set to ‘Y’ or ‘N’ depending upon whether you wish a confirmation email to be sent by the system. If ‘Y’, the Payer will be required to enter an email address irrespective of other email settings. The Confirmation email provides a link to a secure web page where the confirmation letter can be viewed. The Payer will be required to enter the last four digits of their account number in order to view the confirmation. The Confirmation letter page is standard in format and lays out the standard confirmation details required by BACS. An introductory paragraph can be inserted into the Confirmation email by completing the ‘Confirmation email text field’.

Thank you email/ Thank you email text

This is set to ‘Y’ or ‘N’ depending upon whether you wish a thank-you email to be sent by the system. If ‘Y’, enter the email text in the ‘Thank you email text’ field. If ‘Y’, the Payer will be required to enter an email address irrespective of other email settings.

Thank you email attachment

If a Thank you email is enabled, it would allow an attachment to be sent with the Thank you email. See Attachment Management section for details.

Gift Aid email

This is set to ‘Y’ or ‘N’ depending upon whether you wish a gift aid email to be sent by the system. If ‘Y’, the Payer will be required to enter an email address irrespective of other email settings. Only those Payers that state that they qualify for Gift Aid, will receive such emails. The Gift Aid email is standard in format and lays out the standard confirmation details required by Inland Revenue.

Gift Aid email text

This text is inserted into the Gift Aid email.

Mandate URL

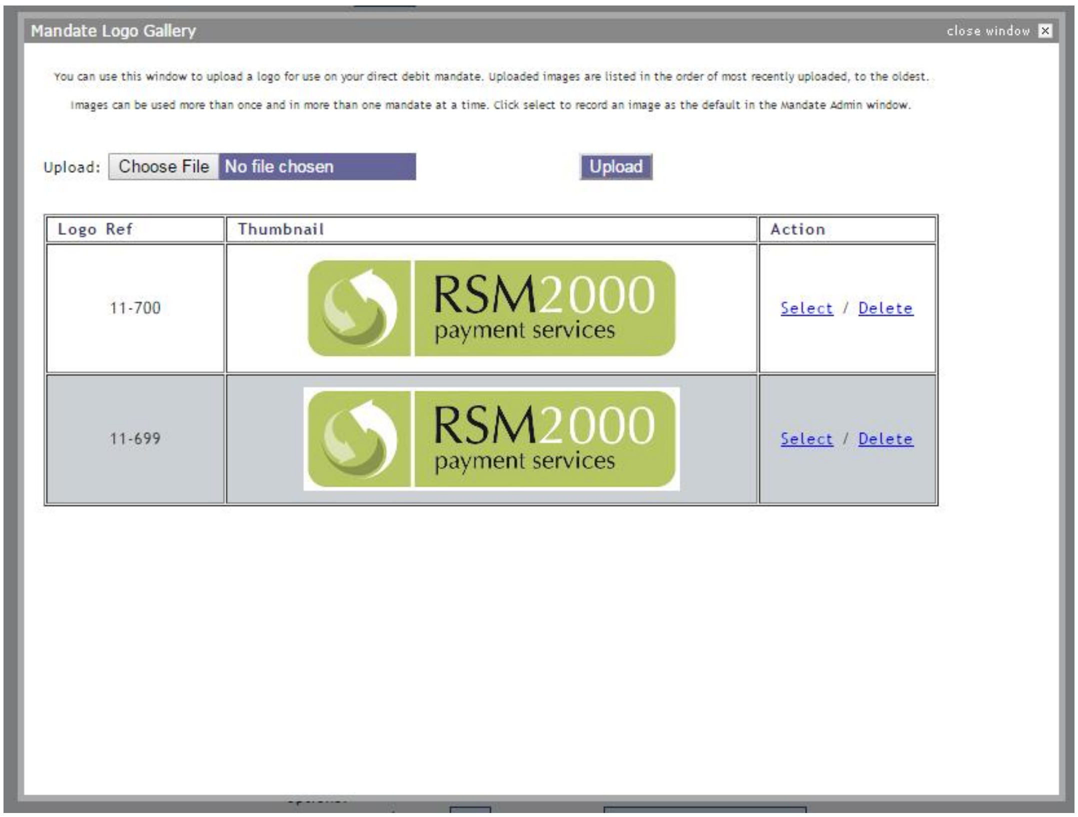
Once this page has been completed and Submit pressed, on subsequent viewings the URL and unique campaign reference will be shown here. The URL can be copied and pasted into a browser window for testing IF using the test host. The live host does not support passing of parameters within the URL.

LOGO MANAGEMENT

Each mandate can have a logo displayed in the top right corner. A thumbnail sized image is, generally, recommended and expected, but the size of the logo is decided by the vendor and can be of the types JPEG, JPG, GIF and PNG.

Logos are stored by the Client and may be applied to more than one campaign. The selected logo that will be displayed for the mandate will be of the same size as that displayed within the Mandate Logo Gallery.

To add a logo to the Mandate Logo Gallery, from any mandate edit page, click to edit the mandate. Click the ‘Browse Gallery’ button next to the Default Logo parameter to open the logo list.



Clicking ‘select’ next to a particular file assigns that file as the paper mandate for the mandate/campaign being edited.

Existing logo files can be removed from the gallery, by clicking the corresponding ‘delete’ option for the target file. New files can be added by inserting the path and filename of the required file in the ‘Upload:’ text box and clicking ‘Upload’ button.

Clicking the ‘browse…’ button beside the ‘Upload:’ text box will open Windows Explorer in a new window so the user can browse to the required file.

When a file is uploaded it is renamed and given a Logo Reference. This is also displayed in the left hand column. It is this value that will appear in the 'Default paper mandate' parameter field. To remove the currently set Default Logo without deleting the file, simply delete the contents of the parameter field and save the mandate.

Logos are not resized when uploaded. A typical size for a logo is 200 x 100 pixels.

File references are displayed in the order they were uploaded, i.e. latest first, oldest last. A thumbnail of the uploaded image of the proposed logo is displayed in the centre column of the Mandate Logo Gallery entry.

Clicking 'Cancel' button will abandon an existing image upload operation and return to the mandate logo gallery page without any further action. To return to the Mandate edit page, simply close the Mandate Logo Gallery page.

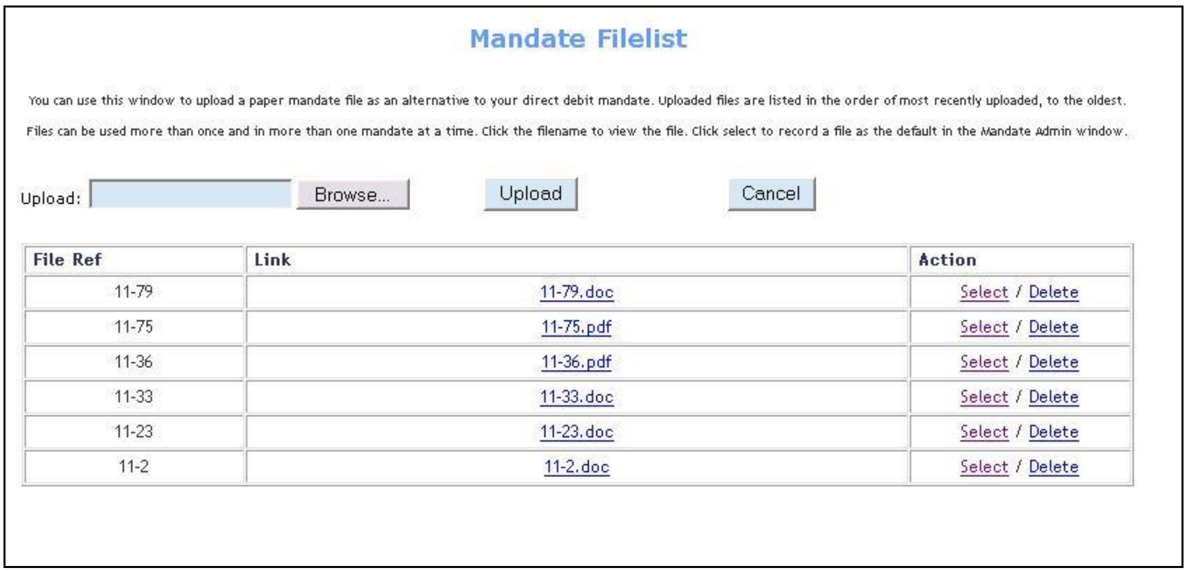
Paper Mandate Management

If a Payer is unable to tick the ‘authorisation’ box, for example, if a mandate requires more than one signature, then the webpage offers the Payer the chance to download and print a paper mandate.

NB. The sponsoring bank approves the format of the paper mandate. Changes must not be made without resubmitting the mandate to the sponsoring bank.

Paper mandates are stored by Client and may be applied to more than one campaign. The selected paper mandate is made available on the displayed Direct Debit Payment form via a ‘Download a paper mandate’ link. The link is set in a highlighted colour on the page.

From any mandate edit webpage, clicking the ‘browse files’ button next to the Default Paper Mandate parameter opens the mandate list:



Clicking ‘select’ next to a particular file assigns that file as the paper mandate for the mandate/campaign being edited.

Existing Mandate Paper files can be removed from the page by clicking ‘delete’ option for the target file.

New files can be added by inserting the path and filename of the required file in the ‘Upload:’ text box and clicking ‘Upload’ button.

Clicking the ‘browse…’ button beside the ‘Upload:’ text box will open Windows Explorer in a new window so that the user can browse to the required file.

When a file is uploaded, it is renamed and given a File Reference. This is also displayed in the left hand column. It is this value that will appear in the ‘Default paper mandate’ parameter field. To remove the currently set Default Paper Mandate without deleting the file, simply delete the contents of the parameter field and save the mandate.

File references are displayed in the order they were uploaded, i.e. latest first, oldest last.

Files can be opened and viewed by clicking the filename in the ‘Link’ column.

Clicking ‘Cancel’ button will abandon an existing paper mandate upload operation and return to the Paper Mandate Files page. To return to the Mandate edit page, simply close the Paper Mandate Files Page.

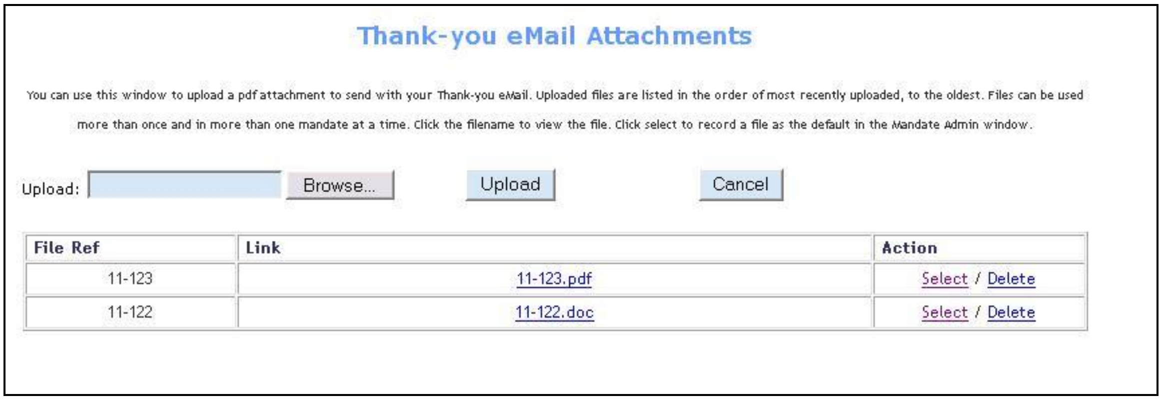
ATTACHMENT MANAGEMENT

If a Thank you email is to be sent, then an attachment can be added.

NB. Some firewalls and anti-spam software will prevent the delivery of certain attachment formats.

Attachments are stored by Client and may be applied to more than one campaign.

From any mandate edit webpage, clicking the ‘browse files’ button next to the Thank you email Attachment parameter opens the attachment list:



Clicking ‘select’ next to a particular file, assigns that file as the paper mandate for the mandate/campaign that is being edited.

Existing email attachment files can be removed by clicking the corresponding ‘delete’ option for the target file. New files can be added by inserting the path and filename of the required file in the ‘Upload:’ text box and clicking ‘Upload’ button.

Clicking the ‘browse…’ button beside the ‘Upload:’ text box will open Windows Explorer in a new window so the user can browse to the required file.

When a file is uploaded it is renamed and given a File Reference. This is also displayed in the left hand column. It is this value, that will appear in the ‘Thank you email Attachment’ parameter field. To remove the currently set Than-you Email Attachment without deleting the file, simply delete the contents of the parameter field and save the mandate.

File references are displayed in the order they were uploaded, i.e. latest first, oldest last.

Files can be opened and viewed by clicking the filename in the ‘Link’ column of the ‘Browse Thank-you Attachments’ page.

Clicking ‘Cancel’ button will abandon an existing ‘Thank-you Attachment’ upload operation and return to the ‘Browse Thank-you Attachment’ page. To return to the mandate edit page, simply close the ‘Browse Thank-you Attachment’ page.

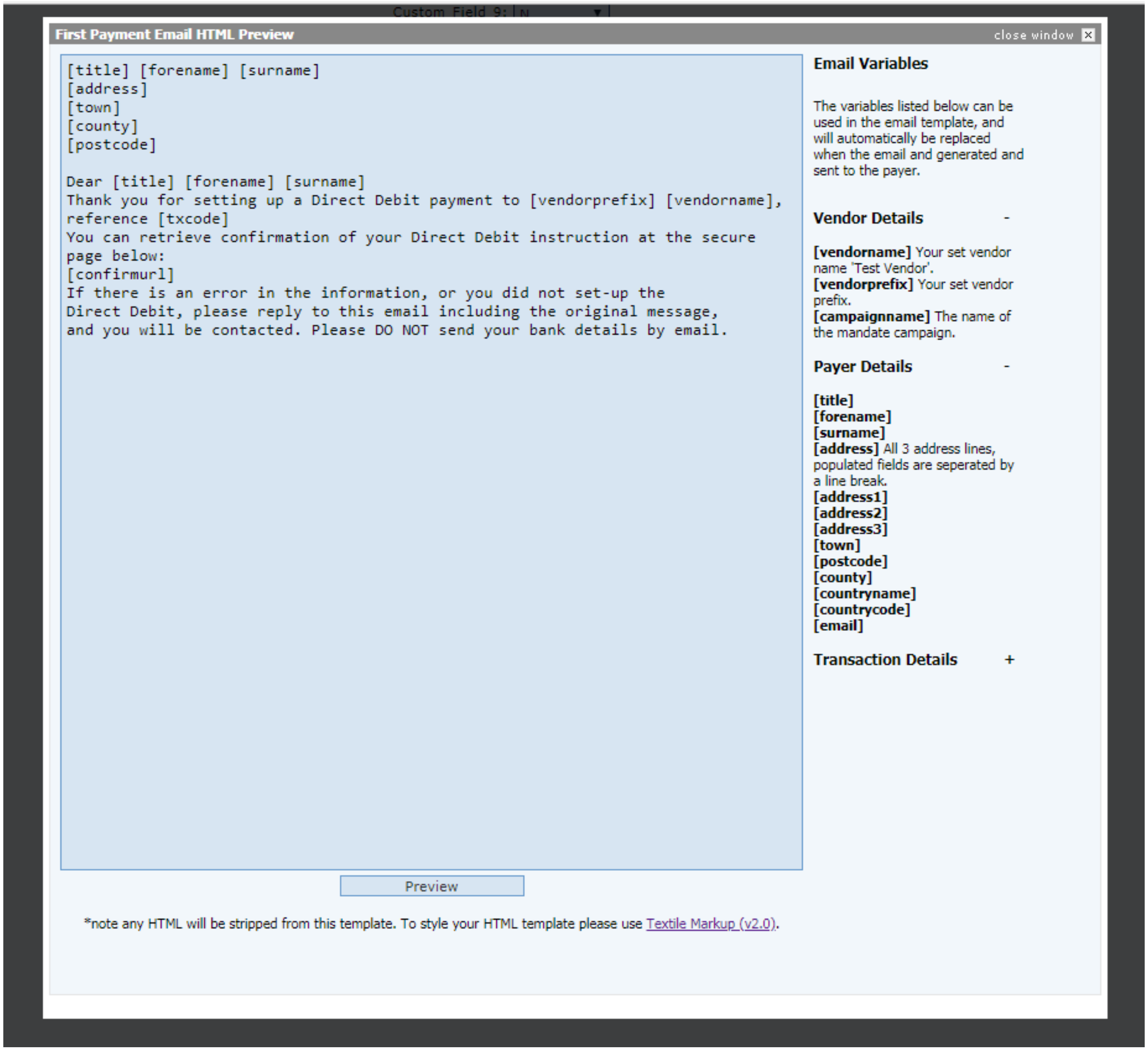
MANAGING EMAILS USING THE EMAIL EDITOR

Each email on the mandate setup page has an ‘edit HTML’ & ‘edit text’ button. Clicking either of these buttons will bring up the email editor. The email editor allows you to customise and preview emails.

USING THE EMAIL EDITOR

The edit page allows you to insert your own custom text & markup, pressing the preview button will allow you to see what the email will look like when it’s sent.

The preview page is a mock up of what the final email will look like when it’s sent. If you are happy with the result pressing the ‘save and close’ button with close the email editor and return you to the mandate setup page. Pressing the ‘Make Changes’ button will return you to the edit page if you wish to make changes to the design.



When setting up a template you'll be given a default layout that can be either left as is or styled to your own liking.

Variables can also be used to make emails more dynamic. All usable variables are listed on the right-hand side of the editor. Any placed variables will be replaced when the email is generated and sent. To use a variable just copy it as it listed into your email template.

The HTML email editor can use textile markup (v2.0) for generating HTML. The textile reference manual can be found at http://redcloth.org/hobix.com/textile this allows you to generate emails which contain graphics, tables, headers & even links.

The Text email editor only allows plain text.

Either the text or HTML version of the email will be displayed to the recipient depending on what type of email client they are using.

NOTE

The Use of raw HTML in email templates is forbidden, all HTML will be stripped from templates.

Setting Bold And Text Size

By placing special tags within the text of text boxes, it is possible to alter the size of text, its appearance (e.g. make it bold) or style (e.g. italicised).

This is achieved by adding [b] [/b] tags to switch on/off bold or [f:20] [/f] to make the text a particular point size.

It is possible to combine these to make text both larger and bold.

It is important that the tags must be paired, for example:

[f:15][b]some text[/b][/f] is correct, whilst [f:15][b]some text[/f][/b] is incorrect.

Text boxes that are affected are:

Direct debit identity text

Opening message text

Authorisation text

Data protection statement text

Sister company data protection text

Reciprocal partner data protection text

Prompt reason text

The custom fields where the type selected is text

Confirmation email text

Thank-you email text

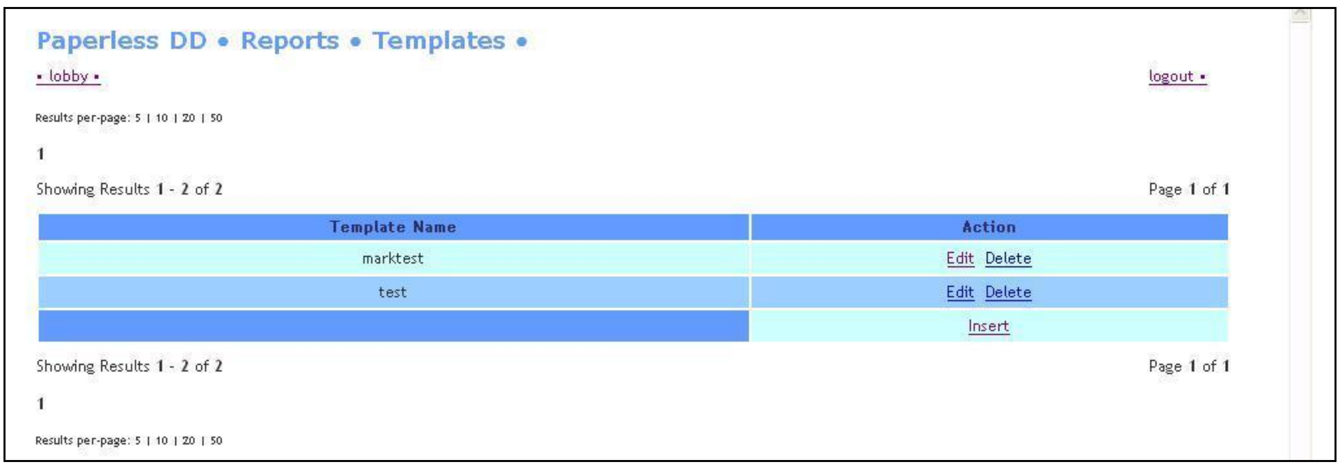
TEMPLATE REPORT

The PDD pages provide a basic page design that can be customised using various text fields and the addition of a logo. However, some clients may wish to adapt the pages to appear more like their corporate web pages. This is achieved by constructing a template on the PDD system.

The template is a normal web page design, loaded onto the PDD server. When the page is accessed, the template is used to construct the page and the PDD data entry section is inserted into the page. The fonts and background colours of the PDD data entry section can be matched to the template using the stylesheet components.

Multiple templates can be loaded, which are then selected from within the mandate set-up. A template can be associated with more than one mandate. It is not possible to delete a template if it is currently selected within one or more mandates. Setting the Template field parameter to 'No Template' will, however, disable the use of a template from a target mandate.

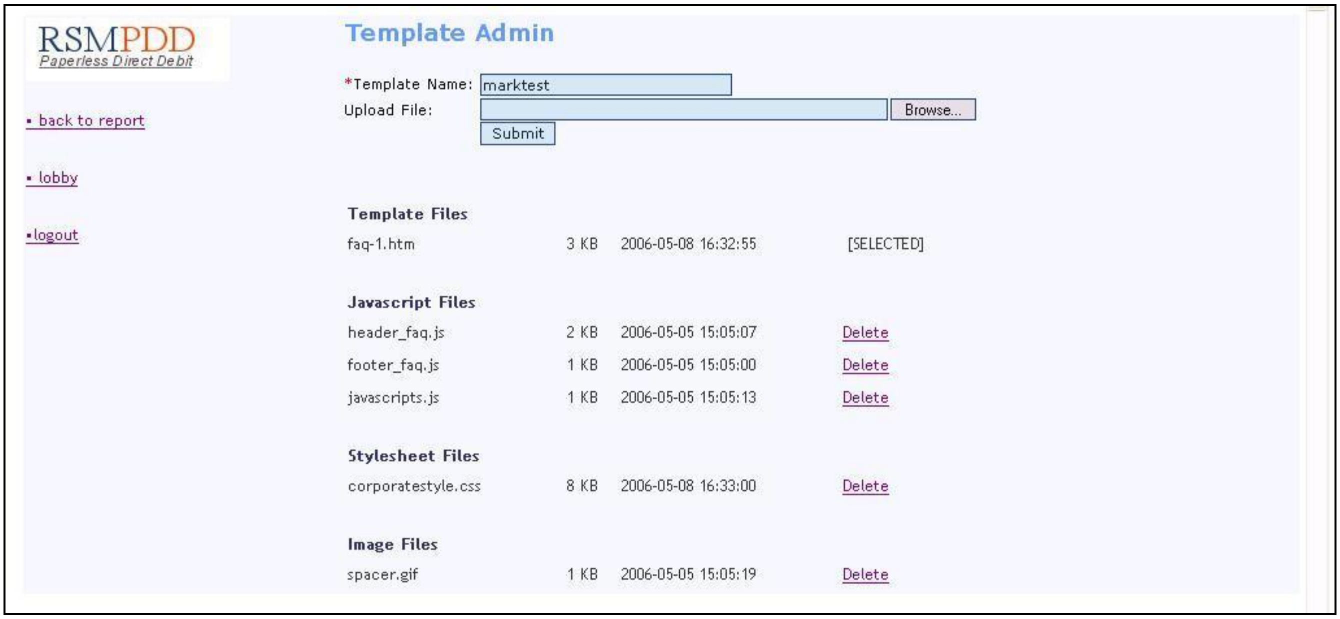
Templates can be added, amended, or deleted within this section. Select the relevant 'Action', either to delete or edit existing entries, or select 'insert', to add a new template.



The edit template and add new template pages are the same format.

Edit Template/Add New Template

Select the corresponding ‘Edit’ link beside the relevant template entry in Template Report, or select the ‘insert’ option, to add a new template.



Use the ‘Browse’ button to locate the templates files on your system and then click ‘submit’, to upload the file.

The following file types are supported as template files and will be recognised by their filename extensions.

File Type	Description	Purpose
.html	HTML text file	The template file that has the RSM comments indicators and payments sections.
.css	CSS text file	The stylesheet that is used to set a uniform style for the displayed page.
.jpg .jpeg	JPEG formatted Image file	An image file that is to be displayed within the mandate page.
.gif	GIF formatted Image file	An image file that is to be displayed within the mandate page.
.js	Javascript text file	May contain script instructions that are needed on the client’s web page.

If using image, stylesheet & javascript files, they should be referenced within the template file with no path, as they will be stored in the same location on the PDD server, as the html pages.

When uploading a template file, it should be a complete html file with doctype, html, head & body tags.

The template must include within it somewhere, the comment: <!-- RSM payment form -->, to indicate where the payment form should appear.

Files can be updated by uploading a replacement with the same filename; the original will be overwritten. It is advisable to rename a target template file first, by using the Edit menu option, before uploading the replacement template file. Once the replacement template file has been tested, you may then proceed with deleting the old, renamed template file. This allows for a reversion to the original template file.

Please, do note that no validation is carried out for unresolved links, etc, within the supplied template file.

TEMPLATE STYLE SHEET

When using the templates, the associated stylesheet (.css) file must provide the settings for the styles used within the PDD data entry pages. The defaults for these styles are:

```
.paymentpage {

      width: 650px;

}

.form {

      border-top: #666666 1px; border-bottom: #666666 1px; border-left: #666666
1px; border-right: #666666 1px; padding-top: 5px; padding-bottom: 5px; padding-
left: 5px; padding-right: 5px

}

.header1 {

      font-size: 1.4em; color: #000000

}

.header2 {

      font-size: 0.8em; color: #000000
}

.header3 {

      font-size: 0.7em; color: #000000; margin: 0; padding: 0

}

.header {

      background-color: #eeeeee; padding-left: 2px; vertical-align: middle; height:
20px; text-decoration: none

}

.formlabel {

      font-size: 0.7em; color: #000000; word-spacing: 1px; text-decoration: none;
margin-top: 5px

}

.formlabelerror {

      font-size: 0.7em; color: #ff0000; word-spacing: 1px; text-decoration: none;
margin-top: 5px

}
```

```
.formlabelsmall {

      font-size: 0.6em; color: #000000; word-spacing: 1px; text-decoration: none

}

.formfield {

      font-size: 0.7em; color: #000000; background-color: #eeeeee; text-align: left; margin-top: 4px; margin-right: 0px; padding-top: 0px; padding-right: 0px; border-top: #6699cc 1px solid; border-bottom: #6699cc 1px solid; border-left: #6699cc 1px solid; border-right: #6699cc 1px solid

}

.formreadonly {

      font-size: 0.7em; color: #000000; text-align: left; margin-top: 4px; margin-right: 0px; padding-top: 0px; padding-right: 0px;  border: 0

}

.formtext {

      font-size: 0.7em; color: #000000; text-align: left; margin-top: 4px; margin-right: 0px; padding-top: 0px; padding-right: 0px

}

.errortext {

      font-size: 0.7em; color: #ff0000; text-align: left; margin-top: 4px; margin-right: 0px; padding-top: 0px; padding-right: 0px

}

.boldtext {

      font-size: 0.8em; font-weight: 600; color: #000000; text-align: left; margin-top: 4px; margin-right: 0px; padding-top: 0px; padding-right: 0px

}

.button {

      font-size: 0.7em; color: #ffffff; margin-top: 5px; background-color: #666666

}
```

AFFILIATE TRACKING

WHAT ARE AFFILIATE TRACKERS?

Web trackers are used to generate detailed statistics about visitors to a website. This information can be used to determine things such as, user browsing habits, which parts of a web site are the most popular, where in the world most users originate from, etceteras.

PDD supports the use of 3rd party trackers so that charities & businesses are able to monitor a user's progress through PDD transaction or donation.

All trackers use cookies. In line with the EU Cookie Directive which came into force on 25th May 2012, you must gain consent from the user before setting cookies on their computer. This consent must be passed to PDD as a POSTed value, as detailed in the parameter list below.

TYPES OF AFFILIATE TRACKERS ON PDD

PDD will support any 3rd party affiliate trackers and are split into two different flavours:

Standard trackers are a collection of pre-approved trackers currently ready for use within a Mandate.

Any PDD vendor can use these trackers, provided they have an account with the tracker supplier, and have been issued a unique Programme ID.

Custom trackers are scripts that are individual to the vendor and have been submitted by them. These scripts need to be approved by RSM before they can be used with PDD Mandate. Custom trackers can only be accessed and used by the vendor that submitted them. Only level 4 users have the ability to submit custom web trackers for approval.

The Web Tracker Report

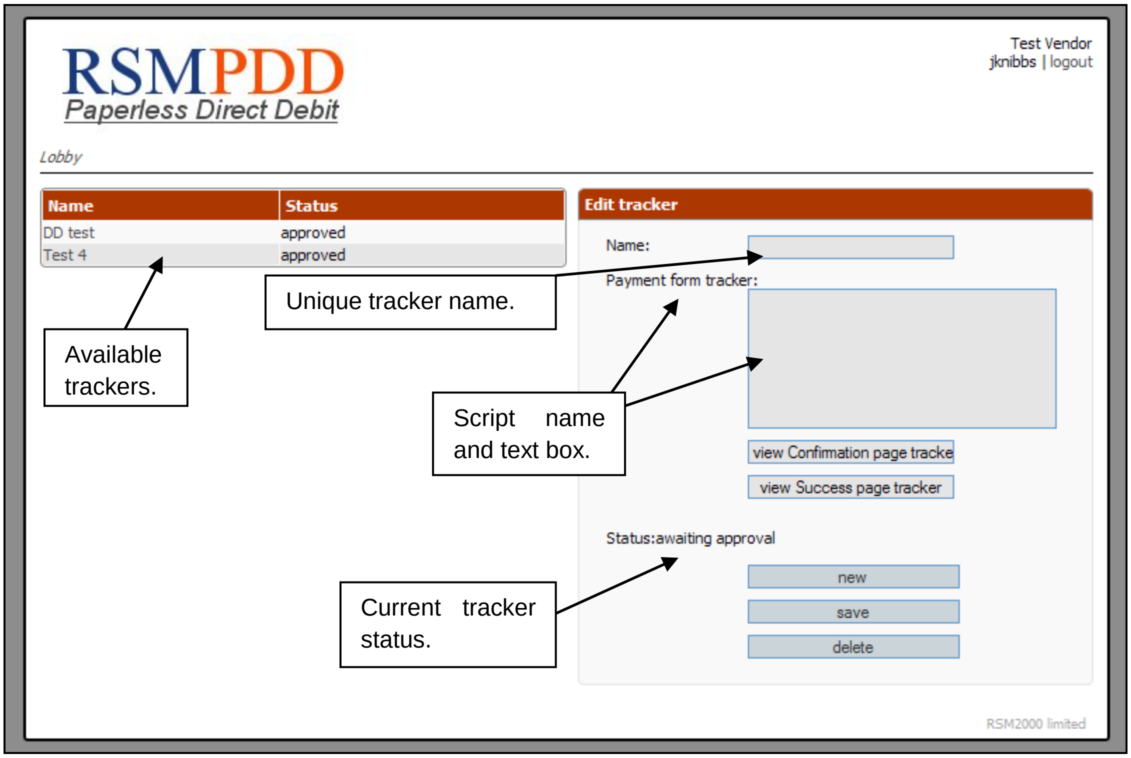


FIGURE 1 AN EXAMPLE OF THE WEB TRACKER REPORT.

In order to access the Web Tracker Report menu, a user must be level 4. Users can edit and add their own custom trackers and then, submit them for approval by RSM. Once approved, the tracker can be accessed in the campaign set-up screens.

Creating A Custom Tracker

To create a new tracker, the user enters a unique name for the tracker.

Three separate scripts can be inserted into the tracker, each of these scripts are displayed at different stages of the donation process:

- Payment form tracker – tracker is displayed on the mandate payment form.
- Confirmation page tracker – tracker is displayed on the mandate confirmation page.
- Success page tracker – tracker is displayed on the mandate success page.

Note: not all tracker script textboxes need to be completed.

Once all the desired sections of the tracker scripts have been inserted, the tracker can be saved by using the 'save' button. Once the tracker has been saved, it will appear on the list of custom trackers on the left-hand side of the screen.

New and edited custom trackers need to be approved by RSM before they can be used in a PDD Mandate. The status of custom trackers can be found on the custom tracker list.

Editing a Custom Tracker

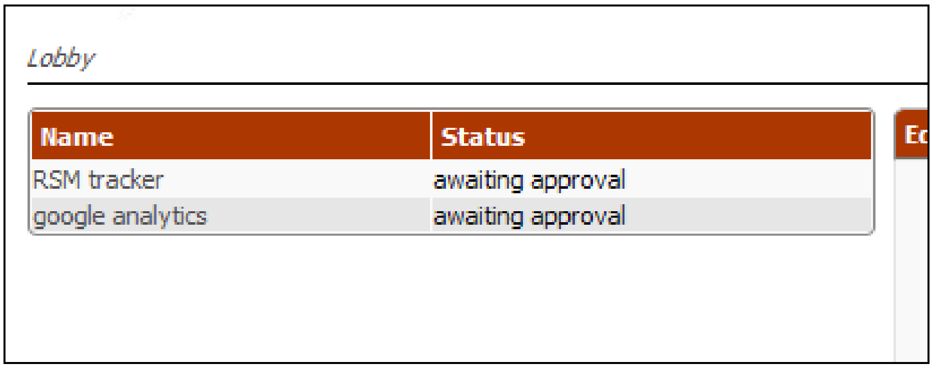


FIGURE 2 LIST OF AVAILABLE TRACKERS.

To edit an existing tracker, select the desired tracker from the list of available trackers. The tracker will be loaded into the form to the right of the list. Once editing has been completed click the save button and the changes will be stored.

If an approved tracker is edited and saved, it will lose its approved status and must be approved again by RSM before it can be used. The tracker will be made inactive on any Mandates it is used on until it is approved again. It is recommended, therefore, that where a tracker is 'live' and an edit is required, a new tracker is established and approved; and campaigns reconfigured to use the new tracker, before deleting the old one.

Trackers can be removed from the system by selecting the tracker for editing, then clicking the delete button during the edit.

Tracker Variables

You may need some information about the mandate in your tracker code; this can be achieved by using variables. All tracker variables are square bracket encased values; these are replaced with the actual value from the transaction at runtime.

All available tracker variables are listed below:

Variable name	Format	Length	Description	Example
txcode	Alphanumeric	6-40	PDD's unique transaction identifier.	12345
amount	Numeric including the decimal point	7.2	Total collection amount.	12.23
purchase	Numeric including the decimal point	7.2	Total purchase collection amount of the transaction.	10
donation	Numeric including the decimal point	7.2	Total donation collection amount of the transaction.	10
campaignname	All characters allowed	2-50	Name of the mandate campaign the mandate was set up with.	Fund Raiser
town	All characters allowed	2-40		Silsoe
county	All characters allowed	0-40		Bedfordshire
country	Alphabetic	3	ISO 3166-1 alpha-3 country code	GBP
rand	Numeric	1-10	A randomly generated number.	48329
annualamount	Numeric including the decimal point	9.2	Amount collected from the mandate over 12 months.	50.50

DIRECT DEBIT DATA

Once the Direct Debit records have been batched, then the files will be shown with the ‘Direct Debit Data’ report ready for Download. (The frequency of batch creation is part of the mandate set-up). The files will remain within this section to be downloaded as many times as required.

The date filters are used to select which batch dates to display. By default only batches for the current day are shown.

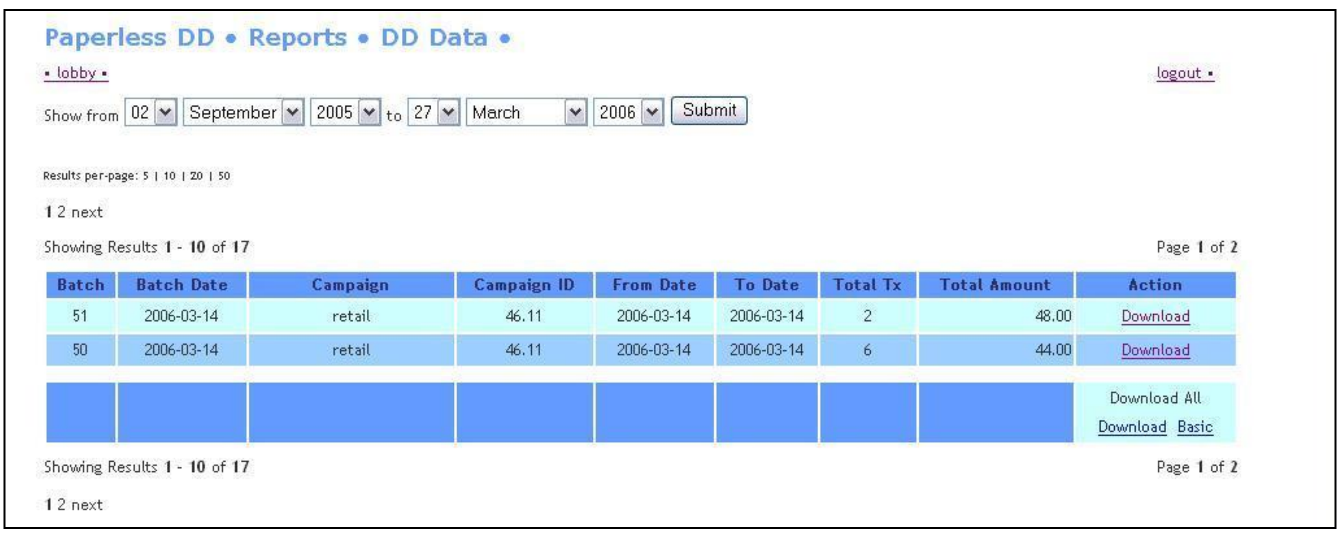
The ‘Download’ facility for each individual batch will provide the data in the format selected for the vendor. The ‘Download All’ function will download all displayed mandate batches in the format selected for the vendor. If no specific vendor format has been set-up, then this produces output in the RSM Standard Format.

A ‘Basic’ format is also supported. It should be noted that the basic file format can change without notice. If importing into a system that is dependent on a particular format, use the normal download. Custom file formats can be created if required.

The file will open in the default program selected for csv files, normally Excel; and can be saved onto a local disk.

It should be noted that Excel can affect data layouts when reading csv files, for example, by removing leading zeros. It may be better to use notepad or Wordpad to open the csv files if this causes a problem.

The details within the file are encrypted as they are transmitted across the internet because the file is accessed using a secure webpage.



Standard RSM File Format

Column	Column Field Content	Source of Output	Size of Output
A	DONOR TYPE	Always ‘N’ (new) for PDD	1 char
B	COA FLAG	Blank – not used	
C	URN	RSMPnnnnn	
D	TITLE1	Dr, Mr, Mrs, Miss, Professor, Sir, Lady	Max. 15 chars
E	TITLE2	Blank – not used	
F	LAST NAME	As entered	Max. 50 chars
G	FIRST NAME	As entered	Max. 50 chars
H	MIDDLE NAME	As entered	Max. 50 chars
I	SUFFIX1	Blank – not used	
J	SUFFIX2	Blank – not used	
K	ADD LINE 1	Address Line 1	Max. 100 chars
L	ADD LINE 2	Address Line 2	Max. 100 chars
M	ADD LINE 3	Address Line 3	Max. 100 chars
N	ADD LINE 4	Address Line 4	Max. 100 chars
O	CITY	Town/City	Max. 40 chars
P	COUNTY	Table(County)	Max. 40 chars
Q	COUNTRY	As entered – (Blank if UK)	Max. 4 chars
R	POSTCODE	As entered	Max. 10 chars
S	PHONE TYPE 1	Table(Phone)	Max. 10 chars
T	PHONE NUMBER 1	As entered	Max. 30 chars
U	PHONE TYPE 2	Table(Phone)	Max. 10 chars

V	PHONE NUMBER 2	As entered	Max. 30 chars
W	OTHER CONTACT TYPE	'email'	Max. 50 chars
X	OTHER CONTACT	As entered	
Y	SEX	'Male'/'Female'/'Unknown'	
Z	SPOUSE TITLE	Table(Title)	Max. 15 chars
AA	SPOUSE LAST NAME	As entered	Max. 50 chars
AB	SPOUSE FIRST NAME	As entered	Max. 50 chars
AC	SPOUSE MIDDLE NAME	As entered	Max. 50 chars
AD	SPOUSE SUFFIX	Blank – not used	
AE	REGION	Blank – not used	
AF	INFO SOURCE	PDD = 'Website' or client source	
AG	PRIMARY ADDRESSEE	Always '45'	
AH	PRIMARY SALUTATION	With title, always '64', else always '114'	
AI	SORT CODE	6 digits. As entered (no hyphens, spaces, etc)	Max. 6 chars
AJ	ACCOUNT NO	8 digits. As entered	Max. 10 chars
AK	ACCOUNT HOLDER	As entered	Max. 100 chars
AL	GIFT DATE	Sign up date: Must be in the format dd/mm/yyyy	
AM	GIFT AMOUNT	Amount is decimal in pounds and pence with no currency sign, e.g. 10.99	Max. 9 chars
AN	GIFT TYPE	PDD='Recurring Gift', or client type	
AO	GIFT FUND	PDD='42050', or client fund	
AP	GIFT APPEAL	PDD='04Web' unless entered or	

		passed as reference parameter, or client appeal	
AQ	GIFT CAMPAIGN	PDD='04Web', or client campaign	
AR	GIFT CODE(CASH GIFT ONLY)	Blank – not used	
AS	LETTER	PDD='ddr advance notice letter'	
AT	ACKNOWLEDGED	PDD='Yes'	
AU	BATCH NO	Blank – not used	
AV	GIFT QUALIFIER	PDD='Direct Debitor'	
AW	GIFT PAYMENT TYPE	PDD='Direct Debitor'	
AX	FREQUENCY	Monthly, quarterly, six monthly or annually	
AY	START DATE	dd/mm/yyyy	Max. 10 chars
AZ	DD REF NO	BACS reference on confirmation letter	
BA	GIFT AID DECLARATION	Blank/Yes/No (Yes = signed up for GA)	Either of ' ','Y','N' – 1 char
BB	GIFT AID DATE	Same as Gift Date	
BC	DATA PROT. DECLARATION MAIL	'Yes'/'No' (Yes = opt out)	Max. 3 chars
BD	DATA PROT. DECLARATION EMAIL	'Yes'/'No' (Yes = opt out)	Max. 3 chars
BE	DATA PROT. DECLARATION TEL	'Yes'/'No' (Yes = opt out)	Max. 3 chars
BF	DATA PROT. DECLARATION SMS	'Yes'/'No' (Yes = opt out)	Max. 3 chars
BG	DOB	Date of birth (dd/mm/yyyy)	Max. 10 chars
BH	PURCHASE	Purchase amount in the format 10.99	Max. 9 chars
BI	DONATION	Donation amount in the format	Max. 9 chars

		10.99	
BJ	BANK NAME	Bank Name	Max. 40 chars
BK	BANK ADDRESS 1	Bank Address Line 1	Max. 100 chars
BL	BANK ADDRESS 2	Bank Address Line 2	Max. 100 chars
BM	BANK ADDRESS 3	Bank Address Line 3	Max. 100 chars
BN	BANK TOWN	Bank Address Town	Max. 40 chars
BO	BANK COUNTY	Bank Address County	Max. 40 chars
BP	BANK POSTCODE	Bank Address Postcode	Max. 10 chars
BQ	DATE	Sign Up date in format (dd/mm/yyyy)	Max. 10 chars
BR	DATA PROT. PARTNER	‘Yes’/’No’ (Yes = opt out) – Partner companies	Max. 3 chars
BS	DONORREF	Donor Reference	
BT	PROMPT REASON	Reason that prompted purchase/donation	
BU	PURCHASE DESC	Purchase description if selected from list	
BV	PURCHASE 2	Second purchase amount, if present	
BW	DONATION 2	Second donation amount, if present	
BX	DATA PROT. SISTER	‘Yes’/’No’ (Yes = opt out) – Sister companies	

Basic File Format

The Basic option provides data in a csv formatted file with the following columns. The column headers are included in the file.

All columns are always present, but will be empty if data was not available for that particular mandate.

The format of the file may change without notice. However, as new parameters are added, they are as far as practical, added to the end of the row to avoid affecting software that reads existing columns.

Column	Column Label	Notes (Formats/Description)	Size of Output
A			
B	Date	yyyy-mm-dd	
C	Time	hh:mm:ss	
D	Batch No	As reported in mandate data	Max. 9 chars
E	Ref	PDDnnnnnn unique reference number	
F	Campaign ID	campaignid.vendorid, as reported in mandate set-up e.g. 46.11	Max. 11 chars
G	Campaign	Campaign Name or description	
H	Donor Ref	If passed or entered	Max. 50 chars
I	Appeal Code	If passed or entered	Max. 50 chars
J	Title		
K	Forename	Text formatted only	Max. 50 chars
L	Middle Name	If passed or entered	Max. 50 chars
M	Surname	Text formatted only	Max. 50 chars
N	Address 1	Alphanumeric	Max. 100 chars
O	Address 2	If passed or entered	Max. 100 chars
P	Address 3	If passed or entered	Max. 100 chars
Q	Town	Alphabetic format	Max. 40 chars

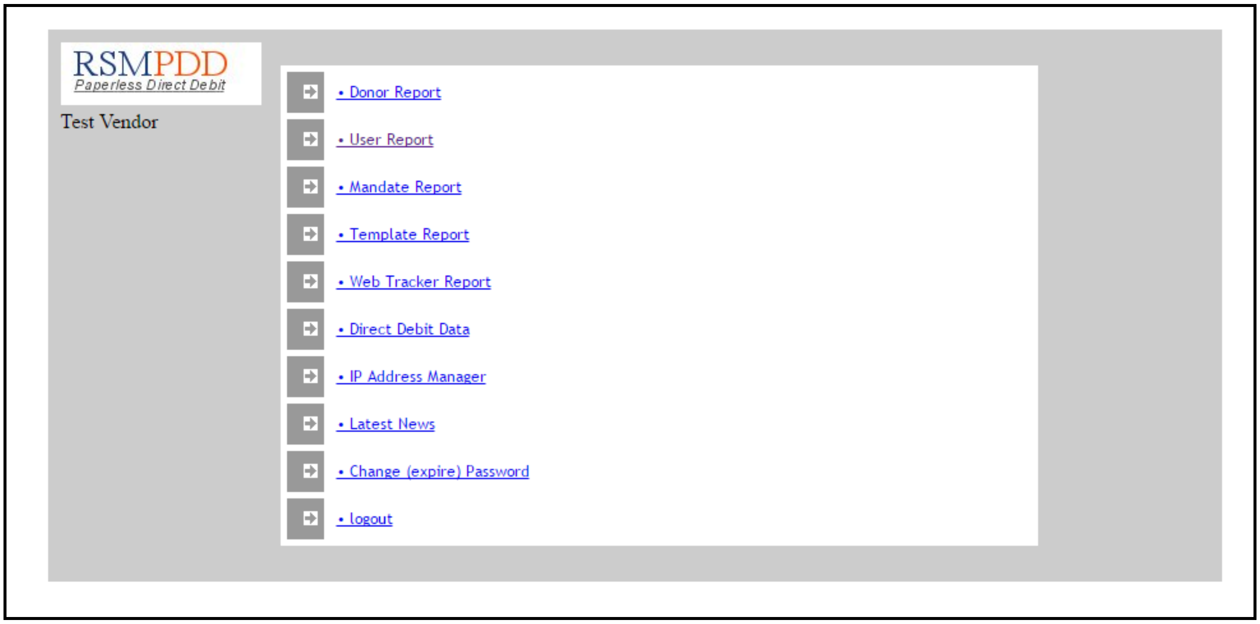
R	County	Alphabetic format	Max. 40 chars
S	Post Code	Including spaces if entered	Max. 10 chars
T	Country	3 character country code e.g. GBR	Max. 4 chars
U	Account Holder	Account holder's name as it appears on statements	Max. 100 chars
V	Sort Code	6 digits, no spaces or separators	Max. 6 chars
W	Account No	8 digits	Max. 10 chars
X	Amount	Total amount of debit. Including 2 decimal places, no currency indicator	Max. 9 chars
Y	Purchase Desc	If used	Max. 9 chars
Z	Purchase 1	Purchase 1 amount. Including 2 decimal places, no currency indicator	Max. 9 chars
AA	Purchase 2	Purchase 2 amount. Including 2 decimal places, no currency indicator	Max. 9 chars
AB	Donation 1	Donation 1 amount. Including 2 decimal places, no currency indicator	Max. 9 chars
AC	Donation 2	Donation 2 amount. Including 2 decimal places, no currency indicator	Max. 9 chars
AD	Gift Aid	Y/N as selected	1 char
AE	Start Date	yyyy-mm-dd	
AF	Frequency	Monthly, Quarterly, Six Monthly, Annually	Max. 12 chars
AG	Bank Name	Alphanumeric	Max. 40 chars
AH	Bank Address 1	Alphanumeric	Max. 100 chars
AI	Bank Address 2	Alphanumeric	Max. 100 chars
AJ	Bank Address 3	Alphanumeric	Max. 100 chars
AK	Bank Town	Alphabetic	Max. 40 chars.
AL	Bank County		Max. 40 chars

AM	Bank Post Code	Alphanumeric	Max. 10 chars
AN	Tel Type 1	Home, Mobile, Work, Other	Max. 10 chars
AO	Tel 1	Numeric	Max. 30 chars
AP	Tel Type 2	Home, Mobile, Work, Other	Max. 10 chars
AQ	Tel 2	Numeric	Max. 30 chars
AR	Email		Max. 50 chars
AS	Data Protection Mail	Y/N as selected	1 char
AT	Data Protection Email	Y/N as selected	1 char
AU	Data Protection Phone	Y/N as selected	1 char
AV	Data Protection SMS	Y/N as selected	1 char
AW	Data Protection Sister	Y/N as selected	1 char
AX	Data Protection Partner	Y/N as selected	1 char
AY	Prompt Reason	Reason that prompted purchase or donation in text	Max. 50 chars
AZ	Sex		
BA	DOB	yyyy-mm-dd	
BB	Partner Forename	Text formatted only	Max. 50 chars
BC	Partner Surname	Text formatted only	Max. 50 chars
BD	Custom 1	Text description(alphanumeric)	Max. 255 chars
BE	Custom 2	Text description(alphanumeric)	Max. 255 chars
BF	Custom 3	Text description(alphanumeric)	Max. 255 chars
BG	Custom 4	Text description(alphanumeric)	Max. 255 chars
BH	Custom 5	Text description(alphanumeric)	Max. 255 chars
BI	OrganisationId	Short name for organization.	Max. 15 chars

BJ	noOfCollections	Integer count of collections	Max. 3 chars

LOGOUT

Click the Logout button to exit the system rather than just closing the browser.



Passing Parameters

The PDD system allows for the sending website, to pre-populate certain fields on the mandate page or select various options.

The PDD page should be called by a server-side POST to the url of the PDD page, with the "campaign" number and any other required values passed as the form data.

Please note that variable names are case sensitive.

An example for a fixed purchase price of £8.99 that the customer can't change:

```
<form name="form1" method="post" action="https://rsm2.rsmsecure.com/directdebit/dd.php">
  <input name="campaign" type="hidden" value="1.1">
  <input name="purchasefix" type="hidden" value="8.99">
  <input name="action" type="submit" value="Click to Purchase">
</form>
```

Some of these variables will override the settings in the mandate setup. For example, if the Donation field is not set to display but donationfix is passed as a POST variable, it will be displayed.

Parameters can be tested using test page https://rsm3.rsmsecure.com/demo/directdebit/testpdd.html

PARAMETER LIST

Name	Format	Length	Description	Example
campaign	campaign.vendorid	3-6 chars	Campaign/vendor ID : This identifies the campaign explicitly. **It is a mandatory parameter.** Your campaign id and vendor id is shown on the Mandate report and at the bottom of the mandate edit page.	14.8
organisationid	alphanumeric	3 – 15 chars	Organisation ID : If this feature is enabled by RSM, then this identifier must be passed in order to determine the organization that will be paid. This organization id will be provided by RSM, if appropriate, during the account setup procedure, if appropriate. If set up to do so by RSM, the organization id can also be used to display the organization name to the payer.	abc123
donorref	alphanumeric	Max. 50 chars	donor ID : If the ‘Donor ID’ parameter is set to ‘Y’, then the value in this field is displayed and it cannot be amended by the Payer. If the ‘Donor ID’ parameter is set to ‘N’, then the field is not displayed, but this value is still passed and stored in the mandate data.	abc123

appealcode	alphanumeric	Max. 50 chars	appeal code : If the 'Appeal Code' parameter is set to 'Y', then the value in this field is displayed and it cannot be amended by the Payer. If the 'Appeal Code' parameter is set to 'N', then the field is not displayed, but this value is still passed and stored in the mandate data.	Winter04
fonts	Font1, font2, font3		default fonts : Overrides the 'Default fonts' parameter.	Arial, Helvetica, sans-serif
addinfo	Y or N	1 char	additional information : Overrides the 'Additional info' parameter.	'Y'
logo	vendorid-fileid		logo : Overrides the 'Default Logo' parameter. See also, the Logo Management section.	3-17
mandate	vendorid-fileid		paper mandate : Overrides the 'Default paper mandate' parameter. See also the Paper Mandate Management section.	11-100
attachment	vendorid-fileid		thank you email attachment : Overrides 'Thank you email Attachment' parameter. See also Attachment Management.	11-111

purchasedesc	alphanumeric	Max. 50 chars	purchase description : Overrides the description field for Purchase 1 in ‘Collection Options’. The value is used only if Purchase 1 is enabled or is passed as a parameter.	Membership
purchasesug	n.nn	Min. 2 chars, Max. 9 chars	suggested purchase amount : Overrides the Purchase 1 setting in ‘Collections Options’. If no description is set up in ‘Collections Options’, then the purchasedesc parameter should be passed as well. The Payer can change the amount. This may be used in conjunction with purchasemin.	1.50
purchasemin	n.nn	Min. 2 chars, Max. 9 chars	minimum purchase amount : Used in conjunction with purchasesug, to fix the lower limit for the amount that the Payer can enter.	1.50
purchaseminalt	n.nn	Min. 2 chars, Max. 9 chars	alternative minimum purchase amount : any amount entered that is greater than the minimum amount specified here, is automatically added to the donation amount. It is used in conjunction with purchasesug, to fix the lower limit for the amount that the Payer can enter.	2.50
purchasefix	n.nn	Min. 2 chars, Max.	fixed purchase amount :	5.50

		9 chars	Specifies a fixed purchase amount that cannot be altered by the Payer. This parameter overrides the Purchase 1 setting in ‘Collection Options’ and takes priority if other purchase 1 parameters are passed.	
purchasesug2	n.nn	Min. 2 chars, Max. 9 chars	suggested purchase 2 amount : Overrides the Purchase 2 setting in ‘Collections Options’. The Payer can change the amount. It may be used in conjunction with purchasemin2.	3.50
purchasemin2	n.nn	Min. 2 chars, Max. 9 chars	minimum purchase 2 amount : Used in conjunction with purchasesug2, to fix the lower limit for the amount that the Payer can enter.	3.50
purchasefix2	n.nn	Min. 2 chars, Max. 9 chars	fixed purchase 2 amount : Specifies a fixed purchase 2 amount that cannot be altered by the Payer. This parameter overrides the Purchase 2 setting in ‘Collection Options’ and takes priority if other purchase 2 parameters are passed.	6.35
donationsug	n.nn(digits)	Min. 2 chars, Max. 9 chars	suggested donation amount : Overrides the Donation 1 setting in ‘Collections Options’.	3.52

			The Payer can change the amount. It may be used in conjunction with donationmin.	
donationmin	n.nn(digits)	Min. 1 chars, Max. 9 chars	minimum donation amount : Overrides the Donation 1 setting in ‘Collections Options’ if the donationsug value is lower. Used in conjunction with donationsug, to fix the lower limit for the amount that the Payer can enter.	3.50
donationfix	n.nn (digits)	Min. 1 char, Max. 9 chars	fixed donation amount : Specifies a fixed donation 1 amount that cannot be altered by the Payer. This parameter overrides the Donation 1 setting in ‘collection Options’ and takes priority if other donation parameters are passed.	1.50
donationsug2	n.nn (numeric)	Min. 1 char, Max. 9 chars	suggested donation 2 amount : Overrides the Donation 2 setting in ‘Collections Options’. The Payer can change the amount. It may be used in conjunction with donationmin2.	2.56
donationmin2	n.nn (numeric)	Min. 1 char, Max. 9 chars	minimum donation 2 amount : Used in conjunction with donationsug2, to fix the lower limit for the amount	2.66

			that a Payer can enter.	
donationfix2	n.nn (numeric)	Min. 1 char, Max. 9 chars	fixed donation 2 amount : Specifies a fixed donation 2 amount that cannot be altered by the Payer. This parameter overrides the Donation 2 setting in 'Collection Options' and takes priority if other donation parameters are passed.	6.54
repeat	Blank, 1, 3, 6, 12	Values : 1 = monthly 3 = quarterly 6 = six monthly 12 = annually	repeat payment : If a purchase or donation field is specified in set up or is passed as a parameter, by default a drop-down list is displayed for Payer to select frequency. If a fixed frequency is required, then this parameter should be passed. The parameter may be passed with 'blank' value, in which case the drop-down list will be displayed.	Either of 1, 3, 6, 12
noOfCollections	integer	Max. 3 chars	number of collections : Used to define the total number of collections to be made. If sent, this is displayed but cannot be changed by the Payer.	6
title	alphabetic	Max. 15 chars	title : Used to pre-populate the title within the contact details section. This can be changed by the Payer through selection from a	Either of Dr, Mr, Mrs, Ms, Miss, Professor, Reverend, Sir

			drop-down menu.	
firstname	alphabetic	Max. 50 chars	first name : Used to pre-populate the first name field within the contact details section. This can be changed by the Payer.	Charles
middlename	alphabetic	Max. 50 chars	middle name : Overrides 'Middle Name' parameter. Used to pre-populate the middle name field within contact details. This can be changed by the Payer.	Everett
surname	alphabetic	Max. 50 chars	surname : Use to pre-populate the surname field within the contact details section. This can be changed by the Payer.	Johnson
accountholder	alphabetic	Max. 50 chars	account holder's name : Use to pre-populate the account holder's name field within the bank details section. This can be changed by the Payer.	Mr Charles Everett Johnson
dob	dd/mm/yyyy		date of birth : Overrides the 'Date of Birth' parameter. Used to pre-populate the date of birth field within the contact details section. This can be changed by the Payer.	22/07/2005
address1	alphanumeric	Max. 100	address line 1 :	19 Eastern Street

Note: The address look-up facility is not made available to the Payer if address parameters are passed.		chars	Used to pre-populate the first address line. This can be changed by the Payer.	
address2	alphanumeric	Max. 100 chars	address line 2 : Used to pre-populate the second address line. This can be changed by the Payer.	Grand Circular Road
address3	alphanumeric	Max. 100 chars	address line 3 : Used to pre-populate the third address line. This can be changed by the Payer.	Moorgate
town	alphanumeric	Max. 40 chars	address, town : Used to pre-populate the town line within the address section. This can be changed by the Payer.	Southampton
county	alphanumeric	Max. 40 chars	address, county : Used to pre-populate the county line within the address section. This can be changed by the Payer.	Lincolnshire
postcode	alphanumeric	Max. 10 chars	address, postcode : Used to pre-populate the postcode line within the address section. This can be changed by the Payer.	
country	Alpha	Exactly 3 chars	3 letter country code of donor country is assumed to be GBR if left blank	GBR, USA, IRL
teltype	alphanumeric	Max. 10	telephone type :	Either of Home,

		chars	Only applies if the telephone field is set to user select.	Mobile, Work, Other.
teltype2	alphanumeric	Max. 10 chars	telephone type 2 : Only applies if the telephone field is set to user select.	Either of Home, Mobile, Work, Other.
tel	numeric	Max. 30 chars	telephone number : Used to pre-populate the first telephone number field. This can be changed by the Payer.	01908 666777
tel2	numeric	Max. 30 chars	telephone number 2 : Used to pre-populate the second telephone number field. This can be changed by the Payer.	01908555666
email	alphanumeric	Max. 50 chars	email address : Used to pre-populate the email address field. This can be changed by the Payer.	sunny@2dull.com
giftaid	'Y', 'N' char	Max. 1 char	gift aid tick box : If 'Gift Aid' is enabled, pre-populates the field as ticked rather than unticked. If 'Gift Aid' is not enabled, then this parameter is ignored.	Either of 'Y', 'N'
datapromail	'Y, 'N' char	Max. 1 char	Data Protection Mail tick box : If 'Data Protection' settings provide a mail tick box, pre-populates the field as ticked rather than	Either of 'Y', 'N'

			unticked. If the mail box is not displayed, then this parameter is ignored.	
dataproemail	'Y','N' char	Max 1 char	Data Protection Email tick box : If 'Data Protection' settings provide an email tick box, pre-populates field as ticked rather than unticked. If email tick box is not displayed, then this parameter is ignored.	Either of 'Y', 'N'
dataprophone	'Y','N' char	Max 1 char	Data Protection Telephone tick box : If 'Data Protection' settings provide a telephone tick box, pre-populates field as ticked rather than unticked. If telephone tick box is not displayed, then this parameter is ignored.	Either of 'Y', 'N'
dataprosms	'Y','N' char	Max 1 char	Data Protection SMS tick box : If 'Data Protection' settings provide an sms tick box, pre-populates field as ticked rather than unticked. If sms tick box is not displayed, then this parameter is ignored.	Either of 'Y', 'N'
cookiesaccepted	'', 'Y','N' char	Max 1 char	Cookies Accepted : The visitor's consent to allowing cookies must be gained if you are using trackers. If this field is set to N or is not sent, then trackers will not be added to payment or success	Either of '', 'Y', 'N'

			pages.
giftaidrecipient **Note : This parameter has no effect on the page layout and is passed to a specific custom report that is produced for a client.**	alphanumeric	Max. 20 chars	Gift Aid Recipient : If 'giftaidrecipient' is specified, the supplied string is used in the custom report that is generated for the client. This cannot be modified by the Payer.
beneficiaryid **Note : This parameter has no effect on the page layout and is passed to a specific custom report that is produced for a client.**	alphanumeric	Max. 10 chars	Beneficiary ID : If 'beneficiaryid' is specified, the supplied string is used in the custom report that is generated for the client. This cannot be modified by the Payer.
beneficiaryname **Note : This parameter has no effect on the page layout and is passed to a specific custom report that is produced for a client.**	alphanumeric	Max. 50 chars	Beneficiary Name : If 'beneficiaryname' is specified, the supplied string is used in the custom report that is generated for the client. This cannot be modified by the Payer.

CALLBACK DATA POSTING

In the same way as data can be POSTed to the PDD system, if Callback is selected, data parameters will be POSTed to the selected Success URL and/or Callback URL, depending on the set-up and the successful completion of a mandate.

Note that callback is not supported for failed mandates.

Transparent parameters are supported. These are passed unchanged to the POST URL on successful completion of the payment. They are NOT stored within payment data. Any parameter that starts with **M_** will be transparently passed.

The following parameters are generated by the PDD system:

Name	Format	Length	Description	Example
desc	campaign.vendorid	Min. 3 chars. Max. 6 chars.	campaign name : This identifies the campaign for the vendor account, explicitly.	14.19
appealcode	alphanumeric	Max. 50 chars	appeal code : The value that is set in the ‘Appeal Code’ field, whether set by the client or the Payer.	August-Sale2015
organisationid	alphanumeric	Min. 3 chars. Max. 6 chars.	organisation id : The unique identifier for the organization that is set to receive the payment.	ddf849
donorref	alphanumeric	Max. 50 chars	donor ID : The identifier that is passed and meant to represent a donor or Payer.	gef335

name	alphabetic	Max. 150 chars	names : The name that is set within the Direct Debit form by the Payer.	Mrs Hilary Gaviston
address	alphanumeric	Max. 380 chars	address : The address that is set within the Direct Debit payment form by the Payer. All available address lines are combined as the single address.	26 Baker Street Trafalgar Square Road Ilford.
postcode	alphanumeric	Max. 10 chars	postcode : The postcode as entered within the Direct Debit payment form by the Payer.	EX17 4DD
country	alphabetic	3 chars	country : 3 digit country code that comes as alphabets.	GBR, AUS
tel	numeric	Max. 30 chars	telephone number: This holds either the pre-populated or the modified number as sent by the Payer.	01908 333444
email	alphanumeric	Max. 50 chars.	email address : This holds either the pre-populated or the modified content that was sent by the Payer.	hurry.content@patience.co.uk

amount	n.nn	Min. 2 chars. Max. 9 chars.	amount : This is the total of the purchase 1, purchase 2 fields, and if enabled, donation 1 and donation 2 fields. All fields can be changed by the Payer unless fixed values were supplied for the fields.	108.56
noOfCollections	integer	Max. 3 chars	number of collections : Holds the total number of collections that has been made for the client. This parameter is not modified by the Payer.	5
currency	alphabetic	3 chars	currency : 3 digit ISO currency code that comes as alphabets.	EUR, JPY, GBP
transId	alphanumeric	Max. 20 chars.	unique ID for the transaction : This is the identifying string that is associated with the transaction. It could be supplied by the client or the Payer, but must be unique throughout the system.	tvendor06052015_1713
transTime	datetime	timestamp	transTime : milliseconds since epoch hour(00:00:00 1st January, 1970) , at which the transaction occurred.	2015-04-08 15:26:54

IdKey (optional)	alphanumeric	16 chars	Generated Identity key : A unique alphanumeric string that is supplied by the client and passed onto RSM as an identifier. An algorithm such as MD5, SHA256 is also selected as the encryption method. The IdKey is used within the algorithm during the encryption of the information that is sent to the client as the response to the Callback POST being set to 'Y' for a mandate.	A5eo41ud5sSebP7k
IdentityCheck (optional)	alphanumeric	40 chars.	Identity Check Hash value : A hash value that is generated by the RSM system, in creating a unique identifier once merged with the Id Key.	

See the section on Callback Validation for more information on the IdentityCheck and IdKey fields.

Callback Validation

This facility enables the Callback data to be validated against a secret "ID Key", which is to be supplied by the client.

If the Callback POST option was set to 'Y' during the creation or modification of a campaign, and an ID key was entered along with the selection of an algorithm, then each time a Callback is carried out, an additional parameter called the 'IdentityCheck', is passed along with other data during the Callback's response. The parameter takes the value of a secure hash of some of the callback parameters (listed below), concatenated with the entered key value, the result of which is then put through the selected secure hashing algorithm.

The idea is that only the person that knows the entered key and knows which algorithm was selected can recreate the result, and therefore knows the callback must have come from RSM. Using the transaction data ensures that the result changes for every transaction and verifies that the parameters have not been tampered with.

The callback parameters used in the Identify Check field are:

```
name                  ←concatenated with →     Id Key

address

postcode

country

email

amount

desc

transTime

transId

appealcode

donorref
```

An example string (the Id Key is shown underlined):

```
name=Mr Test Man&address=1 Street
Sometown&postcode=MK45
4HS&country=GBR&email=test@rsm2000.co.uk&amount=10&desc=Tester
PDD&transTime=1528362489000&transId=661122006816&appealcode=abc&donorref=123Snf8qJs
PoySAKm4
```

…. is hashed using the SHA-1 algorithm and results in the following string being output:

```
0f9543121bb158e41261625b6254aa97a8ad4be8
```

The output string will always be 40 characters in length; the vendor can therefore reproduce the string using the parameters passed, concatenated with the secret ID key, and compare the hashed result to the string received in the Callback POST. If the strings match, then the Callback is validated. Please note that the address parameter should have any carriage return and line breaks included.

N.B. This is an optional facility and if the chosen secure hash algorithm is set to “none”, then the above string will not be passed.