



globalcollect™
International Payment Services

**Implementation Guide
GlobalCollect
V6.0**

Contents

| | | |
|----------|--|-----------|
| 1 | Introduction | 4 |
| 1.1 | GlobalCollect Contact Information | 4 |
| 1.2 | Disclaimer | 4 |
| 1.3 | Goal and Context | 4 |
| 1.4 | Document structure..... | 4 |
| 1.5 | Overview of related documents | 5 |
| 2 | WebCollect Implementation | 6 |
| 2.1 | General | 6 |
| 2.2 | Business Implementation..... | 6 |
| 2.3 | Technical Implementation | 6 |
| 2.4 | Testing | 6 |
| 2.5 | Operational Implementation..... | 6 |
| 2.6 | Financial Implementation | 7 |
| 2.7 | Merchant Requirements..... | 7 |
| 3 | Business implementation..... | 8 |
| 3.1 | Merchant Intake Application..... | 8 |
| 3.2 | Risk Assessment..... | 8 |
| 3.3 | Determine deposit | 8 |
| 3.4 | Reseller or Merchant Agreement | 8 |
| 3.5 | GlobalCollect Account Opening | 9 |
| 4 | Operational Implementation..... | 10 |
| 4.1 | When to Ship..... | 10 |
| 4.2 | Order Tracking | 10 |
| 4.2.1 | <i>Merchant Reference</i> | 10 |
| 4.2.2 | <i>Order ID</i> | 11 |
| 4.2.3 | <i>Payment Reference Number</i> | 11 |
| 4.3 | Exception Management | 11 |
| 4.3.1 | <i>GlobalCollect Payment Console</i> | 11 |
| 4.3.2 | <i>Payment Transaction Inquiries</i> | 11 |
| 4.3.3 | <i>Expected Payment Receipt Times</i> | 11 |
| 4.3.4 | <i>Unpaid Bank Transfers</i> | 12 |
| 4.4 | Daily Transaction Report | 12 |
| 4.5 | Transaction Cut-Off Times..... | 13 |
| 5 | Financial System Implementation | 14 |
| 5.1 | Currency Considerations | 14 |
| 5.2 | Funds Settlement..... | 14 |
| 5.3 | Exceptions..... | 14 |
| 5.4 | Weekly Reports..... | 14 |
| 5.4.1 | <i>Collection Report</i> | 14 |
| 5.4.2 | <i>Financial Statement</i> | 15 |

| | | |
|----------|--|-----------|
| 6 | Technical Implementation | 16 |
| 6.1 | Merchant Link..... | 16 |
| 6.1.1 | <i>Guidelines for Displaying Bank Information.....</i> | <i>16</i> |
| 6.2 | Customer Link..... | 17 |
| 7 | Testing..... | 18 |
| 8 | Changes | 19 |
| 8.1 | Additional Countries, Currencies or Payment Types..... | 19 |
| 8.2 | GlobalCollect Account Closing..... | 19 |
| 8.3 | Change procedure | 19 |
| 9 | Evaluation Form | 20 |

1 Introduction

1.1 GlobalCollect Contact Information

Contact us

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Comments or suggestions to this document (and other documents) are welcome and can be sent to pmd@globalcollect.com

Web site

Visit the GlobalCollect Web site www.globalcollect.com for information about the products and services of GlobalCollect.

Customer services

Customer services of GlobalCollect can be reached at customerservice@globalcollect.com

Merchant Intake Application

Your Account Executive can provide you with the application forms.

GlobalCollect Payment Console

The on-line Management Information Tool of GlobalCollect, the GlobalCollect Payment Console, can be accessed at <https://ps.gcsip.com/wpc/wpc.jsp>
You will need a username and password, which will be provided during the implementation process.

1.2 Disclaimer

GlobalCollect gives extensive attention to the content of this document but makes no warranties or representations about the accuracy or completeness of it. Neither GlobalCollect nor any of its affiliates shall be liable for any direct, incidental, consequential, indirect or punitive damages arising out of access to or use of any content of this document.

1.3 Goal and Context

The Implementation Guide describes in general the implementation of the WebCollect services, aiming to make this process transparent and easy to understand for all parties involved. It is especially intended for business managers, operations managers, technical managers and project managers. The document frequently refers to other external documents published by GlobalCollect, which may be relevant for you as a reseller or as a merchant. Updates of this document will be published on the GlobalCollect payment console.

1.4 Document structure

The first part of this document, chapters 2 to 7, describe the different aspects of the implementation of WebCollect and the related payment products. It covers business, operational, financial and technical aspects.
Chapter 8 describes the procedures for changes.

1.5 Overview of related documents

Programmers Guide WebCollect

The technical guide for your developers. This guide describes all front-end interfaces (for online and offline payment methods).

User Guide - File Transfer

A technical manual describing how to set up a Secure File Transfer account on the GlobalCollect SFT site. With this account you are able to download the (daily) operational and (weekly) financial report files of GlobalCollect.

Network Glossary

An extensive sheet with all available payment combinations GlobalCollect can offer you.

Intake WebCollect Customer Link

A form especially designed for Customer Link merchants. This form is needed in order to configure the GlobalCollect's Payment Pages according to your wishes.

Administrative Guide

A summarization of all GlobalCollect administrative procedures.

Programmers Guide Reporting

The reporting technical guide for your developers. This guide describes the file layout of the (daily) operational and (weekly) financial report files of GlobalCollect.

It also gives very useful information to insure you can reconcile the payments to your sales orders and reconcile for financial department.

Implementation Process Presentation

This presentation visualizes the Implementation Steps mentioned in this guide and provides samples of the services and reporting time lines etc...

2 WebCollect Implementation

2.1 General

Full implementation of the WebCollect services requires normally between 1 week to 3 months, depending on the impact of the changes in your own organization. The process is divided into five phases, which are summarized below. For specific details about implementation, see next chapters.

2.2 Business Implementation

During this phase of your implementation, the following happens:

- With help from GlobalCollect, you determine which countries, currencies, and payment types you want to implement to meet your business needs.
- GlobalCollect provides you a price quote based on the above information and related to the expected volumes.
- You fill out the GlobalCollect the Merchant Application and Intake Forms that includes information about your company; the countries, currencies, and payment types you have chosen; and projected transaction volumes.
- GlobalCollect performs an underwriting assessment to determine the risk level associated with your account.
- You and GlobalCollect together sign a reseller or a merchant agreement
- You might be required (based on the payment types you plan to accept) to establish a deposit that covers any chargebacks or credits should your organization be unable to cover these obligations in the future.

2.3 Technical Implementation

The technical part consists basically of building the interfaces:

- You implement the WebCollect API for the payment types you want to use
- You update your web store check out pages to support these new payment types (Merchant Link) or you integrate the GlobalCollect Payment Pages into you web store (Customer Link).
- You implement an interface for processing the daily and weekly reports in your operational/sales and financial management systems

2.4 Testing

The last phase of implementation is the testing phase. During this phase you perform end-to-end testing to ensure that your systems and GlobalCollect's systems have been set-up correctly and are processing orders and payments as requested. Depending on the payment types implemented specific test cases should be used. GlobalCollect will provide guidelines for testing and prepare a testplan.

2.5 Operational Implementation

During this phase you update your operational policies to take into account the different credit and fraud characteristics of each payment type. For example, you may need to update your fulfillment policies to accommodate the "offline" payment types, such as bank transfers.

2.6 Financial Implementation

GlobalCollect will provide settlement of funds on a weekly basis in the currency or currencies that you specify. If you have very high order volume, you may be eligible for bi-weekly remittance. To help with reconciliation, GlobalCollect will provide a set of daily operational and weekly financial reports, which are discussed in detail in chapter 5.

To be able to reconcile the reported payments you may need to modify your accounting and financial management systems slightly.

2.7 Merchant Requirements

To help the Implementation Manager assess your requirements against the technical specifications and functionality of the WebCollect services we would like you to complete the following form.

| Merchant Requirements | |
|-------------------------------------|---|
| Business Requirements | Please describe any requirements which have not been covered in our documentation or have not been covered in sufficient detail |
| Order Process Requirements | |
| Payment Process Requirements | |
| Technical Requirements | Please describe any requirements which have not been covered in our documentation or have not been covered in sufficient detail |
| Security Requirements | |
| Coding Requirements | |
| Character Set Requirements | |
| Connectivity Requirements | |
| Additional Comments and Suggestions | |

3 Business implementation

3.1 Merchant Intake Application

The first step is to fill out all the application forms. Your Account Executive contact can help you with completing the forms.

Information needed:

- Basic information about your company
- Payment types you want to accept
- Countries you want to do business in
- Projected transaction volumes
- Currencies you want to accept payments in
- Bank accounts and currencies you want to receive funds in

GlobalCollect staff can make recommendations on the payment types to accept based on the countries you want to do business in. For a list of the countries each payment type is available in we refer to the Network Glossary .

3.2 Risk Assessment

GlobalCollect uses the above account application information to decide if the merchant and industry fits the GlobalCollect acceptance criteria.

The assessment takes approximately 5 working days to complete.

3.3 Determine deposit

Upon approval, you may be required to fulfill a certain deposit. The deposit covers chargebacks and credits in the event your organization is unable to cover these obligations at some point in the future.

The amount of the reserve is depending on your projected sales activity (based on the payment types you plan to accept, your business history, and your business type) and the outcome of the risk assessment. In principle twice a year GlobalCollect recalculates and adjusts the deposit appropriately based on actual transaction activity. Reserve funds are refundable upon closure of your GlobalCollect merchant account. See *Administrative Guide* for more details.

GlobalCollect is entitled to review and adjust the amount of the deposit regularly during the term of the agreement on the basis of actual risk and monetary volume processed under your account.

3.4 Reseller or Merchant Agreement

All of the business arrangements, including the terms and conditions relating to the reserve account, will be clearly identified in a reseller or merchant agreement that must be endorsed by you and GlobalCollect.

Contracts to be agreed up on are:

- Mutual Confidentiality Agreement
- Power of Attorney
- Resale Agreement
- Resale Terms and Conditions

3.5 GlobalCollect Account Opening

After the agreement has been endorsed, GlobalCollect will open and configure your account. We will open a merchant ID with associated merchant numbers in case of online and offline card acceptance. We will, if necessary, open accounts to receive direct debit and/or realtime bank payments.

We will inform you when our card acquirers are ready to process credit card payments from your customers.

Also the test account will be opened at this point, enabling you to start submitting test transactions.

4 Operational Implementation

This section describes order management and policy considerations that are dependent on whether you sell physical or digital goods, and what type of payment types you accept.

Key operational considerations include:

- When to ship
- Tracking orders and payment arrival
- Handling exceptions

4.1 When to Ship

If you accept offline payment methods such as bank transfers, direct debits, or offline credit cards, you must decide if you will ship goods as soon as the customer places the order, or delay shipment until you receive the payment.

If you ship based on order initiation rather than confirmed payment, you can use the online response of the WebCollect system, in case of Merchant Link, or the PSC message in case of Customer Link. When the status of the order is 800 (OK) you can ship.

Alternately, if you ship based on confirmed payment, you should look for confirmation of payment in the daily operational report called the WebCollect Single Report, described in the Programmers Guide Reporting. This report shows all received payments that are related to transactions that were submitted by you. When a payment has been reported, the amount will be remitted in the appropriate currency at the end of the remittance period.

If you plan to delay shipment until you receive a confirmation of payment, consider informing the customer of this when they place the order.

4.2 Order Tracking

There are different identifiers that you can use to track a customer's order:

- Merchant reference
- OrderID
- External Reference
- Payment reference (used for bank transfers only)

For more details how to track your orders, see *Programmers Guide Reporting*.

4.2.1 Merchant Reference

GlobalCollect would suggest to use the merchant reference as the unique value for each order per Merchant ID. This field is a string (20 characters) and can contain combinations of data, such as your order ID and customer ID, if useful. The merchant reference is reported then in the daily operational report file. You can use this reference to search for the transaction in the GlobalCollect Payment Console. The merchant reference will be used to refer to the original payment in case of a refund.

If the merchant reference is not used, the WebCollect system will generate a unique value instead, which is built up of the following components:

1. MerchantID
2. OrderID
3. EffortID
4. AttemptID

All with leading zeroes. This is a thirty-character field, of which the first twenty characters are reported in the daily operational report file and the weekly financial appendix .

4.2.2 Order ID

Each order in the WebCollect system needs to have a unique order ID. You must make sure you use a unique value. If not, WebCollect will return an error message and reject the order. The order ID appears in the online response and PSC message. However, the order ID will be included as part of the order-number or additional reference (dependent on the payment type) in the daily operational report file.

You can reconcile your orders with payments using either the merchant reference or the ordered (see also section 4.2.1). More detailed information on how to reconcile your orders with the reported payments can be found in the *Programmers Guide Reporting*.

4.2.3 Payment Reference Number

For bank transfers, there is a third identifier: the payment reference number. This number is a unique value generated by GlobalCollect for each bank transfer. You receive this value in the bank transfer reply, and you must display it prominently to the customer.

Your customer must use this payment reference when making the bank transfer enabling GlobalCollect to match the payment with the order. You do not necessarily need to store this value, but it is advisable to do so. The payment reference appears on the daily operational report file. Your customer can use the payment reference in case of inquiries.

4.3 Exception Management

4.3.1 GlobalCollect Payment Console

If you want to know the status of a particular transaction, you can use the GlobalCollect Payment Console (WPC). The screens show basic information and current status for all of your payment transactions. The screens are available 24 hours a day through the URL <https://ps.gcsip.com/wpc/wpc.jsp>.

Transactions that you submit to GlobalCollect using the API will show up almost immediately on the WPC. The status of your transactions will then be updated on the WPC on a daily basis before 00.00 CET on Monday to Friday. Also, the WPC is updated almost immediately when you submit a follow-on transaction (for example, a credit or refund).

4.3.2 Payment Transaction Inquiries

To request an inquiry, please use the Inquiry functionality of the WPC. If you click on the Inquiry button, the form is populated automatically with all the data that is stored in WebCollect. This way the user does not have to enter the data again and this avoids typos.

All communication regarding the payment inquiry will be done via e-mail, to the address supplied in the inquiry request.

Generally, results will be available within one business day.

4.3.3 Expected Payment Receipt Times

Please take into consideration the following information when assessing how long to wait for a payment before making an inquiry with GlobalCollect:

Credit card settlements are reported one day after receipt of the acquiring bank. Generally receipt of the settlement takes about 2 to 3 working days, however, this is depending on the bank.

Direct debit payments are processed within three to five business days.

Bank transfers are processed within different time periods depending on the customer and country.

4.3.4 Unpaid Bank Transfers

For bank transfers that are yet unpaid:

- You may need to remind the customer that payment is due.
- Transactions that are not paid will continue to show on the WPC. They will remain in the “SENT” status (status 900, sent to back-office and waiting for payment).
- You should periodically purge old pending orders from your database.

4.4 Daily Transaction Report

GlobalCollect creates a payment report daily, WebCollect payment report, which you can download from your Secure File Transfer account.

This daily report lists the processing results of all transactions you submitted to GlobalCollect.

This includes:

- Credit card payments, refunds and chargebacks (both for online and offline)
- Rejected offline credit cards
- Bank transfers payments and bank transfer refunds
- Direct debit payments and direct debit refusals/reversals/refunds
- Corrections on processed transactions

The report is available for download daily before 23.00 pm CET on Monday till Friday.

You can use the report to do the following:

- Trigger order fulfillment for online payment types (although the online response of WebCollect can be used as well)
- Trigger order fulfillment for offline payment types
- Reconcile confirmed payments to orders for all of the payment types
- Estimate settlement amounts and revenue
- Trigger your Customer Services to follow-up unpaid orders

Each transaction entry in the report includes (amongst other fields) the merchant reference, payment type, currency code and amount.

Important

If you have not (yet) finished the reporting part of the implementation process, your Implementation Manager cannot give a final GO to put your account live!

For complete details on the WebCollect payment report file and for more details on how to use this report for your reconciliation, see the *Programmers Guide Reporting*.

4.5 Transaction Cut-Off Times

All transactions that you submit on a business day before 12:00 am CET, will be processed the same day. The result of this is:

- Credit card online payments authorized the day before after 12:00 am CET and before 12:00 am CET that day are sent to the back office and to the banks for settlement and reported after settlement has been received by GlobalCollect
- Credit card offline payment sent for authorization before 12:00 am CET are sent to the back office and to the banks for authorization and settlement. The result of the authorization is reported the same day. The settlement is reported after settlement has been received by GlobalCollect
- Direct debit payments sent to the banks for processing. The payments are reported as soon as they are received by GlobalCollect
- Prepare the system for receiving bank payments (in case of bank payments or physical invoices)
- Print files sent to printing office

Transactions received after 12:00 am CET will be processed the next business day. Transactions received by WebCollect during the weekend will be processed on Monday. All transactions processed in GlobalCollects' back office (received bank payments or direct debit payments, refunds, etc.) are reported on the day the payment is received by GlobalCollect. During the weekend no reporting is generated.

For more details about cut-off times, see the *Programmers Guide Reporting*.

5 Financial System Implementation

This section describes international settlement and the movement of funds from the customer's account to your account. As with any new payment system, it is critical that you become familiar with the unique characteristics of the payment types that you will be accepting, and that you modify your accounting and financial management systems appropriately.

5.1 Currency Considerations

GlobalCollect supports settlement and remittances in the currencies listed in *GlobalCollect Network*

You can choose to settle in a single currency (standard procedure), or multiple currencies. For example, depending on your business considerations, you may wish to have transactions originating in Great Britain settled in pounds sterling, while transactions originating in France settled in euros. Alternatively, both types of transactions could be settled in U.S. dollars or any other of the available settlement currencies. GlobalCollect can advise you in selecting settlement currencies.

Converting customers' local currency to your settlement currency entails unavoidable currency risk. The customer bears the currency risk if you regularly update your product prices to reflect fluctuating currency exchange rates. You bear the risk if you fix your product prices in the customer's local currency.

5.2 Funds Settlement

GlobalCollect typically collects all of the foreign currency payments together for financial settlement with you on a weekly basis. If you have high order volume, you may be eligible to receive the funds twice a week.

A record of the funds collected during the week period is summarized in the Collection Report and Financial Statement. In addition to the payments, the weekly remittance includes deductions for reversals, refunds, and any additional merchant deposit requirements.

Funds are transferred overnight for availability on Tuesday or Wednesday into your currency account(s).

See "Weekly Reports" below for more information about the Financial Statement.

5.3 Exceptions

If the net amount to be remitted in the weekly period is less than 100 euros or equivalent, then the remittance will be delayed and processed when the remittance amount reaches 100 euros.

5.4 Weekly Reports

You receive two weekly reports (Collection Report and Financial Statement) that show information about remittance of funds into your account. These reports are available on your Secure File Transfer on Fridays and Mondays respectively (based on a weekly remittance period).

5.4.1 Collection Report

The weekly Collection Report shows the total amount of collected payments in each foreign currency, the remittance amount for each foreign currency, and the exchange rates used, per account.

The Collection Report is accompanied with an Appendix especially for your financial department. The Appendix contains a summary of the transactions totalizing the reported amounts in that collection period. The Collection Report is made available one day after the

closure of the collection period and the Appendix will be made available two business days after the closure of the collection period.

For more details and samples of the Collection Report and the Appendix, see the *Programmers Guide Reporting and Administrative Guide*.

5.4.2 Financial Statement

The weekly Financial Statement gives you all details about the amount(s) that will be remitted to one or more of your bank accounts for a specific period of time.

The Financial Statement will be made available on the 2nd business day after closure of the collection period.

For more details and an example of the Financial Statement, see the *Programmers Guide Reporting and Administrative Guide*.

6 Technical Implementation

API information on credit cards, bank transfers, real time banking, cheques, printed invoices, direct debits, and their associated refunds, is included in the *WebCollect Programmers Guide*. Furthermore we recommend building an interface that is able to process the daily operational report file automatically in your operational and financial systems.

An important decision to be made before technical implementation starts is whether the Merchant Link or Customer Link option will be implemented. In the first option you send complete order and payment information to GlobalCollect for processing. If you have a web site where your customers can pay, you will implement the different payment methods on your own payment pages. Merchant Link is very suitable in cases where payment information is captured on a web site or for call centers.

With the Customer Link solution your customers are redirected to the GlobalCollect Payment Pages after completion of the order steps. This solution is very suitable for web stores, where the payment details are not to be captured on the web store itself.

6.1 Merchant Link

With Merchant Link you insert the order and payment information in the WebCollect system. The order and payment information is captured on your own systems (through your web store, by call center employees, etc). The insert can be done in two ways. First option is by using the API `INSERT_ORDERWITHPAYMENT`. Upfront your system will have to know which payment methods, payment types, countries and currencies your system should offer for that specific customer/order.

Second option is to do it in two steps, first insert the order information with the `INSERT_ORDER` API. Then retrieve information from GlobalCollect about the available payment methods, payment types, countries and currencies and show these options to your customer. After your customer has completed his payment you perform a `DO_PAYMENT`. Though this option you can build your payment page(s) in a more dynamic and flexible way. When new payment options are added, you do not need to do any or little development.

On the `INSERT_ORDERWITHPAYMENT` or `DO_PAYMENT` an online response is communicated back to your server. This response contains the result of the request and, in case of an online credit card payment, the authorization result. This result should be captured in your order system.

The request and response are communicated within one online session/connection.

6.1.1 Guidelines for Displaying Bank Information

If you choose to implement bank transfers, cheques or direct debits, you will be displaying bank account information to your customer or requesting it from them. The representation of the account information varies from country to country. To minimize delays or errors in funds transfer, GlobalCollect recommends that you pay special attention to how the bank account information is typically displayed in each country. For example, some countries require only a bank account number, while other countries also require a special bank code (like bankleitzahl in Germany and Austria).

For guidelines on the bank account number structures used in various countries, see the *WebCollect Programmers Guide*.

For guidelines on the payment instructions see the Business Guides and the GlobalCollect Demo through the GlobalCollect website.

6.2 Customer Link

If you choose for Customer Link, you will be using GlobalCollects' Payment Pages. When your customer has completed the order process and indicates he wants to pay, he will be redirected by your system to the payment site of GlobalCollect. The pages presented then will be customized according to your wishes; they can have a similar "look and feel" to your own web site.

After your customer is redirected to GlobalCollects' Payment Pages he/she has left your server and is operating on the GlobalCollect server. So the result of the payment cannot be sent to your server within the same session of the INSERT_ORDER request. The result will be sent in a separate session that will be opened after your customer has successfully completed the payment request. We call this the result message: Payment Status Communicator message (PSC message). This PSC message will be sent to your server within approx. one minute after successful completion of the payment request.

Note that an aborted payment attempt or unsuccessful payment attempts will not result in a PSC message.

In order to have GlobalCollects' Payment Pages customized according to your wishes GlobalCollect will send you a *Merchant Intake WebCollect Customer Link* form which you can complete with layout requirements and other the setting requirements.

7 Testing

During the last phase of your implementation, you perform end-to-end testing to ensure that the interface(s) between your systems and the GlobalCollect systems are working according to the specifications and agreed functionalities. Together with your Implementation Manager a test plan, including deadlines, will be prepared. An example of a test plan to implement the WebCollect Merchant Link interface can be found on page 21 of this document. All test cases will be conducted on the test account. This test account will remain open after you have gone live. This enables you to do more testing if you wish to do so. In case of changes you can test them before going live with these changes.

When your testing is complete, the Implementation Team will help you go live by configuring and activating the Live account(s) appropriately.

8 Changes

The change procedure involves informing your Account Executive contact who will start the change process.

8.1 Additional Countries, Currencies or Payment Types

Following changes to your business practices, you will typically add payment types, countries and/or currencies to your GlobalCollect account.

GlobalCollect will update your reseller or merchant agreement with an addendum and will review your current deposit to see if it requires adjustments based on the desired changes. After all parties agree to the addendum, GlobalCollect will open any additional credit card merchant numbers, direct debit accounts needed and/or any other necessary changes.

Dependant of the payment type, adding new countries or currencies can take a few days through to several weeks.

8.2 GlobalCollect Account Closing

For the exact account closing procedure we refer to the *Administrative Guide*.

Basically following the request to close an account a date from which no new transactions will be accepted will be agreed but the administrative and operational processes will continue for six month, dependant of the payment method. For example, bank payments received will still be matched and reported.

After this period the processes are stopped.

Twelve months after closure of the account the deposit will be returned. GlobalCollect reserves the right to deduct any amounts due.

If you request to discontinue a country, currency or payment type, GlobalCollect will regard this as a change, and the normal procedure for changes will be followed.

8.3 Change procedure

In case of other changes, relatively small changes to your account information, you must notify your Account Executive contact, and simultaneously enter the change in the Merchant Intake Application. Your Account Executive contact will together with you agree upon a date when the change will be effective.

9 Evaluation Form

Through below questionnaire we would like to get your feedback following the completion of any Implementation process on one of the GlobalCollect Services and your suggestions as to how we can improve this process.

| Implementation Evaluation Form – Service Implemented: <name of the service eg. WebCollect Merchant Link> | |
|---|---|
| Statement / Question | |
| The Implementation Project was managed | Poorly <input type="checkbox"/> Adequately <input type="checkbox"/> Well <input type="checkbox"/> |
| The Technical knowledge of the Implementation manager/team was | Poor <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> |
| The Product knowledge of the Implementation manager/team was | Poor <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> |
| The information / advise given by the Implementation manager/team was | Poor <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> |
| The Presentation style was (if applicable) | Poor <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> |
| The content of the Presentation(s) was (if applicable) | Poor <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> |
| The Implementation calls where | Poor <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> |
| The Technical documentation was | Poor <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> |
| The Planning clearly stated goals and timing | Poor <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> |
| The Testing capabilities were | Poor <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> |
| The Testing documentation was | Poor <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> |
| Where your expectations met? | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Additional Comments and Suggestions | |

<Merchant name> - <merchant ID>

**Implementation Planning
WebCollect Merchant Link**

Last update:

| Activity | Owner | Planned start date | Planned end date | Status | Dependencies | Priority | Remarks |
|----------|-------|--------------------|------------------|--------|--------------|----------|---------|
|----------|-------|--------------------|------------------|--------|--------------|----------|---------|

| | | | | | | | |
|--|--------------------|--|-----------|--|--------------------|--|--|
| 1 Intake | | | | | | | |
| 1.1 Send intake form | GC | | | | | | |
| 1.2 Complete intake form | <Merchant name> | | | | 1.1 | | |
| 1.3 Risk assessment | GC | | | | | | |
| 1.4 Recap of payment methods | <Merchant name>/GC | | | | 1.2 | | |
| 1.5 Recap of countries | <Merchant name> | | | | 1.2 | | |
| 1.6 Recap of currencies | <Merchant name> | | | | 1.2 | | |
| 2 Send non-technical documentation | | | | | | | |
| 2.1 Send Business Guides | GC | | | | | | |
| 2.2 Send Administrative Manual | GC | | | | | | |
| 2.3 Send Service Level Guide | GC | | | | | | |
| 2.4 Send User Manual WPC | GC | | | | | | |
| 3 Set up SFT | | | | | | | |
| 3.1 Send SFT documentation | GC | | | | | | |
| 3.2 Apply for SFT | <Merchant name> | | | | 3.1 | | |
| 3.3 Test SFT (upload and download) | <Merchant name>/GC | | | | 3.2 | | |
| 4 Develop Merchant Link interface | | | | | | | |
| 4.1 Send technical documentation | | | | | | | |
| 4.1.1 Send Programmers Guide WebCollect | GC | | | | | | |
| 4.1.2 Send Programmers Guide Reporting Report File | GC | | | | | | |
| 4.1.3 Send examples Report File | GC | | | | | | |
| 4.1.4 Send XML examples | GC | | | | | | |
| 4.2 Set up Test account | | | | | 1.2 | | |
| 4.2.1 Provide IP address test server | <Merchant name> | | | | | | |
| 4.2.2 Distribute GC MerchantID | GC | | | | | | |
| 4.2.3 Configure test account | GC | | | | | | |
| 4.2.4 Configure payment options | GC | | | | | | |
| 4.2.5 Provide loginID/password WPC TEST | GC | | | | | | |
| 4.3 Develop Interfaces | | | | | | | |
| 4.3.1 Develop API's (XML interface) | <Merchant name> | | | | | | |
| 4.3.2 Develop interfaces for reporting (payment and financial reports) | <Merchant name> | | | | | | |
| 4.4 Testing | | | | | 4.3.1 | | |
| 4.4.1 Test API's | <Merchant name> | | | | | | |
| 4.4.2 Provide test reporting | GC | | | | 4.4.1 | | |
| 4.4.3 Test received reporting | <Merchant name> | | | | | | |
| 4.4.4 Send Accreditation Test document | GC | | | | | | GC will indicate which test cases applicable |
| 4.4.5 Conduct accreditation test | <Merchant name>/GC | | | | 4.4.4 | | |
| 5 Prepare for going live | | | | | | | |
| 5.1 Apply for Merchant numbers card acquirers | GC | | | | 1.2 | | Takes about 1 week |
| 5.2 Provide IP address production server | <Merchant name> | | | | | | |
| 5.3 Configure production account | GC | | | | 4.4.5, 5.1, 5.2 | | |
| 5.4 Provide loginID/password WPC PROD | GC | | | | | | |
| 5.5 Test live interface | <Merchant name>/GC | | | | | | |
| 5.6 Final GO | <Merchant name>/GC | | 03-Aug-05 | | 5.3, 5.5 | | |





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