

SOTPay

User Guide V1.0

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1 About SOTPay

SOTPay is a cloud based, PCI DSS certified software that handles MOTO and ECOM transactions. Like our gateway, it's secure and carries out a number of fraud checks using address verification (AVS) and the 3-digit security code (CV2) to verify the card used in the transaction. We've integrated with SOTPay via our Virtual Terminal so you or your customers can use SOTPay if you wish to.

To find out more about SOTPay, visit their website here:

www.galatechnology.co.uk/sotpay

2 Using SOTPay

To use SOTPay, you must have a VendorID and an API token from SOTPay. Once you have those details, our support team can enable SOTPay for you or you can enable it yourself under the 'Preferences Tab' under the section 'SOTPay Integration' by changing the 'SOTPay Enabled' box to 'Yes' and hitting 'Update SOTPay'.

Once enabled, enter your VendorID and API Token into the boxes provided and hit 'Update SOTPay' again.

SOTPay Integration

If you have an account with Secure Order Transfer then you can configure the system to register transactions using our Virtual Terminal.

SOTPay Enabled: *required*

Update SOTPay

SOTPay Integration

If you have an account with Secure Order Transfer then you can configure the system to register transactions using our Virtual Terminal.

SOTPay Enabled: *required*

Please provide your SOTPay credentials used to access the SOTPay API on behalf of this merchant account.

Vendor ID:

API Token:

Update SOTPay

Once done, you're enabled with SOTPay to use with our Virtual Terminal.

2.1 Virtual Terminal

We've integrated SOTPay seamlessly into our virtual terminal, so if you've performed a transaction via our VT previously, the process will feel familiar.

Under 'Transaction Details', change the Payment Mode to 'Register a SOTPay Transaction'.

*Currency:

*Payment Mode:

*Amount:

This will present a new section called 'SOTPay Options'.

SOTPay Options

SOTPay Options ▼

*Attended:

*Agent Name:

Send link by:

Attended

Attended is for whether the cardholder is currently actively talking to the person taking their payment. It comes with two options:

Customer Present – Select this if the customer is currently talking to you either on the phone or face-to-face.

Customer Not Present – Select this if the customer is currently not available to talk to

Agent Name

This is the name of the person currently taking the payment from the cardholder.

Send Link By

This is where you choose how to send the SOTPay transaction link to the cardholder. This provides 4 options

Do not send (Generate link only) – Select this to generate the SOTPay link within the VT. After it has been generated, you can either send the link to the cardholder yourself or present it to them to click.

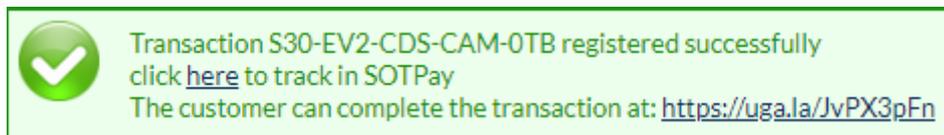
Email only – Select this to send the SOTPay link to the cardholder via e-mail. This makes the customer email field in the Virtual Terminal mandatory.

Text message only – Select this to send the SOTPay link to the cardholder's mobile phone number. This makes the customer phone number field mandatory in the virtual terminal.

Both email and text - Select this option to send the SOTPay link to both the cardholder's e-mail address and mobile phone. This will make the customer phone and customer email fields mandatory in the virtual terminal.

Once you've filled in the above details, fill out the remaining relevant details of the transaction, e.g. Cardholder information, card number, etc. and click 'Register SOTPay Transaction'.

Once done, this will either send a link to the cardholder depending on the options chosen in 2.1.3 or provide a link for you to send to them at the top of the Virtual Terminal.



You can track the status of the transaction with the link provided.