

# SecureBill

**Integration Guide** 

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# **Document Control**

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# 1 Introduction

## 1.1 What is SecureBill

SecureBill is a hosted payment page that is tailored to bill payments.

If you are a government, utility, ISP, health organisation or insurer and render invoices to your customers, then SecureBill is the simplest way to take payments.

The web page has a large number of parameters that can be customised, giving you control over the look and feel of the page. Customisable parameters include the background colour, whether the SecurePay logo is displayed, the name of the type of bill or invoice and many more.

## 1.2 Intended Audience

This document is intended for developers integrating SecurePay's SecureBill interface into their own or their customer's applications or websites.

It is recommended that you have adequate experience in web programming and an understanding of ecommerce platforms.

## 1.3 About this Guide

This guide provides technical information about integrating and configuring SecurePay's SecureBill within your environment.

## 1.4 Feedback

Continuous improvement is one of SecurePay's core values. We welcome any feedback you have on our integration guides as a way to help us improve any future changes to our products.

If you wish to leave feedback, please email us at <a href="mailto:support@securepay.com.au">support@securepay.com.au</a>.

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# 2 SecurePay Overview

## 2.1 Accepted Payment Methods

The SecurePay system supports Visa, MasterCard, AMEX, JCB, Diners Club, and Direct Entry transactions.

With a standard Internet Merchant Account, Merchants can accept Visa and MasterCard transactions.

To accept AMEX, JCB or Diners Club you will need to apply directly with these Card Schemes.

**AMEX/JCB** 1300 363 614

**Diners Club** 1300 360 500

To enquire about accepting Direct Entry transactions please speak to one of our SecurePay Payment Gateway Advisors on 1300 786 756 (option 2).

## 2.2 Direct Entry

Direct Entry payments are not processed in real time; they are stored in SecurePay's database and processed daily at 16:30 AEST/AEDT.

## 2.3 FraudGuard

SecureBill supports the use of SecurePay's FraudGuard service. FraudGuard provides merchants with greater control in detecting fraud and fraudulent transactions before they occur. For more details please click here.

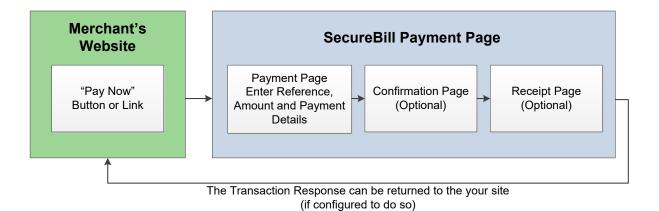
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## 3 SecureBill Overview

SecureBill is a secure payment page hosted in SecurePay's environment that is tailored toward bill payments. The form makes use of SecurePay's SSL certificate to provide maximum security to your customers while processing their transaction.

It can be easily integrated with a website by linking directly to the payment page or the link can be sent directly to customers.

Below is an example of the SecureBill payment flow in its simplest form:



SecureBill also allows you to pass through the reference fields and amount to the SecureBill payment page so that the customer doesn't have to type them out. This is explained in Section 5.2.

The example above mentions the return of the Transaction Response to your site, which is achieved by SecureBill passing the results to a pre-defined URL. This is explained further in Section 5.3.

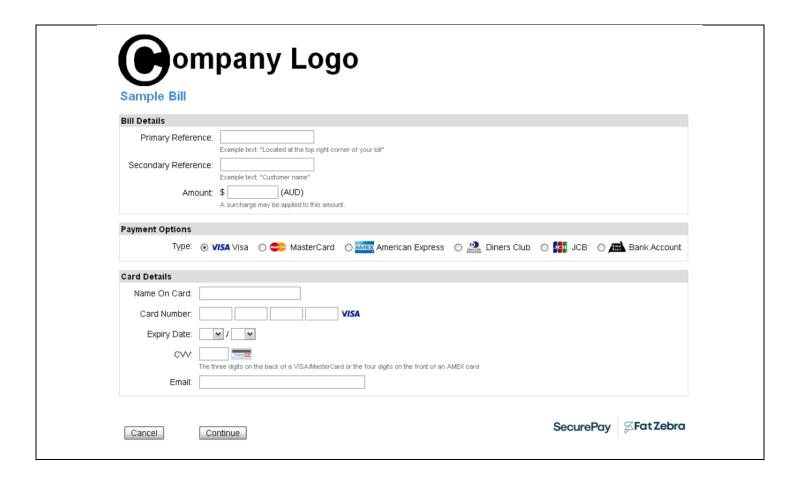
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# 3.1 Payment Page

Below is a screenshot of a sample SecureBill payment page, with all of the options enabled to show the features available.

This sample SecureBill uses the standard styling, which can be changed using CSS. This is explained in section 4.2.2.



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# 3.2 Confirmation Page

The confirmation page is an optional page that allows the customer to confirm their information and payment details before submitting the payment to be processed.



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# 3.3 Receipt Page

The Receipt Page is an optional page that displays the transaction result (Approved or Declined) and a receipt number. The customer can also print the page for their records, or process another payment if required.



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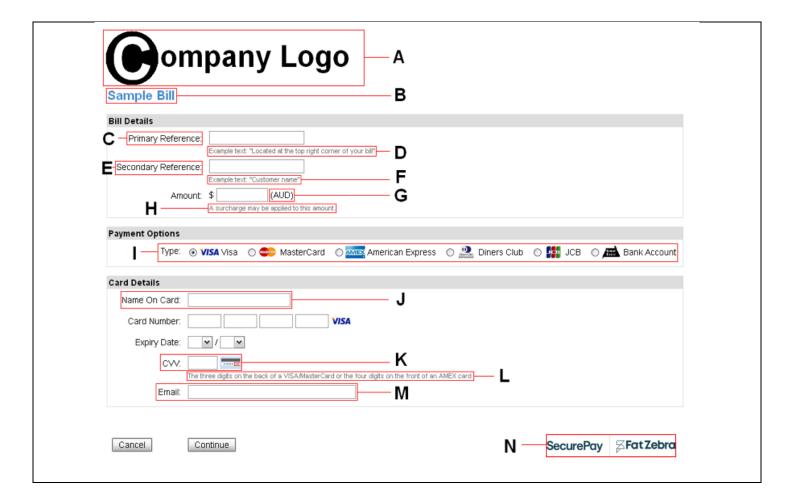
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# 4 Configuring SecureBill

## 4.1 Payment Page

Below is a screenshot of a sample SecureBill payment page, with all of the options enabled to show the features available.

Sample payment page (see next page for label descriptions):



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Label	Name	Description	Required
A	Header Logo	Image file that is displayed at the top of the SecureBill. Usually used to display the logo of the business or company. Example dimension 300 x 100 pixels.	Optional
В	Bill Title	Generally used to display either the company name or the department being paid (rates, infringements, etc).	Mandatory
С	Primary Reference Label	The label of the Primary Reference field. The Primary Reference is what the customer types in to refer to this payment. For example "Rates Assessment Number", "Invoice Number", "Infringement Number", "Customer ID".	Mandatory
D	Primary Reference Description	A description of what the customer should type in this field, or where to find the value to type.	Optional
Е	Secondary Reference Label	The label of the Secondary Reference field. This field can be disabled if not required.	Optional
F	Secondary Reference Description	A description of what the customer should type in this field, or where to find the value to type.	Optional
G	Currency	The currency can be changed per SecureBill page, but only if used in conjunction with an appropriate Multi-Currency Merchant Account.	Mandatory
Н	Surcharging Message	The Surcharging Message is displayed if Surcharging is enabled on the SecureBill. This can be customised, but will default to the text "A surcharge may be applied to this amount."	Optional
I	Payment Options (Tender Type)	Only applicable payment options will be enabled, but can also be disabled if required.	Mandatory
J	Name On Card	The Name On Card field can be disabled if required.	Optional
K	cvv	The CVV field is recommended, but can be disabled if required.	Optional
L	CVV Message	Customisable field used to describe where a customer can find the CVV on their credit/charge card.	Optional
М	Email Address	This field is only enabled when using the SecurePay FraudGuard product with SecureBill. This is used to check against particular FraudGuard rules. Note: this does not generate an email to the customer.	Mandatory
N	Powered By Logo	The Powered By SecurePay Logo shows the customer that they are using a trusted and safe payment service. If the logo is clicked, the browser will open a new tab with information about SecureBill.	Optional

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SecurePay

## 4.2 Branding SecureBill

#### 4.2.1 Logo

SecureBill allows a header logo to be uploaded against each bill, which will default to display in the top left-hand corner. The position and size can be adjusted by using CSS, as explained below.

The logo can be provided to SecurePay's Support Team to upload.

### 4.2.2 CSS Customisability

SecureBill allows you to customise the look of your payment page with CSS styling. The CSS file linked below contains the recommended configurable CSS parameters, and should be given to your web designer or developer to complete.

Once the CSS file is complete, please provide it to SecurePay Support, advising your SecurePay Merchant ID and which SecureBill ID to apply it to.

For a sample CSS file, please see 8.2 Appendix B: Sample CSS.

## 4.3 Transaction Type

SecureBill has the ability to process transactions as either a standard payment (debiting a customer's card) or a pre-authorisation (reserves funds on the customer's card, but does not debit them until the transaction is completed either via the SecurePay Merchant Login, Batch or the XML API).

Each SecureBill can be set to one or the other transaction type, but cannot process both. SecurePay's Support Team can set this up or make the change if required.

# 4.4 Surcharging

Surcharging can be applied to SecureBill per tender type, and either via a percentage rate or a flat fee.

**Example:** Visa card transactions could have a surcharge rate of 2%\* and MasterCard transactions could have a flat fee of \$2.00\*.

\*Please note that these are not recommended amounts, they're just to be used as an example.

# 4.5 Primary Reference Validation

The 'Primary Reference Field' is a key field entered by the customer on the payment form with the wording customisable, to allow you to reconcile the transaction against your records. For example you could customise the word to be "Invoice number" or "Customer number" etc.

SecureBill has two types of reference validation, validation rules or data file lookup.

#### 4.5.1 Validation Rules

Validation rules apply a formula to the input to determine if the reference is valid. This means the rule must be met before it will attempt to process a transaction. If multiple rules are set, the Primary Reference must pass all of them to be deemed valid and have the transaction processed.

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If the information entered into the Primary Reference Field does not pass all validation rules, the customer will be notified with the message 'Reference Invalid'.

Validation Rule (Algorithm)	Explanation
Length Check	Length is between minimum and maximum lengths.  Parameters:  Minimum length  Maximum length
Mod 10	Passes standard Luhn check.
Mod K With Weighting	Configurable weighted Mod K algorithm.  Parameters:  List of weights  Divisor (K)  Integer value added to final weighted sum  Sum digits or value?  Apply weight to check digit?  Check digit value overrides
Pad & Prepend Mod 10	Pad to a given length, prepend a value, then perform standard Luhn check.  Parameters: Length to pad to Character to pad with Pad left or right? Value to prepend
Prepend Mod 10	Prepend a value, and then perform standard Luhn check.  Parameters:  Value to prepend
Range Check	Numeric value is between Upper and Lower limits.  Parameters:  Lower limit  Upper limit
Regex Check	Validate against a regular expression.  Parameters: Regular expression
Substring Check	Starts with, ends with, or contains specified Substring.  Parameters: Substring Starts, ends or contains?

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Validation Rule (Algorithm)	Explanation
Weighted Mod Check	Multiplies digits by alternating weights. Modulus of sum of values must equal check digit.
	Parameters:
	Weights (maximum 2)
	• Divisor

### 4.5.2 Data File Upload

Data file lookup loads a file generated system to check if the reference number is valid, it can also lookup the amount owing and lock the amount the consumer will be paying.

If you wish to use data file validation, the customer support team will need to configure this on your SecureBill page.

Please see Appendix 8.3 for the format this file must be in.

The file is uploaded through the SecurePay Merchant Login, this can be accessed here:

### https://login.securepay.com.au/v3/

The person or team that performs this process will need to have a username to log in, and permissions granted to their role to upload SecureBill Data Files. This can be configured by an administrator user in your company within the "Manage > Users" menu.

Select the SecureBill Upload SecureBill Data File option on the left menu:

#### SecureBill

Upload SecureBill Data File

Click this link, and select the bill name, data file from your local computer drives, and your email address, the same way you currently do through the SecureBill portal:

#### **SecureBill**

Upload SecureBill Data File

Upload SecureE	Bill Data File	
Select Bill	payyouraccount - Pay Your SecurePay Account *	
Select File	* a	
Email Address	support@securepay.com.au * 7 upload	
Attention: Uploading a new data file will override the previously uploaded data file for the selected bill.		

You will receive an email to let you know once the file has been validated and imported into the system.

**Note:** In the new SecureBill system, the data file you upload becomes available to pay at 10:00am (AEST) each day. Please ensure you upload your file with enough time for it to be imported by 10:00am.

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## 4.6 Receipt Number

The Receipt Number is generated by SecureBill at transaction processing time. This is provided to the customer on the Receipt Page for approved transactions.

The Receipt Number length can be configured between 6 and 18 digits. This is configured by SecurePay Support upon setting up the bill, but can also be changed later. The default length of the Receipt Number is 6 digits.

## 4.7 Multi-Currency

If your SecurePay account is linked to an eligible Merchant Account with Multi-Currency support, SecureBill can be configured to process transactions in different currencies.

Each SecureBill can only process one currency, so if multiple currencies are required multiple bills will need to be setup. The SecurePay Support Team can make this change if required.

When creating a new SecureBill, Australian Dollars (AUD) will be the default currency.

## 4.8 Transaction Reference

Transactions attempted through SecureBill can be viewed via your SecurePay Merchant Login account.

The primary identifier for these transactions is the Transaction Reference, which defaults to the following format:

{receipt}{primary\_reference}

**Example:** A bill paid with Primary Reference "987654" which received Receipt Number "123456" would be logged with the Transaction Reference of: "123456987654".

## 4.8.1 Configuration

A customised Transaction Reference can be created or changed by the SecurePay Support Team.

- Any number of "fields" can be added to build the Transaction Reference.
- Fields are appended to each other in order, left to right.
- Fields can be setup in any specific order.
- The maximum Transaction Reference length is 60 characters. Any additional characters are truncated.

Fields available to build the Transaction Reference are:

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Field Name	Parameter Name
{receipt}	The Receipt Number generated by SecureBill at transaction processing time. This is provided to the customer on the Receipt Page for approved transactions.
{primary_reference}	The Primary Reference field entered on the Payment Page by the customer.
{secondary_reference}	The Secondary Reference field entered on the Payment Page by the customer, if one is available.
[INPUT]	A static text value.

**Example:** A transaction processed with the Primary Reference "1122334455", the Secondary Reference "1 Example Ave", the Receipt Number "998877" and the INPUT values "RATES", "\_ADDR\_", "\_REF\_" and "\_RECEIPT\_".

As per the information above, the fields can be setup in any particular order.

[INPUT][INPUT]{secondary\_reference}[INPUT]{primary\_reference}[INPUT]{receipt}

...would result in the Transaction Reference:

"RATES\_ADDR\_1 Example Ave\_REF\_1122334455\_RECEIPT\_998877"

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# 5 Integrating SecureBill

## 5.1 SecureBill URLs

Integrating SecureBill to allow a customer to make a transaction is as simple as making the link provided in your activation email available to your customer. You can link to these URLs from your webpage or in an email to your customer via a simple link, a button or a linked image.

Upon activation of your SecureBill by the SecurePay Support Team, you will receive an email containing your unique Live and Test SecureBill URLs.

The format of the URL is as follows:

Please note these example URLs are not linked to a SecureBill payment page.

Test Environment	https://test.payment.securepay.com.au/bill/ <u>MID/BILLID</u> /payment.sbx
Live Environment	https://payment.securepay.com.au/bill/ <u>MID/BILLID</u> /payment.sbx

- The "MID" is your three character unique SecurePay Merchant ID.
- The "BILLID" is the SecureBill ID, which is assigned upon setup of your SecureBill by the SecurePay Support Team. You can request a custom SecureBill ID, but this cannot be changed once the bill has been set up.

## 5.2 Optional Input Parameters

Certain parameters can be passed through to the SecureBill payment page via the URL to prepopulate the applicable fields. This is available for the following fields:

Field Name	Parameter Name
Primary Reference	priref
Secondary Reference	secref
Amount (in dollars)	amt

The URL will need to be formatted as per Section 5.1, with the parameters appended to the end:

Example URL	/MID/BILLID/payment.sbx?priref=12345&secref=John%20Smith&amt=1.00
-------------	---

# 5.3 Response Handling

When a transaction is processed, SecurePay will receive a response from your chosen acquiring bank, which details whether the transaction was approved or declined and any additional information provided if applicable.

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This response is important so that you can reconcile your transactions correctly. Your SecurePay account can be configured to deliver a daily report which contains these responses, but SecureBill can also return them in real-time as soon as the transaction is complete. To setup a daily report, please contact SecurePay support.

The real-time response is delivered to a pre-defined URL with a listener attached on the Merchant's side. The URL and listener must be enabled and configured by your web developer. Once this is complete you will need to provide the appropriate URL to SecurePay to configure SecureBill to pass the data back to the URL.

The Reply and Cancel URLs should be used primarily for redirecting the customer back to your site and the Callback URL should be used primarily for reconciliation of transaction information. This will ensure that you have a robust system. All URLs when triggered receive Result Parameters.

All result parameters are listed in 8.1 Appendix A: Result Parameters.

## 5.3.1 Reply URL

The Reply URL redirects the customer's web browser to your website and appends the response data to the URL using the GET method based on RFC 2616 standards.

If your SecureBill is customised to show the Receipt Page, the Reply URL is redirected to when the "Close" button is clicked after the transaction is complete.

If the Receipt Page is disabled, the Reply URL is mandatory and is redirected to as soon as the transaction is processed.

**Note:** The Reply URL relies on your customer's web browser being redirected to the URL. If the customer processes their transaction and closes the browser window/tab before being redirected, the result will not be passed back. This can be avoided by using the Callback URL.

#### 5.3.2 Callback URL

The Callback URL allows the SecurePay system to POST the response data to the specified URL in the background, rather than appending it to the browser's URL.

This method allows the data to be passed through without any reliance on the customer's web browser or whether they close the browser window/tab.

#### 5.3.3 Cancel URL

The Cancel URL is used to redirect the customer back to your website if they cancel their transaction before processing the payment, or if the payment is processed and the customer selects the "Close" button from the SecureBill Receipt Page.

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# 6 Fraud Mitigation Services

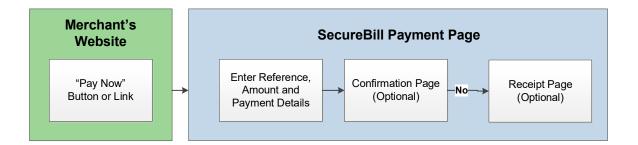
#### 6.1 FraudGuard

FraudGuard is an additional service and may carry an additional fee. For more information about the FraudGuard product please <u>click here</u> or call someone on our Team who can help on 1300 786 756 (option 2).

SecureBill supports the use of SecurePay's FraudGuard service. FraudGuard provides merchants with a mitigation tool designed to detect fraud and fraudulent transactions before they occur.

SecureBill is able to pass information through FraudGuard to allow for the majority of the FraudGuard rules to be checked, including IP address and email address (collected on the payment page).

The FraudGuard rules relating to "billing country" and "delivery address country" cannot be checked as this information is not collected by SecureBill and passed through to FraudGuard. If these rules are enabled within FraudGuard, the result will default to AU. This is to avoid the scenario of the rules causing false declines, but will allow the rules to remain in place if you are using FraudGuard with any other integration.



## 6.2 CVV - Card Verification Value

CVV stands for Card Verification Value and is the three-digit number on the back of a Visa or MasterCard, or the four-digit number on the front side, to the right on an AMEX card. It is an extra verification step, like the card expiry that is sent through to the Card Issuing Bank to be validated.

This field can be enabled or disabled by the SecurePay Support Team upon setup of the SecureBill, or at a later date if required.

**Note:** It is at the discretion of the Card Issuing Bank whether they enforce the validation of the CVV or not.

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# 7 Testing

Testing of SecureBill can be completed using your Test SecureBill URL as provided in the activation email, sent from the SecurePay Support Team.

Testing can be completed using the card details below. Please note that this is not a real card number and won't process a transaction if processed through the Live SecureBill URL.

## 7.1 Test Card Details

These are test card details you can use to test your SecureBill account

Card Type: VISA

Card Number: 4444 3333 2222 1111

Expiry: Any future date (for example 12/20)

CVV: Any three digit number

## 7.2 Simulating Test Transactions

When processing transactions through the Test SecureBill URL, the cent value of the transaction amount will control the response of the transaction. Values ending in 00, 08, 11 or 16 cents will approve the transaction. All other values will decline. A full list of response codes is available for download from the SecurePay website.

#### **Example:**

Amount	Response
\$1. <b>00</b>	<b>00</b> - Approved
\$4.51	51 - Insufficient Funds
\$7. <b>05</b>	05 - Do Not Honour
\$13. <b>14</b>	14 - Invalid Card Number

**Note:** When processing transactions through the Live SecureBill URL no simulation takes place. The card number and transaction details are sent to the bank to be processed in real-time. If the card is active and has available funds, the bank will attempt to debit the funds.

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# 8 Appendices

# 8.1 Appendix A: Result Parameters

Note: Only relevant parameters are returned.

Parameter Name	Description				
Input Information					
billid	SecureBill bill ID.				
merchant	The three character SecurePay Merchant ID the SecureBill belongs to.				
priref	Primary Reference entered on the Payment Form by the customer.				
secref	Secondary Reference entered on the Payment Form by the customer.				
amount	The Transaction Amount in the base unit of the currency (cents for Australian Dollars). E.g. \$104.23 will be 10423.				
surchamt	Surcharge Amount applied to the transaction.				
totalamt	Total of the Transaction Amount and the Surcharge Amount.				
paymethod	Tender the customer used to process the payment.				
pan	Masked card number (first six and last three digits).				
expirydate	Expiry date input by the customer. Format: MMYY				
Output Information					
summarycode	Transaction summary code. 1=Approved, 2=Declined by the Bank, 3=SecurePay Decline/Error.				
	Response code returned from the Card Issuing Bank.				
rescode	A full list of response codes is available for download from the SecurePay website.				
restext	Response text, which explains the response code.				
transref	The Transaction Reference, as it is stored in the SecurePay system.				
receipt	SecureBill generated Receipt Number.				
txnid	The Bank Transaction ID. This string is unique at least per terminal, per Bank and per settlement date. This value is required when processing refunds.				
settdate	Settlement date, which is returned by the Merchant's Bank. Format: YYYYMMDD				
preauthid	The Bank Pre-authorisation ID. This value is used when sending a pre-authorisation complete (advice) transaction via XML or Batch.				
afrescode	FraudGuard response code.				
afrestext	FraudGuard response text.				
callback_status_code	This is used to determine if SecureBill was able to successfully contact your web server via the Callback URL. Please refer to a standard HTTP Status Code list for further responses.				

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## 8.2 Appendix B: Sample CSS

```
html {}
body {}
#wrapper {}
#content {}
.sb-headerlogodiv {}
.sb-titlediv {}
.sb-formdiv {}
.sb-setdiv {}
.sb-setdiv-header {}
.sb-setdiv-table {}
.sb-setdiv-table-label {}
.sb-setdiv-table-label-middle {}
.sb-setdiv-table-label-top {}
.sb-setdiv-table-field {}
.sb-setdiv-table-field-error {}
.sb-griddiv {}
.sb-griddiv-cell {}
.sb-amount-currency-symbol {}
.sb-amount-currency-code {}
.sb-reference-desc, .sb-surcharging-msg, .sb-cvv-msg {}
.sb-tender-radio {}
.sb-tender-logo {}
.sb-tender-label {}
.sb-powered-by {}
.sb-loadingdiv {}
.sb-loadingdiv-image {}
.sb-loadingdiv-label {}
.sb-testdiv {}
.sb-testdiv-label {}
.sb-float-left {}
.sb-wait {}
.sb-setdiv-table-transaction-approved-icon {}
.sb-setdiv-table-transaction-approved-text {}
.sb-setdiv-table-transaction-declined-icon {}
.sb-setdiv-table-transaction-declined-text {}
.sb-nav-btn {}
.sb-nav-btn:hover {}
.sb-nav-btn:active {}
.sb-action-btn {}
.sb-action-btn:hover {}
.sb-action-btn:active {}
```

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```
#paymentBackBtn {}
#paymentBackBtn:hover {}
#paymentBackBtn:active {}
#paymentCancelBtn {}
#paymentCancelBtn:hover {}
#paymentCancelBtn:active {}
#paymentContinueBtn {}
#paymentContinueBtn:hover {}
#paymentContinueBtn:active {}
#confirmationBackBtn {}
#confirmationBackBtn:hover {}
#confirmationBackBtn:active {}
#confirmationCancelBtn {}
#confirmationCancelBtn:hover {}
#confirmationCancelBtn:active {}
#confirmationProcessBtn {}
#confirmationProcessBtn:hover {}
#confirmationProcessBtn:active {}
#receiptCloseBtn {}
#receiptCloseBtn:hover {}
#receiptCloseBtn:active {}
#receiptPrintBtn {}
#receiptPrintBtn:hover {}
#receiptPrintBtn:active {}
#receiptAnotherBtn {}
#receiptAnotherBtn:hover {}
#receiptAnotherBtn:active {}
#receiptRetryBtn {}
#receiptRetryBtn:hover {}
#receiptRetryBtn:active {}
```

SecureBill

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## 8.3 Appendix C: Data File Validation File Format

## 8.3.1 Filename

The file must have an extension of ".txt", ".csv" or ".dat".

#### 8.3.2 File Format

Field Separator	, (comma)
Record Separator	New line

## 8.3.3 Content

#### **Record Detail Line Format**

Field	Description	Туре	Length	Mandatory	Comments / Example
1	Primary Reference	Numeric	1-20	Mandatory	The bill reference the payer enters into the payment form or phone (IVR).  E.g. 01234567
2	Secondary Reference	Alpha/Num	1-40	Optional	Additional information, such as a car registration or address. This will be displayed on the payment page if configured.  E.g. ABC123
3	Amount (in cents)	Numeric	1 – 9	Mandatory	Minimum of 1 = \$0.01 dollars Maximum of 100000000 = 1 million dollars The amount in whole cents E.g. 6500 = \$65.00
4	Payable Flag	Boolean	1	Mandatory	1 if this bill is payable 0 if this bill is not payable Not payable may be used, for example, for infringement notices, where an infringement number may be valid, but has been referred to the courts to collect payment, therefore you want the customer to be able to find the bill using SecureBill, but not make a payment.
5	Reserved	Numeric	3	Mandatory	Not yet in use. Set to "001"

#### 8.3.4 Record Detail Line Format

When a new data file is uploaded and imported into the database records are not available via the SecureBill payment page or the IVR immediately. At 10:00am (AEST) each day, new records will become payable, completely replacing all the previous data.

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