

E-MAIL RECEIPTS

USER GUIDE

Version: 1.0

V1.0

For further help, please telephone **0203 504 2443** or email [**support@payglobal.org**](mailto:support@payglobal.org)

1 About E-Mail Receipts

E-Mail Receipts, as the name implies, are receipts of transactions for a business and its customers sent to an e-mail address. With them enabled, the business and the customer will receive the details of every transaction that has been successfully completed.

This system is flexible as it allows e-mails to be sent to both the merchant and their customer, only the merchant or only the customer.

CUSTOMER RECEIPT

Your Details

Name	:	John Smith
Address	:	17 Test Street, Test Town, Test Country
Postcode	:	T3ST 4NG
Email	:	test@example.com

Payment Information

Merchant	:	Test Merchant
Response	:	AUTHCODE: Test
Time	:	01/01/2015 00:00:00
Amount	:	£25.00
Transaction Reference	:	1234567890ABCDEFG
Order Ref	:	Apples

Please note: This email was sent from a notification only address that can't accept incoming emails. Please do not reply to this message.

2 Fields Required

2.1 Merchant Management System

Merchant Notification Email

Specify an email address or multiple comma separated email addresses that you wish to receive notifications about successful SALE or PREAUTH transactions.

Email: optional (multiple email addresses can be separated with commas)

Customer Receipt

Choose whether receipt emails are sent to customers if they supply their email address in the payment process.

Customer Receipt Enabled: optional

Merchant Notification Email – Enter an e-mail address here to be notified of transactions customers make.

Customer Receipt – Turn this **ON** to allow your customers to receive e-mail receipts when they supply a valid e-mail.

2.2 Integration Field

Pass these request fields to the gateway to receive notification emails.

Field Name	Description
notifyEmail	Pass a valid RFC 2822 e-mail address to this field to have the merchant be sent a receipt of the transaction. Note: This will override the e-mail address set in the Merchant Management System (MMS).
customerReceiptsRequired	Set this to 'Y' to allow customers to receive email when they enter a valid RFC 2822 email address. Note: This will override the Customer Receipt setting in the Merchant Management System (MMS).

3 How E-Mail Receipts Work

3.1 Merchant Notification Emails

If a valid RFC 2822 email address string is present in the **Merchant Notification Email** in the MMS (Merchant Management System) or a value is sent in via the **notifyEmail** field (which will take priority over the e-mail set in the **Merchant Notification Email** field in the MMS) **AND** the transaction is a successful sale with a predetermined date of capture (i.e. capture delay is not set to -1 or never), a notification email will be sent to the address/addresses specified by the merchant.

The notifyEmail field is capable of receiving a full RFC 2822 standard email address string. The examples below can be combined but need to be comma separated:

1. test@example.com
2. <test@example.com>
3. Test Account <test@example.com>

3.2 Customer Emails

If the **Customer Receipt** field is set to 'On' in the MMS (Merchant Management System), or a 'Y' is sent via the **customerReceiptsRequired** field (which will take priority over the **Customer Receipt** field in the MMS) and the transaction is a successful sale with a predetermined date of capture (i.e. capture delay is not set to -1 or never), **AND** the customer has supplied a valid email address in the **customerEmail** field, then a receipt email will be sent to the address in the **customerEmail** field.