

Everything you
need to know...

Frequently Asked Questions

FAQS

Who is responsible for my service?

NetPay are ultimately responsible for your service however to deliver our services we work with a number of partners. For our acquiring services NetPay work with First Data Merchant Services, the largest provider of card acquiring in the world. The agreement you sign for card acquiring will bear the First Data Merchant Services logo, they will be responsible for invoicing you for the banking aspect of your service. First Data Merchant Services are also responsible for managing the deposit of your funds – at no time are NetPay responsible for your money to be paid to you. NetPay will bill all online services. For terminal service charging NetPay use the services of PayTek, a specialist terminal billing company, the Direct Debit they process on our behalf is labelled “VLS”.

Who should I call if I need to speak to someone?

There are a series of numbers you should make a note of.

For all Customer Service queries including order updates you should call **NetPay on 03333 110200 selecting Option 2.**

If you need Technical Support you should call **NetPay on 03333 110200 selecting Option 3.**

If you would like to change your service or order more services you should call **NetPay Sales on 03333 110200 selecting Option 1.**

What card types will I be able to accept?

As standard you will be able to accept debit and credit cards that bear the Visa and MasterCard logos unless you have specifically asked us to stop certain types of cards being processed (accepting debit cards only for example).

Will I be able to take American Express?

If you already have an American Express merchant ID we can usually use this with your NetPay service. If you don't yet have an American Express account please speak to your NetPay sales person to talk about what options we have available.

How quickly will I receive the money I process?

You will receive your money 3 days after the transaction is processed. This is the same for both terminal based and online transactions.

How will my terminal be delivered?

If you have ordered a terminal device(s) when they arrive you can connect them referring to the 'Welcome Pack' and instructions that will be posted to you as your service goes live.

The welcome pack includes a quick start guide to get you started. You will need to input your merchant ID if you receive an Ingenico manufactured device, if you receive a Spire device the merchant ID will already be configured. The merchant ID is included in your welcome pack.

Please refer to these instructions to set the terminal on IP/broadband connectivity or dial-up as required. The terminal will connect to a central infrastructure, download and required updates and configuration files and then confirm once it is ready to use. You can contact our support team if you need assistance.

How will my online service be setup?

Once your online service is setup you will receive an activation email for your Revolution platform. This activation email will be sent to the contact email specified in the order. The activation is sent for security purposes as you will be required to set a password and memorable word. This password and memorable word will be used in future to access Revolution where you will be able to process transactions through your MOTO portal and LinkToPay (if requested). If you are intending on using our API or Hosted Form you may be required to implement SSL, please engage with our support team for assistance.

Where can I find information on shopping carts and API integration for my online service?

<http://developer.netpay.co.uk>

Please sign up for the NetPay Developer Centre where you will find all our interactive integration documentation.

What is PCI DSS and why is it important?

PCI stands for Payment Card Industry and is an organisation controlled and operated by card schemes such as Visa and MasterCard. PCI designs and decides best practice for the industry to create, manage and operate card services and store card number information securely. As a payment service provider we are obligated to do all that we can to make our customers PCI compliant which usually just involves a quick and simple series of questions taken online. This process is called 'self-assessment'. You will be asked a series of questions about how you take, manage and store card information - based on your responses to those questions you will be advised if you are compliant and a certificate is generated at the end demonstrating compliance if the questions have been answered correctly.

For access to the system to become PCI compliant and to manage your certification there is a charge of £4.99 per month which will be levied from month 6 onwards.