



Redback Solutions

Payment Gateway Manual

Updated 12/11/2012



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Redback Solutions Pty Ltd

Address:

Unit 2, 28 Denison Street
Newcastle West, NSW 2302
p: 02 4962 2236
f: 02 4961 0606
e: support@rb.com.au

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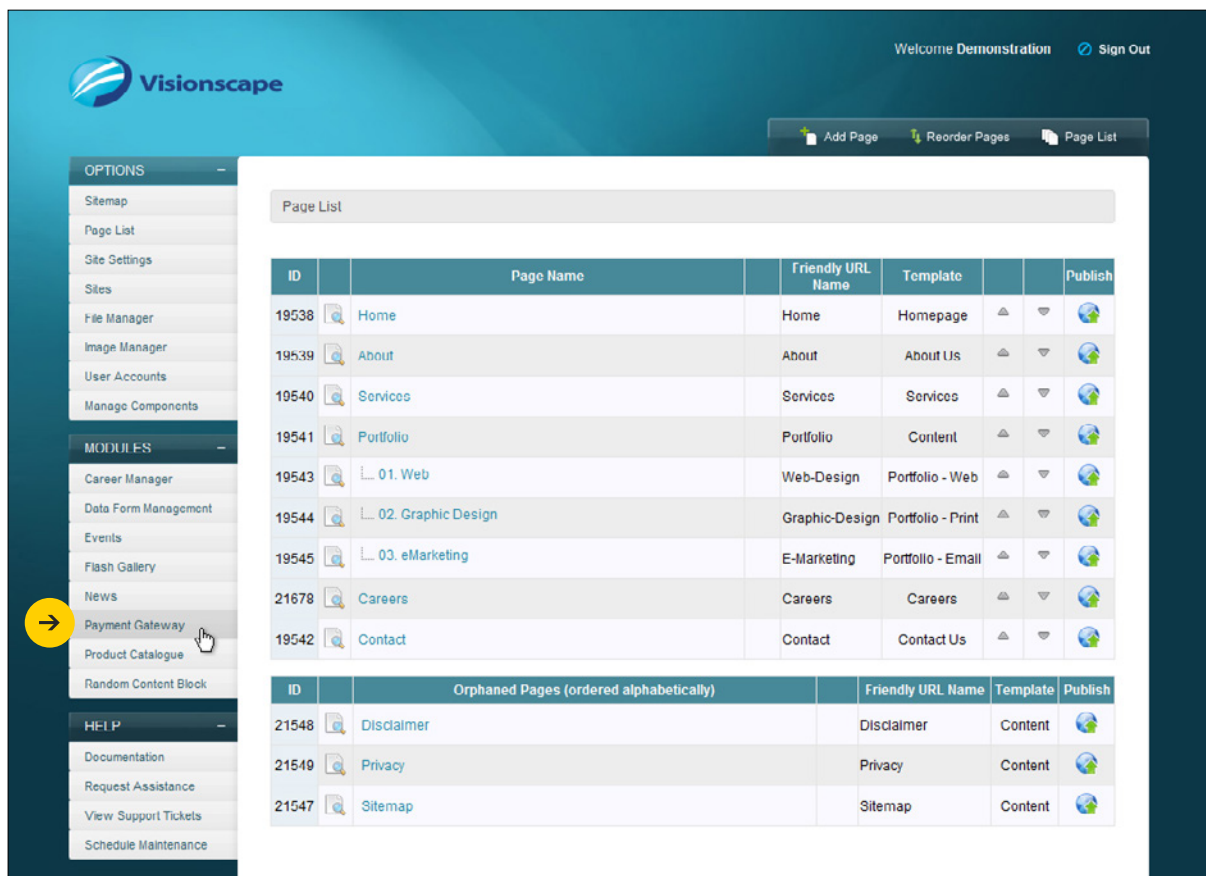
Payment Gateway

If your website contains the Payment Gateway module you can rest assure that the Redback Team has already performed the initial configuration and your site. The following instructions will assist you in keeping track of orders including those that have already been paid and those still awaiting payment. The Payment Gateway module also allows staff to add their own orders from the back-end of Visionscape.

Please note the Payment Gateway is an optional module and does not come packaged with every Visionscape site. If you are interested in having this module added to your website please contact the Redback Solutions office on (02) 4962 2236.

Accessing the Payment Gateway

The Product Catalogue may be accessed from the left hand menu of the main Visionscape page underneath the heading 'Modules' (see **figure 1** - if you cannot see anything under 'Modules' you may need to expand the list by clicking on the word 'Modules'). Once clicked, you will be redirected to the Payment Gateway page (see **figure 2**). Whether or not the Payment Gateway page displays orders in the Orders table will depend on whether you have any current orders. If you have no current orders you will see a message displayed and the Orders table will not be displayed.



Page List

ID	Page Name	Friendly URL Name	Template	Publish
19538	Home	Home	Homepage	
19539	About	About	About Us	
19540	Services	Services	Services	
19541	Portfolio	Portfolio	Content	
19543	01. Web	Web-Design	Portfolio - Web	
19544	02. Graphic Design	Graphic-Design	Portfolio - Print	
19545	03. eMarketing	E-Marketing	Portfolio - Email	
21678	Careers	Careers	Careers	
19542	Contact	Contact	Contact Us	

Orphaned Pages (ordered alphabetically)

ID	Page Name	Friendly URL Name	Template	Publish
21548	Disclaimer	Disclaimer	Content	
21549	Privacy	Privacy	Content	
21547	Sitemap	Sitemap	Content	

Figure 1 - Accessing the Payment Gateway

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Payment Gateway Manager

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Order No	Order Date	Customer	DeliveryCost	Total (ex delivery)	Amount Owing	Status	
4270	31/10/2012 11:57:05 PM	James Bond	AUD \$16.00	AUD \$486.00	AUD \$0.00	Paid	View
4261	31/10/2012 11:46:36 AM	Michael Small	AUD \$10.00	AUD \$225.00	AUD \$235.00	Awaiting Payment	View
4249	30/10/2012 1:20:17 PM	Norman Greg	AUD \$0.00	AUD \$225.60	AUD \$0.00	Paid	View
4217	27/10/2012 1:15:42 PM	Linda Irwin	AUD \$0.00	AUD \$332.80	AUD \$0.00	Paid	View
4210	26/10/2012 4:52:34 PM	Jennifer Longbottom	AUD \$10.00	AUD \$120.00	AUD \$130.00	Awaiting Payment	View
4172	22/10/2012 8:24:11 PM	Hayley Smith	AUD \$0.00	AUD \$246.40	AUD \$246.40	Awaiting Payment	View
4171	22/10/2012 7:34:02 PM	Joe Pritchard	AUD \$0.00	AUD \$290.40	AUD \$0.00	Paid	View
4170	22/10/2012 6:22:12 PM	Anthony Linkler	AUD \$0.00	AUD \$198.40	AUD \$198.40	Awaiting Payment	View
4168	22/10/2012 12:04:55 PM	Kristen Lee	AUD \$0.00	AUD \$472.40	AUD \$0.00	Paid	View

Figure 2 - Payment Gateway Page - Current Orders Displayed

- 1 - Add New Order Button
2 - Export Orders Button
3 - Export Order Lines Button
4 - Configure Payment Gateway Button
5 - Status Dropdown List
6 - From Date Selection Field
7 - To Date Selection Field
- 8 - Customer Name Field
9 - Order ID Field
10 - Cost Code Field
11 - Filter Button
12 - Orders Table
13 - View Link

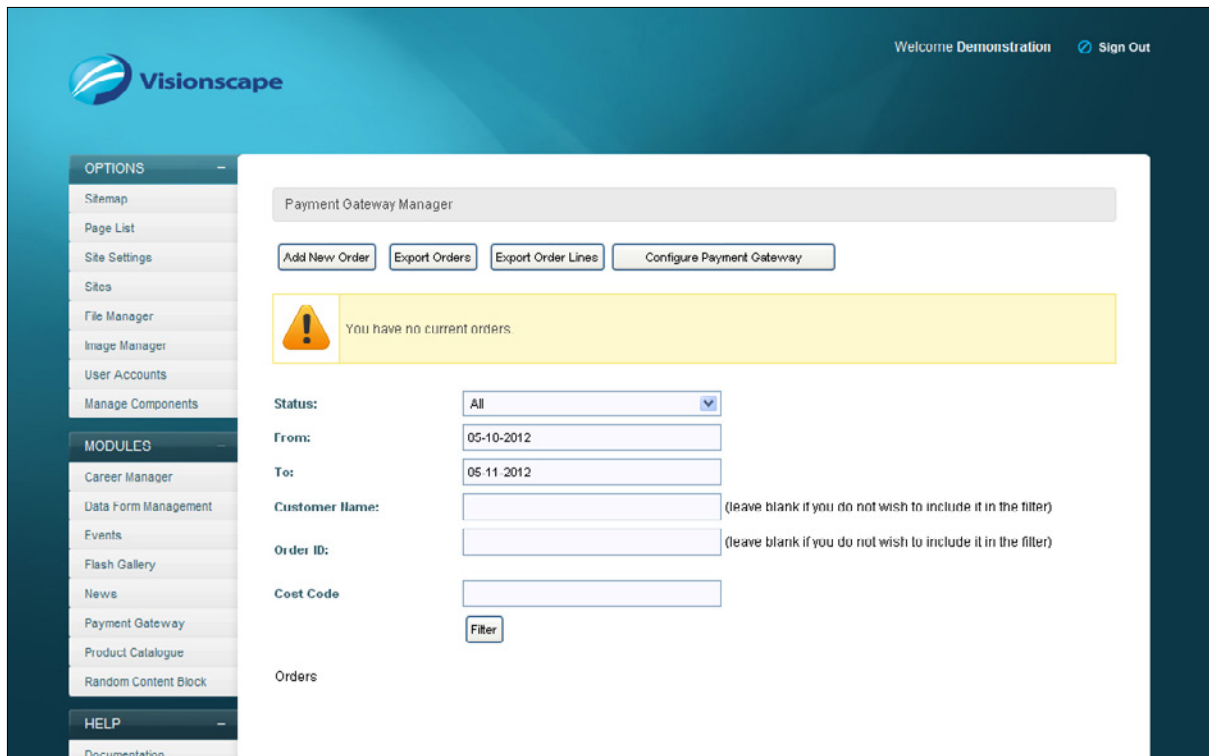


Figure 3 - Payment Gateway Page - No Current Orders

Filtering Order Details

If you have current orders they will be displayed in the Orders table on the initial Payment Gateway page (see **figure 2**). The table will display key order details according to the configuration of your website. These may include an order number, order date (and time), customer name, delivery cost, total cost (excluding delivery), amount owing and the current status of the order (ie paid or awaiting payment).

By default the Orders table will show all current orders. However you may wish to filter orders to narrow down the order information displayed.

To filter orders:

1. Select the particular status of the orders you would like to displayed from the Status dropdown list (see **figure 4**). The options include:

All - all types of orders regardless of a particular status

Paid - only orders that have already been paid by the customer

Awaiting payment - only orders that have not yet been paid by the customer

Failed payment - only orders from customers whose payment has failed

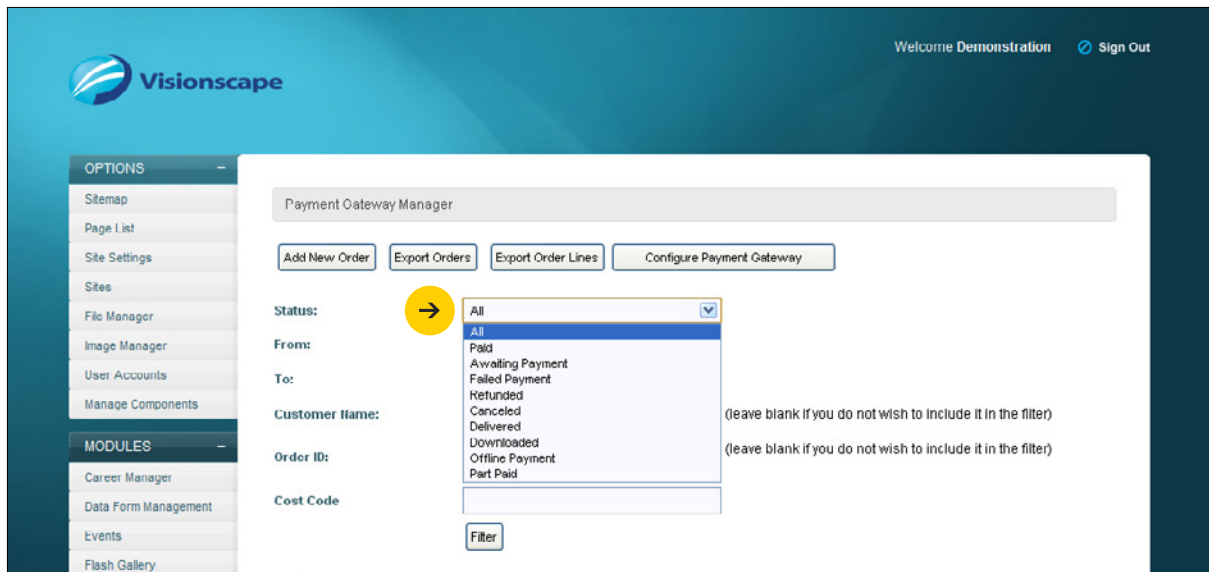


Figure 4 - Payment Gateway Page - Status Dropdown List

Refunded - only orders where a refund has been issued to the customer

Cancelled - only orders that have been cancelled

Delivered - only orders that have already been delivered

Download - only orders that have been downloaded

Offline payment - only orders where the customer has requested offline payment

Part paid - only orders from customers whos have paid part of their payment.

2. Using the **From** and **To** date selection fields (see **figure 2**) select the timeframe of the orders you would like to view.
3. Enter the **Customer Name** if you are searching for an order(s) from a particular customer (see **figure 2**). You can enter first name, surname or both first and surnames. Alternatively, if you are not looking for an order(s) from a particular customer you can leave this field blank.
4. If you are looking for a specific order and you have the order ID you can enter it in the **Order ID** field (see **figure 2**). Otherwise you can leave this field blank.
5. If you have setup cost codes in the Product Catalogue (in order to track sale details of particular products) you can filter orders by entering a cost code in the **Cost Code** field (see **figure 2**). Alternatively you can leave this field blank.
6. Hit the **Filter** button (see **figure 2**) to filter all orders by your requested parameters. The page will reload displaying all orders fitting your entered criteria (see **figure 5**).

Visionscape

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Payment Gateway Manager

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Status:

From:

To:

Customer Name: (leave blank if you do not wish to include it in the filter)

Order ID: (leave blank if you do not wish to include it in the filter)

Cost Code:

[Filter](#)

Orders

Order No	Order Date	Customer	DeliveryCost	Total (ex delivery)	Amount Owning	Status	
4210	26/10/2012 4:52:34 PM	Jess Irwin	AUD \$10.00	AUD \$120.00	AUD \$130.00	Awaiting Payment	View

Figure 5 - Payment Gateway Page - Filtered Order Results

Viewing Complete Order Details

To view further details of specific orders, not displayed in the Orders table, click the **View** link corresponding to the particular order you would like to look at (see **figure 2**). This will take you to a page displaying comprehensive details for the order including the date ordered, date due, billing address, customer details, delivery address, and a table of individual products ordered (see **figure 6**).

On this page you can also view an invoice (provided the payment has been processed), update an order (by changing its status), regenerate an invoice (after making changes), make an offline payment (if the payment has not yet been processed) and delete the order (see **Updating an Order** for more details).

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Order Manager

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Order Details

Order ID:

4210

Date Ordered:

26/10/2012 4:52:34 PM

Date Due:

26/11/2012 4:52:34 PM

Order Details:

The site has custom shipping rules.

Customer Details

Member ID:

16414

Company:

March, Red Mix / September, Red Mix

Name:

Jess Irwin

Phone:

49622236

Fax:

Under Stairs

Email:

jess@rb.com.au

Billing Address

Address:

2/28 Denison Street

Suburb:

Newcastle West

State:

New South

Postcode:

2302

Country:

Australia

Delivery Address

Name:

Jess Irwin

Address:

2/28 Denison Street

Suburb:

Newcastle West

State:

New South

Postcode:

2302

Country:

Australia

Order Items

Cost Code	Item Code	Description	Quantity	Cost per Item	Total Item Cost
		Hunter Valley Classics Gift Pack	1	AUD \$120.00	AUD \$120.00

Notes: (Max 250 char)

Sub Total (exc GST):

AUD \$120.00

GST:

AUD \$10.91

Delivery:

AUD \$10.00

TOTAL (exc GST):

AUD \$130.00

Amount Paid:

AUD \$0.0

Balance Owning:

AUD \$130.00

Status:

Awaiting Payment

Order Payment URL:

<https://control.visionscape.com.au/page26299/Payment.aspx?order=hvZSQpDF1DpbdNGC8J069%2bHY29xtcWk45g0FhggvXJ4CCQYvOrC2nmU4TAjDCrp>

Figure 6 - Order Manager - Specific Order Details

Updating an Order

To make changes to a specific order you will need to navigate to Order Manager page displaying the specific order details by hitting the appropriate **View** link on the Payment Gateway page.

Viewing an Invoice

If you would like to view an invoice for an existing order before making any changes to the order click the View Invoice link in the payments table or click the invoice **URL** link or file **Download Invoice** link under the Invoice heading (see **figure 7**).

Please Note: you can only view an invoice for an order when its payment has been processed. Otherwise the links mentioned above will not be displayed.

Cost Code	Item Code	Description	Quantity	Cost per Item	Total Item Cost
		2010 The Kester Shiraz	6	AUD \$40.00	AUD \$200.00
		2012 Semillon	12	AUD \$22.40	AUD \$268.80
		2010 Forbes Blend	6	AUD \$30.40	AUD \$182.40

Payments

Date	Amount	
8/11/2012 9:12:33 PM	AUD \$739.20	View Invoice

Notes: (Max 250 char)
SecurePay Response Code: 00

Sub Total (exc GST): AUD \$739.20
GST: AUD \$67.20
Delivery: AUD \$0.00
TOTAL (exc GST): AUD \$739.20
Amount Paid: AUD \$739.20
Balance Owning: AUD \$0.00
Status: Paid
Date Paid: 8/11/2012 9:12:34 PM

Invoice
 URL: http://control.visionscape.com.au/invoicePDFs/4342_Invoice.pdf
 File: [Download Invoice](#)

Figure 7 - Order Manager - Viewing an Invoice

- 1 - View Invoice Link (Under 'Payments')
- 2 - Invoice URL Link (Under 'Invoice')
- 3 - Download Invoice Link (Under 'Invoice')

Updating the Status of an Order

To update the status of an order select the appropriate status item from the **Status** dropdown list in the bottom right hand corner of the screen (immediately beneath the Balance Owning figure - see **figure 8**). Then click the **Update Order** button in the top left hand corner of the page (see **figure 9**).

Notes: (Max 250 char)
SecurePay Response Code: 00

Sub Total (exc GST): AUD \$739.20
GST: AUD \$67.20
Delivery: AUD \$0.00
TOTAL (exc GST): AUD \$739.20
Amount Paid: AUD \$739.20
Balance Owning: AUD \$0.00
Status: Paid
Date Paid: 8/11/2012 9:12:34 PM

Invoice
 URL: http://control.visionscape.com.au/invoicePDFs/4342_Invoice.pdf
 File: [Download Invoice](#)

Figure 8 - Order Manager - Status Dropdown List to Update Status

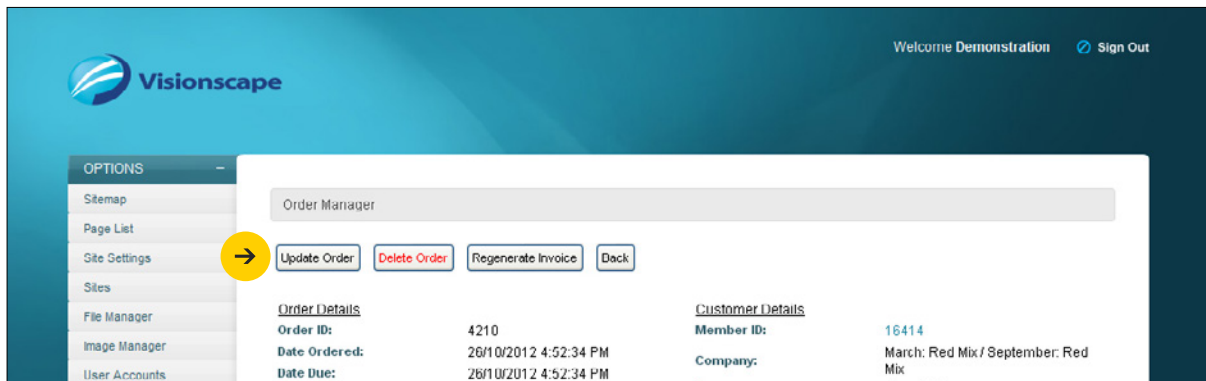


Figure 9 - Order Manager - Update Order Button

You will now see a message confirming that the order has been successfully updated (see **figure 10**).

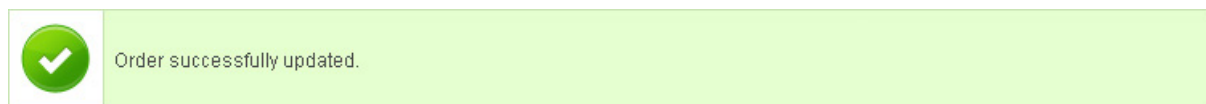


Figure 10 - Updating an Order - 'Order successfully updated.'

Processing an Offline Payment

If your website has been setup to give customers the option of an offline payment and the customer requests this payment method the order it will marked as Awaiting Payment. You can update the order once you have received the offline payment. To do this:

1. Hit the Make Offline Payment button at the top of the page (see **figure 11** - this button will only be displayed on an order with the status Awaiting Payment). This will take you to the **Receive Payment** page (see **figure 12**).
2. Hit the **Process** button at the top of the page to confirm that you have received the offline payment. This will update the order within Visionscape and this step cannot be reversed.
3. You will now be taken back to the **Order Manager** page with the updated details of the order. A message will display confirming that offline payment has been processed successfully (see **figure 13**). You will notice the status has now changed to **Paid**.

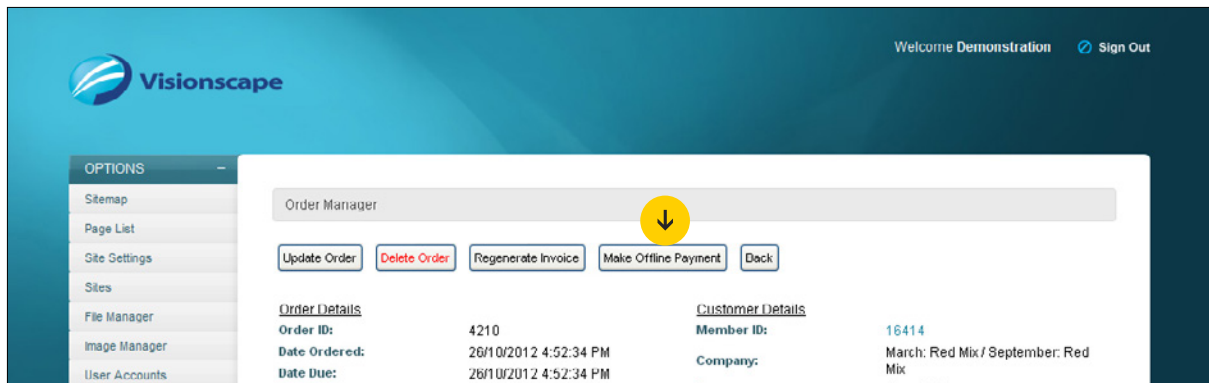


Figure 11 - Order Manager - Make Offline Payment Button

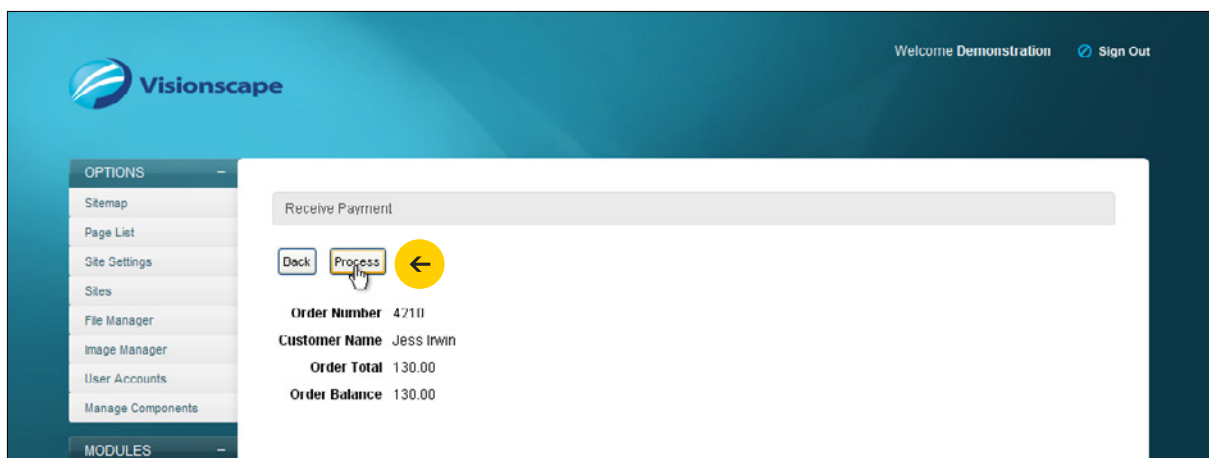


Figure 12 - Receive Payment Page - Process Button

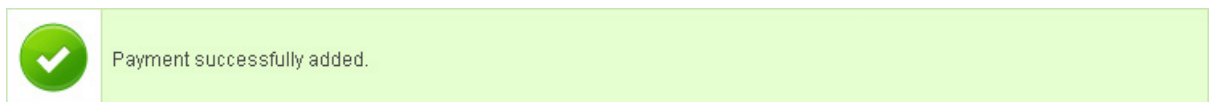


Figure 13 - Processing an Offline Payment - 'Payment successfully added.'

Regenerating an Invoice

If you have made changes to an order and wanted to create a new, updated invoice hit the **Regenerate Invoice** button at the top of the page while viewing the details of the order (see **figure 14**). The page will reload after updating the invoice. You can now access the invoice via the links as outlined under **Viewing an Invoice** (see **figure 7**).

Figure 15 shows a sample invoice.

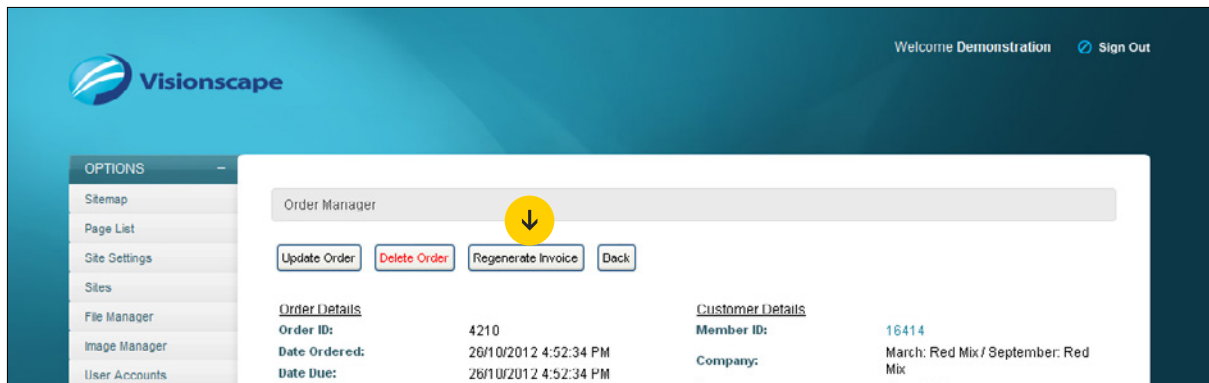


Figure 14 - Order Manager - Regenerate Invoice Button

Demonstration		Tax Invoice	
		Date: 05/11/2012 Invoice No: 4261	
Supplier		Bill To	
Business Name	Demonstration	Name	Michael Small
ABN	61 8ZQ8052	Address	28 Denison St
Phone	+61 (02) 9999 9999		Newcastle West New South 2302
Fax			Australia
Email	demo@demonstration.com.au		
Address	1 Demonstration Way		
	Newcastle West NSW 2302		
	Australia		
 Items			
Item Description	Quantity	Item Cost	Cost
Demonstration Product	1	AUD \$225.00	AUD \$225.00
		Sub Total (exc GST) AUD \$204.55 Delivery AUD \$10.00 Total Cost (inc GST) AUD \$235.00	

Figure 15 - Regenerating an Invoice - Sample Invoice

Deleting an Order

To delete a specific order:

1. Locate the order you want to delete on the Payment Gateway page. Hit the corresponding **View** link in the right hand side of the Orders table (see **figure 2**).
2. You will now see the Order Manager page showing the specific details of the order. Hit the **Delete Selected** button at the top of the page (see **figure 16**). You will now see a confirmation message asking you if you are sure you want to delete the order (see **figure 17**). (Please note: this step cannot be reversed once you hit OK.) If you are sure you want to delete the order hit **OK**.
3. You will now be redirected to the main Payment Gateway page. You will see a message confirming that the order has been successfully deleted (see **figure 18**) and this order will no longer be displayed in the Orders table.

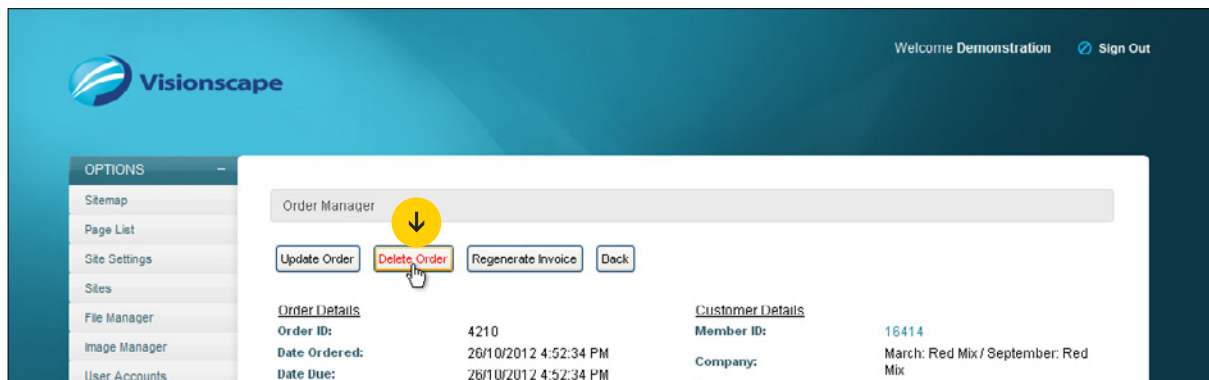


Figure 16 - Order Manager - Delete Selected Button

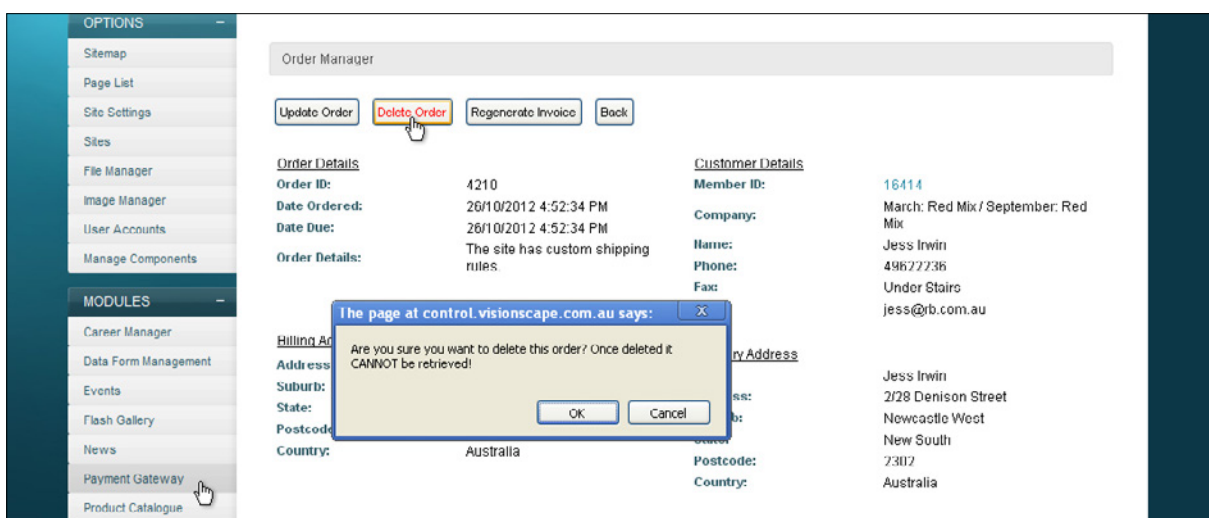


Figure 17 - Deleting an Order - 'Are you sure...?' Confirmation Message



Figure 18 - Deleting an Order - 'Order successfully deleted.'

Adding a New Order

There may be occasions when you want to create a new order in the back end of Visionscape. This may be if a staff member wishes to purchase products to save time going through the checkout process. Alternatively a customer may have had difficulty processing thier order in which case you may need to create a new order from scratch, on their behalf, in the back end of Visionscape.

To create a new order:

1. Hit the **Add New Order** button in the top left hand side of the Payment Gateway page (see **figure 2**).
2. You will now see an Order Manager page with blank fields (see **figure 19**). Fill out the necessary details for the order.

Figure 19 - Order Manager - New Order With Blank Fields

3. To add multiple products to the order you will need to complete the Order Items section (with Description, Quantity and Cost) and then hit the Add Item button (see **figure 20**). The page will reload each time you hit Add Item displaying all items within a table.

Figure 19 - Order Manager - Order Items Section & Add Item Button

4. The costing details, located in the bottom right hand corner of the page, provide you with the option to add in the delivery costs (see **figure 21**). You can also select from the **Vouchers** dropdown list one of the existing vouchers setup within Visionscape if you would like to apply one to your order (see **figure 21**). Once you have completed this section you can hit **Update Total With Delivery** button to display the total cost (see **figure 21**).

Figure 19 - Order Manager - Costing Details Section

- 1 - Delivery Costs
- 2 - Vouchers Dropdown List
- 2 - Update Total With Delivery Button

5. Once you have completed the order click the **Add Order** button at the top of the page. The page will reload showing the completed order details and a message confirming that the new order has been successfully added (see **figure 22**).

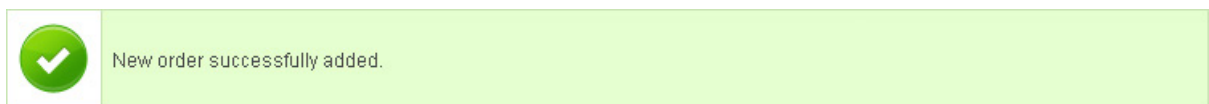
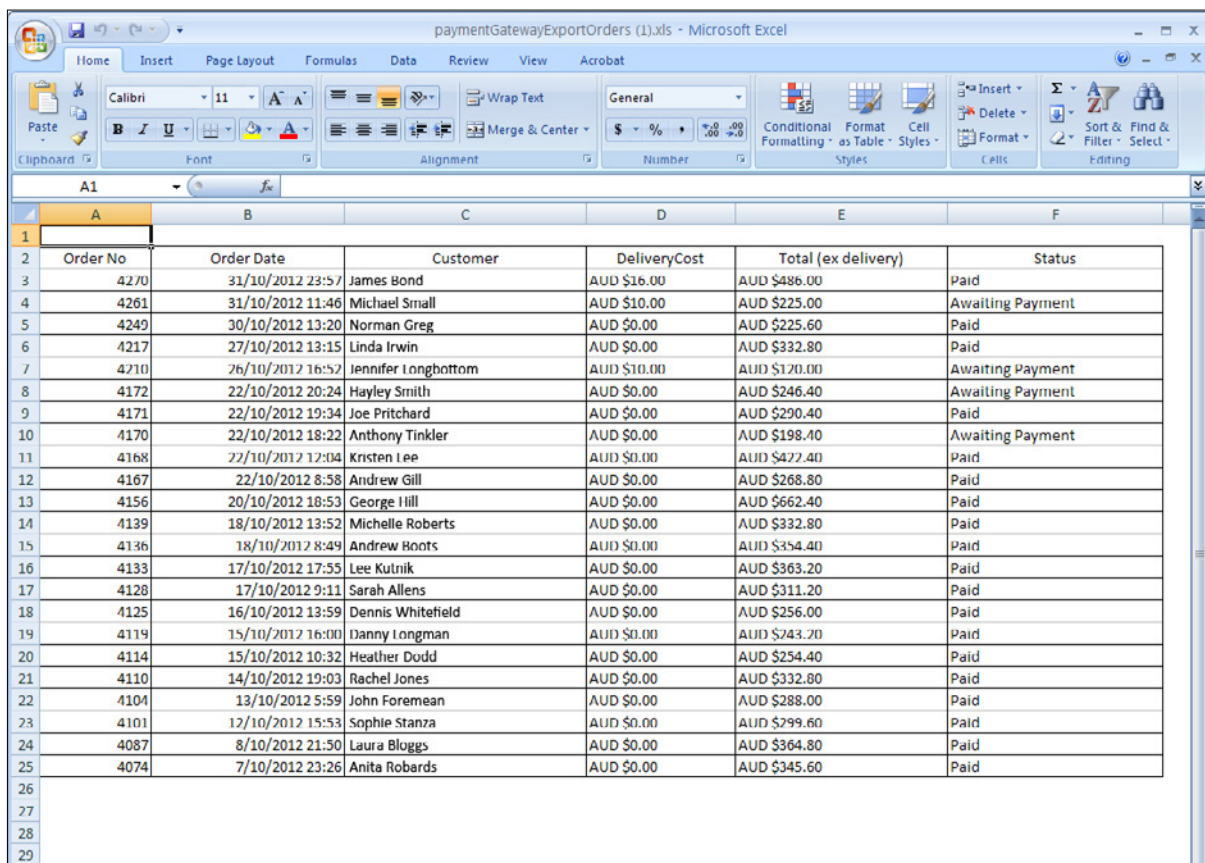


Figure 22 - Adding a New Order - 'New order successfully added.'

Export Orders

You can export orders as Microsoft Excel spreadsheet documents. To do this:

1. Access the **Payment Gateway** main page.
2. Select the order details that you would like to export by selecting the status, timeframe, customer name (if applicable), order ID (if applicable) and cost code (if applicable) - see **Filtering Order Details** for more information on each of these options.
3. Hit the Export Orders button at the top of the page (see **figure 2**).
4. Depending on the operating system you are running (ie Windows XP, Windows Vista, Windows 7, Apple OS X) the file will either download automatically or a dialogue box will appear asking whether you would like to either **Open with Microsoft Office Excel** or **Save File**. If you see a dialogue box select the option you would prefer and click **OK**.
5. Once you open the file you will see a spreadsheet containing all your order details according to your filtered criteria (see **figure 23**).



Order No	Order Date	Customer	DeliveryCost	Total (ex delivery)	Status
4270	31/10/2012 23:57	James Bond	AUD \$16.00	AUD \$486.00	Paid
4261	31/10/2012 11:46	Michael Small	AUD \$10.00	AUD \$225.00	Awaiting Payment
4249	30/10/2012 13:20	Norman Greg	AUD \$0.00	AUD \$225.60	Paid
4217	27/10/2012 13:15	Linda Irwin	AUD \$0.00	AUD \$332.80	Paid
4210	26/10/2012 16:52	Jennifer Longbottom	AUD \$10.00	AUD \$170.00	Awaiting Payment
4172	22/10/2012 20:24	Hayley Smith	AUD \$0.00	AUD \$246.40	Awaiting Payment
4171	22/10/2012 19:34	Joe Pritchard	AUD \$0.00	AUD \$290.40	Paid
4170	22/10/2012 18:22	Anthony Tinkler	AUD \$0.00	AUD \$198.40	Awaiting Payment
4168	22/10/2012 12:04	Kristen Lee	AUD \$0.00	AUD \$427.40	Paid
4167	22/10/2012 8:58	Andrew Gill	AUD \$0.00	AUD \$268.80	Paid
4156	20/10/2012 18:53	George Hill	AUD \$0.00	AUD \$662.40	Paid
4139	18/10/2012 13:52	Michelle Roberts	AUD \$0.00	AUD \$332.80	Paid
4136	18/10/2012 8:49	Andrew Ronts	AUD \$0.00	AUD \$354.40	Paid
4133	17/10/2012 17:55	Lee Kulnik	AUD \$0.00	AUD \$363.20	Paid
4128	17/10/2012 9:11	Sarah Allens	AUD \$0.00	AUD \$311.20	Paid
4125	16/10/2012 13:59	Dennis Whitefield	AUD \$0.00	AUD \$256.00	Paid
4119	15/10/2012 16:00	Danny Longman	AUD \$0.00	AUD \$243.20	Paid
4114	15/10/2012 10:32	Heather Dodd	AUD \$0.00	AUD \$254.40	Paid
4110	14/10/2012 19:03	Rachel Jones	AUD \$0.00	AUD \$332.80	Paid
4104	13/10/2012 5:59	John Foreman	AUD \$0.00	AUD \$288.00	Paid
4101	12/10/2012 15:53	Sophie Stanza	AUD \$0.00	AUD \$299.60	Paid
4087	8/10/2012 21:50	Laura Bloggs	AUD \$0.00	AUD \$364.80	Paid
4074	7/10/2012 23:26	Anita Robards	AUD \$0.00	AUD \$345.60	Paid

Figure 23 - Export Orders - Excel Spreadsheet

Export Order Lines

If you want to track the specific products that have been ordered you can export a Microsoft Excel spreadsheet showing order lines. To do this:

1. Access the **Payment Gateway** main page.
2. Select the order details that you would like to export by selecting the status, timeframe, customer name (if applicable), order ID (if applicable) and cost code (if applicable) - see **Filtering Order Details** for more information on each of these options.
3. Hit the Export Order Lines button at the top of the page (see **figure 2**).
4. Depending on the operating system you are running (ie Windows XP, Windows Vista, Windows 7, Apple OS X) the file will either download automatically or a dialogue box will appear asking whether you would like to either **Open with Microsoft Office Excel** or **Save File**. If you see a dialogue box select the option you would prefer and click **OK**.
5. Once you open the file you will see a spreadsheet containing all your order line details according to your filtered criteria (see **figure 24**).

Order ID	Cost Code	Item Code	Description	Quantity	per Item	Total Item
Order ID 4270			2005 Semillon (limited)	12	AUD \$45.00	AUD \$540.00
			12+ Bottles - 10% Off	1	AUD \$-54.00	AUD \$-54.00
Order ID 4261			Ltd Rel The Kester Magnum & Gold Book	1	AUD \$225.00	AUD \$225.00
Order ID 4249			2012 Semillon	3	AUD \$22.40	AUD \$67.20
			2011 Chardonnay Hunter	3	AUD \$24.00	AUD \$72.00
			2012 Per diem Pinot Gris	3	AUD \$14.40	AUD \$43.20
			2011 Per diem Vignier	3	AUD \$14.40	AUD \$43.20
Order ID 4217			2012 Mixed Dozen	1	AUD \$332.80	AUD \$332.80

Figure 24 - Export Order Lines - Excel Spreadsheet