

## An Introduction to: Payment Integration System

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### 1. Introduction

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This guide is aimed at a brief introduction and demonstration of our **payment integration system** in DataSpace Live. Designed to integrate with local authorities' existing online payment systems, the payment integration module enables local authorities to request and receive online debit and credit card payments for applications submitted on Submit-a-Plan. Local authorities can reduce the time they spend handling cheques or taking debit and credit card details over the phone. The entire process of application submission and payment can be achieved in one place quickly, simply and easily online, whilst also ensuring security and accuracy of payments received.

#### How does it work?

Payment integration is quick and easy to use. When opening an application in DataSpace Live, those local authorities signed up to use the module will find a new '**Application Payments**' tab where you can send a payment request to the applicant and keep track of an application's payment history.

To send a payment request the local authority simply choose the type of application from a drop down list, its predefined fee will be inserted into the request and then you simply click send. When installing the payment integration for your local authority, we will work with you to setup your list of applications and fees. The payment integration system has also been designed with flexibility in mind however, enabling you to adjust a payment fee after reviewing a specific application before the request for payment is sent to the applicant. The benefit of this is that all online payments are for the correct amount, for each and every individual application.

The applicant will receive an email notifying them of the payment request and a link will direct them to the DataSpace Live payment page. Here they are reminded of the amount they are due to pay and

will be given access to the local authority's own payment system to complete their payment.

The receipt of the applicant's payment should now be recorded against the application in the **'Application Payments'** tab in the authority's DSLive account. Likewise this tab allows you to keep track of payments still pending and to resend requests.

## 2. Logging in and selecting an application

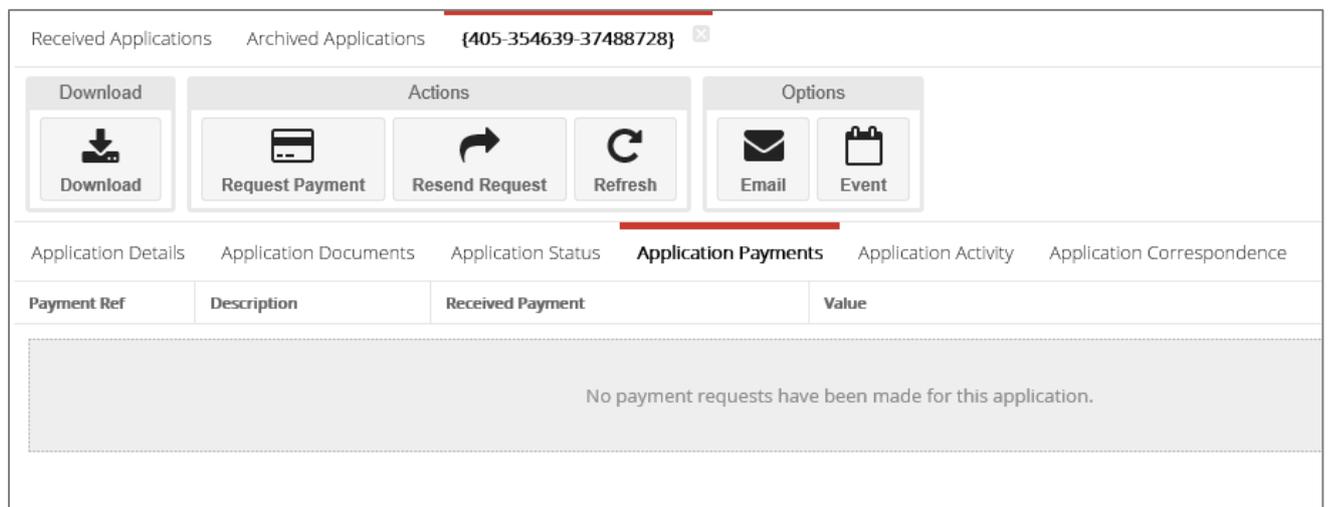
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The first step is to log on to your **DSLIVE** account at [www.dataspacelive.co.uk](http://www.dataspacelive.co.uk).

Go to your **'Applications'** tab and when you have found the relevant application, open the application as usual by selecting it and clicking the **'View'**  icon on the toolbar or right clicking on the application.

You now need to open the **'Application Payments'** tab below your tool bar (see image below). This is where all payment activity related to the application such as payment requests, payments received or payments outstanding will be listed.

You will notice from the image below, columns labelled **'Payment Ref'**, **'Description'**, **'Received Payment'** and **'Value'**.



Payment Ref	Description	Received Payment	Value
No payment requests have been made for this application.			

### 3.Requesting a payment

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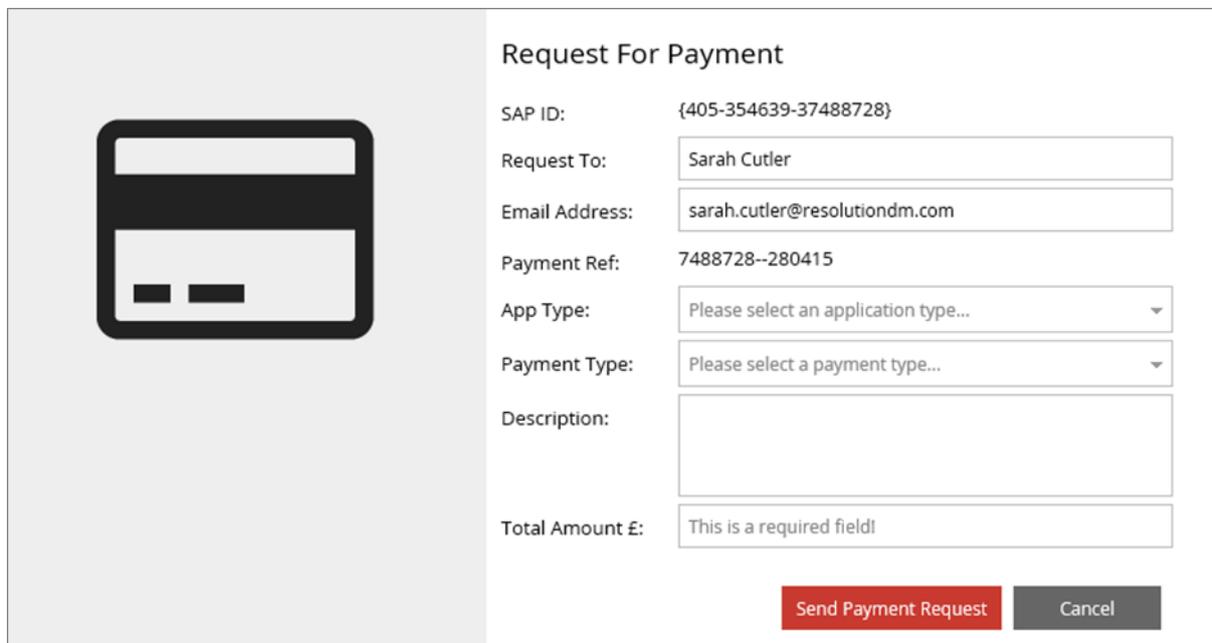
On the 'Application Payments' tab tool bar you will notice three function buttons, the '**Request Payment**' button, '**Resend Request**' button and '**Refresh**' button.



To request a payment click the '**Request Payment**' button and the request payment window will open (see image below).

Toward the top of the window the application **submission ID, applicant name and applicant email address** have been filled in automatically. This contact/email address the request is to be sent to can be edited by typing in the text boxes.

A **reference number** for the payment has also been created.

A screenshot of a "Request For Payment" window. On the left is a large icon of a payment card. The right side contains the following fields:

- SAP ID: {405-354639-37488728}
- Request To: Sarah Cutler
- Email Address: sarah.cutler@resolutiondm.com
- Payment Ref: 7488728--280415
- App Type: Please select an application type... (dropdown)
- Payment Type: Please select a payment type... (dropdown)
- Description: (empty text box)
- Total Amount £: This is a required field!

At the bottom right are two buttons: "Send Payment Request" (red) and "Cancel" (grey).

You can now select the **'Application Type'** from the drop down list.

The list of applications are predefined when we setup the payment integration in your account. You can choose which types you wish to include, as long as they are types Submit-a-Plan supports.

To choose an application simply click on the relevant type to highlight and select it.

The predefined fee will not be automatically entered in the **'Total Amount'** box until the **'Payment Type'** is also selected.

You can however enter a fee manually at this stage if you wish.

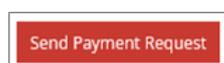
If you wish your fees to vary depending on the whether the work is a new dwelling, domestic or non-domestic etc etc, you can also predefine this criteria during the setup process. This criteria will appear in the drop down **'Payment Type'** list.

Once you've selected your **'Application Type'** you can now pick your **'Payment Type'**.

Once the **'Payment Type'** has been selected, the **'Description'** of the payment request and the predefined fee will automatically be entered in the **'Total Amount'** box.

You can now edit the description or the total amount before sending the request if you wish to do so.

To **send** simply click.



**Request For Payment**

SAP ID: {405-354639-37488728}

Request To: Sarah Cutler

Email Address: sarah.cutler@resolutiondm.com

Payment Ref: 7488728--280415

App Type: Full Plans Submission

Payment Type: Full Plans Submission

Description: Building Notice  
Replacement Doors and Windows  
Regularisation Certificate

Total Amount £: This is a required field

**Send Payment Request** Cancel

App Type: Full Plans Submission

Payment Type: Please select a payment type...

Description:

Total Amount £: This is a required field

**Request For Payment**

SAP ID: {405-354639-37488728}

Request To: Sarah Cutler

Email Address: sarah.cutler@resolutiondm.com

Payment Ref: 7488728--280415

App Type: Full Plans Submission

Payment Type: New Dwellings

Description: Domestic Buildings  
Non Domestic Buildings  
Miscellaneous

Total Amount £: This is a required field

**Send Payment Request** Cancel

App Type: Full Plans Submission

Payment Type: New Dwellings

Description: Full Plans Submission: New Dwellings

Total Amount £: 150.00

**Send Payment Request** Cancel

## 4.Payment history

Once the payment request has been sent, it will be recorded against the application in the **'Application Payments'** tab (see image below).

Along with the application submission ID/payment reference number, the date, description and value of a request is recorded here. The **'Received Payment'** column will be set as 'no' until the applicant has paid online, when it should update automatically to 'yes'.

Payment Ref	Description	Received Payment	Value
Requested Date: 28 April 2015 (1 Request)			
7488728-ENN109105-FP-280415	Full Plans Submission: New Dwellings	No	£150.00

## 5.Resending a payment request

If a payment has not been made in suitable time, the request for payment can be resent using the **'Resend Request'** button on the tool bar.



To resend a request, click on previous payment request listed in the **'Application Payments'** history to highlight it, then click the **'Resend Request'** button. The payment request previously sent will reopen (see image below). The same payment reference number is listed.

Here the application type, payment type and amount are not editable because we are simply sending a repeat of the original payment request. If you need to send a request with different payment criteria or for a different amount, then a brand new request should be sent using the **'Request Payment'** button.



### Request For Payment

SAP ID: {405-354639-37488728}

Request To:

Email Address:

Payment Ref: 7488728-ENN109105-FP-280415

App Type:

Payment Type:

Description:

Total Amount £:

## 6. What does the applicant see?

Once you have sent a request for payment on DataSpace Live, the applicant will receive an email notifying them of the request and its details, and a link in that email will direct them to the 'DataSpace Live Online Payment Page' (see image below).

Listed are the details of the applicant and the application, with the details of payment request - including the payment request reference number, total amount requested and the date the request was sent.

The screenshot shows the 'DataSpace On-line' logo at the top. Below it is a red bar with the text 'Request For Payment'. The page displays the following information:

**Payment Request ID :** 7488728-ENN109105-FP-280415    **Applicants Details :**

**Miss. Sarah Cutler**    **Work Location:**  
2nd Floor, 3, Royal Crescent, Cheltenham Gloucestershire GL503DA

2nd Floor, 3, Royal Crescent, Cheltenham Gloucestershire GL503DA    **Description:** Single storey extension

**Agents Details:**    **Date Request :** 28 April 2015

Full Plans Submission: New Dwellings	1	£150.00
<b>Total Due</b>		<b>£150.00</b>

At the bottom left, there is a 'Make Payment' button.

Once the applicant clicks on the 'Make Payment' button, they are then directed to the local authority's own payment system.

The screenshot shows the 'Make a Payment' page with the following details:

**Page shortcuts**  
[Card Details](#)    [Card Account Details](#)

### Make a Payment

Please note - information on this page will time-out after 20 minutes of inactivity  
\* =Mandatory Field  
Payment Amount: £150.00

**Card Details**

Enter card number without spaces

Expiry date (month, year)  
▼  ▼

Issue Number (Switch/Maestro Cards only)

Security Code

[Back to Top](#)

**Card Account Details**

Enter cardholder name and address details:  
Name appearing on card \*

Select address from list, and click 'Select' button. Or enter details manually below.  
▼  [Select](#)

House number/name \*

Street \*

Area

Town \*

County

Postcode \*

[Submit](#)    [Cancel](#)    [Back To Top](#)

## Interested in accepting payments for applications on Submit-a-Plan?

Contact us for more information today at [helpdesk@resolutiondm.com](mailto:helpdesk@resolutiondm.com)

We hope you found this guide helpful.

**For help or support** please email [helpdesk@resolutiondm.com](mailto:helpdesk@resolutiondm.com) or call 01242 260505.

